



CORPORATE AND SOCIAL RESPONSIBILITY POLICY

ARROW
GROUP

Arrow Group is committed to fostering a socially responsible workplace that supports our employees, customers, communities, and the environment. This Social Policy outlines the principles and practices that guide our efforts to positively impact society while aligning with our core values and business objectives.

The directors of Arrow Group support the principles set out in those codes and standards and the aim of this policy is to translate that support into a set of guidelines and standards that set a common approach for Arrow Group and provide practical guidance for our managers and employees.

Compliance, Monitoring and Reporting

Compliance with this policy will be continuously monitored and subject to review by the Directors. Each manager is responsible for ensuring that the principles set out in this policy are communicated to, understood and observed by all employees and for ensuring compliance in their area of responsibility.

Employees who reasonably suspect that there has been a breach of this policy must report it to their line manager and senior management. We recognise that employees may be reluctant to report concerns for fear of retaliation and will take disciplinary action against any employee who threatens or engages in retaliation, retribution or harassment of any person who has reported or is considering reporting a concern in good faith.

Arrow Group will not criticise management for any loss of business resulting from adherence to the principles set out in this policy. All sections of this policy are underpinned by Arrow Group's Code of Business Ethics.

Code of Business Ethics

This Code of Business Ethics sets out the standards we expect from our employees in their internal and external dealings with colleagues, customers and third parties.

Basic Standards of Conduct:

- We will conduct every aspect of our business with honesty, integrity and openness, respecting human rights and the interests of our employees, customers and third parties.





- We will respect the legitimate interests of third parties with whom we have dealings in the course of our business.
- We will maintain the highest standards of integrity – for example, we will not promise more than we can reasonably deliver or make commitments we cannot or do not intend to keep.

Employees

At Arrow Group, we prioritize the health, safety and well-being of our employees. We therefore commit to:

- Developing a workforce where there is mutual trust and respect, free from bullying and harassment, where every person feels responsible for the performance and reputation of our company as well as valued and respected.
- Respecting the rights of individuals and their customs and traditions.
- Recruiting, employing and promoting employees on the basis of objective criteria and the qualifications and abilities needed for the job to be performed in line with our Equal Opportunities Policy and regardless of race, gender, age, religion, disability, sexual orientation, or any other characteristic.
- Safeguarding and protecting our employees' welfare. Employees will be made aware that they hold a position of trust and that they must at all times maintain the highest standards of personal conduct that reflects this trust being placed in them.
- Maintaining good communications with employees through our information and consultation procedures.
- Supporting career growth of our employees with suitable training and assisting them in realising their potential, reviewed annually in an employee's appraisal.
- Ensuring the privacy and confidentiality of our employees' personal information is respected.
- Suitably rewarding our employees for their contribution to the success of the business.

- Providing mechanisms whereby employees can raise legitimate concerns confidentially regarding malpractice and ensuring no one will be victimised for a report made in good faith.
- Seeking to protect our employees from third party abuse that might be injurious to their safety, health or well-being.
- Providing high quality, modern equipment and facilities including adjustable task seating and ergonomic accessories.
- Maintaining a Health & Safety policy and conducting regular external audits, while encouraging a robust culture of Health & Safety within the company.
- Including anti-bullying/harassment policies in our code of conduct, incorporated in our Employee Handbook.
- Holding monthly one-to-one meetings with employees to review performance and give/receive feedback.

Business Integrity

- We aim to develop strong relationships with our clients, suppliers and others with whom we have dealings, based on mutual trust, understanding and respect.
- In those dealings, we expect those with whom we do business to adhere to business principles consistent with our own.
- We will conduct our operations in accordance with the principles of fair competition and applicable regulations.
- Arrow Group's accounting and other records and supporting documents must accurately describe and reflect the nature of the underlying transactions.
- We will comply with the laws and regulations applicable wherever we do business. We will obtain legal advice where felt necessary to comply with this commitment.
- We will review and track our business risks including social and environmental risks.
- Arrow Group will not facilitate or support any form of money laundering.



