



Kiwa UK Group Social Value Policy

The Kiwa UK Group, part of the Kiwa organisation, is one of the SHV family of companies. At Kiwa we create trust in our customers' products and services through our product testing, certification and training services. We help to underpin the safety of some of the essential aspects of society such as water, food, buildings and appliances.

We bring social value both through our services and also in the way we conduct our business activities. Social value is an integrated part of our corporate culture, as demonstrated by our membership of the TIC Council, our commitment to our CSR Programme (see below) and our activities to enhance working conditions and benefits for our employees.

TIC Council

Kiwa, as part of the TIC Council, subscribes to a Code of Conduct and Compliance based on the requirements in the compliance framework of the Council. The TIC Council is the international umbrella organisation of well-reputed TIC companies. It stands for best practices and highest standards in safety, quality, health, ethics and sustainability. This Code guides Kiwa in its openness, fairness, transparency and corporate social responsibility when engaging partners to collaborate in delivering contracts.

The tenets of the Code include:

Integrity

Kiwa operates in a professional, independent, impartial and ethical manner in all its activities. This entails carrying out work honestly, tolerating no deviation from approved methods and procedures and reporting actual findings and professional opinions.

Conflicts of interest

Kiwa avoids conflicts of interest with any related entity in which it has a financial or commercial interest and to which it is required to provide services.

Fair business conduct

Kiwa respects standards of business ethics, competition compliance and integrity and will not do anything to bring its reputation into disrepute.

Anti-bribery

Kiwa prohibits the offer, gifting or acceptance of a bribe in any form, including kickbacks on any portion of a contract payment. No improper benefits will be received or provided in doing business.

Confidentiality and data protection

Kiwa respects the confidentiality and privacy of information of companies and persons doing business with Kiwa as well as of Kiwa employees and ensures processes are in place to adequately protect such information.



Competence

Kiwa employees will have the right capabilities and are competent to perform their job. This is supported by regular education and training.

Fair labour and ethical behaviour

Kiwa is aware of its social responsibility for its employees and the people, communities and environments in which it works. Kiwa acts with honesty and fairness while respecting human rights, equality, dignity and diversity of its employees.

Health and safety

Kiwa provides a safe working environment to protect the health and safety of employees, customers and third parties. To ensure the effectiveness of our Code of Conduct and Compliance, we subject ourselves to an annual independent verification. The results are reported to the Kiwa Compliance Committee, the Kiwa Supervisory and Executive Board and the TIC Council and are used for taking action if appropriate.

CSR Programme

Kiwa has an active CSR programme based on the ISO 26000-inspired CSR Performance Ladder management system. Kiwa has achieved level 3 of this 7 level system, and is currently pursuing level 4. The Performance Ladder guides Kiwa to align CSR strategy with day to day operations. The management system has focus points, all of which have a direct impact on Kiwa's operations:

Carbon Footprint

We are striving to reduce our 2025 carbon footprint by 20% (from 2019 levels). This footprint includes emissions from energy usage at our 8 premises as well as the emissions from business road and rail travel. Actively seeking to reduce emissions includes detailed energy monitoring to ensure that our consumption is both responsible and as low as possible. Responsible consumption aligns with the UN's Sustainable Development Goal #12.

Kiwa's Hybrid Working policy affords most employees a blend of home and office working. By encouraging home working and indeed online meetings between offices there has been a significant reduction in transport emissions.

Parts of Kiwa UK use a significant amount of water in their test processes. We are exploring options for recycling this water.

Various recycling schemes are underway across the company including old tech kit, batteries, printer cartridges, paper, metal, plastic and cardboard. We also have third party waste management assistance for dealing with any hazardous waste produced during testing (SDG 11 – Sustainable Cities and Communities).

Employee Health and Satisfaction

The welfare of our employees is paramount to Kiwa and we consider their physical and emotional safety and comfort to be part of our Corporate Social Responsibility.

