

Corporate & Social Responsibility Policy

Heritage Envelopes Ltd and Bestpac UK Ltd are committed to upholding basic Human Rights both within their operations and within their supply chain.

They will ensure that all their suppliers, regardless of the kind of work they do, or the size and type of company, have sufficient policies in place to ensure that this policy is enforced and complied with.

Heritage Envelopes Ltd and Bestpac UK Ltd are committed to the following:

- They will treat all employees fairly and honestly regardless of where they work. All staff will have a written contract of employment with agreed terms and conditions. All staff are entitled to reasonable rest breaks, access to toilets, rest facilities at their place of work in accordance with current U.K. legislation.
- Heritage Envelopes Ltd and Bestpac UK Ltd and their suppliers will not engage any illegal child labour, any forced, imprisoned labour or unpaid overtime which contravenes any human rights directives.
- Heritage Envelopes Ltd and Bestpac UK Ltd will ensure that their discrimination and harassment policy are enforced and are subject to management control and review.
- Heritage Envelopes Ltd and Bestpac UK Ltd will ensure that effective health and safety policies are in place, which ensures compliance with any national, international or European Health and Safety Directives within Heritage Envelopes Ltd and Bestpac UK Ltd and throughout their supply chain. This will ensure so far as is reasonably practicable the health, safety and welfare of all employees and visitors alike.
- All Heritage Envelopes Ltd and Bestpac UK Ltd employees are provided with appropriate job skills training and supervision.
- All Heritage Envelopes Ltd and Bestpac UK Ltd employees are paid a fair wage reflecting the local markets and conditions. Heritage Envelopes Ltd and Bestpac UK Ltd always meet or better the national minimum wage. Wage reviews are conducted annually to ensure that we continue to pay a fair wage and ensure compliance with national minimum wage requirements.
- Working hours will not be excessive and will comply with national and European directives. Throughout Heritage Envelopes Ltd and Bestpac UK Ltd operations they will monitor the working hours to ensure compliance with the Working Time Regulations and with any industry guidelines where they exist.
- Heritage Envelopes Ltd and Bestpac UK Ltd will not engage in any form of bribery, corruption or collusion activity under any circumstances with customers, suppliers or our competitors. They will monitor their supply chain, conduct assessments and audits as deemed necessary to ensure their policies are complied with.
- Heritage Envelopes Ltd and Bestpac UK Ltd will investigate any allegations or infringements of this policy and any Human Rights issues and will take appropriate action as necessary.



Mark Sears
Chief Executive Officer

Reviewed and approved: 13th September 2021

Review Date Due: 13th September 202

Energy Policy

Heritage Envelopes Ltd and Bestpac UK Ltd recognises that their use of energy and water has a direct impact on the environment and also accepts the responsibility to reduce this effect whilst making the use of energy throughout the facilities more efficient and cost effective.

Both companies are corporately committed to:

- Reducing their energy costs across all facilities.
- Increasing their energy efficiency (energy consumed per unit of floor area).
- Increase their use of renewable energy.
- Investing in clean, energy efficient technologies.
- Reducing all environmental impact arising from our consumption of energy.

Both companies are committed to ensuring that objectives and quantified targets are set which will drive both organisations forward in achieving their goals. This will be achieved through the development of a strategic action plan that will be reviewed for progress and updated each year.



Mark Sears

Chief Executive Officer

Reviewed and approved: 13th September 2021

Review Date Due: 13th September 202

Environmental Policy

Heritage Envelopes Ltd and Bestpac UK Ltd recognise their responsibilities toward the environment and this policy is issued as a statement of management and employee commitment to minimising the environmental impact of their business activities

Heritage Envelopes Ltd, and Bestpac UK Ltd, are committed to ensuring effective management of all activities that have the potential to affect the environment by:

- Assessing their activities and operations to identify the significant aspects that have the potential to impact on the environment.
- Controlling all significant environmental aspects.
- Commitment to complying with all relevant environmental legislation and regulations and to other requirements to which the organisations subscribe.
- Continual improvement of environmental performance by building environmental considerations into the decision making process and methods of operation, to minimise environmental impact and prevent pollution.
- Setting and publishing clear environmental objectives and targets to monitor environmental performance results and to ensure that targets are met.
- Ensuring that all of their operations and activities are covered by this policy and that the policy is implemented, maintained and communicated to all employees.
- Commitment to the introduction, and maintenance of, ISO14001:2015 as a system for management of environmental matters.
- Commitment to continual improvement of the environmental management system.
- Provision of certified sustainable sourced paper through PEFC licence registration PEFC 16-33-1779. Certification Registration Code SA-PEFC/COC-004413.
- Compliance with PAS 2020 Level 3 for paper and print environmental performance to Direct Mailing.
- Ensuring that this policy is communicated to all people working under the control of the company.

This policy is maintained and reviewed at least annually to ensure continual suitability and that any changes in our organisation, arrangements, scope of operations and our working practices are considered.



Mark Sears
Chief Executive Officer

Reviewed and approved: 13th September 2021

Review Date Due: 13th September 2022

Equality and Diversity Policy

Heritage Envelopes Ltd, and Bestpac UK Ltd are committed to the principles of equality, diversity and human rights. Their vision of driving continuous improvement across their business can only be achieved by making the most of the talents and resources of all their staff.

By recognising and valuing individuals' unique differences they will be better placed to develop understanding and confidence amongst all groups of people within Heritage Envelopes Ltd and Bestpac UK Ltd.

