



Document Name: Environmental Social Governance Policy

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1. Foreword

I. Disclaimer / Copyright

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III. Version Control

Version		Updated By	Summary of Changes	Date
V0.01		Claire Andrew	Document draft	10/03/2022
V1.00		Claire Andrew	Document issue	11/03/2022
V2.00		Claire Andrew	Updated internal controls	21/04/2022
V3.00		Rachel Agate	Added further commitments to the environment, and updated company having achieved ISO27001	17/11/2022
V3.01		Rachel Agate	Updated document to reflect ISO 19001 and ISO 14001, as well as company values	31/07/2023

V4.00		Rachel Agate	Document issue	04/08/2023
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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.

Title	Name	Signature	Date
HR & Recruitment Advisor	Rachel Waters	R. Waters	11/03/2022
UK HR Director	Claire Andrew	C. Andrew	21/04/2022
UK HR Director	Claire Andrew	C. Andrew	17/11/2022
People and Talent Director	Claire Andrew	C. Andrew	04/08/2023

V. *Terms and Definitions*

Term	Definition
HFG	Handsfree Group Limited

2. Background

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

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

Service Excellence – We measure and audit our levels of service and continually encourage our employees to develop and improve process.

Innovative Technology - We invest in technology that creates environment efficiencies

Honesty and Integrity - We maintain an open, transparent and honest approach through all our communications and dealings with internal and external stakeholders

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

In everything that we do, we 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 (double sided and only print when necessary)
- 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
- Use technology to lessen the need to print documents (for example reference documents and training documents to be electronic)

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 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 hold ISO 27001, ISO 14001 and ISO 9001 accreditations.

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 operate at ISO 27001, ISO 14001 and ISO 9001 standards. We continue to address various aspects of quality management with controls such as:

- Audits
- Quality controls
- Document version control

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.