

William Smith Group

ESG REPORT

UPDATED OCTOBER 2026

WILLIAM SMITH GROUP 1832

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OUR ESG COMMITMENTS

At William Smith Group, our ESG work focuses on reducing environmental impacts, supporting our people and community, and strengthening responsible business practices. We work with our teams and suppliers to identify improvements and track progress.



OUR INITIATIVES

A CARBON NEUTRAL BUSINESS

We are a proudly certified carbon neutral business. Our certification was awarded by Blue Marble Standards in September 2023 and 2024, and we achieved carbon neutral status again in 2025, offsetting 847 tonnes of carbon through projects supporting rainforest conservation and hydropower. This has been achieved through rigorous analysis, targeted carbon reduction strategies and collaborations with key partners.

In its certification, Blue Marble Standards noted that "William Smith is committed to identifying and implementing carbon saving projects".

Initiatives include embracing eco-friendly LED lighting throughout the business, implementing a 'lights off' policy to lower energy waste and also staging meetings online (when possible) to cut down on travel.

WASTE MANAGEMENT

The overwhelming majority of our in house packaging is recyclable, even the shrink wrap!

As a founding member and FESPA UK Waste Accreditation Champion, this not-for-profit association exists to provide a recycling scheme for our customers, that will dispose of graphic waste using the most responsible methods. Helping to reduce the environmental impact of self-adhesive films and backing paper waste all across the UK for the sign and graphics industry.



Statement:

"For over 190 years, William Smith Group 1832 has evolved with the times while staying true to our values. Today, ESG is part of how we carry that legacy forward — acting with care for our environment, investing in our people, and running our business responsibly."

"We're working to reduce our environmental footprint, build a workplace that supports every individual, and maintain strong governance throughout all areas of the business. This is not about trend-following — it's about doing what's right for the long-term, in a way that honours our history and strengthens our future."

OUR CULTURE

Giving Back: We work across our community to help it grow. Our family-run business has been here for seven generations, and we are a major local employer – so it is only right we give back, and at William Smith, we support everything from grassroots sport to charities that are close to our team's hearts.

Caring for our people: Our team's mental health and wellness are top priorities, and we provide them all with access to counselling, mindfulness training, and employee support programs to support them both in their roles but also with the day-to-day challenges of life.

Our workforce knows it is supported whatever challenges arise and be it long-term illness or personal issues, our colleagues can count on our support during their toughest times.

Listening and investing: Our culture is built around listening, supporting and developing our people. Our latest employee survey recorded an eNPS of +57, up from +41 in September 2025. Our nine-member Culture Club, employee communication app and ongoing investment in learning and wellbeing help colleagues stay connected and contribute to life across the business.

A supportive workplace culture: We work hard but we also believe that work doesn't have to be a chore. Our culture is a key driving force behind our impressive staff retention rates – and a reason why so many staff have been with us for decades.

Go-karting, golf, a day at the races, selfie stations, pizza Fridays and even cocktails at Christmas – fun is part of our fabric and we strive to get the balance right.





OUR HISTORY

Established in 1832, William Smith Group has been leading the signage and graphics industry for decades. Based in the County Durham town of Barnard Castle, we are proud to be Britain's oldest sign maker.

Our family-owned business is almost 200-years-old. Yet despite our age and experience, we never stop moving forward.

We're driven by innovation, quality, and responsibility—permanently pushing boundaries to deliver cutting-edge solutions with a sustainable edge.



2009
First training course launched

2016
Moved into the new warehouse

2017
Architextural Brand is launched

2025
A leading trade supplier in the UK
The Expertise Lab launched (3 December 2025)
Sign Industry Awards – Best Customer Experience winner

2026
North East Business Awards – Best Place to Work winner
The Sunday Times Best Places to Work – listed
Sign Industry Awards – Best Customer Experience winner

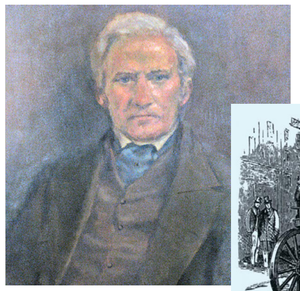
2005
William Smith become UK sole distributor of RollsRoller Applicator

