

SUSTAINABILITY FRAMEWORK



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solusceramics.com

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Approved by: Ryan Bennett, Managing Director

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Environmental Policy



Solus Ceramics Limited recognises the significance of safeguarding the environment and is dedicated to conducting its business in a responsible manner, ensuring compliance with all environmental obligations.

Our commitment extends beyond legal requirements, as we aspire to demonstrate leadership within our industry by upholding the highest standards of environmental responsibility and sustainable business practices.

Our commitments

- **Minimise impact:** reduce the environmental impact of our business activities.
- **Ensure compliance:** comply with UK and relevant international legislation.
- **Lead:** our executive team drives environmental performance.
- **Educate:** allocate resources to train our team in environmental performance.
- **Monitor:** monitor our performance accurately.
- **Improve:** continually improve performance using indicators.
- **Evaluate:** annually review the suitability of our environmental policy.
- **Communicate:** share our policy with all stakeholders.

Our people, our products, and our policies

We actively promote environmental responsibility and sustainable practices throughout our business. We assess our suppliers against a set of sustainability criteria, ensuring our preferred partners meet these standards.

We analyse Environmental Product Declarations, technical standards, and certifications, to recommend products with lower environmental impact. We improve operations to reduce environmental impact, focusing on low-emission transport, waste reduction, recycling, noise emissions, and sustainable materials.

Our team members receive training on environmental issues and sustainable business practices.

Accreditations and certifications

Our Environmental Management System is certified to ISO 14001, helping us to identify and manage our environmental impact, reduce pollution, comply with regulations, and

improve performance. To maintain a consistent quality of service, we have implemented a Quality Management System certified to the ISO 9001 standard. We are committed to complying with the requirements of these and all applicable standards, regulations, and legislation.

As an Investors in People Gold organization, we demonstrate exceptional performance in leadership, employee engagement, learning & development, and continuous improvement. Our Royal Institute of British Architects (RIBA)-approved CPD program, "Moving Earth," focuses on the sustainability of ceramics and is delivered internally as well as offered to external stakeholders.

Solus Ceramics Limited takes its commitment to environmental responsibility, sustainable practices, and continuous improvement seriously, striving to lead the industry towards a greener and more sustainable future.

Biodiversity and ecosystems risk statements



BIODIVERSITY AND ECOSYSTEMS RISK STATEMENTS

Solus recognises the significant social, economic, and financial risks posed by biodiversity loss and ecosystems failure. The potential impacts of biodiversity loss are global and systemic. The loss of biodiversity threatens the health of ecosystems that provide services to the economy, including animal pollination of food crops, natural water treatment, and fertile soil, and has significant implications for the population's health, longevity, and the entire financial system.

Support for biodiversity and nature is critical to netzero emissions targets through its carbon capture and sequestration.

Our business specialises in the sourcing of flooring and wall coverings, specifically ceramic, porcelain, and cementitious tiles. These products are made from inert minerals, such as clay, feldspar, kaolin and sand. Some mineral glazes may also be used for colouring. They do not contain any conflict minerals, such as tin, tantalum, tungsten and gold.

Within our business, we have identified any potential biodiversity and ecosystems risks and classed them as being very low. We essentially operate as a warehouse with offices, and the only risks are associated with fuel spillages, storage of chemical containers for cleaning and the use of general cleaning substances. All these have been incorporated within our ISO 14001 management processes.

Even though ceramic tiles are inert, due the vitrification of minerals, we acknowledge our responsibility for ensuring our suppliers do not negatively impact on biodiversity and the ecosystem. These products are made from inert minerals, such as clay, feldspar, kaolin and sand. Some mineral glazes may also be used for colouring. They do not contain any conflict minerals, such as tin, tantalum, tungsten and gold.

The risks associated with the destruction of the environment and loss of biodiversity are hard to quantify due to their long-term, uncertain, and intangible nature. Mitigating this risk is urgent and, as product sourcing specialists, we strive to reduce the loss of biodiversity and nature to avoid irreversible consequences in the future throughout our supply chain.

Currently, Environmental Product Declarations (EPDs) are the key documents within our industry that provide supply chain risks that impact biodiversity and our ecosystem. We

have invested resources into understanding these, training our team members and clients on their purpose, and working with suppliers to better improve the transparency and accuracy of the EPDs they supply.

