



# Corporation Social Responsibility Policy

## PURPOSE

Corporate Social Responsibility (CSR) is the concept whereby organisations integrate social and environmental concerns into their business operations.

The business is committed to the principle of CSR and aims to ensure that CSR becomes embedded, where appropriate, into its policies and practices, to the benefit of staff as well as the wider community. Monoworld is already contributing to CSR and this policy and future strategy will build on this in future.

## SCOPE

This policy applies to Monoworld Group businesses and all its activities.

## COMMITMENT

Monoworld is an organisation that is transparent and ethical in all its dealings as well as making a positive contribution to the community in which it operates. It is committed to the following core values in all aspects of its work, including the fulfilment of its social responsibility including:

- Clear direction and strong leadership
- Customer focus
- Respect for people
- Open communication
- Working to deliver best value
- Openness and transparency
- Equality
- Probity
- Development of positive working relationships with others
- Commitment to the highest ethical standards service
- Valuing and harnessing the diversity of all Monoworld employees.

CSR complimenting the company's existing management systems that are certified to ISO and include Quality and Environmental Management systems.

## CSR Strategies

Monoworld will seek to achieve corporate and social objectives by focusing on five strategic areas:

- Equal Opportunities - maintaining and promoting our commitment to the fulfilment of our equal opportunities policy.
- Good Relations – develop and adopted a Good Relations processes, which will be reviewed annually and implemented through group wide objectives/initiatives.



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- Workplace – addressing the needs and aspirations of staff through the continuing development of diversity, work-life balance and health and well-being initiatives. The development of employee’s satisfaction surveys.
- Community Impact – encouraging and assisting staff to greater involvement in team/individual projects in support of the wider community.
- Environment – continuation of our environmental management system that aims to minimise waste, maximise efficiencies and promote sustainability.

### Guiding Principles

The Board recognises that we must integrate our business values and operations to meet the expectations of our stakeholders. (Including customers, employees, suppliers, the community and the environment) by:

- Recognise that social, economic and environmental responsibilities to these stakeholders are integral to our business and demonstrate these responsibilities through our actions and within our corporate policies.
- Report and act on all feedback, complaints non-conformances and positive responses that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that Monoworld fulfil the requirements outlined within this policy.
- To be open and honest in communicating our policies, strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.
- Monoworld will endeavour to make the necessary resources available to realise corporate responsibilities. The responsibility for delivery lies with all employees.
- In relation to community involvement, Monoworld will continue to support a number of charities to raise funds and aid the charities as and when possible, in a practical way.

### Partnership Focus

Monoworld shall strive to improve our environmental performance through implementation of sustainable development and environmental policies by developing and implementing:

- A high level of business performance while minimising and proactively managing and minimising risk.
- Encourage dialogue with local communities for mutual benefit on site where there is potential to influence best practice.



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- Record and resolve customer and public complaints in accordance with the Company Management System.
- Operate an equal opportunities policy for all present and potential future employees.
- Offer our employees clear, fair terms of employment, and provide resources to enable their continued development.
- Maintain forums for employee consultation and business involvement.
- Provide safeguards to ensure that all employees are treated with respect and without sexual, physical or mental harassment.
- Strive to maintain, a clean, healthy and safe working environment.
- Uphold the values of honesty, partnership and fairness in our relationships with stakeholders and clearly set out the agreed terms, conditions and the basis of our relationship with suppliers

### Reporting

CSR activity will be reported regularly at Board Meetings. In addition, CSR activity will be publicized on our website.

### APPROVAL

Signed by the Compliance Director

Chris O'Farrell

A handwritten signature in black ink, appearing to read "C. O'Farrell", written in a cursive style.

Date: 06/05 /2025

*To be reviewed annually or in the event changes to legislation, organizational changes or failures to the system being highlighted.*