



## **CORPORATE SOCIAL RESPONSIBILITY STATEMENT (CSR) – OCT 2018**

---

Whether it's reducing our environmental impact, ensuring the safety of our staff and suppliers or encouraging equal opportunities, social responsibility remains a priority to delivering the DX turnaround plan.

DX identifies the following as key stakeholders to the success of the turnaround plan, and as such treats them with the due care and respect outlined in this document: Customers, Employees, Suppliers (in particular third party couriers, fleet providers and agency labour), and local communities through environmental impact of our operations

### **Customers**

We believe we are only as good as our last delivery and our ability to attract new customers is only possible if we provide an excellent service to our existing customers.

We take customer feedback seriously and look to integrate this into building a better service and a stronger DX. Complaints and queries are addressed promptly by our Customer Service teams, with any deficiencies in our service being improved, often including further training.

Feedback can be made in a variety of ways; to the local depot, customer service centre, or through to Board members and the Chief Executive Officer, via the telephone, letter, email and social media – and all are monitored and reported. We typically we get over 250 inquiries a day through our social media channels including Twitter, Facebook and TrustPilot, and all are promptly investigated and a response ideally given to the customer on the same day.

### **Employees**

DX aims to create a culture where employees of all backgrounds and experience feel appreciated and valued. This is underpinned by the culturally diverse workforce employed by the Group, which reflects the local populations in the areas where DX operates. In all cases the Group fulfils its legal obligations under the Equality Act 2010 including Gender Pay Gap reporting. Our Directors' Report in our Annual Report & Accounts documents more fully explains our workforce policies and approaches.

We constantly try to reduce staff turnover with training and coaching that can lead to employees developing a long-term career with the Group. Feedback is captured from the work force through a HR-led employee survey (annual) as well structured one-to-one appraisals between manager and employee.

Using technology in our customer service centre, DX is looking at common trends from both customer surveys and staff surveys to build a better experience for both, as it is firmly our belief that for customers to be delighted by their service, staff need to be equally as delighted and motivated in delivering it.

We offer an open door policy between senior management and workforce to support the processing of grievances. Our Whistleblowing Policy is communicated to all staff and managed by an independent third party.

We operate to the highest standards of care, and remain committed to making further changes to reduce the risk of accidents or injuries or other adverse events that might affect the well-being of our employees and other stakeholders. Since the launch of DX's three year Safety Strategy in 2016, the overall number of accidents reported has increased as our reporting has matured but there has been a significant reduction in the frequency of the more serious accidents. DX is committed to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

DX understands that the number of vehicles using the UK road network is currently at its highest level ever recorded and as such presents itself as a risky environment in which to operate. DX uses the UK road network as an integral part its operation and therefore views driving as a key element of daily routines, be that commercial driving, company car or grey-fleet driving with substantial mileage being covered most days of the week by the Company's employees and suppliers as a whole.

This presents a high-risk scenario for our stakeholders as driving is reportedly the most dangerous work activity that most people do. We also take into account that this risk is vastly compounded by the high number of on-road foot workers, namely maintenance workers, postal workers, vehicle breakdown technicians, etc. who use the roads daily. To that end DX has implemented a Road-Risk Management Policy. This Policy provides guidance and support to all drivers of DX through the identification of potential risks, evaluating those risks and implementing solutions to reduce the risk to its lowest level possible

## **Environment and community**

DX continue to focus on areas where we can make a positive impact, orientated towards the reduction of our carbon footprint. Our approach to continual improvement is underpinned through our Environmental Management System (EMS) which maintains accredited certification to ISO14001:2016. DX continue to deploy an annual environmental reporting campaign designed to ensure a mature and accurate reporting framework to enable us to target improvements against our Scope 1 and 2 Carbon Footprint.

As a logistics business our impact is heavily orientated towards the fuel that we use for our commercial vehicles which represents almost 80% of the total impact. Consequently a small increase or reduction in fuel consumption will always make a big difference to our overall impact.

We have also provided support for various community groups. , DX is actively involved with charities, including VisionAid. For over 15 years we've worked with Vision Aid Oversees ('VAO'), a charity helping adults and children in developing countries gain access to eye care and spectacles. DX has delivered over 25 million pairs of glasses to VAO, now at a rate of more than 3 million per year.

DX has online ordering tools like DX Despatch, an electronic means of providing freight collection manifests, thus reducing paper usage. If our customers cannot move to our online service a surcharge is levied to cover the cost of supply and to encourage a move away from the environmentally unfriendly paper alternative.

We continue to act diligently in reducing our waste and ensuring where possible packaging used by ourselves and our customers is recyclable. Our DX Secure Shredding service ensures that we now have an in-house option to collect shred and recycle our customer secure paper waste, meaning we are helping customers become more efficient in their environmental commitments.

## **Suppliers**

DX requires all suppliers to adhere to its [Supplier Code of Conduct](#) which reinforces DX's values throughout its supply chain. We audit and check all of our suppliers against the latest legislation, including GDPR and Anti Slavery legislation, and only work with other organisations that are committed to corporate social responsibility.

Working closely with our Sub-contractors, DX has an in-depth Sub-contractor engagement, which reviews vehicles standards, driver compliance, vehicle and driver documentation at the start of the contract and every quarter thereafter. This ensures standards are maintained across the business in direct support of DX

DX expects the highest standards of honesty and integrity from its suppliers. We take a zero tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships.