



ESG IMPACT REPORT

1ST MAY 2020 - 30TH APRIL 2021

Churches Fire
COMPLETE FIRE & SECURITY

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ABOUT THIS REPORT

Our vision is to be the best and most trusted partner in fire safety and security, giving an unsurpassed customer experience at all touchpoints.

We are delighted to present our first Environmental, Social and Corporate Governance (ESG) Impact Report, for the financial year ending April 2021. As part of our commitment to encouraging a positive ESG culture within our organisation, these reports will be issued annually hereafter.

This report has been compiled in accordance with our Corporate Governance Policies which are aligned to statutory regulations, industry standards, and national policies, agendas, and recommendations across all Churches Fire & Security operational locations within the UK. Consistent with the broader national and international Sustainable Development Agenda, our Corporate Governance Policies underpin our ESG Strategy in accordance with the Climate Change

Act (2008) and the 2030 Agenda for Sustainable Development adopted by all United Nations Member States in 2015 underpinned by the Sustainable Development Goals (SDGs).

All our greenhouse gas (GHG) emissions data has been prepared in line with the statutory Streamlined Energy and Carbon Reporting (SECR) standards.

We are fully accredited by international standard ISO 9001:2015 Quality Management System, LPS 1048, LPS 1014 and BAFF SP201.



ABOUT CHURCHES FIRE

Churches Fire & Security ("CFS" or "Churches") is a nationwide fire and security maintenance and installation provider with a turnover of circa £50m, 500 employees, and 18,000 customers across 42,000 sites. Put simply, Churches helps safeguard life and property from the threat of fire and theft.

SUSTAINABILITY AT A GLANCE 2021:

- ✓ Electric van trials to commence in 2022
- ✓ 66% renewable electricity
- ✓ 97.8% of waste is recycled
- ✓ 2.1% of waste to landfill
- ✓ 191 secure Lock-ups and By-boxes equip our engineers and localise our operation, reducing mileage and carbon emissions
- ✓ Paperless office for over 10 years

OUR PRODUCTS AND SERVICES

Churches is the only fully-integrated fire safety company in the UK who can deliver comprehensive fire protection, including fire alarms, extinguishers, emergency lighting, dry and wet risers, fire suppression systems and in-house sprinkler servicing, maintenance and installation, negating the need to go to a third-party supplier. Churches also provide fire risk assessment services and design, supply, install and commission comprehensive security products and services including, but not limited to, intruder alarms, CCTV and access control. Additionally, Churches provide alarm monitoring, connecting intruder and fire alarm systems to an Alarm Receiving Centre (ARC) to increase the level of security protection; we are currently building an on-site ARC, to monitor alarms 24/7/365.



OUR MISSION, VISION AND VALUES

Our mission is to safeguard life and property from the threat of fire and theft.

Our vision is to be the best and most trusted partner in fire safety and security, giving an unsurpassed customer experience at all touchpoints.

Our values are a statement of our culture, business processes and way of doing things. They form the basis of our everyday activity with our customers, business partners, suppliers and stakeholders.



RELIABLE

- ✓ We are here for our customers; 24 hours a day, 365 days a year.
- ✓ We provide an unrivalled quality of service with confidence.
- ✓ We shape our service according to our customer's needs.



SPEED OF RESPONSE

- ✓ We deliver industry leading call-out time response times; we recognise that quick resolutions are important to our customers.
- ✓ We constantly review new technology and innovative solutions to improve the efficiency and effectiveness of our service.
- ✓ We pride ourselves on the speed and capabilities of our support and customer service teams.



TRUSTED

- ✓ We act with integrity by doing what's right, not what's easy, to ensure that our customer's obligations are fulfilled and compliant.
- ✓ We act with honesty and pride ourselves on nurturing long-term customer relationships.
- ✓ Our work is continually assessed by independent third-party accreditors to ensure the highest quality service and maintenance; the safety of our employees, customers and partners is our top priority.



KNOWLEDGABLE

- ✓ Our nationwide team of highly trained technicians are our greatest assets, providing the UK with world-class fire safety and security.
- ✓ We support our technicians through a team of technical managers, experienced account handlers, designers and support employees.
- ✓ Our passion for continuous learning and development makes us credible experts in ensuring legal fire safety and security responsibilities are adhered to.



INNOVATIVE

- ✓ We push for simplicity, utilising unparalleled systems to save our customers' both time and money, often by removing the need for multiple technician visits.
- ✓ We utilise the latest technologies to provide a suite of management information and analytics in one centralised customer portal.
- ✓ We partner with industry leading systems to widen our technical capabilities and provide additional account visibility to our customers.

A MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER, CHARLIE HAYNES

I am delighted to welcome you to the first Churches Fire and Security ESG Report. This report provides a starting point from which to communicate our vision on ESG to our customers, our employees, and our suppliers. We are dedicated to actively integrating and developing environmental, social and governance factors into our business practices, to build a truly sustainable, market-leading company that creates value for society. We have set ambitious targets and as well as measuring our performance against them, we will be identifying areas for improvement.

We have not waited to deliver our first report before acting but have, over the years, developed key initiatives and processes to reduce waste, develop people and help our communities; we are proud that our offices have been paperless for over 10 years. As a nationwide company we are active and present in many local communities through our network of regional offices across the UK and support local charities with our 'service for free' programme. Our charitable offering will be further enhanced as we celebrate 30 years in business in 2022 by asking our employees to nominate and vote on a select group of charities to support. All the team at Churches Fire and Security know what it takes to do the right thing; being trusted and reliable forms part of the DNA of our business protecting life and property. We have recently launched our own Academy and have enjoyed watching people flourish as they learn and grow, training to be not only knowledgeable but the best they can be.

We are working diligently to reduce our carbon footprint. 96% of our carbon emissions come from our fleet. In the medium term, the de-carbonisation of transport will therefore have a major impact on reducing our emissions. In the short-term, we have reduced travel times and trip frequencies to suppliers using a network of local supply points. Using technology and innovative ways of working enables us to remain at the forefront of the industry, ensuring we keep our customer centric to all we do whilst delivering a first-time fix solution. The latest addition of an ARC (Alarm Receiving Centre), designed and built to be best in class, brings a previously outsourced service in house, ensuring that one of our own team can respond to our customers 24 hours a day, 365 days a year. A friendly, knowledgeable voice at the end of the phone.

We are proud of the diverse and inclusive working environment we maintain for our employees, in which health & safety is paramount.

The quality of the governance of our business is independently assessed through regular independent external audits and our compliance function carry out regular internal audits throughout our business and processes. Our wide range of accreditations show our ability to meet regulations and guidelines, ensuring that our work is always of the highest recognised standards.

I hope you enjoy reading our first ESG report, everyone at Churches has a part to play and it is vital that we continue to advance our company's sustainability.



“This report provides a starting point from which to communicate our vision on ESG to our customers, our employees and our suppliers.”

OUR COMMITMENT TO ESG

ENVIRONMENTAL

Since its inception, Churches has worked to reduce its carbon footprint. An integral part of our business is providing locational support to our customers through field engineers driving company vehicles. These vehicles emit nearly 96% of Churches' total carbon emissions. It is our ambition to have a more environmentally focused fleet. The measures we have taken so far are:

- ✓ Regular replacement of vehicles to ensure they are more fuel efficient.
- ✓ Introducing extra light weight racking in our vehicles.
- ✓ Holding more stock of standard parts in our vehicles to reduce our need to return to site for a second visit.
- ✓ Effectively organising our vehicles so no irrelevant stock is held and transported around.
- ✓ Introducing scheduling to efficiently map driver routes, helping to reduce mileage and fuel consumption.
- ✓ Using a system of lockers around the country where our suppliers deliver parts directly to our engineers rather than via our warehouse means we do not 'double handle' stock.
- ✓ For over 10 years, Churches has been paperless across all our offices.
- ✓ Encouraging cycle-to-work schemes and installing showers at work to support this.
- ✓ Encouraging car sharing.
- ✓ Working from home policy to reduce the need to increase office spaces and discourage driving where possible, and reducing car parking on site to aid this.
- ✓ Reuse of older laptops for technicians to use on site panels (which require less RAM usage), reducing waste.
- ✓ Recycling of office and technicians' waste.
- ✓ LED automated lighting in all spaces.
- ✓ Locked and programmed air conditioning units.
- ✓ Enabling all employees to meet virtually with fully integrated IT solutions, reducing travel.

SOCIAL

It is enormously important that we remain active and present in our local communities. As a national business, it is easy to assume that we do not have a local presence, but this is simply incorrect. We employ local people in our regional offices and all our technicians work locally to where they live, ensuring not only that travel is reduced but that we remain connected to these communities. As a fast-growing business, we can offer growth in employment in these areas.

To help support these communities, we regularly give generously to local charities, normally at the request of our customers or employees themselves. These range from sponsorship of five-a-side football teams, charity golf days, donations, time spent clearing woodland and supporting charity events. We look for smaller causes that are community led.

In FY22, we are rolling out a 'service for free' programme whereby each region will have a vote on the most 'deserving' customer and we will offer their service for free.



"Going above and beyond our responsibilities to safeguard life and property"



CORPORATE GOVERNANCE

Churches has a very strong leadership team with a wealth of both wider corporate and industry specific knowledge as well as an independent Chairperson and a non-executive Director. We focus on basic principles of:

- ✓ Accountability
- ✓ Transparency
- ✓ Fairness
- ✓ Responsibility

The board of directors are committed to ensuring a high level of corporate governance throughout the organisation. Our Board is supported by a senior leadership team with more in-depth specialisms.

Churches has a full Compliance Division comprising of quality and risk specialists, a health and safety manager as well as training and audit specialists. We work with leading, independent accrediting bodies across all our service offerings and ensure that our accreditations are the best we can attain, not just producing manuals as a tick box exercise but producing all our policies and procedures to coordinate with these practices. We have found that this produces a high level of compliance across the business and cements and intertwines us fully with the British Standards we are employed to uphold.

COVID-19 RESPONSE

At Churches, we recognise the enormous challenges being faced due to the COVID-19 outbreak and in response to the pandemic, we supported our employees and customers affected by COVID-19 by implementing measures and actions to keep people safe and healthy.

SUPPORTING OUR EMPLOYEES

- Followed government and industry guidelines.
- Temporarily closed our offices and set up homeworking to eliminate unnecessary contact and slow virus transmission.
- Held weekly company briefings with employees to show how the business was performing in the pandemic and what actions were taken to mitigate any risks.
- Posted 105 posts on the Intranet detailing our approach to working from home, risk assessments for technicians visiting customer sites, furlough, the lockdowns, and more.
- Used virtual meeting platforms to keep in touch with employees and brought those that needed in-person support back into the office when it was safe to do so. We still have some employees working from home and we are constantly reviewing this to ensure we have the right balance of safety and mental well-being.
- Maintained social distancing measures despite the relaxation of the rules by the government.
- Frequently updated our newsfeed on our website and social media channels to ensure our customers and suppliers understood what we were doing to ensure vital fire and security maintenance would carry on in the face of the pandemic.
- Had constant conversations with suppliers, which are ongoing, to ensure we were aware of any shortages of items and could plan accordingly.
- Provided advice to our engineers on how to continue working safely as key workers with the appropriate PPE provided to them by Churches.
- Consistently reviewed RAMS with technicians and with the H&S manager to ensure we were assessing continually changing risk status.

SUPPORTING AND ADVISING OUR CUSTOMERS

Whether businesses are open, closed or adapting, fire safety needs to be considered alongside these changes.

We provided clear advice to our customers about how to keep their premises safe and compliant.

During lockdown periods:

- Assign several competent persons to assist and look after the fire safety of the premises.
- Manage security risk alongside a weekly checklist to ensure the obligations under the Regulatory Reform (Fire Safety) Order 2005 are fulfilled.
- Conduct weekly checks; fire warden checklist; evacuation strategy; security strategy and weekly checks.
- Provide technical support by telephone where possible.
- For high-risk customers like care homes, we deferred scheduled work where possible to protect vulnerable people.
- We ensured our staff were self-testing regularly before going into a site with vulnerable people.
- We called on arrival to check COVID-19 status.

Preparing for re-occupation:

- We issued a free recovery calendar detailing the points that the responsible person should consider during 3 key stages in the run up to re-occupancy; ensuring risk factors are managed correctly.
- We provided monthly checklists to stay compliant.

2023 ESG GOALS

We aim to do our part in raising our own corporate environmental, social and governance (ESG) standards by setting public, meaningful and verifiable goals that hold us accountable. In pursuing these short, medium and long-term goals, we aim to continuously build corporate resilience, improve our customer's experience and deliver better outcomes to all stakeholders and broader society.

The long-term commitments such as our ambition to reduce our operational carbon emissions to net zero provide direction, whilst the short to medium-term goals provide a roadmap. We believe it is imperative for us to be transparent not only about where we want to be but also how we intend to get there.








WE ARE COMMITTED TO ACHIEVING THE FOLLOWING ESG PERFORMANCE TARGETS AND GOALS BY MAY 2023:

- Procure 100% renewable electricity.
- Reduce Scope 1 and Scope 2 emissions by 10% by 2023, and 5% year on year thereafter.
- Continue to reassess our wider fleet to determine opportunities for EV, hybrid and alternative fuel options.
- Commission solar surveys to identify on-site renewable electricity generation opportunities.
- Develop a comprehensive climate strategy and net zero roadmap.
- Track and regularly monitor waste consumption by waste stream.
- Incorporate due diligence related to ESG practices for all new suppliers prior to concluding new agreements as well as reviewing existing suppliers to ensure data is up to date and valid.
- Collect workforce diversity data to gain deeper insights into inequalities and report on diversity metrics.
- Formalise community engagement programme.
- Identify, quantify and track material ESG performance metrics.
- Achieve Cyber Essentials Plus certification.



UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

In 2015, as the centrepiece of the 2030 agenda, the United Nations General Assembly adopted 17 global Sustainable Development Goals (SDGs). Churches has identified 7 goals where we believe we can make the most positive social and environmental impact. We have integrated the SDGs throughout our ESG report to demonstrate our contribution and delivery on these objectives.

SDG GOAL:	TARGETS	CHURCHES' CONTRIBUTION:
 Goal 3: Good Health and Wellbeing	Ensure healthy lives and promote well-being for all at all ages.	Churches provides services and products that help to combat hazards, thus saving lives. Additionally, we ensure our employees have a safe and healthy workplace and are provided with support and training to maintain their health and wellbeing.
 Goal 4: Quality Education	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.	Churches opened an Academy for the training of Fire Alarm and Security technicians and offer our employees training and development in a variety of areas. Churches are working in partnership with local further education colleges to create apprenticeships for fire alarm technicians.
 Goal 7: Affordable and clean energy	Ensure access to affordable, reliable, sustainable and modern energy for all.	Our main site at Chandlers Ford is powered by 100% renewable electricity, accounting for 66% of our total energy. We will continue to focus on increasing the use of renewables primarily within transport.
 Goal 8: Decent work and economic growth	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	Churches are an inclusive organisation with an engaged workforce. We are committed to corporate diversity and reducing our gender pay gap.
 Goal 9: Industry, innovation and infrastructure	Build resilient infrastructure, promote inclusive sustainable industrialisation and foster innovation.	Fire services represent an integral part of urban and rural infrastructure, and we will continue to provide innovative products and services in this area.
 Goal 12: Responsible consumption and production	Ensure sustainable consumption and production patterns.	Churches will continue to reduce waste generation within our business operations. All fire extinguishers are already collected and recycled through a recognised recycling scheme, and our head office in Southampton has been paperless for over 10 years.
 Goal 13: Climate Action	Take urgent action to combat climate change and its impacts.	We are focused on the decarbonisation of our commercial fleet and will be trialling an electric van in early 2022 as part of our transition to hybrid or electric vehicles.

ENVIRONMENT

We are actively working towards reducing our impact on the environment and reducing our carbon footprint.





CARBON FOOTPRINT

✓ **Reduce Scope 1 and Scope 2 emissions by 10% by 2023, and 5% year on year thereafter**

✓ **Develop a comprehensive climate strategy and net zero roadmap**

REVIEW OF THE YEAR

This year we complied with the government Streamlined Energy and Carbon Reporting (SECR) legislation, which required us to calculate our carbon footprint. Through this process, we were able to identify the major emissions areas of our business and create a benchmark against which to measure our future emissions. The SECR report calculated our scope 1, scope 2 and partial scope 3 emissions and found our gross carbon emissions to be 1,708.56 tCO₂e.

- Scope 1 – Carbon emissions from gas usage and company-owned vehicles.
- Scope 2 – Carbon emissions from building electricity usage.
- Scope 3 – Carbon emissions from employee mileage.

	tCO ₂ e	% of total tCO ₂ e
Scope 1	1,616.66	95%
Scope 2	33.42	2%
Scope 3	58.48	3%
Gross Total	1,708.56	100%

As part of SECR, we were required to benchmark our emissions as “intensity ratios”, which normalise our emissions by an appropriate business metric. We have also chosen to measure how much CO₂ we produce in relation to 3 factors material to our business:

- Tonnes of CO₂e per company owned vehicle
- Tonnes of CO₂e per full time equivalent (FTE) employees
- Tonnes of CO₂e per £100,000 of revenue

This allows us to track our emissions accurately without them being skewed by changes in operations like those due to the COVID-19 pandemic. Therefore, along with our Scope 1 and Scope 2 reduction targets, we aim to reduce our intensity ratio by 5% in the next 2 years.

Area	Value	tCO ₂ e	Intensity Ratio (IR)	Target IR
Per Company-Owned Vehicles	302	1,599.82	5.28	5.18
Per FTE (Full Time Equivalent) employee	426	1,708.56	4.01	3.81
Per £100,000 of Revenue	393.7	1,708.56	4.34	4.12

CARBON FOOTPRINT

PLAN FOR NEXT YEAR

As part of our internal reduction plan, we are eagerly awaiting the release of fully electric vans with enhanced mileage capabilities to replace our existing petrol and diesel fleet. Current electric vans are not suitable for an essential service-based business such as ours and are unable to travel as far on a single charge as conventional vans will on a single tank of fuel.

We currently invest circa £1m per annum on the purchase of new vehicles and are prepared to allocate 100% of this fund to the replacement project. Therefore, once the technology is available, we will be able to gradually reduce our fleet's carbon emissions as we work towards our net zero target.

In addition, we will expand our carbon footprint calculation to include Scope 3 emissions to truly understand our full impact across the whole value chain. We have identified the following categories in Scope 3 that will significantly contribute to our indirect greenhouse gas emissions that we will include in future ESG reports:

- Employee business travel
- Employee commuting
- Purchased goods & services
- Upstream and downstream transportation
- Waste



ENERGY CONSUMPTION

✓ **Procure 100% renewable electricity**

✓ **Commission solar surveys to identify on-site renewable electricity generation opportunities**

	kWh	tCO ₂ e	% Renewable
Electricity	143,355	33.42	66
Gas	82,672	16.84	0
Total	226,027	50.26	-

REVIEW OF THE YEAR

Our head office at Chandlers Ford and our 4 other leased offices are our primary sources of electricity and gas consumption, making up 3% of our total carbon emissions. As a result, we are focused on reducing our energy consumption where possible. How our employees operate within our office is key to this and we encourage all employees to consider their actions in relation to energy consumption.

Along with behavioural improvements, we are always looking at ways of improving our facilities for the benefit of the environment. It is why we have invested in advanced mechanical and electrical equipment including:

- Implementation of efficient LED lighting with occupancy sensors
- Low volume, dual flush WC cisterns



PLAN FOR NEXT YEAR

We have committed to purchase 100% renewable electricity once our current contracts expire. Regular tracking of our energy usage will enable us to look at consumption patterns so that we may better understand which initiatives are making a real difference. We are also considering the feasibility of generating on-site energy at our Southampton office.

We will also research the practicality of implementing an ISO 14001 Environmental Management System (EMS) to drive continual improvement of energy use practices, identify behavioural analysis and support innovative solutions that make the most effective differences.



TRANSPORT

✓ **Reduce Scope 1 and Scope 2 emissions by 10% by 2023, and 5% year on year thereafter**

✓ **Continue to reassess our wider fleet to determine opportunities for EV, hybrid and alternative fuel options**

	tCO ₂ e
Diesel Company Vehicles	1,575.09
Petrol Company Vehicles	24.73
Employee Mileage	34.03
Total	1,633.85

REVIEW OF THE YEAR

Transport is our largest area of carbon emissions, making up nearly 96% of our footprint. We, therefore, place great emphasis on vehicle choice, improving travel practices and initiatives where possible:

We have over 191 secure units known as lock-ups and by-boxes located throughout the UK, all within a 10-mile radius from home and work locations, equipped with our engineers' most required trade parts to reduce mileage and callouts. These units also reduce stock holding, therefore reducing the chances of creating waste in our aging stock holding.

The use of telematics allows us to better monitor our fleet fuel consumption and a scheduling system has been introduced to allow us to optimise travel routes based on engineer locations, thereby reducing emissions further.

All our vehicles are Euro 6 compliant. We replace our company vehicles every 100,000 miles or 5 years, whichever comes first, to ensure that our fleet remains as resource efficient as possible for the types of vehicles required in our fleet.

Currently, the electric vehicle solutions on the market are not sufficient to support the Churches operation and geography. We are a national company with engineers and vehicles distributed nationally and we do not operate central hubs or branches. We recently acquired a few electric vehicles and are trialling them for our non-servicing roles such as sales and technical

management whose mileage is limited and who regularly travel to one of our offices.

We have also worked on improving our driver behaviours to both improve safety and reduce environmental impact. A driver penalty scheme was introduced in July 2018 to reduce at fault accidents. Not only has the introduction of this scheme helped reduce our accident rate, but it has also helped change our driver's behaviour and this is reflected in the cause of our incidents indicated below.

July 2017 to March 2018

63 accidents, 57 vehicles on Fleet

Non-Fault - 13 (21%)

Fault - 18 (29%)

Non-recoverable* - 31 (50%)

May 2020 to April 2021

81 accidents, 242 vehicles on Fleet

Non-Fault - 33 (41%)

Fault - 25 (31%)

Non-recoverable* - 23 (28%)

*Non-recoverable is unknown, minor repair or attempted theft/break in - data taken from Fleet GB portal

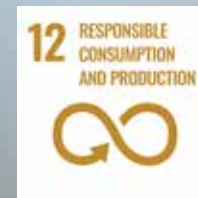
PLAN FOR NEXT YEAR

We are looking to trial electric vans with the view of assessing the feasibility according to how many miles the employee covers and whether their homes can accommodate a charger. We will continue to closely monitor ongoing developments and once a suitable option becomes available, we will commence with the transition process.

We will also continue to provide driving efficiency training to all our employees to reduce average fuel consumption.



WASTE MANAGEMENT



✓ Track and monitor waste consumption by waste stream

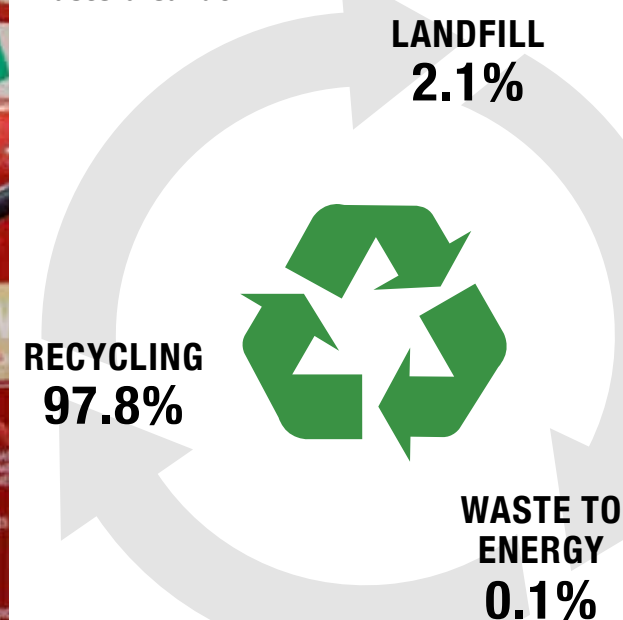
Waste Stream	Tonnes	% of total	Recycling (tonnes)	Landfill* (tonnes)	Waste to Energy (tonnes)
General	0.956	0.3%	0.650	0.019	0.287
Mixed Construction	17.500	5.3%	16.140	1.360	0
Hazardous/WEEE**	312.714	94.4%	307.010	5.704	0
Sanitary	0.007	0.0%	0	0.111	0.628
Shredding/cardboard	0.200	0.1%	0.200	0	0
Total	331.377	100%	324.000	7.084	0.293
%			97.8%	2.1%	0.1%

*Waste sent to landfill and/or appropriately processed and disposed of (hazardous/WEEE and sanitary waste).

**Churches hazardous waste includes fire extinguishers, nitrogen/carbon dioxide/fire suppression gas canisters, smoke detectors etc. WEEE waste often has components that contain hazardous substances or persistent organic pollutants (POPs) (such as batteries), so this data has been combined with the hazardous waste totals.

N.B. Hazardous/WEEE and shredding/cardboard data is incomplete due to some weight and waste destination information not being available.

Waste breakdown



WASTE MANAGEMENT

REVIEW OF THE YEAR

The majority of waste produced by Churches is hazardous and WEEE waste. Hazardous waste is always disposed of appropriately. Depending on the condition of gas canisters, some might be refurbished and placed back into circulation (recycled) or placed through the smelting process to recycle the metals. All are de-pressurised with any remaining contents treated appropriately. Waste Electrical and Electronic Equipment (WEEE) waste can be defined as emergency light batteries, ionisation detectors, non-ionisation detectors, florescent tubes, panels, Ansulx and Amerex, and other mixed WEEE waste. It is treated in line with the Best Available Treatment, Recovery and Recycling Techniques (BATRRRT). Electronic equipment is stripped down to its basic materials such as copper, steel and plastics. Each material is then recycled through the most environmentally efficient means possible to stop it going to landfill.

Churches instruct technicians to take care when handling batteries in accordance with HSE Guidance (HSG139 Using Electric Storage Batteries Safely) and to wear additional PPE in accordance with the RAMS if the battery is showing signs of leaks. Churches handles and stores quantities of ionising smoke detectors and is therefore mindful of the Ionising Radiation Regulations 2017 (IRR) and The Radioactive Substances (Smoke Detectors) Exemption (Amendment) Order 1991. Ionising detectors contain a sealed source of Americium 241 which emits very low amounts of alpha and gamma radiation so are considered very low risk to employees in normal conditions. However, Churches prevents pregnant or nursing women from handling returned detectors for WEEE waste collection in case the housing has been damaged.

As part of our standard fire extinguisher replacement process, we recycle existing fire extinguishers, ensuring the correct safe separation of extinguisher components so that they can be recycled or chemically treated according to current waste legislation. We have disposed of and recycled 30,701 extinguishers this reporting year.

Churches' operations generate minimal general waste on-site, which is disposed of in line with company policies. Orders and communications are via electronic methods. We have been operating completely paperless from our Southampton head office for over 10 years now and are very proud of our team for continuing to achieve this.

PLAN FOR NEXT YEAR

While we feel that we have achieved a good level of waste reduction and recycling through our existing practices, there is always room for improvement. We will look to track and monitor our waste in more detail so that we can provide more accurate waste consumption data year on year. Due to the nature of our business and the types of waste we produce through our operations, it is unlikely, through current technologies, that all of our waste will be considered 'recycled' and therefore, while we are presently unable to commit to achieving zero waste to landfill, we will continuously review our options.

OUR SUPPLY CHAIN

- ✓ **Incorporate due diligence related to ESG practices for all new suppliers prior to concluding new agreements as well as reviewing existing suppliers to ensure data is up to date and valid**

REVIEW OF THE YEAR

As with all areas of our business, we strive to be as sustainable as possible, and our supply chain is no different. The products Churches uses are sourced from UK distribution companies who have been vetted through our supplier on-boarding process. Each supplier is requested to have an anti-slavery and human trafficking policy in place. We undertake all reasonable and practical steps to ensure that our standards are being implemented and legislation and regulations are complied with. We will assess any instances of non-compliance on a case-by-case basis and tailor remedial action appropriately. We will only trade with those who fully comply with this policy or those who are taking verifiable steps towards compliance.

We have a large supply base at Churches and, to ensure we remain engaged, we have a regular review structure in place with key suppliers to discuss business activity, matters arising, pricing, and performance. The frequency of a supplier review is dependent on several key factors: expenditure, the risk to business, performance, changes to the business, acquisitions and whether they are a new vendor to the company.

We categorised part of our supply chain in terms of value and coined them our 'Big 7'. Each of which receive quarterly reviews. A further 7 suppliers receive an annual review in line with the volume of business activity within our partnerships.

When reviewing suppliers, we ensure that the following areas of business are included and discussed collaboratively, though this is not an exclusive list.



OUR SUPPLY CHAIN

PLAN FOR NEXT YEAR

Our suppliers are a critical part of the Churches Fire team. From their innovation to their commitment to quality, our suppliers work with us every day to meet and exceed the needs of our customers. We will strengthen our environmental, social and governance opportunities throughout our supply chain by incorporating a degree of ESG due diligence into our supplier review process. This will allow us to develop a clear understanding of sustainability performance across our supply chain, strengthen supplier engagement and embed sustainability insights and criteria across our procurement procedures and processes.

SOCIAL

As an organisation, we are committed to maintaining a working environment that our employees are proud to be part of and are given the opportunity to grow.



HEALTH & SAFETY

✓ Formalise community engagement programme by 2022

✓ Collect workforce diversity data to gain deeper insights into inequalities and report on diversity metrics



At Churches, everything we do is centred around our Health & Safety (H&S) ethos '**Safety Starts With Me**'. With a well-established link between highlighting near misses and taking action, we empower each and every person to become their own Safety Officer, keeping everyone safe.



SEE IT: By planning ahead and continually monitoring near miss and incident reports, we effectively control the risks that might arise from our work activities. All work areas and work equipment are well maintained to allow our employees, sub-contractors and everyone else affected by our activities, to be in a safe and healthy environment. If a hazard is identified, we'll stop and take ourselves out of the situation before making it safe.

REPORT IT: Our dedicated incident reporting phone line, staffed by qualified first aiders, ensures all near misses and incidents are tracked and monitored; stopping another person having an accident.

By highlighting the issues, we can put actions in place to prevent a hazard or near miss becoming an accident. We reduce our chance of a serious accident because we understand what is going wrong and work to fix it.

FIX IT: The H&S team will look at each and every incident report, and follow up with any actions required to prevent reoccurrence and potential accidents in the future.

Through continuous training and development pathways, our employees have the highest level of health and safety knowledge.

HEALTH & SAFETY

We are proud of our ethos 'Safety Starts With Me' and this is rolled out to employees from day one. Being such a core component of Churches' culture, this logo features on all employee's desktops, the company intranet and all communication that comes from the H&S team. We also have a company H&S video to demonstrate our ethos. Our Compliance team provides H&S training sessions to all our employees to equip them with the necessary skills to remain safe at work. It is our ambition to create a positive reporting culture where everyone takes responsibility for themselves, each other, and feels empowered to report things that they see without penalty.

Monthly KPI's are in place for near misses and injury incidence rates and are reported on monthly at Board and Operations meetings. We monitor performance year on year to identify best practice and improve. Compliance with our RAMS and H&S policy is consistently monitored through our internal system. Employees are obligated to read, understand and adhere to safety documents and procedures, and we have a zero-tolerance policy, with possible disciplinary action, for anyone who does not cooperate. Whilst we endeavour to mitigate any H&S related incidents and near misses, we do believe that in the rare instances they do occur, they are treated as an opportunity for improvement.

As part of our compliance checks, we carry out H&S internal audits, including warehouse audits and building checks, such as legionella programmes, PAT testing and equipment safety checks. We ensure any subcontractors that come on board go through a Pre-Qualification Questionnaire (PQQ) process whereby they must provide evidence of their H&S policy, RAMS and accreditations before we approve them. When it comes to subcontractor review meetings, H&S is always a key focus of the agenda. We encourage constructive discussions on the topic from both parties. Churches review all incidents that have taken place across our operations and ensure all parties involved reach an amicable agreement and are satisfied with the outcome.

TRAINING & DEVELOPMENT

Employing from a range of experience, skills and backgrounds is key to driving change in our ever-growing business. We offer traineeships and apprenticeships as a way of encouraging those with little relevant experience to learn and develop their skills. We currently have 5 employees on an apprenticeship. Every employee also has a training path with built in skills gap assessments, completing training specific to their role or the business' requirements every year. Employees are coached, mentored and sponsored and their growth is continually measured and monitored through functional key performance indicators.

Our new nationwide traineeship, the Academy, is a 4-month programme upskilling extinguisher technicians into security and fire technicians. There are 2 routes: a route for an external employee who is not an extinguisher technician; and a second route for extinguisher technicians that we have identified for the programme. This is mainly internal training delivered by our Technical Support Managers. We currently have 10 employees who have started or are due to start before the end of January 2022, and a further 3 currently being recruited: a total of 13 employees and 6% of our current technical workforce.

EMPLOYEE ENGAGEMENT

Churches fully acknowledges and understands the importance of all its employees. The skills, attitude and commitment of our employees are the bedrock for past and, more importantly, future success. We encourage an open-door policy between all managers and their teams to foster regular communication. We frequently seek feedback on specific areas of the business through targeted topic forums. We have focus groups on IT delivery and services, and biannual national company roadshows where we discuss ongoing changes and problem-solve any sticking points for our employees. From this, action plans are created to ensure we are delivering on these ideas and problems are resolved.

We will look to roll out regular pulse surveys in the coming year to identify levels of satisfaction and engagement amongst our employees.

DIVERSITY, EQUITY & INCLUSION

We maintain an inclusive and diverse workforce where all our employees are provided with equal opportunities regardless of race, colour, ethnic or national origin, religious belief, sex, marital status, sexual orientation, gender reassignment, age or disability. Churches strongly believe that our diverse workforce gives us strength and is the key to pushing us forward as an organisation.

