

ESG IMPACT REPORT

1 MAY 2021 – 30 APRIL 2022



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ABOUT THIS REPORT

We are delighted to present our second Environmental, Social and Corporate Governance (ESG) Impact Report, for the financial year ending April 2022.

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, Cyber Essentials, BAFE SP101, LPS 1048, NSI Fire Gold, NSI NACOSS Gold, and NSI ARC Gold.



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

ABOUT CHURCHES FIRE

Churches Fire & Security ("CFS" or "Churches") is a nationwide fire and security maintenance and installation provider celebrating 30 years in business, with a turnover of £50m, over 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.

Our third-party quality assurance accreditations provide the assurance for our customers that their legal fire safety responsibilities are taken care of.

We back this up with excellent customer service through our highly qualified team of technicians and friendly and knowledgeable office employees.

ESG AT A GLANCE 2022:

58%
Renewable
electricity



£20,000
donated to 10 charities



ESG Policy
and Committee



EAP programme
in place



184 secure
Lock-ups and By-boxes



ISO 9001

Paperless office for over
10 years



Social Value
Committee



Cyber
Essentials



35,637
fire extinguishers recycled



Nationwide traineeship
'The Academy'



'Service for free'
programme



WHAT WE DO

Churches is the UK's only fully integrated fire safety company, we deliver comprehensive fire protection, including fire alarms, extinguishers, emergency lighting, dry and wet risers, fire suppression systems. We also provide in-house sprinkler servicing, maintenance and installation, negating the need to go to a third-party

supplier. Churches also designs, supplies, installs and commissions comprehensive security products and services including, but not limited to, intruder alarms, alarm monitoring, CCTV and access control. We are proud to have opened a specially built Alarm Receiving Centre (ARC) at our company premises this year. The

ARC is fully managed 24 hours a day, 365 days a year by specially trained colleagues, and continuously monitors customer CCTV systems, fire and intruder alarms, making use of the latest technology to give customers peace of mind that their premises are monitored at all times.

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.



KNOWLEDGEABLE

- ✓ 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



CHARLIE HAYNES
CHIEF EXECUTIVE OFFICER,

“This report builds on our first report, communicating our vision on ESG to our customers, our employees and our suppliers.”

I am delighted to welcome you to the second Churches Fire and Security ESG Report. This report builds on our first report, communicating 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 our society. We are working towards ambitious targets and goals and will be measuring our performance and identifying areas for future improvement.

As a nationwide company, we have 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. We are active and present in many local communities with regional offices across the UK including the support we offer local charities with our ‘service for free’ programme.

We celebrated 30 years in business in April 2022; our employees nominated and chose a select group of charities to whom we have donated a total of £20,000. As part of our anniversary celebrations, we also spent £10,000 on employee engagement initiatives including 30 prizes for employees over 30 days and lunches at our locations across the country.

All the team at Churches Fire and Security know what it takes to do the right thing; being trusted and reliable forms part of our DNA in the business of protecting

life and property. This year saw the launch of our own Academy and we have enjoyed watching people flourish as they learn and grow, training to be not only knowledgeable but the best they can be.

We continue to work diligently to reduce our carbon footprint. As 96% of our carbon emissions come from our fleet, the de-carbonisation of transport will therefore have a major impact on reducing our emissions in the medium term. In the short-term, we have reduced travel times and trip frequencies to suppliers. 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. In March 2022, we announced the opening of our specially built Alarm Receiving Centre (ARC); the ARC is fully managed, ensuring that we can respond 24 hours a day 365 days a year.

The governance of our business is essential to our future success. We regularly review our own actions, including our management of emerging ESG risks. Our external audits ensure regulatory compliance and adherence to our own principles and best practices.

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

CHARLIE HAYNES
CHIEF EXECUTIVE OFFICER

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 fuel efficiency
- ✓ Introducing extra light weight racking in our company vehicles
- ✓ Holding more standard stock parts on-board vehicles to reduce return site visits
- ✓ Effectively organising our vehicles so no irrelevant stock is held and transported around unnecessarily
- ✓ Improving work schedules to efficiently map driver routes, reducing mileage and fuel
- ✓ Using a network of secure lockers across the UK, our suppliers deliver parts directly to the technician's location, rather than to our warehouse, meaning we do not 'double handle' stock
- ✓ Our offices have been paperless for over 10 years, reducing paper wastage
- ✓ Encouraging car sharing, introducing a cycle-to-work scheme for our office-based employees and installing showers at work to support this
- ✓ 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
- ✓ Reducing waste by reusing old laptops as on-site panels (which require less RAM usage)
- ✓ Recycling of office and technicians' waste
- ✓ Installing LED automated lighting in all office spaces
- ✓ Locking and programming air conditioning units
- ✓ Enabling all employees to meet virtually with fully integrated IT solutions, reducing the need for extensive 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 support local charities that are championed by our customers and our technicians 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 local and community-led. This year, we donated £20,000 to 10 employee-nominated charities as part of our 30th anniversary celebrations.

