

## Corporate Responsibility Policy

The pursuit of economic growth, satisfaction of social needs and maintenance of a healthy natural environment are inescapably connected. Every business makes decisions which impact upon each of these issues, highlighting the necessity for social responsibility, not as an 'optional add on', but permeating day-to-day business activity. Therefore the Danwood Group see social responsibility as integral to the stewardship of our business and make the following commitments, in line with the seven core subjects defined in ISO 26000 - the International Standard for Social Responsibility:

**Human Rights:** The Danwood Group respect the universality of Human Rights and are committed to upholding the highest standards in our own operations, as well as seeking to encourage our supply chains to improve human rights performance where within our sphere of influence<sup>1</sup>.

**Labour Practices:** The Danwood Group aim to provide a working environment conducive to the health, safety, wellbeing and professional development of our workforce. We are committed to equal opportunities and it is company policy to treat all employees fairly and pay the highest regard to the protection of dignity at work<sup>2</sup>.

**The Environment:** The Danwood Group are committed to achieving environmental best practice and minimising the ecological impact of our activities through our values, policies and procedures. This is demonstrated by ongoing certification to ISO 14001, with progress against continual improvement targets reported in our CSR Report<sup>3</sup>.

**Fair Operating Practices:** The Danwood Group are committed to upholding the highest standards of business ethics. Our ethical standards are embedded into our employee inductions, relevant policies, codes of conduct and disciplinary procedures<sup>4</sup>.

**Consumer Issues:** The Danwood Group commit to building our service around the customer's needs and expectations, providing the best quality products and services. This commitment is recognised through accreditation to ISO 9001. Customer satisfaction is of the utmost importance, monitored by extensive surveys and reported in our CSR report.

**Community Involvement and Development:** The Danwood Group's community investment involves combining our expertise and competencies with those of charity and community groups to lever the maximum benefit for the community as a whole. Programmes are designed to be relevant to social issues associated with the national demographic, as well as issues of relevance to the print industry<sup>5</sup>.


**Organisational Governance:** The Danwood Group's governance structures ensure alignment of interests of the executive board and external investors. Integrity of accounts, internal and external auditing is ensured by the Audit Committee, with executive remuneration agreed by the Remuneration Committee; both of which have external/non-executive presence. Board level responsibility for the environment is assigned to the Group Purchasing and Logistics Director.

**Signed:**

**Date: 3<sup>rd</sup> March 2011**



**Colin Daniels**  
Chairman and Managing Director



**Ben Sellars**  
CSR Manager

<sup>1</sup>For more information see our Policy on Ethics, Human Rights and Supply Chain.

<sup>2</sup>Labour practices in supply chain are covered in our Policy on Ethics, Human Rights and Supply Chain.

<sup>3</sup>For more information see our Environmental Policy and CSR report.

<sup>4</sup>For more information see our Policy on Ethics, Human Rights and Supply Chain and our Code of Conduct in Business Dealings.

<sup>5</sup>For more information see our Community Investment Policy.