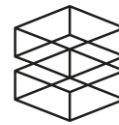


POLICY

BT-CSR-PCY-01

Corporate Social Responsibility (CSR)



BOXTEC

Overview

Corporate Social Responsibility (CSR) covers five core areas, capturing how, as a responsible company, BOXTEC recognise that our activities (operations, products and services) have a wider impact on the society in which we operate.

The five core areas of CSR are:

1. Environment – which includes the sustainability and environmental impact of our operation, our waste management and recycling, ensuring we implement sustainable product design and ensuring our warranties/support are fair and robust to keep our products useable for as long as possible
2. Workplace – how do we embed our values into everything we do, how will we support and reward our colleagues, provide them equal opportunities and career development opportunities and ensure we support applicable employment legislation
3. Community –we are proud to hold a position of responsibility within our local community as many of our workforce travel less than 10miles to the office. We will also support local businesses and charities where feasible to do so
4. Market Place – ensure that we work with our wide customer base to listen, process and implement their feedback to our products and services, working closely to ensure we support our customers environmental obligations as well as our own
5. Supply Chain – we commit to work with responsible, environmentally aware suppliers and use local partners where possible (for example for facilitates management, 3rd party partners for IT and transportation)

BOXTEC aim to ensure CSR becomes an integral part of our business practice. Within the CSR Academy's Competency Framework there are items that underpin our commitment to CSR:

- Having a sound understanding of the roles in the society in which we operate – e.g. the environment, the government, educational establishments, local labour market etc.
- Being open to new ideas and practices and ways of thinking, and challenging our existing methods where appropriate
- Building solid stakeholder relations – identifying stakeholders, engaging in consultation and balancing demands
- Valuing and harnessing diversity and adjusting our approach as appropriate
- Building the capacity of staff, suppliers etc to help implement our CSR activities effectively

Note: this policy operates in conjunction with our internal staffing policies and procedures, codes of conduct and regulatory and compliance frameworks.



The Environment

Sustainable development is concerned with issues such as pollution control, sustainable use of natural resources and energy conservation, to ensure that our development is within the limits of the planet's environment and not at the expense of its limited resources. The Company has a 'Reduce-Reuse-Recycle' policy. This includes, but is not restricted to, energy and water consumption, waste materials and paper use.

Ways in which we can achieve this include the following:

Reduce

BOXTTEC have reduced their energy consumption by:

- Switching off lights, air conditioning units, printers, PCs, screens etc when not in use
- Only boiling the required amount of water in kettles
- Car sharing for business trips or other green travel methods
- Reducing water consumption
- Replacing IT equipment with modern, energy efficient hardware
- Reducing paper usage
- Selling empty toner and ink cartridges to a collections firm
- Compacting waste (e.g. flattening milk cartons) to reduce volume and collections

Re-use

- Reusing cardboard and other materials where possible for shipping equipment to customers/HQ
- Using glasses, mugs, crockery and metal cutlery instead of disposable plastic or paper cups, plates, cutlery etc for events
- Using paper printed on one side for draft printing or scrap note pads

Recycle

- Using recycled products or products with a high recycled or reconditioned content where possible
- Returning toner cartridges for remanufacture
- Collecting clean plastics within the building for recycling
- Donating items such as old office furniture to charities instead of disposing of them

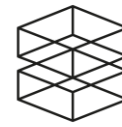
Further examples of CSR at work include:

- BOXTTEC have implemented onsite cardboard recycling, shredding and further processing to use as packaging
- BOXTTEC work with the UK's greenest courier, to ensure our B2B deliveries are as carbon balanced as possible
- Onsite waste is filtered to recyclable/non-recyclable and processed accordingly
- A hybrid company car is being trialled

POLICY

BT-CSR-PCY-01

Corporate Social Responsibility (CSR)



BOXTTEC

The Workplace

Responsible business practices include pursuing high standards of governance, raising employment standards for employees, and doing business with other organisations that complement our CSR policies.