2000
William Smith launch their Material Supply Service

1985
First UK company to have a flatbed Signtronic machine

1970s
Traffic sign production becomes the mainstay of William Smith

1964
William Smith becomes a Limited Company
William Smith and 3M become partners





1832
Mr William Smith Establishes Company

1871
Export machines throughout the world

1929
William Smith known as the best road improvement equipment manufacturer in the UK

1930
First ‘real’ road sign made by William Smith

OUR MISSION

We aim to empower customers with products and services that drive their success. We believe in being proactive, forward-thinking and always customer-focused, delivering solutions that make things happen. Our commitment to high standards is matched by a people-first approach, treating everyone whether its customers or team members, like family.

That includes growing other businesses by partnering with them in order for them to best utilise our products.

Our Training Academy shows installers how to correctly apply products, with mentoring and guidance from industry-leading trainers, with architectural and vehicle wrapping courses available.

We empower customers with products, training, and service that drive success. Guided by high standards and a people-first approach, we partner with businesses to help them make the most of our solutions – from architectural wraps to specialist training – all delivered with the professionalism and warmth of a family business.



OUR VALUES

Building a legacy together

As a company of history, we pride ourselves on making a difference, of standing for something so much more.

Our purpose is not only to uphold that history, but to continue year on year, person by person, experience by experience to create a lasting legacy with everyone we interact with.





Make things *happen*

We have a drive to move things forward and an appetite for growth and learning. We do what we say we will do.

You can expect to receive an outstanding service that is both friendly and professional, as we are committed to making things happen.

We strive to go the extra mile every time, keeping our customers at the heart of everything we do.

Encourage
innovation

We’re on the pulse with the latest industry offerings, meaning we have built a solid reputation for innovation.

We seek to improve in all that we do. We explore innovation and approach change with an openness and adaptability.

With knowledge comes growth, which we in turn share with you as our valued customers.





Treat everyone like
family

As a family business, we have diversified in many different and unexpected ways. We’re proud of our business and everyone that contributes to making it what it is. We have developed a community like no other.

We have a deep care and respect for everyone we work with, including customers and partners. Within our team, support and collaboration are at the core.

OUR BRANDS

ARCHITEXTURAL

Architextural provides innovative surface solutions, specialising in architectural finishes and refurbishment products. It stocks the largest range of architectural films in the UK.

That extensive range includes high-quality architectural films, vinyl wraps, and surface coatings designed to transform interiors and exteriors across various sectors, including commercial, retail, and residential spaces.

These enable clients to achieve aesthetically pleasing and durable finishes without the need for extensive renovations.

ARCHITEXTURAL™

Surface. Designed.



VION

Our exclusive brand, VION, offers a trusted range of self-adhesive films designed specifically for the sign and graphics trade.

From digital print films to architectural and window solutions, VION combines high-quality performance with everyday value. Developed with installers in mind, the range is backed by reliable lead times, straightforward application, and expert technical support from our in-house team.

Whether you're wrapping vehicles, refreshing interiors, or creating eye-catching displays, VION gives you the confidence to deliver — with products that work just as hard as you do. The perfect balance between technical performance and affordable pricing.

With sustainability in mind, PVC-free digital print options are offered, as well as films for interior wrapping to reuse or extend the life of existing fixtures and fittings.

VION®



GOVERNANCE STRUCTURE

As a strategic business priority, ESG at William Smith is overseen at senior leadership level.

A standing agenda item at every board meeting, updates are fed back to the Managing Director and leadership team with progress permanently tracked. That's achieved by a cross-business ESG Steering Group – with representatives from HR, marketing and health & safety – meeting monthly to monitor performance and set priorities and KPIs.



ROB SMITH
Managing Director

Rob provides strategic leadership for our ESG vision, ensuring sustainability remains a core business priority. He aligns the organisation's goals, resources, and culture to deliver meaningful environmental, social, and governance outcomes, while driving long-term growth.



NICKY SMITH
Operations Manager

Nicky leads our environmental strategy, embedding resource efficiency, waste reduction, and process improvements across the business. Her work ensures sustainability is integrated into every operational decision, reducing our footprint while boosting efficiency.