In FY22, we also rolled out a 'service for free' programme whereby each region has a vote on the most 'deserving' customer and we 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 (SLT) with more in-depth specialisms.

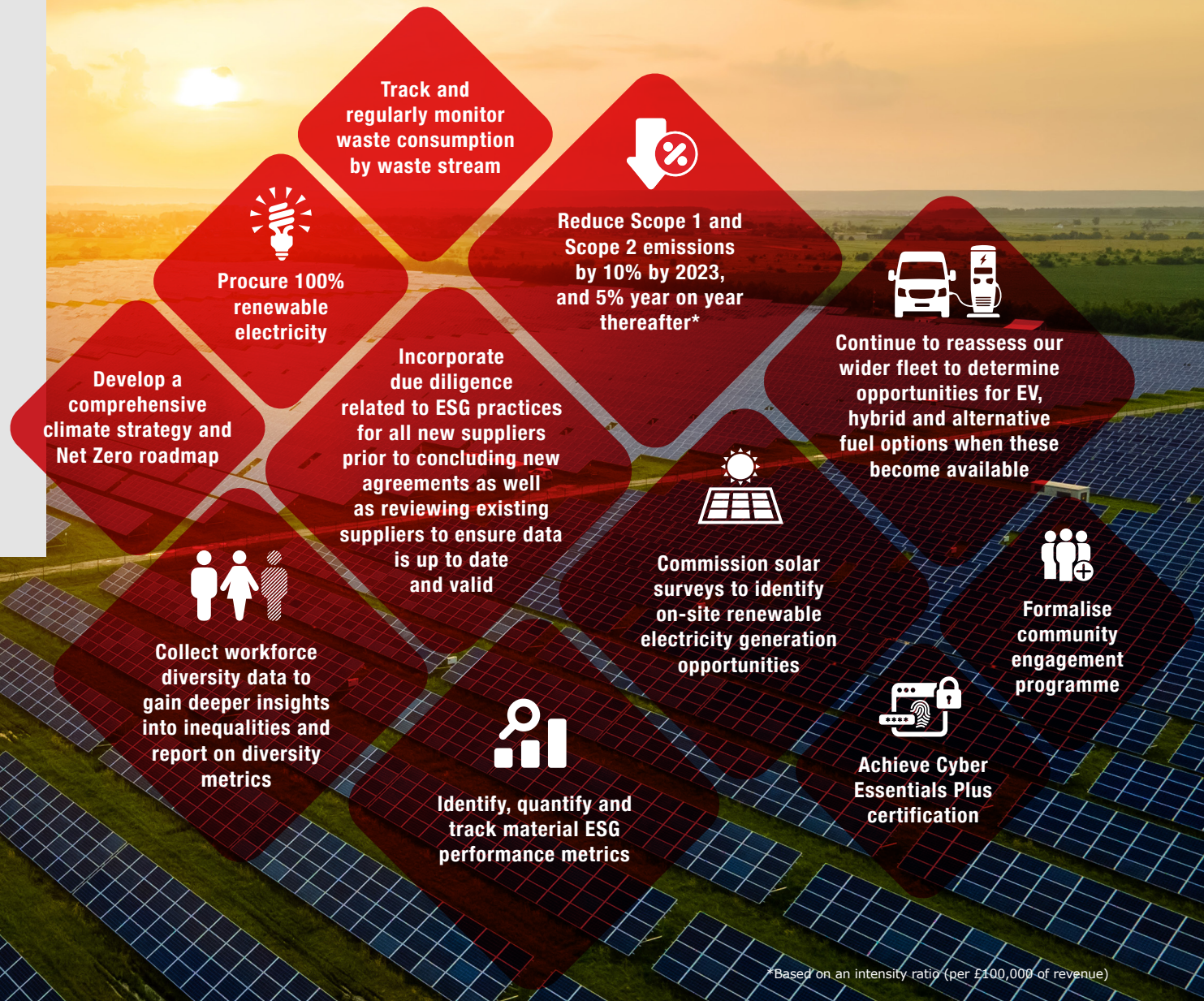
Churches has a full Compliance Division comprising of quality and risk specialists, a health and safety manager as well as training and audit specialists. We work with leading, independent accrediting bodies across all our service offerings and ensure that our accreditations are the best we can attain, 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.

