

The background features a solid red color with several concentric circles of varying shades of red. On the right side, there is a glass globe containing a small tree with green leaves. The globe sits on a dark, textured base. In the center, the word 'VOW' is written in large, bold, white capital letters, and the word 'WHOLESALE' is written below it in smaller, white capital letters.

# VOW

## WHOLESALE

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CHARTER FOR CORPORATE  
& SOCIAL RESPONSIBILITY

2022 - 2025

# WHY DOES IT MATTER?

Our Head of CSR & Social Value, **Julie Hadley**, outlines the reasons:

“ We are committed to working in a way that ensures we achieve a positive and far reaching social, economic and environmental impact, sharing our successes and the inevitable challenges along the way. ”

The 2020s have not had the ‘roaring’ start that our ancestors may have enjoyed last century. Socially, economically and environmentally the world has seen challenges arising from Covid19 that we could never have anticipated, leaving no person unaffected in some way. This is why we consider it important and timely to clearly define our approach to Corporate Social Responsibility and Social Value, building on lessons learned, and planning for a brighter and more sustainable future.

As the brawn and brain behind your logistics, distribution and procurement, we are part of a huge web of relationships with people up and down the supply chain, within our own companies and our communities. Our aim is to make those relationships positive by working with suppliers, colleagues and customers who have high standards and share our values. We are committed to working in a way that ensures we achieve a far reaching social, economic and environmental impact, sharing our successes and the inevitable challenges along the way.

The VOW CSR Charter sets out some basic principles of how we will conduct business in an open, honest and transparent manner, along with

behaviours and practices we expect of our suppliers and customers within the context of our four pillars of Corporate Social Responsibility. With collaboration, we intend to enhance our practices and build a business with relationships to be proud of, guided by good governance. We are aware that for some this will be an educational process but we are convinced that working this way will create better outcomes.

In developing this charter, we have considered our stakeholders and multi-channel customers, along with applicable legislation. We make specific links to the principles of the UK Government Social Value Act and the United Nations Sustainable Development Goals.

SUSTAINABLE  
DEVELOPMENT  
GOALS



# OUR BUSINESS

“ We offer the expertise and infrastructure to deliver their requirements in one order, one delivery and one invoice. ”

**At VOW we provide flexible, sustainable and innovative supplies and services to UK resellers.**

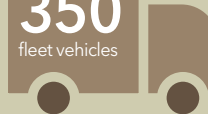
Through close working relationships and our wholly-owned logistical platform and infrastructure, we provide the utmost convenience and efficiency for our partners, throughout their supply chain.

**£50  
million+**  
stock holding



**100,000**  
product lines

**350**  
fleet vehicles



**16.5m**  
parcels per year



**830,000 sq ft**  
warehousing





# OUR CSR PURPOSE

Our purpose is to go beyond the norm to create **better outcomes**

“Working in a trustworthy and responsible way  
and staying in line with VOW legislation.”

Looking ahead with purpose, **to provide creative solutions** to the challenges we face as a business and a wider community

**Going above and beyond** for our customers and suppliers, working in a trustworthy and responsible way and staying in line with VOWing legislation

**Considering the environment** in our decision-making to ensure reduced impacts

Providing those less fortunate than ourselves with **access to opportunities** they may not otherwise have

Collaborating with strategic partners to ensure our decisions are well-informed and **deliver our targets**

Ensuring integrity of supply chain through **responsible procurement processes**

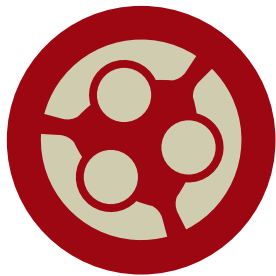


# OUR CSR PILLARS

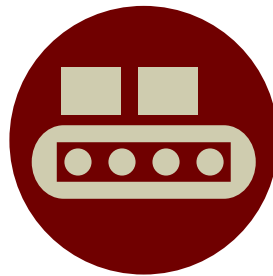
The four pillars into which VOW have structured their CSR approach are:



Our Environment



Our Community



Our Supply Chain



Our People

Activities related to each of these pillars is supported by **our values**, **good governance**, **compliance** and **regular Board Level reviews**.

