COMPANY SOCIAL RESPONSIBILITY POLICY

It is the responsibility of Littlewood Group to approach our business objectives with an awareness of the surrounding social, sustainable, and environmental needs to fulfil interested parties' mandates, achieve a profit, and remain competitive. It does not mean compromising our business standards or values but taking a fresh approach to our objectives in order to reduce the social and environmental impacts and meet the needs of stakeholders.

Company Commitments

- Promote quality, health, safety, wellbeing, and mental health across the business.
- Increase efficiency and ultimately profitability.
- Interact with communities in which we work.
- Attract, develop, and retain our employees providing career progression and training.
- Management of relationships within our supply chain
- Minimise our impact on the environment, reducing waste and increase recycling.
- Promote equality of opportunity throughout the business.
- Provide new employment opportunities within local communities.
- Maintain and improve upon current levels of client satisfaction.

Commitment to our Social Responsibility

Littlewood Group operates for the benefit of all our stakeholders, staff, and the communities within which we work and are committed to our responsibilities for employees, clients, suppliers, and subcontractors.

In order that we provide a framework for the delivery of our social responsibility the company will continuously review the delivery of our environmental and community commitments, as well as overseeing the wider strategy to achieve best practice in terms of the company's social responsibility and sustainability.

Employees

Littlewood Group acknowledges that our biggest asset is our employees, and that investment in people is a fundamental part of our business philosophy. This commitment has enabled us to retain staff and attract new staff. We are rightly proud of our staff retention rates, which are clearly beneficial to maintaining continuity in the service provided.

The company's relationships with its employees, customers and business partners are guided by the company's philosophy of "Respect for the Individual", this philosophy leads us to value and respect the contributions of each individual. Accordingly, we are committed to ensuring that each person involved in the development, production, installation, sale, and service of our products is treated with dignity and respect and has a meaningful opportunity to contribute to the company's success.

Staff Development

Staff development and training is a major part of our respect for the individual. We encourage all staff to progress within their chosen fields and also commit to training in other areas. The company has a strong programme for advancing personnel through the various trainings schemes we offer and provide appropriate training and development for our people to help them achieve their full potential.

Health, Safety, Wellbeing and Mental Health

Littlewood Group is committed to achieving and maintaining high standards of health, safety, wellbeing, and mental health and recognises that this commitment to our employees and those within our control is essential.

Health, safety, wellbeing, and mental health is at the forefront of all that we do and impacts on all aspects of the work we undertake. We are accredited to the Contractors Health & Safety Assessment Scheme (CHAS) and registered under several other schemes (RISQS, UVdB Verify, Builders Profile and Building Confidence) demonstrating compliance with current basic health and safety legislation. Our Health & Safety System aspires to meet the requirements of ISO 45001 and HSG65.

Human Rights

The respect for human rights is an extension of our philosophy of “Respect for the Individual.” As part of our effort to conduct business in an ethical manner, Littlewood Group will not engage in business practices or activities that compromise fundamental human rights.

Working Conditions

Littlewood Group is committed to ensuring that the individuals employed and providing services to our company are afforded responsible working conditions and are treated with dignity and respect.

Anti-Slavery

The company will commit to conduct business ethically ensuring that the risk of slavery and human trafficking taking place within our business or in our supply chains is mitigated. We will achieve this through engagement with suppliers and subcontractors to ensure we all meet the standards set by law and educating staff on the risks of modern slavery.

All suppliers and subcontractors will operate in an ethical manner which does not impinge on their employees’ human rights, ensuring their freedom of movement and choice.

The initiation of a risk assessment framework to identify areas of potential risk in relation to slavery or human trafficking with new suppliers, as well as existing ones.

The company will continue to take these and other steps with the aim of ensuring that slavery and human trafficking do not occur in any part of our business or our supply chains.

Child Labour

We shall not hire children who have not reached the legal age for work in the UK.

Forced Labour

No form of human trafficking, forced, bonded or compulsory labour shall be used.

Compensation and Working Hours

Wages, including overtime and benefits, shall comply with local law, including those relating to minimum wages, overtime hours and legally mandated benefits. Working hours shall comply with applicable local laws.

