

Corporate Responsibility Policy

Citipost Mail's Corporate Social Responsibility (CSR) Policy sets out our responsibility for good practice as a small/medium business and employer. Citipost Mail believes that the long-term future of our business is determined by respecting the interests' health, welfare and safety of all our stakeholders:

- Employees/people
- Partners
- Customers
- Suppliers
- The local community
- The wider community

Scope

Citipost Mails social responsibilities falls under two categories: compliance and proactiveness.

Compliance Citipost Mail:

- Employs a Compliance Manager to preserve internal control systems
- Respects the law
- Willingly observes the company and community values
- Honours and controls its internal policies and procedures
- Ensures that all the business operations are legitimate
- Keeps every partnership and collaboration open and transparent

Proactiveness Citipost Mail:

- Promotes human rights; elimination of forced labour, child labour
- Promotes equality, diversity and inclusion
- Promotes the right to be heard
- Supports local communities
- Protects our natural environment

Purpose

Citipost Mail's definitive purpose is the happiness of all its employees, through their worthwhile and satisfying employment in a successful business that meets and exceeds the customer expectations.

Business ethics

Citipost Mail always;

- Conduct business with integrity and respect to human rights.
- Respect individuality, human rights, and the privacy of all our employees.
- Seek to eliminate child labour and forced labour.
- Endeavour to create a safe and healthy environment within the workplace
- Show respect towards the customer
- Promote ant-bribery and anti-corruption practices

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- Seek to protect the environment
- Consistently ensure that the health, safety and the wellbeing of the local community
- Encourages a harmonious working environment with zero tolerance to discrimination, bullying or to any form of harassment linked to an individual's sexuality, marital status or civil partnership, pregnancy, disability, race including; colour, nationality, ethnic or national origin, religion, belief or lack of religion/belief, sex, sexual orientation.

Citipost Mail recognises the need to protect the natural environment. Keeping the environment clean and unpolluted is a benefit to all. We always follow best recycling practices when disposing of waste and dangerous goods.

Leadership and Management

At Citipost Mail the Managers play a vital role in order to achieve and improve the productivity and organisational objectives. They are responsible for; promoting corporate social responsibility, managing, planning, distributing and monitoring the work and behaviours of their employees, whilst achieving the effective operation of the organisation resources. Leaders are involved in the process of setting a new direction or vision for the employees to follow and motivating them to work together to achieve corporate social responsibility and common organisational goals.

Employees

Citipost Mail aims to employ and retain employees with ability and integrity, who are committed to working together and to supporting Citipost Mail's values. Relationships are based on mutual respect and courtesy, with as much equality between its employees as differences of responsibility allow. As a business we take steps to promote positive wellbeing to ensure that the staff are; happy, engaged, loyal, and productive and attend the workplace consistently. Citipost Mail aim to recognise the individual contributions of employees and reward them fairly.

Our policies and support help employees achieve a work-life balance and therefore stay happy, healthy and committed to the business.

We believe that engaged workers are more productive, can problem solve and foster a culture promoting rights and responsibilities.

Slavery and Human Trafficking Statement

Citipost Mail acknowledges its responsibilities under the *Modern Slavery Act 2015* and is committed to preventing slavery and human trafficking within its own businesses and in its supply chains. We consistently review both our internal practices in relation to the labour force and supply chains.

We are committed to tackling this crime through effective due diligence and risk assessment, raising awareness of modern slavery and working together to protect the most vulnerable groups of people.

Key elements are:

- 1) Policy and due diligence; we expect suppliers to meet the provisions set out in this Corporate Social Responsibility Policy. We have a due diligence process which assesses adherence to these requirements.

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- 2) Risk assessment; modern slavery involves criminal activity and the signs can often be very subtle and difficult to identify, so audits can only get us so far. Therefore, we are going beyond a traditional auditing compliance approach by improving our understanding of where the risks are greatest and prioritising our activity accordingly. We are currently engaging stakeholders, mapping requirements with HR using risk assessment tools and working with the recruitment agencies to assess risk in priority supply chains.
- 3) Awareness and collaboration; we are members of Stronger Together. This programme raises awareness of issues such as; forced labour, exploitative practices by labour providers and human trafficking.

Engaging employees effectively and giving them, a clear voice will enable them to shape and improve their working conditions in the areas that matter the most to them. Citipost Mail are committed to promoting this opportunity through our Employee Working Group, quarterly Job Chats and regular audits.

We respect and listen to our employees and encourage their learning and development. We promote equality and consider the interests of our employees including their wellbeing, health and safety at all times.

