

CORPORATE SOCIAL RESPONSIBILITY POLICY

Laleham Health & Beauty Ltd is committed to conducting business ethically, responsibly, and sustainably. We seek to minimise the economic, social, and environmental impacts of our activities whilst creating long-term value for our employees, customers, suppliers, shareholders, and local communities.

The Company supports the principles contained within the UN Guiding Principles on Business and Human Rights, the International Labour Organisation (ILO) Core Conventions, the Ethical Trading Initiative (ETI) Base Code and all applicable legal and regulatory requirements in the countries where we operate.

We are committed to respecting fair remuneration, working hours, freedom of association and collective bargaining, and the prohibition of discrimination, harassment, child labour and forced labour in accordance with applicable law, the ILO Core Conventions and the ETI Base Code.

Policy Scope

This policy applies to all employees, agency colleagues, contractors, and business partners operating on behalf of Laleham Health and Beauty operations. The principles contained within the policy apply across all operational sites and business activities and form part of the company's commitment to responsible and sustainable business practices.

Laleham Health & Beauty LTD aims to align its business values, strategies, and business development with the needs of our stakeholders whilst ensuring that we meet our responsibilities and ethical principles in everything that we do. Laleham Health & Beauty LTD is committed to ensuring that company policies, and management systems comply with applicable legal and other requirements, recognised standards and customer requirements through continual improvement and recognised best practice principles.

Governance and Responsibilities

The Board of Directors retains overall responsibility for the implementation and effectiveness of this Policy.

Day-to-day responsibility for the management, monitoring and continual improvement of Corporate Social Responsibility activities is delegated to the Chief operating officer, supported by the Group HSE Manager, Human Resources Team, Procurement Team, and Site Leadership Teams.

Performance against CSR objectives and targets is reviewed bi-annually through management review meetings, with progress reported to the wider leadership team and appropriate corrective actions implemented where required.

Employee representatives, Site HSE Teams & Employee Forums are consulted and involved in the continual improvement of CSR performance across the business.

CSR Objectives and targets 2026-2030

Laleham Health and Beauty monitors and measures its performance through CSR objectives and targets. These objectives are reviewed annually and supported by defined targets, responsibilities, measurement methodologies and management review. They include the following.

100% Employees trained in our Code of Conduct

100% of Labour providers assessed against our Code of Conduct & relevant ILO standards

Reduction of scope 1 & scope 2 emissions by 5% annually and working towards net zero by 2050

Reduction of landfill waste and improvement in recycling and reuse waste by 5% year on year

100% of Suppliers agreeing and assessed against our Supplier code of conduct

Achieve a year-on-year reduction in Lost Time Injury Frequency Rate (LTIFR) and increase near-miss reporting to strengthen proactive hazard identification.

Policy Implementation

The four pillars of SMETA 7.0 are used to ensure compliance with our policy and practice. The policies, procedures and practices detailed in the table below are aligned with the UN Sustainability goal principles, International Labour Organisation (ILO) standard and Ethical Trading Initiative (ETI) Base code.

SMETA Pillar	Policy or Certification Standard	Measurement & Audit controls	UN Sustainability Goal Principles
Labour Standards	Ethical Trading Initiative (ETI) Base Code SEDEX Membership & Smeta 7.0 Audits Supplier Approval & Audit to supporting an Ethical supply chain. Human Rights Child & Forced Labour	- Internal /External Audit & regular review of compliance through management review meetings. - Ourvita Code of Conduct monitoring, training, and application - Ourvita Human Rights & Modern Slavery policy - Child & Forced Labour policy - Company colleague handbook - Dignity at work standards and training.	    
Health & Safety	Health & Safety Policy & Management systems ISO45001 Certification Membership of British Safety Council & RoSPA	- External certification & customer audits - Internal audit or Inspection - KPI Targets & LHB HSE plan	
Business Ethics	Supply chain integrity Policy Code of Conduct including Anti bribery & corruption and Anti-competitive behaviour.	- Ourvita Supplier Code of conduct 100% of suppliers are required to acknowledge and comply with the Supplier Code of Conduct. Risk-based ESG assessment and enhanced due diligence applied to higher-risk suppliers through QM 31 Supply chain approval procedure - Modern Slavery due diligence - CSRG reporting via Ourvita annual report	   
Environmental Impact & Management	Environmental Policy & Management systems ISO14001 Certification Certification to RSPO standard Membership of ISEP	- Audit and Inspection of management systems - Waste management & reporting - Energy & Fuel Use & Monitoring. KPI review of Key measures such as Energy ratio - Carbon and Emission reporting systems	  

We protect confidential business, employee, customer and supplier information and maintain appropriate controls for data protection, information security and responsible use of information.

Laleham Health and Beauty LTD will ensure that our work within a local community includes: - Working or support of local & national charities, Encouragement & support of volunteer work by our colleagues and supporting local community or school organisations by project engagement or student placements.

Laleham Health & Beauty LTD will ensure this policy is available to all interested parties or stakeholders.

Signed for and on behalf of Laleham Health and Beauty Limited

Nigel Boyle
Chief Operating Officer

Kim Goss
HR Director

Paul Harris
Group HSE Manager

This document is electronically approved within the Q Pulse document system

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