Solus supports the aims of the UN Convention on Biological Diversity (CBD), which sets out to conserve global biological diversity, the sustainable use of its components, and the fair and equitable sharing of its benefits.

Our products are bought in finished state with no chemicals added by Solus ready for sale. We audit our suppliers to ensure no chemical are added from the REACH restricted substances list. Some larger suppliers have engaged independent consultants to certify that products are made without volatile organic compounds. These certificates are known as Declare and Green Guard, and we have records of these.

Solus will, within our business and throughout the supply chain:

- Support the development of industry policy frameworks and methods for managing biodiversity risk.
- Help influence financial service providers to fully incorporate biodiversity risk.
- Demonstrate the importance and consequences of biodiversity risk through webinars, education resources and blogs.
- Advocate for better disclosure of consistent and robust information about biodiversity risk by corporates, our suppliers, and our clients.
- Help create a sustainable economy that manages biodiversity risk and seeks to enhance the natural environment.

Solus will use its best endeavours (subject to what we can and cannot influence) to manage responsible monitoring and reporting steps to check the above product sourcing requirements are undertaken.

Our ISO14001 certification audits check our performance within the business, and our pending application for BES6001 certification will check our management of product sourcing from raw material to production. The performance of our suppliers has the biggest impact on biodiversity and ecosystems risk, hence our commitment to BES6001 certification.

BIODIVERSITY AND ECOSYSTEMS RISK STATEMENTS

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Solus shall continue to seek, review and qualify all EPDs, ISO standards and commercial sustainable business reports held by our suppliers.

Responsible sourcing policy



RESPONSIBLE SOURCING POLICY

PURPOSE

Within this policy, we outline how the team at Solus shall source and manage the procurement of goods and services from our suppliers (as any individual or entity that provides works, equipment, goods, services or raw materials to Solus).

We will monitor compliance with this code as it sets out the standards of business conduct that we expect from ourselves.

In support of this Responsible Purchasing Policy, Solus will:

- Publish a Supplier Code of Conduct that reflects the requirements of our policy.
- Assign responsibility for the policy to the Managing Director, Ryan Bennett, providing Directors with an oversight of the policy.
- Allocate funds for the effective direction and implementation of the policy, with particular emphasis on encouraging continuous improvement.
- Measure and monitor the application of the policy.
- Review and revise the policy on an annual basis, using signed and dated version controls.
- Conduct an environmental, social, and ethical assessment of our key suppliers.
- Ensure that Solus adheres to the same practising requirements as expected of our suppliers and include any human rights references, such as anti-slavery, in our Employee Handbook.
- Commit to the same standards expected of our suppliers, as stated in our Supplier Code of Conduct.

COMPLIANCE WITH THE RESPONSIBLE PURCHASING POLICY

Solus will accept this code of conduct and strive towards meeting the conduct outlined within. We shall check our compliance with the requirements of the code, particularly those that are part of fulfilling our contractual obligations.

ENVIRONMENTAL CARE

Suppliers shall comply with all environmental laws, regulations and standards applicable in their country (including EU laws if applicable) as well as implement an effective system to identify and eliminate potential hazards

to the environment.

We expect Suppliers to strive to support our environmental commitments through the products and services Suppliers supply. In this regard, we also expect Suppliers to take sustainability into account in their own operations.

- Suppliers have an Environmental Product Declaration for their products (ideally factory or product specific versions).
- Suppliers operate under the ISO14001 framework.
- Suppliers conserve energy and water.
- Suppliers reduce and recycle waste, and reuse materials where possible.
- Suppliers actively support the journey to Net Zero and take action to measure and reduce the carbon footprint of their business.
- Suppliers manage all hazardous materials appropriately.
- Suppliers protect any communities near their sites against any hazards inherent in their business processes.
- Suppliers reduce nuisance and disturbance associated with their activities.
- Suppliers introduce no negative impacts through the pollution of air, water or soil.
- Suppliers do not engage in unlawful eviction or the unlawful development or use of land, forests and water.
- Both Solus and our suppliers commit to the monitoring and reduction of the intensity of greenhouse gas emissions and the intensity of energy use.

CODE OF CONDUCT

Suppliers are expected to make their relevant team members aware of our code of conduct and that their conduct is reflected by the code. We expect Suppliers to have a code of conduct with their supply chain.

LAWS AND ETHICAL STANDARDS

Suppliers shall comply with all laws applicable to their business in their country (including EU laws if applicable). Suppliers should support the principles of the United Nations Global Compact and the UN Universal Declaration of Human Rights.

