

CORPORATE SOCIAL RESPONSIBILITY POLICY

Summary

Corporate Social Responsibility (CSR) covers all aspects of the ethical behaviour within the Company, enabling it to recognise and respond positively to its responsibilities to the wider community in which it operates.

CLEAN Employer Duties

Corporate social responsibility goes beyond fulfilling our statutory duties in relation to our employees and the way we do business.

The Company encourages our employees to be the driving force behind our CSR initiatives. The Company and its employees will support each other in pursuing practices that are responsible and caring towards society and the environment.

The Scope of CSR in CLEAN

The full extent of the scope of CSR within CLEAN is detailed below.

1. Environment

We take great care to ensure that all our business operations take into account the impact that they may have on the environment and we constantly measure and monitor all areas of our operations that have an environmental impact.

The CEO and the Board of Directors fully commit to ensuring the organisation fulfils its environmental responsibilities by documenting, implementing and maintaining the Environmental Management System (EMS) developed in accordance with the requirements of ISO 14001, applicable legal requirements and the prevention of pollution. Further details are available in the EMS.

We are aware of the environmental issues associated with operating our Company which include:

- waste disposal and recycling
- hazards from operating processes within our plants
- fuel consumption and vehicle emissions from our transport operations
- energy consumption
- usage of materials , eg, packaging, chemicals, linen, etc.

We also comply with the Government's Energy Savings Opportunity Scheme (ESOS) and are a voluntary member of the Climate Change Agreement (CCA) which means we are subject to stretching energy efficiency targets agreed with Government.

2. People

We are committed to be an employer that is compliant with all aspects of employment law in the UK.

Communication and feedback is encouraged at all levels within our organisation and we strive to create a workplace in which there is mutual trust and respect and where every employee feels responsible for the performance and reputation of the Company. Formal employee consultation and communication is through Employee Involvement Teams which consist of employee-elected representatives and these operate at all our sites.

We have an Equal Opportunities and Dignity at Work Policy for all existing and potential future employees and will offer our employees clear terms of employment. We have appropriate policies in place to ensure that we work towards a diverse workforce, recruiting, employing and promoting employees only on the basis of objective criteria and the qualifications and abilities needed for the job role to be performed.

We provide safeguards to ensure that all employees are treated with respect regardless of any of the protected characteristics.

Key areas include the following:

- Equal opportunities and diversity — we actively promote the recruitment of older workers or those with a disability, where we can make reasonable adjustments in the workplace.
- Health and safety — in addition to protecting employees from accidents and industrial processes we also have robust processes for managing capability and stress in the workplace.
- Work-life balance — we realise that we operate 7 day a week operation over extended hours. However, we ensure that employees have regular rest periods and time off work. We have a full set of family friendly policies and we review all requests for flexible working appropriately.
- Redundancies — we are careful to ensure that where redundancies are unavoidable, the consultation and selection is fair and that the business reasons for the redundancies are communicated sensitively and professionally.

CLEAN has taken positive measures to encourage the employment of disadvantaged groups including those with a registered disability and the long term unemployed. We continue to do this by the HR Team working with a number of external organisations.

3. Health and Safety

The CEO and Board of Directors of CLEAN are fully committed to ensuring the organisation fulfils its health and safety responsibilities by documenting, implementing and maintaining the Safety Management System (SMS) developed in accordance with the requirements of BS OHSAS 18001, to applicable legal requirements and to the prevention of injury and ill health.

The CEO and Directors will ensure that:

- the SMS is relevant and appropriate to the nature and scale of the business, taking into account the significant risks generated by its activities, products and services.
- there is effective planning, organisation, control, monitoring and review of preventive and protective measures. These measures shall include adequate training, resources and fulfilment of any duty of care owed.

- the organisation complies with applicable legal and other requirements to which the organisation subscribes relating to significant risks and that a culture of continuous improvement with regard to health and safety thrives throughout.
- procedures, applicable to the setting, review and achievement of health and safety objectives and targets are in place, along with Management programmes designed to continuously improve the health and safety status of the organisation.
- responsibilities for management activities and programmes are delegated throughout the various levels of the organisation.