Ways in which we can achieve this include:

Staffing policies and procedures

- Achieving/Retaining the Investors in People standard, which now includes CSR evidence requirements
- Maintaining staffing policies that are family-friendly, allow equality of opportunity, occupational health and safety and are generally concerned with the well-being of employees, such as:
 - Maternity and paternity provision
 - Flexible working policy to ensure work-life balance
 - Information and consultation arrangements to maximise employee involvement and empowerment
 - Implementing a Wellbeing Policy and Employee Counselling Service to minimise work-related stress in employees
 - Equal Opportunities and Dignity at Work policies to ensure we are valuing diversity
 - Health and safety policy including an Occupational Health Service
 - Ensure we offer objective and merit-based approaches to promotion, compensation and benefits etc.

Corporate governance

- Full financial statements are prepared each year to comply with company law, and publicised within the Annual Accounts.
- BOXTTEC have empowered staff to speak up when they see issues to raise their concerns safely
- Internal controls are reviewed continually by independent internal auditors

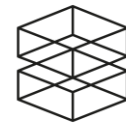
Examples of CSR at work:

- BOXTTEC implemented a quarterly staff recognition incentive, called "BRAVO", with staff nominating and then awarding winning staff with small perks
- A staff referral scheme is in place

POLICY

BT-CSR-PCY-01

Corporate Social Responsibility (CSR)



BOXTTEC

The Community

Key social and community issues for the Company include enabling more disadvantaged members to have access to our qualifications and services, as well as considering how we can have a positive impact on our local social and business community.

Ways in which we can achieve this include the following:

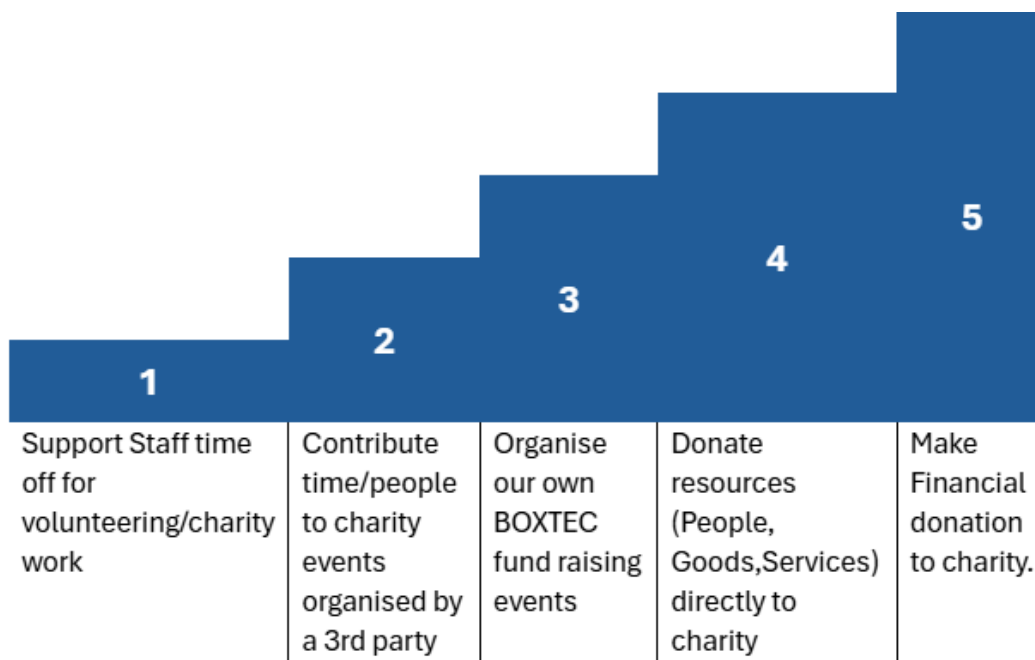
Contributions to society

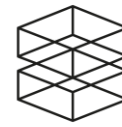
- Company donations to local charities and fundraising events
- Staff participation in national charity fundraising events
- Staff participation in local community help schemes

