



Corporate Social Responsibility Policy

Our Declaration...

- We recognise that we must integrate our business values and operations to meet the expectations of our stakeholders. They include our customers (dairy farmers & cooperatives), employees, investors, suppliers, the community and the environment.
- We recognise that our social, economic and environmental responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.
- We take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- We shall be open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.
- The NDA Management is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance on this policy rests with all employees throughout the Authority.

Our Commitment...

- We shall ensure a high level of business performance while minimising and effectively managing risk ensuring that we uphold the values of honesty, partnership and fairness in our relationships with all our stakeholders;
- We shall support the development of our stakeholders through led training courses and using our facilities for all of our business partners to hold seminars and industry meetings;
- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices;
- We shall encourage suppliers and contractors to adopt responsible business policies and practices;
- We shall encourage dialogue with local communities for mutual benefit;
- We will register and resolve customer complaints in accordance with our standards of service;
- We shall support and encourage our stakeholders to help local community organisations and activities in our service coverage areas;
- We shall work with local schools, colleges and universities to assist young people in choosing their future careers, being an advocate for our industry;
- We shall operate an equal opportunities policy for all present and potential future stakeholders and will offer them clear and fair terms of business opportunities and provide resources to enable their continual development;
- We shall provide safeguards to ensure that all stakeholders are treated with respect and without sexual, physical or mental harassment;
- We shall maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement;
- We shall provide, and strive to maintain, a clean, healthy and safe working environment.

Recommended by:


RMDEGUZMAN

Department Manager

Corporate Planning & Management Services Department

Cleared by:


NKTORRETA

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GJGENAS

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Date Approved:

6 June 2014