

Sustainability Management Manual

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Section 1 Sustainable Business

1.1 Our Approach

We aim to demonstrate to our stakeholders that we have made considerations to issues relevant to our operations regarding key financial, economic, social, health and safety and environmental issues.

We aim to externally communicate and internally implement policies relevant to preventing and reducing further environmental impact, being proactive rather than reactive when it comes to climate change.

Tecserv UK understands the importance of being able to establish an appropriate level of environmental impact reductions and processes, whilst maintaining the economic stability of the company. Tecserv aims to turn the opportunity of sustainable development into strength.

Our 10 point promise highlighting our service commitments to our clients is available for our stakeholders to view on our website: www.tecservuk.com/downloads.php

1.2 Responsible Development

We aim to grow our business with a sustainable and economically viable approach. Taking into account the effects our operations have on the environment and ensuring our environmental practices are sustained and improved.

Supported by our infrastructure investments, we aim for our processes and practices to set the industry standard for economically sustainable environmental practice.

1.3 Our 10 Components for Sustainable Business

1. Safe Projects and Installations

Safety is our highest priority. We will deliver services that provide benefits to society whilst ensuring that they are used safely in their intended applications. We will also manage our operations in a manner that ensures we aim for the highest possible health, safety and environmental performance.

2. Productivity and Resource Efficiency

We will strive continually to improve productivity and achieve sustainable profitability through the more efficient use of resources, taking account of the full product life cycle.

3. Innovation

We place a high priority on innovation and will continue to identify profitable new products in the market, processes and business improvement opportunities as a means of satisfying customer needs.

4. Fairness

We will be fair and equitable in all our business relationships.

5. Respect for people and communities

We will treat people with respect and dignity and will listen to and learn from the diverse views of our stakeholders.

6. Working Environment

We will create a working environment free from discrimination that encourages people to develop and contribute to the success and sustainability of the business.

7. Openness

We will report on performance and progress towards declared goals and adopt verification processes that meet stakeholder's expectations.

8. Leadership

We will strengthen our individual and collective leadership and thereby accelerate delivery of our contribution to sustainable development.

9. Compliance

We will comply with legal requirements applying to our business and, in addition, to adopt voluntary codes of practice where we believe these can help us achieve even higher standards.

10. Endorsement

We endorse these principles and will adopt appropriate management systems to assess our progress towards sustainable development.

Section 2 Employment

2.1 Employment Practices

We demonstrate our commitment to our current and prospective employees by adhering to our Equality and Diversity Policy to promote sustainable employment.

Our local employment initiative provides jobs to the communities within the locality of our office. Tecserv UK employees are given appropriate training and development opportunities to enhance their career; this aids us in sustainably maintaining and retaining our workforce.

At Tecserv UK, we provide in-house and relevant industry training, giving young people the opportunity to learn a trade, obtain qualifications and gain hands on experience. This employment initiative offers direct employment as a Tecserv UK Security/Service Engineer after a three year period.

Environmental responsibility instruction is given to new and existing employees of Tecserv UK. This aims to increase awareness and participation to aid long term efficiency of sustainable initiatives.

2.2 Community Investment and Social Impact

Our stakeholders appreciate good business practice that is both ethically and sustainably carried out. Historically we at Tecserv UK have prevented customer and public concerns over our operations, due to our high quality, reputable and consistent service.

Tecserv UK strives to fulfil key interests of our stakeholders through the internal and external communication of our Sustainability Policy to our five key stakeholder groups; suppliers, employees, communities, shareholders and customers.

In the interest of the environment, we have removed our Christmas paper trail by emailing our greetings cards annually to all our stakeholder groups.

Year on year we at Tecserv UK give something back to our communities and often makes charitable donations or sponsor good causes. We believe this is representative of the values and morals of Tecserv UK employees and subsequently the company.

Since 2010 we have sponsored or made donations to the following causes:

Treetop hospice, Underwood Fate, Long Eaton Rotary Club, Comic Relief, James Whale Fund, Underwood Community Flower Bed Restoration, Scope, Race For Life, Just Giving, Cancer Research UK, WYSPAS Performing Arts Society and more...

