

ENVIRONMENTAL & SUSTAINABILITY POLICY

Richer Sounds Ltd is a TV, Hi-Fi, home cinema and wireless streaming equipment retailer, with 51 stores nationwide, telesales and e-commerce platforms, a Head Office in London and a logistics centre and support offices in Manchester; all dedicated to providing second to none service and value for money products. We strive to build sustainable, equitable, healthy, and diverse workplaces and communities through a combination of good honest ethical business practice and responsible, environmental, social and governance performance.

Policy Scope

This Policy applies to all Richer Sound's colleagues, customers, suppliers and service providers and is communicated to external partners via The Richer Sounds website and our colleagues via the company's intranet.

This Environment and Sustainability Policy was last updated in September 2023 and is subject to change as the company considers necessary or advisable. This policy is intended to be reviewed approximately annually. Further, this policy shall supersede and replace Richer Sounds Environmental Policy, dated June 2023.

Richer Sounds' Board of Directors have ultimate responsibility for overseeing this Environment and Sustainability Policy. Our Compliance Manager is responsible for supporting and ensuring compliance and reports directly to the CEO.

Our Environmental Responsibilities

The main environmental issues for Richer Sounds Ltd are both direct and indirect and we are fully committed to minimising any potential negative impact by continually striving to improve our environmental performance.

Direct impacts:

- Carbon emissions produced by the use of onsite equipment in offices and stores
- Waste to landfill generated by damaged and beyond economical repair units and product packaging

Indirect impacts:

- Carbon emissions produced by consumer use of equipment sold by Richer Sounds Ltd
- Waste to landfill generated by replacing consumers' old units with new and product packaging.

We aim to:

- Comply with all environmental legislation relevant to Richer Sounds' business activities.
- Encourage our suppliers to provide positive solutions to reduce the effects their products, services and delivery processes have on the environment via communication of our Supplier Code of Conduct
- Achieve a 50% reduction of our carbon emissions by 2030 against our 2018 baseline emissions.
- Follow the Reduce, Reuse, Recycle principles throughout our business activities.
- Set clear environmental objectives relevant to the environmental impacts of our business operations
- Implement methods and procedures to identify performance targets and to ensure their monitoring and continual review.
- Encourage the development of good environmental practice by all Richer Sounds' colleagues.

Our key objectives being:

- **Reduce Energy Consumption:**

- i) Offering more choice and advice to customers around the purchase of energy efficient appliances and actively promoting such appliances in store and on our website.
- ii) Operating a “closed” door policy on our stores to reduce heating and cooling consumption and protect the health of our colleagues & customers from pollution.
- iii) Promoting sensible energy management of all Richer Sounds premises through the distribution of energy saving guidelines.
- iv) Periodic external site energy saving audits to identify any possible energy saving opportunities.
- v) Partnering with The Carbon Footprint Limited to reduce and offset our carbon emissions to remain a carbon neutral company.
- vi) Installation of Solar Panels at our highest consumption site which will provide at least 33% of the site’s consumption is powered by renewable energy (September 2023).
- vii) Replacing gas powered forklift trucks with more energy efficient electric units within our logistics facilities (May 2023).
- viii) Updating our stores and offices with energy efficient lighting and employing room sensors in less frequently used areas.

- **Reduce waste to landfill:**

- i) Actively promoting our Repair Service in store and on the website to enable customers to repair, wherever economically viable, their existing equipment rather than replacing with new.
- ii) Implementing cardboard and plastic waste recycling facilities throughout our retail stores, warehouse and office premises.
- iii) Reducing the amount of packaging used whenever possible and only purchasing plastic packaging, which has a minimum of 33% recycled plastic content. We have banned the use of black shrink-wrap within our operations due to its difficulties in recycling.
- iv) Supporting and encouraging our suppliers to find alternative sustainable solutions to the use of EPS (expanded polystyrene) and other non-environmentally plastics used in the protective packaging of electronic products.
- v) Purchasing recycled and/or eco-friendly products for our stationery, photocopier and washroom supplies wherever they are available, economical and suitable.
- vi) We offer free water bottle filling stations within our stores and offices to encourage less plastic waste.
- vii) Encouraging customers and colleagues to recycle by actively promoting the “www.recycle-more.co.uk” website in our stores and offering an in-store recycle take-back scheme for our customer’s redundant Hi-Fi and TV equipment when purchasing new.

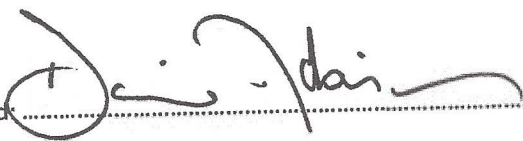
Our Social Responsibilities

Our aim is to strengthen relationships with our key stakeholders by investing in our colleagues and partnering with our customers, communities, investors and suppliers.

Our key objectives being:

- I. Preserve and promote the protection of human rights and welfare within our own business activities, as well as those of our supply chain, in accordance with our Code of Ethics and Business Conduct, Supplier Code of Conduct, and the Modern Slavery and Human Trafficking Policy.
- II. Provide a happy, safe and healthy workplace where diversity and inclusion is supported.
- III. Offer value for money products and outstanding customer service at all times.
- IV. Oppose zero-hour contracts unless requested by employees and are proud to be accredited by Zero Hours Justice. www.zerohoursjustice.org
- V. Ensure our colleagues and third party service providers are paid the Real Living Wage - we are one of only a few retailers to be an accredited Living Wage employer. www.livingwage.org.uk
- VI. Support the surrounding community by looking to employ local people and businesses, where possible.
- VII. Support and fund good causes – We donate 15% of our profits to charities and good causes; a higher percentage of profit than any other privately-owned company.
- VIII. We founded Acts 435, a charity giving 100% of donations to those in need.
- IX. Our founder established and funds ASB Help, to help victims of anti-social behavior.
- X. We set up Richer Unsigned - a not-for-profit organisation designed to help and support musicians and artists by promoting the UK's best undiscovered music. www.richerunsigned.com
- XI. We're proud to hold the Fair Tax Mark for transparency over tax disclosures and the amount of tax paid. www.fairtaxmark.net - Tax contributions are a key part of the positive social and economic impact made by all responsible businesses, helping communities to deliver valuable public services like education, healthcare, roads, policing and more.
- XII. Our founder established the Good Business Charter www.goodbusinesscharter.com to recognize and encourage good business behaviour and point customers to these businesses. We encourage all our service providers and suppliers to hold the Good Business Charter or be actively working towards accreditation to demonstrate alignment to our values.

Signed:



David B Robinson – Chairman

Date:

20th September 2023