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RESPONSIBLE SOURCING POLICY

- Suppliers should support the principles of the United Nations Global Compact and the UN Universal Declaration of Human Rights.

BUSINESS CONTINUITY

Suppliers shall be prepared for any disruptions of their business (e.g. natural disasters, terrorism, material and fuel shortages, software viruses, pandemics). This preparedness especially includes disaster plans to protect both employees and the environment and provide notice of their management actions to Solus.

INTEGRITY

Suppliers do not engage in any conduct that restrains or fixes competition. Suppliers carefully control communications to avoid greenwashing.

IMPROPER PAYMENTS AND BRIBERY

Suppliers shall have zero tolerance of bribery and corruption. Suppliers do not offer or accept any financial or other advantage with the intention of inducing improper conduct. Suppliers ensure that any gifts or hospitality, whether given or received, could not be regarded as unacceptable or inappropriate. Suppliers do not make facilitation payments, however small, to speed up services to which they are lawfully entitled.

INTEGRITY

Suppliers do not engage in any conduct that restrains or fixes competition. Suppliers carefully control communications to avoid greenwashing. Suppliers render accurate invoices and comply with any relevant invoicing protocols.

TRAINING AND DEVELOPMENT

Suppliers provide suitable up-skilling programmes to relevant team members.

EMPLOYMENT LAWS

Suppliers shall not use forced or compulsory labour.

Suppliers do not engage in any form of human trafficking. Suppliers take action to identify and prevent modern slavery in their operations and supply chain. Suppliers do not restrict the freedom and autonomy of their employees.

COMPENSATION AND WORKING HOURS

Suppliers provide fair wages and reasonable working hours. Suppliers comply with the respective national laws and regulations regarding working hours, wages and benefits. Suppliers pay their workers and supply chain on time.

BEHAVIOURS AND ATTITUDES

Suppliers take care of their employees. They do not discriminate (race, religion, disability, age, sexual orientation or gender). Suppliers treat their employees, and Solus employees, with dignity and respect. Suppliers do not tolerate bullying or harassment.

HEALTH AND SAFETY

Suppliers comply with applicable occupational health and safety regulations and provide a work environment that is safe and conducive to good health. They have written Health and Safety policies and procedures. Their employees follow safety procedures to keep themselves safe and are provided with all correct equipment.

RAW MATERIAL SOURCING

Suppliers require the above from all their suppliers to ensure raw materials are resourced responsibly. For all mines, Suppliers must record and manage the material types supplied: location of the mines, name of companies they contract with. Suppliers shall obtain sustainable practice policies and procedures.

Suppliers shall have reports on the types of electricity used, reports on any fossil fuel use, reports on water, and how this is accessed, reports on the management of waste, from mining, production, and people activities, and reports on the transportation of materials from site to their factory. If requested, Suppliers shall make the above available, in confidence, to Solus.

Material circularity statement



MATERIAL CIRCULARITY STATEMENT

Solus supplies ceramic, glass and cement wall and flooring tiles to specifiers, corporates and contractors in the building construction sector. We recognise the significance of safeguarding the environment and are dedicated to conducting its business in a responsible manner, ensuring compliance with all environmental obligations. Our commitment extends beyond legal requirements, as we aspire to demonstrate leadership within our industry by upholding the highest standards of environmental responsibility and sustainable business practices.

We have acknowledged and introduced key circularity practices within our business and throughout the tile manufacturing, installation and demolition sectors. Rethink, Repair, Refuse, Reduce, Repurpose, Recover and Recycle are each promoted as ways to secure a future where resources are used wisely, waste is minimised, and the delicate balance of our planet is preserved for generations to come.

To better achieve circularity, an economic system that is restorative and regenerative by design, we encourage our suppliers and installers of our products to operate in closed-loop systems whenever possible. This is where resources (e.g., materials, energy, water) are continuously recycled and reused, reducing the dependence on virgin resources and minimising waste.

Within our business, we contract with a certified waste recovery service provider whereby all waste is diverted from landfill. The materials typically consist of convenience food and drink packaging, and packaging from pallet deliveries. We arrange for any dated or faulty computer equipment to be recovered and reused. We reduce the cutting of samples required by circulating existing samples when possible. Our scope 1 emissions (direct energy/fuels used in our business) make up 1% of our total carbon footprint contribution.

