



Corporate Social Responsibility Policy

Marketplace ■ Workplace ■ Community ■ Environment

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Corporate Social Responsibility Policy

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Corporate Social Responsibility Policy

Message from Stephen Stout

Group Managing Director, Landmark Information Group

Landmark Information Group is the UK's leading provider of property related geo-spatial and environmental information. The company has an unrivalled source of large scale current and historical digital maps together with high quality environmental risk and planning information which enables us to provide reliable and trusted solutions that create peace of mind for customers.



A handwritten signature in black ink that reads "S Stout". The signature is stylized and written in a cursive-like font.

Stephen Stout
Group Managing Director

We believe that a responsible approach to developing relationships between companies and the communities they serve, national or local, is a vital part of delivering business success. How we interact with the world in which we operate determines our place within it. This statement of corporate social responsibility represents a first step into defining the Landmark position and will evolve over time.

The purpose of our Corporate Social Responsibility policy is to make clear to all stakeholders our approach to corporate social responsibility and to outline how we propose to meet the challenges of sustainable development. We reflect this commitment in a range of policies set within the framework of four CSR pillars:

- **Marketplace**
- **Workplace**
- **Community**
- **Environment**

The corporate social responsibility policy applies throughout the Landmark Information Group and governs our approach to all our activities.

Landmark Information Group is a Daily Mail and General Trust company (DMGT). For more information on DMGT's corporate responsibility credentials, please visit www.dmgt.co.uk/corporateresponsibility/.

Marketplace

Corporate Social Responsibility Policy

1 million

THE NUMBER OF REPORTS
PRODUCED LAST YEAR

90%

THE NUMBER OF REPORTS WE AIM
TO SUPPLY ONLINE IN 2008

1.5 million

THE NUMBER OF ELECTRONIC MAPS
SERVED TO PROMAP CUSTOMERS

9,000

THE NUMBER OF CUSTOMER SERVICE
CALLS ANSWERED PER MONTH



Standards of business conduct

- We are committed to ensuring that our business is conducted in all respects according to rigorous ethical, professional and legal standards.

Customers

- We seek to provide our customers with a service hallmarked by integrity, quality and care.

Suppliers

- We regard suppliers as our partners and work with them to help us achieve our policy aspirations in the delivery of our products and services.

Landmark websites provide online access to electronic maps and environmental reports.

Workplace

Corporate Social Responsibility Policy



Recruitment, reward and training

- We believe that the quality of our people is key to our success. They help us to seek and capture new ideas and ways of working in an ever changing environment. It is crucial, therefore, that we recruit, develop and retain the best talent. We also strive to create a workplace that inspires, motivates, develops and rewards employees to achieve success whilst maintaining an effective work/life balance.

Landmark offices are based in Exeter and Henley.
For more information visit www.landmarkinfo.co.uk

272

THE NUMBER OF PEOPLE
LANDMARK EMPLOYS

1,130

THE NUMBER OF TRAINING DAYS
CONDUCTED BY EMPLOYEES IN 2007



Equal opportunities

- We aim to ensure that no job applicant or employee receives less favourable treatment on the ground of race, colour, nationality, religion, ethnic or national origins, age, gender, marital status, sexual orientation or disability.

Human rights

- We respect the Universal Declaration of Human Rights and seek to be guided by its provisions in the conduct of our business.

Health and safety

- We are committed to providing a working environment which is both safe and fit for the intended purpose.

Community

Corporate Social Responsibility Policy



- We strive to be a good corporate citizen around the world, recognising our responsibility to work in partnership with the communities in which we operate.

£20,000

THE AMOUNT OF CHARITABLE DONATIONS MADE BY THE GROUP LAST YEAR



2,000 hours

THE NUMBER OF HOURS EMPLOYEES SPENT UNDERTAKING VOLUNTARY WORK IN 2007

In June 2007 Landmark raised over £12,500 for the National Deaf Children's Society by scaling the three highest mountains in England, Scotland and Wales as part of the gruelling Three Peaks Challenge.

