



PenCarrie Responsibility Pack

Compliance Support

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Doing the right thing:

Our commitment to responsibility

We know responsibility is playing an ever more important part in every sale or contract agreed, so we want to make supply chain transparency as simple as possible for you.

You need to know that you're working with a trusted partner to supply your products, one that looks to work with brands in the industry that have the right policies and procedures in place and a supplier that, quite simply, commits to doing the right thing.

We've made the most requested information available in this guide so that you can easily demonstrate the environmental and social responsibility of your supply chain, giving peace of mind that the chosen products are from brands that share your ethical standards.



Please get in touch with me at andrea@pencarrie.com if you need any support or additional information that you can't find here.

Andrea Charteris
Head of Responsibility
& Community

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Our Product

Offer and sell products with confidence

As a distributor with a rich heritage of service and family culture, we're proud of our reputation for outstanding service, a leading product range and most of all, doing the right thing.

While we don't manufacture the majority of products we sell, we take our environmental and social responsibilities seriously. That's why we work closely with the brands we represent to drive transparency, reduce impact, and keep improving, together.

Information on product ethical compliance and quality management comes, in the first instance, from the brands, as the manufacturer.

We make all of the information available to you on our website, to ensure transparency. It is also worth checking out the individual brand websites, as they often hold even more information and are making continual developments.

Brand Ethical Policies and Accreditations

All the brands we partner with work to recognised standards across ethical labour, environmental, social and human rights. Details on ethical compliance are individual to the brands we work with, however, and will vary by initiative and location.

Click [here](#) to learn more about brand accreditations.

A complete list of the Brands we work with is available [here](#).

PenCarrie

- Distributor for around **70+ brands**
- Circa **3600+ styles**
- **Search filters** for certified to trusted standards including OEKO-TEX® 100, WRAP, Sedex and more

Our Planet

Reducing our footprint, step by step

We take our responsibilities seriously and always aim to be as open and transparent as possible about the journey we're on.

As part of our overall commitment, we're implementing a long-term strategy to reduce our operational footprint across every aspect of our business. This includes a constant review of our sustainability initiatives across the business, which you can download [here](#).

We're part of the UK government's Energy Saving Opportunities Scheme (ESOS). Being ESOS compliant requires us to take quantifiable steps to identify and implement energy efficiency improvements, which must be audited and reported to the Environment Agency.



We're looking to reduce our footprint in a variety of ways – starting with how we operate as a business, to the services we provide for you as our customers right through to delivery.

Here's a taste of what this looks like:



Operations

We've installed smarter lighting systems and energy use monitoring to stay switched on environmentally, while ensuring that your orders still get to you quickly and efficiently. At the same time, we're also reducing the burden we put on local landfill by composting all our food waste.



Marketing

We're taking a digital-first approach to sales tools, from preloaded catalogue-websites to crafted digital assets and more! Each created so you can sell with a smaller footprint. We're even putting our own HQ in order with digitisation of our processes to reduce and streamline our impact.



Packaging

We're constantly exploring new and smarter ways to improve the impact of all of our packaging, using preloved materials wherever possible. This includes reusing supplier boxes, sourcing second-life packaging and recycling baled cardboard back to the market.



Delivery

We partner with DPD for all deliveries to ensure your orders arrive swiftly, and responsibly. Their carbon neutral delivery service helps reduce emissions with every parcel, so you can feel good knowing your order is part of a responsible delivery network.

Our People

Powered by our people

We believe that happy people are the key to doing great business and pride ourselves on being an open and inclusive employer.



We continually invest both our time and resources in furthering these relationships with our brand partners, team, stakeholders and beyond so that they feel supported, valued and inspired to give us the feedback we need to be better.

We employ over 300 people, with around three-quarters of our managers typically promoted from within. Our goal is to create a fair place for people to work, where job satisfaction and mental wellness are a given.



We're building a workplace where everyone feels seen, supported, and empowered to thrive. From everyday perks to inclusive policies, we're proud to create an environment where our people genuinely enjoy coming to work.

Here are some examples of the progress we've made so far...



Inclusivity

We're an inclusive and diverse business, with zero tolerance for discrimination, focusing on equity for all. We're proud of the different nationalities and experience that we've got in the business and proactively celebrate our people.



Feedback

As a business, we know when to talk and we know when to listen. We encourage ongoing feedback from our colleagues through an active Staff Forum, as well as quick surveys and suggestions boxes, so that it's always easy for people to have their say.



Benefits

Our Employee Assistance Program is designed to care for both hearts and minds, with long-term healthcare services, plus well-being support fronted by trained Mental Health First Aiders who are ready to listen and offer support at any time.



Facilities

We understand how much difference day-to-day improvements can have on quality of life, so we offer a Cycle to Work Scheme, as well as a subsidised restaurant where people can relax and enjoy good food at low prices.

Our Community

Giving back, moving forward

Being responsible goes beyond simply doing business, it's about caring about the impact you have on your community too.

Supporting charities and community has always been central to our values. For over 30 years, we've supported initiatives that make a real difference in our local area as well as the wider world. We plan to continue doing that and much more.

Our staff-nominated charity for 2025 is Devon Air Ambulance Trust, but we support many different causes from local projects and team fundraising through to national and international charities and causes.

Charities we support include:



Some of these include:

- **Funding** local initiatives and new facilities
- **Sponsoring** local sport events and other recreational activities
- **Recycling** & repurposing customer returns and end of life garments
- **Donating** garments to charities at home and abroad



This year saw the launch of the PenCarrie Foundation, an independent grantmaking charity set up by our shareholders that's dedicated to creating brighter futures for disadvantaged children and young people across Devon.

By supporting local charities and projects that break down barriers and unlock opportunities, the PenCarrie Foundation hopes to drive lasting, meaningful change. At least 5% of PenCarrie profits are being pledged each year to grant funding. It's another way we're proud to support and invest in the communities we call home.

Some of the charities who've received our grants:



pencarriefoundation.org



Resources

Our Brand Library houses a complete list of the brands we work with, where you can view and download the available individual policies and accreditations. We also recommend checking the brand's own websites as a valuable source of information.

Brand Accreditations

Click [here](#) to learn more about brand accreditations

Ethical Statement

A full copy of our Ethical Statement is available [here](#).

Brand's Ethical Policies in our Brand Library

You can also view and download each of our Brand's Ethical Policies in our Brand Library [here](#).

Here are some company policies that you may find useful:

Modern Slavery statement	→
Health & Safety statement	→
Sustainability Initiatives	→
Gender Pay Report	→

Please get in touch with **andrea@pencarrie.com** if you need any support or additional information.