



**We are committed
to sustainable
development, equality,
diversity and inclusion
among our workforce.**

Volusion Group plc Responsible Operations

volusion



Volution Group is committed to sustainable development (meeting the needs of the present without compromising the ability of future generations to meet their own needs) as well as encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

This document is designed to overview our policy which is implemented at a local level within the group companies.

Environment and Sustainability Policy

Concern for the environment is an integral and fundamental part of this commitment. Our aim is to reduce the impact on the environment from our operations and deliver healthy air, sustainably.

Our environmental/sustainability action plan

We aim to promote good governance across all of our sites as well as dealing with aspects of poor practice. Through our work we are in a position to promote the wider sustainability agenda.

We will assess the environmental impacts of our operations and set objectives and targets in order to improve our environmental performance. We will regularly review these targets.

We will:

- > promote responsibility for the environment across Volution Group and communicate and implement this policy at all levels within the workforce;
- > reduce the use of energy, water and other resources;
- > minimise waste by reduction, re-use and recycling methods;
- > comply with all relevant environmental legislation/regulation;
- > ensure that our policies and services are developed in a way that is complimentary to this policy;
- > work in partnership with our suppliers to promote effective environmental supply management, encourage sustainability and wherever possible purchase products and services that have the least impact on the environment;
- > identify and provide appropriate training, advice and information for staff and encourage them to develop new ideas and initiatives;
- > provide appropriate resources to meet the commitments of this policy; and
- > promote and encourage involvement in local environmental initiatives/schemes.

This action plan is available to all staff via HR.

Senior Management awareness will be raised by briefing at the Executive Group and Leadership Group forums as well as through our Sustainability Committee.



Our People

Our people provide our biggest source of differentiation and we are committed to a culture of zero harm.

Equality, diversity and inclusion policy

Volusion Group is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

Volusion, in providing goods and services is also committed against unlawful discrimination of customers or the public. The policy's purpose is to:

- > provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time;
- > not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation; and
- > oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities.

We commit to:

- > Encourage equality, diversity and inclusion in the workplace as they are good practice and make business sense.
- > Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.

All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.

- > Take seriously, complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities.

Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.



- > Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
- > Decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
- > Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law.
- > Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.

Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

The equality, diversity and inclusion policy is fully supported by senior management and has been agreed with employee representatives.

Use of the organisation's grievance and/or disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.

Processes, targets and outcomes

Our policies are implemented at a local level within our businesses and fully supported by the senior management team. Our commitment both environmentally and to a zero harm culture is monitored by the senior management team and a new formal management Sustainability Committee is being set up to assume this responsibility with a Non-executive Director attending to represent the Board. Management reviews our progress against our targets as well as our processes and any actions required to ensure continuous improvement. In addition we have a bi-yearly employee engagement forum which is also attended by a Non-executive Director enhancing Board engagement with Group employees.

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