Environment

Corporate Social Responsibility Policy

650

THE NUMBER OF TREES PLANTED IN 2007 AS PART OF OUR PARTNERSHIP WITH THE WOODLAND TRUST

20:1

THE ESTIMATED RATIO OF CONFERENCE CALLS TO FACE TO FACE MEETINGS CONDUCTED IN 2007. LANDMARK WILL BE EMPLOYING 4 MORE VIDEO CONFERENCING FACILITIES IN 2008 TO IMPROVE COMMUNICATIONS AND CUT DOWN TRAVELLING BETWEEN EXETER AND HENLEY

- We are committed to a programme of management, continuous improvement and reporting of our direct and indirect impacts, which marks our contribution to improving the world in which we live.



In partnership with the Woodland Trust, trees were planted in Watkins Wood, Woodleigh, Devon and Merry Hill, Bushey, Hertfordshire.



Marketplace

Corporate Social Responsibility Policy

Business practices

Policy statement

- Landmark is committed to ensuring that its business is conducted in all respects according to rigorous ethical, professional and legal standards.

Ethical business practices

- Provide our customers with a service hallmarked by integrity, quality and care.
- Deal with customer complaints seriously and promptly.
- It is the company's policy not to make donations to political organisations or for political causes.
- Never make any other improper payments such as bribes (whether or not illegal or customary in the territory concerned).
- Avoid situations in which financial or other personal interests or dealings are or may be in conflict with the interests of the group. When it is impossible to avoid such conflicts of interest, it should be ensured that these are clearly disclosed.
- Seek advice from a relevant senior manager in cases where a potential conflict of interest might occur. For example, any business or financial arrangements with a family member, an associate, a friend or close acquaintance who conducts business with the group.

Another example would be holding shares in excess of 1% in a competitor or a company which introduces business, or supplies goods or services, to the group.

Confidentiality of information

- Unless proper authority is given, do not access, modify, disclose or make use of any confidential customer data, group, personal or supplier data for any purpose other than legitimately carrying out work-related duties.
- Act with integrity upon information obtained and held on behalf of the group and be on guard to avoid careless or inadvertent disclosures which may damage the group's business or that of its customers or suppliers.
- Landmark complies with the Data Protection Act. All customer information is held and managed responsibly and when appropriate is disposed of safely and securely.

Accurate and honest reporting

- Record all transactions in a timely manner in the accounting records of the group according to generally accepted accounting principles.
- Provide supporting documents for all payments and transactions, clearly identifying and describing their nature and purpose.
- Accounting practices that suppress records,

misstate operating results, obscure the nature of transactions or otherwise alter the substance of any transaction must not be adopted.

- When Landmark Information Group offers/promotes services provided by business partners for which Landmark may receive a commission payment, as strict code of conduct is adhered to and potential customers are notified.

Responsibilities

- Responsibility for implementing this policy lies with the Managing Director.
- The Group Company heads will establish appropriate responsibilities within their unit for embedding and monitoring compliance with the standards. ■

Customer policy

Policy statement

- Landmark is committed to providing reliable and trusted solutions that create peace of mind for customers.
- Landmark ensures that all of its data is regularly updated and cross-referenced to ensure its accuracy.
- Landmark is committed to expanding its intellectual property to maintain and enhance the quality of its data.

