

## Environmental Policy

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eCourier.co.uk is committed to ensuring that our service is the most environmentally responsible possible. Our team is dedicated to certifying that we uphold this commitment through focus on three key objectives:

### Off-setting our carbon footprint

Since 2006, eCourier.co.uk has been working with the CarbonNeutral Company, we offset our carbon emissions through investment in several carbon-saving projects.

- Investment in renewable energy projects with Guizhou Hydro Power, China. This group of small and medium hydro power stations has already achieved emission reductions of 190,000 CO<sup>2</sup> tonnes.
- Investment in the Selco Solar Water Heating Systems project, India. Hot water used to come from electricity generated from burning nasty fossil fuels. Rooftop solar collectors now supply hot water to households and the local community.
- Investment in the Kotmar Waste Heat Recovery project, India. Waste heat from a steel plant used to vent straight into the atmosphere, it is now used to produce steam which drives a turbine to generate electricity for the local grid.

### Reducing the carbon footprint of our courier fleet

eCourier.co.uk is actively investigating and instigating the reduction of emissions from our courier fleet.

- Reducing the mileage travelled between deliveries
  - Using 'Larry', our advanced computer algorithm, to make optimum allocation of couriers to consignments.
  - Consolidate multiple similar deliveries together where appropriate.
  - Carry out preventative maintenance inspections on vehicles.
- Exploring use of alternatives to fossil fuels
  - We are increasing our fleet of LPG-powered cars and vans to keep down emissions.
  - We encourage the use of bicycle couriers wherever appropriate.
  - We are testing electric bikes and vans to find a commercially practical solution that will balance our environmental aims with the provision of high service levels to our customers.
  - We are looking to introduce foot couriers for local consignments during 2008.

### Reducing the environmental impact of our offices

In addition to offsetting our carbon footprint, we are fully committed to reducing the environmental impact of our offices by way of:-

- Applying principles of reduction, recovery, re-use and recycling.
  - Best practice in building design and construction applied.
  - Reduced paper waste through use of email and encouraging electronic invoicing for clients.
  - Consumable recycling practices via 'Shred-it'.
  - All computer equipment is Energy Star compliant to save power when machines are not in use.
  - All lighting is zonal and motion activated, ensuring only necessary luminaires are in use.
  - All redundant equipment is recycled whenever possible, and when unavoidable, disposed of in the correct manner.
- Preference for environmentally responsible suppliers and use of earth friendly products wherever possible.
- Encourage staff to commute by public transportation, and we do not provide company vehicles.
- Working to 40% less carbon emissions by 2009, and actively pursuing BS EN 14001,

### Measurability

An annual audit of our carbon usage is undertaken by the Edinburgh Centre for Carbon Management to ensure that we are able to demonstrate reductions in our carbon footprint on a per delivery basis.

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## Corporate Social Responsibility Policy – Incorporating Code of Conduct

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### Introduction

We are committed to acting with integrity in our relationships with customers, employees, shareholders, suppliers and the local community in order to maintain the trust and confidence of those with whom we deal. We must achieve consistently high standards of behaviour and care. In order to do this, our Code of Conduct sets out the company's philosophy and policies on the operation of its business and is critical to the continued growth of E-Courier (UK) Ltd.

### Customers

E-Courier (UK) Ltd aims to provide products and services which improve our customers' process capability, process efficiency and environmental compliance. A close working relationship is required to enable us to identify our customers' needs and to respond quickly and effectively. In dealing with customers we must:

- Deliver high quality products and services which meet their needs
- Provide high quality, reliable after-sales service
- Treat all customers fairly and with respect

### Shareholders

We seek to deliver long term sustainable growth in the total returns earned by our Shareholders through prudent and effective use of the company's assets, both tangible and intangible. We will:

- Provide information on our policies, performance and activities all shareholders on a timely and accurate basis
- Aim for the best practices of corporate governance
- Endeavour to treat all shareholders fairly and consistently

### Company Assets and Financial Integrity

We have the responsibility and legal duty to protect the company's assets. We will:

- Comply with applicable laws including accounting standards in each jurisdiction in which we operate
- Accurately record and report our data and results
- Protect E-Courier (UK) Ltd's assets by guarding against misuse, loss, fraud or theft

### Employees

E-Courier (UK) Ltd's employees are the key to achievement of our objectives and strategies. Employees will be recruited, selected, developed and promoted on merit, irrespective of race, sex, religion, age, disability or any other status protected by law or not related to job performance, and relevant United Nations guidelines on human rights will be observed. We will:

- Remunerate employees based on the value of their work and, where practicable, on the success of the business
- Encourage development of skills through training programmes
- Keep employees informed about issues which affect them and about the company's performance, goals and vision through local and company-wide communication initiatives.
- Refuse to tolerate discrimination or harassment
- Develop people through trusting them with the freedom to act and to take responsibility

In return for this commitment, we require employees to:

- Comply with company policies and all applicable laws
- Conduct all business dealings at "arm's length", avoiding conflicts of interest
- Refrain from offering or accepting any item of value to unlawfully influence our relationship with any government official, business associate, competitor or anyone else
- Safeguard confidential information and not use inside information for personal gain

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### Health, Safety and the Environment

We are committed to providing safe and secure working conditions for our employees and those of other companies working on our premises and to minimising the impact of our operations on the environment. We will ensure that all individuals take responsibility for achieving this. We will:

- Minimise, make safe or, where possible, prevent the release of substances which could adversely affect health or the environment
- Reduce waste by the careful use of resources and by maximising recycling opportunities
- Provide sufficient training and other resources to meet our health, safety and environmental commitments
- Measure, appraise and report on our performance

### Suppliers and Business Associates

We will work with our suppliers and other business partners on the basis of mutual respect and trust and, so far as is practicable, require that they act in accordance with our values.

### Competitors

We will compete aggressively but will do so fairly and in compliance with the law. We will not:

- Discuss or provide proprietary or confidential information with or to competitors
- Acquire information relating to competitors by underhand means
- Be involved in restrictive or collusive business practices
- Engage in unfair competition or make false or misleading claims

### The Wider Community

E-Courier (UK) Ltd aims to be a good citizen in the communities where we do business. In order to meet this goal we will:

- Be aware of local concerns, customs and traditions
- Be supportive of appropriate community initiatives
- Observe national and local laws and regulations

### Compliance

The E-Courier (UK) Ltd Board will monitor compliance with this statement of core values. Employees at all levels must ensure that these values are adhered to and are encouraged to discuss with management any genuine concerns about behaviour or decisions which conflict with this Code of Conduct.