KELLY HUGHES
People & Culture Manager

Kelly champions our social sustainability agenda, driving initiatives that enhance employee wellbeing, foster continuous learning, and strengthen diversity, equity, and inclusion. She also leads community engagement to ensure our business creates a positive impact.



ROB SISWICK
Production Manager

As our Health & Safety officer, Rob safeguards our people and processes by ensuring the highest safety standards and compliance. He drives continuous improvement in workplace safety and contributes to social and governance objectives, ensuring ESG principles are embedded in our production practices.



LINDSAY HUTCHINSON
Head of Marketing

Lindsay ensures our sustainability commitments are clearly communicated and championed both internally and externally. She shapes brand strategy to align with ESG goals, building engagement and trust with customers, partners, and employees.



JONNY HARLE
Product & Portfolio Manager

Jonny develops and steers our product portfolio with a focus on sustainable innovation. He identifies and delivers market-ready solutions that reduce environmental impact and meet evolving customer demands for responsible products.

OUR COMMUNITY

As one of Barnard Castle's largest employers, we give back through sport, charity, and education. From funding a defibrillator for the town's Parkrun to supporting 180 young footballers, we invest where it matters most. Our partnerships with cancer and mental health charities, schools, and local colleges help our community grow stronger together.

We are working with a local school to transform its bathrooms using decorative vinyl wraps. Pupils have helped shape the project by writing letters requesting improvements and visiting our premises to choose materials and designs. The project brings our products and expertise into the community while giving children an active role in improving their school environment.



Testimonial from Darren Harrison, coach for Under 11s football team :

"I would like to thank William Smith for their continuous support for their continuous support and the wonderful donation they gave to Barnard Castle F.C.

We are a local football club with 180 children who play in a local Teesside league. We have a small team of volunteers who support the club, and without the kindness of William Smith would find it very difficult to keep up with the running of the club.

The money received helps us with strips, balls, training tops and many other things which clubs need. The 180 kids all proudly wear the strips with the William Smith logo on."

FUNDRAISING

Like many businesses, our team sadly has been impacted by cancer. That's why we've focussed on raising vital funds and awareness for two charities – Teesdale Cancer Research and Macmillan – who help those in our community fighting it.

Through the Turn Barney Pink campaign, we supported Teesdale Cancer Research with a donation and contributed our own vinyl materials and expertise to create pink decorations, helping raise awareness across the local community. Our Macmillan Coffee Morning raised £308.75 through colleagues' baking and donations.

As a pillar of the Barnard Castle community for 200 years, we've also worked with local schools and have strong links with the local college which over the years, has helped with recruitment by helping leavers secure careers where they can grow.



COMMUNITY ENGAGEMENT

For 50 years, The Clique Charity has been an integral part of the Barnard Castle community, raising vital funds through innovative and fun ways to support both the town and the wider Teesdale area.

In that time, the charity has been incredibly close to our hearts and during the past half-a-century, 27 members of the charity have worked for us. Currently, four are employed at William Smith 1832.

We invested £16,500 in local sponsorship in 2025–2026, and £14,500 so far in 2026–2027. Organisations we have supported include the Cystic Fibrosis Trust, our local Parkrun, Barnard Castle FC (adult and junior teams), Barnard Castle Rugby Club, Barnard Castle Boxing Club and Teesdale Cancer Research, alongside sponsorship across the town and our Turn Barney Pink and Macmillan Coffee Morning fundraising.

We have produced everything from posters, banners and tickets for Clique events, while we have loaned out our vehicles to help their fundraising – be it transporting bikes for a coast-to-coast charity cycle or equipment and support for the Three Peaks challenge.

THE CLIQUE CHARITY

Fund raising for the Community

Clique testimonial:

“Without this support that has stretched over generations of the Smith family we would not have been able to help our community in the way we do, thank you so much for your continued support”.



ENVIRONMENTAL PERFORMANCE

As a manufacturer, we realise we have a duty to do as much as possible to offset the environmental impact of producing high-quality signage and vinyl materials.

Our environmental policy dictates that sustainable business practices are at the forefront of everything we do, whilst remaining compliant with both environmental laws and regulations.

