

Corporate Responsibility Policy

Introduction

Statement:

This statement provides the basis for managing our corporate social responsibilities and forms the starting point for developing and implementing our policies and procedures in this area.

A&M is a socially and environmentally responsible business. We are a major services company providing essential improvement measures for the community in such situations as those found in domestic properties, social housing and hospitals, places of learning, prisons, police stations, law courts, offices, retail stores, industrial buildings, leisure facilities and properties within estates of stately homes. We understand our activities may have an impact on the environment, the communities in which we operate and, on our customers, our supply chain and also the people who occupy our premises and the general public.

Therefore, we are accountable for ensuring we minimise any potential impact our activities may cause by approaching each business aim responsibly by responding to the different concerns and demands of our stakeholders, whilst remaining profitable and competitive. This means conducting our activities according to rigorous ethical, professional and legal standards. In this way, A&M will continue to deliver high-quality, operational and management services that help ensure a sustainable built environment for future generations.

In all aspects of our responsibilities, we work closely with our employees, clients, suppliers and subcontractors. We strive to balance short-term and long-term interests as well as integrate economic, whole life policies, environmental and social considerations into our strategic decision-making.

We are open-minded in dialogue with those who are affected by our operations and communicate with our stakeholders in a timely and effective manner.

Stakeholders: treating our employees, customers, supply chain and communities with respect

Our people: We are committed to our employees we recognise the need to be able to attract, recruit and retain employees with the potential, skills and experience necessary for the continued growth and development of our business. The commitments to our employees are embodied within the following:

- **Safety, Health, The Environment and Wellbeing:-** Health and safety is a key priority for our business. We are committed to maintaining and continuously improving standards of occupational health and safety for all our employees, subcontractors and those affected by our activities including members of the public.
- **Equality and diversity:-** We are committed to providing an inclusive working environment where all employees are treated with courtesy, dignity and respect and where everyone feels valued, irrespective of gender, ethnicity, sexual orientation and disability or age. We are committed to the principle of equal opportunities in employment and ensuring that no applicant or employee receives less favorable treatment.
- **Learning, Training and development:-** We are committed to creating a learning and training culture and providing opportunities to ensure that our employees are equipped with the skills and



knowledge to maximise business effectiveness. We will also support our people in realising their potential while contributing to the development of the business and the achievement of its objectives.

Our customers/suppliers: we strive to satisfy and develop healthy collaboration with our customers and suppliers.

We work in partnership with our customers and suppliers to deliver quality services on time, safely and with due regard to the environment. We will work with and support them in developing sustainable solutions to meet their needs. We expect our suppliers will comply with applicable laws and generally accepted standards of reliable business ethics, relative to people and the protection of the environmental.

Communities: we promote good community relations, customer service, care/aftercare. By its very nature, refurbishment and improvements of buildings has an impact upon the local environment, the end users and the wider community. We therefore take a proactive stance in ensuring that our activities cause the minimum of disruption to our neighbours and their communities. We also aim to make a positive contribution by becoming involved with community initiatives and schemes, thereby promoting and enhancing good community relations.

Reliability: we will always seek to do what we say we will do, by creating an environment where people feel confident they can voice their opinions and ideas.

The world we all live in:

Our business revolves around the effective and efficient use of the planets natural resources which are essential to all life. We aim to ensure that our activities make a positive contribution to the wider goal of achieving sustainable development.

Sustainable Development:

These are our sustainability principles: We will use them to help us plan and operate in an environmentally, socially and economically responsible way and one which we will encourage our business partners to adopt.

We will protect and enhance the natural and built environments, whether they are directly or indirectly impacted by our activities.

Make effective and efficient use of natural resources.

Minimise our impact on climate change through energy efficiency, use of renewable energy sources, emissions reduction and good carbon management. By ensuring we react and adapt to the inevitable impacts of climate change relative to how such changes may affect our employees, assets and operations.

Actively engage with our customers and stakeholders in an open, clear and timely manner to achieve mutually beneficial, fair and sustainable outcomes.

Provide customers with safe, reliable and affordable services whilst encouraging and enabling all of our stakeholders to use such services wisely and make appropriate use of them.

Ensure safety, health, well-being and the respect for our employees, our partners, our customers and the general public throughout our activities and operations.

Ensure our employees are treated with fairness and respect, that we understand and value their differences, and that we recognise, develop and reward talent, commitment and performance.

Operate in a cost-effective manner, balancing this with environmental and social considerations to provide and enable sustained investment in our service provision.

Maintain open, accountable and transparent governance structures, ensuring we comply with our own policies and procedures, and operate in compliance with all relevant legislation and policy.

Minimise the generation of waste and make effective and efficient use of unavoidable waste, through re-cycling.

Maintain and enhance the immediate and long-term performance of our assets, and provide services, which optimises resource use over their lifecycles.
Proactively seek and encourage more innovative and sustainable approaches to our planning and operations to ensure we act in the long-term interests of our customers and the wider community.

Environment Management: By acknowledging our responsibility to future generations we will consistently strive to improve and to minimize any negative impact from our activities by taking all reasonable steps to manage our operations so as to minimise our environmental impact and promote good environmental practice.

Energy and resources: Climate change is one of the key environmental challenges all businesses face and we are committed to regularly reviewing our business practices and performance to identify how we can reduce our requirements for energy through improved energy efficiency. We will promote good practice and where possible, use alternative materials and methods to optimise the use of resources in collaboration with our clients and suppliers.

Innovation: We innovate to find balanced sustainable solutions. Innovation is essential for the future development of our business and for creating vibrant sustainable solutions in the built environment. We aim to stimulate sustainable solutions that balance economic, environmental and social issues.

We believe that by acting upon these commitments we are creating value for our customers, employees, shareholders and broader society.

Delivering and Monitoring corporate responsibility:

By implementing the above objectives, we will:

Communicate this policy to our employees, sub-contractors, suppliers, partners and customers and work them to ensure our objectives are met.

We will develop key performance indicators to ensure corporate responsibility is embedded in our business decision-making.

Seek dialogue with our stakeholders to ensure this policy evolves continually and, as far as possible, reflects their expectations.

A&M Group Services will regularly monitor and report on our performance with respect to the implementation of this policy. This policy will be reviewed at least once a year together with other corporate policies to ensure they are in line with best practice and the sustainable development agenda.

Date: 5th January 2025

A handwritten signature in black ink, appearing to read 'Jason Mansfield', with a long horizontal flourish extending to the right.

Jason Mansfield
Company Secretary

Next review Date: 4th January 2026