Principles and practice

- Landmark takes its Customer Service obligations very seriously. We are constantly looking to improve our customer access channels, increase the availability of information, advice and services, and the flexibility and choice that customers have when contacting us.
- We will work tirelessly to improve our effectiveness of response; our aim is to resolve all enquiries promptly and efficiently at their point of contact providing value for money services.
- Landmark will have trained and knowledgeable Customer Service staff ready to provide information, advice and guidance on our products and services. They will deal with enquiries efficiently, effectively and in a professional manner:

- developing and promoting products and services which meet the needs of customers.
- providing customers with clear information and good service when they buy products.
- maintaining appropriate and effective relationships with customers and providing them with good service after they have bought a product.
- Landmark will report progress in the Annual Report and Accounts.
- All the customer service staff are quality monitored periodically over each quarter, with the aim to monitor at least 5 calls each month. The calls are monitored against strict quality criteria and they are set a quality score target.
- Any complaints received are dealt with promptly and efficiently, they are acknowledged on the day on which they are received, with a full response given within 5 working days of the complaint being received.
- One to ones are conducted monthly with customer service staff.
- Team and individual performance figures on searches are processed, calls answered, quality scores and attendance levels are shared with all customer service staff monthly so they can self evaluate.

Responsibilities

- Overall responsibility for implementing this policy lies with the Group Managing Director.
- The Group Company heads are responsible for the implementation of this policy in their respective markets and for monitoring and reporting performance against this policy. ■

Supplier policy

Policy statement

- Landmark believes in sourcing goods and services from suppliers who operate in an ethical way.
- We aim to work with organisations that share our principles and aspirations.

Principles and practice

- At Landmark we believe strongly in ethical principles and good stewardship. We ensure that our suppliers meet the following ethical trading criteria:
 - All employment is freely chosen.
 - Working conditions are safe and hygienic.
 - Child labour is not used.
 - Wages are fair and comparable to other retailers and wherever possible exceed the minimum wage.
 - Deductions from wages as a disciplinary measure shall not be permitted.
 - Working hours are not excessive and are in line with EU guidelines.
 - No discrimination is practised.
 - Regular employment is provided for those who are employed on a permanent contract.
 - No harsh, cruel or degrading treatment or practices are allowed.

- No bribery, corruption, blackmailing or bullying is permitted.
- Good environmental stewardship is practiced. Where appropriate, environmental consideration should be given to purchasing decisions.
- Suppliers and buyers are both free to sell and buy from any number of other businesses or outlets. No restrictions, as a way of guaranteeing business, are allowed.

Responsibilities

- Overall responsibility for implementing this policy lies with the Group Managing Director.
- The Group Company heads are responsible for the implementation of this policy in their respective markets and for monitoring and reporting performance against this policy. ■

Research policy

Policy statement

- To develop new, innovative information services through the partnering with leading academic institutions and external organisations.
- To develop pioneering research opportunities with leading academic institutions and others through the commissioning of research programmes or the sponsoring of students.
- To provide greater insight to our customers through the development of knowledge founded on Landmark's extensive data holdings.
- Overall responsibility for implementing this policy lies with the chief operating officer. ■



Marketplace aspiration

Our thinking for the future...

In 2008 we will continue to encourage our customers to use online reporting, to help us reduce our environmental impacts with regards to paper use.

We will also consider developing products that are accessible to customers with disabilities and are provided in a range of languages. ■



Workplace

Corporate Social Responsibility Policy

Equal opportunities

Policy statement

- Landmark Information Group is committed to eliminating discrimination and encouraging diversity amongst our employees.
- Our aim is that our employees will be truly representative of all sections of society and each employee feels respected and able to give of their best.
- To that end the purpose of this policy is to provide equality and fairness for all in our employment practices and not to discriminate on grounds of gender, marital status, civil partnership, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.
- All employees, whether part-time, full-time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. Landmark values the benefits that a workforce of varied backgrounds and diversity brings to the company and is committed to providing support and encouragement to all of its employees to enable them to develop their skills and abilities to the fullest extent.

- Our commitment:
 - To create an environment in which individual differences and the contributions of all our staff are recognised and valued.
 - Every employee is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- Landmark adheres to the DDA – Disability Discrimination Act.

Discrimination

- Landmark will not tolerate any form of discrimination, including the less favourable treatment of any individual on grounds of their gender, marital status, civil partnership, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age.
 - Direct Discrimination
Treating an individual, on one of the grounds stated above, less favourable than another individual who does not share that characteristic.
 - Indirect Discrimination
Imposing on an individual an unjustifiable condition which makes it more difficult for members of a particular group to comply, than those not of that group and it is to their detriment that they cannot comply.

