



## **ECOMMERCE FULFILMENT CENTRE LTD (EFCL)**

### **CORPORATE SOCIAL RESPONSIBILITY (CSR) POLICY**

Policy Reference: EFCL-CSR-001

Version: 1.0

Effective Date: 02/02/2026

Review Date: 02/02/2027

Approved By: Director

Review Frequency: Annual

### **COMPANY DETAILS**

#### **Ecommerce Fulfilment Centre Ltd (EFCL)**

Platinum House

12 Bailey Road

Trafford Park

Manchester

M17 1SA

**Company Registration Number:** 14944665

**VAT Registration Number:** GB455908364

**Telephone:** 0161 624 0375

**Website:** [www.efcluk.com](http://www.efcluk.com)

### **POLICY STATEMENT**

Ecommerce Fulfilment Centre Ltd (EFCL) is committed to conducting business responsibly, ethically, and sustainably. We recognise that our activities impact our employees, customers, suppliers, local communities, and the environment.

Our Corporate Social Responsibility (CSR) Policy outlines our commitment to operating in a manner that promotes ethical business practices, environmental responsibility, social wellbeing, and economic sustainability.

We aim to create long-term value for our stakeholders while maintaining the highest standards of integrity, professionalism, and accountability.

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## **1. OUR CSR COMMITMENT**

EFCL is committed to:

- Conducting business ethically and responsibly.
- Supporting our employees and local communities.
- Protecting the environment.
- Promoting diversity, equality, and inclusion.
- Ensuring fair and lawful employment practices.
- Supporting sustainable supply chains.
- Complying with all applicable legislation and regulations.
- Maintaining high standards of corporate governance.

## **2. EMPLOYEE RESPONSIBILITY**

Our employees are our most valuable asset. EFCL is committed to:

### **Providing a Safe Workplace**

- Maintaining safe working conditions.
- Complying with Health and Safety legislation.
- Conducting risk assessments.
- Providing appropriate training and supervision.

### **Equal Opportunities**

EFCL promotes equal opportunities and does not tolerate:

- Discrimination
- Harassment

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- Bullying
- Victimisation

Employment decisions are based on merit, skills, qualifications, and business needs.

### **Employee Development**

We support:

- Training and development opportunities
- Apprenticeship programmes
- Skills development
- Career progression
- Continuous learning

### **3. ETHICAL BUSINESS PRACTICES**

EFCL is committed to conducting business with honesty, transparency, and integrity.

We maintain:

- Anti-Bribery and Anti-Corruption controls
- Modern Slavery prevention measures
- Ethical procurement practices
- Fair treatment of suppliers and customers
- Transparent business relationships

We expect all employees, contractors, suppliers, and business partners to uphold similar standards.



#### **4. COMMUNITY ENGAGEMENT**

EFCL recognises the importance of supporting local communities.

Where practical, we aim to:

- Support local employment opportunities.
- Participate in apprenticeship and training initiatives.
- Work with local businesses and suppliers.
- Contribute positively to the communities in which we operate.
- Encourage responsible business practices.

#### **5. ENVIRONMENTAL RESPONSIBILITY**

EFCL is committed to reducing the environmental impact of its operations.

We aim to:

- Reduce waste where possible.
- Promote recycling initiatives.
- Improve operational efficiency.
- Use resources responsibly.
- Encourage environmentally responsible practices throughout the business.

Employees are encouraged to contribute to environmental improvement initiatives.

#### **6. SUPPLIER RESPONSIBILITY**

We seek to work with suppliers who share our commitment to:

- Ethical business practices

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- Legal compliance
- Human rights protection
- Environmental responsibility
- Fair employment practices
- Modern Slavery prevention

Supplier relationships may be reviewed where concerns arise regarding compliance.

## **7. HUMAN RIGHTS**

EFCL respects internationally recognised human rights principles and supports:

- Fair treatment
- Equal opportunities
- Freedom from discrimination
- Safe working conditions
- Ethical employment practices

We maintain a zero-tolerance approach to:

- Modern Slavery
- Human Trafficking
- Forced Labour
- Child Labour
- Exploitation

## **8. CUSTOMER COMMITMENT**

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EFCL is committed to:

- Delivering high-quality services.
- Maintaining professional standards.
- Protecting customer information.
- Responding promptly to customer concerns.
- Building long-term trusted relationships.

Customer satisfaction remains a key priority.

## **9. GOVERNANCE AND COMPLIANCE**

EFCL operates in compliance with applicable laws and regulations, including:

- Modern Slavery Act 2015
- Bribery Act 2010
- Equality Act 2010
- Health and Safety at Work Act 1974
- Data Protection Act 2018
- UK GDPR

The company is committed to maintaining effective governance and compliance systems.

## **10. MONITORING AND REVIEW**

The Director is responsible for overseeing this policy and ensuring that CSR objectives are reviewed periodically.

EFCL will:

- Monitor business practices.

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- Review policy effectiveness.
- Identify improvement opportunities.
- Update this policy when necessary.

### **POLICY APPROVAL**

This Corporate Social Responsibility Policy has been reviewed and approved by the Director of Ecommerce Fulfilment Centre Ltd.

**Director Name:** Adeel Ashraf

**Date:** 02/02/2026