Within our industry, our scope 3 emissions (derived from the products we sell and their installation) make up 99% of our footprint. Hence, we have closely analysed the environment credentials of our suppliers to ensure these contributions are reduced where possible. By comparing Environmental Product Declarations from each supplier, we benchmark best practice manufacturing and provide feedback to those suppliers who are performing below best practice.

Materials used, water used, energy types used, and recycling

efforts are all reported. This is important as the building and construction sector consumes 40% of the world's natural resources, generates 40% of waste, and emits 33% of the world's emissions. The construction sector is a large user of raw materials, consuming roughly three billion tons globally. The sector is still predominantly based on a linear economy of high natural resource consumption and low resource recovery, often referred to as 'take-make-dispose'.

As our products are cemented and grouted in place (although we are testing dry lay options for disassemble and reuse), this means that circularity is very difficult to achieve. While we accept that the linear economic model is inadequate for achieving sustainable use of resources, it is encouraging to note that 93% of recovered demolition materials are repurposed (down-cycled as aggregates and up-cycled as mineral filler for cement tiles).

The concept of material circularity tries to keep materials in use for as long as possible and minimise waste via recycling and repurposing. Floor and wall coverings represent a significant part of a building's embodied and operating carbon footprint, and some coverings present replacement and recycling problems here in the UK. That's why natural, low-maintenance, durable ceramics and terrazzo tiles are regarded as sustainable options. Over a typical building lifespan, their carbon footprints are amongst the lowest and their repurposing opportunities are regarded as more achievable.

Supplier code of conduct



SUPPLIER CODE OF CONDUCT

PURPOSE

Within this code, a supplier is any individual or entity that provides works, equipment, goods, services or raw materials to Solus. We expect our suppliers to convey the requirements of this code of conduct to their employees and their supply chain who supply goods, services or raw materials to any part of Solus. We will monitor compliance with this code.

This code sets out the standards of business conduct that we expect from our suppliers. If anything you (the supplier) do does not uphold these standards, in relation to business dealings with, or on behalf of, Solus then please tell us. We will show empathy and investigate how we can resolve the matter. We will maintain confidentiality to every extent possible.

COMPLIANCE AND CONFIRMATION

Compliance with the supplier code of conduct

As a supplier, we require you to accept this code of conduct and strive towards meeting the conduct outlined within. Solus Ceramic reserves the right, upon reasonable notice, to check compliance with the requirements of the code. Solus Ceramic encourages its suppliers to implement their own binding guidelines for ethical behaviour. The supplier also encourages its suppliers to adhere to the ethical standards, human rights, health and safety standards and environmental standards upon which this code is based, particularly those that are part of fulfilling contractual obligations. 1.5 Condition headings do not affect the interpretation of these conditions.

OUR OPERATING FRAMEWORK

Trusted Supplier of Architectural Tiles

Since 1995, Solus has led the way in architectural tiles. With headquarters in Birmingham and hubs in London and

Manchester, we supply tiles worldwide.

We work with architects and designers to bring design visions to life. Our extensive collection of tiles has been carefully curated to bring unique palettes where every tile tells a story of innovation, design, and sustainability.

We have quality and environmental management systems certified to ISO standards which ensures that our business is well-run and responsible. People, product, and planet are at the heart of our ethos as a company and drive every decision we make and every tile we bring to market.

Investors in People Gold

We have been awarded Investors in People Gold. It is an achievement attained by only 28% of assessed businesses, and a reflection of the incredible work that our people team do here at Solus in cultivating a positive and empowering work environment.

Our community culture, which encourages and empowers individuals and teams, was particularly praised. The assessor also noted our positive team approach, the transparency and trust fostered by our leaders, and the spirit of teamwork and collaboration evident throughout Solus.

Responsible actions, lasting impact

At Solus, sustainability guides our relationship with people, products, and planet. We invest in our teams, continuously enhance our sustainable offerings and actively contribute to the wellbeing of the environment and society. Our commitment to sustainable practices influences the product choices we make. Every tile we bring to the market demonstrates our commitment to a greener, more responsible world.

People-focussed

- Volunteering opportunities: Our People team provide access for employees regarding volunteering opportunities with local charities. This enables them to choose how, when, and who they give their time and resources to.
- Hybrid and flexible working: We offer remote work options

SUPPLIER CODE OF CONDUCT

and flexible hours to best support the needs of the individual employee and business.

