



Corporate & Social Responsibility (CSR) Policy

1. Purpose

Riello UPS Limited and Riello UPS Ireland Limited ("Riello") are committed to conducting business responsibly, ethically, and sustainably, creating long-term value for our customers, employees, partners, communities, and the environment.

This Corporate & Social Responsibility (CSR) Policy defines Riello's framework for managing **Environmental, Social and Governance (ESG)** responsibilities and provides governance over how these commitments are embedded, monitored, and continually improved across the business.

This Policy supports and is underpinned by Riello's **ESG Report 2024**, which provides transparency on performance, initiatives, and progress.

2. Scope

This Policy applies to:

- All employees of Riello
- Contractors and temporary workers where relevant
- Business partners and suppliers, through contractual and policy expectations

It applies across all Riello operations, locations, and activities.

3. Governance and Accountability

Overall accountability for CSR and ESG rests with the **Managing Director**, supported by the **Senior Management Team**.

CSR and ESG commitments are governed through Riello's **Integrated Management System (IMS)**, ensuring alignment with business strategy, risk management, and continual improvement.

Performance is reviewed through:

- Management review meetings
- Internal and external audits
- ESG reporting and disclosures

4. Alignment with ESG and ISO Frameworks

Riello's CSR approach aligns with:

ESG Framework

- **Environmental:** Climate impact, energy efficiency, biodiversity, waste
- **Social:** Employees, wellbeing, equality, community, supply chain responsibility
- **Governance:** Ethics, compliance, risk management, transparency

ISO Standards

This Policy is supported by Riello's certified management systems, including:

- **ISO 9001** – Quality Management
- **ISO 14001** – Environmental Management
- **ISO 45001** – Occupational Health & Safety
- **ISO 50001** – Energy Management
- **ISO 27001** – Information Security
- **ISO 22301** – Business Continuity

These systems provide structured controls, objectives, monitoring, and continual improvement.

5. Environmental Responsibility (E)

Riello recognises the environmental impact of its operations and is committed to reducing that impact while supporting the transition to a low-carbon economy.

Our environmental commitments include:

- Reducing carbon emissions and energy consumption
- Increasing energy efficiency and renewable energy use
- Preventing pollution and minimising waste
- Promoting biodiversity and environmental stewardship

Riello maintains **ISO 14001** and **ISO 50001** certified systems and reports environmental performance through its ESG reporting, including initiatives such as:

- Solar energy generation
- Electric vehicle adoption and charging infrastructure
- Zero waste to landfill for key waste streams
- Biodiversity projects and tree planting initiatives

6. Social Responsibility (S)

6.1 Our People

Riello is committed to being a responsible employer that values, respects, and develops its people. We are committed to:

- Providing safe and healthy working conditions
- Paying at least the Living Wage
- Promoting equality, diversity, and inclusion
- Supporting wellbeing, mental health, and work-life balance
- Investing in training, development, and leadership capability

These commitments are supported by policies including Equality & Diversity, Health & Safety, Agile Working, and Wellbeing, and evidenced through Investors in People accreditation and structured development programmes

6.2 Community Engagement

Riello recognises its role within the communities in which it operates.

We commit to:

- Supporting charitable and community initiatives
- Encouraging employee participation in community activities
- Contributing positively to local economic and social wellbeing

Community engagement is managed in line with the **Charity and Community Funding Guidelines Policy** and reported through ESG disclosures.

6.3 Supply Chain Responsibility

Riello expects its suppliers and business partners to operate responsibly and ethically.

We are committed to:

- Ethical sourcing and supplier due diligence
- Preventing modern slavery and human trafficking
- Promoting fair labour practices
- Managing supply chain risk proportionately

Supplier expectations are reinforced through Riello's **Code of Integrity for Business Partners** and related procurement controls.

7. Governance and Ethical Business (G)

Riello is committed to high standards of corporate governance, transparency, and ethical conduct.

Our governance principles include:

- Compliance with applicable laws and regulations
- Zero tolerance for bribery, corruption, and unethical conduct
- Protection of confidential information and data
- Robust risk management and internal controls
- Clear accountability and decision-making

These commitments are supported by policies including:

- Code of Conduct
- Anti-Bribery and Corruption Policy
- Whistleblowing Policy
- Data Protection and Information Security Policies

Riello maintains a culture of openness and encourages speaking up without fear of retaliation.

8. Risk Management and Continuous Improvement

CSR and ESG risks are identified, assessed, and managed through Riello's IMS and business risk management processes.



This includes risks relating to:

- Environmental impact and climate change
- Health, safety, and wellbeing
- Supply chain ethics and resilience
- Information security and data protection
- Regulatory and reputational risk

Opportunities for improvement are identified through audits, reviews, employee feedback, and ESG performance analysis.

9. Monitoring, Measurement and Reporting

Riello is committed to transparency and accountability.

CSR and ESG performance is:

- Monitored through management systems and KPIs
- Reviewed by senior management
- Reported through the **Riello ESG Report**, which provides stakeholders with a clear overview of commitments, actions, and progress

10. Communication and Awareness

This Policy is communicated to employees and made available to relevant stakeholders.

Employees receive mandatory training on key CSR-related topics including:

- Equality and diversity
- Modern slavery
- Environmental awareness
- Ethics and compliance

11. Policy Review

This Policy is approved by the Managing Director and will be reviewed **at least biennially**, or sooner where required, to ensure it remains:

- Aligned with business strategy
- Consistent with ESG commitments
- Compliant with legal and ISO requirements