



Corporate Social Responsibility
Policy

RAJA UK



Contents

Corporate Social Responsibility Policy	1
RAJA UK	1
Corporate Social Responsibility Policy	3
Purpose	3
Scope.....	3
Corporate Social Responsibility in the RAJA Group	3
1/ FIGHT GLOBAL WARMING BY DECARBONIZING OUR PRODUCTS AND ACTIVITIES	3
2/ CONTINUE TO DEVELOP PRODUCTS ALWAYS MORE INNOVATIVE AND ECOFRIENDLY	3
3/ DEVELOP OUR RESPONSIBLE AND ETHICAL PURCHASING (to better meet, among other things, the CSR expectations of our customers).....	4
4/ PRESERVING THE ENVIRONMENT ON OUR SITES AND IN OUR ACTIVITIES (in addition to fight against climate warming).....	4
5/ ACTING ON SOCIAL AND SOCIETAL EQUITY DAILY	4
6/ CONTRIBUTE TO REACH THE SUSTAINABLE DEVELOPMENT GOALS.....	4
Corporate Social Responsibility in RAJA UK.....	5
Our Purpose and Mission.....	5
Our Values.....	5
1. Our focus on People:.....	6
Positive Work Environment	6
Our People Credentials	7
2. Rights of Workers.....	7
3. Commitment to the Law	8
Conflict Minerals Statement	8
Bribery.....	8
Disclosure.....	8
Consumers	8
Anti-Slavery Statement	8
4. Our Commitment to minimising the negative impacts of business	9
Environment.....	9



Corporate Social Responsibility Policy

Purpose

This policy describes the commitment of the company and the employees towards society and nature. As part of the RAJA Group RAJA UK adheres to the commitments set out in the RAJA Group CSR Policy

Scope

This policy extends to Rajapack Limited (RAJA UK), stakeholders, partners, and suppliers and is reviewed annually by the RAJA UK Managing Director.

Corporate Social Responsibility in the RAJA Group

The RAJA Group, composed of 26 subsidiaries in 19 countries, has become the European leader in multi-channel distribution, packaging supplies and equipment, office supplies and furniture, handling and storage equipment and hygiene and maintenance products. The RAJA Group offers more than 250,000 products, delivered in 24 to 48 hours, of which more than 86% are manufactured in Europe and more than 97% of the suppliers are European. In this regard, it has the ambition to act on its European ecosystem to promote Corporate Social Responsibility among its employees/managers, its customers, its suppliers, its financial partners and in the voluntary sector.

Corporate Social Responsibility (CSR) is a strategic issue for the RAJA Group, as its President, Danièle Kapel-Marcovici affirms her commitment, that of the Executive Committee and that of the Board of Directors in this area:

“I have always considered that the role of the company is not only economic, but also social, environmental, and societal. It is with this conviction that I created the RAJA-Danièle Marcovici Foundation in 2006, with the ambition to defend women’s rights, to fight against violence, to support education, social inclusion, the professional integration and financial independence of women in the world.”

For this we commit to:

1/ FIGHT GLOBAL WARMING BY DECARBONIZING OUR PRODUCTS AND ACTIVITIES

- Working in partnership with our suppliers to continue decarbonizing the products we distribute
- By taking actions to measure and reduce CO2 emissions from all our activities, e.g : storage and transport of goods, employee travel and digital activities
- By raising our employees’ awareness through the implementation of an energy efficiency plan in the group
- By constantly monitoring products and technologies that emit less CO2, to reference and disseminate them

2/ CONTINUE TO DEVELOP PRODUCTS ALWAYS MORE INNOVATIVE AND ECOFRIENDLY

- By working in partnership with our suppliers and in collaboration with our customers to propose more innovative and always more ecofriendly products
- By continuing to obtain numerous national and international awards rewarding our capacity for responsible innovation (distributed products and websites)

- By making our customers and suppliers aware of logistics solutions and services to reduce the impact the impact of our products and services on the environment
- By monitoring innovations in CSR products and services: via media and specialized trade shows.

3/ DEVELOP OUR RESPONSIBLE AND ETHICAL PURCHASING (to better meet, among other things, the CSR expectations of our customers)

- By integrating CSR and ethical criteria into the listing, selection, and contracts with our suppliers
- By regularly evaluating the CSR and ethical practices of our suppliers
- By retaining the most responsible suppliers in our subsidiaries over the long term
- By regularly training our buyers in CSR
- By encouraging our suppliers, employees, and other stakeholders to meet our customers' CSR expectations
- Integrating responses to our customers' CSR expectations into the customer experience

4/ PRESERVING THE ENVIRONMENT ON OUR SITES AND IN OUR ACTIVITIES (in addition to fight against climate warming)

- By preventing and reducing the environmental impact of our various activities (managerial, operational and support functions), and by sharing best practices
- By reducing our consumption of fossil energy, water, and materials but also the production of waste, emissions of pollutants in the environment, noise and the artificialization of soils where possible and by encouraging renewable energies, waste recovery, increased product life and reuse

