

Date: 1 January 2022



A L I N E A

**CORPORATE SOCIAL RESPONSIBILITY POLICY**

Date: 1 January 2022

## **Introduction to Corporate Social Responsibility (CSR)**

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 carry out best practices anyway.

Alinea London Ltd trading 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**

Alinea London Ltd provides customs brokerage and consultancy services. Our shareholders are Geoff Caesar and Holly Jade O'Leary. Geoff is a solicitor of England and Wales with over 20 years' experience across a range of industries including oil and gas, engineering, aviation and telecoms. He has primarily advised both private companies and UK government departments on commercial law and contract management, with a focus on procurement and cross-border trade and international logistics.

Geoff's first degree was a BSc in Maritime Studies from Cardiff University, with specialisms in international shipping, marine insurance, logistics and supply chain management.

Holly has a distinction grade diploma certificate in Advanced Customs Compliance – International Perspective & Application, in addition to BA (Hons) Music Industry Management, and 14 years of business management experience.

She assists domestic and international clients with handling customs transactions, offering day-to-day support, alongside expertise in complex areas such as rules of origin, excise, sanitary and phytosanitary controls, and temporary admission.

As a company we are committed to supporting trade and economic development through the provision of efficient, reliable, competitively priced customs declarations and professional consultancy across all areas of UK customs law and practice, and to support entrepreneurs and commercial enterprises with cross-border strategy which develops sustainable growth.

As a company we are familiar with legislation established within trade agreements that encourages commercial enterprises to integrate carbon-efficient supply chain practices and benefit from areas such as increased leverage of the use of non-originating materials to develop renewable technologies, in electric car battery manufacturing, for example. We can offer support to organisations that would like to minimise organisation costs through the adoption of sustainable operations within processing, encouraging cross-border investment in innovation and green technology.

We are proud to include both emerging and established companies within our clientele, and provide professional and responsible support in developing new markets, establishing appropriate customs

Date: 1 January 2022

compliance policies across areas such as customs valuation, anti-bribery and corruption, and alcohol due diligence. As a company we are also committed to developing opportunities which support the COP2050 net zero targets, and improve social, environmental responsibility and human rights through corporate governance. We support diversity and gender equality, and regularly contribute to Savvitas, whose patron is former prime minister, Theresa May. A key goal of Savvitas is to ensure all activities have positive social and economic impact, leveraging international business between women and increasing women's contribution to global GDP. Through the provision of customs training and online seminars we support companies in developing their international skill sets and managing customs and border compliance activities.

### **Looking after Customers**

- In order to improve customer satisfaction and retention, Alinea London Ltd prioritises qualitative reviews and feedback.
- Alinea London Ltd are committed to the provision of excellence and maintain a disciplined approach to the integration and communication of legislation, and regularly host internal and external stakeholder meetings to analyse, contrast and compare and forecast regulatory developments and adaptations that may be required within commercial strategy.
- Alinea London Ltd are committed to providing our clients with insight into adopting responsible supply chain practices including but not limited to communications certification regarding the Paris Agreement 2015, United Nations Principles for Responsible Investment, and the United Nations Sustainable Development Goals and recommended use of WRAP-certified factories for garment manufacturing within the textile industry.
- Alinea London Ltd maintains clear communications with customers, and receives regular feedback for our responsive approach to governance, administration and reportage.
- Alinea London Ltd are committed to excellent communications and customer relationship management (CRM) practices.

### **Supplier's Standards**

- Alinea London Ltd are committed to working with suppliers and clients who demonstrate evidence of adherence to the Modern Slavery Act 2015.  
Alinea London Ltd's due diligence procedures within our onboarding process integrate the provision of our anti-money laundering policy to maintain an ethical code of conduct and requires new clients to review and sign an authorisation agreement with a confirmation of adherence.
- Alinea London Ltd is committed to paying our suppliers on time.
- Alinea London Ltd will review a company's CSR statement before engaging services.
- Alinea London Ltd is committed to clear communication with clients and suppliers.

### **Protecting the Environment**

- Alinea London Ltd minimise environmental waste through committing to recycle, reduce and reuse.
- Alinea London Ltd uses marketing materials provided by sustainable and FSC certified suppliers, integrating environmentally responsible practices.
- Alinea London Ltd encourage environmentally responsible practices through use of electric vehicles, shared transport and public transport where possible

Date: 1 January 2022

- Alinea London Ltd encourages associates to use greener fuels in their personal vehicles if possible.
- Alinea London Ltd prioritise working with suppliers who adopt energy efficient practices into plant and machinery, company vehicles, such as delivery vehicles, plant/ machinery, and company cars

### **Non Discrimination**

One of the core values of Alinea London Ltd is to treat all persons with respect and dignity. As a commercial organisation we are resolved not to discriminate in the provision of services, employment practices or engagement of interns on the basis of race, colour, religious creed, age, marital status, familial status, national origin, ancestry, sex, mental disability, learning disability, sexual orientation, or physical disability including blindness or deafness.

### **Community Engagement**

- Alinea London Ltd regularly host training events at leading venues in City of London, which are free to participate in and support access to commercial insight within customs and international trade.
- Alinea London Ltd have committed time and resources to staff training in sustainable development and emerging markets in association with the World Bank Organisation to develop internal knowledge in how to integrate thought leadership and practices which support the fulfilment of the United Nations Sustainable Development Goals and the COP2050 targets.
- Alinea London Ltd offers equal opportunities training and internships to local and international students.

### **Measurement**

Alinea London Ltd monitor our Corporate Social Responsibility goals and our Environmental and Social Governance Goals by establishing board meetings with the internal stakeholders on the 1<sup>st</sup> date of each quarter, where we monitor and assess how these measures are working and how we can adapt through the incremental adherence to a 'Kaizen' model of integrating on-going improvement and recording the achievements accomplished.