

**EQUAL OPPORTUNITIES**

DSSR is committed to Equal Opportunities in providing equal treatment of all employees and applicants. The Firm's aim is to recruit, train, promote and reward on the basis of merit and irrespective of gender, disability, sexual orientation, marriage or civil partnership, gender reassignment, part time status, age, religion or belief, race, colour, ethnic origin, nationality or national origin or trade union membership.

DSSR will ensure that all employees are aware of the importance which the Firm attaches to its Equal Opportunities Policy, and will ensure that they do not, by their own actions, behaviour or attitudes, directly or indirectly or unintentionally discriminate against any job applicants, employees, customers or clients.

ETHICS AND VALUE

DSSR's basic civil principles of honesty and trust are essential components to retaining valued clients and staff. The success of our business is conditional on the extent to which the people in the Firm communicate and collaborate. Our strength comes from the energy and creativity of teams rather than individuals. It is therefore imperative that we respect the dignity and rights of others.

Our Ethical Policy clarifies the responsibilities that we have to each other, our clients and to the communities in which we work. It outlines ways in which we can create an open culture in which everyone feels included and respected.

CORPORATE SOCIAL RESPONSIBILITY

DSSR believes that a responsible approach to developing relationships between organisations and the communities they serve, global or local, is a vital part of delivering business success. How we interact with the markets in which we operate determines our place within it. We recognise that our business activities have direct and indirect impacts on the markets in which we operate. We endeavour to manage these in a responsible manner, believing that sound and demonstrable performance in relation to corporate responsibility policies and practices is a fundamental part of business success. We also strive to be a good corporate citizen, recognising our responsibility to work with our people and the wider community to improve the quality of life of the less fortunate by supporting good causes and supporting fund raising activities.

TRAINING

DSSR's philosophy and structure towards training and development directly relates to the Firm's key business objectives. The Firm recognises that training has an important contribution to make in the achievement of its stated aims and objectives. Training is therefore seen as a vehicle and management tool, which contributes towards the commercial strategy. Consequently training and development needs will be prioritised against the Firm's key business drivers and personal development for employees. Employees are DSSR's most valuable assets. We therefore aim to provide facilities and opportunities to ensure that staff are in possession of the knowledge, skills and expertise to perform their job to the required standard.

We believe that appropriate training and ongoing professional development will add value to both the Firm and the individual employee's development and satisfaction. Employees are therefore encouraged to identify relevant training and development needs in relation to the business objectives.

RECRUITMENT, RETENTION AND SUCCESSION PLANNING

DSSR recognises the importance of recruiting the right people with the right skills to fulfil roles within the business. To ensure consistency of approach DSSR have procedures in place to ensure that we operate a fair and equal recruitment process and the right person is recruited for the right job.

**CUSTOMER CARE**

At DSSR, we are committed to delivering the best possible service to our clients. By listening to our clients and learning from our projects, we are putting in place services that we believe will help us to improve our services to clients.

DSSR recognise the importance attached to regular personal contact by the client / partner and this includes personal interviews with key clients. The Firm's formal QA procedures ensure that regular client / team meetings take place as the project progresses and there is a client de-brief on completion which outlines recommendations for improvement. DSSR also have in place a set procedure for responding to client concerns, culminating in the personal attention of the Senior Partner. It is the Firm's policy to maintain staff continuity whenever possible on the basis that this will provide the optimum efficiencies for project delivery from both the client and the Firm's own perspectives.

ENVIRONMENTAL AND SUSTAINABILITY

At DSSR, we are committed to minimising the environmental impact of every aspect of our business. As a Firm, we will ensure that environmental issues are always a prime consideration and we will act responsibly to protect and enhance the environment. Our commitment is to improve the environmental performance of all business operations via the inclusion of environmental best practices and the developing of management systems and employee training to achieve our objectives and targets.

We consider the impact of the design, refurbishment and use of all our projects and promote the services of our in-house Sustainability Team with a view to improving the sustainability of engineering designs for our clients.

DSSR recognises their responsibility towards the protection and enhancement of the environment and aims to achieve this through the development and maintenance of an Environmental Management Plan which will focus on office waste and recycling, business and work-related travel, office energy and office water usage and environmental reporting.

HEALTH & SAFETY

It is our policy, insofar as is reasonably practicable, to offer a working environment which is free of work-related accidents or ill-health and, to this end, we will pursue continuing improvements from year to year. We also recognise our responsibilities for the health and safety of others who may be affected by our activities.

All employees, on their part, must comply with current legislation, regulations and are encouraged to contribute actively towards achieving a work environment, which is free of accidents and ill-health. Our health and safety policy is reviewed regularly to monitor its effectiveness and to ensure that it reflects changing needs and circumstances.