We do not collect diversity data on areas such as sexuality and gender identity. We are however aware of employees who meet the criteria of such categorisations. We believe it is important to be aware of any disparities between our employees' backgrounds and are pleased to provide a workplace where all employees continue to provide outstanding levels of work and commitment regardless of individual distinctions. We will look to set up an employee-led council to bring awareness to DE&I related topics and to strengthen our commitment to this area.

EMPLOYEES RECRUITMENT & RETENTION

At Churches we offer an inclusive recruitment process whereby all candidates are considered based solely on their ability to do the job in question and to demonstrate our 5 key values:

**RELIABLE | TRUSTED | KNOWLEDGEABLE |
SPEED OF RESPONSE | INNOVATIVE**

Churches operate from our head office and 4 other leased offices located around the UK, along with our engineers, who are based in the field driving around the country to meet the needs of customers. Both office-based and field-based roles are valued equally.

We are pleased to be supporting the development of all our employees and are excited to be providing pivotal career-building training to those Churches employees within our under-25 demographic. Churches are also proud to have a strong percentage of our workforce categorised in our over-56 bracket. Retaining our workforce and helping them to build happy long-term careers within our organisation is something that we feel very passionate about.

Below is a summary of Churches' employee demographic based on the average number of employees during the reporting year.

Age	Male	Female	Total
Under-25	5.7%	4.5%	5.4%
26-55	79.6%	82.4%	80.4%
Over-56	14.7%	13.1%	14.2%
Total	100%	100%	100%
% Split	73%	27%	-

COMMUNITY ENGAGEMENT

Like many, the impacts and restrictions associated with the pandemic significantly impacted our ability to engage in person with our local communities. In 2020, our nominated charity was the Countess Mountbatten Hospice. The hospice is based in Southampton and is a charity providing free care and support to people with any life-limiting illness, including respiratory disease, Motor Neurone Disease, heart disease, advanced dementia and cancer. They also provide free bereavement and psychological support to patients and their families, with much of their work taking place in people's own homes across the community. We are extremely proud to have supported a great cause during such a difficult time.

For next year, we are looking at how we can increase our social efforts and help to support our local communities. We are pleased to confirm that we plan to deliver free industry training to Eastleigh College students late in 2021. Eastleigh College, which is situated near our Southampton head office, nurtures both adult learners and apprentices. This training is key for the students as it helps them to fill their employer engagement hours.

Adopting new ideas and taking on new challenges is essential to moving with the times and we are committed to enhancing lives in the communities where our business takes us. To align our business strategy and logistics with impactful initiatives that make a difference, our community impact mission post COVID-19 is focused on:

- Bringing our unique knowledge and expertise to community areas by delivering fire prevention and safety education programmes.
- Developing the next generation of engineers and trade technicians.
- Improving the wellbeing of the communities in which we operate and engaging with community-based volunteer programmes.

HEALTH & WELLBEING

In addition to supporting our local communities, we also strive to find innovative ways of supporting our employees. The HR department run mental health drop-in sessions as well as mental health awareness training. We also provide counselling to employees who need it who need it and will be putting an Employee Assistance Programme (EAP) in place. We are pleased to have appointed an Occupational Health Advisory company who are going to deliver quarterly seminars around employee wellbeing during 2022. The first seminar will be on resilience training to help support employees in an ever-changing work environment.

'WALK THE CHURCHES WAY'

In celebration of the 2020 Tokyo Olympics held this year in 2021, we organised a companywide event open to all our employees across all operations to come together in a fun and friendly team-based competition. The competition required teams to walk, cycle, swim or run the distance between all Churches locations, a staggering 1,026 miles, for a chance to win an all-expenses paid night out for the winning team.

The competition allowed Churches to engage with our employees outside of the working environment, celebrate team and individual achievements and most importantly provide an opportunity to rebuild some of their physical and mental wellbeing.



REDUCING RISK FOR OUR CUSTOMERS



MITCHELLS & BUTLERS

Mitchells & Butlers (M&B) are one of the largest operators of restaurants, pubs and bars in the UK and Churches have delivered fire services to over 1,700 of their sites since 2016. The fire services provided include the following:

- Fire extinguishers
- Kitchen suppression
- Sprinklers

We have tailored our work with M&B to their individual fire safety requirements and frequently go above and beyond the requirement of the contract, providing support to refurbishment programmes and attending fire alarm call outs. We focus on making the customer legal again in the shortest possible time and consistently score 90% and above in each Key Performance Indicator in M&B's system.

"Churches have always been focused on delivering a premium service, with excellent communication and a desire to maintain high KPI/SLA results month on month. The whole team from MD to helpdesk workers show commitment to the contract, and have provided additional services, outside their contractual liabilities."

PAT MURPHY, Area Building Manager



THE WREKIN HOUSING GROUP

The Wrekin Housing Group is a socially minded organisation that prides itself on making a difference to people's lives by providing over 13,000 homes for affordable rent and low-cost home ownership across Shropshire, Staffordshire and Telford & Wrekin. We service 290 sites and have delivered a compliant and safe environment for tenants, visitors and Wrekin Housing employees since 2011. We are familiar with the challenges of maintaining social housing and have therefore ensured complete flexibility and responsive communication from the outset. We developed a bespoke set of interval servicing requirements including weekly testing of fire alarms at 11 sites and emergency lighting at 36 sites. Emergency call outs are also attended within 2 hours. Services include:

- Dry risers
- Emergency lighting
- Fire alarms
- Fire extinguishers
- Smoke vents
- Sprinklers

"Churches deliver a very good level of service across our housing stock. Whether it's servicing, maintenance or emergency call outs, the technicians are always polite, presentable and represent Churches Fire in a positive manner. They're experts in their field and provide a high level of service in what can be a very challenging sector."

STEWART HOLLOWAY, Facilities Co-Ordinator

REDUCING RISK FOR OUR CUSTOMERS

LEAFIELD TOWER BLOCK IN MOORTOWN, LEEDS

Churches are proud to provide the very best in fire protection services. We take our responsibilities very seriously and our services have helped to save lives, as can be seen in the Leaffield Tower Block case. On February 15th, 2017, a fire broke out on the 8th floor of the Leaffield Tower Block in Moortown, Leeds. It was reported that 50 firefighters were called to the scene to fight the fire.

A Churches technician had most recently attended site for the annual major dry riser service and had identified issues with the valve. This was replaced along with some washers and missing landing valve signs. This equipment proved invaluable to firefighting efforts. The dry risers were serviced in line with national requirements and guidelines and worked. Despite the severity of the fire, there was no loss of life and no serious injuries.

"It just reiterates and justifies how important these systems are and how maintaining them to a high level is a lifesaving act".

