

Central Mailing Services Limited

Environmental, Social and Governance (ESG) Policy

Document owner: Company Directors

Day-to-day lead: Alex Parks

Effective date: 01.12.2025

Next review date: 01.12.2026

1. Introduction

This policy sets out Central Mailing Services Limited's ("CMS") approach to Environmental, Social and Governance ("ESG") matters. It provides a framework for responsible business practices, clear accountability, and continual improvement.

CMS recognises that ESG has similarities with Corporate Social Responsibility (CSR), but ESG typically requires clearer measurement, governance, and reporting of impacts and risks.

Nothing in this policy limits or reduces CMS's legal or ethical obligations.

2. Purpose

The purpose of this policy is to:

- Explain CMS's ESG commitments and approach.
- Provide a framework for setting ESG priorities, objectives, and responsibilities.
- Support compliance with relevant legislation and stakeholder expectations.
- Encourage colleagues and suppliers to contribute to improved ESG performance.

This policy does not form part of any contract of employment or other contract to provide services. CMS may amend it at any time.

3. Scope

This policy applies to:

- All CMS employees, directors, temporary staff, and contractors.
- CMS operational activities, including print, mailing, fulfilment, warehousing, and transport/logistics-related activity (where applicable).

- Relevant suppliers and partners within our supply chain, proportionate to the services provided and associated risk.

4. Governance and Responsibilities

4.1 Company Directors

- Approve this policy and oversee ESG governance.
- Ensure ESG risks and opportunities are considered in strategic decisions and investment planning.
- Review ESG performance at least annually.

4.2 ESG Lead (day-to-day owner)

Day-to-day responsibility for coordinating implementation of this policy sits with Robin Carruthers (or a nominated ESG Lead).

- Coordinate ESG initiatives and internal communications.
- Collect and maintain records relevant to ESG performance.
- Engage with key suppliers where ESG risk is higher.
- Receive suggestions for improvement and propose updates.

4.3 Line Managers

- Implement ESG practices within their areas.
- Ensure colleagues understand relevant procedures and controls.
- Escalate ESG risks, incidents, or improvement opportunities.

4.4 All colleagues

- Follow this policy and related procedures.
- Raise concerns promptly (including health & safety, ethical concerns, or environmental issues).
- Support CMS in achieving ESG objectives.

5. CMS ESG Commitment

CMS strives to build responsible and sustainable communities through innovative business practices, investment, and continual improvement. ESG considerations influence how we operate, how we improve processes, and how we invest in plant, equipment, and technology.

We aim to foster a culture where sustainability and ethical conduct are embedded into day-to-day decision making.

Environmental (E)

6. Climate Change and the Environment

CMS is committed to reducing our environmental impacts and recognises climate change as a significant global risk. Our approach focuses on practical actions that benefit the environment, our business, our people, and the wider community.

CMS will, proportionate to our operations:

- Seek to reduce energy use and associated greenhouse gas emissions.
- Minimise waste by following the waste hierarchy (reduce, reuse, recycle, recover, dispose).
- Prevent pollution through safe storage and handling of materials and appropriate spill response arrangements where relevant.
- Comply with applicable environmental legislation and aim to go beyond compliance where practical.
- Encourage environmentally responsible options to customers where relevant (e.g., paper choice, packaging minimisation, and production planning).
- Work with suppliers and subcontractors to support improved environmental outcomes.

6.1 Reporting frameworks and commitments

CMS supports the aims of the Task Force on Climate-related Financial Disclosures (TCFD) and recognises the importance of action on climate change and biodiversity, aligned with broader goals such as those set out in the Paris Agreement.

Social (S)

7. Social Responsibility

CMS is committed to investing in our people and working in partnership with customers, suppliers, and communities. We aim to maintain an inclusive, diverse, and productive working environment where colleagues are treated with dignity and respect.

CMS will:

- Promote equality, diversity and inclusion, and not tolerate harassment, bullying, or discrimination.
- Support colleague wellbeing and encourage a healthy work-life balance.
- Maintain a safe working environment and comply with health & safety obligations.
- Engage with colleagues, customers, and suppliers on safety, health, and wellbeing where relevant.

- Support initiatives that benefit the environment, human welfare, and education, including through partnerships with local charities and organisations where appropriate.

7.1 Human rights and modern slavery

CMS is committed to preserving and promoting the protection of human rights and welfare within our own activities and, proportionate to risk, across our supply chain. This commitment aligns with our related policies and statements, including: Modern Slavery Statement, Health & Safety Policy, Mental Health & Wellbeing Policy, and Equality & Diversity Policy.

Governance (G)

8. Ethical Governance

CMS is committed to the highest ethical standards and fosters a culture of transparency, open communication, and accountability.

CMS will:

- Maintain effective governance through responsible director oversight and clear management accountability.
- Identify and manage risks proactively, including ESG-related risks.
- Set goals and assign accountability for ESG improvements.
- Act lawfully and ethically and promote responsible conduct throughout the business and, where relevant, our supply chain.

9. Continuous Improvement

ESG provides CMS with a framework to assess and improve our impacts in a structured and measurable way. CMS will prioritise actions that are proportionate to our operations and document progress over time.

10. Monitoring, Objectives and Review

CMS will:

- Maintain records of ESG initiatives, actions, and progress.
- Set ESG objectives and review them annually (for example: energy use, waste and recycling, health & safety performance, training completion, and supplier standards).
- Review this policy at least annually and update it as legislation, guidance, or business operations change.

Approved by: Richard Morrow

Date: 01.12.2025

Appendix 1 — Supplier Expectations (Supplier ESG Standards)

CMS expects suppliers and subcontractors to operate responsibly and in compliance with applicable laws. Where risks are higher, CMS may request evidence of controls (e.g., policies, certifications, audit outcomes).

Minimum expectations include:

- Legal compliance (including employment law, health & safety, and environmental requirements relevant to their services).
- Ethical conduct (no bribery, corruption, fraud, or unfair business practices).
- Fair working conditions (no forced labour, child labour, or illegal employment practices).
- Respect for human rights and steps to prevent modern slavery in their operations and supply chains.
- Appropriate data protection and confidentiality controls where they handle CMS or customer information.
- Environmental responsibility proportionate to their services (e.g., waste management, energy efficiency, responsible sourcing where applicable).

CMS may include ESG-related requirements in contracts and reserves the right to review, suspend, or terminate supplier relationships where serious breaches are identified.

Appendix 3 — Speak-Up / Reporting Route (Whistleblowing and Concerns)

CMS encourages colleagues to raise concerns early, including concerns relating to health & safety, environmental issues, unethical behaviour, harassment, discrimination, fraud, bribery, data protection, or modern slavery risks.

Concerns can be raised via:

- Your Line Manager (first point of contact where appropriate).
- The ESG Lead Alex Parkes or a Company Director.

CMS will treat reports seriously, investigate appropriately, and (where possible) maintain confidentiality. Retaliation against anyone raising a concern in good faith is not tolerated.