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## **UN Global Compact Communication on Progress - Dulas**

**Date 31<sup>st</sup> July 2020**

### **Statement**

To our stakeholders

I am pleased to confirm that Dulas continues to support the ten principles of the Global Compact with respect to human rights, labour, environment and anti-corruption.

Our core business is the delivery of renewable energy solutions to help people and the planet; this means our values and activities embrace the three environmental principles. We are continually encouraging the diffusion of renewable energy technologies in areas of the world with poor power supplies particularly for the use of primary healthcare.

Human rights have also always been at the heart of our business and our founding principles exclude manufacturing arms or arms related products.

Labour rights and responsible management are vital to our operations and values. We are employee owned, with equal shares for all, and with no external shareholders.

We are anti-corruption and our activities are undertaken through transparent bidding processes.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our primary channels of communication.

Yours Sincerely,

A handwritten signature in black ink, appearing to read "R Chapman".

Ruth Chapman

Interim Managing Director, Dulas



## Human Rights

- [Principle 1](#): *Businesses should support and respect the protection of internationally proclaimed human rights; and*
- [Principle 2](#): *make sure that they are not complicit in human rights abuses.*

## Assessment, Policy & Goals

Dulas fully and passionately supports the Universal Declaration of Human Rights.

We have policies, outlined within our Employee Handbook, which support the declaration regarding:

Capability Procedure  
Disciplinary  
Grievance  
Internal Secondment  
Redundancy  
Volunteering  
Right to Request Flexible Working  
Relocation  
Career Break  
Volunteering at Dulas  
Working Time & Annual Leave  
Equality & Diversity  
Maternity  
Paternity/Maternity Support Leave & Pay  
Probation  
Dignity at Work  
Recruitment & Selection  
Development & Objectives Review  
Learning & Development  
Sickness Absence Reporting  
Parental Leave  
Internal Recruitment & Selection  
Stress  
Volunteering  
Reviews  
Modern Slavery and Human Trafficking  
Anti-bribery and anti-corruption policy

## Implementation

Our policies are implemented in our day to day operations. We adhere to the stringent UK and European recruitment and employment law and actively promote work-life balance through flexible family friendly working practices. Every employee carries out a 6-monthly stress test to monitor the wellbeing of employees and management reviews are regularly carried out.



Our work specifically supports Article 25 through our provision of solar powered refrigeration and power systems for health care. These products enable improved health care and access to vaccinations in the most remote areas of the world.

During 2018 we introduced policies on modern slavery and human trafficking. This was deemed essential as we are operating through agents and subcontractors in an increasing number of countries.

During 2019 Dulas held a series of workshops with all employees to review and update our company values and working practices and principles. As a collective we agreed upon five values that we as employees all believe are integral to our company; i) Integrity, ii) Ethical, iii) Innovative, iv) Collaborative, v) Excellence. We have also asked all Shareholders (employees) of the company to contribute to the review and update of our internal governance structure, meaning that they get to shape the future internal governance of Dulas.

### **Measures of outcomes**

Dulas undertakes a 6-monthly survey on stress which is fed back to departmental managers and the Board of Directors. The employee representative Personnel Group monitors and ensures that human rights are upheld.

A wider employee survey is undertaken annually to gauge employee responses to a number of questions about the working environment, team relationships, management and the Board. Anonymised results are circulated to all staff.

## **Labour**

- [Principle 3](#): Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- [Principle 4](#): the elimination of all forms of forced and compulsory labour;
- [Principle 5](#): the effective abolition of child labour; and
- [Principle 6](#): the elimination of discrimination in respect of employment and occupation.

### **Assessment Policy and Goals**

Dulas is a worker owned company. This brings unique commitment, equality and loyalty throughout our business. We encourage and support co-operation in Dulas as well as common ownership of business ideas and processes throughout teams.

The promotion of team working is paramount. We expect every employee to be self-motivated and responsible, and to participate in decision making in a considered manner. Management style is expected to be inclusive, supportive & coaching, we expect everyone with management responsibility to have excellent listening skills and a democratic approach but not to be afraid to deal with difficult issues & show leadership.

We take this approach as we believe this is the best for profit, people and the environment.

Dulas does not use forced or compulsory labour or use child labour.

Dulas adheres to UK and European laws regarding discrimination.

### **Implementation**



Dulas has a culture of consultation and participation and all employee/shareholders will contribute to major business decisions. Dulas has been very pleased to retain our status as a fully worker owned company and we have a Shareholder Advisory Committee which is responsible for advising the Board of Directors through consultation.

In June 2020 Dulas acquired the remaining 50% of its refrigerator manufacturing factory, Polestar, based in Bognor Regis, England. For the past five years we have been 50% Shareholders, but now fully own the company. This decision was taken through a Shareholder vote, in which all Shareholders (employees) of Dulas got an equal vote on the purchase. We carried out detailed Due Diligence in advance including speaking to all employees at Polestar. We are now working closely with key employees at both Polestar and Dulas to form the future strategy of the manufacturing business.

Dulas has a human resource team in place to ensure UK legislation is implemented and supported. A democratically elected personnel group is also in place which is responsible for employee probations, appraisals and are available to assist and support with any employee matters as and when they may arise.

