

Comply Direct recognises the importance of operating in a socially and environmentally responsible manner toward our stakeholders; including customers, suppliers, employees, our wider community and the environment. Social responsibility is embedded through our company values of Trust, Commitment, Respect, Passion and Innovation. We sustain a programme of continual improvement in relation to company performance which is supported by our ISO 9001 and ISO 14001 certifications and company objectives and key results. We review and document our performance in our annual Environmental, Social and Governance Report which is available to download from our website.

As an organisation, we have chosen to refer to the United Nations Sustainable Development Goals (SDGs) throughout our Sustainability Reporting. These goals represent the World's agenda for equitable, socially inclusive and economically sustainable economic development. As with all organisations, on any scale, Comply Direct believe there are opportunities to advance the SDGs through our business practices. Comply Direct are a certified BCORP and we aspire to harness the power of our business and the businesses we proudly work with to positively impact people and planet.

Our core ESG principles are as follows (please note, there may be separate policies related to some of the below):

- Always comply with both the letter and the spirit of the law, wherever it applies
- Take a responsible approach to conducting business and recognise the potential impact of our business on the environment, workers, communities and society, as well as the potential impact of climate change on our business and our supply chain.
- Ensure that we always respect human rights and ensure no exploitation of child labour
- Act with integrity always and ensure there is no bribery or corruption in any of our dealings
- Always be non-discriminatory (whether on grounds of gender, race or disability), and adopt equality and diversity in our employment practices
- Act responsibly with respect to the environment, adopting a sustainable approach to the use of resources, avoiding irresponsible disposal of hazardous products and unnecessary waste
- Ensure that our management structures and policies reflect the need for transparency, accountability and equality in the management of our business
- Comply with and inform industry standard ESG guidelines and best practices, and actively manage ESG considerations and risks effectively

### Looking after customers

We exist to inspire and educate, our stakeholders, including our customers, to be a business for good in line with our own values. Our customers are at the heart of what we do and this approach is supported by our Customer Service Excellence award.

[www.complydirect.com](http://www.complydirect.com)

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Your Environmental Future

We continually monitor the customer experience by collecting feedback from customers, through surveys and our member feedback group. In line with our commitment to exceptional customer service, we operate in line with our customer service policy which includes a commitment to respond to customer enquires within 2 working hours. Comply Direct are committed to being a company our customers use to benchmark their other suppliers. All customer complaints are formally acknowledged within 48 hours, investigated and where necessary, corrective actions are taken.

### Working alongside suppliers

Comply Direct are committed to dealing fairly with our suppliers regardless of their size. We aim to build lasting, mutually beneficial relationships with our suppliers. Comply Direct work with suppliers to continuously improve the services we offer to our customers and promote sustainability in our supply chain. We aim to engage, educate, and inspire our suppliers to be a business for good, in line with our BCORP values. We outline our expectations, and commitments in our supplier code of conduct which covers ethical, social and environmental issues. We conduct independent, third-party audits of our suppliers and help them to make improvements which benefit their businesses as well as ours. We agree fair terms with suppliers and pay them promptly as arranged.

### Looking after employees

Comply Direct recognises that our employees are the key to our success and we seek to recruit and retain the very best talent and to provide the tools, support and environment that allows them to flourish, be the best they can be in all areas of their life, be driven to support the achievement of the organisational objectives and key results (OKRs) and be committed to always finding a better way. We want work to not feel like work, and for our people to be passionate and driven to deliver against our purpose of leading, inspiring and educating to positively impact society and the environment. We encourage leadership behaviour throughout the whole team by fostering a participative culture, and carry out focused planning activities to ensure preparedness for future skills requirements.

Employees are entitled to a range of benefits including a generous holiday allowance, flexible working, access to a reward scheme, healthcare plans, regular teambuilding events, a quality pension offering and a diverse health and well-being programme

We are committed to providing equal opportunities to all existing and potential employees throughout our recruitment, induction, training and development and performance management processes, along with a safe and healthy working environment.

Our Investors in People Platinum accreditation underpins our strategy around all of the above.

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Your Environmental Future

## Reducing our impact: Environment

Comply direct aim to demonstrate leadership by raising our own environmental standards. Comply Direct maintains an Environmental Management system which meets the requirements of ISO14001:2015. We regularly review the environmental impact of our activities and services and sustain a programme of continual improvement in environmental performance. We embed environmental performance into our company wide Objectives and Key Results. Comply Direct aim to demonstrate leadership by improving our own environmental performance and are committed to reaching Net Zero across Scope 1, 2 and selected Scope 3 emissions by 2030 as a 'UN Race to Zero' and Business Declares signatory. We publish an annual ESG report in line with the impact report requirements as part of our BCORP status.

Comply Direct is committed to the protection of the environment, including pollution prevention, climate change mitigation and sustainable resource use. In February 2022 we declared our support for the Climate and Ecological Emergency (CEE) Bill. Drafted by scientists, legal experts, ecological economists and environmentalists, The CEE Bill is designed specifically to reverse the climate and ecological breakdown we're facing. The Bill requires the UK to take responsibility for its fair share of greenhouse gas emissions, to actively restore biodiverse habitats, and to stop damaging our natural world through the production, transportation, and disposal of the goods we consume.

We involve employees in our environmental program and incentivise them to make greener choices, for example through our car share scheme. Our commitment to the environment is demonstrated in detail in our Environmental Policy.

**Reviewed and Authorised By:** Jessica Aldersley



**Position:** Director of Talent, Culture & Operations

**Date of Review:** 10.11.2022