

At **Solo Service Group Limited** we are committed to undertaking the correct and moral actions for our people, customers, suppliers, the environment, and our local communities across the country.

We recognise the need for the business and our people to make a positive contribution to the economy, society, and the environment in which we operate. We also believe that this positive contribution should go beyond our legal and contractual obligations.

To ensure our commitment in undertaking the correct and moral actions we have developed a Corporate Social Responsibility code which outlines our business ethics and behaviour which we expect from all our staff to operate and abide by when conducting their business activities for Solo Service Group.

Our Corporate Social Responsibility code sets out in brief our key policies and procedures.

This code covers the following:

*Health and Safety*

*People*

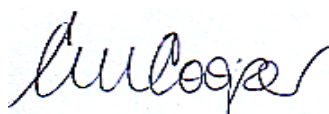
*Environment*

*Community*

*Supply Chain*

Solo Service Group is fully committed to the continuous development and implementation of our Corporate Social Responsibility code and feels that during these difficult times this program and its application are more critical than ever.

**Caroline Cooper**  
**Managing Director**



**1<sup>st</sup> January 2024**

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## Our Commitment to Corporate Social Responsibility (CSR)

Solo Service Group is committed to continuously developing and embedding its Corporate Social Responsibility (CSR) code into its everyday operations.

At Solo we believe that our long-held company values and principles of quality of service, innovation, continuous development, and trust complement our Corporate Social Responsibility programme.

Throughout our existence Solo Service Group has prided itself on working closely with customers, suppliers, the community and on motivating, developing, and rewarding its entire staff. We have begun using the "Social Value Portal" whereby performance towards key social responsibilities can be measured both for Solo Service Group itself and the companies we work with. Measurement of our contributions towards 5 key areas (jobs, growth, social, environment & innovation) within the local and wider community informs our business practices and forms a fundamental role in our contract procurement. By presenting evidence of our contribution towards social improvement themes, we are making a proactive commitment to having a positive impact within the community.

Solo Service Group Corporate Social Responsibility program is the ultimate responsibility of the Managing Director with the continuous development and implementation of the code being undertaken by the Health & Safety manager and Environmental manager.

This document sets out in brief our Corporate Social Responsibility Code and on an annual basis the company will produce a report on its CSR performance which will highlight significant achievements and potential areas for improvement in line with the programme.

## Our Corporate Social Responsibility Code

### Health and Safety

Solo Service Group believes that maintaining a safe and healthy working environment for its entire staff and others who may be affected by the operations we perform is of paramount importance.

To achieve a safe and healthy working environment we continuously strive to improve our health and safety through training, auditing, communication (employees, suppliers and customers) and continuous development through compliance with statutory duty and adoption of best practice.

Responsibility for Health and Safety is held at senior director level and is supported operationally by the EHS department.

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The EHS department has fully qualified EHS practitioners who advise, audit, train and support the company in maintaining a safe and healthy working environment for all.

To demonstrate our commitment to maintaining a safe and healthy working environment Solo Service Group is accredited to and operates to the specifications of ISO 45001 (Health and safety Management System).

## People

Solo Service Group recognises and appreciates the significant contribution that all its staff make in achieving our business goals.

To maximise this significant contribution which our staff make to our success we have a dedicated and professionally qualified HR Department which continuously develops and implements HR policies and procedures in line with legal requirement and best practice. Many of these policies and procedures are designed to assist our employees in maximising their contribution to the company through continuous support, training and development and progression within the business.

In 2011 Solo Service Group launched the 'Solo Academy' which primary purpose is to develop training and development strategy and training delivery and coordination for the whole business. Training undertaken by staff include in-house training programmes and external industry and profession specific training and qualifications.

Solo Service Group believes that access to training and development within the business for all staff assists the organisation in its delivery of service by increasing staff performance and aiding retention.

Additionally, Solo Service Group recognises employees who have significantly contributed to our success across the country through its 'Employee of the Month' award and in-Service Awards for staff who have been with the organisation for 10,15 and 20 years.

## Environment

Solo Service Group is conscious of the impact that our business operations may have on the environment in which we operate.

At Solo we are driven to remove or minimise environmental impacts wherever possible by using environmentally benign materials, new environmentally focused technology and changing where applicable the way we perform our operations.

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We are committed to reducing our carbon footprint by improving the energy efficiency of our facilities and business operations. We comply to the Energy Saving Opportunity Scheme by finding methods to reduce our energy consumption. By recording our performance related to reducing environmental impact and contributing to positive environmental stewardship within the Social Value Portal framework, this commits us to consider the environmental impact of our business activities. We encourage our staff to consider their environmental impact in and out of work by communicating our environmental policy and performing toolbox talks related to reducing environmental footprint.

Responsibility for our environmental strategy is held at director level and is supported operationally by the environmental manager.

The environmental department has fully qualified practitioners, who advise, audit, and support the company in achieving its environment targets.

