

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) POLICY

A) INTRODUCTION

DOC Cleaning Limited believes that Environmental, Social, and Governance (ESG) principles are crucial to our company providing the highest stand of service to our clients, for our people to feel valued, enjoy work and perform to their best and to meet the needs of the wider community. Our Environment, Social and Governance Policy (ESG) shows is our responsibility and action on environmental, ethical, Social, and economic issues. In this policy we outline our efforts to give back to all that we have an impact on. ESG is an integral part of our strategic vision and strategy, Beyond Cleaning, meeting the highest standards of ethics and professionalism as a business.

Our business impacts the environment as well as wider society and we believe that managing this is more than just a policy to adhere to. Instead, we see this as a way of thinking and a holistic approach to everything we do in running our business. We are determined to always conduct ourselves ethically and with integrity and to make a positive impact on the areas in which we operate.

B) ENVIRONMENTAL

Our intention is to minimise our impact on the environment wherever possible and we do this in a variety of ways:

1) Use of Products

- We limit the use of chemicals wherever we can and reduced our range of products by over 75% in 2022.
- When we do need to use chemicals, we choose them in line with COSHH guidance to ensure our impact is as minimal as it can be through an impact and lifecycle assessment.
- We use probiotic cleaning agents as our core daily cleaning range. Probiotic cleaners use beneficial bacteria to colonise surfaces and compete with the bad bacteria, in effect taking over the area, and is harmful when disposed of, which ensure optimal, sustainable cleaning.
- We use chemical-free cleaning systems to provide solutions to chemical free cleaning, meaning it is green and very clean – and it kills up to 99.99% of viruses and bacteria.
- We have a list of core products, consumables, and equipment, that have been selected due to their environmental credentials and supplied from ethical manufacturers and distributors.
- We purchase circular- enabled products, i.e. soap, from diverse-owned, social enterprises, creating employment and well-being support for intersectional changemakers and working to reduce the impact of the climate emergency.

2) Energy usage and carbon footprint

100% of the energy we use at our head office is from renewable sources, and we continually look to reduce our electricity and water consumption at every opportunity.

We work with our clients to help reduce energy consumption on their sites whenever possible. This includes reviewing cleaning operations, when appropriate, to move to daylight cleaning rather than a twilight service,

where heating and lighting are historically only being used to facilitate cleaning tasks. Other methods include, but not limited to:

- We have modelled scopes emissions 1,2 and 3 against baseline year 2021/22, creating a Net Zero action plan and setting a Carbon Zero target of 2040, with an interim target of 64% by 2030.
- 70% of our fleet are electric vehicles, and we are looking to increase this number as other vehicles are renewed.
- To further reduce our carbon footprint, we hold client and staff meetings remotely where this is appropriate – but we balance this with regular site visits to ensure we get to see our staff and clients face to face as well.
- We are accredited to ISO 50001 for our energy management system, which demonstrates how we make the most efficient use of energy and make informed decisions about usage.

3) Sustainability in our supply chain

Our sustainable supply chain integrates ethical and environmentally responsible practices into a competitive and successful model. With end-to-end supply chain transparency, sustainability initiatives must extend from raw materials sourcing to last-mile logistics, and even to product returns and recycling processes.

- We provide sustainably made uniform to ensure our teams are always looking smart and presented professionally, with our standard workwear made from plastic bottles. All old uniform is collected and returned to supplier for recycling as part of a circular economy.
- We procure cordless cleaning machinery from trusted suppliers and operate a long-term hire model wherever possible – this helps to reduce cost for customers, extends the life cycle of the equipment and reduces the need for replacing existing fully functioning machines with brand new ones.
- Our experience in waste management allows us to provide comprehensive waste strategies to clients, and we only work with accredited suppliers with strong green credentials, with the emphasis always on recycling as many waste streams as possible. We never send anything to landfill.
- The washroom hygiene service includes sanitary bins made from recyclable materials and non-aerosol biodegradable.
- We use My Compliance Management system on all our sites – this is a completely paperless software platform which further reduces our environmental impact.