A Churches technician



RADISSON BLU EDWARDIAN HOTELS

Radisson Blu are a hotel chain well known throughout London and Manchester for outstanding levels of service and comfort. Since 2014, we have been providing fire equipment maintenance services for Radisson's London hotels. The maintenance services provided include the following areas:

- Dry risers
- Emergency lighting
- Fire alarms
- Fire extinguishers
- Sprinklers
- Panic alarms
- Voice activated refuge alarms for disabled people

In December 2017, a fire broke out in the kitchen at Radisson's Heathrow hotel. One of our Churches technicians arrived at 6am the following morning to assess and repair the damage that had been caused by the fire. By 8am, within just 2 hours, all relevant equipment had been installed and the hotel was once again legally compliant and ready to operate.

"[Churches are] A very dependable company with high standards which we approve of as a quality star company. All of their employees, be it telephone support or engineers attending site are very helpful and knowledgeable of their duties. They will always provide a consistently good service."

JAMES FLANAGAN, Maintenance Manager

GOVERNANCE

✓ **Identify, quantify
and track material
ESG performance
metrics**

✓ **Achieve Cyber
Essentials Plus
certification**

Governance is a framework which structures how an organisation meets and delivers its requirements, standards and practices. It provides a platform to enable the organisation and its stakeholders to ensure effective, accurate and legally compliant delivery of services. Churches' approach to governance is focused on the principles of accountability, transparency, fairness and responsibility.



BOARD STRUCTURE

The Board comprises 10 members, 90% of whom are male and 10% are female, and consists of 2 representatives from the majority shareholder Horizon Capital LLP, the Non-Executive Chairman, the Chief Executive Officer (CEO), the Chief Operating Officer (COO), the Chief Financial Officer (CFO), the Chief Commercial Officer (CCO), the Integrations Director, the Mergers and Acquisitions Director and the Non-Executive Director. The Board meet once per month to discuss actions and strategic direction for the short-, medium- and long-term plans for the business. During the pandemic, the board met weekly.

The Senior Churches Executive Team consists of 5 members, 80% of whom are male and 20% are female: the CEO, COO, CFO, CCO and the Integrations Director. The team meet weekly, but during the pandemic, they met daily to manage the business, employees and customers.

The Senior Leadership Team (SLT) consists of 12 members, two-thirds of whom are male and one-third are female and comprises of the CEO, COO, CFO, CCO, the Integrations Director, the Mergers and Acquisitions Director, the Customer Service Director, the Service Director, the HR Director, the Installations Director, the Sales Director and the Executive Assistant. The SLT meet weekly via Teams call and once per month to plan how to implement the actions from the Board and to discuss any other urgent issues facing the business. During the pandemic, the SLT met twice per week to identify and mitigate risks that became apparent as the pandemic developed.

COMMITTEES

Audit Committee

The Audit Committee is comprised of the Chairman, CEO, CFO, and an Investor Director. The Chairman and Investor Director are both non-executive directors, meaning there is a 50:50 split between executives and non-executives. The committee meets twice per annum: In April to set pre-audit objectives and in September to go through audit findings, and review and approve the annual accounts.

Remuneration Committee

The Remuneration Committee consists of our Chairman and one non-executive director, creating a clear separation from all Executive Board members. The committee meets twice per annum in April and September.

ESG committee

The ESG committee has been set up and will ensure that, with the production of this report, it continues its focus across the business in this area. It comprises the CEO, the Chairman (COO), CFO, Compliance Manager, HR Director, and Marketing Manager.

The committee will meet once per quarter; tasks will be tracked and reports after each meeting will be taken to the SLT meeting.

BOARD STRUCTURE

ACQUISITIONS / BUY AND BUILD STRATEGY

In addition to our organic growth over 2 decades, we have also advanced through the acquisition of other fire protection and security companies, and we continue to do so, on average every 2 months. Our expertise and experience ensure that the whole process is swift and streamlined. We have a large acquisition fund in place, meaning that our offers are both credible and deliverable to vendors.

Our team work closely with new employees to enable a smooth transition throughout the merging process. Several senior managers have joined us through the acquisitions process and have gone on to thrive at Churches.

We are always striving for continual improvement. Each acquisition the company makes provides an opportunity to learn from their experiences and improve our business processes and procedures. Our Health & Safety department reviews and merges RAMS documents from acquired companies and consequently improves our training.

Our acquisitions have proved to be great success stories:

"I'm proud of what we have achieved over the last 19 years and I look forward to seeing the next phase of growth for Fire Safety Services by moving under the roof of Churches. This move will develop career options for the employees of FSS and offer an enhanced national service for customers."

DAVID MURFITT,
former Managing Director
at Fire Safety Services

"We are excited to be joining Churches and broadening the fire protection services that we can provide for our customers. By joining Churches, we are going to become a stronger unit together."

MIKE BALLARD,
Founder at Eton Fire Ltd

"These are very exciting times for Systemtech following the acquisition by Churches. Both Churches and Systemtech are very customer focused, therefore integration has proven to be easy. We are now able to offer additional fire alarm services and look forward to working with existing and new clients."

CHRIS MAY,
Managing Director at
Systemtech South West Ltd

ACCREDITATIONS AND CERTIFICATIONS

As a company, we are constantly looking to widen our skillset, increase our learning, and gain new certificates and accreditations to cover key areas of our work. Our wide range of accreditations evidence our ability to meet regulations and guidelines, ensuring that our work is always to the highest recognised standards. Indeed, our Fire Risk Assessment (FRA) Manager is also the Chair of the IFSM.

We hold one ISO accreditation, ISO 9001 – the International Standard for Quality Management Systems (QMS) – and have achieved NSI NACOSS and Fire Gold. We are working towards ISO 45001 and Cyber Essentials and aim to have the latter in place by the end of the year. We plan to carry out a gap analysis on the ISO 14001 scheme and review our position.

Accreditation schemes:



Memberships:



Other:



POLICIES AND PROCEDURES

Churches policies, procedures and processes are informed by regulation and best practice and are available internally to all employees on the Intranet, the designated source of company information, change of procedure and policy, and general direction. We also make available a handful of policies on our website for existing and prospective customers. Key policies are held on our enterprise e-learning platform; all employees have to virtually sign to say they have read them, ensuring an adherence rate of 100%.

ANTI-BRIBERY AND ANTI-CORRUPTION

Churches has a zero tolerance for bribery and corrupt activities. We are committed to acting professionally, fairly, and with integrity in all business dealings and relationships, wherever we operate, implementing and enforcing effective systems to counter bribery. Churches will constantly uphold all laws relating to anti-bribery and corruption in all the jurisdictions in which we operate.

Training is delivered to all employees during their company induction. The policy is clearly communicated to all suppliers, contractors, business partners and any third parties at the outset of business relations and as appropriate thereafter.

CORPORATE RESPONSIBILITY

Our corporate responsibility policy discusses 7 key areas that are being focused on: environmental;



finance; employees; customers and suppliers; community; management of policies and communications. Churches aim to establish and preserve a reputation for integrity and fair dealing in all matters. We believe that such a reputation is essential to the long-term wellbeing of our Company, its employees, customers, suppliers and the community in which it operates.