Harassment

Harassment is defined as any unwanted conduct that has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. For example, such behaviour may take the form of remarks designed to embarrass, inappropriate jokes or ridicule, unwelcome physical contact and can involve a single incident or may be persistent and may be directed towards one or more individuals.

Victimisation

Treating someone less favourably because they either intend to make (or have made) a claim or allegation of discrimination or, they intend to give (or have given) evidence in connection with a claim of discrimination.

Examples of less favourable treatment relating to all the above include an employer:

- Deciding not to employ someone
- Dismissing someone
- Refusing to provide an individual with training
- Denying someone promotion
- Giving someone adverse terms and conditions of employment

Equal opportunities (continued)

Communication of this Policy

- The organisation is committed to ensuring this policy and its sentiment communicated to all staff that diversity and equality become an integral part of the company.
- In addition to the above, this policy will be communicated to staff through:
 - Employee Inductions
 - Human Resources Intranet site

Monitoring

- The purpose of monitoring is to enable the organisation to assess how well this policy is being implemented.
- Landmark collects the following information on existing employees and people seeking employment with the company:
 - Gender
 - Ethnic origin
 - Whether they have a disability
 - Religious belief
 - Sexual orientation
 - Age
- All information is maintained as strictly private and confidential and is used for equality monitoring Landmark.
- The purpose of monitoring is to enable the organisation to assess how well this policy is being implemented.

- In respect of the above, the following is also monitored:
 - Applicants, interviewed, appointed
 - Turnover
 - Training and development
 - Performance reviews
 - Promotion
 - Staff groups
 - Disciplinary (formal action only)
 - Grievance (formal action only)
 - Leavers
- The results of which will be published by Human Resources annually along with any necessary action plan to ensure Landmark continuously meets its aim to be an equal opportunity employer.

Complaints procedure

- Employees who feel they have suffered discrimination, harassment or victimisation in any way should immediately draw the issue to the attention of their line manager who should, if possible, resolve the issue informally.
- If the issue cannot be resolved in this way a complaint should be made in accordance with Landmark's Grievance Procedure. Please refer to Landmark's Grievance Procedure for information about the specific process.

- Landmark requires that everyone should be treated with dignity and respect and will not tolerate any form of discrimination. Landmark will take seriously any complaints by members of staff in relation to other colleagues or the public and will thoroughly investigate these complaints.
- All grievances will be dealt with in the strictest confidence. Employees must feel able to raise such grievances and no individual will be penalised for raising such a grievance unless it is untrue and made in bad faith.
- If complaints are substantiated appropriate action will be taken in respect of employees and this may include disciplinary action.
- If the complaint is in respect of the behaviour of a member of the public, then it will be made clear to that person that such behaviour is unacceptable.
- To ensure the procedure is not exploited, in order to make a complaint of discrimination, harassment, or unfair treatment, applicants should try to have available as many of the following as possible:
 - Details of what, when and where the occurrence took place
 - Any witness statements, or names of witnesses who can give statements
 - Names of any other employees who have been treated in a similar way

Equal opportunities (continued)

- Details of any former complaint made about the incident, date, when and to whom made
- A preference for a solution to the incident
- Complainants should refrain from discussing the matter with colleagues.

Related policies

- Grievance Procedure.

Review

- This policy will be reviewed annually.

Scope

- The Company requires all employees of whatever level or authority to abide by the letter and spirit of this policy. Specific responsibilities are detailed below.
- The policy also applies equally to the treatment of our customers and clients.