C) SOCIAL

We are committed to encouraging and celebrating equality, diversity, and inclusion among our workforce, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

1) Our commitments

- Create a working environment free of bullying, harassment, victimization, and unlawful discrimination, promoting dignity and respect for all, where individual differences and the contributions of all staff are recognised and valued. Commitment includes training managers and all

other employees about their rights and responsibilities under the equality, diversity, and inclusion policy. Responsibilities include staff conducting themselves to help provide equal opportunities in employment, prevent bullying, harassment, victimization, and unlawful discrimination.

- Take seriously complaints of bullying, harassment, victimization, and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public, and any others in the course of the organisation's work activities.
- Make opportunities for training, development, and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
- Make decisions concerning staff being based on merit (apart from any necessary and limited exemptions and exceptions allowed under the Equality Act).
- Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law.
- Monitor the makeup of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity, and inclusion, and in meeting the aims and commitments set out in the equality, diversity, and inclusion policy.

2) Our performance

- We report on the gender pay gap – our 2023 results show a 1.02% difference in median hourly pay between men and women. This is 5.13% reduction since reporting commenced in 2017 and well ahead of the UK average in our sector, which is currently 9.4%.
- Our workforce is 58% female and 42% male.
- We have been a recognised [Living Wage Foundation](#) service provider since 2014 with over 79% of all employees paid the 'Real Living Wage'. In addition, we are committed to sharing best practices and talking to our customers and partners about the Real Living Wage and why this is important to us and to our staff. This forms part of our internal and external communications so that we are not just talking about what we do, but also educating those we work with about why we do it.
- Every member of our staff has free access to 24/7/365 mental health support whenever they may need it through our 7 Mental Health First Aiders, this includes people conversant in Spanish and Portuguese.
- We provide free English for Cleaners courses for all employees through [Professional Language Solutions](#).
- We are members of the Employer Network for Equality & Inclusion (ENEI), a UK-based, not-for-profit organisation that helps employers build and maintain diverse teams and inclusive cultures through our membership, training, and consultancy services.
- As members of ENEI we undertake an annual Talent Inclusion and Diversity Evaluation (TIDE), an evaluation and benchmarking tool, to measure our development in fostering diversity and inclusion.
- Our membership with the Employers' Initiative on Domestic Abuse (EIDA) equips us to support any employees affected by domestic abuse and providing a safe, supportive, and open environment to allow domestic abuse to be effectively tackled.
- We have successfully provided employment to an ex-offender, through our partnership with New Futures Network (NFN) to offer opportunities to ex-offenders.

- As a Bronze Award Holder and signatory to the Armed Forces Covenant, we promote being armed forces-friendly and open to employing reservists, armed forces veterans (including the wounded, injured and sick), cadet instructors and military spouses/partners
- We have 3 nominated charities, Grove Cottage (Mencap), Prostate Cancer Research, and Heartburn Cancer UK. Our Head of ESG takes charge of fundraising for these causes – In 2023 we raised over £7,500 for these charities through fundraising events and our annual golf day.

3) Working in Partnership

Our aim is to support our clients with their community engagement projects and get involved in supporting wherever we can – these are just a few examples.