2024 ESG GOALS

WE ARE COMMITTED TO ACHIEVING THE FOLLOWING ESG PERFORMANCE TARGETS AND GOALS BY APRIL 2024:

We aim to do our part; we're 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.




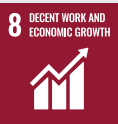



The long-term commitments, such as our ambition to reduce our operational carbon emissions to net zero, provide overall direction, whilst the short to medium-term goals provide a roadmap. We believe it is imperative for us to be transparent not only about where we want to be but also how we intend to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



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 against 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. We ensure our employees have a safe and healthy workplace and are provided with the necessary support and training to maintain their health and wellbeing including our Employee Assistance Programme.
	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 offer courses that complement the college offerings, for example, emergency light requirement training to help bolster electrical T Level courses in colleges.
	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 58% 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 track and monitor our waste consumption by waste streams and disposal methods and 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. We also have a WEEE waste arrangement with our main supplier, our waste is sent back and then it is broken down and recycled.
	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 are continuing to assess the market for new solutions.

ENVIRONMENT

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**

13 CLIMATE ACTION



REVIEW OF THE YEAR

This was our second year of complying with the government's Streamlined Energy and Carbon Reporting (SECR) legislation and reporting on our carbon footprint. Through this process last year, we were able to identify the major emissions areas of our business and create a benchmark against which to measure our future emissions. We now have two years' worth of data to be able to indicate any annual change in our emissions. The SECR report calculated our scope 1, scope 2 and partial scope 3 emissions and found our gross carbon emissions to be 1,946.75 tCO₂e compared to 1,708.56 tCO₂e, a 14% increase.

- 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 and third-party vehicle use, water, and business travel including hotel stays.

	FY21		FY22		% change
	tCO ₂ e	% of total tCO ₂ e	tCO ₂ e	% of total tCO ₂ e	
Scope 1	1,616.66	95%	1,842.19	95%	13.95%
Scope 2	33.42	2%	36.79	2%	10.08%
Scope 3	58.48	3%	67.78	3%	15.51%
Gross Total	1,708.56	100%	1,946.75	100%	13.94%

Our Scope 1 emissions have increased by 14% due to increased fuel consumption within our sites as well as our company vehicles. Scope 2 emissions have also increased by 10% due to increased electricity usage. Our Scope 3 emissions have increased by 16% due to increases in employee-owned vehicles and other third-party vehicle use. This is expected due to the impacts of COVID-19 on the operations of the business. We expect our 2022 emissions are also not reflective of what a normal year of trading and operation would entail for Churches.

*Based on an intensity ratio (per £100,000 of revenue)

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. One of our ESG goals is to reduce our Scope 1 and 2 emissions by 10% by 2023 (and 5% year on year thereafter) based on a per £100,000 revenue intensity ratio. We have achieved an 8% reduction between FY21 and FY22 and hope to reach 10% by FY23.

Along with our Scope 1 and Scope 2 reduction targets, we aim to reduce our intensity ratio by 5% in the next 2 years. We have already achieved this in our revenue intensity ratio and are close to achieving this in our FTE employee intensity ratio.

Area	FY21				FY22				% IR change
	Value	tCO ₂ e	Intensity Ratio (IR)	Target IR	Value	tCO ₂ e	Intensity Ratio (IR)	Target IR	
Per Company-Owned Vehicles	302	1,599.82	5.28	5.18	335	1,814.48	5.42	5.15	2.65%
Per FTE (Full-Time Equivalent) employee	426	1,708.56	4.01	3.81	508	1,946.75	3.83	3.64	-4.49%
Per £100,000 of Revenue	393.7	1,708.56	4.34	4.12	489	1,946.75	3.98	3.78	-8.29%

	Per £100,000 of Revenue	Scope 1 and 2 emissions (tCO ₂ e)	Intensity Ratio (IR)	% IR change
FY21	393.7	1,650.08	4.19	-8.32%
FY22	489	1,878.98	3.84	

Along with our Scope 1 and Scope 2 reduction targets, we aim to reduce our intensity ratio by 5% in the next 2 years.

PLAN FOR THE FUTURE

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 are continuing to assess the market for new solutions.