5/ ACTING ON SOCIAL AND SOCIETAL EQUITY DAILY

- Acting daily to prevent and combat discrimination & harassment and ensure equity between women and men throughout their career
- Promoting quality of life and safety in the workplace by promoting social dialogue, and by training all employees to carry out their mission in optimal conditions
- Preventing occupational hazards and implementing actions to eliminate or reduce them
- Supporting and participating in the projects of the RAJA-Danièle Marcovici Foundation-Action for Women and participating directly in local unions/associations in order to make our voice heard towards politics

6/ CONTRIBUTE TO REACH THE SUSTAINABLE DEVELOPMENT GOALS

- By acting daily to respect the 10 principles of the Global Compact to which RAJA subscribed in 2020
- By joining the CSR Europe network to be able to be pro-active and to act at the best on these objectives on a European scale
- By having the CSR approach of our European subsidiaries evaluated by an independent third party company
- By complying with European and national CSR requirements in the countries where we operate
- By placing ethics and anti-corruption at the heart of our business model
- Raising CSR awareness and training for our people and helping them achieve our ambitious goals



Corporate Social Responsibility in RAJA UK

To bring this to life at a local level RAJA UK supports its team and leadership to become socially accountable to itself, its business partners, the environment, stakeholders, and the community.

This localised policy allows us to realise the impact we create as a subsidiary of the RAJA Group and on our society, stakeholders and local community and is supported by 4 key principles:

1. **Our Focus on People**
2. **Rights of Workers**
3. **Commitment to the Law**
4. **Our Commitment to minimising the negative impacts of business.**

Our Purpose and Mission

As a subsidiary of the RAJA Group;

“At RAJA UK our purpose is to build relationships based on trust, collaboration, and community spirit.

We are passionate about making a lasting impression with the smallest footprint.

We believe in doing the right thing today to create a sustainable tomorrow”

And our mission is:

“To exceed the packaging and workplace expectations of UK businesses by delivering excellence through unrivalled product quality, and choice, available on next day delivery, and underpinned by exceptional customer service and product expertise”

Our quality promise is underpinned by our compliance and certification with ISO9001.

Our Values

Underpinning our mission are 5 Company values that determine the way we go about doing business.

Customer - Our business is built on customer satisfaction and loyalty. We want our customers to love working with us, and actively recommend us to others.

Do the Right Thing - We are honest and open in our communications; we always respect our colleagues and customers. We have a reputation for valuing integrity

Be Accountable - We take personal responsibility for what is in our control, and we are happy to be



accountable for our results

Succeed Together -We achieve more when we work together towards common goals. We are open and challenging whilst supporting each other.

Be the Best -We always seek to be the best we can be. We strive to fulfill our potential and feel rewarded by doing a great job every day.

RAJA UK is committed to 'Do the Right Thing' and act as a good corporate citizen, to achieve this, we apply the following policies, and principles, and we will observe the laws and regulations of the country in which we operate, we will:

- Apply the commitments outlined in the RAJA Group Corporate Social Responsibility policy to our everyday working.
- Act daily to respect the principles of the UN Global Compact which the RAJA Group subscribed to in 2020
- Contribute to economic, social, and environmental progress to achieve sustainable development
- Respect the human rights of those affected by our activities
- Encourage human capital formation by providing training opportunities for employees
- Apply good corporate governance practices
- Promote employee awareness of and compliance with RAJA Group and UK policies and procedures
- Refrain from discriminatory or disciplinary action against employees, who act as "whistle-blowers" in good faith
- Encourage business partners including suppliers and sub-contractors to apply principles of corporate conduct compatible with the RAJA Charter
- Abstain from any improper involvement in political activities

1. Our focus on People:

Our people are what makes our business and, while our targets focus on our external environments, we strive to create a positive work environment where our people have access to training, support, safe working, and a work-life balance that enables them to live healthy lives. We also ensure the highest standards of compliance and governance are met so everyone is paid fairly and appropriately.

Positive Work Environment

The Company is committed to creating a harmonious and safe working environment, which is free from harassment and bullying and in which every employee is treated with respect and dignity. The Company strives to ensure that the different experiences, abilities, and skills of each individual are valued by others. Inappropriate behaviour should be challenged. It is the Company's intention to encourage everyone to always behave in a proper manner.

The Company is committed to ensuring that individuals do not feel apprehensive because of their race, religion or belief, disability, sex, sexual orientation, pregnancy or maternity, gender reassignment, marriage or civil partnership, age, or because of being subjected to any inappropriate behaviour.