2.3 Responsibilities to:

Our People – We at Tecserv UK invest in our employees, whether this includes training or benefits. We aim to provide all our staff with continual training opportunities, meeting the requirements of the industry.

Our Places – We aim to put something back into our communities, from our employment initiative to maintaining our reciprocal business relationships. We commit fully to our clients, carrying out our work ethically and sustainably in all our operating environments.

Our Planet – We have a commitment to reducing the environmental impact of our operations year on year. Our Environmental Management Manual and Policy Statement highlight the targets and processes of our pledge to reducing climate change.

Section 3 Environmental Impact

3.1 Reducing Carbon Emissions and the Environmental Footprint of Operations

Tecserv UK aims to systematically reduce our emissions year on year through increased efficiency of our operational systems and improved energy performance (detailed in our Environmental Management Manual, Sections 2.5-2.7). We aim to effectively increase our recycling levels through the periodical and economical implementation of new initiatives.

Continued commitment toward the use of cleaner technologies and a subsequent reduction in paper usage is fundamental to our sustainable future.

The Reduce, Re-use and Recycle Initiative are to be applied across our areas of operations: from office supplies to re-useable parts, improving the creditability of our sustainable sourcing strategy.

- ◆ Reduce – amount of consumables purchased/used
- ◆ Re-use – a scrap paper box/tray, use over and over before recycling
- ◆ Recycle – make use of items for as long as possible before recycling

3.2 What have we been doing?

Office energy efficiency is a fundamental part of our future sustainability. The following initiatives are helping us achieve our long term ambitions and consistently keep our waste out of landfill.

- 1) LED lighting with occupancy sensors significantly reduces our energy use in comparison to a standard light bulb.
- 2) Insulation of our office reduces Co2 waste from our building.

- 3) Office digital electric heating systems.
- 4) Office recycling scheme.
- 5) Waste parts recycling.

Please refer to our Environmental Management Manual Sections 2.6 and 6 for full details of our Sustainability investments.

3.3 Vehicle Management

Our fleet management systems aim to increase long term efficiency and reduce environmental impact from Co2 emissions. To this end, from an operational stand point we at Tecserv aim for our vehicle fleet emissions to be consistently sustainable to help minimize future increases in emissions.

To view these initiatives please view our Environmental Management System Manual: Section 2.7.

3.4 Ethical Sourcing and our Supply Chain

Our Ethical Trading Policy demonstrates our commitment at Tecserv UK to our stakeholder groups. From our suppliers to our employees, we strive to be increasingly ethical and responsible in all our areas of operations.

We strive to maintain a green supply chain, with consideration to the life cycle of products, minimising the packaging waste from our suppliers and increasing our recycling capabilities to keep this waste out of landfill. To this end, almost all our packaging waste from our supply chain is recycled by us.

We ethically and responsibly dispose of our used products, in accordance with waste disposal regulations relevant to our operations.

3.5 Sustainability of our Operations

Our accreditations and documented practices help support our people, our places and our planet, to maintaining a sustainable future by delivering quality and consistent service every time.

- 1) Safe Contractor Accreditation; Health and Safety Accreditation.
- 2) 'Buy with Confidence' Trading Standards approved.
- 3) CRB Vetted Staff: protecting our people and our communities.
- 4) European Certification Group, ISO 9001 Quality Management System; with UKAS Quality Management 054.
- 5) Constructionline approved trader.
- 6) IFEDA Membership.
- 7) BAFE (British Approvals of Fire Equipment) Accredited for our fire safety systems and extinguishers (BAFE SP101 and BAFE SP203).
- 8) SSAIB Certification for Security Service Providers; with UKAS Product Certification 131.
- 9) Environmental Management Manual and Policy Statement.
- 10) Ethical Trading Policy Statement.
- 11) Health and Safety Manual.
- 12) Sustainability Management Manual and Policy Statement.

Tecserv aims to successfully use these tools to sustain our operations for the future, for the purposes of economic, social and environmental stability.

Section 4 Review

4.1 Management Review

Tecserv UK management will aim to periodically review any relevant initiatives or regulations affecting the sustainability of the company. This shall take place within the monthly management meeting and any necessary modifications are to be recorded in the meeting minutes to administer into our operations.