



## **CORPORATE SOCIAL RESPONSIBILITY POLICY STATEMENT**

**Commotion Group is a progressive and socially aware company, and as such we are dedicated to integrating ethical and environmental factors within our business strategies aiming to constantly improve our CSR performance. We believe that CSR is integral to the long term sustainability of our business and we try to be responsible in all our interaction with customers, suppliers, our employees and the wider community.**

### **ENVIRONMENTAL RESPONSIBILITIES**

We are taking a close look at every aspect of what we do, and are working towards a greener and more sustainable business in every aspect, from our office supplies to our global supply chain. Being 100% green or carbon neutral is not something we can achieve over night, but we are committed to the following:

- We work with our suppliers and freight agents to make sure we fill our shipments to capacity, cut down on packaging, and consolidate our shipments across different suppliers to minimise our fuel consumption and emissions.
- Our Reflections On Learning catalogues are printed on FSC environmentally friendly paper, and we are working towards rolling this out across our other brands.
- We encourage an environmentally aware culture in our office by promoting duplex printing, recycling waste paper, encouraging energy conservation, (turning off lights, computers, printers and photocopiers when not in use,) recycling printer cartridges and minimising all waste wherever possible.
- We reuse all packaging wherever possible and always ensure our outgoing items are packed as efficiently as possible to minimise waste and fuel consumption in transportation.
- Wherever possible, we select products made from environmentally sustainable timber or better still from rubberwood, which is a natural by-product of the rubber production process. We communicate and promote the environmental credentials of such products to our customers.
- We encourage our customers to order online through online-only discounts and promotions, and to receive their account summaries by email to cut down on unnecessary paper use. We are working towards making invoicing available online in the future to build on this.
- We choose to source our electricity and gas from suppliers committed to switching to a lower carbon economy, through the use of sustainable energy sources such as tidal, wave and wind power.
- We are developing specific annual environmental objectives and targets to ensure we are constantly improving our environmental performance.
- We ensure that this policy is communicated to all persons working for or on behalf of Commotion Group, and make it publicly available, to ensure we are all working towards the same objectives and that our environmental commitments are filtered through every level of our staff, supply chain and customers.

## RESPONSIBILITIES TO OUR CUSTOMERS & THE WIDER COMMUNITY

- We conduct regular customer satisfaction surveys to ensure we are meeting the high expectations of our customers with regard to product quality, price, ordering experience, customer service and delivery. In our most recent survey we scored an average of 4.8 out of 5 across these 5 key areas.
- We are committed to providing our customers with products that are educationally valuable. All our products are carefully developed against a background of strong educational value and an uncompromising idea of our company's values and philosophy. We work with teachers and educational advisors to make sure that each of our products delivers the objectives of motivating interest and developing core skills in specific subject areas.
- We are a member of the British Educational Suppliers Association, and subscribe to their Code of Practice. The BESA Code of Practice is in place to ensure that buyers of educational and training equipment can have confidence in the goods and services they purchase from their members.
- We donate discontinued and redundant stock to a variety of national charities.
- We continue to support our nominated charity, the St Thomas' Lupus Trust, through the organisation of an annual golf day and barbeque.

## HUMAN RESOURCES

- We work hard to create and run a fair, equal opportunities employment culture and to create an enjoyable and rewarding working environment for people of all ages, physical abilities, gender, religion and ethnicity.
- We are committed to promotion based on merit and filling job opportunities in-house wherever possible.
- All our employees are entitled to a group subsidised pension, group life cover and permanent health insurance cover.
- We reward the hard work of our team with regular company social events, incentives and treats!
- We hold weekly company meetings which include every level of staff, to ensure all our employees have a forum to voice any concerns or issues and to reinforce the strong team ethos.
- We are committed to supporting appropriate professional development through sending our staff on relevant training courses.



Timothy Coote  
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Commotion Group