Citipost Mail commits to keeping employees informed of Group activities through; team briefs, huddles and regular staff meetings. Employees can access the company intranet to obtain general information about the Group. Employees are encouraged to discuss operational issues with their line managers and to suggest ways to improve; customer satisfaction, performance and efficiency.

When we all work with Agencies we make sure that all the eligibility requirements, skills and experience of all potential workers are screened to ensure that they have the best possible working experience and that they are not set up to fail.

Citipost Mail has a 'zero tolerance' policy towards modern slavery. It will refrain from entering in business, and/or will discontinue any current business with any other organisation which knowingly supports or is found to involve itself in slavery, forced or compulsory labour. Citipost Mail strictly adheres to the minimum standards required in relation to its responsibilities under relevant employment legislation in the United Kingdom.

Citipost Mail offers employment contracts which state 'hours as necessitated by the needs of the business', on average throughout the year we ensure that this calculates to 40 hours per week and all staff are classed as full time and are on the payroll system with head office.

Part-time and fixed-term employees within Citipost Mail are provided with the same pro-rata contractual entitlements as full-time and permanent employees. If these are not offered, the Group has objectively justified grounds.

Our aim is the happiness of our employees through their worthwhile and satisfying employment in a successful business.

Diversity and Inclusion

Citipost Mail is committed to the policy of equal opportunity, diversity and inclusion in the workplace, where everyone is valued and supported to achieve their full potential. We also recognise that this is essential to ensuring the success and growth of the organisation. This allows our business a greater mix of; people, skills,

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experiences, perspectives and ideas which are drawn on to continually improve the service offered to our customers.

With equal opportunity, diversity and inclusion in mind, Citipost Mail makes every effort to select, recruit, train and promote the best candidates based on suitability for the role; to treat all employees and applicants fairly, regardless of; race, sex, marital status, age, nationality, ethnic origin, religious belief, sexual orientation or disability; and to ensure that no employee suffers harassment or intimidation.

It is the policy of Citipost Mail to provide employment and to make reasonable adjustment to accommodate disabled persons wherever business requirements will allow. Should an existing employee become disabled, every reasonable effort will be made to ensure that their employment with Citipost Mail can continue in a meaningful basis and that career opportunities are available to them.

Health, Safety and Welfare at Work

The health, safety, welfare and wellbeing of employees is of paramount importance to Citipost Mail. It is the policy of the Group to continually improve standards of health and safety, which will lead to the avoidance and reduction of risks and to ensure that the company complies with all Health and Safety legislation. A Health and Safety Policy is communicated and available to all staff.

At Citipost Mail the Health and Safety Manager and Fire Officers actively implement the Group's policies, standards and procedures. The Health and Safety Committee meets monthly to review activity and policy in this area. The Health and Safety department is audited every 6 months to ensure compliance relating to the health, safety and welfare of the employees, engagement, communication and procedures. These reports are reviewed by the Relevant Managers and suitable enhancements or improvements are made.

Citipost Mail makes every reasonable and practicable effort to provide safe and healthy working conditions in its offices and warehouse. It is the duty of all employees to exercise responsibility and to do everything to prevent injury to themselves and to others. The policy standards and procedures are communicated to employees through contracts of employment, staff handbooks, staff inductions, operating manuals, notice boards and staff training as appropriate.

We are open to suggestions and listen to ideas and wherever possible will use these ideas to improve practices. Citipost Mail try to continuously improve the way it operates. Management communicate this policy on all levels. Managers are also responsible for resolving any CSR issues.

Customers and business relationships

Citipost Mail conducts our business relationship with integrity, courtesy and trust. We are committed to providing our customers with outstanding choice, value and highest possible standards of service.

Our aim is to build long-term relationships with our customers, suppliers and subcontractors. We are committed to trading fairly with all our customers and suppliers and maintaining our responsible sourcing expectations to all suppliers in the areas of health, safety and employee welfare. Citipost Mail takes all reasonable steps to ensure the safety of products and quality of the processing throughout the warehouse.

Citipost Mail provides the customer with clear information about the products and services we offer, including costs, allowing them to make an informed decision on the services that best suits their individual needs,

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preferences and circumstances. We encourage customers to ask if they enquire clarity of products and services. They are given access to formal complaints procedure should they be unhappy with our service.

Citipost Mail pays suppliers and subcontractors in accordance with agreed terms. The suppliers and subcontractors are encouraged to abide by the same standards and principles.