- Mental wellbeing: Full access to employee assistance program that provides a safe space to discuss any of personal or professional challenges. Many of the team are also trained as Mental Health First Aiders.
- Regular social events: We host 'Solus Society' quarterly team activities, including sporting and musical events.
- Birthday leave: Every member of the team gets an extra day of annual leave to celebrate their big day away from work.

OUR BUSINESS PRACTICES

Sustainable Business Practices

Solus Ceramics Limited recognises the significance of safeguarding the environment and is dedicated to conducting its business in a responsible manner, ensuring compliance with all environmental obligations.

Our commitment extends beyond legal requirements, as we aspire to demonstrate leadership within our industry by upholding the highest standards of environmental responsibility and sustainable business practices.

Environmental Commitments

- We focus on reducing the environmental impact of our business activities.
- We ensure compliance with UK and relevant international legislation.
- Our executive team drives environmental performance.
- We allocate resources to train our team in environmental performance.
- We monitor our performance accurately.
- We continually improve performance using indicators.
- We annually review the suitability of our environmental policy.
- We share our policy with all stakeholders.

Team Values

United: We work together to achieve our goals, and cooperate our efforts together in the interests of the business.

Proud: We share and celebrate our collective success, and take satisfaction for our individual contribution to the business.

Ambitious: We show a strong desire and determination to succeed and demonstrate high personal aspirations to achieve.

Experts: We are experts in our market, knowledgeable in our products and skilled in our individual roles within the business.

Energetic: We do it with passion, energy and drive.

Adaptable: We are nimble, able to react positively to changes in our market and have the flexibility required to meet client needs.

Progressive: We are constantly evolving, change is viewed as a positive trait and we are at the forefront of innovation in our market.

Accreditations and Certifications

Our Environmental Management System is certified to ISO 14001, helping us to identify and manage our environmental impact, reduce pollution, comply with regulations, and improve performance.

To maintain a consistent quality of service, we have implemented a Quality Management System certified to the ISO 9001 standard. We are committed to complying with the requirements of these and all applicable standards, regulations, and legislation.

Solus is applying to be BES6001 certified for products that satisfy the standard. This is a certification standard for the responsible sourcing of construction products. BES 6001 focuses primarily on material traceability through supply chains and the assessment of greenhouse gas emissions and energy use.

This code of conduct is required for Solus to meet BES6001 certification standards (once BES6001 has been attained, this code of conduct will be updated).

SUPPLIER CODE OF CONDUCT

People and Product Policies

- We actively promote environmental responsibility and sustainable practices throughout our business.
- We assess our suppliers against a set of sustainability criteria, ensuring our preferred partners meet these standards.
- We analyse Environmental Product Declarations, technical standards, and certifications, to recommend products with lower environmental impact.
- We improve operations to reduce environmental impact, focusing on low-emission transport, waste reduction, recycling, noise emissions, and sustainable materials.
- Our team members receive training on environmental issues and sustainable business practices.

Leadership and Integrity

As an Investors in People Gold organization, we demonstrate exceptional performance in leadership, employee engagement, learning & development, and continuous improvement.

Our Royal Institute of British Architects (RIBA)-approved CPD program, "Moving Earth," focuses on the sustainability of ceramics and is delivered internally as well to external stakeholders (specifiers, developers, contractors and corporates).

Solus Ceramics Limited takes its commitment to environmental responsibility, sustainable practices, and continuous improvement seriously, striving to lead the industry towards a greener and more sustainable future.

WHAT WE EXPECT FROM OUR SUPPLIERS

Environmental Care

You shall comply with all environmental laws, regulations and standards applicable in your country (including EU laws if applicable) as well as implement an effective system to identify and eliminate potential hazards to the environment. We expect you to strive to support our environmental commitments through the products and services you supply.

In this regard, we also expect you to take sustainability into account in your own operations.

- You have an Environmental Product Declaration for your products (ideally factory or product specific versions).
- You operate under the ISO14001 framework.
- You conserve energy and water.
- You reduce and recycle waste, and reuse materials where possible.
- You actively support the journey to Net Zero and take action to measure and reduce the carbon footprint of your business.
- You manage all hazardous materials appropriately.
- You protect any communities near your sites against any hazards inherent in your business processes.
- You reduce nuisance and disturbance associated with your activities.
- You introduce no negative impacts through the pollution of air, water or soil.
- You do not engage in unlawful eviction or the unlawful development or use of land, forests and water.

