

CORPORATE SOCIAL RESPONSIBILITY (CSR) POLICY

Purpose

We recognise that as a logistics business, our industry has a responsibility to minimise our environmental impact locally, nationally and globally. We recognise that we have a responsibility towards sustainable operating, the wellbeing of our colleagues, being a good community neighbour and to conduct business ethically and with integrity.

By putting CSR into practice, we are committed, wherever possible, to:

- Conduct ourselves responsibly and in an ethical manner
- Create a positive and supportive working environment
- Support our local communities
- Act fairly in our dealings with suppliers and other third parties
- Minimise the impact on our environment
- Commit to continuous improvement of service levels to our customers
- Operate our business with integrity, honesty and transparency

Communication

We communicate this policy to our colleagues, customers and other stakeholders by means of our website, publicity materials, and internal communication channels.

Responsibility and Review

At Expect we have a progressive approach to corporate social responsibility with a dedicated working group led by our Managing Director who meet quarterly.

All colleagues have a role to play in complying with our CSR principles and are encouraged to make further suggestions in relation to initiatives we could undertake.

We are committed to ensuring our policy remains effective and will review the policy annually.

Our CSR Principles



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PEOPLE

Our Colleagues: We recognise that our colleagues are our most important resource. We actively seek to offer our colleagues a positive and healthy working environment and ensure that they have rewarding careers and job satisfaction. We maintain a Colleague Handbook, Health and Safety Handbook and Driver and Warehouse Manuals, which set out the rights and expectations of all colleagues across the business.

We seek to ensure that all colleagues have access to the training they need both for their own development and to enable them to deliver a high quality service. Our procedures in relation to training and development can be found within our Colleague Handbook.

We consider all colleagues to be equal and we aim to create a working environment which is free of unlawful discrimination. In this regard, we maintain an Equality and Diversity Policy.

Our conduct: We aim to adopt the highest professional standards and not to act in such a way as to compromise our firm's integrity. We actively promote respect between our colleagues in their dealings with each other and with customers and other third parties.

Our customers: We are committed to delivering a high level of service to all our customers. We understand that our business exists in a very competitive market and in order to retain our customers we need to deliver a professional and courteous service.

COMMUNITY

Our community: In considering our impact on the community we have resolved to sponsor or otherwise support local charities. All colleagues have a Volunteering Day (paid time off work) to enable them to carry out work in support of their chosen charity and to encourage dialogue with local communities and groups for mutual benefit.

Wherever possible, we take steps to promote equal opportunity in relation to access to the services that we provide. We take account of the diversity of the communities we serve in order to ensure that, subject to funding constraints, our services are accessible to all customers.

We will continue to support the local community by partnering with organisations such as sporting teams and charities; spreading awareness and providing support through sponsorship and collaborative working.

Our Suppliers: We are committed to eliminating unlawful discrimination and to promoting equality and diversity in our professional dealings with suppliers and other third parties.

We endeavour to enter into clear and fair contracts with our suppliers. We commit to the timely settlement of suppliers' invoices.

Wherever possible, we aim to support the local economy by contracting with local suppliers.

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ENVIRONMENT

Our Environment: We are committed to behaving responsibly and to minimising our impact on the environment. We want to play a key role in decarbonising our industry and see it as our responsibility to create a sustainable future.

We aim to minimise our impact on the environment by:

- We will be running a number of Battery Electric Vehicles (BEV) on specific operations
- Minimising waste and adopting sensible recycling policies in respect of our paper and food consumption
- Providing safe and comfortable working conditions
- Encouraging colleagues to walk or cycle to work and utilise our Cycle to Work scheme
- Ensuring that electrical equipment and lights are off when not in use
- Ensuring that heating is turned off or down outside office hours
- Introduce solar panels across our sites
- Responsibility for this policy, including an annual review of the policy to:
 - Ensure that it remains up to date, compliant and relevant to the needs of the organisation and its customers
 - Verify it is in effective operation across the practice.

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