



## 1. Who are we?

We are **packaging specialists** and have been manufacturing solutions since 1876. More than one hundred and forty years of learning legacy has made our people among the best in the industry and we use this expertise to provide the best possible product and service to our customers. However, we are always striving to create something new and improve – in serving our customers over all these years we have maintained an approach which we have captured in the wording of our branding: **CREATE, INNOVATE, DELIVER**. These are principles that we work by daily.

## 2. Our Core Values

At MSO, we believe and uphold the following values:

**RESPECT** - We will show respect for everyone and their views, whether we agree with them or not.

**INTEGRITY** - We will show integrity and professionalism in our dealings with everyone, be they colleagues, customers, suppliers, competitors or the general public.

**DELIVER** – ‘promise less, deliver more’ is a phrase oft-quoted by our chairperson and one we try to live by - we will be realistic in our commitments to customers and then try to exceed expectations.

**FACE ISSUES** - Where issues arise, we will ‘face them, fix them and forget about them, not forget about them and hope that they fix themselves’ (another quote from our chairperson!)

And

**ENTHUSIASM** - We will show enthusiasm for what we do and always search for ways to do it a little better, continually innovating and improving.

## 3. Our Core Principles

MSO’s core principles are in line with the ten UN Global Compact principles.

‘Corporate sustainability starts with a company’s value system and a principles-based approach to doing business. This means operating in ways that, at a minimum, meet fundamental responsibilities in the areas of human rights, labour, environment and anti-corruption.’ [unglobalcompact.org](http://unglobalcompact.org)



## 4. The Environment

MSO is committed to reducing our environmental impact and in order to achieve this we have an integrated management system in place and within this we include both Chain of Custody (PEFC and FSC®) and ISO 14001 Environmental Standard.

As part of MSO policy, we strive to reduce impact on the environment through eliminating waste and emissions whilst reducing energy use. Pollution prevention, improved environmental performance, the use of innovative design and the continual reduction of waste is essential. MSO strive to achieve this commitment by monitoring key environmental aspects and setting a number of environmental improvements targets each year to reduce the business impact. These targets and their progress shall be reported to Senior Management Review meetings.

MSO will comply with all applicable environmental legislation and other requirements.

This policy will be communicated to all stakeholders and training will be provided to enhance our environmental/sustainability performance. The policy will be reviewed annually by the Directors to ensure it takes into account any business changes.

## 5. Community

Our business has been a part of the local community for over 140 years. We therefore consider it our privilege and our duty to do as much as possible for the community in which we are based and where the vast majority of our workforce live. We have a number of commitments currently and would plan to build on these in the next five years. These include:

- A company improvement forum to improve the working conditions of our employees and to generate ideas for business improvement
- The company now provides an Employee Assistance Programme through Inspire Workplaces. The programme aims to promote mental health and offer confidential support (with accredited counsellors) to anyone going through a difficult time, whatever personal or work-related difficulty an employee is dealing with.
- Outsourcing of work to a social enterprise which assists people with disabilities and health-related conditions into employment
- The use of Apprenticeships to learn various aspects of our business, all of whom will have a permanent job with us if they successfully pass the probation period. These are valuable jobs in the local area and give these young people a wonderful opportunity to learn and earn at the same time. We hope to enthuse and inspire these bright young people so that they will lend their talents to our business for many years to come and become experts in their chosen field.
- Various charitable donations both local and global

## 6. Ethical business and labour practices

MSO Cleland Ltd is committed to sourcing quality merchandise and developing partnerships with suppliers who share common principles of fair and honest trading.

MSO's Ethical Trading Policy outlines our commitment to ensuring that the merchandise we source is obtained only from suppliers who maintain satisfactory working conditions and at minimum comply fully with all legal requirements and the labour, health and safety standards of those countries in which processes take place.

MSO's membership of Sedex supports the commitment to continuous ETI improvements with our suppliers.

## 7. Supplier Sustainability Rating

In December 2022, MSO Cleland Ltd was awarded GOLD status in the Ecovadis Supplier Sustainability Ratings.



The areas assessed are the Environment, Labour Practices and Human Rights, Fair Business Practices and Sustainable Procurement. MSO CLELAND LTD is in the top 2% of companies rated by EcoVadis in the Printing and service activities related to printing industry. MSO CLELAND LTD is in the top 5% of companies rated by EcoVadis.

A handwritten signature in blue ink, appearing to read "J Calixto".

**J Calixto**  
**Managing Director**  
**Jan 2023**