Solo Service Group continually works with its suppliers and customers on environmental initiatives while performing continuous development of our environmental management system.

To demonstrate our ongoing commitment and focus on removing or minimising our impact on the environment, Solo Service Group achieved the ISO 14001 Environmental Management Standard in 2011.

## Community

Solo Service Group appreciates the importance of good community relations in its delivery of services to its clients and its image within the environment in which it operates.

Over many years Solo Service Groups have supported many charities and public funded organisations on specific programs.

However, to add additional strategic focus to our involvement in community-based programs across the UK Solo Service Group launched in 2011 its 'Solo in the Community' program.

Due to the introduction of the 'Solo in the Community' program it allows the organisation to create an annual budget to community-based programs, appraise external programs which require support and to instigate community programs.

Programs which Solo Service Group have supported include school rugby, football and netball tournaments which have promoted sport and wellbeing for children across several educational authorities in addition to several national charity days including Race for Life, Children in Need and Comic Relief.

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## Supply Chain

Solo Service Groups requires all its suppliers to comply with the 'Ethical Trading Initiative – Base Code' when sourcing our products from Developing Countries. Solo will work closely with our Suppliers on compliance with our Corporate Social Responsibility program and the 'Ethical Trading Initiative – Base Code'.

The Base Code contains nine clauses which reflect the most relevant international standards with respect to labour practices.

### Ethical Trading Initiative - Base Code:

#### 1. Employment is freely chosen

- 1.1 There is no forced, bonded or involuntary prison labour.
- 1.2 Workers are not required to lodge "deposits" or their identity papers with their employer and are free to leave their employer after reasonable notice.

#### 2. Freedom of association and the right to collective bargaining are respected

- 2.1 Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively.
- 2.2 The employer adopts an open attitude towards the activities of trade unions and their organisational activities.
- 2.3 Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace.
- 2.4 Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

#### 3. Working conditions are safe and hygienic

- 3.1 A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work,

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by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.

- 3.2 Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers.
- 3.3 Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.
- 3.4 Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers.
- 3.5 The company observing the code shall assign responsibility for health and safety to a senior management representative.

## 4. Child labour shall not be used

- 4.1 There shall be no new recruitment of child labour.
- 4.2 Companies shall develop or participate in and contribute to policies and programmes which provide for the transition of any child found to be performing child labour to enable her or him to attend and remain in quality education until no longer a child; "child" and "child labour" being defined in the appendices.
- 4.3 Children and young persons under 18 shall not be employed at night or in hazardous conditions.
- 4.4 These policies and procedures shall conform to the provisions of the relevant ILO standards.

## 5. Living wages are paid

- 5.1 Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. In any event wages should always be enough to meet basic needs and to provide some discretionary income.
- 5.2 All workers shall be provided with written and understandable Information about their employment conditions in respect to wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid.
- 5.3 Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the expressed permission of the worker concerned. All disciplinary measures should be recorded.

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## 6. Working hours are not excessive

- 6.1 Working hours comply with national laws and benchmark industry standards, whichever affords greater protection.
- 6.2 In any event, workers shall not on a regular basis be required to work in excess of 48 hours per week and shall be provided with at least one day off for every 7 day period on average. Overtime shall be voluntary, shall not exceed 12 hours per week, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

## 7. No discrimination is practised

- 7.1 There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

## 8. Regular employment is provided

- 8.1 To every extent possible work performed must be on the basis of recognised employment relationship established through national law and practice.
- 8.2 Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub- contracting, or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

## 9. No harsh or inhumane treatment is allowed

- 9.1 Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

In addition we have signed up to other U.K Code of Practices for Ethical Employment in Supply Chains.

## Auditing

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Suppliers who source products for Solo Service Group from developing Countries are required to gather information from their supply chain on compliance with the 'Ethical Trading Initiative – Base Code'.

Every supplier will need to complete Solo Service Group 'Supply Chain – Self Assessment Questionnaire' per supplier site which products are sourced.

The Assessment Questionnaire is based around the 9 points of the 'Ethical Trading Initiative – Base Code' in addition to Environmental impacts and requirements.

On receipt of the completed Questionnaires Solo Service Group will review and when applicable discuss with the supplier any concerns we may have. Solo Service Group will work with suppliers to put in place action plans when necessary to effect improvement in the standard being achieved.

Please note that Solo Service Group believe in working with suppliers on meeting the standards required and will only remove business from suppliers after attempts to comply with the 'Ethical Trading Initiative – Base Code' have been unsuccessful.

## Additional Information

If you require additional information including associated policies on Solo Service Group Corporate Social Responsibility programme please contact our help desk on **01792 793021** or visit our website on [www.soloservicegroup.com](http://www.soloservicegroup.com) or e mail [helpdesk@soloservicegroup.com](mailto:helpdesk@soloservicegroup.com)

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