As an organisation we are committed to be industry leaders in regards to health and safety. We use external awards and accreditations to externally benchmark our health and safety performance to other companies in the UK.

Both the RoSPA Gold Award and the British Safety Council International Safety Award with Merit have been awarded to CLEAN for three consecutive years (2013, 2014 and 2015). We are registered and accredited with SafeContractor. Our transport operations have been audited by FORS (Fleet Operator Recognition Scheme) which covers environment, efficiency and health and safety. We are currently accredited to the Bronze Level and are working towards the Silver Level.

4. Customers

Our contracts with our customers will clearly set out the agreed terms, conditions and basis of our relationship and we will operate in a way that safeguards both parties against unfair business practices.

We will register and resolve all customer complaints in accordance with our customer service standards.

We will deal with our customers in a polite and professional manner at all times. We will also work closely with them in terms of health and safety and access by our vehicles and drivers at the points of delivery at customer sites.

5. Suppliers

We purchase a wide range of goods and services required for the successful operation of the business. Good working relationships with our suppliers are therefore central to the success of our business. We are committed to obtaining and retaining competitive goods and services while at the same time ensuring that they are from sources which have not jeopardised human rights, safety or the environment.

We work with our suppliers to help us deliver our policy aspirations in the delivery of our products and services. We ensure that all contractors working on our sites use responsible business practices and work safely in accordance with our risk assessment and health and safety standards.

Our largest expenditure is in the procurement of linen and workwear goods. Wherever possible our linen goods are sourced directly from a small number of suppliers. All our suppliers are vetted and approved by us and we ensure that their mills and manufacturing facilities are operated to business principles consistent with our own. We ensure appropriate standards are in place in terms of quality, health and safety and employee welfare and working conditions. We do not use any direct supplier where the mills have not been visited and audited by us. We also guarantee that no child labour is used by any of our suppliers. We are confident that our processes ensure that slavery and human trafficking is not taking

place in any of our supply chains in line with the Modern Slavery Act 2015. Please refer to the Company Policy on Anti-Slavery for further information.

6. Standards of Business Conduct

The CLEAN Directors are committed to ensuring that our business is conducted in all aspects according to rigorous ethical and professional standards. These include all aspects covered by our CSR Policy, plus ensuring that we have appropriate financial controls and audit mechanisms in place.

Our basic standards of contact will include:

- We will conduct every aspect of our business with honesty, integrity and openness, respecting human rights and the interests of our employees, customers and third parties.
- We will respect the legitimate interests of third parties with whom we have dealings in the course of our business.
- We will maintain the highest levels of integrity – for example, we will not promise more than we can reasonably deliver or make commitments we cannot or do not intend to keep.

Related policies include the Anti-Bribery Policy and Policy on Accepting Goods.

7. Community and Charity

We strive to be a good neighbour in the communities we operate. Where possible we will locate our plants on industrial sites close to major roads and motorways to minimise the impact of our production and transport operations on residential areas.

We shall support and encourage our employees to help local community organisations and activities in the areas we operate. Where we hold fundraising activities on site, we encourage our employees to support our chosen national charity (Macmillan) or an approved local charity (for Head Office this is Thames Valley Adventure Playground).

CLEAN is also very aware that we need to consider our responsibilities to members of the public in terms of:

- vehicle safety and driver training, including such things as the use by company drivers of mobile phones.
- exposure of people living in close proximity to operating sites to risks such as emissions, vehicle movements and noise.

Compliance, Monitoring and Reporting

Compliance with all aspects of the CSR Policy will be continuously monitored and subject to review by the Director Team and Board.

All Senior Managers and Site General Managers are responsible for ensuring that the principles covered in this policy are communicated to, understood and observed by all employees and for ensuring compliance in their area of responsibility.

Employees who reasonably suspect that there has been a breach of this policy must report it to their Line Manager, Site General Manager or a member of the HR Team. All reports will be taken seriously and fully investigated. If appropriate the Whistleblowing Policy will apply.

This policy will be reviewed and updated by the HR Team, who will also be responsible for ensuring that any training requirements associated with the policy are provided.