Responsibilities

- Every employee has personal responsibility for the implementation of the policy. Any doubt about the application of the policy or other questions should be addressed to the Human Resources Department.
- The Group Managing Director has overall responsibility for:

- Ensuring equality is reflected in the organisation's business plans and long-term strategic direction
- Ensuring this policy is implemented, communicated, monitored and updated effectively
- Reviewing annually equality monitoring information and aiding the development and implementation of remedial action where appropriate
- The Group Managing Director is committed to ensuring that Landmark is free from harassment, victimisation and discrimination by ensuring that all staff are fully aware of their responsibilities and expectations with regard to their conduct.
- The Group Human Resources Manager is responsible for:
 - Ensuring Landmark's recruitment, training and development and other working practices and procedures are non-discriminatory
 - Ensuring managers and members of staff are aware of the content of the policy and the legislative framework underpinning it
- Managers are responsible for:
 - Ensuring equality of opportunity in respect of the employees they manage and the services they deliver.

- Ensuring that all employees within their area are aware of this policy and where necessary have received training in the implementation of the policy, particularly in respect of those people involved in recruitment and selection.
- All managers have a corporate responsibility to act as role models to staff and as such need to be especially aware of any methods they use to manage their staff and must act in accordance with this policy.
- All employees are responsible for:
 - Treating others with dignity and respect
 - Ensuring they understand and comply with the letter and spirit of this policy
 - Actively participating in measures introduced by the company to ensure there is equality of opportunity and non-discrimination
 - Reporting to management any discriminatory practices
 - Supporting the proper investigation of any complaints. ■

Recruitment

Policy statement

- Landmark Information Group's recruitment policy is underpinned by the requirement to meet the legal and regulatory body obligations in the UK.
- This policy requires the principles of the Group's equal opportunities policy to be met in recruitment and selection methodologies. Assessment for roles should be against objective criteria relevant to the role in question.
- This policy applies to both internal and external recruitment.
- Landmark recognises its obligations to meet legal and regulatory standards and requires its business units to have in place policies and practices which meet those standards.
- Landmark also believes that an effective, well managed recruitment process will provide it with a number of benefits:
 - An improving quality of workforce where people are being recruited on the basis of their ability to perform the role in question better than other candidates.
 - Efficient and effective use of its own resource in managing necessary recruitment.
 - A good experience for candidates through the recruitment process, whether successful

or not, that will enhance the Group's reputation as an employer and a company with which to do business.

General principles

- The key requirements of the role should have been established and written up in the form of a role profile/job description or equivalent before the recruitment process begins. Assessment will be against job related criteria, i.e., the candidates' technical and behavioural competence against role requirements and their ability to deliver required accountabilities.
- The selection process chosen should be appropriate for the role being filled. It should be kept simple whilst ensuring a sound decision can be made on final selection. Selection decisions are the responsibility of line management, with support and guidance from the HR Department.
- Before final confirmation of an offer of employment suitable checks should be carried out (including, where appropriate, references, work permits and medical checks) to the extent permitted by local law. Where candidates state they have academic or professional qualifications original certificates should be required and copies taken.

- Confidentiality should be respected at all times. Personal information on candidates, including any medical information or references, should be held on a need to know basis. All paper or electronically stored data should comply with data protection requirements and must be held securely and accessed only by approved individuals.

Ensuring competence in assessment and selection

- Before the selection process begins all parties involved should have the necessary skills and knowledge to carry out their role to appropriate standards set by the business unit. Where necessary, relevant training will be delivered and individuals will be required to demonstrate competence before involvement in selection processes.

Treatment of candidates

- Candidates should be treated professionally and courteously and given every opportunity to perform at their best (e.g., by catering for those with special needs). Communication from candidates should be dealt with promptly and feedback to candidates on success or failure should be timely and constructive.

Recruitment (continued)

- Candidates should be informed in advance of what the assessment and selection process will involve, the anticipated timetable of the selection process and details on how to claim any expenses incurred.
- Assessment and selection decisions should be recorded in the same format for all candidates. Assessment results should be stored securely for a minimum for 12 months and disposed of appropriately given their sensitivity. Access to assessment results should be on a need to know basis.

