



# CORPORATE GOVERNANCE

## OTHER POLICIES

### **Sustainability and Environment**

We are committed to implementing the principles of sustainable development, including the creation of energy efficient buildings and the promotion of sustainable locations. We place importance on managing emissions, packaging, labelling and sourcing, and will undertake impact assessments as and when necessary.

### **Business Ethics**

We conduct the company's business according to the highest standards of business ethics and will seek to operate in accordance with accepted codes of governance. This includes policies on conflicts of interest, the giving and receiving of gifts, confidentiality, ethical investments, human rights and fair trading

### **Customers**

We place great importance on securing customer satisfaction and will try our utmost to demonstrate good faith in all arrangements. We will give priority to meeting our customers' needs, including fair pricing and service change obligations.

### **Suppliers**

We view our suppliers as partners and seek to secure long-term co-operation with the prompt settling of accounts and joint action to secure quality and efficiency.

### **Local Communities**

Tilfen Land plays an important role in supporting local communities, through both shareholder dividends and via a direct number of community development programmes.

For a number of years we have supported the work of Age Concern in Thamesmead, sponsoring a bowls competition at its pop-in parlour and providing help and support with the charity's local activities wherever possible.

Tilfen Land has been a lead sponsor of the Thamesmead Festival, organised by Trust Thamesmead, since its inception four years ago.

Since 2004, Tilfen Land has supported the work of Greenwich Theatre – a nationally recognised home for high quality drama, musical theatre and family entertainment. The venue has also been a champion for vocational training and it is in this area that Tilfen Land has partnered with theatre management.

The association began with a partnership in which Tilfen Land provided financial support to three promising students as they embarked on further training following graduation from Greenwich Theatre's Musical Theatre Academy.

Tilfen Land is delighted to have extended its links with Greenwich Theatre through the sponsorship to two performance apprenticeships for its 2008/2009 pantomime, and the sponsorship of a creative apprenticeship which will give a young person from the local area the chance to work in, and learn about, a thriving arts environment for a 12-month period from April 2009.