Code of Conduct: You are expected to make your relevant team members aware of our code of conduct and that your conduct is reflected by the code. We expect you to have a code of conduct with your supply chain.

Laws and Ethical Standards: You shall comply with all laws applicable to your business in your country (including EU laws if applicable). You should support the principles of the United Nations Global Compact and the UN Universal Declaration of Human Rights.

Business Continuity: You shall be prepared for any disruptions of your business (e.g. natural disasters, terrorism, material and fuel shortages, software viruses, pandemics). This preparedness especially includes disaster plans to protect both employees and the environment and provide notice of your management actions to Solus.

Improper Payments and Bribery: You shall have zero tolerance of bribery and corruption. You do not offer or accept any financial or other advantage with the intention of inducing improper conduct. You ensure that any gifts or hospitality, whether given or received, could not be regarded as unacceptable or inappropriate. You do not make facilitation payments, however small, to speed up services to

SUPPLIER CODE OF CONDUCT

which you are lawfully entitled.

Integrity: You do not engage in any conduct that restrains or fixes competition. You carefully control communications to avoid greenwashing. You render accurate invoices and comply with any relevant invoicing protocols.

Training and Development: You provide suitable up-skilling programmes to relevant team members.

Employment Laws: You shall not use forced or compulsory labour. You do not engage in any form of human trafficking. You take action to identify and prevent modern slavery in your operations and supply chain. You do not restrict the freedom and autonomy of your employees.

Compensation and Working Hours: You provide fair wages and reasonable working hours. You comply with the respective national laws and regulations regarding working hours, wages and benefits. You pay your workers and supply chain on time. Behaviours and Attitudes: You take care of your employees. You do not discriminate (race, religion, disability, age, sexual orientation or gender). You treat your employees, and Solus employees, with dignity and respect. You do not tolerate bullying or harassment.

Health and Safety: You comply with applicable occupational health and safety regulations and provide a work environment that is safe and conducive to good health. You have written Health and Safety policies and procedures. Your employees follow safety procedures to keep themselves safe and are provided with all correct equipment.

Raw Material Sourcing: You require the above from all your suppliers to ensure raw materials are resourced responsibly. For all mines, you must record and manage the material types supplied: location of the mines, name of companies you contract with. You have any sustainable practice policies and procedures. You have reports on the types of electricity used, reports on any fossil fuel use, reports on water, and how this is accessed, reports on the management of waste, from mining, production, and people activities, and reports on the transportation of materials from site to your factory. If requested, you shall make the above available, in confidence, to Solus.

Corporate social responsibility policy



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CORPORATE SOCIAL RESPONSIBILITY POLICY

Introduction to Corporate Social Responsibility (CSR)

CSR refers to the way in which businesses regulate themselves to ensure that all their activities positively affect society. CSR policies aim to guarantee that companies work ethically, considering human rights as well as the social, economic and environmental impacts of what they do as a business. Businesses should meet, and aim to exceed, any relevant legislation, and if legislation does not exist in a particular area, the company should ensure they carry out best practices anyway.

Solus Ceramics are committed to ensuring that any business undertakings are conducted as ethically as possible, and in accordance with all applicable legislation by following the below policy.

Who we are and what we do

Solus Ceramics is dedicated to being the preferred UK partner for commercial ceramic, porcelain, terrazzo and natural stone tiles, balancing innovation, quality, and sustainability to meet the diverse needs of specifiers, users and suppliers. We commit to delivering high-quality tile solutions and expert advice, making a positive contribution to the life of our community, and embodying corporate responsibility in every endeavour.

Solus was founded in Birmingham almost 30 years ago and we're proud to still call Birmingham our home. We work with specifiers, users and suppliers across the UK and indeed across the world.

We employ 111 employees (as of April 2025) and our sales turnover for the financial year 2024/2025 was £22.5 million.

Our main stakeholders and interested parties are; project specifiers, tiling contractors, corporate clients, retail customers, shareholders, staff, suppliers and local businesses.

Our vision: Sourcing the best tiles from the best factories and working with the best people.

Our mission: Solus Ceramics is dedicated to being the preferred UK partner for commercial ceramic products,

balancing innovation, quality, and sustainability to meet the diverse needs of specifiers, users, and suppliers. We commit to delivering high-quality tile solutions and expert advice, making a positive contribution to the life of our community, and embodying corporate responsibility in every endeavour.