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 look to expand our carbon footprint calculation to include further 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:

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





ENERGY CONSUMPTION

✓ **Procure 100% renewable electricity**

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

7 AFFORDABLE AND CLEAN ENERGY



13 CLIMATE ACTION



Our head office at Chandlers Ford in Southampton and our 5 other offices located in Sheffield, Shropshire, Cannock, Bury Saint Edmunds and Cardiff are our primary sources of electricity and gas consumption, making up 3% of our total carbon emissions. Whilst this is a small proportion of our carbon footprint, we are focused on reducing our energy consumption where possible. How our employees operate within our offices 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. This is why we continue to invest in advanced mechanical and electrical equipment including:

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

	FY21			FY22		
	kWh	tCO ₂ e	% Renewable	kWh	tCO ₂ e	% Renewable
Electricity	143,355	33.42	66	173,270	36.79	58
Gas	82,672	16.84	0	151,261	27.71	0
Total	226,027	50.26	-	324,531	64.5	-

PLAN FOR THE FUTURE

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 onsite energy at our Southampton office. In December 2022, we will have qualified for the third compliance period for the Energy Savings Opportunity Scheme (ESOS). We look forward to detailing what we have been able to do in this area in our FY23 ESG report.

Additionally, we have been researching 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. Once our internal practices are aligned, we are keen to apply for this standard in the near future.



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 when these become available**

REVIEW OF THE YEAR

7 AFFORDABLE AND CLEAN ENERGY



13 CLIMATE ACTION



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

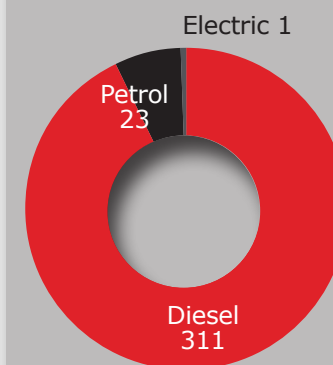
We have 184 secure units known as lock-ups (112) and by-boxes (72) located throughout the UK, all within a 10-mile radius from our engineers' home and work locations, equipped with their most required trade parts. These units reduce business mileage and callouts, and reduce stock holding, therefore reducing the chances of creating waste in our ageing stock holding.

All our vehicles are Euro 6 compliant and the use of telematics allows us to better monitor our fleet fuel consumption. 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 currently have one electric vehicle obtained through acquisition which is being used in a non-servicing role such as sales and technical management. In these roles, travel is regular to one of our offices and mileage is limited, making it an appropriate trial. There has also been a significant push for hybrid working for our office staff, reducing the number of days travel is required.

	FY21		FY22	
	kWh	tCO ₂ e	kWh	tCO ₂ e
Diesel Company Vehicles	6,158,914	1,575.09	6,866,496	1,727.95
Petrol Company Vehicles	102,279	24.73	278,395	67.45
Unknown Fuel Company Vehicles	-	-	77,565	19.08
Employee Mileage	138,282	34.03	228,116	56.12
Total	6,399,475	1,633.85	7,450,572	1,870.60

Number of company owned/leased vehicles





REVIEW OF THE YEAR (CONTINUED)

Churches is committed to the continuous professional development of the driving force; it is crucial to the overall performance of the company that we reduce the frequency and cost of motor claims and 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. We require every authorised driver to make themselves familiar with these directives outlined in our Driver Handbook, and to follow our Driving for Work Risk Assessment.

To increase employee safety and reduce our environmental impact, we have introduced a number of initiatives to improve our driving behaviour. Our driver penalty scheme, introduced in July 2018 to reduce at-fault accidents, has helped reduce our accident rate as well as change our drivers' behaviour. In October 2022, we will launch the driver incentive scheme to further target this area and will share the results in our next ESG report.

PLAN FOR THE FUTURE

We encourage our employees to use sustainable transport methods where possible. During the reporting period, 5 employees took part in our cycle to work scheme. We hope to increase the uptake in the next year.

We will trial an electric van, to assess how feasible this is in terms of business mileage and the ease of installing a home charger. We will continue to closely monitor ongoing developments and once a suitable option becomes available, we will commence a transition to electric vehicles more widely within the business.

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

In FY23, we will be looking into having a FORS accredited fleet. The Fleet Operator Recognition Scheme (FORS) is a voluntary accreditation scheme for fleet operators; it aims to drive up standards within fleet operations and demonstrate commitment to managing road risk and safety, improving operational efficiency and increasing environmental protection¹. We are keen to demonstrate to our clients that Churches are a high-performing operator, following industry-leading best practice.

¹ <https://www.fors-online.org.uk/cms/>



WASTE MANAGEMENT



Track and monitor waste consumption by waste stream

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



REVIEW OF THE YEAR

Due to insufficient resources and the challenging nature of our waste management and collection, we have not been able to accurately track and monitor our waste data this reporting year. However, we are aware of our waste streams and disposal methods, and we are currently making efforts to record our waste data for next year.

