

Mission Statement

Happy Energy Solutions Ltd strives to carry out its business in a professional, quality biased and ethical manner with particular regard for minimizing the impact of its operations on the environment.

Ethical Status

Happy Energy always operates in a professional and focused manner underpinned by its ethical values and our own sustainable practice, operational processes and client relations are guided by these values. We remain true to our word on all business dealings with stakeholders and customers to ensure that it is viewed by them as a trustworthy company that always goes the extra mile.

Purpose and Aims

Happy Energy recognises that our commercial activities have the potential to impact on our suppliers and our locality and that the interests of all stakeholders including investors, customers, employees, the community and the environment should be reflected in the company's policies and actions.

The purpose of the policy is to make clear to all stakeholders how we propose to work towards achieving it. The CSR policy applies throughout all of our procurement and guides our approach to all our activities;

- Continually improve our Corporate and Social Responsibility (CSR) strategy;
- Continually improve our performance and meet all relevant legislation;
- Operate in a way that safeguards against unfair business practices;
- Recognise that developing relationships between companies and the communities they serve, is a vital part of delivering business success;
- Carry out our business in consultation with our customers, stakeholders and partners and determine the environmental, social and economic issues;
- Ensure all contractual agreements, clearly set out the agreed terms, conditions and the basis for our relationship;
- Ensure products sourced by Happy Energy which are produced under working conditions that are hygienic and safe and that environmental issues are considered;
- Ensure all workers involved in the delivery of services provided by Happy Energy to be treated with full consideration to their basic human rights;
- Act in an ethical and socially responsible manner above and beyond basic legal requirements;
- Encourage our employees to be mindful of the effect of their actions on the environment.

Suppliers' Responsibility

Happy Energy take great care selecting the companies who supply us directly with products and services and this policy establishes the standards we expect from ourselves and our suppliers. It is the supplier's responsibility to achieve and maintain the standards we have set out in this policy although Happy Energy will support suppliers with continuous improvement where possible and is committed to monitoring social standards in our supply chain. To this end Happy Energy will expect suppliers to:

- Adhere to the guidance and ideal set out in this CSR policy
- Adopt responsible business practices and policies
- Adhere to all legislation regarding workforce and human rights
- Utilise schemes to take-back, recover, re-use and recycle products at the end of their use/life.

Workforce Rights

The people working for our suppliers are to be treated with respect and their health and safety including basic human rights must be protected and promoted. Each supplier must strive to comply with our policy and with all relevant local and national laws and regulations, particularly with regard to the following points:

Employment must be freely chosen i.e.

- ! There must be no forced, bonded or involuntary prison labour
- ! Workers must not lodge "deposits" or their identity papers with their employer and are free to leave their employer after reasonable notice

Workers freedom of association and the right to collective bargaining are respected i.e.

- ! Workers, without distinction, must have the right to join or form trade unions of their own choosing and to bargain collectively
- ! Workers representatives must not be discriminated against and have access to carry out their representative functions in the workplace
- ! Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of other means for independent and free association and bargaining

Working conditions are safe and hygienic i.e.

- ! A safe and hygienic working environment should be provided. Adequate steps should be taken to prevent accidents and injury to health by minimising, so far as is reasonably practicable, the causes of hazards in the working environment
- ! Workers should receive regular and recorded health and safety training
- ! Access to clean toilet facilities and water, and if appropriate, sanitary facilities for food storage should be provided
- ! Accommodation, where provided, should be clean, safe, and meet the basic needs of the workers
- ! Responsibility for health and safety should be assigned to a senior management representative

Child labour shall not be used i.e.

- ! There will be no recruitment of child labour
- ! Children or persons under 16 must not be employed at any time, day or night
- ! Children or persons under 18 must not be employed full-time

Working hours and remuneration are reasonable and comparable to other companies in our business sector and regular employment is provided i.e.

- ! Wages and benefits paid for a standard working week must meet, at a minimum, national legal standard. In any event wages should always be enough to meet basic needs and to provide some discretionary income
- ! All workers should be provided with comprehensive documentation written about their employment conditions in respect to wages and other terms of employment before they enter into a contract of employment
- ! Deductions from wages as a disciplinary measure shall not be permitted unless authorisation has been sought by the employee concerned
- ! Working hours should comply with national laws

Workers should not on a regular basis be required to work in excess of 48 hours per week and shall be provided with at least one day off for every 7-day period. Employees can work more than 48 hours in one week, as long as the average over 17 weeks is less than 48 hours per week

- ! Overtime should be voluntary and shall not be demanded on a regular basis. Employees will receive at least their basic hourly rate for any overtime

No discrimination is practiced i.e.

- ! There will be no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation

No harsh or inhumane treatment is allowed i.e.

- ! There shall be no physical abuse or discipline, no threat of physical abuse, sexual or other harassment and no verbal abuse or other forms of intimidation in the workplace

Environmental responsibility

We require all suppliers to meet local or national regulations as a minimum. As part of our ISO14001 commitment we actively encourage all suppliers to be as environmentally aware as possible and where requested we will support supplier's environmental policy and objectives.

Commitment to extending these principles throughout the supply chain

We expect our suppliers to adopt similar principles in dealing with their own suppliers via our bespoke supply and install agreements.

Regular assessment

All suppliers will regularly be requested to provide information and be visited by Happy Energy representatives for an assessment to ensure they are meeting the necessary requirements set by Happy Energy.

Suppliers will be encouraged to apply these principles at all times and must also be able to demonstrate that they are doing so. We will work with suppliers to support any necessary improvements, but we will also take action, which may involve cancelling contracts and ceasing to trade if suppliers are not prepared to make appropriate changes.

Review Date: 11th January 2023