

POL36 – UKPR Group CSR Policy

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1. Amendment Sheet

1.1. Updates Record

Amended By:	Date of Amendment:	Synopsis:
Kenny Ewing	1 st November 2022	Release after review
Kenny Ewing	12 th December 2022	Rebranded

2. CSR Policy

2.1. Objective

UKPR Group seeks to maintain and enhance our reputation of providing you with high-quality products and services. We value all our clients, customers and staff and ensure we work in a responsible and caring manner with the aim of providing excellent products, services and customer service.

UKPR Group is committed to being responsive to the needs and concerns of all and complies with legislative and contractual requirements at all times. This applies to all aspects of our corporate and social responsibilities.

This policy has been designed to provide guidance to both our customers and staff on the manner in which UKPR Group manages our CSR.

2.2. Who UKPR are and what we do

UKPR, founded in 2007 are still a family-owned business associated with the end-to-end supply chain of items in specific sectors, namely bank acquiring support and warehousing & distribution. The Reid family founded the business and are still holders of more than 98% of the shares. This is a family business built on the ethos reputation and trust built up over not just the years of trading but the preceding years when key staff members were involved in the same industries albeit working for different employers. In total, the family members and senior management team have over 100 years experience in this based on the UKPR company ethos.

2.3. Looking after staff

Within UKPR we take our responsibilities to the welfare of all staff regardless of gender, race, nationality or religion seriously and operate a zero tolerance against discrimination. We comply with all aspects of legislation such as the Human Rights Act, Modern Slavery Act and are an Equal Opportunities Employer.

We have a formal H&S policy which is followed and complied with including independent audits.

Staff training and development is done in line with job requirements and all roles are advertised for internal staff transfers, where skills allow such transfers.

We at all times comply with legislation relating to the minimum wage, and ensure all applicable staff are paid overtime at contractually agreed rates.

We provide pension with company contributions to all staff again in accordance with legislation.

2.4. Looking after customers / suppliers

We run a full complaints process should customers need to raise formal complaints. However, UKPR pride itself on our reputation and customer retention. To achieve this we work with customers through our supplier relation process and use such forums as places to discuss issues and to avoid the need for complaints. UKPR has not lost any major client boarded since its creation and in fact does direct marketing for new business relying on reputation and referrals for growth. In conjunction with our large clients such as UK banks, we undertake annual compliance assessments and share activities such as environmental programs, currently with CDP and cost-saving initiatives.

We have a 3rd party supplier relationship process which ensures we work with suppliers including all requirements for customers listed above. We also ensure we process payments without delay unless agreed upon in advance. We at all times attempt to use local suppliers for commodities unless availability and commercials are prohibitive.

2.5. Environment

UKPR specialise in the recycling and reuse of payment terminals which ensure that we ensure products are not disposed of. Products which are PCI scheme non-compliant are disposed of in a WEEE-compliant manner.

UKPR joined CDP in 2022 and is working on assessment and certification. This involves our premises, energy and resource usage. At this time it is not being passed onto our supply base due to our maturity in the life cycle of this.

We have already completed energy saving initiatives in all our premises such as low energy lighting, etc.

2.6. Community

UKPR undertake via some of our customers' community engagement in programmes they run including corporate sponsorship, event funding and event prize giving.

Further UKPR engages with local and national charities to ensure funds are raised and supplied with the charities being chosen by staff.

Given the nature of our business and our services, it is beneficial to all for UKPR to employ local staff. This is done at all 4 premises from which we work from including Poland, the Republic of Ireland and the UK.

Approved by (signed)	Approved by (written)	Approved Date
K. Ewing	R. Cumming	12/12/2022

 **UKPR GROUP**



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