



Stakeholder	Their interest	How we engage	How the Board engages
Employees	<ul style="list-style-type: none"> - Training, development and prospects - Health and safety - Working conditions - Diversity and inclusion - Fair pay and benefits 	<ul style="list-style-type: none"> - Employee surveys - All staff emails - Workforce posters and communications - Whistleblowing procedures - Annual appraisal process - Employee handbook and policies available on shared drive 	<ul style="list-style-type: none"> - Board receives periodic reports on employee matters - Monthly updates given by Vice President of HR in Business Management Team meetings
Customers	<ul style="list-style-type: none"> - Reputation - On time delivery - Price and pricing consistency - Range and product/service availability - Safety - Innovation and technology - Financial performance 	<ul style="list-style-type: none"> - Customer surveys - Customer complaints - Industry events - Attendance at exhibitions/air shows - Direct marketing and communication - Service life leaflets distributed to all customers as and when required - Annual review of new technology developments 	<ul style="list-style-type: none"> - Quarterly updates given by Vice Presidents of Engineering and Business Development. - Monthly Board meetings and updates on trading - Board approval of all new customers - Executive Director involvement with senior executives of customers
Suppliers	<ul style="list-style-type: none"> - Fair trading - Payment terms - Anti-bribery and corruption - Long term partnerships - Ethical behaviour in the supply chain - Financial performance 	<ul style="list-style-type: none"> - Half yearly disclosures of Supplier Payment Practice Reporting - KPIs and feedback - Resolution of issues in a timely manner - Payment within agreed payment terms 	<ul style="list-style-type: none"> - Monthly updates given by Vice President of Sourcing in Business Management Team meetings - Executive Director involvement with senior executives of suppliers - Board review and approval of annual financial statements
Investors	<ul style="list-style-type: none"> - Long term sustainability of the business - Reputation - Financial performance - Returns/dividends 	<ul style="list-style-type: none"> - External audit - Non-executive directors in place for the Board, Risk and Audit Committees - Half year and Annual Shareholders Report - Quarterly presentation of subsidiary results by CFO 	<ul style="list-style-type: none"> - Monthly Board meetings - Quarterly Board meeting for parent company - Audit Committee meetings throughout the year - AGM - Board review and approval of financial statements
Corporate Social Responsibility (CSR)	<ul style="list-style-type: none"> - Sustainability - Recycling and waste management - Energy usage and carbon emissions - Climate change - Road safety - Human rights - Education 	<ul style="list-style-type: none"> - Direct engagement with local councils and community groups - Working with local schools, colleges and universities to offer placements and employment - Awarding scholarships and funding to help deserving applicants from deprived backgrounds study Engineering at university - Maintenance of our registration to the global ISO 14001 standard - Environment Steering Group meets monthly to manage, track and report on progress with environmental issues - Supporting a range of local projects and charities - Departmental Business Continuity Plans are reviewed and updated frequently 	<ul style="list-style-type: none"> - Board oversight of Corporate Responsibility plans - Disclosure of key CSR events in the Annual Shareholders' Report - Board approval of all charitable donations - Board oversight and overall responsibility of Business Continuity Plans - SECR reporting in financial statements