



## **Corporate and Social Responsibility Statement**

James Jones & Sons (Pallets and Packaging) Limited's core philosophy is centred around our commitment to quality and service, and we strive to be the best employer, customer and supplier in our sector and in the wider community. We will always act with integrity and honesty, treating our employees, our customers and our suppliers with respect and maintaining the values of a family company that has prospered through six generations to become the most successful British owned timber processing business in the UK.

### **Our employees**

Our employees are a vital part of the James Jones & Sons (Pallets and Packaging) Limited's story, and we ensure we communicate as proactively as possible as well as encouraging senior management to visit our production locations on a regular basis. Many of our employees are second, third or fourth, generation members of their own families to work for the business and the average length of service amongst our 1,225 employees, is more than 15 years.

We believe in treating employees fairly in all aspects of their employment. We invest in individual and collective training to help each employee progress and develop and, where possible, to promote our management team from within the business. We have created a proactive and wide-ranging mentoring programme, and we are actively involved in recruiting apprentices, school leavers and graduates with clearly defined career paths.

We do not discriminate on grounds of race, religion, ethnicity, sexual orientation or gender. Harassment, discrimination, or violent behaviour in the workplace will not be tolerated by any employee, and appropriate action will be taken where necessary.

### **Health and Safety**

Health and safety is critical to our day to day business and we have a dedicated health and safety management team across all of our sites which maintains and improves safety standards, carries out training where appropriate and ensures that all of our employees have as safe and healthy a working environment as we can possibly make it.

This philosophy has been heightened during the Covid-19 pandemic and stringent new measures have been introduced to maintain the highest standards of hygiene, cleaning regimes and appropriate social distancing.

### **Our suppliers**

We believe in mutually beneficial relationships with all of our suppliers based on respect, trust, communication and long-term commitments and we endeavour to pay to the agreed terms.



## **Our customers**

Our customers are the lifeblood of our operations and without them we would have no business to manage. Long term supply contracts ensure we treat all of our customers, regardless of scale, with equanimity and respect. Regular meetings and dialogue are encouraged to ensure seamless lines of communication are maintained.

We are committed to annual capital expenditure programmes to produce innovative and high-quality products so that our customers can compete in an increasingly competitive marketplace.

## **The environment**

James Jones & Sons (Pallets and Packaging) Limited has been at the forefront of driving improved environmental and sustainability standards in the UK timber processing industry and we have long standing commitments to minimise the impact of all of our operations on the natural environment. We continue to invest in low carbon technologies across all of our sites, and we are committed to environmental compliance, the woodland carbon code, chain of custody, carbon accounting and life cycle assessment protocols.

## **Our communities**

Many of James Jones & Sons (Pallets and Packaging) Limited's operations are in rural locations and, as a significant employer, we appreciate that we have a long-term commitment and responsibility to those communities. At all of our sites across the UK, each manager has a discretionary budget to contribute to local community events, organisations and activities.

## **Charitable donations**

We support, encourage and publicise many of our staff's fundraising activities for charities with which they have a personal connection. We are also committed, at a corporate level, to cancer charities as many of our own staff have been impacted and affected by the disease in their personal lives.

**PETER MCKENZIE**  
**Managing Director**

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