Responsibilities

- The framework set out in this policy is the responsibility of the Managing Director.
- Overall responsibility for the application of the policy framework and the necessary training and guidance to ensure it is carried out properly rests with the Human Resources Manager. ■

Training

Policy statement

- The company will invest in its employees' training and development, building their capabilities and skills to meet the business objectives and to support succession planning within the organisation.
- Landmark believes that effective training and development processes will assist the company to attract and retain high quality people, support them in reaching their potential and build the capabilities necessary to succeed in a fast paced and challenging environment.

Principles and practice

- Training plans overall will be developed from a systematic assessment of business needs, and individual training needs will be derived from assessment of performance against standards and job requirements.
- Excellent internal/external training and development opportunities will be provided for all employees, including specific IT training, personal skills training and support for further educational qualifications.
- 6 monthly performance and development reviews will be carried out where objectives will be agreed and reviewed and a personal development plan will be produced for each employee.

- A comprehensive annual Management Development Programme will be provided for all those who lead teams.

Responsibilities

- The framework set out in this policy is the responsibility of the Managing Director.
- Overall responsibility for the application of the policy framework and the necessary training and guidance to ensure it is carried out properly rests with the Human Resources Manager. ■

Reward policy

Policy statement

- Landmark Information Group intends to attract, retain and motivate staff of the calibre necessary to enable the business to deliver its plans and it therefore believes that its reward offering should be competitive in the appropriate market place.

Principles and practice

- Salaries are reviewed on an annual basis.
- An annual discretionary company bonus linked to the company performance is provided for all staff. Full details of the scheme are provided by the Human Resources Manager.
- Employees who deliver over and above their role requirements are eligible for the Star Performer Bonus scheme.
- Employees are entitled to an annual discretionary company bonus linked to the company performance.
- Landmark operates a Reward & Recognition scheme, designed to encourage all employees to put forward new ideas and suggestions. Awards include vouchers, red letter days, weekend breaks.
- Employees that have worked for the company for five years or more qualify BUPA private healthcare.
- Landmark operates a £1000 finder's fee for making a recommendation for a job vacancy at Landmark.

Responsibilities

- The framework set out in this policy is the responsibility of the Managing Director.
- Overall responsibility for the application of the policy framework and the necessary training and guidance to ensure it is carried out properly rests with the Human Resources Manager. ■

Health & safety policy

Policy statement

- Landmark Information Group is committed to providing a working environment which is both safe and fit for the intended business purpose.
- The Group is committed to providing a consistently safe and effective working environment for all staff, including contractors, customers and members of the public. In doing so it will, as a minimum, comply with UK health and safety legislation, but will exceed those requirements should it be necessary to do so in order to deliver the corporate objectives stated below.

Corporate objectives

- To ensure that throughout its business operations Landmark provides working conditions for its staff, customers and members of the public which are consistently safe and fit for the intended business purpose.
- To meet, as a minimum, UK health and safety legislation, or exceed it as required in order to achieve the company's health and safety corporate objectives.
- To ensure that the reputation of the company is not damaged by failures in health and Safety practice and that the management of health and safety contributes to effective corporate governance.

Corporate principles and practice

- The Group is committed to establishing and maintaining an effective health and safety regime throughout its business operations worldwide.
- All business units will establish appropriate responsibilities, organisations and processes to enable compliance with this policy.

Responsibilities

- The Health and Safety Policy is the responsibility of the Group Managing Director supported by the group executive directors who are responsible for health and safety within their business operations.
- The Office Manager is responsible for the health and safety policy and for overall monitoring of health and safety as is required to support the Managing Director in discharging his responsibilities. ■

Human rights policy

Policy statement

- Landmark respects all fundamental human rights and will be guided in the conduct of its business by the provisions of the United Nations Universal Declaration of Human Rights (UNUDHR) and the International Labour Organisation (ILO) core labour standards.

