



Sustainability & Corporate Responsibility Policy

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Company: Direct Healthcare 24 Ltd
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Sustainability & Corporate Responsibility Policy

Direct Healthcare 24 Ltd is very aware of our responsibilities to ourselves, as well as our responsibilities to others, acknowledging how we may impact upon the communities and the environment in which we operate.

Our core values encapsulate our business philosophy. We are an ethical business conducted with integrity, independent, with a true passion for the business, our employees and wider community. Our open, participative management style, challenges convention and rewards innovation respecting all stakeholders. Trust, honesty and integrity are paramount to our organisation.

In turn these core values are cascaded into our approach to Sustainability and Corporate Social Responsibility, reflecting a commitment to encourage people to combine local ambition with community objectives and environmental awareness.

Direct Healthcare 24 Ltd defines our Corporate Social Responsibility as follows:

- We always aim to conduct business in a socially responsible and ethical manner;
- The environment as well as the safety of people enjoys our highest priority;
- Our company fully supports the existing human rights;
- We are keen to support and interact with the communities in which we work.

Direct Healthcare 24 Ltd guarantees that all issues concerning Corporate Social Responsibility are supported in our day-to-day business activities and administrative matters. Furthermore it is ensured that all issues regarding Corporate Social Responsibility are in line with the company's stakeholders' interests. The company commits itself to being recognised as an organisation understanding and protecting Corporate Social Responsibility, and believes that in doing so considerable value will be added for its shareholders.

This policy relates to all activities dealt with by or on behalf of the company.

The company's employees wholly embrace the considerations of Corporate Social Responsibility outlined in this policy. The company's management team leads by example in this regard, as it continuously integrates those concerns into its daily business routine. The management team members make certain that proper organisational structures exist to identify, follow and manage Corporate Social Responsibility matters and performance pertinent to the business.

This policy rests on the subsequent fields, which reflect existing and emerging standards of Corporate Social Responsibility:

Business Ethics & Transparency

The company is dedicated to maintaining high standards of integrity and corporate governance practices to enable us to continue the excellence in our operations, and to advance confidence in our government systems.

The company will carry out its business in an honest and ethical way.

The company identifies the importance of protecting all of its assets, be it financial, physical, bodily, environmental or social.

Environmental Health & Safety

The company is dedicated to protect the health and safety of all people who come into contact with our services, this includes employees, contractors and the general public. We will not compromise the health & safety of any person; we will ensure a safe and healthy workplace. The company will strive to advance responsible environmental practices and continue to improve.

All the company's employees are responsible for helping to work in a safe workplace and for operating in an environmentally accountable manner.

Human Rights

The company will work with governments and agencies, as they have the primary responsibility to promote and protect human rights, to aid and respect human rights.

The company will not tolerate abuse of human rights neither will the company engage in any activity that encourages the abuse of human rights.

The company will always attempt to demonstrate respect for human rights in all associations it encounters, build trust, and have respect for cultures, customs, individuals and groups.

Employee Relations

Whilst respecting the Laws of the United Kingdom, the company will exercise fair working practices.

The company will make sure that all employees are treated equally and fairly and consideration will be taken for their aspirations and achievements in the workplace.

All people coming into contact with the company will be treated equally irrespective of race, colour, religion, gender, sexual orientation, physical disability or any other grounds that might be construed as grounds for discrimination, including harassment and intimidation. We are an Equal Opportunities Company and abide by The Working Time Directive.

Community Investment

The company will aim to develop beneficial relationships with communities and will combine Community Investment considerations onto decision-making and business practices.

Where the company operates, we will endeavour to provide employment and economic opportunities in the community.

Signed:



Date: April 2026

Chris Coyle, Director