

Introduction and Objectives

The objective of the Nationwide Hygiene Group's overall policy with regard to corporate social responsibility issues is to provide a reference guide to all stakeholders, including all employees, on the elements that drive the conduct of the Group's business and its relationship to the world in which it operates.

The Group, as a member of the business community, recognises its corporate responsibility and this is reflected in the enclosed policy, and supporting policy documents.

Scope of Application

The Group will take account of this policy throughout the organisation including within:

- Policies & procedures
- Administration of the supply of products from suppliers
- Distribution of hygiene products
- Management of the Group's Chesterfield facilities

The corporate social responsibility governs our approach to all our activities.

Related Policies

Animal Welfare Policy

Anti-Bribery & Corruption Policy

Code of Conduct

Environmental Policy

Ethical and Environmental Procurement Policy

Equal Opportunities Policy

Health and Safety Policy

Supply Chain Policy

Sustainability Policy

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Nationwide Hygiene Supplies

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Policy guidelines

General Principles

The Group:

- Recognises that its business activities have direct and indirect impacts on the societies and environments in which it operates- it is the policy of the Group that all its businesses endeavour to manage these potential impacts in a responsible manner
- Believes that sound and appropriate performance in relation to corporate social responsibility is linked to business success
- Is committed to reviewing and continuously improving its corporate social responsibility programme and encouraging its business partners to strive for the same objectives and levels of performance
- Businesses are committed to pursuing these aims and compliance with the associated policies set out below - the stage and level of implementation varies according to the specific market sector and level of maturity of each operating business unit
- Formalises its Corporate Social Responsibility through a framework of policies as summarised below

Standards in Business

The Group is committed to ensuring that business is conducted in all respects according to rigorous ethical, professional and legal standards. (Separate Code of Conduct Policy).

Health and Safety

The Group is committed to a programme of activities to achieve continuous improvement in health and safety performance. (Separate Health and Safety Policy)

Employees

The Group's aim is to deliver a competitive and fair employment environment and provide an opportunity to develop and advance subject to personal performance and prevailing business opportunity, within an equal opportunity environment and without discrimination of any kind. (Separate Equal Opportunity Policy)

Customers

The Group's business depends upon its customers. Every employee is responsible for ensuring that any contact with customers and the public at large reflects professionalism, efficiency and honesty. The Group constantly strives to provide high quality service and products and good value for money. Business Area specific policies apply in relation to dealings with customers. (Separate Code of Conduct Policy).

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Suppliers

The Group regards suppliers as partners and work with them to help us achieve the Group's policy aspirations in the delivery of its products and services. Specifically, the Group is committed to working with its suppliers of products and services to ensure that the welfare of workers and labour conditions within its supply chain meet or exceed recognised standards and to encourage them to adopt environmentally friendly practices as well. (Separate Supply Chain Policy).

Environment

The Group's objective is to reduce its impact on the environment, including factors contributing to climate change, through its operational practices and a commitment to continual improvement. The Group aims to comply with environmental legislation and regulations in the jurisdictions where the Group operates. (Separate Sustainability Policy).

Community

The Group is committed to being a responsible corporate citizen through support for appropriate non-political and non-sectarian projects, organisations and charities.

Charities are supported locally, through member activities. For example, one member, Cherwell, has been supporting Breast Cancer Charities and the "Improving Lives in Rural Africa" charity (see www.cherwell-online.co.uk/villagewater.aspx). Charities are also supported at a National level, through Head Office, including support for the RSPCA and RNLI and support for Sheffield Children's Hospital.

The Group recognises that its business activities have varying levels of impact on the societies in which it operates. The Group endeavours to manage these in a responsible manner, believing that sound and appropriate performance in this area is linked to business success. The Group is committed to reviewing and continuously improving its social responsibility programme and encouraging its business partners to implement corporate social responsibilities appropriate to their businesses.

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Ownership, Approval Process, Changes and Deviations

This Policy was approved by the Board of Directors of Nationwide Hygiene Group and is reviewed annually. The policy is owned by the Chief Executive, and all updates, changes, deviations and supplements will be authorised by this role.



Darren Broad
Chief Executive Officer

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