One key achievement is becoming a carbon neutral business – something we've now achieved for three consecutive years: 2023, 2024 and 2025 – and has been achieved by implementing several processes and innovations across the company.



OUR JOURNEY TO CARBON NEUTRAL

TO ACHIEVE THIS, WE'VE OFFSET:

847 tonnes of carbon offset for 2025

288 tonnes offset from company-controlled vehicles and on-site fuel use

651 different deliveries from William Smith's suppliers

22,552 litres of diesel offset from our on-site tank

CARBON NEUTRAL
Trusted Data: Blue Marble

THROUGH TWO CERTIFIED PROJECTS:

130 Tonnes through the Rimba Raya rainforest conservation project

125 Tonnes through the Song Ong hydropower project



OUR MANUFACTURING PROCESS

We have used fully recyclable packaging whenever feasible, as well as committing to environmentally friendly practices such as using cardboard boxes that are FSC certified and cardboard end caps. We also provide PVC-Free products for the eco-conscious customer.

We have embraced technology to use the most eco-efficient delivery routes, while local deliveries are carried out every Thursday in order to minimise dependency on couriers.

Additionally, weekly deliveries to the North West prevents multiple consignments being transported over several days – all steps that help lower the company's footprint.

Electric vehicles have been used for internal deliveries, while all our vehicles are 'low emission friendly' – meaning they are exempt from charges in high-emission zones.

This ongoing work reflects our firm belief that businesses must play a vital, ongoing role in tackling climate change.

With solar panels installed across our Barnard Castle HQ, we are committed to finding sustainable ways of powering our business.



OUR RESOURCE MANAGEMENT

We have implemented a wide range of sustainable practices designed to create as small a carbon footprint as possible.

The majority of our packaging consumables can be fully recycled. Packaging materials are made with a minimum of 30% of recyclable material and can be fully recycled in our waste systems, this includes lay flat tubing, poly bags, pallet wrap, hand wrap and bubble wrap.

And it isn't just plastics. Our corrugated packaging is sourced from forests managed to the FSC's high environmental and social practices. As a result, the paper and cardboard produced to package our products meets a far greener standard.





For the minimal amount of waste that unfortunately isn't suitable for recycling, we use professional and respected specialists to ensure it is safely and ethically removed.

Our composite scrap metal is collected by ASD and fully recycled. All of the production scrap grades that are collected from ASD Ltd are taken to our local metal recycling facility for further processing prior to re-melting and re-constituting into new products by a steelworks or Foundry either in the UK or overseas.
We also partner with the award-winning Veolia – the UK leader in environmental waste solutions.

Their specialists take our general waste to Niramax, in Hartlepool, which is the closest suitable site to our headquarters. Any waste that can be recycled is separated at the Material Recycling Facility with the remainder processed on to RDF (Refuse Derived Fuel) – diverting it from landfill.

Additionally, the Veolia Customer Portal highlights the positive environmental impact this has in performance reports.

OUR PRODUCTS

Material innovation that opens up new possibilites.

A fresh look for an existing building. Natural textures brought indoors. Window graphics that do more than advertise. Our suppliers are opening up new possibilities for how customers design, refurbish and specify materials. Through our Supplier Sustainability Spotlight series, we explore the products and initiatives behind that progress, helping customers match creative ambition with practical choices about materials, energy and waste.

3M – Making more of the surfaces we already have

3M DI-NOC architectural finishes give existing doors, walls, furniture and fixtures a new lease of life, helping avoid unnecessary strip-out and replacement. E-Series RC takes the materials story further: its base film layer contains 80% post-consumer recycled polyester, while its coloured layer contains 20% scallop shell powder as a bio-based filler.

For vehicle graphics, IJ280 paired with 8428G overlaminate contains 22% less PVC than IJ180 paired with 8518 and requires less heat to conform than the products tested by 3M. Sun Control Window Films can improve existing glazing without replacing glass and frames; the Prestige Series also has an Environmental Product Declaration to support specification. On the road, Diamond Grade DG3 reflective sheeting can reduce the need for powered sign illumination in suitable applications, connecting road safety with potential energy and maintenance savings.