The majority of waste produced by Churches is hazardous and WEEE waste. Hazardous waste includes our fire extinguishers, nitrogen, carbon dioxide and fire suppression gas canisters, and smoke detectors. Our hazardous waste is always disposed of appropriately. Depending on the condition of gas canisters, some are 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 includes emergency light batteries, ionisation detectors, non-ionisation detectors, florescent tubes, panels, Ansullex and Amerex, and other mixed WEEE waste. It is treated in line with the Best Available Treatment, Recovery and Recycling Techniques (BATRRT). 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 ensure zero materials from WEEE waste goes to landfill.

Churches instructs technicians on the safe handling of batteries in accordance with HSE Guidance (HSG139 Using Electric Storage Batteries Safely), ensuring they 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 adheres to 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. While these are considered very low risk to employees in normal conditions, Churches takes the additional precaution of preventing pregnant or nursing women from handling returned detectors for WEEE waste collection in case the housing has been damaged.



All fire extinguishers can be successfully recycled at end of life. We have disposed of and recycled 35,637 extinguishers this reporting year, the equivalent of 356 tonnes², compared to 30,701 fire extinguishers last year, an increase of 16%.

Our supplier is conscious of the importance of sustainability and is extremely committed to its environmental responsibilities. As part of our standard fire extinguisher replacement process, we recycle existing fire extinguishers through our supplier, ensuring the correct safe separation of extinguisher components so that they can be recycled and reused or chemically treated according to current waste legislation.

Churches' operations generate minimal general, sanitary, mixed construction and shredding waste on-site, which is disposed of in line with company policies. We pay particular attention to paper waste: All orders and communications are via electronic methods and we have been operating on a paperless basis from our Southampton head office for over 10 years now; we are very proud of our team for continuing to achieve this.

PLAN FOR THE FUTURE

We will look to track and monitor our waste in detail so that we can provide accurate waste consumption data going forward. 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 unable to commit to achieving zero waste to landfill presently, we will continuously review our options and make sustainable changes where we can.

² Estimated average weight per extinguisher is 10kgs.

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**

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



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. We undertake all reasonable and practical steps to ensure that our standards are being implemented and legislation and regulations are complied with, including attention to an anti-slavery and human trafficking legislation. We will only trade with those who fully comply with this policy or those who are taking verifiable steps towards compliance, and will address any instances of non-compliance.

In our subcontractor selection process, we request a copy of any policy, statement and/or report related to Environmental, Social and Governance (ESG), Corporate Social Governance (CSG), and Corporate Social Responsibility (CSR) to ensure there is alignment with our company ethos.

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 categorise part of our supply chain in terms of value. Our 'Big 7' receive quarterly reviews, and a further 7

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 exhaustive list:





PLAN FOR THE FUTURE

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

✓ Formalise
community
engagement
programme

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

3 GOOD HEALTH
AND WELL-BEING



4 QUALITY
EDUCATION



8 DECENT WORK AND
ECONOMIC GROWTH



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



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.

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.

INDUCTION TRAINING INCLUDES ESSENTIAL H&S INFORMATION:



- *Health and Safety Policy*
- *Accident reporting / first aid procedures*
- *Fire precautions and procedures, including local emergency plans*
- *Introduction to safety legislation and procedures applicable to their role*
- *Health and safety training applicable to the individual role*

Monthly KPIs are in place for near-misses and injury incidence rates and are reported on monthly at Board and Operations meetings. This year, we introduced tracking lost time incidents at Board level to track the figures against our growth. We monitor our performance year on year to improve and identify best practice. 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. We actively drive the reporting of any incidents to ensure we are learning, with our near-misses being a key focus point to ensure we are tackling hazards before they become an accident. In FY23, we will introduce targeted actions on our near-miss reporting and frequency rate and plan to report on the results in next year's ESG report. We will also implement further H&S training on spills, hand-arm vibrations³ and noise awareness training to certain roles based on trends seen within our near-miss reporting.

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. As part of the Legionella programmes, water temperatures are monitored to

ensure we meet requirements and prevent Legionella growth. In FY23, we will be implementing a face fit testing programme for employees who use respiratory protective equipment (RPE). Fit testing will ensure that the equipment is suitable for the wearer and provides effective protection⁴.

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 reviews all incidents that have taken place across our operations and ensure all parties involved reach an amicable agreement and are satisfied with the outcome.