**Personal Conduct**

- All employees are expected to behave in accordance with the principles set out in the Code of Business Ethics.
- Employees are expected to protect and not misuse company assets such as buildings, vehicles, equipment, cash, etc.
- Employees are expected to use e-mail, internet, IT and telephones in a manner appropriate for business purposes.

Bribery

- No Arrow Group employee or individual or business working on our behalf must accept or give a bribe, facilitation payment or other improper payment for any reason.
- This applies to transactions with government officials, any private company or person anywhere in the world. It also applies whether the payment is made or received directly or through a third party.

Conflicts of Interest

- Whilst we respect the privacy of our employees, all Arrow Group employees are expected to avoid personal relations, activities and financial interests, which could conflict with their responsibilities to Arrow Group.
- Arrow Group employees must not seek gain for themselves or others through misuse of their positions or company property.
- All actual and potential conflicts (including those arising from the activities or interests of close relatives or Directors) should be disclosed to and discussed with an employee's line manager
- Employees who have access to price sensitive information are prohibited from being involved in dealings unless given clearance by the Directors. There should be no unauthorised disclosure of price sensitive information to third parties

Confidentiality

Information received by anyone in the course of his or her employment must not be used for personal gain or for any purpose other than that for which it was given. Where confidential information is obtained in the course of business that confidentiality must be respected.

Supply Chain

- We provide products to meet a wide range of requirements in the operation of our business and we also rely heavily on a number of key suppliers for the delivery of our core services. Good working relationships with our suppliers are therefore central to the success of our business.
- Whilst we are committed to obtaining and retaining competitive goods and services we will at the same time seek to ensure they are from sources that have not jeopardised human rights, safety or the environment.
- We expect our clients to adhere to business principles consistent with our own. We expect them to adopt and implement acceptable safety, environmental, product quality, human rights, social and legal standards.
- We will seek to work with our clients to develop long-term meaningful relationships to benefit both parties with the aim of improving the quality, environmental performance and sustainability of goods and services.

Health & Safety

Injury Prevention is our commitment to health and safety at Arrow Group. It is our core value and part of our way of life and applies to everything we do. Its purpose is to ensure the health and safety of all our employees, safety of our customers and safety of others affected by our businesses. We believe that all injuries are preventable, and our goal is zero injuries.

- We are committed to creating and maintaining a safe and healthy working environment for our employees, customers and the community.
- Our commitment to ensuring the safety and security of our employees is set out in our Health & Safety Policy.





- We strive to avoid emergency situations but recognise the need to be prepared. We are committed to having effective emergency response procedures in place.
- Injury Prevention is the responsibility of every employee and working safely is a condition of employment. The Directors must ensure that all their staff are safe at all times by ensuring:
- Our Injury Prevention processes are properly organised and appropriately resourced.
- Staff are given information, instruction and training on risk assessment and Injury Prevention.
- There is full compliance with Health and Safety laws.

Equal Opportunities and Diversity

Arrow Group's Directors are committed to equality of opportunity both in the provision of services to the public and as an employer. This policy sets out Arrow Group's commitment to treat equally and with fairness at all times its employees, customers, contractors and those who come into contact with the company.

We are committed to seeking continuous improvement and compliance with legislation based on the following principles:

- Everyone has the right to be treated with dignity and respect
- We will not discriminate on the grounds of race, gender, disability, nationality, philosophical belief, political belief, age, family status, etc.
- We will adopt fair and inclusive practices throughout our operations and will seek to eliminate all prejudice, discrimination, bullying and harassment.
- We continuously work to create a productive and safe working environment, promoting diversity and inclusion in the workforce.
- We will develop new practices, as appropriate, to ensure all employees, contractors and customers are treated fairly.
- Where appropriate, we will demonstrate continuous improvement in practices to promote diversity and equal opportunities for all.

- All employees have a personal responsibility for the practical application of this policy in their day-to-day activities and must support the policy at all times.
- Non-compliance with this policy will be treated seriously and will not be tolerated.

