

Title	Corporate Social Responsibility Policy	Ref.	QRD 6	Rev.	3	Date	June 26	Page 1 of 6
Dept.	Quality			Class.	Company	Review date: June 28		
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- Meeting required standards in areas such as health and safety, environmental management, and equal opportunities, and looking for proportionate ways to improve over time.
- Supporting business practices that seek to balance commercial success with social and environmental responsibility.
- Contributing to the local community and social causes in ways that are realistic, relevant, and sustainable for the business.
- Supporting local people and local enterprise development where suitable opportunities arise.
- Working to provide a supportive and engaging place to work.

What We Do

Our Employees:

Our employees are one of our most important business resources. We have several strategies and policies in place to support them:

- We regularly review our pay structure and benefits to ensure employees and benchmark against similar roles in the industry and area.
- We encourage employees to undertake professional development and professional qualifications and provide time to support this where appropriate.
- We fund relevant training, CPD courses, exams, and professional body subscriptions.
- We support employee health and wellbeing through a range of policies, including our health and wellbeing policy and our stress at work policy.
- We operate an Equality Diversity and inclusion policy, which is reviewed annually.

Our customers:

Excellence in customer care is central to our business and reflected in our company values.

- We maintain customer care protocols in our employee policies, review them regularly, and provide ongoing employee training.
- We treat customers fairly and consistently, in line with our policies and practices.
- We manage customer complaints promptly through our complaints policy and procedure.

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- We expect employees, partners, and contractors to treat customers with respect, honesty, fairness and professionalism.
- We use competitor, customer, and market research to help keep our services and pricing aligned with expectations.
- We handle personal information in line with UK GDPR and the Data Protection Act 2018, maintain ICO registration, provide regular data protection training, and avoid deceptive, misleading, fraudulent, or unfair practices.

Our Local Community:

We support local organisations, people, and businesses through a range of initiatives:

- We are members of both the Eastbourne Chamber of Commerce and the Sussex Chamber of Commerce and attend events or provide in-kind support where possible.
- Most of our employees live in or are from the local area.
- Wherever possible, we use local suppliers and contractors.
- We are committed to supporting local organisations, charities, and community initiatives where this is practical and aligned with our business values.

The Environment:

We are committed to continuous improvement in our environmental performance and are undertaking the following initiatives:

- We measure and monitor our carbon footprint using ClimateCalc, a print-specific carbon calculator covering Scope 1, 2 and 3 emissions, to support our carbon reduction activities.
- We support local environmental initiatives, including engagement with the Eastbourne Carbon Neutral 2030 programme where relevant and achievable.
- We manage waste through defined waste streams, including paper and cardboard, mixed recycling, general waste, food waste, and hazardous materials, to ensure appropriate segregation and handling.
- Paper and cardboard waste is recycled through a closed-loop process, allowing materials to be recovered and reused, while other waste streams are collected and processed through appropriate services. Hazardous waste is managed separately and handled in accordance with regulatory requirements.
- We provide training to employees to support correct waste segregation and regularly review our signage and instruction to support our continual environmental improvement plan.

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Our Procurement Policy:

We are committed to maintaining high standards in our procurement practices and supply chain relationships. We seek to work with suppliers and contractors who demonstrate responsible practices in relation to their workforce, the environment, and ethical business conduct.

We expect our suppliers to operate to appropriate standards and will take action where there is evidence that these standards are not being met.

Other Policies:

We have a range of policies in place to support a positive working environment and ensure appropriate standards across the business, for the benefit of both our employees and our customers.

- Equality, Diversity and Inclusion Policy
- Whistleblowing Policy
- Bullying and Harassment Policy
- Health and Safety Policy
- Unauthorised Absence Policy
- Health and Wellbeing Policy and Statement

Our Contractors & Suppliers:

We treat our contractors and suppliers fairly and expect the same standards of behaviour in return, both for ourselves and our customers.

We expect a high standard of product and service from our supply chain and review performance on an ongoing basis.

Communication & Review Process:

This Corporate Social Responsibility policy is available on our Internal Document Library and on our website.

This policy will be reviewed regularly by the Senior Leadership Team and Compliance Department and updated where necessary to reflect legislative changes or other relevant circumstances.

Employees are encouraged to raise suggestions for improvement with their line manager or a Senior Leadership Team member.

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Partners, customers, and members of the community can provide feedback or suggestions by emailing hello@zunoma.com.

Anti – Bribery & Anti-Corruption Statement

At Zunoma, we are committed to conducting our business with integrity and transparency. We recognise that bribery and corruption undermine trust and are not acceptable in any part of our operations.

We prohibit any employee or third-party representative from offering, giving, soliciting, or receiving any form of bribe, whether directly or indirectly, to gain an advantage in any business transaction. This includes financial incentives, gifts, hospitality, or any other benefits that may influence decision-making.

We operate in accordance with the UK Bribery Act 2010 and applicable laws. We provide training to our employees and relevant third parties to ensure they understand our expectations and responsibilities.

We encourage a culture of openness, where concerns can be raised and will be addressed appropriately.

Diversity and Inclusion Statement

At Zunoma, we recognise that diversity and inclusion are important to our success and the wellbeing of our employees, customers, and community. We are committed to creating a workplace where individual differences are respected and where inclusive behaviours are encouraged.

Our approach includes recognising a range of characteristics, including race, gender, age, sexual orientation, disability, religion, and cultural background. We believe that a diverse workforce supports better understanding, decision-making, and service to our customers.

We aim to promote fair opportunities for all employees and support their development. We provide training and resources to raise awareness and encourage inclusive behaviours across teams. Our recruitment processes are designed to attract a broad range of candidates.

We are committed to maintaining an inclusive working environment and encouraging feedback to support continual improvement.

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Training and Development for Managers

At Zunoma, we recognise the importance of effective leadership in supporting a positive, respectful, and accountable working environment.

We support managers with appropriate training and resources to help them lead their teams and meet their responsibilities.

Training may include areas such as communication, compliance, ethical decision-making, mental health awareness, bullying and harassment plus any other areas in which managers request training.

This helps managers promote company values, encourage open communication, and create an environment where employees feel able to raise ideas or concerns.

We also encourage managers to provide constructive feedback and support employee development where appropriate.

Closing Statement

Our commitment to Corporate Social Responsibility is ongoing. We recognise that responsible business practice requires continuous review, practical action, and accountability. We will continue to monitor our approach, listen to feedback from employees, customers, suppliers, and the wider community, and identify achievable improvements that support our people, our customers, our local community, and the environment.

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