³ Hand-arm vibration comes from the use of hand-held power tools for significant lengths of time and can cause painful and disabling disorders of the blood vessels, nerves and joints if risks in the workplace are not suitably managed. <https://www.hse.gov.uk/vibration/hav/index.htm>

⁴ <https://www.hse.gov.uk/respiratory-protective-equipment/fit-testing-basics.htm>



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 now have 8 employees on an apprenticeship, a mix of technical and management. We are very proud of our induction programme with all employees joining the business getting guided through the various departments to ensure a full understanding of how everything fits together and ensure they quickly feel part of the wider team. This leads into the training path. Every employee 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 8 employees who have completed the programme in this financial year, 12 who will graduate in FY23, and another 10 currently on the programme with a further 11 waiting to join. We have a plan for FY23 to have 6 recruits per month into the programme.

We now have 8 employees on an apprenticeship, a mix of technical and management.





SPOTLIGHT:

Matt Sykes progressed through the Training Academy to become a qualified alarm, emergency lighting and fire extinguisher Technician. Now working as a Field Line Manager, Matt supports our Technicians on the road.

"I like to learn everything, and every day at Churches is a school day. The Academy helped me through every step of the program, giving me experience of working on-site with my peers and learning the skills I still use today to support future graduates."



This year, we also implemented cyber security training for the entire business and anti-money laundering training to our Finance department to ensure we tackle a significant risk facing businesses in these times. We are constantly looking to upskill our management team; training will be rolled out next year on investigation training and change management, in order to best support the business with our growth plans. Training modules for whistleblowing, conflict management, time management and disciplinary and grievances are currently under review. Training data is shared monthly in both the Operations Pack and the SLT Pack; the management team also receive a weekly update on training completion rate.



EQUALITY AND DIVERSITY

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 believes that our diverse workforce gives us strength and is the key to pushing us forward as an organisation. All of our employees receive diversity and inclusion training through our Training Academy.

During the reporting year, we set up a 'Social Value' Committee. The first meeting was to establish what Social Value means to Churches and what we wanted to achieve. We determined that the committee would

focus on 6 pillars that contribute to our social value: Diversity and Inclusion, Development of Staff, Health and Wellbeing, Employee Engagement, Fair and Equal Pay, and Customer and Community Engagement.

Diversity data is now reported to the Operations Board through the Operations Pack and we are focusing on how to improve the accuracy of our data collection and reporting. We understand the challenge of historical diversity data collection and changing data definitions in this area. For future reporting years, our committee recommended that a 'Company Census' be put in place, recognising that comparisons with earlier years may be difficult.



EMPLOYEE RECRUITMENT AND 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 operates out of 6 offices located around the UK. Our field-based engineers are located throughout the country, to meet the needs of customers. We value office-based and field-based roles equally.

We are pleased to be continuously supporting the development of all our employees. Retaining our workforce and helping them to build happy long-term careers within our organisation is something that we feel very passionate about.

In this reporting year, our Social Value committee sought advice from experts in recruiting and retention on how to ensure equity in our recruitment process. We will be introducing processes to mitigate any unconscious bias, including the removal of candidate names from CVs and adding a diversity and inclusion statement to all job adverts. To attract as diverse a panel of candidates as possible, we advertise different working hours and flexible working options. We are reviewing our working policies to identify additional ways of attracting a wider range of candidates, including the roll-out of our 'Hybrid Working Policy'.

We have also begun the process of joining the Armed Forces Covenant to become a forces-friendly employer. This will be a great opportunity for Churches to increase our reach to people leaving the armed forces looking for future careers in the civilian job market and we look forward to onboarding ex-armed forces personnel and reporting on this in next year's report.





EMPLOYEE ENGAGEMENT

We understand how important it is to engage all our employees in our values and our mission, and in the work we do. The skills, attitude and commitment of our employees are the bedrock for our current and future success. To make sure we are on the right track, and that our employees are fully engaged alongside of us, we continue to 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 national 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.

This reporting year, we have built on these existing mechanisms for driving and measuring our employee engagement by introducing regular pulse surveys and establishing the Social Value Committee, dedicated to the wellbeing of our people and local communities. The results of all our engagement surveys throughout the year are now shared with our Operations Board via the newly formed 'Social Value' section of the Operations Board Pack. Going forward, our surveys will begin to look at how results might vary according to the employee's role, giving us a deeper understanding of our findings.

We established the Social Value Committee, dedicated to the wellbeing of our people and local communities.



COMMUNITY ENGAGEMENT

Last year, the impacts and restrictions associated with the pandemic significantly affected our ability to engage in person with our local communities. This year, with the opening up of society and lifting of restrictions, Churches has been able to make great strides towards formalising our community engagement projects. We now document and report on these via our Operations Board Pack and through the weekly HR updates to our executive committee.