Human Rights policy guidance

- Landmark is committed to upholding basic Human Rights and supports in full the United Nations Universal Declaration of Human Rights and the International Labour Organisation Core Conventions. We are committed to the following:
 - We will treat all employees fairly and honestly. All staff will have a written contract of employment, with agreed terms and conditions, including notice periods on both sides. All staff are entitled to reasonable rest breaks, access to toilets, rest facilities and portable water at their place of work, and holiday leave in accordance with the legislation of the UK. All employees are provided with appropriate job skills training.
 - We will pay a fair wage reflecting the local markets and conditions.

- Working hours shall not be excessive. They shall comply with industry guidelines and national standards.
- Employment must be freely chosen. Overtime shall be voluntary. We will not employ illegal child labour, forced or bonded labour or condone illegal child labour, forced or unpaid overtime.
- Employees have the right to freedom of association. We recognise the right of our staff to join a recognised trade union where this is allowed within national law.
- We provide a safe working environment for our employees by minimising foreseeable risks in the workplace. We provide proper governance for health and safety.
- Landmark shall abide by the non-discrimination laws of the UK. It does not discriminate unfairly on any basis.
- We will not use, or condone the use of corporal punishment, mental or physical coercion or verbal abuse. Landmark has disciplinary procedures for any member of staff whose conduct or performance falls below the required standard.
- We have formal grievance procedures through which staff can raise personal and work-related issues.

- Any employee who suspects infringements of the policy or any of the above has the right to inform us without fear of persecution.
- We will investigate any allegations of infringements of the Human Rights Policy, and take appropriate action as necessary. Serious breaches by employees will be considered gross misconduct, and may lead to their summary dismissal.
- This policy applies to all Landmark employees whether they are in full time, part time or temporary employment.

Responsibilities

- The Managing Director is responsible for the overall implementation of this policy. ■



Workplace aspiration

Our thinking for the future...

In 2008 we will look at introducing a Career Development Strategy which will give all employees clear information and support on how they can develop skills within their current roles and how they can progress their career with Landmark. ■



Community

Corporate Social Responsibility Policy



Community

Policy statement

- Landmark Information Group is committed to being a responsible corporate citizen.
- Landmark's strategy for sponsorship and community investment will enhance the reputation of the company as the UK's leading supplier of digital mapping, property and environmental risk information and be a platform upon which to promote our brand, values and vision to key stakeholders.

Corporate objectives

- Landmark's sponsorship and charitable giving programme will:
 - Reinforce Landmark's reputation as Europe's leading provider of property related geo-spatial and environmental information
 - Raise the profile of the company among our key national stakeholders.
 - Help motivate staff and encourage them to understand more fully what Landmark stands for.
 - Bring Landmark's core values to life and complement its strategic vision.
 - Provide an opportunity for the company and its employees to engage actively in the communities in which it operates and with the people it serves.

Corporate principles and practices

- Landmark will strive to be a good corporate citizen, recognising its responsibility to work in partnership with the communities in which it operates.
- Landmark will actively encourage staff participation in their sponsorship and charitable giving activities.
- Landmark will publish guidance on its sponsorship criteria to employees and individuals responsible for making decisions on company activity in these areas.
- Landmark will engage with employees to nominate a 'Charity of the Year'. In addition to Landmark's financial support for the charity, employees will have the opportunity to actively participate and help raise money for the charity. Landmark currently supports the National Deaf Children's Society (NDCS) following an employee survey in August 2006. The Group has raised over £12,500 for the National Deaf Children's Society (NDCS) by scaling the three highest mountains in England, Scotland and Wales as part of the gruelling NDCS Three Peak Challenge
- Fundraising and volunteering targets will be set for the nominated 'Charity of the Year'.
- Landmark will match any fundraising efforts that individual employees participate in.

