

WCF Ltd - Corporate Social Responsibility Policy Statement

Updated: October 2017

Date of next review: November 2018

General

WCF is proud of its reputation as a valued and trusted company. Our culture has been developed throughout our +100 year trading history. We are committed to ensuring that all our activities are conducted in a safe, compliant and ethical manner.

We recognise our social responsibility to all stakeholders including shareholders, colleagues, customers, the general public, supply partners, contractors and local communities, as well as to the wider environment.

People and Culture

Our success depends upon our decentralized structure. We are committed to protecting the independence and culture of our individual business units and ensuring that our colleagues act in ways which are consistent with our values and heritage. We have 10 Guiding Principles which are communicated across the business in a number of different media and forum. This helps to ensure that we meet the needs of our customers, encourage our colleagues to develop their own skills and expertise and maintain a working environment in which everyone feels respected and valued.

Customer Focus

We pride ourselves on the quality and longevity of our relationship with our customers and always strive to be their preferred supplier. We put the needs of our customers first and listen to and value what they are telling us, even if we do not always agree with what they have to say. We offer a generous refund policy and undertake regular informal feedback to establish customer satisfaction. Customer retention is one of our Key Performance Indicators. We are always looking for ways in which we can improve our processes to deliver superior customer service.

Health & Safety

We always put safety first. We have policies, processes and procedures in place to ensure our businesses are run safely. Our H&S Policy defines the responsibilities of our colleagues in promoting a culture of H&S, reporting any concerns or breaches and identifying opportunities for improvement.

Environmental

We seek to improve our environmental performance and manage our activities to minimise their impact on the environment.

We comply with Waste Packaging Regulations and the Energy Savings Opportunity Scheme. We review ways to reduce energy and water consumption, minimise waste packaging, decrease our emissions and integrate further recyclable and sustainable processes into our supply chains. This includes the use of technology to help us identify greater efficiencies in our vehicle routing, driving techniques and fuel consumption. Where possible we will consider options for renewable energy installations within any property development activity.

Given the potential for significant environmental impact from the loss of containment of even a small amount of our bulk fuel oil products, we have robust spillage procedures in place to ensure that all spills are treated seriously, reported and responded to in accordance with established and tested emergency procedures.

Business Ethics

We regard the maintenance of the highest ethical standards as an essential part of the way in which we do business. We have a Conflicts of Interest and Anti-Bribery Policy. Colleagues are required to conduct all their dealings with honesty, integrity, respect, fairness and consistent with our Guiding Principles. We supply products and services that we are proud of - responsibly and ethically sourced, whilst ensuring that their high quality is never compromised.

We are aware of the social impact of our overseas supply chain and take the necessary steps to ensure that we comply with the Modern Slavery Act 2015. In the clothing sector we deal with small family businesses and undertake due diligence through our nominated agents to ensure that safe and hygienic conditions are provided within the working environment and that workers are not treated harshly or unfairly. We pay a fair price for our products to ensure that all workers are paid a living wage within the country of manufacture. We would not deal with any supplier with whom we had concerns regarding the working conditions.

Community Support

We focus on the charitable interests and families of our people and seek to match their fundraising efforts wherever possible. We actively support the communities in which we operate and encourage our colleagues to participate in charitable events. We hold small office events to raise money for local and national causes. A large proportion of products returned to us and sample products are donated to local charities.

Equal Opportunities

We promote a working culture that is fair and inclusive, encouraging all colleagues to make their distinctive contributions for the collective success of the company. We utilise our people where they can best make a difference. Our employment practices are non-discriminatory and provide equal opportunities for both existing and prospective colleagues, ensuring that success is dependent upon the quality, effectiveness and skill base of our workforce.

Compliance

We comply with all relevant laws and regulations and consult with appropriate enforcing authorities, insurance companies, and professional and trade organisations to ensure that a custom of best practice and continuous improvement is developed and encouraged.



Jo L Ritzema
Managing Director

October 2017