



HOOPER
SERVICES

CORPORATE & SOCIAL RESPONSIBILITY POLICY 2026



INTRODUCTION

Corporate & Social Responsibility (CSR) refers to the way in which businesses regulate themselves in order to ensure that all of their activities positively affect society as a whole. 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 operate to carry out best practices anyway.

Hooper Services (South West) Ltd are committed to ensuring that all business undertakings are conducted as ethically as possible by following the below policy.

WHO WE ARE AND WHAT WE DO

Hooper Services (South West) Ltd is a family-run Landscaping Contractor serving both Commercial and Residential clients across the United Kingdom since 1988. We provide a wide range of landscaping and grounds maintenance services to our clients. Whether it's a housing development, a park or a city centre space, we solve problems and create practical, appealing places for people, with nature and the environment at the heart of it.

Our Mission is to make our outdoor environments attractive, functional and safe for people to enjoy for the long-term – whether they are private settings or shared public spaces.

LOOKING AFTER OUR PEOPLE

- Our entire team is regularly updated with the latest Health & Safety standards & legislation, and compliance is regularly reviewed to ensure the highest levels of safety for our teams, clients, on-site colleagues and general public.
- We ensure that our teams regularly complete all necessary training required to ensure that they are equipped and able to fully comply with all legislation and safety standards.
- Every member of our team has a dedicated development plan, reviewed regularly to ensure both the highest level of performance in the day-to-day activities - but to also ensure that we are supporting our team to achieve their long-term career aspirations through training, up-skilling and personal development.
- We are an equal opportunities employer and our 'Diversity & Equal Opportunities Policy' highlights the ways in which we are committed to supporting, developing and promoting diversity and equality in all of our employment practices and activities.
- We ensure that our teams are paid correctly and on time; the wages they receive will always meet or exceed the National Minimum Living Wage; employees will additionally receive a pension.
- We have a dedicated, visible and contactable HR team, based in our Exeter head-office who make themselves available to support our teams on all HR matters, including those which are discussed in strict confidence.
- We have and will continue to be committed to implementing systems and controls aimed at ensuring that modern slavery is not taking place anywhere within our organisation or in any of our supply chain. Our 'Anti Slavery, Modern Slavery & Human Trafficking Policy' highlights the measures that we are taking to ensure that we and our supply chain are upholding our zero-tolerance approach.
- We recognise the importance that relationships hold within a cohesive team environment, so we organise team-building and fun activities outside of the day to day workload during each year.

LOOKING AFTER OUR CUSTOMERS

We build a relationship of understanding and trust with all those work for and with. From clients and contractors to suppliers and partners, everyone knows what to expect. The network of relationships we've developed underpin everything in our operation. Here's just some of the ways we commit to supporting our clients:

- We have a market-leading Management structure in place to ensure succinct project management for all our projects, with dedicated specialist installation teams, Contacts Managers and regular site reviews in place as standard.
- We pride ourselves on our second-to-none level of communication with clients throughout our projects and we aim to ensure that all our clients have a clear delivery plan and schedule in place, before we start work. We ensure all clients have a clear and documented line of contact to our Management Team to discuss any issues, changes or challenges throughout.
- All work undertaken on site is clearly documented on a daily basis using a market-leading digital real-time service (Reflow) to ensure full transparency and progress updates for all work undertaken.
- We conduct regular client satisfaction reviews, with a strong focus on safety, professionalism and communication to ensure that we are doing all we can to exceed our clients expectations and ensure a strong long-term retention rate.

SUPPLIER STANDARDS

- All our suppliers have evidence that they adhere to the Modern Slavery Act 2015.
- All our suppliers operate in line with the Bribery Act 2010.
- All suppliers we work with are paid properly and on time.
- We are committed to clear and transparent communication with suppliers.
- We are fully committed to the long-term support of positive environmental practices both within our work and within our supply chain. Where we can, we actively choose to work with suppliers who demonstrate their dedication to achieving and exceeding environmental best practices and standards, who source materials ethically and take an innovative yet environmentally-friendly approach to what they do.

PROTECTING THE ENVIRONMENT

We fully recognise the need to protect the environment and we're continually aiming to reduce any negative inputs and impacts on the environment in all activities we undertake. Our 'Environmental Policy' outlines the ways in which we are working to ensure sound environmental management, provide for the effective use of resources and co-operating with the communities in which we operate, the government, regulatory bodies and other interested third parties on being a good and trusted neighbour.

GIVING BACK TO OUR COMMUNITIES

We engage with the local communities in which we operate in order to identify where we are able to support community initiatives that support an increased awareness of environmental issues, improvements to the environment and the sharing of knowledge to support a broader public interest in horticulture and getting people enjoying outdoor spaces.

Our 'Grounds for Good' initiative invites nominations for community-based projects, schools, and charities related to outdoor spaces who could use our support, and based on those nominations we'll select at least 6 causes to support each year, the details of which will be shared on our website and social media platforms.

MEASUREMENT

We will review our adherence to this policy on a regular basis, as part of our existing monthly management meeting.

A handwritten signature in black ink, appearing to read "Sam Hooper".

SAM HOOPER

Managing Director

5th January 2026