

**WFL**  
Supplying Excellence

**CORPORATE  
RESPONSIBILITY POLICY**

**ESG**

sustainability

ENVIRONMENT

SOCIAL

GOVERNANCE



# Our Values

We recognise that we must integrate our business values and operations to meet the expectations of our stakeholders. They include customers, employees, investors, suppliers, the community and the environment.

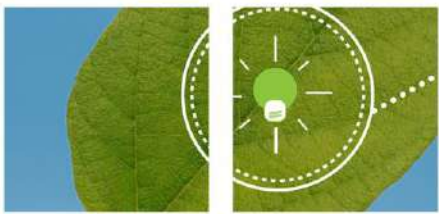
- We recognise that our social, economic and environmental responsibilities to these stakeholders are integral to our business. We aim to demonstrate these responsibilities through our actions and within our corporate policies.
- We take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements outlined within this policy.
- We shall be open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.
- The Managing Director is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance on this policy rests with all employees throughout the company.



# Our Partnership Focus:

- We shall ensure a high level of business performance while minimising and effectively managing risk ensuring that we uphold the values of honesty, partnership and fairness in our relationships with all our stakeholders.
- We shall support the development of our external stakeholders through led training courses and using our facilities for all of our business partners to hold seminars and industry meetings.
- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship and will operate in a way that safeguards against unfair business practices.
- We shall encourage suppliers and contractors to adopt responsible business policies and practices.
- We shall encourage dialogue with local communities for mutual benefit.
- We will register and resolve customer complaints in accordance with our standards of service.
- We shall support and encourage our employees to help local community organisations and activities in our region, particularly our employee chosen charities.
- We shall operate an equal opportunities policy for all present and potential future employees and will offer our employees clear and fair terms of employment and provide resources to enable their continual development.
- We shall maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement.
- We shall provide safeguards to ensure that all employees of whatever nationality, colour, race or religious belief are treated with respect and without sexual, physical or mental harassment.
- We shall provide, and strive to maintain, a clean, healthy and safe working environment in line with our Health and Safety policy and safe systems of work.
- We shall develop Environmental policies and objectives as part of the business planning cycle.





# Ethical Trading Policy Statement

Windfall Logistics Ltd confirm that it meets the Ethical Trading Initiative Base Code as detailed by the Ethical Trading Initiative (ETI), and will do what we can to ensure that the standards of our suppliers meet relevant international requirements. Windfall Logistics Ltd are members of Sedex.

The code states that:

- Employment is freely chosen
- Freedom of association and the right to collective bargaining are respected.
- Working conditions are safe and hygienic
- Child labour shall not be used
- Living wages are paid
- Working hours are not excessive
- No discrimination is practiced
- Regular employment is provided
- No harsh or inhumane treatment is allowed.



# Accreditations & Associations

As well as constantly looking for innovative ways to grow our business, we are always striving to improve the industry as a whole.

That is why we play an active part in a number of trade bodies and make sure we have all the accreditations needed to reflect our commitment to raising standards in everything we do.



GB-ORG-04

## ORGANIC FOOD FEDERATION

WFL are accredited by the Organic Food Federation. The manufacturers of organic products supplied by WFL approved by WLF and also accredited in turn to the appropriate organic authorities.



## LIVING WAGE EMPLOYER

WFL is an accredited Living Wage Employer via the Living Wage Foundation. At WFL we believe wholeheartedly that our staff should be fairly recognised with wages that reflect their hard work. This accreditation helps demonstrate our commitment, and we hope this encourages other employers to follow suit and become part of this growing movement towards fair wages for all.



## PROMPT PAYMENT CODE

The Prompt Payment Code sets the gold standard in payment terms and plays an important role in bringing about a culture change in payment practices. At WFL we commit to paying our suppliers on time, give clear guidance to suppliers and encourage good practice by requesting lead suppliers encourage adoption of the code as well.



## SEDEX MEMBER

WFL is a member of Sedex, one of the world's largest collaborative platform for buyers, suppliers and auditors to store, share and report on information quickly and easily. The platform is used by more than 40,000 members in over 150 countries to manage performance around labour rights, health & safety, the environment and business ethics.

# Environmental Policy

**Windfall** Logistics Limited is committed to leading the industry in minimising the impact of its activities on the environment.



The key points of its strategy to achieve this are:

- Minimise waste by evaluating operations and ensuring they are as efficient as possible.
- Actively promote recycling both internally and amongst its customers and suppliers.
- Source and promote a product range to minimise the environmental impact of both production and distribution.

Meet or exceed all the environmental legislation that relates to the Company.

# WFL

## Supplying Excellence



### TALK TO US

T: (+44) 0207 042 9980

F: 0845 280 0092



### EMAIL US

E: [team@wfl.co.uk](mailto:team@wfl.co.uk)



### WRITE TO US

Windfall House

D1 The Courtyard, Alban Park, St Albans  
Hertfordshire AL4 0LA United Kingdom



### FIND US ONLINE

W: [www.wfl.co.uk](http://www.wfl.co.uk)

LinkedIn: [company/windfall-logistics-limited](https://www.linkedin.com/company/windfall-logistics-limited)