



Corporate Social Responsibility Policy

Reference:	CHA-HR-POL-0020	Issue No.:	2026-1	Date of Issue	27/07/2026
Originated By:	Tara Pullen	Authorised By:	Claire Owens	Page 1 of 3	

CORPORATE SOCIAL RESPONSIBILITY POLICY

1. PURPOSE & STATEMENT OF COMMITMENT

The Company recognises that responsible business practices are fundamental to our long-term success and to meeting the expectations of our customers, employees, suppliers, shareholders and the communities in which we operate.

We are committed to integrating social and ethical considerations into our business decisions and day-to-day operations. Our approach to Corporate Social Responsibility (CSR) supports responsible growth while maintaining high standards of performance, integrity and governance.

This policy sets out the principles that guide how we operate responsibly and should be read alongside our related policies, including those covering Equality, Health & Safety, Ethical Conduct and Anti-Bribery.

2. SCOPE

This policy applies to:

- All employees, directors and workers
- Contractors, suppliers and business partners acting on our behalf
- All business activities undertaken by the Company

3. GOVERNANCE AND ETHICAL BUSINESS PRACTICES

We are committed to:

- Maintaining high standards of corporate governance
- Complying with all applicable legal, regulatory and industry requirements
- Conducting our business with integrity, transparency, honesty and respect
- Operating in a way that safeguards against unfair, unethical or unlawful business practices

We expect our employees, suppliers and business partners to uphold standards consistent with this policy.

4. OUR EMPLOYEES

We believe our people are central to our success. We are committed to:

- Providing clear, fair and lawful terms and conditions of employment
- Operating equal opportunities and fair treatment policies in line with the Equality Act 2010
- Providing a safe, healthy and supportive working environment
- Treating all employees with dignity and respect and preventing bullying, harassment or victimisation
- Encouraging open communication and employee involvement
- Supporting training, education and continuous professional development
- Using local labour and skills wherever practicable

5. HEALTH, SAFETY AND WELLBEING

We aim to provide and maintain a clean, healthy and safe working environment for employees, contractors, clients and others who may be affected by our activities.

Health and safety considerations are integral to our planning, design and operational activities, and we continually seek to reduce risk and improve performance.

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6. COMMUNITY AND CHARITABLE ENGAGEMENT

We aim to make a positive contribution to the communities in which we operate by:

- Supporting local economies through employment and procurement
- Treating local communities with respect and considering their legitimate concerns
- Supporting charitable, community and sporting initiatives through sponsorships or donations
- Encouraging employee involvement in community and charitable activities

All charitable contributions and sponsorships are considered carefully and aligned with our values.

7. CUSTOMERS AND STAKEHOLDERS

We are committed to:

- Delivering high standards of customer service and satisfaction
- Acting responsibly throughout the lifecycle of our products and services
- Building open, honest and constructive relationships with stakeholders
- Communicating transparently about our policies, performance and commitments when appropriate

8. SUPPLIERS AND BUSINESS PARTNERS

We expect our suppliers, contractors and partners to:

- Operate ethically and responsibly
- Comply with applicable laws and regulations
- Respect human rights, equality and environmental standards
- Adopt responsible business practices that align with our values

9. FEEDBACK AND ENGAGEMENT

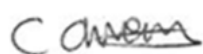
We welcome feedback from employees, customers and stakeholders and take all reasonable steps to maintain open dialogue and continuous improvement.

Concerns or suggestions relating to CSR, sustainability or ethical conduct may be raised through line management or appropriate Company procedures.

10. MONITORING AND REVIEW

We will:

- Monitor our CSR and sustainability performance using measures appropriate to our business
- Review this policy regularly to ensure it remains relevant and effective
- Update the policy following legislative, regulatory, business or operational changes



C Owens
Group CEO
Date: 18/05/2026

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