Whilst there is still a way to go, we have made a focused effort toward increasing volunteering hours and supporting national and international charitable causes. Our Social Value Committee oversees and promotes our charitable endeavours. We are supporting local sports teams, educational establishments and community engagement projects, including:

- our ongoing commitment of our senior leadership team to the advisory governors of Havant and South Downs College
- coaching to Guildford Hockey Club
- technical training to colleges



In late 2021, we delivered free industry training to students at Eastleigh College, which is situated near our Southampton head office. The college nurtures both adult learners and apprentices. During a hands-on demonstration, third-year electrical learners were shown the mechanics of a standard emergency lighting system and how to correctly install and service for customers to meet British Standard laws of fire safety. As well as studying the importance of maintaining fire safety services for customers, the learners found out about the Churches business practices and how they support companies across the UK with their safety requirements. The training was well-received and was key for the students as it helped them with the employer engagement elements of their course.

“We are delighted that Churches Fire & Security have taken the time to come and visit the College and speak to our learners. The benefits of having industry experts come into the college are significant and learners are able to relate their college course to real working practices. We hope that it has inspired them to follow in the footsteps of the experts at Churches”.

Pete Jodrell, Deputy Principal at Eastleigh College

In FY22, we rolled out our ‘service for free’ programme whereby each region votes on the most ‘deserving’ customer and we offer their service for free. When Russia invaded Ukraine in February 2022, a ‘pop-up’ facility in Southampton was used as a Ukrainian registration centre for Ukrainians fleeing the war. Churches serviced, installed and de-commissioned the Fire Safety Equipment at the centre for free to support the aid effort.

Our support of charitable causes culminated with our own 30th anniversary celebrations in April 2022. During this time, we asked our employees to nominate charities to make donations to and then we all voted for our favourite charities to receive a proportion of £20,000. In total, Churches donated to 10 charities including charities for cancer, mental health and greyhounds.

Going forward, we are looking at how we can increase our social efforts and help to support our local communities. This will include supporting our National Blood Banks as blood supplies fall to critically low levels.

CHARITY	DONATIONS
Macmillan Cancer Support	£2,500
Parkinson’s UK	£2,500
Naomi House & Jacksplace	£2,500
Andy’s Man Club	£2,500
Devon Air Ambulance Trust	£2,500
Twins Trust	£2,000
Rotherham Hospice	£2,000
Hope House	£2,000
Celia Cross Greyhound Trust	£750
The Grange at Bookham	£750
Total	£20,000

As 70% of our employee population define themselves as male, we closed the year with a focus on Men's mental health



HEALTH & WELLBEING

In addition to supporting our local communities, we also strive to find innovative ways of supporting our employees. We made significant steps forward in relation to our Mental Health and Wellbeing Strategy in FY22, with the introduction of a Staff Portal, Employee Assistance Programme (EAP), a Wellbeing policy, coaching for Managers and Supervisors on specific cases and a spotlight on Men's mental health.

At the beginning of the reporting year, we launched our Staff Portal, a site to house all staff-related benefits including our new EAP. The site allows us to have focus topics aligned with our wider Social Value calendar to ensure vital resources are delivered to employees at key stages throughout the year. As 70% of our employee population define themselves as male, we closed the year with a focus on Men's mental health, utilising the video facility to showcase a video of Premiership Footballers discussing the stigma around mental health and the necessity to gain help if and when required.

Our EAP is provided through Health Assured, a widely recognised and leading brand in the Employee Wellbeing arena, supporting over 15 million users with their 'gamified' Health Assured – My Advantage app. The app allows access to a wealth of wellbeing resources

covering mental, financial and physical wellbeing. It also provides access to 24/7 counselling services. We report on access to the app to the Operation Board, including what and how frequently resources have been accessed. This KPI information will be used to inform our Health and Wellbeing agendas going forward. We will also have a review meeting with Health Assured in FY23 to assess how we can get further traction to support our employees.

When our EAP programme and app were launched, we made sure all managers received training, to ensure they were familiar with the contents and could help staff access them whenever needed. Furthermore, in order to be able to provide valuable support to an employee suffering from poor mental health, managers and other relevant members of staff have been given one-on-one coaching on how to support positive mental health and how to deal with poor mental health in employees. Our HR Advisor teams have monthly 1:2:1s with Heads of Department to highlight any early flags and enable earlier intervention. All long-term sick cases are reviewed by TOPCO weekly to ensure that we are offering the best support to those who are absent from the business for prolonged periods of time.



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.

Our approach to governance is focused on the principles of accountability, transparency, fairness and responsibility.



BOARD STRUCTURE

We have a 2-tier management board structure allowing for greater scrutiny of practices and higher levels of approval from the Supervisory High-Level Board. An open structure in the rest of the organisation encourages communication and cooperation; allows decisions to be made at all levels where expertise lies; and allows issues to be resolved quickly.