## Our Values support VOW CSR



Collaborative



Passionate



Responsible



Accountable



Focused & Flexible



Innovative



# OUR ENVIRONMENT

**VOW has environmental sustainability at the heart of our decision making.**

The planet needs urgent care and recognition of this fact has never been higher on the agenda. To achieve long-lasting change we are working collaboratively across our companies operations, employees, supply chain and customers, challenging everyone to make a stand to protect our natural environment for the security of future generations.

## The Themes

**Carbon Neutral** by 2035\*

**Procured Plastic FREE** Operations by 2025

**Protect & Enhance** the natural environment

\*Carbon Neutral across the entire group for 100% of emissions

**2045**

VOW to go Net Zero

VOW to go Carbon Neutral

**2035**

**2027**

Truline carbon offset plan complete

**2025**

VOW Company Car fleet to be zero emissions

**2024**

Top 20 VOW suppliers to be aligned to Net Zero targets

SBTI targets to be established by December

**2023**





# OUR ENVIRONMENT

## We will



Set and track targets for projects within the Environmental pillar themes, reviewing and updating regularly



Reduce our carbon footprint and use resources within our operations wisely, applying the waste hierarchy to reduce our upstream and downstream waste



Embed environment and sustainability as a key point of procurement functions through the consideration of the impacts of manufacture, distribution, product use and disposal



Work with suppliers to find alternatives to single-use plastic packaging used in our operations



Find ways to increase biodiversity at our sites, looking at spaces more creatively and encouraging our champions to take the lead



Deliver services to our customers in as environmentally friendly a manner as possible



Inform and encourage our people to make a difference to the environment at work and at home

## What this will achieve

**Focus from decision makers and budget-holders to ensure that targets are set appropriately per project and site, measured accurately and progress communicated**

**Assurance that the carbon from our business is accounted for and reduced across 3 scopes**

**Wider consideration for sustainable practices for those in procurement functions, alongside 'best price'**

**Innovation within the customer and supplier base to improve performance**

**Overall improved environmental performance**



## OUR PEOPLE

# VOW people are our most valuable asset.

In our opinion, thriving colleagues make for a great working environment and a fantastic customer experience, so it's in our interests to continually improve. Providing the right working conditions to ensure wellbeing and engagement is underpinned by a culture of safety, optimised career planning and access to the right training and development. Furthermore, our ethos is to encourage a workplace of support, respect and tolerance helping us to retain and attract the right people.

## The Themes

Enhanced employee  
**wellbeing &  
engagement**

A culture of  
**safe working**

Optimised career planning including  
**apprenticeships, training  
& development**





## OUR PEOPLE

### We will



Accept ZERO compromise on health and safety. We set high standards and expect everyone will play their part for the welfare of our people, contractors, visitors and customers



Treat people fairly and with respect, creating an inclusive culture, to enhance wellbeing and engagement



Provide resources to support employees through difficult times and to provide scheduled and self-serve training and development



Prevent bullying, harassment, or unlawful discrimination of any kind



Provide the right opportunities for our people to develop through extended apprenticeship, training, and the opportunity to mentor others in order to extend their own skill base



Ensure that CSR targets and strategies are clearly communicated across our people base

### What this will achieve

**A low incidence of accidents and lost time across our operations**

**High quality of delivery services and goods for customers**

**Assurance of a respectful and encouraging culture in which people are free to be themselves in a work environment**

**A rate of attrition that demonstrates people want to remain part of the VOW team because they are encouraged to train and develop their career**

**Greater engagement in the workplace, increasing wellbeing**



## OUR COMMUNITY

Working to bring about the maximum positive impact and social value from our activities within the community is VOW's goal.

This ranges from donations of employee time, products and finance via fundraising across the UK and Ireland, through to provision of employment, apprenticeship and service contracts in the localities where we operate. We take pride in inclusive and active engagement across the UK and Ireland, wherever possible to support those who are less fortunate than ourselves.