Informed Security

Citipost Mail is committed to guaranteeing the integrity and security of its business information with attention given to personal and sensitive data where inappropriate use or inadequate maintenance and safeguarding could have serious consequences.

The Group policies and procedures are based on the; requirements for an information secure environment; assessments of the risks that the Company faces; relevant legal and best-practice requirements.

The Group has recently achieved ISO 27001 accreditation and it operates in line with the International Standard for Information Security Management, ISO 27001 in all operations.

Responsibility for information security sits with the Senior Management Teams.

A dedicated Group Information Security Manager is responsible for strategic management of information security, including risk management, together with implementation and enforcement of the Information Security Policy.

The Community

Citipost Mail complies with legislation, builds relationships, and contributes to the wellbeing of the local communities.

Our success relies on whether the communities in which we operate continue to thrive. By investing in our local communities, we are helping them tackle the issues that affect them, our partners and our customers.

Citipost Mail's aims and how they support the business plan

- We want to build the skills of future generations and create better places for people to live, work in and enjoy. We want to improve accessibility and inclusion in our workplace.
- Creating meaningful and rewarding employment depends on providing Employees with the opportunity to step out of their day-to-day roles, learn new skills and grown their confidence; to discover more about themselves and make new connections.

Charitable Giving

Citipost Mail believes in charitable giving and:

- Aims to make the local communities in which we work, better places to live and do business
- Aims to be sensitive to the local community's cultural, social and economic needs
- Endeavours to protect and preserve the environment
- Aims to support causes within the local communities

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Recent examples that Citipost Mail have supported have included;

National charities:

- Comic Relief
- Children in need

We have also supported causes within their local community;

- Cricket/Football Kit for local teams
- John Eastwood's Hospice
- Rainbows Moonlight and Memories Walk
- Providing Christmas Gifts for Vulnerable Children

Preserving the Environment

Our primary environmental objective is to minimise our carbon footprint and any negative impact we may have. The Group is committed to:

- meet or exceed the requirements of relevant legislative, regulatory and environmental codes of practice
- identify, reduce and recycle/dispose of waste arising from our operations in a manner that minimises harm to the environment and prevents pollution of land, air and water
- purchase wherever possible environmentally friendly products
- reduce the consumption of energy and water and use renewable and/or recyclable resources wherever practicable
- encourage our suppliers and subcontractors to implement good environmental practices and procedures which support our own policies and objectives.
- take responsibility of our environmental policy, which is reviewed on a regular basis, to set environmental objectives and targets for continuous improvement
- communicate the responsibility for the environmental issues across the business
- manage resources and efficiency
- prevent nuisance via; noise, vibration, lighting, traffic
- encourage the protection of nature and biodiversity
- support the community

We set and follow high standards and energy efficiency and safety. We review our business practices performance regularly to identify how we can improve our energy efficiency, minimise waste, reduce water usage, waste disposal and air emissions. All used materials are recycled where possible.

In addition:

Citipost Mail ensures recycling of office waste. E-payslips were introduced for all Group employees in 2017, which has reduced our carbon footprint, print and postal costs.

The following initiatives are in place:

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- Recycling of all; paper, plastic wrapping, cardboard, wood, metal and related materials.
- Recycling of used printer cartridges and mobile phones
- Recycling of Waste Electric and Electronic Equipment (WEEE)
- 100% of our toner cartridges are recycled, in partnership with our printer suppliers
- We are working in partnership with waste management providers our recycling volumes were 98% by the end of 2016.

What we are doing

- Citipost Mail offers opportunities for people to get into work. We aim to provide meaningful jobs with better pay and return value in for form of rewards, wellbeing, skills and opportunities.
- In 2018 we will continue fundraising activities and donate the funds to local community groups.
- We are working in Partnership with Remploy to offer opportunities for people to return to work in a supportive environment where they can develop their confidence and skills.

Stakeholders

Citipost Mail considers the interest of all its stakeholders including; employees, customers and suppliers, as well as the local community and the environment in which we operate. Citipost Mail's reputation is key and adhering to the highest standards of integrity, personal conduct, ethnics and fairness is vital importance.

Citipost Mail engages with; Cedrec, BSI and Teamwork IMS on all Government legislations; and relevant trade bodies on issues affecting quality, environment and health and safety related industry services and consumer protection.

We look actively for opportunities to contribute to the wellbeing of the local community and society as a whole e.g. employing locally and supporting local businesses.

Citipost Mail consistently strives to be a responsible employer and partner that meets the highest standards both ethically and professionally.

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