

ENVIRONMENTAL & SUSTAINABILITY POLICY

Richer Sounds Ltd is a TV, Hi-Fi and home cinema retailer, with 51 stores nationwide, telesales and e-commerce platforms, an office in London and a logistics centre and 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 through a combination of 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 intranet.

This Environment and Sustainability Policy was last updated on 10 March 2026 and is subject to change as the company considers necessary or advisable. This policy is intended to be reviewed annually.

Our Board of Directors has 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

We recognise that our business activities have the potential to impact the environment through the sale and use of our products, energy use, transport, water, waste and recycling processes and are strongly committed to managing and minimising these impacts and reducing our greenhouse gas emissions.

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.
- Procure 100% renewable electricity for our operations
- 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) Offer 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) Operate a "closed" door policy on our stores to reduce heating and cooling consumption and protect the health of our colleagues & customers from pollution.
 - iii) Promote sensible energy management of all Richer Sounds premises through the distribution of energy saving guidelines.

- iv) Introduction of the “Green League” competition which encourages and rewards store energy reduction.
 - v) Conduct periodic external site energy saving audits to identify any possible energy saving opportunities.
 - vi) Partner with The Carbon Footprint Limited to reduce and offset our carbon emissions to remain a carbon neutral company. We have currently achieved a 30.6% reduction in scope 1 and 2 location-based emissions against our 2018 baseline.
 - vii) Installation of Solar Panels at our highest consumption site which provides a minimum of 30% of the site’s electricity consumption.
 - viii) Replace gas powered forklift trucks within our warehouse facility with more energy efficient electric units.
 - ix) Work towards updating all our premises with energy efficient lighting and employing PIR room sensors in less frequently used areas.
- **Reduce waste to landfill:**
 - i) Actively promote 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) Implement recycling facilities throughout our premises. In 2024/25 just 0.04% of the waste generated by our operations became landfill.
 - iii) Reduce 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) Support and encourage our suppliers to find alternative sustainable solutions to the use of EPS (expanded polystyrene) and other non-environmentally friendly plastics used in the protective packaging of electronic products.
 - v) Purchase recycled and/or eco-friendly products for our stationery, photocopier and washroom supplies wherever they are available, economical and suitable.
 - vi) Purchase refurbished mobile handsets and equipment whenever available, economical and available.
 - vii) We offer free water bottle filling stations within our stores and offices to encourage less plastic waste.
 - viii) Encourage customers and colleagues to recycle by 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 are supported.
- III. Provide a wide range of colleague benefits including company holiday home vacations, subsidised health plans, Financial and Health advice workshops.
- IV. Always offer value for money products and outstanding customer service.

- V. Oppose zero-hour contracts unless requested by employees; we are proud to be accredited by Zero Hours Justice. www.zerohoursjustice.org
- VI. 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
- VII. Support the surrounding community by looking to employ local people and businesses, where possible.
- VIII. We donate 15% of our profits to charities and good causes, a higher percentage of profit than any other privately-owned company. Our colleagues are directly involved in the grant making decisions via the Richer Sounds Foundation, helping to support local and national charities.
- IX. 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
- X. We are 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.
- XI. We are proud to be accredited by the Good Business Charter www.goodbusinesscharter.com which recognises good business behavior and points customers to these businesses. We actively 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: .....
Julie Abraham, CEO

Date: 10 March 2026