- Landmark will continue to work with Exeter University providing research opportunities and a student placement scheme.
- As the UK's leading supplier of environmental risk information, Landmark will provide relevant support to help emergency services cope with natural disasters in the UK.
- Landmark is committed to supporting local sports clubs. Landmark agreed a three year sponsorship deal with the Exeter Chiefs Rugby Union team who are in National League Division One.
- As a business operating in the technology sector, Landmark will provide IT hardware and services to relevant schools projects.

Responsibilities

- Overall responsibility for implementing this policy lies with the Group Managing Director. This policy will be reviewed annually to ensure that it continues to reflect the main impacts of the company. ■



Community aspiration

Our thinking for the future...

In 2008 we will look to work with more schools, colleges and universities to provide work experience, placements and graduate schemes.

We will also look at partnership opportunities with disaster support agencies and charities. Announcements will be made throughout the year. ■

LANDMARK[®]
Information Group



Environment

Corporate Social Responsibility Policy

Environment

Policy statement

- Landmark Information Group recognises its corporate responsibilities towards the environment. We believe in the importance of environmental protection and improvement. We believe that the pursuit of best environmental practice makes sound commercial sense.
- Landmark Information Group recognises that our business has an impact on the environment through our printing operations, offices, transport and other business activities. We are committed to ensuring that where practical any adverse impact on the environment from our activities will be prevented. We also acknowledge our responsibility to help ensure that our suppliers have an environmental responsibility too.

- In 2007 we became ISO 14001 certified. ISO14001 is the corner stone standard of the ISO 14000 series, the internationally accepted standard for environmental management. It specifies a framework of control for an Environmental Management System against which an organisation can be certified by a third party. It exists to help organisations minimise how their operations negatively affect the environment (cause adverse changes to air, water, or land), comply with applicable laws, regulations, and other environmentally oriented requirements, and continually improve on the above.
- An environmental awareness day will be held each year to raise awareness within the company of climate change and wider sustainability issues.

- Our business will seek to apply best practice in environmental management. Through its environmental programme, we will:
 - integrate environmental considerations into development and implementation of corporate policy, business decision making, development and delivery of insurance/ investment products and services, purchasing and supplier management;
 - strive to minimise CO₂ emission through reductions in energy consumption;
 - reduce consumption of resources;
 - promote waste re-use and recycling where economically feasible;
 - ensure that PCs are switched off after use;
 - promote the provision of electronic communications and products;

Environment (continued)

- allow staff to work from home avoiding the need to travel or to heat/light offices;
 - recycle waste paper, print cartridges, kitchen waste, and electronic equipment;
 - encourage employees to take advantage of our car share and cycle to work programmes;
 - introduce the use of renewable energies;
 - use low-energy bulbs and energy efficient equipment;
 - use teleconferencing facilities to reduce travelling to meetings and to save time;
 - take account of and influence for the better the environmental issues associated with our supply chain in particular with regard to paper sourcing;
 - take into consideration our business needs, to strive for continual improvement to minimise environmental impacts;
 - promote environmental awareness within the workforce and provide training where necessary, to enable employees to play a full role in implementing this policy;
- continue to be a responsible neighbour in the communities in which we operate and support the quality of community life.
 - We will periodically review our performance to ensure that we are meeting our policy goals and we will publish reports regularly.
 - At Landmark, we fully recognise that we each have our part to play in contributing to environmental improvement. We readily accept our corporate commitments and will continuously work to demonstrate responsibility in all environmental, social and community issues.

Responsibility

- Overall responsibility for implementing this policy lies with the Group Managing Director. This policy will be reviewed annually to ensure that it continues to reflect the main impacts of the company. ■

Environment aspiration

Prevent pollution...

Reduce waste, reduce consumption and re-use and/or recycle; Offset through out our Tree Planting Programme and employ Environmentally Friendly Transport Policies as already identified.

In 2008 we will be refurbishing the Exeter Office. In all aspects of the refurbishment environmental impacts will be looked at and improved upon. ■

Corporate Social Responsibility Policy

Contact us

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Corporate Social Responsibility Policy

Marketplace ■ Workplace ■ Community ■ Environment