

Sustainability Policy

Artic Building Services are committed to sustainability and the environment. We have in line with our ISO 14001 accreditation a Sustainability Policy which is enforced throughout the company. In conjunction with our Environmental Action Plan we have facilitated training for all staff, which also acts as an opportunity for staff to canvas ideas for waste, energy and environmental improvements to the company for the benefit of all those who work with and for Artic Building Services.

Our own head office is newly designed and built around our commitment to the environment and as a showpiece for clients to view the potential improvements they can make themselves. We invite clients to our premises to view the state-of-the-art facilities and energy recovery systems employed in order for them to gain ideas for their own business. Other innovations are on show, such a low energy absence detection lighting, dual fuel vans, water, waste and energy monitoring systems.

Not all of the benefits come at a cost. Simple, common sense methods which form part of our action plan are adopted and embraced by Artic personnel, for example car-pooling for employees travelling into work, removal of staff waste bins with replacement recycling stations, electronic reminders regarding disposal of waste and the use of paper, water and electricity. We employ logistic planning for material and personnel movement, this has generated considerable savings in fuel and a reduction in our carbon footprint.

Over 80% of products used within the company are recycled, from paper, plastic and glass to photocopier cartridges and mobile phones. As licensed waste carriers we are fully acquainted with all environmental issues associated with our company. These ideals are conveyed to our customers by our engineers and management in a bid to improve energy consumption, create cost savings and reduce carbon emissions for all our clients.

This policy sets out how we manage our approach to be a sustainable, environmentally responsible and energy efficient business.

Policy Objectives

Artic's key Sustainability goals are to:

- Deliver sustainable profitable growth while satisfying our moral, legal and contractual obligations
- Provide customers tangible solutions to reducing their energy consumption within their buildings
- Employ a true partnered approach to all our clients sustainable and environmental needs
- Enable our people to be engaged, safe and respected
- Make a positive contribution to the communities in which we work
- Protect the environment by preventing or mitigating our adverse environmental impacts (including prevention of pollution) and those environmental conditions on our organisation
- Reduce the company's energy consumption, costs and enhance our environmental performance
- Have an aligned supply chain who adopt the same ethos as ours regarding all environmental items
- Ensure our sustainable approach is applied to all new services and markets
- All Artic operations to be carbon neutral within the timeframe of 2030
- Commitment to phasing in electric vehicles across our entire fleet

Roles & Responsibilities

Managing Directors are responsible for:

- Reviewing, endorsing and achieving this policy's aims
- Developing and rolling out the supporting strategies
- Providing adequate resources to support the implementation
- Communicating sustainable, energy, environmental and social value information to relevant interested stakeholders
- Deliver a consistent approach and message to all within Artic associated to our environmental strategy
- Champion and welcome all feedback which may improve our ability to offer an enhanced level of performance to our client base and their sustainable needs

Compliance Supervisors, Advisors and Committees are responsible for:

- Providing the framework for setting and reviewing objectives and targets
- Maintaining regular reviews of our performance and update the policy as required
- Gathering feedback and monitoring industry best practice

Departmental Managers are responsible for:

- Ensuring that this policy and supporting procedures are distributed, implemented and complied with across their teams
- Ensuring that staff are aware of their responsibilities and receive appropriate training
- Leading by example in protecting the Artic brand and communicating effectively
- Driving continual improvement performance across the organisation

Contract/Project Managers are responsible for:

- Implementing and enforcing the processes and procedures
- Ensuring that their teams are aware of their responsibilities and receive appropriate training
- 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
- Identifying any breaches of this policy and reporting them to their line manager

Arrangements

To support the implementation of our policy the following approved arrangements are in place and are subject to continual monitoring and review.