All employees can expect to:

- be treated with dignity, respect, and courtesy
- be able to work, free from unfair treatment, bullying, harassment, or victimisation

- be valued for their skills, abilities, and experiences

All employees are expected to:

- familiarise themselves with the content of this policy
- treat all employees with dignity, respect, and courtesy
- contribute towards a positive working culture
- challenge or report unacceptable behaviour
- be mindful of others when expressing views
- cooperate with investigations into harassment and bullying

Our People Credentials

- **Safety Management System** - We are certified and compliant with ISO45001 as a mark of our high standard of health and safety
- **Quality Assistance Programme** – Drives the quality of what we do within our operation, ensuring the team are supported to achieve the required standards.
- **Learning and Development** – We have a robust program of on-line and face-to-face training covering elements from health and safety and compliance through to mental health awareness and soft skills
- **Modern Slavery** – We are compliant with the UK Modern Slavery Act 2015 and ensure we only work with suppliers who meet the same rigorous standards
- **Supplier Charter** – All of our suppliers sign up to our supplier code of conduct which outlines our expectations with regards to their alignment with our values and expectations.
- **Mental Health First Aiders** – We have a team of Mental Health First aiders working within the business to support those who need them
- **Employee Assistance Programme** – We provide an independent and confidential support service so our people can get help, advice or simply have someone to talk to if they are struggling with any aspect of work or life
- **Working in our community** – We actively engage with local educational institutions to promote the learning and development of future generations. We engage in charitable activities to support those less fortunate than ourselves.

2. Rights of Workers

We will:

- Respect the right of employees to be represented by trade unions or other representative organizations and engage in constructive negotiation to reach agreement on employment conditions
- Not discriminate between employees or potential employees with disabilities or on grounds of age, race, colour, sex, religion, political belief, national extraction or social origin and to offer the same employment opportunities, training, career development and promotion prospects to all
- Promote consultation and co-operation between employers and employees and their representatives on matters of mutual concern
- Provide information to employees and their representatives on issues relevant to them as well as information on the performance of the company and the Group as a whole
- Take adequate steps to ensure occupational health and safety in our operations

3. Commitment to the Law

Conflict Minerals Statement

RAJA UK undertakes due diligence to attempt to determine if 'conflict minerals' are used in our products. Conflict minerals are described as Gold (Au), Tantalum (Ta), Tungsten (W) and Tin (Sn) that are sourced from the Democratic Republic of Congo or adjoining countries from mines controlled by non-governmental military groups.

As part of the RAJA UK process for the implementation of new suppliers, our approval questionnaires request direct confirmation that products we purchase do not contain conflict minerals and a self-declaration is also required that the full supply chain process of the suppliers has been examined to confirm this.

In addition, we have also reviewed our supply base, and in particular suppliers of materials that contain the above-named minerals. We can confirm that there is no indication that any products supplied by RAJA UK contain conflict minerals.

Bribery

No employee should directly or indirectly offer, promise, give or demand a bribe or other undue advantage to obtain or retain business or other improper advantage. All offers of bribes from third parties must be reported to the Raja senior management.

All RAJA UK team members are provided anti-bribery and corruption training and, as the subsidiary of a French Company we are governed both by UK law and Sapin II.

Disclosure

We are committed to disclosing information on our activities in accordance with the Listing Rules of the Financial Services Authority.

All disclosed information of both a financial and non-financial nature will be accurate, and disclosure will be made on a timely basis.

Consumers

RaAJA UK will act in accordance with fair business, marketing, and advertising practices and ensure the safety and quality of goods provided to consumers, in addition we will:

- Ensure that products meet all agreed and legally required standards for consumer health and safety
- Provide accurate and clear information on content, safe use, maintenance, storage, and disposal
- Address and resolve consumer complaints

Anti-Slavery Statement

This statement, made pursuant to section 54(1) of the Modern Slavery Act 2015, sets out the approach taken by RAJA UK to understand all potential modern slavery risks related to our business, and the actions undertaken to mitigate any such risks.

Our supply chain consists of UK, European, and Global suppliers of packaging products and workplace equipment.

We are committed to delivering high standards of corporate governance and a key element of this is managing in a socially responsible way, we aim to employ the highest ethical and professional standards and always comply with all local laws and regulations applicable to our business.

We are committed to preventing slavery and human trafficking in our business activities and our supply chains and this commitment is emphasized in our employee training programs and company policies. We also expect the same high standards which we set for ourselves from those parties with whom we engage, such as our suppliers and customers.

Due to the nature of our business and our approach to governance, we assess that there is a very low risk of slavery and human trafficking in our business and supply chains, however, we periodically review the effectiveness of the relevant policies and procedures that we have in place.

We do not employ key performance indicators in relation to slavery or human trafficking as any instance would be expected to be a breach of law, our supplier standards, and our company policies.


4. Our Commitment to minimising the negative impacts of business

Environment

We will take account of the need to protect the environment and promote public health and safety, and we will conduct our activities to promote sustainable development, in addition we will:

- Establish and maintain a system of environmental management, which collects and evaluates information on environmental and health and safety impacts of activities and then set and monitor targets for continuous improvement
- Maintain contingency plans for preventing, mitigating, and controlling environmental and health damage including accidents and emergencies
- Recycle or re-use wherever possible waste from operations. If this is not possible then waste will be disposed of safely
- Ensure that the consumption of energy and other resources are minimised
- Develop products that have no undue environmental impact, are safe to use, are efficient in their consumption of energy and natural resources and can be reused, recycled, or disposed of safely
- Ensure that products conform to the relevant legislative requirements
- Provide training to employees in environmental and health and safety matters including the handling of hazardous materials and the prevention of environmental accidents

Signed on behalf of Rajapack Ltd



Signed

Date: 2nd November 2023

Tom Rodda - Managing Director