Examples of CSR at work:

- BOXTTEC have supported a local charity since 2023, initially by donating to help to secure their future and more recently by supporting their fundraising events such as a quiz night and family fun day. BOXTTEC have also provided FoC professional support on an adhoc basis, including supporting them with an IT Tender review.
- Each Christmas BOXTTEC staff nominate and fundraise for a charity, in 2023 this was the Oxfordshire brand of MIND

BOXTTEC have also recently introduced our “Five Pillars of Charitable Contribution”, which help us ensure that the support we offer is means tested and sustainable.





The Market Place

BOXTEC have an enviable position within the marketplace in which we operate and we are currently one of the only ePOS providers who can offer full, validated, power consumption figures for our products. We work closely with our parent company to ensure our products continue to be robust and have sustainability built in.

The majority of our products are backed by a five-year product warranty to ensure they remain in use for their designed lifespan and where products need to return to us for repair we use the most sustainable/green method of transportation.

We work with an accredited recycling partner to ensure that any surplus or end of life equipment is fully recycled and we are committed to complying with Waste Electrical and Electronic (WEEE) regulations.

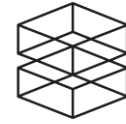
Examples of CSR at work:

- Use of FSC rated wood for our bulk pallet deliveries
- Buying Fair Trade products for our staff to use
- Ensuring that we use suppliers and service providers that are aware of our CSR policies and encouraging them to develop their own
- Buying and using products which have a minimal environmental and social impact
- Use local community businesses where possible
- Purchase second-hand items where practical, such as furniture for our office space and for the HQ showroom

POLICY

BT-CSR-PCY-01

Corporate Social Responsibility (CSR)



BOXTEC

The Supply Chain

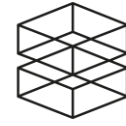
As an organisation built on supplying technology hardware our supply chain partners form a fundamental core to our CSR policies.

We work closely with our parent company in Taiwan to ensure that our customers products are shipped promptly using the most environmentally friendly delivery methods available. Once products are within the UK we use a network of couriers who are the highest rated for their green Net Zero targets.

When shipping products out we use a mix of local couriers, to ensure we continue to support local businesses where possible, as well as using national couriers who implement Net Zero as part of their delivery solutions. This includes use of first/last mile collections and deliveries being made by electric vehicles for smaller items.

Examples of CSR at work:

- As of 2024 we use the greenest rated couriers available (using the Science Based Target Initiative (SBTi))
- Working with our IT MSP we planted 10 trees in 2024, 5 in the local area to our Thame HQ and 5 in the local area of our MSP partner



Implementing CSR for the future

To continue to achieve success with CSR initiatives it is critical for BOXTTEC that we have commitment at all levels – from senior management, from stakeholders, from suppliers, from employees, and from internal functions that need to act in partnership to implement the initiatives.

The following activities will aim to raise awareness of, and commitment to, these issues, to elicit and maintain a change in Company attitudes and behaviours:

- Inclusion and recap of CSR activities in our Annual Reports
- Inclusion of CSR strategies and objectives in the business plan and individual action plans
- Use of poster displays (both e-posters and hardcopy if justifiable)
- Awareness campaigns throughout the year with staff and partners
- Inclusion of CSR policy in the Employee Handbook
- Inclusion of a CSR overview within employee induction training
- Inclusion of CSR responsibilities in job descriptions (where applicable)
- Ensuring our suppliers and business partners are aware of our CSR policies and promoting sound CSR practices within those organisations

A review schedule will be implemented to ensure all elements of CSR are regularly reviewed, updated and/or superseded as required. The documentation which forms critical parts of the CSR framework, including; HR, IT and Finance policies, will be reviewed and maintained via specific internal processes to ensure they are robust and fit for purpose.