

Corporate & Social Responsibility Policy

(PPP012)



Corporate & Social Responsibility Policy

1 Policy Statement

Corporate & social responsibility is defined as the integration of business operations and values, whereby the interests of all stakeholders including investors, customers, employees, the community and the environment are reflected in the company's policies and actions.

Our Commitment

We are committed to:

- Continuous improvement in our Corporate and Social Responsibility (CSR) strategy.
- Encouraging our business partners to strive for matching performance.
- Acting in a socially responsible way.
- Continually improving our performance and meeting all relevant legislation.
- Encouraging our staff to be mindful of the effect of their actions on any natural resource.

2 Purpose & aims.

The purpose of the policy is to make clear to all stakeholders what we mean by Corporate & social responsibility and how we propose to work towards achieving it. The policy applies throughout all of the procurement service and governs our approach to all our activities.

In implementing this policy, we aim to:

- Be responsible.
- Be an exemplar of good practice.

3 Standards of business conduct

We recognise that good CSR embraces all aspects of sustainable development and the way we affect people through our business operations and therefore:

- We will assess which social issues are of most relevance to the contract and decide at what stage in the procurement lifecycle this social policy could most effectively and legally be included.
- We shall operate in a way that safeguards against unfair business practices.

- We believe that a responsible approach to developing relationships between companies and the communities they serve, global or local, is a vital part of delivering business success.
- When carrying out our business, in consultation with our customers, we will determine the environmental, social, and economic issues.
- Our contracts will clearly set out the agreed terms, conditions, and the basis for our relationship.
- We will continually review our policies and business practices to encourage engagement with small and medium enterprises and to promote the development of the regional supply chain.

4 Corporate Governance

The company commits to:

- Share and declare information on personal and corporate conflicts of interest and seek guidance from higher authority before acting.
- Ensure that our business is conducted in all respects according to rigorous ethical, professional, and legal standards.
- All the laws that regulate and apply will be complied with.
- Endeavour to ensure that stakeholders have confidence in the decision-making and management processes of the procurement service, by the conduct and professionalism of all staff. We do this by continually training and developing our staff.
- All groups and individuals with whom we have a business relationship will be treated in a fair, open and respectful manner.
- Competition will be reasonable and based upon the quality, value and integrity of the products and services being supplied.
- Feedback on performance will be actively sought, and we will continually review all activities to ensure best practice is always observed.
- Allow our customers and vendors to give feedback on our performance and ensure that all customer comments are analysed, responded to and where appropriate, acted upon.
- Where 'Actions' are required to be taken, an appropriate Action Plan will be developed to ensure continuous improvement is achieved.

5 Environment

Our environmental commitments are set out in detail in document PPP002, however in summary:

- We will endeavour to reduce our impact on the environment through a commitment to continual improvement.
- We will continue to work with our vendors to reduce their impact on the environment.
- Assess production, use and disposal associated with the main goods we use.
- Our customers will be informed of the key issues involved in procurement so they can make informed purchases to reduce their impact on the environment.
- We will ensure that paper products used come from forests independently certified as well-managed according to the standards of the Forest Stewardship Council (FSC), or from recycled materials. All virgin paper products have been banned throughout the Company; environmental alternatives are used.

6 Human rights

Our human rights commitments are set out in detail in document PPP013, however in summary:

- We aim to support and respect the protection of internationally proclaimed human rights.
- Sub-contractors and vendors are actively encouraged to observe international human rights norms within their work.

7 Equality, diversity & inclusion

Our equality, diversity & inclusion commitments are set out in detail in document PPP005, however in summary:

- We aim to eliminate discrimination on any grounds and promote equality of opportunity in the supply chain.
- We will ensure that our customers and vendors are able to work together in confidence and be treated with respect by each party.
- Our range of contracts will take account of the needs of a diverse customer base.

8 Sustainability

The policy will act as a prompt to staff to consider sustainability as a factor in all purchasing decisions. While doing business, the company commits to:

- Procuring goods or services with sustainability at the forefront of the decision-making process.
- Minimise the adverse environmental effects of people travelling to and from our offices.
- Maximise the procurement of services from SME vendors within our supply chain.
- Maximise the procurement services from Local vendors within our supply chain.
- Maximise the use of social enterprise companies within our supply chain.

- To deliver a more circular economy by placing all waste handled by the company as high up the waste hierarchy as possible.

9 Impact on Society

- We will take steps to understand how we can most effectively support the needs of the local community and implement initiatives accordingly.
- Our impact on the local and wider community will be understood and nurtured.
- Dialogue with local communities shall be encouraged for mutual benefit.

10 Ethics & ethical trading

Our ethical trading commitments are set out in detail in document PPP013, however in summary:

- We will ensure clear visibility through our supply chains, so we are confident that all members of our supply chain meet the standards as laid out in the ETI base code.
- Training will be provided to relevant people on environmental and social issues affecting our supply chains.
- We will ensure that our supply chain upholds the workplace standards and behaviours consistent with the Company's requirements.

11 Biodiversity

We commit to procure services with a view to minimise any impact on biodiversity as far as is practicably possible.

Furthermore, we actively encourage the use of sustainable practices in the maintenance of the Company grounds and premises.

12 Sub-contractors

Our sub-contractor requirements are set out in detail in document PPP009, however in summary:

- We shall encourage sub-contractors to adopt responsible business policies and practices for mutual benefit.
- Sub-contractors are regarded as partners and we will work with them to help us achieve our policy aspirations in the delivery of our products and services.
- A documented environmental and social assessment will be undertaken for every new sub-contractor.
- We are committed to ensuring that the welfare of workers and labour conditions within our supply chain meet or exceed recognised standards.
- Where necessary, we will exert procurement pressure to ensure that all of our sub-contractors behave in a socially responsible way. This includes environmentally friendly products and services and making sure that workers are treated properly.

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- Where appropriate, our tender specifications include questions to reflect our desire for sustainable procurement.
- We hold regular meetings with vendors to support these ideals.
- We will continue to work with vendors to:
 - Promote more environmentally friendly products and promote these to our customers.
 - Reduce the amount of packaging and transit where possible.
 - Implement schemes to take-back, recover, re-use and recycle products at the end of their use/life.

13 Director sign-off

Name	Paul Hodgkiss
Position	CEO
Signature	<i>Paul Hodgkiss</i>
Date	06/02/2024

Document Control

Version	Version Date	Changes By	Version Notes
V1	01/11/2012	MK	Implement new policy
V2	23/07/2020	MK	Minor amendments made
V3	15/06/2023	MK	Review following Palatine investment
V4	06/02/2024	MK	Updated with Papilo branding
