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# Corporate and Social Responsibility Statement



## 1. Purpose

Alliance (“the Company”) is committed to the practice of responsible corporate behaviour. Through its business practices the Company seeks to protect and promote the rights, safety and freedoms of its employees and conserve and enhance the environment around us. We believe in Corporate Social Responsibility as its principles are aligned with our values as a business. Our customers and suppliers expect us to be leaders in environmental and social practices and we consider actively promoting Corporate Social Responsibility among our business partners as part of our responsibility.

## 2. Company Ethics

At Alliance we recognise the importance of the role we play in ensuring that we exclude products from sources that do not meet the base code of the government’s ethical trading initiatives. We have a responsibility to our customers to monitor the supply chains in which we engage to ensure that the highest ethical standards are maintained and that no party can profit from the exploitation of others. In order to achieve this we are committed to voicing our values and placing a responsibility upon all suppliers to check sources to ensure products and services which fail to meet basic standards do not enter the supply chain.

As distributors, while we cannot control the production process, we strive to purchase products which have been manufactured by companies that meet and exceed basic environmental and ethical standards. Alliance regards current legislations, laws and codes of practice as setting the minimum rather than the recommended standard.

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### 3. People and Safety

Alliance is committed to providing a safe working environment for all of its employees which prioritises the wellbeing and personal growth of our workforce so that we in turn can provide the best possible service for our customers.

Alliance recognises the importance of embracing diversity in our workplace and is committed to creating a culture in which diversity and equality of opportunity are actively promoted and discrimination of any kind is not tolerated. Our business operations are underpinned by a strong belief in the principles of social justice. We acknowledge that discrimination affects people in complex ways and as such are committed to challenging inequality in all of its forms. Alliance operates an Equality, Diversity and Inclusion policy which documents our commitments and procedures do this end.

Alliance understands that ensuring the highest standards of Health and Safety is a moral and commercial pre-requisite of responsible business practice. We are committed to ensuring the Health and Safety of all employees and visitors in so far as is reasonably practicable. Alliance's Health and Safety policy ensures that responsibilities for Health and Safety matters are effectively assigned, accepted and fulfilled at all levels within the organisation.

We understand the importance of a happy workforce. Alliance strives to ensure a better work/life balance for all employees by offering flexible working patterns to accommodate study leave and care for relatives. Flexible working patterns also help to widen operational hours reducing the standing time at goods in and high concentrations of traffic on our roads at rush hour times.

The Company continues to invest in staff training and mentoring opportunities to maximise promotion from within the organisation. Staff knowledge and developments are monitored in order to ensure best practice is followed and all staff members are provided with the opportunity to suggest viable improvements.

Alliance is always seeking to improve upon the ways we can provide for the health, safety and wellbeing of our employees and visitors. A Whistleblowing policy is in effect to support the reporting structure within the Company so that discriminatory or negligent behaviour can be acted upon appropriately.

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#### 4. Environmental Impact

Alliance has had an Environmental policy in place since the Company's inception in 1999. As a responsible national distributor, we recognise the impact of our operations, both direct and indirect, on the local and global environment. Alliance takes a proactive approach towards sustainable operations and we are fully committed to continually improving our environmental performance throughout our business in accordance with both environmental legislation and our own objectives.

The supply chain has been rationalised to reduce the number of inbound vehicle movements and improve the warehouse loading efficiency. Suppliers are selected on environmental criteria and up to date records of their environmental reports and accreditations are held on our system for customer reference.

We offer products which are biodegradable and strive to use raw materials from renewable resources wherever possible. Our 'Aware' range assists customers in making informed choices in order to select products with the lowest environmental impact. In the field of catering consumables Alliance actively promotes PLA products. These products, which are made out of a biodegradable starch based plastic, occupy a large section of our catalogue.

We have 50 Kw Solar Energy systems in place at our Crewe, Glasgow and London sites and a 35Kw system at Plymouth in order to generate our own source of renewable energy. In the summer months the Crewe system generates more than 6 MWh of energy, well in excess of the average consumption of 2.040 kWh per month at the same site. This solar resource provides enough renewable energy to fuel Company operations as well as to provide a surplus of renewable energy for use throughout the year.

Office and warehouse waste including packaging, paper and printer consumables are collected from each of our sites in order to be channelled to specialist recycling companies through our central warehouse at Crewe. We are proactive in our waste management as part of warehouse delivery practices. At Crewe, cardboard is shredded onsite and reused to assist with secure packaging of outgoing deliveries.

Further information on our environmental initiatives is contained in our Environmental Commitment, a copy of which is available upon request.

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## 5. Customers and Community

We actively support the health and safety of our customers by providing fully trained drivers who deliver and lift all goods to requested storage points for customer convenience and safety. We retain records on every movement of each product to ensure that in the event of a manufacturer recall we can respond efficiently and effectively.

Alliance is continually seeking to improve customer service standards, making use of new technologies to inform, educate and process enquiries efficiently. A special feature of our reporting system is the customer event file which stores qualitative information such as customer comments, meeting notes, projects and quotes. These reports are accessible across the Company so that we can respond quickly to resolve a problem before it impacts on our wider customer base.

We are proud supporters of WaterAid (registered charity number 288701 in England and Wales and SCO39479 in Scotland), the UK's only major charity dedicated exclusively to the provision of safe domestic water, sanitation and hygiene education to the world's poorest people.

Alliance commits to continually looking for opportunities to make surplus product and redundant equipment available to local schools, charities and community groups. The surplus stock of napkin prints and slow moving disposables from Alliance Scotland is delivered to food banks and hostels across Glasgow.

Alliance is a keen advocate of sustainable travel in the local community. Since January 2015 Alliance has run a bike scheme, 'Alliance Bikes', for employees as part of the Local Sustainable Transport Programme in Crewe. The Company currently owns twenty bikes together with all of the necessary safety equipment and a bike shelter which are accessible to employees through a simple application process. As well as helping employees travel to work, having more employees opting to commute on bikes helps to minimise emissions and ease traffic congestion and the associated noise pollution in the local area.

This policy will be reviewed on an annual basis.

**This policy has been approved & authorised by:**



Name: Paul Bonson  
Position: Director  
Date: 1.12.20

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