Gender equality is an important focus of the CSR Performance Ladder, with a target stipulating a minimum 40% female workforce with 30% of management positions taken by

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women. Measures to encourage Inclusivity and Diversity are built into our Employee Handbook, and indeed form part of our Code of Conduct (Fair labour and Ethical Behaviour Statement).

Frequent communication is a key part of employee satisfaction – as acknowledged in our regular employee surveys, and we have a monthly newsletter and business report to keep our employees connected.

Our employees also have the advantage of:

- progressive benefits including recently enhanced maternity and paternity packages
- a cycle2work scheme – available to all, promoting health and environment benefits
- an Employee Support Assistance subscription available to all empl
- an Employee Forum so encourage open discussion about issues, concerns and ideas to enhance our working environment
- We reward employees for introducing like-minded employees into our business, with a recommendation scheme
- We conducted a benefits survey in 2021, and out of the top 20 requested benefits 2 have been actioned with another 4 benefits bring trialled.
- We offer internships for university placement years
- Global mobility is on the rise – We currently have 3 employees seconded to us from other Kiwa entities globally (NL, Canada), soon to be 1 more (Italy), and we are about to offer to 1 employee who will then be seconded to NL.
- We are a Menopause-friendly Employer and we adhere to the living wage guidelines.

Partnership for Goals

Many of Kiwa's services contribute to the Corporate Social Responsibility of our customers. We are active in many sectors – from Agrifood to Energy. Our food and safety and security services cover the preparation, handling, distribution and storage of food according to the applicable rules and practices. Effective food control systems protect consumers and ensure that manufacturers and suppliers involved in the food chain meet their obligations.

Global trends such as climate change, urbanisation and a changing demographic place new demands on all stages of the food chain. Managing these challenges is essential to ensure suppliers and manufacturers deliver food safety & food security.

Our energy expertise supports organisations in achieving their carbon emission reduction targets; we are working with the Government on replacing greenhouse gas emitting natural gas with low carbon hydrogen in UK domestic heating.

Our Supply Chain

Level 4 of the CSR Performance Ladder focuses on the Supply Chain. Most Kiwa countries have achieved level 3 and are now working on level 4. Various CSR aspects including Environmental sustainability, Human Rights and Fair Operating Practices are addressed in our Supply Chain.

Kiwa's purchasers should clarify where appropriate the requirements for environmental and/or social responsibility aspects.

We are currently piloting two questionnaires to understand the supply chain of products and services supplied to us. The Small Supplier questionnaire is designed for small businesses and checks the supplier's insurance cover and adherence to ethical business practices. Our Kiwa UK Group Social Value Policy v1



large Supplier questionnaire is designed for larger companies and delves into more detail for example requests evidence of policies including Health and Safety, Environmental, CSR, Equality, Modern Slavery, Subcontractor monitoring, insurance and training.

Supplier responses are scored and the total score is reviewed against an agreed range.

Kiwa also has a 'Know Your Customer' form which requires information from potential customers prior to first contract. Again, this Group-wide process is designed to ensure that our customers meet certain ethical standards.

Community Engagement

Community engagement forms a central component of our Social Value Policy plan. Various Kiwa services are increasingly supporting long-lasting sustainable communities in the wider sense. At a local level each of our Kiwa business units is encouraged to contribute to their community. This local engagement takes the form of a range of activities, such as

Ad hoc charitable donations are be made throughout the year for example:

- Collections of units of food and clothing for Ukraine (as well as match funded donations arranged at a Group level)
- Annual intake of Year 12 students from local schools giving students experience in HR, Marketing, Quality, Finance and Training teams
- Plans for onboard STEM ambassadors to support science and engineering school pupils in the local community
- Providing local school teachers with a briefing and tour of the Kiwa hydrogen production plant
- Christmas hamper donations
- Donation of a bench to a local primary school
- Various cake sales to raise funds for local charities
- Branded bibs for the local mixed ability football team and kit for a local cricket team
- Local litter picking

Going forward we are exploring Kiwa-supported volunteering schemes to provide opportunities for employees to build connections with their local communities while giving back to society.

This policy is reviewed annually and is the responsibility of Kiwa UK Group's CSR Lead.