



## Our business ethics

As a family-owned and family-run company, we're built on the principles of trust, honesty, and integrity - values that guide everything we do. We're committed to being a business you can be proud of, and by growing responsibly, we aim to make a positive and lasting difference in the industry and communities we're part of.

As a wholesale distributor, we recognise the environmental and social impact of our operations, and we take this responsibility seriously. While we're proud of the progress we've made and the good things we do, we remain focused on continuous improvement and are committed to embedding responsibility into all aspects of our business.

We're currently developing a clear set of responsibility goals and ambitions to guide our journey, which we look forward to sharing with you in the coming months. We'll keep you updated as this work progresses—and regularly thereafter.

We believe that acting responsibly and ethically isn't just good business—it's the right thing to do. That's why we've created a new section on our website dedicated to '[Responsibility](#)': a central place to share our activities, progress, and updates with you across our four pillars: Our Product, Our People, Our Planet and Our Community.

### Our principles include:

- **Transparency:** We will share regular progress updates and communicate openly to build strong, trusted partnerships.
- **Accountability:** We hold ourselves to the highest standards of honesty and integrity across all aspects of our business.
- **Fairness:** We treat our employees, customers, and suppliers with respect and fairness.
- **Responsible partnerships:** We work with partners who align with our values and support our quest for improvement.
- **Continuous improvement:** We constantly seek ways to reduce our impact and operate more responsibly.
- **Community impact:** We're committed to making a positive difference in the communities around us.

This statement is more than a reflection of our values—it's a promise to keep improving and to report openly on our journey toward a more responsible future.



A handwritten signature in black ink that reads "Mark".

Mark Campbell, CEO



A handwritten signature in black ink that reads "Nicci".

Nicci Gratwicke, Exec. Chair/Shareholder