



# Corporate Social Responsibility Statement

## 1. Our Business

### 1.1 Ethical Conduct

As a leading UK supplier of paper based packaging the Fencor Packaging Group (Fencor) has a responsibility to act as a good corporate citizen. At Fencor we recognise and perform the obligations we have towards our people, investors, customers, suppliers, competitors and the community as a whole. We believe our reputation, together with the trust and confidence of those with whom we deal, to be one of our most valuable assets. In order to keep this reputation and trust, we demand and maintain the highest ethical standards in carrying out our business activities.

All of our employees are required to abide by our ethical policy, which outlines Fencor's core values and approach to doing business. The protection of our reputation is of fundamental importance, and employees are aware of the disciplinary implications of breaches of policy. The policy helps to uphold the reputation of the company and staff, and maintains public confidence in Fencor.

Our people are encouraged to promptly report any potentially illegal, improper and/or unethical conduct that they become aware of at their workplace or in connection with their work. We believe we have an environment that enables our people to raise genuine and legitimate concerns internally. However, in the event that our people believe their reporting to line management may result in harassment, victimisation or undue distress, they may contact a director to report matters.

### 1.2 Customers

We strongly believe that integrity in dealings with customers is a prerequisite for a successful and sustained business relationship.

We operate a highly effective and efficient organisation, focused on meeting customer objectives. Our aim is to provide products and services which give fair value and consistent quality, reliability and safety in return for fair reward. We operate policies of continual improvement, of both processes and the skills of our staff, to take best advantage of advances in technology. This safeguards our operations for the future, ensuring that we continue to add value to our customers' businesses.

This is underpinned by a consistent approach to the way we conduct our work. To cater for the wide variety of work we do, we aim for a balance between flexibility in the way we operate and tight control to consistently meet customer expectations.

We have clear and strong lines of communication which allow us to respond quickly and efficiently to customer and market requirements, and our customers receive a consistent service across geographies and industries. Our sales effort and delivery capability are aligned in order to ensure that we can successfully and consistently deliver what we promise.

### **1.3 Business Partners and Suppliers**

As with relationships with our other stakeholders, we aim to develop relationships and improve networking with business partners and suppliers based on mutual trust. We believe one of our major strengths is our approach to alliances and partnerships with suppliers.

### **1.4 Environment**

The company believes that our operations have a low impact on the environment. However, we acknowledge there are inevitable environmental impacts associated with daily operations. We aim to minimise any harmful effects and consider the development and implementation of environmental standards to achieve this to be of great importance. As such we strongly encourage the established 3 R's:

- Reduce
- Re-use
- Recycle

In the course of our operations we seek to identify opportunities to reduce consumption of energy, water and other natural resources. We also strive to re-use and recycle where possible and dispose of non-recyclable items responsibly, thereby minimising our impact on the environment.

It is anticipated that by adopting simple, environmentally friendly initiatives, the company will raise awareness amongst stakeholders and the wider community.

The company regularly reviews its environmental policy to ensure that it reflects changes in regulations and best practice. We aim to continually manage the impact of our operations and develop initiatives to improve our environmental footprint. The majority of Fencor's emissions originate from the use of electricity, gas and water supply, travel/transport and waste.

## **2. Our Employees**

### **2.1 Realising Potential**

"The Fencor Values" are based upon a number of important principles and capture qualities that each employee is encouraged to embody as an essential part of our success:

#### **Expertise**

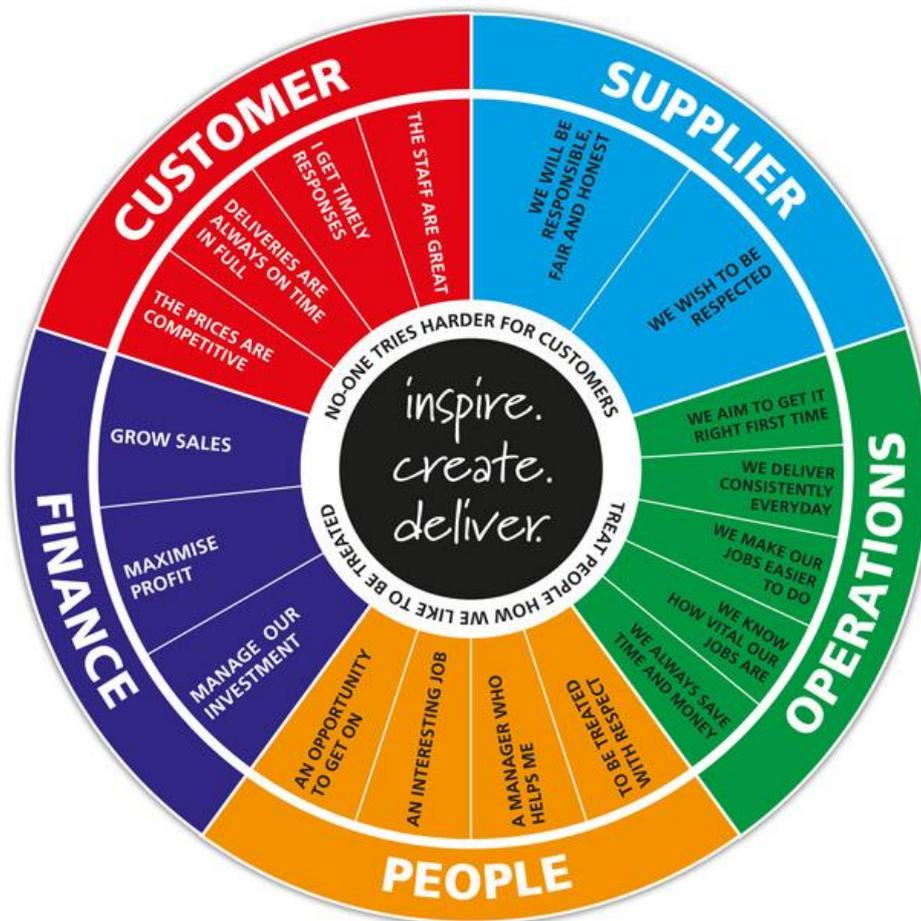
- Assure quality and drive innovation
- Listen to learn from each other – champion continuous improvement
- Be accountable – keep commitments
- Customer focus
- Share our vision; share our passion
- Strive for our customers profitability and satisfaction
- Be a trusted company

#### **Respect**

- Think and act as a team
- Deliver results and celebrate success

The launch of our Core Values in the market has provided an opportunity to communicate our principles and strategy throughout the organisation as well as being a focal point of communications with our customers.

## Core Values



Delivering our capability, delivering value to our customers and securing long-term profitable growth is founded on releasing the potential of our employees.

We actively support the development of our staff in a number of ways including formalised employee development discussions and structured programmes for personal and professional development. It is linked to the transfer, exchange and creation of knowledge to our strategic corporate objectives and thus be the power behind ongoing innovation of Fencor products, services and processes.

### 2.2 Communications and Employee Satisfaction

Fencor recognises that, as a rapidly changing business, communication is a critical ingredient for success. We place emphasis on both formal and informal communication. The manager has a key role to play in communication. Managers are accessible, encourage collaboration and the development of ideas that contribute to business performance and continuous improvement.

In addition to face-to-face meetings we encourage employee feedback and comment through methods including group discussions and e-mail dialogue.

### **2.3 A Meritocracy**

As a company we embrace diversity and respect for different cultures and local requirements. Employees of both genders, from different nations, cultures, ethnic groups, generations and backgrounds contribute their skills and different perspectives to improving our solutions and delivering to our customers.

It is a cornerstone of our ethos that Fencor is a meritocracy, where all employees are recognised and rewarded on the basis of their performance, effort, contribution and achievements.

The company's performance management and personal development processes are being rolled out through the extended group. They are based on the following principles:

- Those employees have a clear understanding of how they contribute to the business and have clear personal objectives, aligned to the business strategy and objectives.
- Career pathways that identify key capabilities and behaviours at different competency levels across core career paths.
- Personal development, training and succession planning to support personal growth.
- An annual review of performance that drives decisions about pay and career progression.

### **2.4 Health and Safety**

We aim to ensure a safe and healthy working environment for all our employees, outside contractors and visitors. The company aims to comply with all relevant legislation or regulations, and best practice guidelines recommended by the Health and Safety Executive. We also liaise with staff regarding our policies and practices so that we can continue to maintain a healthy, safe and enjoyable environment.

All accidents and incidents are reviewed at the quarterly health and safety meeting, along with lost time incidents, accident forms, RIDDOR reportable occurrences and safety trends etc.

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