Dulas values the health and safety of its employees and is now certified under the RoSPA Gold Award scheme as a safety-conscious employer.

### **Measures of outcomes**

Standards and policies are monitored, updated and recorded by the employee representative Personnel Group; the supply chain is monitored by the ISO9001 process.

## **Environment**

- [Principle 7](#): Businesses should support a precautionary approach to environmental challenges;
- [Principle 8](#): undertake initiatives to promote greater environmental responsibility; and
- [Principle 9](#): encourage the development and diffusion of environmentally friendly technologies.

### **Assessment Policy and Goals**

Our core business is in the delivery of renewable energy solutions that make a positive impact on the environment through the provision of solar, wind, hydro and battery storage systems for commercial, humanitarian and public service applications around the world.

Our business is driven by the global targets for carbon reduction and the opportunity to deliver life-saving technologies to areas of poor electricity supply through the provision of renewable energy technologies.

### **Implementation**

The Dulas headquarters are situated in extremely energy efficient BREEAM standard office buildings on a purpose built Eco business park in Mid-Wales. The area significantly benefits from the local employment opportunities presented by the business. The organisation's transport policies reflect our environmental goals and location next to a mainline railway station ensures that car journeys can be minimised.



The whole business is dedicated to the installation and facilitation of wind farms, individual wind turbines, environmentally sensitive run-of-river hydro schemes, solar PV systems for businesses, battery storage projects and remote, off-grid applications.

### **Dulas Environmental Management System Statement**

Dulas achieved certification to ISO14001 in June 2015. The following Dulas Ltd documents are held in support of this:

- Environmental Policy Statement – this includes maintaining an Environmental Management System that conforms to ISO14001
- Environmental Management System model
- Environmental Management System Manual contents
- Management Review Procedure – this covers review of ISO14001:2004 sections 4.33, 4.4.1, 4.6
- Documents register showing relationship between ISO9001 and ISO14001 documentation
- Environment aspect chart
- Environment aspect register
- Legal Register
- Minutes of ISO14001 review meetings
- Waste monitoring
- Environmental Emergency Response and Pollution Prevention
- Waste management procedures

As a fully environmentally aware company we continued to manage, review and improve our environmental management through our ISO9001 and ISO14001 processes and as part of our Health & Safety management. We are continuing to improve our activities and there is support at director level and throughout the company.

Environmental awareness is embedded in Dulas Ltd as it is contained as an object in our memorandum of association

“22.4 – to make a real contribution to improving peoples lives and the protection of the environment”.

At our HSQE Management Review Meeting in February 2020 a number of new Environmental Objectives were agreed at Board and Senior Management level. All employees had an opportunity to shape these objectives. The areas identified for improvement included; i) Energy, ii) Waste, iii) Travel and iv) wider context of the business. An example of a specific objective for 2020 is to ‘reduce internal flights for business trips’

### **Anti-Corruption**

- [Principle 10](#): Businesses should work against corruption in all its forms, including extortion and bribery.

### **Assessment Policy and Goals**

The Dulas Business Vision document states that:



We are a highly ethical business, *and that* we specifically exclude trade with arms or arms related products.

Dulas is against corruption and supports the UN convention against corruption. In the updated values and working practices agreed upon by all employees in January 2020 one of the agreed values - 'Ethical' - is defined as: 'We passionately believe in people, in making a difference for our planet and its future, through sustainable, renewable and humanitarian business endeavours. We are committed to ISO 14001 environmental management which is reflected in our working practices, we strive for commercial sustainability and equality within an empowered work force.' In addition our 'Integrity' values is defined as: 'We value mutual honesty & truthfulness and behave with dignity, openness and consistency. Our trust & respect for each other is integral to our business. We excel in our fields with independence and accountable autonomy.' Both of these values support the anti-corruption principle.

### **Implementation**

As an ethical business Dulas ensures that our business interactions do not infer any type of corruption. The organisation regularly bids for work through transparent tender processes and framework agreements. As part of our quality management system all new suppliers and contractors are thoroughly assessed before work is undertaken and a PO is agreed.

Dulas operates a clear delegated authority system that ensures checks and balances over the procurement and sales processes.

Dulas' disciplinary procedure clearly states that the acceptance of bribes or incentives of any sort is misconduct and appropriate action will be taken.

Dulas Ltd refers to and complies with the UK bribery act. The senior management team and directors have had a briefing on the bribery act and are regularly reminded to maintain the register of hospitality given or received.

### **Actions**

All Heads of Team read, understand and communicate as necessary the brief and full guidance. Heads of Team remind all team members that bribery is illegal and an offence for UK nationals under UK law and ignorance of the law is not a defence. This is included in team meetings.

We maintain a register of hospitality given and received.

Awareness of this issue is now covered in our staff induction process.

We updated our anti-bribery policy during 2018 to ensure that it remains suited to the areas in which we work, and that all potential risks are covered.

### **Measures of outcomes**

Departmental teams monitor business interactions to ensure that ethical business practices are maintained.

During the year no disciplinary action was required regarding corruption.

The hospitality register is regularly updated and is reviewed as necessary by our Audit Committee.