

Sustainability Charter

Purpose and scope

This charter sets out how we manage our approach to being a sustainable company. We will:

- **Recognise** and understand the importance of corporate responsibility and sustainable development to ensure the protection and conservation of the world's natural resources.
- **Work closely** with our colleagues, partners and other stakeholders to ensure that our policies are implemented and our goals are met.
- **Create** a Sustainability Committee and encourage colleagues from different regions to become Sustainability Champions so that they can share best practice, come up with new ideas.



Our objectives

We aim to be a transparent and ethical business and endeavour to make a positive contribution to the community. Our objectives focus on 4 main areas.

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|----------------------|---------------------|
| ■ Environment | ■ Social |
| ■ Ethical | ■ Innovation |

1. Environment

We recognise that we have a responsibility to help protect the environment and reduce our carbon foot print. To help us achieve this we have set out clear objectives.

TRAINING:

All of our colleagues will complete the *E-Learning module on Environmental Awareness*. All current colleagues will complete this course by June 2021. New colleagues will complete **within a month** of joining the company.

This will be monitored monthly to ensure that the objectives are being met.

CHEMICAL FREE CLEANING:

We aim to introduce chemical free cleaning to **all our sites** were practicable. This will reduce the amount of chemicals being used at site and reduce the amount of waste such as chemical containers going to landfill.

All new contract awards will be **chemical free** cleaning were practicable.

Chemical free cleaning will be introduced to existing sites, priority given to those sites with a **longer** contract period. Were practicable we will aim to have all sites chemical free cleaning **within 18 months**.

ENERGY:

We aim to provide **smart technology** machines to sites. With the smart technology machines the business managers and site leads are able to manage the machines more efficiently by deciding when the machines require to be charged.

By using smart technology machines, we will be able to make small **energy savings** on electricity.

FUEL:

We understand that the use of vehicles produces carbon emissions that are harmful to the environment. Our objective is to introduce **Hybrid cars** in to the business. Our target is to have least **50%** of the vehicles as Hybrid by the end of 2022.





2. Social

We recognise that the way we conduct our undertaking may have a negative or positive impact on society. The health and well being of our colleagues and those in the local community are considerations for our business. We will assess and manage all our risks to support our colleagues and the communities where we operate.

We will help support the communities in which we operate by:

- Rolling out **'Colleague Volunteer Days'**, where our colleagues can take time off work to assist with local charities whilst being supported by the company.
- We will encourage all our sites to take part in national events such as **Purple Tuesday**.
- We will recycle old uniforms (un-logoed) to **homeless charities** within the communities we operate.
- We will provide our colleagues with the opportunity to become **'Mental Health' first aiders**. Our aim is to have at least **1 out of 10** of our colleagues trained in this area.

3. Ethical

We understand the importance of our colleagues, they are at the forefront of our business and therefore we aim to provide them with the best support possible. To do this we will:

- Create an open and responsible culture by allowing all colleagues to have **access to the HR team** by appointment on specific days.
- Communicate and engage with colleagues by conducting surveys. We will aim to **conduct at least 4 colleague surveys a year** focusing on various topics.
- **Provide training** and reinforcement, to comply with legislation and enhance our colleague's skills
- **Provide leadership** in a supportive environment and allowing colleagues to 'speak up'.
- **Assess the risks** to our colleagues and those who could be harmed, monitoring work activities and being held accountable.

4. Innovation

We recognise that we need to keep up to date with the latest innovations. We will, where possible, attend trade events that suit the business in order to keep up to date with the latest innovations and technology.



- We will look at providing our partners with the **latest technology** such as the UV Escalator Cleaner.
- Provide our business managers with the **Fimap app** so they can review how successful the energy efficient machines are working.
- Where possible we will encourage our partners to consider the provision of uniforms made from **recycled bottles**.