

BEYONDLY

G-9

Environmental, Social, Governance

Policy Statement

Our purpose is to lead, inspire, and educate to positively impact society and the environment.

Beyondly recognises the importance of operating in a socially responsible manner toward our stakeholders, including customers, suppliers, employees, our wider community and the environment. We are a certified B Corporation, and have made a declaration of interdependence committing to this. ESG is embedded through our company values of Trust, Commitment, Respect, Passion and Innovation. We sustain a programme of continual improvement in relation to company performance which is supported by our ISO 9001 and ISO 14001 certifications and company objectives. We review and document our performance in our annual Impact Report which is available to view on our website.

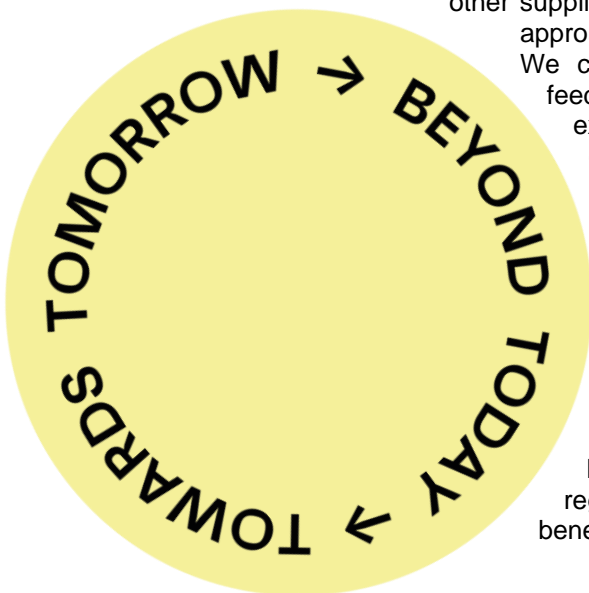
As an organisation, we have chosen to make reference to the United Nations Sustainable Development Goals (SDGs) throughout our Impact Report. These goals represent the World's agenda for equitable, socially inclusive and economically sustainable economic development. As with all organisations, on any scale, Beyondly believes there are opportunities to advance the SDGs through our business practices. We revise company objectives and key results regularly, aligning with the areas of priority identified from our most recent materiality assessment, and incorporating the Sustainable Development Goals into this process with a view to embedding the most relevant goals to the core of our business.

Looking after customers

Beyondly is committed to being a company our customers use to benchmark their other suppliers. Our customers are at the heart of what we do and this approach is supported by our Customer Service Excellence award. We continually monitor the customer experience by collecting feedback from customers. In line with our commitment to exceptional customer service, we operate in line with our customer service policy which includes a commitment to respond to customer enquires within 4 working hours. All customer complaints are formally acknowledged within 48 hours, investigated and where necessary, corrective actions are taken. We also strive to lead, inspire, and educate our customers to align their practices with Business for Good principles.

Working alongside suppliers

Beyondly is committed to dealing fairly with our suppliers regardless of their size. We aim to build lasting, mutually beneficial relationships with our suppliers. Beyondly works with



suppliers to continuously improve the services we offer to our customers and promote sustainability in our supply chain. We conduct independent, third party audits of our suppliers and help them to make improvements which benefit their businesses as well as ours. We agree fair terms with suppliers and pay them promptly as arranged. Our commitment to sustainable procurement is demonstrated in our Sustainable Procurement and Practices Policy.

Looking after employees

Beyondly recognises that our employees are the key to our success, we seek to actively engage our employees in the ongoing business strategy and our approach in relation to all aspects of service delivery. We hold a twice yearly annual Review and Strategy event and monthly company meetings, to communicate and engage with our team. Departmental business plans developed by departmental leaders with input from employees are a way of involving employees in setting and delivering against the strategy.

Employees are entitled to a range of benefits including a generous holiday allowance, flexible working, access to a company performance based reward scheme, healthcare plans, regular teambuilding events, a quality pension offering and a diverse health and well-being programme.

All of our employees are actively encouraged to grow and develop on both a personal and professional level. This is supported by our Investors in People Platinum award and our We Invest in Wellbeing Gold award We are committed to providing equal opportunities to all existing and potential employees throughout our recruitment, induction, training and development and performance management processes, along with a safe and healthy working environment. Our Equality and Diversity, and Health and Safety policies set the basis for this.

Community Engagement

We encourage our employees to contribute to the local community and society at large and support them to best of our ability on a continual basis. We are committed to releasing every member of staff for one day per year to allow them to volunteer within the community, in addition to participation in an annual sporting challenge whereby funds are raised for a nominated charity. Through our fund for change we are committed to donating a portion of our profits to charities via a grant giving process. We also regularly engage with local education providers on providing work experience and career development opportunities.

Reducing our impact: Environment

Beyondly aims to demonstrate leadership by raising our own environmental standards. Beyondly maintains an Environmental Management system which meets the requirements of ISO14001. We monitor our carbon footprint, are committed to a Net Zero target, and offset our remaining emissions annually, reporting this in our annual Impact Report. Our commitment to the environment is demonstrated in detail in our Environmental Policy.

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