They will treat all individuals who operate within and outside both Heritage Envelopes Ltd and Bestpac UK Ltd with whom they associate openly, fairly, with dignity and respect.

They will provide a working environment free from any harassment, bullying, victimisation or unlawful discrimination, ensuring equality of opportunity throughout all of their processes and practices.

All members of staff, contractors, associates and business suppliers will be expected to demonstrate their commitment to these principles and are encouraged to challenge unacceptable behaviour in relation to issues of:

- Gender
- Race
- Ethnic or National Origin
- Marital Status disability
- Mental Health
- Religion
- Age
- Sexual Orientation
- Or any other reason of difference

They will ensure that all their policies and procedures reflect these principals.



Mark Sears
Chief Executive Officer

Reviewed and approved: 13th September 2021

Review Date Due: 13th September 2022

Ethical Trading Policy

Heritage Envelopes Ltd and Bestpac UK Ltd will aim to trade ethically.

Both companies will:

- Not take advantage of lower employment or manufacturing costs in developing countries.
- Adhere to any Government recognised trading sanctions.
- Not trade with those countries which their directors believe are violators of human rights.
- Refuse to work with any client or prospective client, that they have reason to consider exploits humans, animals or the environment unfairly.



Mark Sears
Chief Executive Officer
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Modern Slavery and Human Trafficking Policy

Heritage Envelopes Ltd, and Bestpac UK Ltd are committed to driving out acts of modern day slavery and human trafficking within its business and that from within its supply chains, including sub-contractors, and partners.

The Company acknowledges responsibility to the Modern Slavery Act 2015 and will ensure transparency within the organisation and with suppliers of goods and services to the organisation. These as well as the suppliers of services make up the supply chain within Heritage Envelopes Ltd and Bestpac UK Ltd

The company will not support or deal with any business knowingly involved in slavery or human trafficking.

The company Directors and senior management shall take responsibility for implementing this policy statement and its objectives and shall provide adequate resources (training, etc.) and investment to ensure that slavery and human trafficking is not taking place within the organisation and within its supply chains.

A full copy of this policy and a copy of the Modern Slavery Act 2015 can be obtained from the HR department upon request.

This policy statement will be reviewed annually and published.

This Policy considers, and supports, the policies, procedures and requirements documented in our Integrated Management System. The implementation and operation of this management system underlines our commitment to this policy. Formal procedures concerning slavery and human trafficking have been established, including disciplinary procedures where they are breached. Additional procedures ensure that this policy is understood and communicated to all levels of the company, and that it is regularly reviewed by the Directors to ensure its continuing suitability and relevance to the company activities.



Mark Sears

Chief Executive Officer

Reviewed and approved: 13th September 2021

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Occupational Health and Safety Policy

Heritage Envelopes Ltd (Incorporating Bestpac UK Ltd) will control its activities to avoid causing unnecessary or unacceptable risk to the safety and health of all employees, visitors, temporary workers and the general public.

The objects of this policy are:

- To promote standards of health, safety and welfare which complies with the requirements of The Health and Safety At Work Act 1974 and supporting statutory provisions, regulation and approved codes of practice applicable to the company's operations and activities.
- Commitment to the prevention of accidents, injury and ill health.
- To recognise the responsibility of the company for accountability and its employees in their duty to comply with all applicable health and safety legislation.
- To develop health and safety awareness and individual responsibility for health and safety matters.
- To provide all employees with the necessary resources, equipment, information, instruction, training and supervision they need to work safely.
- To maintain a healthy and safe working environment for employees with adequate facilities and arrangements for their welfare.
- Consultation and participation of employees in matters affecting health and safety in the workplace.
- Commitment to the introduction, and maintenance of, ISO45001:2018 as a system for management of health & safety matters.
- Commitment to continual improvement of the health & safety management system.
- Establish and maintain measurable objectives and targets for safety performance and regular review of these objectives.
- Ensuring that this policy is communicated to all people working under the control of the company.

This policy is maintained and reviewed at least annually to ensure continual suitability and that any changes in our organisation, arrangements, scope of operations and our working practices are considered.

Overall responsibility for the Health and Safety Policy for Heritage Envelopes Ltd (Incorporating Bestpac UK Ltd) lies with the Chief Executive Officer.



Mark Sears
Chief Executive Officer

Reviewed and approved: 13th September 2021

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Quality Policy

The scope of the quality management system is to manufacture and supply paper envelopes and direct food contact paper bags to customer specification. Envelopes and direct food contact paper bags can be manufactured and supplied in a wide range of size, type, style, paper and print format, to customer requirements.

It is the policy of both Heritage Envelopes Ltd and Bestpac UK Ltd to meet their obligations and responsibilities to provide customers with professional services and in producing reliable products, that are safe and legally compliant, to an agreed standard, specification, on time and in full, to an agreed price.

It is the goal of both Heritage Envelopes Ltd, and Bestpac UK Ltd, to provide a level of customer care and focus that delivers complete satisfaction in all respects.

Top management is also committed to:

- Compliance with the requirements of the quality management system.
- Continual improvement of the effectiveness of the quality management system.
- Continued registration to ISO 9001:2015 and certification in BRCGS Packaging Materials
- Ensuring that the quality policy is communicated and understood throughout the organisation.
- Ensuring that the quality policy is reviewed for continuing suitability.
- Ensuring that measurable quality objectives are established, regularly reviewed and updated.

The quality policy is reviewed for continuing suitability at least annually.



Mark Sears
Chief Executive Officer
Reviewed and approved: 13th September 2021
Review Date Due: 13th September 2022