The core values of Solus Ceramics are:

Progressive – We are constantly evolving; change is viewed as a positive trait, and we are at the forefront of innovation in our market.

Adaptable – We are nimble, able to react positively to changes in our market and have the flexibility required to meet client needs.

Energetic – We do it with passion, energy and drive.

Experts – We are experts in our market, knowledgeable in our products and skilled in our individual roles within the business.

Ambitious – We show a strong desire and determination to succeed and demonstrate high personal aspirations to achieve.

Proud – We share and celebrate our collective success and take satisfaction for our individual contribution to the business.

United – We work together to achieve our goals and co-operate our efforts together in the interests of the business.

Looking after Employees

At Solus, people are our most important asset. We are proud to be awarded a gold accreditation through Investors in People.

We focus on giving our employees a sustainable employment proposition. We look to recruit and retain the best employees. We support and promote employees most aligned with our business goals and our sustainability strategy.

We give back to the A&D and contractor community which

CORPORATE SOCIAL RESPONSIBILITY POLICY

we are an active part of. We invest our time and resources into educating this community on the sustainability subjects we are most passionate about and the areas where we can most make a difference.

Solus is able to retain loyal and productive staff, by maintaining a good working environment.

We look after our workforce by providing the following:

- Free weekly fruit, free monthly pizza
- Quarterly teambuilding activities 'Solus Society' events
- Summer BBQ, Christmas party and Company Catch up event in May
- 'Above and Beyond' an Employee Reward and Recognition scheme
- Employee Forum

Solus ensures that each employee has a clear understanding of their role and how they contribute to the business. This is done through twice yearly appraisals, which offers personal development opportunities.

All employees have access to a comprehensive employee handbook, which details all our policies and procedures. At Solus we are pleased to offer enhancements regarding family friendly policies, which are above the government statutory entitlements.

We communicate regularly with our employees, using a variety of ways. We hold regular financial updates on the business progress. We have a yearly 'All Company' catch up and we have in place several different platforms and systems which allow information to be given to our employees. In addition to the above we also have an Employee Forum which allows two-way feedback.

Solus provides our employees with competitive salaries, that exceed the National Living Wage and we offer everyone an opportunity to join our stakeholder pension scheme.

We have a strong People team in place to ensure that HR issues are dealt with swiftly and appropriately. In addition, they oversee Health and Safety and Training with the Company guaranteeing that all employees feel safe and secure in the workplace, and they are trained correctly in accordance with the required guidelines.

Looking after Customers

Solus recognises that it is important to look after our customer and to make sure that they have a positive and lasting impression of our business. Customer relationships are the core of our business.

We ensure that we communicate regularly to our customers and we are proud to provide them with a Quarterly magazine, which provides them with updates on our products and the activities we have been involved with. We keep customers up to date with market trends and new and improved products both directly, and through posts on social media platforms.

On our website we encourage feedback from our customers in order to improve customer satisfaction and retention. We ensure that we investigate any negative feedback and that the necessary steps are taken to avoid any repeat.

Solus has an onsite facility for testing our products and we pride ourselves on providing comprehensive technical support. We provide expert advice on M40 specifications, including guidance on fixing adhesives, background preparation and load-bearing capacities. Our commitment to technical excellence extends to all stakeholders involved – customers, project managers, installers, main contractors and clients alike.

We are able to provide an inclusive in-house tile testing service on request, which includes the Pendulum Test method and surface roughness testing. This means that Solus can provide clients with all of the data required to ensure that tiles conform to the exacting demands of health and safety practice in an efficient and speedy manner.

Staff are trained to carry out tests in accordance with the British Standard, which measure slip resistance on a tile surface in both wet and dry conditions. The tests are carried out in laboratory conditions in accordance with BS7976-2:2002 and UK Slip Resistance Group Guidelines. This method is recognised in the UK by the Health and Safety Executive as the true test for the potential of slip.

Solus also provides a number of surface roughness testing procedures to make sure that products conform to the demands of every individual project.

CORPORATE SOCIAL RESPONSIBILITY POLICY

Suppliers' Standards

We have carefully selected five core factory partners, ensuring they align with our values and meet the highest levels of sustainability. We aim to create and maintain strong working relationships with our partners, key suppliers and contractors.