Avery Dennison – Bringing nature and new life to spaces

Organoid's story begins with real flowers, leaves, moss and alpine hay. Hand-harvested ingredients and careful handcrafting create decorative surfaces that retain much of their natural texture, appearance and fragrance. Rose petals bring colour and scent; alpine hay evokes a meadow. With 100% natural face materials and a self-adhesive backing, the range brings a tangible connection to nature into interiors.

SQUID brings the softness of fabric to glass: a PVC-free woven polyester textile offering privacy, light transmission and printable design options. Outdoors, Facade Film refreshes structurally sound cladding, panels and window frames through dry application, retaining existing components while updating their appearance. Durability is up to 10 years, depending on finish and exposure.

Better choices also need better information. Developed with the Carbon Trust, Avery Dennison's footprinting tool provides cradle-to-gate and cradle-to-grave assessments for selected graphics products. Avery Dennison and William Smith Group also support practical industry waste improvements as FESPA UK Champions.



Arlon – Expanding the possibilities of non-PVC films

Arlon's VITAL range offers non-PVC polyurethane films for high-performance graphics, with selected formulations removing the need for plasticisers. Its internal assessments estimate 61–68% lower manufacturing VOC emissions for selected VITAL

cast PU formulations, depending on the product. This gives customers more material choices while addressing impacts during production.

The work extends beyond the film. Around 65% of Arlon's paper liner sourcing is FSC-certified, while selected product lines use end caps made from 100% recycled plastic. Its first comprehensive organisational carbon footprint covers Scopes 1, 2 and 3, providing a baseline for further improvement. Next steps include expanding VITAL and developing Product Carbon Footprints for key categories.

Contra Vision – Turning glass into more than a display

Contra Vision turns existing glass into communication space, with window graphics that can also reduce solar heat gain and cooling demand. Advance offers a PVC-free alternative that the supplier describes as lower-carbon than equivalent PVC products, while laminated perforated films incorporate recycled content.

Innovation is also looking ahead: Contra Vision is developing one-way vision films intended to be fully recyclable through mainstream waste streams and researching the integration of photovoltaics into windows. These are development projects,rather than available product promises. Alongside this, packaging improvements save approximately two tonnes of plastic annually, and its FESPA UK partnership supports end-of-life waste management.

Explore the possibilities for your next project

Whether you are refreshing an interior, transforming a facade or planning a graphics campaign, our team can help you explore the options and choose materials suited to the application. Read our Supplier Sustainability Spotlights for the stories, evidence and developments behind the products.

OUR SOCIAL PERFORMANCE

As a seventh-generation family business, we understand that our people shape the experience we deliver to customers. William Smith Group employs 104 people, with an average length of service of 11.1 years. Over the preceding 12 months, we retained 91.8% of our established workforce. We continue to invest in learning, listen to employee feedback and support development throughout the business.

92%

Instilling Pride score – The Sunday Times survey, February 2026



PROGRESSION

We advertise all vacancies internally first, giving colleagues the opportunity to develop their careers within the business. Our latest update records four internal promotions and two departmental moves, helping employees build on their strengths and explore new opportunities.

Take Ian Spence. He started in fabrication, mastered his craft, and climbed into sales. Today, he leads as Internal Sales Manager - proof that hard work here always finds a path upward.

Daisy and Michael joined our inbound sales team and have since progressed to become UK Internal Account Managers, taking on additional responsibility.

John and Tom have progressed to become Training Managers, delivering our training courses and using their skills and knowledge to support customers.

Our Managing Director, Rob Smith, carries forward nearly 200 years of family heritage. But he hasn't just inherited the role - he's earned it. Over 18 years, Rob worked across every department in the company before stepping into leadership.

From the workshop to the boardroom, our story is one of growth, grit, and opportunity.

At William Smith, we are a member of several respected trade associations.

International Society of Automation
Setting the Standard for Automation™

British Sign & Graphics Association

GGF
GLASS AND GLAZING FEDERATION

National Association of Shopfitters and Interior Contractors

British Institute of Interior Design

artsm
ASSOCIATION FOR ROAD TRAFFIC SAFETY AND MANAGEMENT

NORTH EAST Chamber of Commerce



EMPLOYEE VOICE & AWARDS

Our latest employee survey achieved an eNPS of +57, an improvement of 16 points compared with September 2025. The overall survey score increased from 7.78 to 8.17 out of 10, with improvement across all seven measured categories. We received 87 responses, representing an 88% response rate.

