

HANOVER

Corporate Social Responsibility Policy

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Corporate Social Responsibility Policy

We acknowledge that running our business has an effect on society. In particular, we have a responsibility to our clients, our employees and contractors as well as the broader community in which we operate. We are committed to taking responsibility for our actions and encourage a positive contribution towards improving standards for our clients and employees, minimising our impact on the environment and improving the quality of the local community.

By putting Corporate Social Responsibility into practice, we are committed, wherever possible, to:

- ❖ Conducting ourselves responsibly and in an ethical manner
- ❖ Creating a positive and supportive working environment
- ❖ Supporting local communities
- ❖ Improving service levels to clients
- ❖ Acting fairly in our dealings with suppliers and other third parties
- ❖ Minimising the impact on our environment.

Communication

We communicate this policy to our employees, clients and other stakeholders by means of our handbook. We provide our employees with training on our Corporate Social Responsibility strategy and this policy and seek to raise awareness of any negative impacts of our business and methods to reduce them.

Responsibility and Review

Hanover Display's Commercial Director, (our nominated officer), has overall responsibility for our Corporate Social Responsibility strategy and for implementing this policy. He has a key role in ensuring the systems and controls we have in place are effective.

All employees have a role to play in complying with our Corporate Social Responsibility objectives and are encouraged to make further suggestions in relation to initiatives we could undertake. If anyone has a suggestion, they should contact the Commercial Director.

We are fully committed to the highest possible standards of openness, honesty and accountability. In line with that commitment, in accordance with our Whistleblowing Policy, we actively encourage all employees who have serious concerns about any real or perceived departure from the high ethical standard that we set to voice those concerns openly. Our Whistleblowing Policy is outlined can be found within our policy library. Please speak to a member of the HR if you are unsure where this is.

We are committed to ensuring our policy remains effective. As part of our ongoing commitment, this policy is reviewed at least annually to verify its effective operation. Records of the reviews are maintained, and any necessary amendments are made to the policy, as appropriate.

Our Corporate Social Responsibility Principles

Our conduct

We aim to adopt the highest professional standards and not to act in such a way as to compromise our firm's integrity.

We actively promote respect between our employees in their dealings with each other and with clients and other third parties.

Our working environment

We recognise that our employees are our most important resource. We actively seek to offer our employees a positive and healthy working environment and ensure that they have rewarding careers and job satisfaction.

We maintain an employee handbook, which sets out the rights and expectations of all our employees.

We seek to ensure that all employees have access to the training they need both for their own development and to enable them to deliver a high-quality service.

We prioritise the health, safety, and well-being of our employees through offering comprehensive health programs, safe working conditions, and support for work-life balance. We offer mental health support, ergonomic assessments and enhanced healthcare schemes.

We consider all employees to be equal and we aim to create a working environment which is free of unlawful discrimination.

We promote a diverse and inclusive workplace where all employees are valued and respected. We are committed to creating an environment where everyone feels welcome and empowered to contribute their best work. We will implement programs and policies to ensure equal opportunities for all employees, regardless of their background or identity.

Our business practices

We conduct our business with integrity, ensuring transparency in our operations and decision-making processes. We will uphold the highest standards of honesty and fairness in all our interactions with stakeholders, including customers, employees, suppliers, and investors.

We adhere to all applicable laws, regulations, and ethical standards in all our business activities. We will regularly review and update our policies and practices to ensure compliance with legal and regulatory requirements. We will also provide training and resources to help employees understand and comply with these standards.

We maintain a zero-tolerance policy towards bribery and corruption. We will implement robust policies and procedures to prevent, detect, and respond to instances of bribery and corruption. We will also provide training and resources to help employees understand and comply with anti-corruption laws and regulations.

Our community

In considering our impact on the community we have resolved to sponsor or otherwise support local charities.

Our clients

We are committed to delivering a high level of service to all our clients. We understand that our business exists in a very competitive market and in order to retain our clients we need to deliver a professional and courteous service.

Suppliers

We are committed to eliminating unlawful discrimination and to promoting equality and diversity in our professional dealings with suppliers and other third parties.

We endeavour to enter into clear and fair contracts with our suppliers. We commit to the timely settlement of suppliers' invoices.

Wherever possible, we aim to support the local economy by contracting with local suppliers.

Environment

We are committed to behaving responsibly and to minimising our impact on the environment. We aim to minimise our impact on the environment by:

- ❖ Minimising waste and adopting sensible recycling policies in respect of our paper and food consumption
- ❖ Providing safe and comfortable working conditions
- ❖ Encouraging employees to walk or cycle to work
- ❖ Ensuring that electrical equipment and lights are off when not in use
- ❖ Ensuring that heating is turned off or down outside office hours

Responsibility

We are committed to continuous improvement in our Corporate Social Responsibility efforts, learning from our experiences and striving for greater impact. We will regularly review and update our Corporate Social Responsibility goals and strategies to ensure they remain aligned with our mission and values.