Recruitment

All recruitment will be carried out with regard to fairness, equality and consistency for all candidates at all times. Recruitment practices will be inclusive, and we will endeavour to ensure there are no barriers to employment of suitable candidates.

Staff Training

We will provide our staff with the necessary guidance and training to ensure the effective implementation of this policy and to ensure we are an inclusive employer and service provider.

Complaints

Any employee who feels that he or she has grounds for complaint in relation to bullying, discrimination, harassment or victimisation has the right to pursue the complaint through our grievance procedures.

Customers who feel they have grounds for complaint may pursue these through our customer complaints procedures. We will ensure our complaints/feedback procedures can be accessed and used by everyone.

Human Rights

Arrow Group will adhere to the following principles in respect of our staff:

- We will treat all employees fairly and honestly, regardless of where they work. All staff will have agreed terms and conditions in accordance with local law or practice and will be given appropriate job skills training.
- We will pay a fair wage reflecting local markets and conditions. Arrow Group are a Real Living Wage employer and will always meet or exceed the Real Living Wage as set by the Living Wage Foundation.
- Working hours shall not be excessive. They shall comply with industry guidelines and national standards where they exist.





- We will not employ illegal child labour, forced or bonded labour or condone illegal child labour.
- We will abide by the non-discrimination laws in every country where we operate.
- We will not use or condone the use of corporal punishment, mental or physical coercion or verbal abuse. We have disciplinary procedures for any member of staff whose conduct falls below the required standard.
- We have formal grievance procedures through which staff can raise personal and work-related issues.

Data Protection

We will comply with the relevant principles governing data protection in each country in which we operate.

Environment

Our policy is to strive to achieve continual improvement in environmental performance. We are committed to:

- Preventing pollution and reducing the overall impact of our operations on the environment.
- Complying with, and where possible exceeding applicable legal and other requirements relating to the organisation monitoring our environmental performance and setting objectives and targets for improvement.
- Providing appropriate training and awareness programmes for our staff.
- Monitoring our carbon footprint and reducing it through energy-efficient operations and renewable energy sources; we will maintain our annual Carbon Reduction Plans as published on our website.
- Maintaining ISO 14001 Environmental Management Systems certification.
- Minimizing waste and promoting recycling and sustainable materials.
- We recognise the key role we have to play in both reducing and contributing to greenhouse gas emissions from the surface transport sector.

Customers & Community

Customer Service

Delivering our promise to our customers is one of our core values. Our commitment is to provide safe, reliable, customer focused, innovative and sustainable products. We will:

- Act in accordance with fair business, marketing and advertising practices and take all reasonable steps to ensure the safety of our services.
- Respect the human rights of our customers.
- Provide transparent and effective procedures that address customer complaints and contribute to fair and timely resolution of disputes without undue cost or burden.
- Respect customer privacy and provide protection for personal data in accordance with the relevant law.