In the separate February 2026 Sunday Times survey, we achieved an eNPS of +80 and an average engagement score of 90%, with a 73% response rate. William Smith Group was subsequently listed in The Sunday Times Best Places to Work 2026.

OUR RECOGNITION

North East Business Awards 2026 – Best Place to Work, Winner

The Sunday Times Best Places to Work 2026 – Listed

Sign Industry Awards 2025 and 2026 – Best Customer Experience, Winner





DIVERSITY

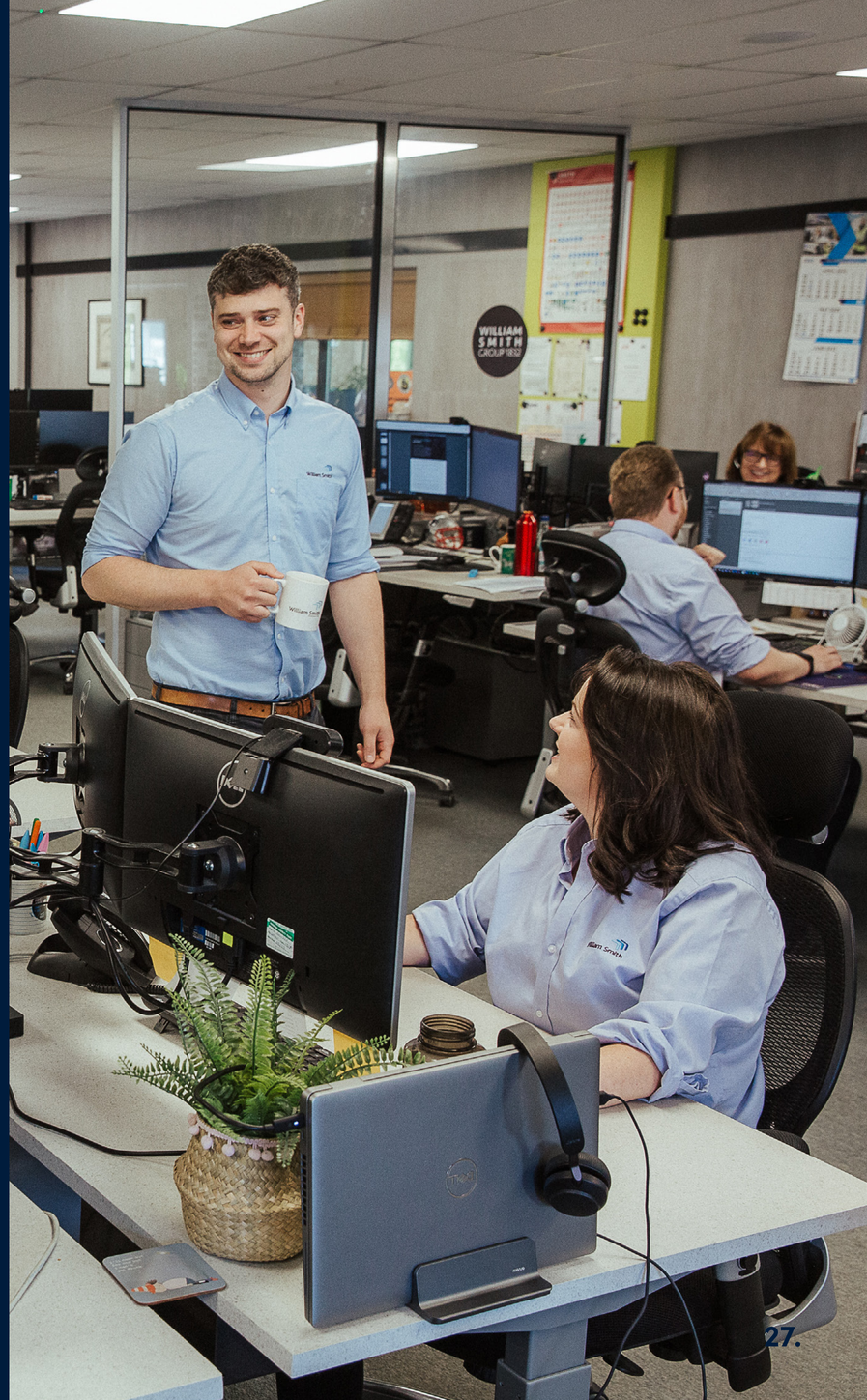
104 people employed at 30 September 2026

