

Sustainability Policy

Policy Number	0018		
Policy Date	20/5/2022	Review Date	20/5/2024
Version	1.03		

Our Policy

This policy sets out how we manage our approach to being a sustainable business. It applies to all Total Group employees.

Objective

The objectives of this policy are to:

- Use less of the world's scarce natural resources;
- Make a positive contribution to the communities in which we work;
- Deliver sustainable profitable growth while satisfying our moral, legal and contractual obligations; and
- Integrate our sustainability strategy with our core business operations.

Requirements

Clients: All our businesses must have the right systems and processes in place to nurture relationships with clients and provide the reassurance that we will deliver sustainable development opportunities through-out our service delivery. Customer satisfaction is the key measure of our success in this area and all operations and customer relationship management should be undertaken with client satisfaction in mind.

Operational efficiency: We will strive to provide sustainable value on every contract, and encourage our supply chain partners to support us in achieving our clients' sustainable objectives and drivers to maximise value for all our stakeholders. Fresh thinking is encouraged at Total Group and ideas to promote efficiencies across all businesses and functions are encouraged.

Planet: We must make sure that our people understand our environmental impacts and how to reduce them. We will implement environmental and carbon management systems to reduce and mitigate our impacts wherever possible. Fuel consumption will be kept to a minimum through improved vehicle selection procedures, route planning, and driver awareness campaigns.

Partners: We will act in a responsible manner when it comes to selecting supply chain partners. Small and medium sized businesses, minority owned organisations, voluntary, community and social enterprises will be used where viable as part of our supplier engagement strategy.

New markets: We must understand and adopt our commitment to sustainability when looking growth opportunities in new markets. We include a robust sustainability due diligence as part of the process when looking at new potential markets.

People: We must ensure we have the right talent pipeline to fulfil all the future needs of our businesses. A comprehensive Human Resources strategy makes sure that we provide the performance management, engagement and leadership training to help our people achieve their full potential. Our policy requirements detailed within our People policy and Equality, diversity and inclusion policy supports these requirements.

Risk: We must make sure that the well-being of our people, and by extension our clients, is safeguarded while at work. Our Health and Safety systems and supporting programmes identify risk and have mitigation measures in place to drive safe working behaviours.

Responsibilities

The General Manager is responsible for:

- Reviewing, endorsing and achieving this policy's aims.

The Operations Manager is responsible for:

- Administering this policy on behalf of the General Manager; and
- Developing and rolling out the supporting strategies to drive continual performance improvement.
- Implementing and enforcing the processes and procedures;

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- Ensuring that their people are aware of their responsibilities and receive appropriate training; and
- Addressing any inappropriate behaviour.

Employees are responsible for:

- Carrying out their work in line with this policy and associated procedures;
- Challenging any behaviour that falls short of the expectations of this policy; and
- Identifying any breaches of this policy and reporting them to their line manager.

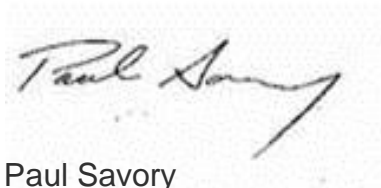
This policy is owned by Total Group's operations manager who is responsible for its implementation and review.

Management seeks the cooperation of all employees in fulfilling our sustainability commitments

This policy will be reviewed annually or more frequently if required to take account of new business processes and organisational changes.

Authorised by:

Signed:

A handwritten signature in black ink that reads 'Paul Savory'.

Name:

Paul Savory

Title:

General Manager