Harassment and Discrimination

Harassment or discrimination in any form is not accepted by Littlewood Group and is documented in the company's Equality, Diversity, and Inclusion Policy.

The company is an Equal Opportunity Employer.

Freedom of Association

We encourage open communication with management regarding working conditions without fear of reprisal, intimidation, or harassment. We believe that maintaining an environment for dialogue between personnel will deepen free, open-minded, and two-way communication, making it possible to build a stronger relationship of mutual trust. In addition, everyone will have the right to associate freely, and join - or choose not to join - labour unions or workers' councils.

Business Ethics and Compliance

Trust is a critical foundation of a successful and sustainable business. We have worked diligently throughout the company to foster trusting relationships among Littlewood Group and its customers, suppliers, and business partners. To maintain a high degree of trust with all stakeholders, it is therefore a core responsibility of all Littlewood Group personnel to conduct business in an open, honest, and ethical manner, and to follow the company's code of ethics in all their business practices including upholding all laws.

Diversity & Inclusion

Our company mantra concerning diversity in the workplace states: "Equality among colleagues is expressed in recognizing, respecting and valuing individual differences in each other, treating each other fairly and creating equal opportunity for everyone."

Littlewood Group recognizes that diversity and inclusion are critical to our business operations. We embrace diversity across all levels of our business, suppliers, subcontractors, and communities in which we do business.

Community Involvement

Through a broad range of community initiatives, charitable giving, foundation grants, and volunteering, Littlewood Group seeks to create value for society and improvements to people's lives. We are proud of the many partnerships we have established with non-profit organizations that share our value of community involvement.

Commitment to Principles

Littlewood Group seeks to communicate its commitment to its customers, associates, suppliers, subcontractors, and other business partners, and to the communities in which we live and work. Further, we expect that any party conducting business with Littlewood Group will embrace and uphold these principles to the best of their ability.

Customer Care

Littlewood Group believes that the quality of service to our customers is fundamental to our success. Good customer service is at the forefront of our service delivery and is achieved by ensuring that experienced and competent staff is appointed to jobs.

Continuous Improvement

Littlewood Group is committed to a process of continuous improvement across all aspects of our business. We constantly seek ways to improve quality of service provided to our clients, stakeholders, and end users through our continuous improvement agenda;

- Health, Safety, Wellbeing and Mental Health
- Quality of service
- More efficient working processes
- Reducing our impact on the environment
- Customer care

To enable us to achieve this agenda we actively seek feedback on our performance, seeking areas of concern and areas whereby the client would benefit from improved working procedures. The feedback is achieved through the company's client feedback process.

Protecting the Environment

We fully recognise our responsibility to manage the impact of our activities on the environment and are committed to good environmental practice. There is a full-time environmental advisor to provide assistance and guidance in environmental matters, including the use of environmental opportunity and risk assessments on all contracts.

The company is registered under FSC® and PEFC™ Chain of Custody schemes for the supply of timber from managed sustainable sources.

Waste management has a significant impact. It is an objective of the company to divert waste away from landfill and encourage the reduction, reuse, recycle hierarchy. We will make every effort to minimize and find appropriate methods to dispose of waste and contaminants that are produced through the use of our products, and in every stage of the life cycle of these products.

As both a member of the company and of society, we will focus on the importance of making efforts to preserve human health and the global environment, and will do their part to ensure that the company as a whole acts responsibly.

We will consider the influence that our activities have on the local environment and society, and endeavour to improve the social standing of the company.

Littlewood Group shall comply with all applicable environmental laws and regulations.

Supply Chain

In managing our supply chain, we actively seek to build enduring relationships, adopt a non-adversarial approach, and create collaborative forms of working that deliver value for our clients and long-term opportunities for our business.

It is always our intention to trade reasonably and in full cooperation with our subcontractors and suppliers. Our aim is to identify competent organisations capable of fulfilling our expectations, particularly with regard to health, safety, wellbeing, mental health and environmental considerations, and the commitments we make to our clients and other stakeholders.

Increasingly we are providing information to our suppliers and subcontractors on our environmental and sustainable expectations, particularly with regard to waste management.

Signed on behalf of the Directors.

Jon Hobden
Managing Director
Date of Review: 10th October 2025 **Next Review:10th October 2026**