38% of our workforce are women (39 of 104)

87.4% of staff have more than one year of service

27–35 our largest age group (33.7% of staff)

39 average age



EMPLOYEE WELLBEING

Our support network includes 10 first aiders, seven mental health first aiders and seven fire marshals. Our nine-member Culture Club helps colleagues contribute to life across the business.

During Mental Health Awareness Week, we welcomed Anthony Hutton, founder of the Never Throw in the Towel Project. Anthony delivered two talks sharing his personal mental health journey and encouraging open conversations. A complimentary pop-up barbershop and blow-dry bar provided a relaxed setting for colleagues to connect and continue the conversation.

Our Employee Assist Program is accessible to all members of staff, delivered by Health Assured – the UK's leading wellbeing provider.

"You can see it and feel it when a company has good culture in the workplace."

— Anthony Hutton, founder, Never Throw in the Towel Project

91%

Wellbeing score – The Sunday Times survey, February 2026







THE EXPERTISE LAB

Launched on 3 December 2025, The Expertise Lab brings colleagues together to develop skills and share knowledge. Sessions led by internal and external trainers cover sales, customer service and product knowledge, supporting continuous learning across the business. Since launch, the programme has delivered 49 sessions, recording 651 attendances.

Alongside this, 21 quizzes have been created, with 226 quiz passes recorded to reinforce learning.

49	**sessions delivered**
651	**attendances**
226	**quiz passes**

CUMULATIVE SINCE LAUNCH, OCTOBER 2026 UPDATE.

MANAGEMENT DEVELOPMENT

All managers participate in quarterly externally delivered training and have access to Perform courses, one-to-one coaching, masterclasses and practical management support. Between July and September 2026, the 16-person management cohort achieved 100% platform activation and completed 213 lessons.

100%	**platform activation (16 managers)**
213	**lessons**

JULY–SEPTEMBER 2026

HIBOB LEARNING

During October 2025–September 2026, HiBob recorded 506 course completions and 175.5 hours of learning, with 106 employees participating during the year. These figures cover learning recorded through the platform, rather than all training undertaken across the business.

506	**course completions**
175.5	**hours of learning**

OCTOBER 2025–SEPTEMBER 2026.

RETENTION

Our established workforce provides continuity and experience. Strengthening onboarding, practical training and support for new colleagues remains an ongoing priority.

91.8%

Annual retention of established workforce

11.1 years

Average length of service

14.9%

Rolling annual employee turnover

11.9%

Rolling annual attrition

5.9 days

Average sickness absence per employee during the year



REPORTING PERIOD: OCTOBER 2025 – SEPTEMBER 2026





DIVERSITY AND INCLUSION

At William Smith, we truly value our employees and strive to create a safe, inclusive, and supportive workplace.

As such, we've created an equal opportunities policy featuring five key beliefs to make that a reality.

- Upholding fair wages, benefits, and equal employment opportunities.
- Promoting diversity, equity, and inclusion at all levels of the organisation.
- Providing professional development and training opportunities.
- Ensuring a safe and healthy work environment.

- Encouraging a work-life balance and employee well-being programs.
- Flexible home working where possible (role dependent).
- An extra day of holiday for every five years of service.
- Holiday purchase scheme.
- Cycle to work scheme.
- Reward vouchers.
- Employee of the Month rewards.

OUR GOVERNANCE PERFORMANCE

We are ISO 9001 certified, the globally recognised gold standard for quality management.

It objectively demonstrates that we have implemented effective processes while it acts as a trusted system to help us continuously monitor and improve the quality of our products and services.

Additionally, we have had no compliance issues within the past five years.