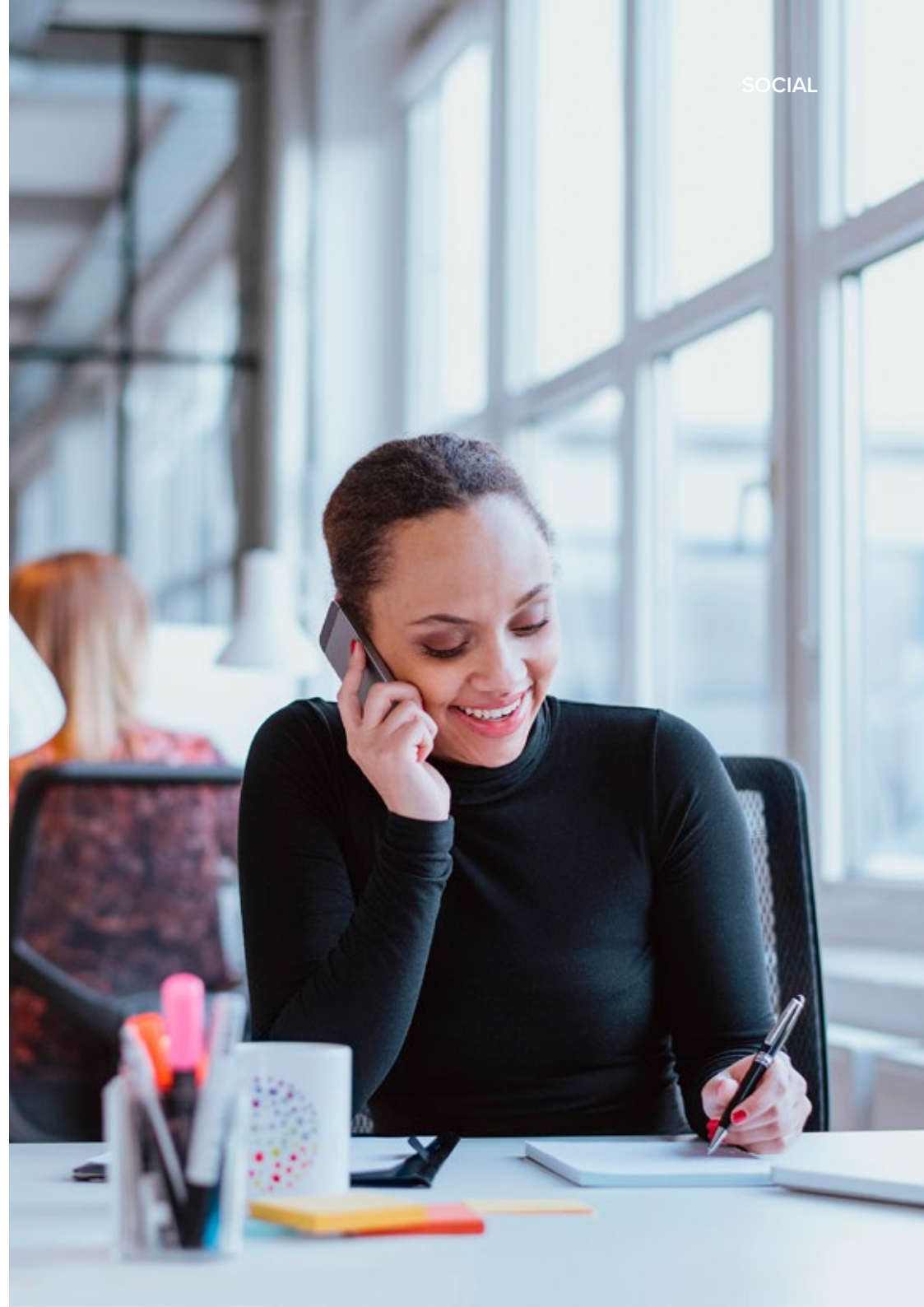
Community

We believe in giving back to the community by making regular monthly donations to selected charities, supporting charities such as Rapid Relief Team, Cancer Research UK and Spinal Muscular Atrophy UK. Further details are available on the about page of the website.

Responsible Use of Technology and Media

We acknowledge our role in promoting responsible use of technology and media by:

- Ensuring that our digital platforms and tools prioritize user safety and data privacy.
- Prohibiting the dissemination of harmful or misleading information.
- Encouraging ethical use of social media and maintaining a positive online presence.
- Providing guidelines for employee conduct on social media through our Social Media Policy.





Monitoring & Accountability

To ensure the effectiveness of our Corporate and Social Policy, we commit to:

- Regularly reviewing and updating the policy to reflect societal changes and best practices.
- Encouraging feedback from employees, customers, and stakeholders to improve our initiatives.
- Holding leadership and employees accountable for upholding the principles outlined in this policy.

This Social Policy reflects Arrow Group's commitment to being a responsible and socially conscious organization. By integrating these principles into our operations, we aim to contribute positively to society, support our employees, and foster sustainable growth for our business and the wider community.

Delwin Pallister, Managing Director
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