



Corporation Social Responsibility Policy

PURPOSE

Corporate Social Responsibility (CSR) is the commitment of an organisation to operate in a socially, ethically, and environmentally responsible manner.

Monoworld Group is committed to integrating social, environmental, and ethical considerations into its business activities and decision-making processes. The Company aims to embed the principles of CSR, where appropriate, across its policies, practices, and operations to create positive outcomes for employees, customers, stakeholders, local communities, and the wider environment.

Monoworld Group already contributes to CSR through its existing business practices and is committed to building upon these initiatives through the ongoing development and implementation of its CSR strategy.

SCOPE

This policy applies to all Monoworld Group companies, employees, and business activities, and is intended to guide responsible business practices across the organisation.

COMMITMENT

Monoworld Group is committed to conducting its business in a transparent, ethical, and responsible manner while making a positive contribution to the communities in which it operates.

In fulfilling its corporate social responsibilities, the Company is guided by the following core values:

- Clear direction and effective leadership.
- Customer focus and service excellence.
- Respect for people.
- Open and honest communication.
- Delivering best value.
- Openness and transparency.
- Equality, diversity, and inclusion.
- Integrity and accountability.
- Building positive and collaborative relationships.
- Maintaining the highest ethical standards.
- Valuing and harnessing the diverse skills, experiences, and perspectives of all employees.

The Company's CSR commitments complement its existing management systems and support its certified Quality and Environmental Management Systems and other recognised standards adopted across the business.



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CSR Strategies

Monoworld Group aims to achieve its corporate and social responsibility objectives by focusing on the following strategic areas:

Equal Opportunities

Maintaining and promoting equality, diversity, and inclusion through the effective implementation of the Company's Equal Opportunities Policy.

Positive Relationships

Developing and maintaining positive relationships with employees, customers, suppliers, business partners, and the wider community through clearly defined objectives and initiatives that are reviewed regularly.

Workplace

Supporting the needs and aspirations of employees through initiatives that promote diversity, employee engagement, work-life balance, health, safety, and wellbeing. This includes the use of employee feedback and satisfaction surveys to drive continuous improvement.

Community Engagement

Encouraging and supporting employee participation in projects, volunteering activities, and initiatives that benefit local communities and contribute to positive social outcomes.

Environmental Responsibility

Maintaining and continually improving the Company's Environmental Management System to minimise waste, improve efficiency, reduce environmental impact, and promote sustainable business practices.

Guiding Principles

The Board of Directors recognises the importance of integrating responsible business practices into all aspects of Monoworld Group's operations to meet the expectations of its stakeholders, including customers, employees, suppliers, local communities, and the environment.

To achieve this, Monoworld Group will:

- Recognise that its social, economic, and environmental responsibilities are fundamental to the way it conducts business and reflect these commitments through its actions, policies, and decision-making.
- Encourage open dialogue with stakeholders and respond appropriately to feedback, complaints, non-conformances, and positive contributions to support continual improvement.



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- Communicate openly and transparently regarding its policies, objectives, performance, governance, and sustainability commitments.
- Allocate appropriate resources to support the achievement of its corporate social responsibility objectives, recognising that responsibility for delivery rests with all employees.
- Support charitable organisations and community initiatives through fundraising, volunteering, and practical assistance where appropriate.

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Partnership Focus

Monoworld Group is committed to continuous improvement in environmental, social, and business performance through the implementation of sustainable and responsible business practices. To support this commitment, the Company will:

- Deliver high standards of business performance while proactively managing risk.
- Engage constructively with local communities and other stakeholders to encourage collaboration and the sharing of best practice.
- Record, investigate, and resolve customer and public complaints in accordance with the Company's Management System.
- Promote equality, diversity, and inclusion through the effective implementation of its Equal Opportunities Policy.
- Provide employees with fair terms and conditions of employment and opportunities for training, development, and career progression.
- Maintain effective channels for employee consultation, engagement, and participation.
- Ensure all employees are treated with dignity and respect and are protected from harassment, bullying, discrimination, and victimisation.
- Maintain a safe, healthy, and supportive working environment.
- Conduct business relationships with honesty, fairness, integrity, and transparency, ensuring clear and mutually understood terms with customers, suppliers, and other stakeholders.

Reporting

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

APPROVAL

Signed by the Compliance Director

Tim Croxford

A handwritten signature in black ink, appearing to read "TE", enclosed within a thin black rectangular border.

Date: 08/06/2026



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