



# Corporate Social Responsibility

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Property Support Services (PSS Group) corporate social responsibility strategy is fully embraced and supported by all management and staff throughout the company. It is about ensuring we sustain safe operations; having a positive impact on our staff, the communities we work in and the wider environment. PSS's governing principles are at the heart of our business and being socially responsible is, therefore, about incorporating those values in everything we do.

We believe that a commitment to the principles of corporate social responsibility (CSR) not only makes good business sense but also complements our core business strategy and corporate values.

Our policy is based on the following principles:

- To minimise the impact and maximise the benefits that our work has on the environment and people around us.
- To integrate our CSR considerations into all our business decisions.
- To comply with, and exceed where practicable, all applicable legislation, regulations and codes of practice.
- To continually strive to improve our CSR performance.

In developing our strategy and setting out our policy we aim to deliver gradual but continuous improvements in our performance every year. As a result, our approach continues to evolve as we learn lessons along the way.

To help define our policy we have divided it into four key areas:

#### **COMMUNITY**

We recognise that we play an important role in our local community and we aim to make our community a better place. We encourage and empower our employees to get involved with the local community and use their skills and where possible the company's resources to help create a mutual benefit.

#### **ENVIRONMENTAL MANAGEMENT**

We manage our impact on the environment in a responsible and ethical manner.

We know that our work has an impact on the environment and that we have a duty to manage that impact in a responsible and ethical manner. We do this through identifying all significant environmental impacts and putting processes into place to prevent, reduce and mitigate them. This also makes good business sense.

With this commitment in mind, we will:

- Maintain our 14001:2015/9001:2015/45001:2018 management systems.
- Strive to continuously improve our environmental performance by regularly reviewing our activities and policy and setting new targets to reduce any environmental impacts.
- Measure and record levels of waste, energy and water use.
- Comply with requirements of environmental legislation, protect the environment and prevent pollution.
- Reduce our consumption of resources and improve efficiency.
- In all activities, improve efficiencies and reduce costs, both to the organisation and the environment.
- Promote the reduction, reuse and recycling of waste materials to conserve resources and reduce landfill disposal via the waste hierarchy. We apply the waste hierarchy wherever possible. Prevention and reduction of waste is a main priority, followed by reuse wherever possible, and ensuring key recyclables are not disposed of as landfill waste.
- Ensure all waste is disposed of in a safe and responsible manner.
- Take environmental specifications into account when procuring goods and supplies.
- Raise awareness and encourage participation in dealing with environmental matters through communication and educational events for staff, clients, and other stakeholders.

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## RESPONSIBLE TRADING

We believe in building and maintaining the highest standards amongst our suppliers.

Our supplier base is one of our most important strategic resources. Therefore, we develop and maintain supplier relationships that are ethical, based on mutual benefit and focused on a shared commitment to meet or exceed our customers' requirements.

Sustainable and ethical business practices are the foundation for this. For this reason, we consider the performance, commitment and continuous improvement of our suppliers in these areas when selecting and developing them. We expect our suppliers to communicate this policy to all relevant departments and employees.

We:

- Work with contractors and suppliers who have positive environmental credentials or will work with them to raise their awareness of sustainability.
- Work with reputable waste collectors to provide compliant recycling facilities.

Our suppliers must comply with applicable laws, rules and regulations as well as the standards relevant for their business. This requires systematic documentation and records. Non-conformities must be identified and addressed through appropriate controls.

We oppose the exploitation of workers and we will not tolerate forced labour, or labour which involves physical, verbal or psychological harassment, or intimidation of any kind. We will not accept human trafficking or the exploitation of children and young people in our business and undertake all reasonable and practical steps to ensure that these standards are maintained.

It is important not to overlook the supplier's environmental and societal credentials (policies and practices) particularly if they are a significant supplier to PSS UK. Do they operate a societal or environmental management system such as ISO 14001:2015 or are they applying the principals of ISO 26000:2010? Or the UN Global Compact's 10 principles? Do their products carry any environmental 'labels'? Do they follow all applicable International Labour Organization (ILO) conventions and protocols and the United Nations Universal Declaration of Human Rights?

## SUSTAINABLE PROCUREMENT

We believe that sustainable procurement is the sourcing of products and services taking into account environmental, social and ethical aspects over the whole product or service lifecycle.

We see this as a key and morally correct business practice, which is integral to the way we work. It helps us to make properly informed and balanced decisions when procuring the products and services needed for our events. We will only do business with responsible suppliers and sub-contractors who understand the nature of the products, materials and services they are supplying, and who recognize their responsibility to protect the environment and foster good relations with their employees and local communities. The key responsibilities towards sustainable procurement are:

- To develop and maintain an economically sound and prosperous business.
- To assume our responsibilities towards the communities and environments in which we operate towards our employees, business partners and society in general.
- To include current and prospective suppliers and sub-contractors.

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Signed:



Date: 23/04/2024

(Managing Director)

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