Our sustainability group meets regularly to review priorities, capture actions and track progress.



OUR ETHICAL POLICIES

We recognise the need to operate ethically and transparently as a business and we've adapted a Corporate Social Responsibility (CSR) policy which outlines our solid commitment to sustainable business practices, ethical governance, employee well-being, environmental protection, and community engagement.

Paramount to it is that we create a safe, inclusive workspace – something we've delivered through a diverse workforce and a razor sharp focus on wellbeing.

We have introduced a supplier sustainability scorecard and requested supporting information from key partners. Reports received from 3M, Avery Dennison, Arlon and Contra Vision will inform our reviews and customer communications.

Our ever-evolving policies apply to all employees, business partners, and stakeholders involved in our operations, and include a zero-tolerance approach when it comes to corrupt practices such as bribery.

Additionally, we uphold the highest standards of business ethics through responsible corporate governance, whilst fully complying with all applicable laws and industry regulations.

All of our key policies are reviewed regularly and updated as required.

We also have partnered with Pentagon Assurance, a trusted name in risk management, to manage our health and safety procedures and have an action plan in place, working towards HSG65.



HEALTH AND SAFETY

All of our waste is professionally disposed of through respected and trusted partners, while in terms of chemical disposal, we are fully compliant with Control of Substances Hazardous to Health Regulations, with regular risk assessments carried out.

Additionally, our staff's safety is enhanced through our own safety measures – such as high-quality PPE, safety shoes and walkways.

Regular inspections are held. Maintenance work carried out to prevent environmental leaks. We constantly monitor emerging regulations.

Our support network includes 10 first aiders, seven fire marshals and seven mental health first aiders.



OUR FUTURE COMMITMENTS

ENVIRONMENTAL

“Working towards carbon neutral operations”
We are actively measuring and reducing our footprint, with food waste diversion, skip usage monitoring, and efficiency projects paving the way.

“Working towards zero waste to landfill”
We are embedding recycling across sites and redesigning packaging to be recyclable, reusable, or compostable.

“Working towards 100% sustainable packaging”
Every product we send out will come in packaging designed for a circular economy.

SOCIAL

“Developing our people”
We will continue to develop The Expertise Lab, strengthen management capability through quarterly training and Perform, and use employee feedback to shape improvements. Supporting new starters through their first six months remains a priority.

GOVERNANCE

“Supplier sustainability scorecard”
We are developing a more structured approach to reviewing supplier sustainability information, using our scorecard to identify evidence, track progress and inform future discussions.

“Working towards responsible supply chains”
We are working towards holding suppliers to the same sustainability standards we set for ourselves, embedding ESG into every stage of procurement.

Long-term vision:

As a proud carbon neutral business for the past three years, our aim is for this to be bestowed on the business annually.

And our long-term vision is to go even greener.

In an industry where PVC remains prevalent, we are driving change by offering fully recyclable production solutions.

This is part of our commitment to reducing our carbon footprint and is a core part of our Corporate Social Responsibility Policy.



SUMMARY

Rather than merely being a box-ticking exercise, ESG is integral to William Smith, and this report highlights the immense benefits it brings to our business.

Many of those achievements have become ingrained within the business; From our ongoing certification for becoming carbon neutral, our drive towards a diverse leadership team, or our decades-long commitment to helping projects that benefit our community in Barnard Castle - ESG has been put to great use.

Over the past year, the team has made real progress across a range of areas, and the results speak for themselves.

Can we do better? Yes. Always.
That's why we've established ESG as an ongoing agenda item, with a skilled team working each day to find and implement improvements.

However, this report shows the incredible progress we have made - and the tangible difference William Smith makes to both our community - and our planet.

We are working to measure and reduce our environmental impact, supported by supplier engagement and improvements in how we capture progress.

Grassroots sport within our community has flourished thanks to **£17,000 worth of sponsorship.**

Our people bring an average of 11.1 years' service, and we retained 91.8% of our established workforce over the reporting year. Our latest internal employee survey recorded an eNPS of +57. In 2026, we were named Best Place to Work at the North East Business Awards and listed in The Sunday Times Best Places to Work.



WILLIAM
SMITH
GROUP 1832