## The Themes

Provide fit for purpose  
**social value activities**  
including donations of  
time, product & monies

Go beyond being a supplier  
to being a **contributor**  
for good

Generate **social value**  
from our activities across **the three E's of**  
**Economy, Education & Environment**





## OUR COMMUNITY

### We will



Establish strategic partnerships to ensure that we maximise our reach into organisations that deliver social value to the community. This will include buying local UK based services and products that in turn underpins economic growth and regeneration



Regularly review our community activity to ensure it delivers best fit social value



Encourage our employees to take one day per annum to volunteer to support a community charitable activity



Seek to provide apprenticeship and employment opportunities within local communities

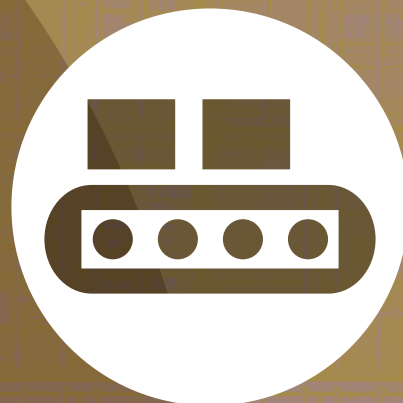


Report on the activities carried out within the community, providing meaningful information on its social value and narrative on the social impacts

### What this will achieve

**Voluntary, charity, Social Enterprises will receive the type of support that is meaningful and useful to them**

**A positive contribution to society from VOW**



# OUR SUPPLY CHAIN

**Our Supply Chain forms a most significant part of our economic, social and environmental footprint.**

Given the variety and volume of products stocked and sold by VOW, the high number of suppliers and the array of customers across the UK, it is no surprise that Supply Chain forms a most significant part of our economic, social and environmental footprint. Ensuring the right level of management is vitally important with sustainable and ethical procurement forming a fundamental part of that process. VOW is committed to ensuring a robust and diverse supply base, with whom we work collaboratively to bring about innovation in product, packaging and delivery on an ongoing basis.

## The Themes

Carbon Neutral  
Deliveries Plan  
to be complete

by  
2027

Innovation & expansion of  
**Sustainable**  
product choices

**Enhanced Supplier Sustainability,  
Compliance and Diversity**







# OUR SUPPLY CHAIN

	We will	What this will achieve
	Use our transport experts to define a clear plan to reduce the carbon footprint of our deliveries through performance software and the most fuel-efficient vehicles for the locations/routes and payloads	A clear plan to contract, then as a final step offset, the carbon footprint of our delivery fleet by 2027
	Expand our portfolio of suppliers and products with risk in mind, judging their ability to uphold the highest standards of human and labour rights	A clear approach for suppliers to understand our approach to doing business in an ethical and transparent manner
	Assess our supply chain's adherence to this charter, our Code of Conduct and Conditions of Purchase through regular review of documentation and 3rd party audit where necessary	Clarity around our expectations of the supply chain and the types of products/packaging and conduct
	Procure goods and services in a way that achieves value for money while minimising environmental impacts	Emphasis on provision of data to prove environmental/sustainable credentials and improvements for product and manufacture
	Work with suppliers to identify products and packaging with improved environmental credentials, seeking to eliminate single-use plastics where possible	Conversations with suppliers around Scope 3 emissions and how we may be able to collaborate to reduce them
	Make payments in accordance with agreed terms	Purchase of products and service that are sustainable, responsible, and ethically sourced
	Provide clear and fair procurement processes for our suppliers on which we'll build long-lasting relationships	
	Identify MSMEs within our supply base	Fair treatment across the supply chain taking account of scale of supply and supplier

The background of the entire image is a dense forest of evergreen trees. Overlaid on this is a large, semi-transparent red circle. Inside this red circle is a smaller, solid red circle. The VOW Wholesale logo is centered within the solid red circle.

# VOW

WHOLESALE

Together we thrive

For more information please visit  
**[www.vowwholesale.co.uk](http://www.vowwholesale.co.uk)**

 @VOWWholesale

 VOW Wholesale