

CSR & Sustainability Policy

Our clients need to have peace of mind that products carrying their brand name are sourced responsibly and that the complete supply chain is managed. Willsmer Waggon Ltd operates responsible supply chain management & compliance as part of our CSR policy. Corporate Social Responsibility (CSR) and Sustainability are terms that are often used and often misunderstood. They are also concepts that vary in definition from company to company and are subject to continuous change as practice in these areas improves and the bar is raised even higher. We have committed our business to best practice yet change and improve whenever new ideas show us better ways of working. We work with our clients to ensure they can trust us to provide quality, effective services and solutions – all safely delivered within the parameters of our CSR policy, protecting both their brand reputation and ours.

Our Ethics: We apply the highest possible business ethics in all our supplier relationships, focusing on integrity, professionalism, and standards. Part of our work involves buying overseas and we work with our suppliers to ensure that they behave socially responsibly in their sourcing of materials and labour. We recognise the Ethical Trading Initiative Base Code and the UN Global Compact as the internationally recognised minimum standards about working hours, living wages, freedom of association, and safety of employees. We expect these high standards from our suppliers. We are committed to ensuring there is no modern slavery or human trafficking in any part of our business or supply chain.

Our Commitment: All our employees are responsible for their own sourcing and only use approved key suppliers. Where possible, we only use suppliers that are members of SEDEX and ISO 14001 accredited. We operate an Ethical Trading Policy and Code of Conduct which is based on the Ethical Trading Initiative (ETI) Base Code and UN Global Compact. We conduct due diligence and maintain a preferred key supplier list. We were proud to achieve the ISO 14001 standard in 2015 and operate this Environmental Management System. We are part of the Supplier Ethical Data Exchange (SEDEX) as a Category B member. Our Membership Number is: S000000023585.

Environment: We operate our business in a way that minimises our impact on the environment. We continuously strive to improve and react quickly to new advice and seek to apply the most up-to-date standards. We view this from two approaches:

- Internally: We are accredited to ISO 14001 Environmental Management System, ensuring we minimise our impact on the environment; this includes minimal use of resources such as energy, water, and effective waste handling and promoting multi-material recycling.
- Externally: We ensure product suppliers hold similar values and have a process-driven approach in this area. We also consult with our clients offering



environmentally positive alternatives and work with transport partners that positively support reduction in emissions impact.

Data Protection: We regard the lawful and correct treatment of personal information as very important to our successful operation and to maintaining confidence between us and those with whom we carry out business. We ensure that we treat personal information lawfully and correctly, adhering to the principles of the General Data Protection Regulation (GDPR). Our commitment to data protection includes:

- Ensuring all personal data is processed fairly, lawfully, and transparently.
- Collecting data for specified, explicit, and legitimate purposes.
- Keeping data accurate and up to date, and not retaining it longer than necessary.
- Protecting data against unauthorized or unlawful processing, accidental loss, destruction, or damage through appropriate technical and organizational measures.
- Training all employees on data protection principles and their responsibilities.

Data Protection Officers:

Our data protection officer's contact details are:
Rachel Millidge – rachel@willsmerwagg.com

Our People: We are passionate about our people and work with our management team to engage their teams to believe in our policies. We know we will only meet our business objectives through a well-trained, empowered, and motivated workforce who also enjoy working with us. We aim to be a fair and respected employer that is valued by its employees. We offer our staff flexible working hours where possible and opportunities to train and achieve their own personal goals within the industry. We immediately respond to individual staff work requirements where possible to ensure that they are supported.

Our Community: Our aim is to operate our business to the highest standards, which in turn affects our behaviour in respect of the community in which we operate and other organisations with which we come into contact. In our local area, we actively seek community projects and offer charity contributions both locally and overseas. We support our staff in their chosen charities where possible and often give donations or sponsor the staff to encourage active participation. We engage constructively and shape our activities so that our business is always regarded as a valued and listening contributor to local life.

Product Range: We are committed to staying ahead of the game and being a market leader in the range of environmentally friendly and sustainable products that we offer. More and more companies have embraced the sustainable and environmentally friendly ideals and are looking for promotional merchandise with values which include sustainable, recycled, and/or organic materials; that are carbon neutral, fair trade and ethically sourced; and are biodegradable and/or



recyclable or limit their environmental impact at the end of their useful life. Whatever our clients' environmental concerns, we can find products to support their company ethics.

Our dedicated team are fully trained in eco-friendly promotional products and are able to offer advice and suggestions if there are policy guidelines to be met. We work with fully vetted and approved suppliers who have adopted an environmental product and responsibility and endeavour to ensure that they comply with both ours and our clients' standards and expectations. Where required, we will give a statement of materials and manufacturing process on all products, including certification where necessary.

As Managing Director of Willsmer Wagg, I am responsible for the monitoring and control of the issues contained in this Policy.



Debbie Willsmer
Managing Director
Updated: 07/06/2024