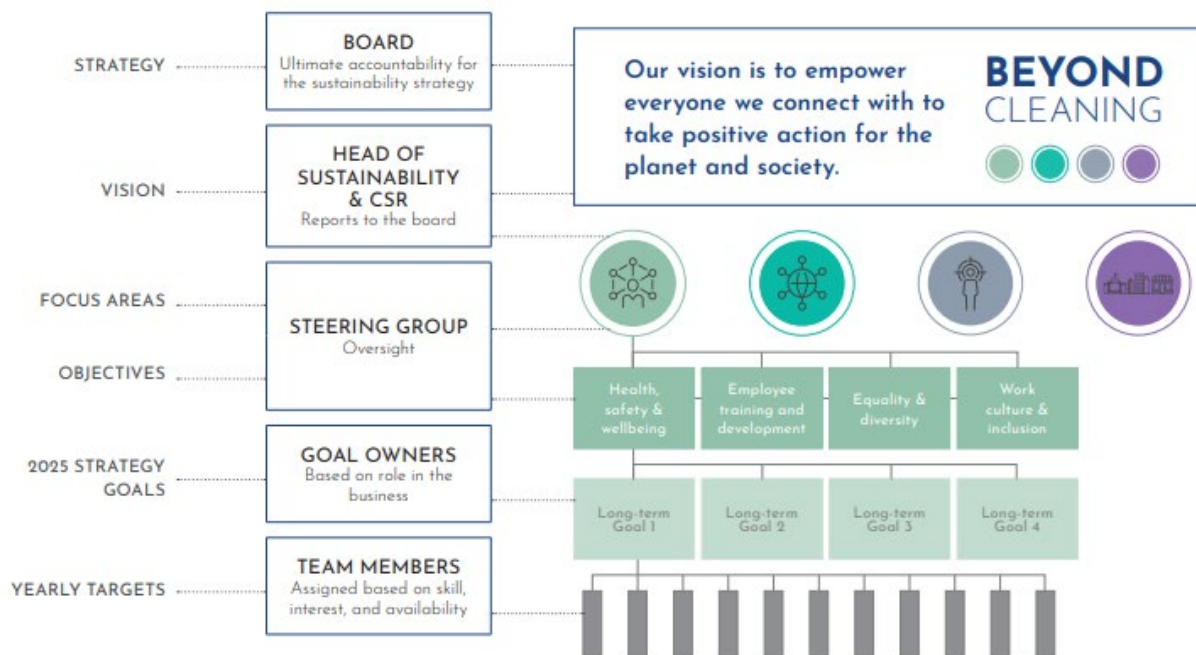
- We took part in a canal clean by Paddington Basin along a managing agent client, collecting 62.80kg of waste in a 2-hour period.
- Donated Easter Eggs on behalf of a clients to [St. John's Hospice](#) .
- Team of 7 DOC employees volunteered for the 'Breakfast Challenge' at [Whitechapel Mission](#) , serving over 350 meals to men and women caught in the cycles of poverty and homelessness. Also supported client with employee volunteering for the 'clothing challenge'.
- An employee from one of our Birmingham sites helped raise over £2,500 by virtually rowing a combined total of 162 miles to support Birmingham Women and Childrens NHS Trust.
- We supported a client's waste management practices, leading to a Gold Green Apple Award in 2022.
- With the support of numerous clients, we donated over £1,000 worth of new and used toys to [The Toy Project](#)

D) GOVERNANCE

ESG expertise is embedded across the company via our strategy, Beyond Cleaning. We strive for a highly coordinated approach, knitting our efforts together through a dedicated ESG focus group that looks to apply best practices, champion firm-wide initiatives, and regularly report to stakeholders where applicable. We will provide transparent reporting through an annual impact report.

Our structure will be reviewed by our leadership team on an annual basis. Jeff Silver, Head of ESG, leads on the implementation across the business with the full support of the Board and colleagues. Our CEO has ultimate responsibility for overseeing the ESG Policy.

Please see below structure detailing roles and responsibilities alongside the focus areas of our ESG Strategy.



Mitigating risks in our supply chain

Our supply chain is robust. We achieve this by only partnering with other strong and sustainable companies. We have a number of suppliers for each category of associated services to prevent us from being overly reliant on a single provider. Furthermore, all suppliers are comprehensively vetted through our integrated management system which incorporates our ISO 9001, 14001 and 45001 accreditations.

Corporate reporting

We currently report on the following areas –

- Real Living Wage
- Gender pay gap
- Apprenticeship schemes
- Fundraising and charitable activities

Moving forward, we intend to report on the following areas in addition to the above, and in line with our Net Zero action plan and annual impact report –

- Employee commuting from home to work
- Diversity through the gender and ethnicity makeup of our workforce
- Hours given over to charitable works and volunteering

Lee Andrews
CEO/Managing Director