



TIGER TRAILERS LIMITED

CORPORATE SOCIAL RESPONSIBILITY POLICY

March 2022

Introduction to Corporate Social Responsibility (CSR) at Tiger Trailers Limited

CSR refers to the way in which businesses regulate themselves to ensure that all their activities positively affect society. This CSR policy aims to guarantee that our business works ethically, considering human rights as well as the social, economic and environmental impacts of what we do as a business. We believe that Tiger Trailers should meet, and aim to exceed, any relevant legislation, and if legislation does not exist in a particular area, we should ensure that we conduct best practices anyway.

Tiger Trailers Limited are committed to ensuring that any business undertakings are conducted as ethically as possible by following the below policy.

Who we are and what we do

Tiger Trailers are one of the leading articulated trailer manufacturers in the UK, with an employee base of over 220 people at our head office in Cheshire.

Alongside the manufacture of trailers and other HGVs, we also operate a dedicated online parts store and offer a rental service, supporting customers of all sizes with innovative hire solutions. We also provide a variety of funding options for trailers through our in-house Tiger Finance solution.

We are committed to providing our customers with modern design solutions and outstanding build quality, whilst also ensuring the happiness and wellbeing of our staff, suppliers and the wider community.

Our customer base is extensive and includes DPD, Tesco, UPS and Royal Mail and we are pleased to say that this customer list continues to grow.

Looking after employees

To retain loyal and productive staff, it is vital to maintain a good working environment. In order to achieve this, we take steps to ensure that:

- We meet the necessary criteria to be considered an Equal Opportunities Employer as per the Human Rights Act 2010. We also have stringent policies to ensure compliance with the provisions of the Modern Slavery Act 2015
- We have focussed and detailed health and safety policies, procedures and employee training all of which are regularly updated to ensure that our employees are as well protected as possible
- We have a targeted regime of staff training, appraisals and personal development opportunities, which allow our employees to develop and progress within our business



Tiger Trailers Limited

Company Number: 08937970 | VAT Number: GB186396949 | Data Protection registration number: ZA147584
Registered Office: Alan Cartwright House, Road One, Winsford Industrial Estate, Winsford, Cheshire, CW7 3RL
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- We have procedures and designated staff in place to ensure that any HR issues are dealt with appropriately.
- We have a number of additional benefits for our employees which include the following:
 - An Employee Assistance Programme (EAP) where employees can confidentially access a range of services and counselling related to wellbeing and mental health
 - Free breakfast on a staff member's birthday
 - A free piece of fruit each day
 - Free cakes on Fridays
 - An overtime bonus scheme and an early finish to the working day on Fridays
 - Free parking along with electric car charging bays
 - Opportunities to help local community projects
 - A subsidised on-site canteen
 - Seasonal gifts including Christmas drinks and vouchers
 - Events on popular calendar dates including mental health awareness day
 - Free sanitary products.

Looking after customers

At Tiger Trailers we realise how important it is to look after our customers. To make sure that they have a positive and lasting impression of our business we have taken the following steps:

- We take the time to visit customers to undertake a detailed review of their current logistic operation and to provide a comprehensive design solution
- Following a site inspection, we provide our customer with outline sales drawings and specifications to ensure that they are fully briefed of our proposals for their new trailers
- We invite our customers to view 3D models of our designs, created using specialist computer software
- We have invested in virtual reality headset technology to enable our customers to immerse themselves in their trailer's design like never before
- Each of our products are manufactured in a state-of-the-art facility and are subject to stringent quality checks at each stage of the build
- We ensure that each of our customers are provided with regular production updates so they can track the progress of their order from start to finish
- We welcome customers on site at key stage of the manufacturing process, in order that they can evaluate the progress and quality of the construction. They also have the opportunity to discuss their particular project with sales, engineering and other teams within our business
- We invite every customer to our factory for the handover of their completed order, so that they can review the finished product and benefit from demonstrations in our indoor showroom
- We offer all our customers a choice of delivery or collection of their order
- All customers are offered ongoing support through our dedicated aftersales service, with Tiger covering warranty, parts, servicing, repairs, training and rental options.



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Suppliers' standards

It is extremely important to us to ensure that we use good suppliers and maintain a good working relationship with them. We look to achieve this by:

- Ensuring wherever possible that our suppliers provide evidence that they adhere to the Modern Slavery Act 2015
- Ensure that our suppliers operate in line with the Bribery Act 2010
- We collaborate with likeminded suppliers who share our values when it comes to sustainability and community engagement
- We try to use local suppliers where possible
- We are committed to paying our suppliers properly and on time
- We are committed to providing clear communication with suppliers.

Protecting the environment

At Tiger Trailers, we are mindful of the impact of our operation on the environment and are committed to reducing the environmental impact that our business activities have. In order to achieve this, we take the following steps:

- We have set a target of reducing our carbon output by 5% each year until December 2025
- We take steps to discourage and prevent engine-idling in the yard and car park of our premises
- Much of our premises in Cheshire uses an energy efficient heat pump, along with natural ventilation and a highly efficient heat recovery system for regulating temperature. This reduces our carbon footprint in this regard significantly
- We have installed highly efficient LED lighting in the offices at our premises, which, when combined with other measures taken, leads to a highly efficient head office
- We have a roadmap and funds allocated for a solar panel installation programme on site
- We encourage car sharing for staff through our dedicated HR department
- Our staff car park has charging points available for electric and plug in hybrid vehicles
- We manufacture sustainable products with increased fuel efficiency and a reduction in CO2 emissions
- We manufacturer sidewall material used in our double deck trailers from recyclable materials where it is possible and appropriate to do so.

Community engagement

As a business, we consider it essential to engage with our local community. In particular, we run the following initiatives to ensure that we play our part:

- We regularly work with schools and other organisations to promote road safety to children, cyclists and others
- We support 'Brake', one of the UK's most prominent road safety voices by donating annually and collaborating on awareness campaigns
- We strive to increasingly employ environmentally efficient 'green' components and engineering approaches in the manufacturing of our products
- We actively promote engineering, logistics and driving to women
- We engage young people within our business through charity visit days and our apprenticeship scheme
- We work with likeminded suppliers who share our values when it comes to sustainability and community engagement
- We are a proud sponsor of the Cheshire Community Foundation, which works to improve the lives of the most disadvantaged people in our local communities. Through them, we directly support a number of local charities on a regular basis through staff events
- We have set up a dedicated Tiger Safety Team to promote road safety to a range of audiences
- We are a proud sponsor of the West Cheshire and North Wales Chamber of Commerce Young Chamber initiative, which benefits local schools and colleges
- We look to promote our chosen charities and our awareness activities on our website, via social media and in the news media wherever possible
- We are proud to support 'Veterans into Logistics' by refurbishing their trailers and promoting their valuable work that addresses unemployment and mental health
- We use our Road Transport Hub blog to raise awareness of advances in technology which, in turn, promotes safety, environmental sustainability and good practice.

Measurement

At Tiger Trailers, we appreciate that it is important not only to set the above goals, but also to have measures in place to ensure that they are achieved and regularly monitor and assess whether or not those measures are working.

We therefore undertake regular 'CSR Audits' whereby our board of directors and senior management review progress and may, if necessary, put measures in place to ensure that all of the goals listed above are achieved.



Edward Booth
Managing Director

