

‘Doing the right thing in express logistics’

“WE PLEDGE TO DO THE RIGHT THING”

This pledge has been developed by companies in the final mile delivery industry to demonstrate our ongoing commitment to do the right thing by our customers, clients, the people in our business and throughout the supply chain. We are committed to providing excellent service, fair opportunities and being responsible businesses.

Ethical best practice

Doing the right thing ethically;

- We provide a fair opportunity for all.
- We recognise the value of diversity in the workplace.
- We have a zero tolerance policy for discrimination and harassment in the workplace, labour exploitation, modern slavery, human trafficking.
- Everyone should enjoy good labour standards, regardless of contractual status.

Environment and corporate social responsibility

Doing the right thing for good air quality and a sustainable environment;

- We work to minimise the environmental impact of our business; including our vehicles and business practices.
- We commit to phasing out fuels that do not reflect our commitment to a sustainable environment within appropriate time scales.
- We seek to reduce vehicle miles.
- We work towards and in the spirit of relevant environmental legislation.

Taking corporate & social responsibility seriously;

- We have a corporate and social responsibility policy,
- We recognise and embrace our wider corporate and social responsibility to our market sector and the community.
- We act as ambassadors, improving the sector, acting as good corporate citizens to our neighbours.

Health and safety, compliance and behaviour

Doing the right thing for a safe working environment;

- We have a Health & Safety policy and promote best working practices.

Working to the highest standards of compliance;

- We are committed to the safety of all road users and seek to develop, support and drive initiatives to improve the safety of all road users.
- We meet the regulatory obligations of road use, ensuring vehicles are taxed, have relevant MOT, are roadworthy and compliant and have relevant insurance.

Working towards best practice driving and riding behaviour;

- We endeavour to use road space in a professional and considerate manner.
- We promote awareness of vulnerable road users to all our drivers and riders.
- We shall ensure that all our drivers and riders have appropriate and valid licences.

‘Doing the right thing in express logistics’

Engagement status

We will provide clarity for all;

- We promise to treat all fairly, with respect, dignity and without discrimination regardless of status.
- We provide clarity of choice in different ways to work.
- All delivery agents shall be provided with clearly written and understandable information about their contract and engagement status.

Responsibility to consumers and clients.

We strive to provide the best customer experience;

- We publish our terms and conditions of business.
- We provide a robust and transparent complaints procedure with effective communication that works in a professional manner at all times.

Talent and future generations.

We wish to develop talent in the sector;

- We wish to develop talent in the sector to provide a continuity of service.
- We aim to develop talent to generate the best people with class leading skills for the express sector.