



**Document Name: Environmental Social Governance Policy**

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### 1. Foreword

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#### I. Disclaimer / Copyright

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#### III. Version Control

Version	Updated By	Summary of Changes	Date
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V1.00	Claire Andrew	Document issue	11/03/2022
<b>V2.00</b>	Claire Andrew	Updated internal controls	21/04/2022

#### IV. Approval

This document is electronically approved and formally issued or re-issued with the approval and with the authorisation shown below. Released documents are issued in the appropriate format and do not contain a 'DRAFT' watermark.

<b>Title</b>	<b>Name</b>	<b>Signature</b>	<b>Date</b>
HR & Recruitment Advisor	Rachel Waters	R. Waters	11/03/2022
<b>HR Director</b>	Claire Andrew	C.Andrew	21/04/2022

V. *Terms and Definitions*

<b>Term</b>	<b>Definition</b>
HFG	Handsfree Group Limited

## 2. Background

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### 2.1. Context

#### **Definition**

Environmental Social Governance is a concept whereby an organisation recognises that its business operations and processes may have an impact on social, economic and environmental issues both inside and outside of the workplace. ESG looks at three areas:

- How the company performs as a steward of nature
- How the company manages its relationship with its employees, with suppliers, customers, and the communities where it operates
- Company operational standards

## 3. Environmental Social Governance Policy

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#### **Purpose**

We seek to sustain a business that is successful and respected in its ethical standing by our stakeholders. These include our employees, customers, clients, investors, regulators, suppliers and the community. We embrace the role our business plays on a day-to-day basis in contributing to a better society.

#### **How our Values relate to ESG**

*Fun and friendly – We have a fun approach to work and that extends to how we interact with our stakeholders*

*Technology – We invest in technology that creates environment efficiencies*

*Innovation – We continually encourage our employees to develop and improve process*

*Customer Care – We measure and audit our levels of service*

*Honesty – We maintain an open, transparent and honest approach through our communications*

*Inclusiveness – our employees voices are important to the group and help us shape our business*

*Exceed expectations – in everything that we do, continually challenge ourselves individually and as an organisation*

### **Policy**

We are aware that the running of our business will, in many ways, affect our place of work, the community and the wider environment in which we operate. We believe that the way we run our business can and should make a positive difference in these areas and we aim to ensure that continued efforts are made to achieve that.

Our ESG commitment is identifiable in the following areas:

### **Environment**

With regard to the business' impact upon the environment, we are committed, amongst other initiatives, to:

- Efficient printing
- Reducing the amount of waste produced by the business
- Ensuring that water/electricity is used responsibly by our staff
- Recycling materials as extensively as possible including using a WEEE (Waste Electrical and Electronic Equipment recycling) removal specialist
- Using technology to lessen the need for travel
- Company vehicles to be electric where possible
- Fuel efficiency information monitored and made available to employees

### **Business partnerships**

We engage with local suppliers and businesses where possible to meet the business' operational needs, supporting businesses within our area and decreasing our carbon footprint.

### **Social**

We are committed, amongst other initiatives, to:

#### **Charitable/community work**

Our organisation is keen to support and actively involved in community initiatives and charitable work. We do this in the form of sponsorship and donations to national and local charities as voted for annually by our employees.

#### **Our employees**

Involvement: We keep our employees fully informed of our policies and procedures and we encourage them to share their ideas with us on both internal processes affecting them, and the way our service is provided to customers/clients. We maintain an open and honest approach to all of our communications.

#### **Internal controls**

We are continuing to address various aspects of quality management with controls such as :

- Audits
- Quality controls
- Document version control

Further we are working towards ISO 14001, 9001 and 27001 accreditation.

### **Equal opportunities**

We are committed to providing an environment of equal opportunities for all members of our workforce. No account of any of the protected characteristics set out in the Equality Act 2010 shall be taken to a detrimental effect in any decision involving recruitment, promotion, provision of facilities etc. See our equal opportunities policy for more detail in this regard.

### **Governance**

We are committed, amongst other initiatives, to:

### **Internal controls**

We hold ISO9001 and are continuing to address various aspects of quality management with controls such as:

- Audits
- Quality controls
- Document version control

We are working towards ISO 14001,9001 and also 27001

### **Ongoing commitment**

We are fully committed to the principle of ESG and aim to ensure that no relevant policy decisions are made within the business, without first evaluating the potential ESG impact.

- Recycling materials as extensively as possible including using a WEEE (Waste Electrical and Electronic Equipment recycling) removal specialist.
- Using technology to lessen the need for travel
- Company vehicles to be electric where possible
- Fuel efficiency information monitored and made available to employees