Training & Awareness

To ensure all our staff are aware of the impact of our activities on the environment, the common measures that can be taken to support sustainability, and Artic's policy and arrangements, requirements for training are integrated into our standard processes. Formal training is delivered to all staff via our 'CBT' eLearning system every 3 years, with annual refreshers via our ongoing toolbox talk programme. Annually, a questionnaire is sent by our Compliance Team to verify understanding on sustainability measures we have in place, and responses are reviewed to identify any trends for increased training focus. To ensure continual publication and visible reminders of our commitment, noticeboards are displayed at each work location with key policies and supporting information. At commencement of each project a briefing is undertaken, and environmental/sustainability is a default agenda item. HSEQ Bulletins are published quarterly by our Compliance Team with updates and details of objectives and our performance. Using our expert supply chain to educate key personnel regarding new energy savings initiatives to offer our client base and also adopt internally. Continual reinforcement and participation of the company cycle to work scheme.

Feedback & Participation

Our HSEQ Committee meets quarterly to discuss business/industry updates, opportunities, risks, objective progress and continual improvement. Team members from all departments and at all levels are invited to attend for inclusivity, transparency and impartiality, and to ensure the widest input is obtained from all our internal stakeholders. To encourage feedback individuals are appointed to champion sustainability within their departments, and we regularly promote the 'Fresh Thinking' suggestions programme. To reward and encourage the positive behaviour of contributing to this process a rewards scheme is in place with generous financial and other incentives.

Management System

To support a structured best practice approach to business management, Artic operate in compliance with the ISO 9001, ISO 14001 and ISO 45001 standards. We are assessed annually and hold UKAS accredited certification to verify and demonstrate this compliance. To ensure we adopt best industry practice, and are impartial in our internal auditing, we have appointed Admac Ltd (www.admac.co.uk) as external consultants with monthly head office/site meetings and retained advisory support.

Customer Engagement

A key opportunity for driving sustainability is with our Customers. Our Managers and Engineers are continually monitoring and studying technologies and innovations that offer the best environmental performance and we will promote these options when inputting to system design and maintenance specification. Where there is opportunity it is our duty to present this with a justified cost/benefit analysis for our client's consideration.

Corporate Social Responsibility

To promote sustainability beyond our operating boundaries, we must actively seek out opportunities to engage in CSR, either directly with community/charitable environmental improvements, or by mentoring others to adopt improved practices and leading within our industry. Our HSEQ Committee and Compliance Team will monitor for schemes where we can contribute.

Purchasing & Materials

As a requirement of our integrated ISO business management system, control over our supply chain and formality within our purchasing procedures is integrated into our operations. To support sustainability during initial assessment and ongoing monitoring, along with other considerations such as using locally based suppliers, we will give preference to suppliers with environmental credentials and sustainability measures in place. When it is within our abilities to do so, we must make sustainable purchasing decisions with considerations including:

- Reviewing the full lifecycle of products we purchase
- Minimising the energy requirements of powered appliances
- Choosing recycled products (where quality/price are not disproportionately sacrificed)
- Always using FSC certified timber, and support other recognised sustainability schemes
- Selecting non/less-hazardous alternatives to substances

The majority of our purchasing is conducted centrally through the Operations/Compliance Team to ensure maximum control over decision making and implementation of the above requirements

Reuse and Recycling

Through our projects and maintenance activities, used materials and redundant equipment will be a daily occurrence. Our Projects/Contracts managers are responsible for the continual monitoring of this to avoid where possible this entering the waste stream, by identifying opportunities for reduction/reuse. Where this is unavoidable, all scrap must be segregated and recycled, and residual waste responsibly disposed by an approved carrier/facility.

Target Carbon Neutral

A core objective of Artic is to progress towards a carbon neutral position by 2030. To support this objective we will implement and document environmental, energy and carbon management systems to reduce and mitigate our impacts wherever possible in the journey to a net zero carbon future. Fuel consumption will be kept to a minimum through improved vehicle selection procedures, telematic trackers that optimise route planning, and driver awareness campaigns. We are committed to removing fossil fuels from our fleet and built environment.