We ensure that they evidence that they adhere to the Modern Slavery Act 2015 and in line with the Bribery Act 2010. We have processes in place to ensure that we only engage with companies who are committed to maintaining best practice. We are committed to communicating effectively with our suppliers and to ensure that we pay our suppliers properly and on time.

Most importantly, we have implemented a sustainability framework, which includes a Supplier Code of Conduct.

Our procurement processes comply with the principles of ISO 20400 for sustainable procurement and we encourage our Suppliers to be transparent. We are committed to holding our suppliers accountable and ensure that they have respect for important issues such as human rights. We understand that this is key to forming the basis for stakeholder dialogue and collaboration.

Protecting the Environment

We are committed to reducing our impact on the environment, through the products we offer and how we operate. We have a clearly defined Environmental Management System.

We are bound to working with the product suppliers that have the lowest environmental impact – this is where we can make the most difference. However, we recognise that our own operations have an impact on our environment and we strive to minimize this impact. We aim to have a net positive impact on the environment. Working to benefit the planet rather than harm it. We measure our success and hold ourselves to account. One of the ways we do this is by working with certification agencies. The certification improves the credibility of our sustainability goals and makes them easier to communicate.

We have pledged to reducing the environmental impact by the following initiatives:

- All our samples are sent in sustainable packaging
- Head office is powered with the support of PV panels
- Head office is fitted with electric vehicle charging stations
- 91% of company vehicles are electronic or hybrid
- Cycle to work scheme is available to all employees
- We measure the carbon footprint of all samples we send out
- We donate discounted samples to charities

In addition to the above we comply at all times with ISO 14001 for the management of environmental risks and use this certification as part of our measuring tools.

Community Engagement

As a Birmingham business, we are committed to supporting the local economy and local charity initiatives. We recognise and understand the significance of our local community. There are several different ways in which we engage with our community in Birmingham.

Sponsor Birmingham Architectural Association:

Solus are a main sponsor of the Birmingham Architectural Association (BAA). The BAA is the local branch of RIBA, and represents architects, built environment professionals and creatives in the local area. They aim is to promote, support and share knowledge through and for our community. Committee members champion their interests and issues through workshops, events, publications and their contribution to local and national design board.

Sponsor Building BRUM:

Building Brum is a programme of crossdisciplinary events looking at different aspects of Birmingham's built environment, it is all about bringing together people who are passionate about Birmingham and sharing the projects that are shaping its growth and influencing its future.

Donate to Birmingham Scrapstore:

Every month, we donate waste foam and discontinued samples to Birmingham Scrapstore. They then distribute to local schools for craft projects.

CORPORATE SOCIAL RESPONSIBILITY POLICY

Let's Feed Brum:

Solus has made monetary donations to this local charity, and we continue to support them with volunteering at their weekly breakfast events.

In addition to the local community within Birmingham, Solus has a specification showroom in the heart of Clerkenwell, London and a studio space within Manchester. To reach out to the communities within the three main cities we have partnered with a charity that has links with each one.

In addition, we are committed to helping the next generation gain valuable and hands on experience within a work environment. We support the surrounding community by employing local people and giving opportunities to young people from our local communities through work experience, examples below:

Schools and colleges:

Every summer, we welcome students to both our head office and showrooms, where they get to work alongside various departments within the business.

Universities

We also work closely with universities, helping students within the architecture and design industry gain experience. We welcomed students from Birmingham University for work experience at our HQ. We also hosted Sheffield Hallam University students to showcase their work to the industry and introduce them to potential employers.

Solus is committed to supporting diversity, fairness and equal opportunities. We are the main sponsor of the Build the Way Traineeship, a 9-month entry-level architecture traineeship providing an alternative and accessible route into a career designing and making buildings, spaces, cities, and communities. Working in architecture has historically relied on being able to fund a university degree or having connections within the industry. This often creates barriers and excludes under-represented groups from becoming architects or working in the built environment. We believe that everybody should have the opportunity to engage with architecture and design and have a hand in shaping where we live.

Measurement

Solus Ceramics are certified by the British Standards Institute in the requirements of ISO 9001. In addition, we are members of the Investors in People association. Both certifications support the continual monitoring and improvement of our business, which includes our policies, systems and practices. We will use our Quality Management System to review this policy and measure our Corporate Social Responsibility.

This policy will be reviewed and updated annually to take stock of our achievements and revise content.

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