
Statement of Ethics

Version 2.2

28/08/24



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Introduction

At Zen, we pride ourselves on our reputation for acting fairly and ethically in all aspects of our business. This includes how we treat the people who work for us, how we do business and interact with our customers, who we choose to partner with to provide services to our customers, our compliance with relevant legal and regulatory requirements and how we approach our impact on the environment. Our reputation is built on our values as a company, the values of our employees and our collective commitment to acting with integrity throughout our organisation and in the wider community.

We have formalised our commitment by achieving B Corp certification, which requires us to maintain and continuously improve on our high standards around treating people and the planet fairly and ethically.

We have amended our Articles of Association so that our Board of Directors are legally required to consider the impact of their decisions on society and the environment and balance these against profitability and shareholder interests. This means we operate to a ‘triple bottom line’.

We choose not to be constrained by short-term financial targets but to strive for long-term goals aligned to our pursuit of happiness, and our collective desire to have a positive impact on people and the planet. Our long-term fundamental objectives are:

1. Happy Staff
2. Happy Customers
3. Happy Suppliers

This means we care about our people as individuals and we do our best by everyone. It means that we will continue to be part of a community which is using business as a force for good.

2. Further reading

If you’re interested in understanding more around how we operate ethically, please refer to the following documents:

- [Anti-Slavery and Anti-Bribery Policy – public](#)
- [Whistleblowing Policy – public](#)

You can also find the following information online.

- [Articles of Association](#)
- [B Corp](#)
- [Diversity, Equity, Inclusion and Belonging](#)

3. Document review

This document will be reviewed on an annual basis and will be signed off by Zen’s Board of Directors.



3. Version Control

Version Number	Date	Change	Author	Approver
1.0	01/05/20	Document created	P Wilson	D McEvoy
2.0	10/08/22	Redrafted to remove anti-bribery material and to include how our B Corp certification complements our ethical approach to doing business	P Wilson	M Kay
2.1	25/10/23	Created separate version for external parties	P Wilson	M Kay
2.2	28/08/24	Reviewed – no changes	P Wilson	n/a