

**CORPORATE RESPONSIBILITY POLICY**

OFFICIAL SENSITIVE

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**1.0 Purpose**

The purpose of this policy is to detail the Corporate Social Responsibility (CSR) Policy adopted by all group companies in order to ensure that all of the activities undertaken in Carvell Group positively affect society as a whole.

**2.0 Scope**

This policy applies to all areas of the business and the aim is to guarantee that we work ethically, considering human rights as well as the social, economic and environmental impacts of what we do.

Where relevant we aim to meet and exceed legislation which relates to these areas and where legislation doesn't exist, we endeavour to carry out best practices across all areas of the business.

**3.0 Roles & Responsibilities**

| <b>JOB TITLE</b>  | <b>RESPONSIBILITIES</b>                    |
|-------------------|--|
| Managing Director | Is ultimately responsible for this policy. |

**4.0 Policy**

**4.1 How we look after Employees**

- a) This is documented in our Equal Opportunities Policy within our Employee Handbook.
- b) We have a full Modern Slavery Policy which is in line with the provisions of the Modern Slavery Act 2015.
- c) Health and Safety Policies, procedures and training.
- d) Staff training, appraisals and personal development.
- e) Pay and benefits – staff are paid correctly and on time.
  - Wages meet and, in many cases, exceed the National Minimum Wage.
  - Generous pension contributions.

- f) HR issues are dealt with promptly and in line with the Company Handbook.

#### **4.2 How we look after Customers**

We feel it is highly important to look after our customers by ensuring that they have a positive and lasting impression of our business. In order to achieve this, we look to implement this through the following procedures:

- a) We constantly look to improve customer satisfaction and retention
- b) We look to ensure the safety and quality of our products and services by constantly reviewing guidelines and legislation to keep all products and services up to date.
- c) We are committed to ensuring we have clear and open communication with our clients. We work closely with several of our largest clients and encourage a constant flow of communication during all aspects of our working relationship.

#### **4.3 Suppliers Standards**

We are committed to ensuring that we use good suppliers and maintain a good working relationship with them.

Our standard terms and conditions of Purchase include provisions that all suppliers must adhere to the terms of the Modern Slavery Act 2015 (clause 16).

We also have provision that all suppliers shall comply with anti- corruption laws including the Bribery Act 2010 (clause 15.)

Where possible we use local supplier and engage with a number of local firms to provide certain commercial services for the Group Companies, including but not limited to, PR & Marketing, HR and graphic design.

We are committed to paying suppliers properly and on time and we operate a vigorous purchase order and invoice procedure for all suppliers engaged by any Group Company.

#### **4.4 Protecting the Environment**

We acknowledge that it is important for all companies to commit to reducing the environmental impact that it has on the environment. To that end, we have implemented the following environmental policies:

- a) We are committed to ensuring and monitoring that we reduce waste, re-use and recycle where possible.
- b) We discourage the use of paper and encourage all work to be carried out electronically where possible.

#### **4.5 Community Engagement**

Where possible we try to support and engage with our local communities.

Examples of how we have been involved with our local communities include:

- Supporting the surrounding community by employing local people.

#### **4.6 Conducting Audits**

A full audit of our CSR policy shall be carried out annually.

The scope, criteria and method for each audit shall be recorded on the Internal Audit Form.

The full audit report shall be delivered to senior managers within 14 days of completion of the audit.