CYBER SECURITY

We currently have a Computer Use Policy and are working towards the Cyber Essentials Plus accreditation. We have enrolled all employees in a Computer Security in the Workplace course and offered a Cyber Security Awareness session to make employees aware of the risks.

DATA PROTECTION AND PRIVACY

Churches is committed to protecting and respecting the privacy of our employees and all interested parties and is compliant with GDPR requirements. Our data protection policy is reviewed annually and identifies the personal data that we keep, why we keep it and what it is used for. A data protection impact assessment is completed if a change in the business occurs that impacts our processes. It is the responsibility of the Data Protection Officer to maintain this policy and review and qualify all potential Data Breaches. A data breach register is kept, logging any potential breaches along with details of resulting investigations and internal audits.

POLICIES AND PROCEDURES

DRIVER HANDBOOK

Churches are committed to the continuous professional development of the driving force; it is crucial to the overall performance of the company to reduce the frequency and cost of motor claims and to ensure that all drivers comply fully with their moral and legal obligations to enhance the company image. Driver training focuses on the improvement of driving skills, organisational techniques, safety awareness and attitude to customers, to achieve the highest possible standards during employment. A copy of the Driver Handbook is issued to every authorised driver, who must make themselves familiar with the instructions it contains and should be read in conjunction with the Driving for work Risk Assessment.

ENVIRONMENTAL

This policy outlines our commitments to the environment and the strategies and processes we follow in achieving them. It is reviewed at least once per year and training is provided to all employees. The policy sets out to ensure that Environmental standards are maintained and improved; to provide assistance, information, training and support to improve the company's environmental performance; to reduce levels of waste where possible; to reduce vehicle emissions and to manage noise in residential areas, amongst others.

Churches recognise that our activities have implications for the environment, and we will continue to monitor our environmental performance and identify ways to improve it. The SLT has a collective role in engaging all employees and providing environmental leadership within our organisation.

POLICIES AND PROCEDURES

EQUALITY AND DIVERSITY

Churches is an equal opportunities employer and believe that a diverse and creative workforce enhances our ability to service our wide-ranging customer base. We are committed to ensuring that our workplace is free from unlawful or unfair, direct or indirect, discrimination on the grounds of sex, marital status, sexual orientation, age, race, religious belief, ethnic or national origin, trade union membership or non-membership, or disability. It is our policy to afford equal treatment to all existing and potential employees and to promote equality of opportunities. The policy is monitored and reviewed annually. Implementation includes reviewing how we recruit, train and how we treat our employees during regular meetings. We also implement anonymous employee surveying to ensure their right to reply.

GENDER PAY GAP REPORT

Across our industry and in our Company, we recognise our workforce is predominately male (75%) because of a high proportion of men in field-based technician roles. For comparable roles and experience pay is equal across genders. Our most recent Gender Pay Gap report found the overall mean (difference between average hourly earnings of men and women) pay gap for the snapshot date of 05 April 2020 to be 33.68% and the median gender pay gap to be 36.01%. The percentage of men that received a bonus was 12.22% and women 12.09%. The mean bonus gender pay gap is 46.39% and the median bonus gender pay gap is 37.50%. Our results show progression in moving

toward greater balance in our business and the industry

HEALTH AND SAFETY

Churches are committed to our Health, Safety & Wellbeing policy and promote its importance through the "Safety Starts with Me" initiative which aims to empower each person to become their own Safety Officer; confident to highlight areas of concern, suggest safer alternative methods and make educated decisions about working safely to protect themselves and others whilst at work. Churches understand that supporting positive mental wellbeing is as important as promoting healthy physical wellbeing and therefore has trained Mental Health First Aiders available to assist employees dealing with mental health issues. Furthermore, all health and safety information is available on the intranet, which is kept up to date by our Compliance Department. At the start of employment, all personnel complete induction training which contains the following:

- H&S Policy
- Accident reporting / first aid procedures
- Fire precautions and procedures, including local emergency plans
- Introduction to safety legislation and procedures applicable to their role
- Asbestos Awareness

Any employee can highlight specialised, job specific or refresher training needs to their manager.

POLICIES AND PROCEDURES

MODERN SLAVERY

Churches upholds a Modern Slavery policy that outlines our commitment to the prevention of human trafficking. Churches does not enter into business with any other organisation, in the UK or abroad, which knowingly supports or is found to involve itself in slavery, servitude and forced or compulsory labour. In general, Churches considers its exposure to slavery/human trafficking to be relatively limited. Nonetheless, it has taken steps to ensure that such practices do not take place in its business or the business of any organisation that supplies goods and/or services to it. All employees of Churches receive training during their Company Induction on what Modern Slavery is, what we do to audit and prevent any slavery within our own business and our supply chain and what to do should they suspect any modern slavery.

QUALITY

Churches have a Quality policy, which sets out objectives to follow, and has implemented a Quality Management System (QMS) to comply with the requirements of ISO 9001:2015 and all appropriate standards. This single QMS incorporates all the appropriate statutory and regulatory requirements to ensure all work undertaken and services provided to customers is of a high-quality standard and that Churches meets its objectives. We aim to remain a quality supplier by providing a service which conforms to the requirements of our customers and therefore the Fire Safety Order 2005. All employees receive QMS induction training, and it is their responsibility to familiarise themselves with the contents and to comply at all times.

POLICIES AND PROCEDURES



RISK MANAGEMENT

Churches ensures that all employees can work in a safe environment and that we can continue to provide a service to our customers under any untoward or adverse circumstances, even if this is at a reduced capacity. We have a Disaster Recovery Plan in place with the main objective to ensure the continued operation of identified business critical systems in the event of a disaster. The plan is unlikely to be invoked if normal working can restart within 48 hours and the technical workforce is unaffected. The Disaster Management Team is responsible for providing overall direction of the recovery operations, whilst the Disaster Management Team Leader is responsible for deciding whether the situation warrants the introduction of disaster recovery procedures, and which recovery scenario will be followed.

Churches also have a risk plan in place. The purpose of the risk plan is to identify the areas of risk in the business for the year, which forms the audit programme. Other areas of the business may be added to the audit programme as issues arise.

SAFEGUARDING AND SCREENING

The safety of people, goods and services, data and property is a requirement of Churches' operations. We are committed to protecting all employees, suppliers and customers from abuse that may come from within this organisation. Therefore, we undertake pertinent background and secure screening, including Enhanced Disclosure and Barring Security (DBS) checks and screenings, to enable the making of informed decisions regarding individuals' suitability for the role. The safeguarding and screening policy specifically covers all who may encounter children and/or adults or have access to customer sites and data whilst providing services on behalf of the company.

WHISTLEBLOWING

Our whistleblowing policy outlines the actions and procedures for our employees to follow if they believe the company is involved in any wrongdoing, as well as the protections they have in doing so. Employees who whistleblow are protected by the Public Disclosure Act 1998.



SUSTAINABLE
ADVANTAGE

An intelligent approach to energy, waste & sustainability

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SUSTAINABLE
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ESG ASSESSED 2022