

# Social Responsibility Guide

## Our Commitment to Social Impact

At Stannp, we believe business success goes hand-in-hand with positive social impact. Guided by our value of **Being Genuine** - celebrating differences, championing diversity, and being true to who we are - we are committed to making a meaningful contribution to our employees, our local community, and society at large.

## Our People & Wellbeing

### Supporting Mental Health & Wellbeing

We recognize that our people are our greatest asset. We have a trained team of Mental Health First Aiders, available to support colleagues who may be experiencing mental health challenges. This commitment to wellbeing has contributed to our achievement of the **Investors in People** award, recognizing us as a responsible employer who values and develops our workforce.

### Fair Pay & Employment Practices

We are committed to fair and competitive compensation for all employees. We review our salaries annually to ensure compliance with statutory minimum wage requirements and maintain competitive pay rates within our sector. All employees are entitled to request flexible working from their first day of employment, and we consider all requests fairly and objectively. Our commitment to fair employment extends to comprehensive training and development opportunities, with equal access to career progression regardless of background.

### Creating an Inclusive Workplace

Our comprehensive Equality, Diversity, Equity & Inclusion policy ensures every employee is treated with dignity and respect. We maintain zero tolerance for discrimination, harassment, or bullying, and provide support for disabled employees through reasonable adjustments. We celebrate differences and champion diversity, creating an environment where everyone feels valued and empowered to contribute their best work.

## Community Engagement & Local Impact

### Supporting Local Charities & Initiatives

We are proud to support several local charities and community initiatives, including Everything Ellie, North Devon Hospice, Barnstaple Town Council, Ilfracombe Round Table initiatives, and local rugby and football teams. Our charitable support reflects our commitment to being an active and responsible member of our local community.

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## Education & Workforce Development

We have forged strong partnerships with local colleges to identify and create inclusive job opportunities, working together on sustainability projects and helping to prepare the next generation of skilled workers. Through our collaboration with the Career Transition Partnership (CTP), we actively support veterans transitioning to civilian careers, creating pathways to meaningful employment for those who have served our country.

## Ethical Business Practices

### Modern Slavery & Human Trafficking Prevention

We have a zero-tolerance approach to modern slavery and human trafficking in accordance with the Modern Slavery Act 2015. Our comprehensive Modern Slavery Policy sets out clear prevention measures across our business and supply chain, with robust reporting procedures for employees and external parties to raise concerns. We are committed to ensuring no one suffers detrimental treatment for reporting genuine suspicions, and we investigate all reports seriously, including those made anonymously.

### Supply Chain Responsibility

We maintain rigorous standards throughout our supply chain through our comprehensive Supplier Code of Conduct. All suppliers, contractors, and business partners must comply with fundamental requirements covering human rights, labor standards, environmental responsibility, and ethical business conduct.

Our suppliers must support internationally recognized human rights and comply with UK employment legislation, including full compliance with the UK Modern Slavery Act 2015. We have zero tolerance for forced labor, modern slavery, child labor, or human trafficking. Suppliers must maintain transparent recruitment processes with no worker-paid fees, ensure workers retain possession of their identity documents, and provide equal treatment and fair working conditions for all workers.

We require all suppliers to meet or exceed minimum wage requirements, comply with working hour regulations, maintain safe working environments, and implement zero tolerance policies for harassment, violence, or abuse with confidential reporting mechanisms and whistleblower protection.

### Environmental Supply Chain Standards

All suppliers must comply with environmental laws and implement effective environmental management systems. All our core paper and envelope suppliers hold UKAS-accredited ISO 14001 environmental management certification and FSC or PEFC Chain of Custody certification, ensuring sustainable sourcing throughout our supply chain.

### Supply Chain Monitoring & Due Diligence

We conduct thorough due diligence through supplier self-assessment questionnaires, compliance documentation review during onboarding, and ongoing monitoring of supplier compliance. We maintain the right to conduct announced or unannounced audits and require suppliers to monitor their own suppliers and subcontractors for compliance with our standards.

Document Name:	TCU-36	Version No:	1	Date:	October 1 2025	Review Date:	October 1 2026
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The Communications Platform

## Governance & Transparency

Living our value of **Being Honest**, we communicate truthfully and transparently about our practices, performance, and commitments. We maintain comprehensive policies covering equality, environmental management, data protection, modern slavery prevention, anti-corruption, and ethical business conduct, all of which are regularly reviewed and updated. Our Executive Team takes ownership of ensuring these policies are effectively implemented across the organization.

## Product & Service Social Impact

### Supporting Business Communication

Our direct mail services support businesses of all sizes in reaching their customers, helping small businesses compete effectively and enabling organizations to communicate with audiences who may have limited digital access.

### Responsible Data Management

We offer data cleaning and validation services that optimize customer datasets, reducing unnecessary mailings and associated environmental impact. This responsible approach to data management benefits both our customers and the environment while supporting more effective communication.

### Transparency & Accountability

We report on our social impact through our annual Sustainability Report and maintain regular reviews of our social responsibility performance. We welcome engagement from stakeholders who want to learn more about our social impact.

## Commitment to Continuous Improvement

Guided by our value to **Stay Agile**, we continuously improve our social impact by setting ambitious targets, tackling challenges head-on, and turning them into opportunities. We are committed to creating a positive impact for our employees, our community, and society at large.

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