

Our **Corporate and Social Responsibility Statement** is best described as an integration of Empire Laundry's business ethos in operational and people values, whereby the interests of our customers, employees and the wider community along the environment are paramount and reflected in the company's strategic planning, growth and business actions.

Empire Laundry's Commitment

We're committed to:

- Continuously improving in our Corporate and Social Responsibility Strategy
- Behaving in a socially and responsible way with energy use and natural resources
- Continually reassessing and striving to improve our performance as a company through educational training and social awareness, while meeting all relevant legislation.
- Encouraging our staff to be mindful of their choices and how these may affect the environment not only within the laundry, but traveling to and from the work place.

Our Purpose, Our Aims:

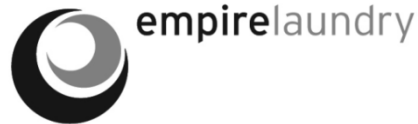
- The purpose of this statement is to make clear to all stakeholders just how we propose to work towards achieving our goals within the C.S.R. statement and how it applies throughout all our Procurement which governs our approach to all what we do.

In implementing this policy we aim to:

- Always be responsible in what we do
- Always strive to be an exemplar of good, fair and reasonable practices.

Standards of Business and Conduct:

- We recognise that good C.S.R embraces all aspects of sustainable growth and development in our business when practices consider the way we affect people through our operations locally or globally.
- We shall only operate in such a way that safeguard's against unfair business practices
- It's our belief that a responsible approach to developing relationships between companies and the communities they serve is a vital and essential part of delivering business successes.
- When tendering our laundry services in consultation with our customers, we will always determine the environmental impact, social and economic issues.
- Our contracts will always be clear in setting out the agreed hire terms, conditions and the basis for our relationship.



- We will continually review our policies and business practices to encourage engagement with small and medium sized companies and do all we can to promote the development of the region.

Corporate Governance:

- We are committed to being transparent and ensuring that our business is conducted in all respects according to rigorous ethical, professional standards and laws that regulate and apply to our business and our activities will be complied with.
- We endeavour to ensure stakeholders have confidence in the decision-making and management processes are always conducted in a professional way, this will be delivered and maintained by reviewing staff performance and continually training and developing our staff.
- All groups and individuals with whom we have a business relationship will be treated in a fair, courteous and respectful manner at all times.
- Feedback on our performance is actively sought, and we will continually review all activities to ensure best practice is observed at all times and at all levels.
- We will allow our customers and vendors to give feedback on our performance and ensure that all customer comments are analysed, responded to and where appropriate, always acted upon.

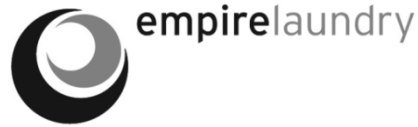
Environment:

- Our objective is to endeavour to reduce the ecological impact of our activities through innovation, technology and cultural change while educating employees, implementation of new eco products and plant investment with a commitment for continual improvement in industry standards and values.
- We will also continue to work with our vendors to reduce their impact on the environment.
- Our customers will be informed of the key issues involved in procurement so they can make informed purchases to reduce their impact on the environment and costs.

Human Rights, Equality and Diversity:

- We support and respect the protection of internationally proclaimed human rights and Vendors are encouraged to observe international human rights norms within their work.
- We aim to eliminate discrimination on any grounds and actively promote equality of opportunity for all.
- Our contracts take account and provide the flexibility of the needs of a diverse customer base.

Sustainability



- A Sustainable Procurement Policy is maintained that sets out our principles, policies and procedures on which sustainable business activity within Company is based. The policy will act as a prompt to staff to consider sustainability as a factor in all purchasing decisions.
- We will always seek to minimise the adverse environmental effects of people travelling to and from our offices and factory.

Impact on Society

- We will continue to support and take steps to understand how we can most effectively support the needs of the local community and implement new initiatives.
- Our impact on the local and wider community will be understood and nurtured, while dialogue with local businesses and communities shall be encouraged for mutual benefit.

Ethics and Ethical Trading

- Training will be provided to relevant staff on environmental and social issues and how our business may impact on the local community.
- We will ensure that vendors uphold the workplace standards and behaviours consistent with the Company's requirements.

Vendors

- We will actively work with Vendors to help us achieve our policy aspirations in the delivery of our products and first class service.
- We shall encourage vendors to adopt responsible business policies and practices for mutual benefit
- We are committed to ensuring that the welfare of workers and labour conditions within our supply chain meet or exceed recognised standards.
- Where necessary, we will exert procurement pressure to ensure that all of our vendors behave in a socially responsible way. This includes environmentally-friendly products and making sure that workers are treated properly.
- Where appropriate, our tender specifications include questions to reflect our desire for sustainable procurement and we'll hold regular meetings with vendors to support these ideas.
- Actively seek more environmentally friendly products and promote these to our customers.
- We will reduce the amount of packaging and transit where possible
- Implement additional schemes to re-use and recycle products.