



Corporate Social Responsibility (CSR) Policy

Policy Statement

At Hartland Group Ltd, we are committed to conducting our business ethically, sustainably, and with consideration for the broader impact we have on society and the environment. This Corporate Social Responsibility (CSR) policy outlines our dedication to fostering positive relationships with our stakeholders, promoting sustainable practices, and contributing to the communities in which we operate. We believe that this positive contribution should go beyond our legal and contractual obligations we have developed a Corporate Social Responsibility code which outlines our business ethics and behaviour which we expect from all our staff to operate and abide by when conducting their business activities for Hartland Group Ltd.

Purpose

The purpose of this policy is to:

- a) Integrate CSR into the core operations of Hartland Group Ltd.
- b) Ensure compliance with applicable legal and ethical standards.
- c) Promote transparency, accountability, and sustainability in all business activities.
- d) Enhance the well-being of our employees, customers, and the wider community.

Scope

This policy applies to all employees, contractors, and partners of Hartland Group Ltd and covers all areas of operations including.

1. Environmental Sustainability

Hartland Group Ltd is committed to reducing its environmental footprint by:

- a) Minimizing waste through recycling and efficient resource use.
- b) Reducing energy consumption and utilizing renewable energy sources where feasible.
- c) Implementing environmentally friendly practices throughout our supply chain.
- d) Supporting initiatives aimed at conserving natural resources and biodiversity.

2. Community Engagement

We aim to support the communities where we operate by:



- a) Partnering with local organizations to contribute to community development projects.
- b) Encouraging employee volunteering and providing paid time off for participation in community activities.
- c) Offering financial and in-kind support for educational, health, and cultural initiatives.

3. Workplace Practices

Hartland Group Ltd fosters a positive and inclusive workplace by:

- a) Ensuring a safe, healthy, and secure work environment through having robust HR policies and procedures in line with legal requirement and best practice. Many of these policies and procedures are designed to assist our employees in maximising their contribution to the company through continuous support, training and development and progression within the business.
- b) Promoting diversity, equity, and inclusion in hiring and development practices.
- c) Providing training and professional development opportunities for all employees. Training undertaken by staff include in-house training programmes and external industry and profession specific training and qualifications. Solo Service Group believes that access to training and development within the business for all staff assists the organisation in its delivery of service by increasing staff performance and aiding retention.
- d) Recognising employees who have significantly contributed to our success across the country through its 'Employee of the Month' award.

4. Ethical Business Conduct

We are committed to maintaining the highest standards of ethical conduct by:

- a) Ensuring compliance with all relevant laws, regulations, and industry standards.
- b) Promoting transparency and integrity in our operations.
- c) Prohibiting any form of bribery, corruption, or unethical practices.
- d) Encouraging ethical behaviour through regular training and communication.

5. Sustainable Supply Chain Management

Hartland Group Ltd works with suppliers and partners who share our commitment to sustainability by requires all its suppliers to comply with the 'Ethical Trading Initiative – Base Code' when sourcing our products from Developing Countries.

Hartland will work closely with our Suppliers on compliance with our Corporate Social Responsibility program and the '***Ethical Trading Initiative – Base Code***'.

The Base Code contains nine clauses which reflect the most relevant international standards with respect to labour practices.



Ethical Trading Initiative - Base Code:

1. Employment is freely chosen

1.1 There is no forced, bonded or involuntary prison labour.

1.2 Workers are not required to lodge "deposits" or their identity papers with their employer and are free to leave their employer after reasonable notice.

2. Freedom of association and the right to collective bargaining are respected

2.1 Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively.

2.2 The employer adopts an open attitude towards the activities of trade unions and their organisational activities.

2.3 Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace.

2.4 Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

3. Working conditions are safe and hygienic

3.1 A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.

3.2 Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers.

3.3 Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.

3.4 Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers.



3.5 The company observing the code shall assign responsibility for health and safety to a senior management representative.

4. Child labour shall not be used

4.1 There shall be no new recruitment of child labour.

4.2 Companies shall develop or participate in and contribute to policies and programmes which provide for the transition of any child found to be performing child labour to enable her or him to attend and remain in quality education until no longer a child; "child" and "child labour" being defined in the appendices.

4.3 Children and young persons under 18 shall not be employed at night or in hazardous conditions.

4.4 These policies and procedures shall conform to the provisions of the relevant ILO standards.

5. Living wages are paid

5.1 Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. In any event wages should always be enough to meet basic needs and to provide some discretionary income.

5.2 All workers shall be provided with written and understandable Information about their employment conditions in respect to wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid.

5.3 Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the expressed permission of the worker concerned. All disciplinary measures should be recorded.

6. Working hours are not excessive

6.1 Working hours comply with national laws and benchmark industry standards, whichever affords greater protection.

6.2 In any event, workers shall not on a regular basis be required to work in excess of 48 hours per week and shall be provided with at least one day off for every 7 day period on average. Overtime shall be voluntary, shall not exceed 12 hours per week, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

7. No discrimination is practised



7.1 There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

8. Regular employment is provided

8.1 To every extent possible work performed must be based on recognised employment relationship established through national law and practice.

8.2 Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub- contracting, or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

9. No harsh or inhumane treatment is allowed

9.1 Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

Implementation and Governance

- a) ***Responsibility:*** The Board of Directors and Senior Management are responsible for overseeing the implementation of this CSR policy.
- b) ***Monitoring and Reporting:*** We will regularly monitor, measure, and report on our CSR initiatives and progress.
- c) ***Engagement:*** Employees and stakeholders are encouraged to actively participate in CSR initiatives and provide feedback to improve our efforts.

Communication

This policy will be communicated to all employees, stakeholders, and partners of Hartland Group Ltd. It will also be made publicly available on our website to ensure transparency and accountability.

Review and Updates

The CSR policy will be reviewed annually to ensure it remains relevant and aligned with our strategic objectives and evolving societal expectations.



Conclusion

Hartland Group Ltd is dedicated to creating a positive and lasting impact through responsible business practices. By integrating CSR into our operations, we aim to build a sustainable future for our business, our stakeholders, and the planet.

Name Roderick Brobbey

Role Director

Date 20/01/2025

Signed *R Brobbey*