Our Board has 11 members and meets monthly to discuss actions and strategic direction for the short-, medium- and long-term plans for the business.

The Senior Churches Executive Team, consisting of 6 members, meets weekly, to manage the business, employees, and customers. We also bring our Senior Leadership Team (SLT), consisting of 15 members, together each month, to plan how to implement the actions from the Board and to discuss any other urgent issues facing the business. We are working on improving our female representation within our management board structure; we currently have 1 female member on the Board and Senior Churches Executive Team and 3 female members on the SLT.

BOARD COMMITTEES

Audit Committee

The Audit Committee has a 50:50 split between executives and non-executives. It meets in April to set pre-audit objectives, and in September to review audit findings, and to review and approve the annual accounts.

Remuneration Committee

The Remuneration Committee meets in April and September to determine the remuneration of key company personnel.

ESG committee

Our ESG committee was set up following last year's inaugural ESG Report. It focuses on embedding ESG across the business. The committee meets once per quarter; tasks are tracked and reports after each meeting are taken to the SLT meeting.

Social Value Committee

We recently launched our Social Value Committee. Social Value refers to the impact a business can have on the welfare and wellbeing of individuals, communities and society. The committee meets once a month to discuss our commitments in this area and involves the CTO, HR Director and 4 members of staff.



ACQUISITIONS / BUY AND BUILD STRATEGY

In addition to our organic growth over three decades, we have also advanced through the acquisition of other fire protection and security companies, and we continue to do so, on average every two months.

We have had another year of successful acquisitions; we increased our presence in the Northwest of England and were able to integrate all staff members, retaining a Senior Director to help strengthen our commercial offering. Our expertise and experience ensure that the whole process is swift and streamlined. Cultural integration is key to our mergers and acquisitions (M&A) practices and our team work closely with new employees to enable a smooth transition throughout the merging process. All newly joining employees go on the full Churches' orientation, introducing them to the 'Churches Way' from the very beginning and providing them with in-depth learning and understanding of the market. We offer opportunities for our expanded team of employees to grow, develop and thrive at Churches. This year saw the promotion of Mark Griffin, an acquired employee from Dragon Fire in August 2021, from Designer to Head of Project Design. Mark now reports to the Chief Commercial Officer and has a national team of 5 designers. He continues to use his expertise advising Churches of best practice and delivering excellent service to our customers.

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 and we are extremely proud of the following testimonials:

"We are very proud to be joining forces with Churches Fire & Security; I am excited to be joining the team at Churches Fire Group to help them expand further within the care sector."

SIMON TITLEY,
Director at
WMS (Central) Ltd

"For over 20 years we have provided fire and security solutions to businesses across the UK. Having built a reputation of professionalism and quality servicing, we are very much looking forward to the next phase of our progression with Churches Fire & Security."

PAUL WOOD,
Managing Director at
Assured Fire & Security

"I am extremely pleased to announce the sale of my business to Churches Fire & Security. I am confident that Churches will honour our 20 years of hard work and carry on flying the Elite flag. Looking after our staff and customers was the absolute priority throughout this process, and I have confidence that Churches fit that criteria."

TONY CLARK,
Managing Director at
Elite Fire Limited

"We are extremely pleased to announce the sale of Ace Security & Electrical to Churches Fire & Security. We are convinced that Churches will honour the almost 30 years of hard work that has gone into making Ace one of the UK's leading supplier and service organisations in the fire and security sector. Looking after our staff and customers was the number one priority throughout this process, and we are confident that Churches shares this outlook."

JIM LANDER AND
NEIL ARMSTRONG,
Directors –
Ace Security & Electrical

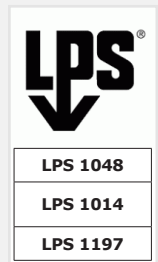


ACCREDITATIONS AND CERTIFICATIONS

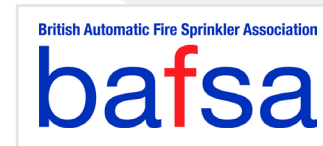
We are constantly looking to widen our skillset, increase our learning, and gain new certificates and accreditations to cover key areas of our work. Our wide range of accreditations evidence our ability to meet regulations and guidelines, ensuring that our work is always to the highest recognised standards.

We hold one ISO accreditation, ISO 9001 – the International Standard for Quality Management Systems (QMS) – and have achieved NSI NACOSS, Fire Gold and Evacuation Alert Systems Gold. This year, we achieved the Cyber Essentials certification. We have carried out a gap analysis on the ISO 14001 scheme and are working to ensure our policies and procedures are aligned with the scheme to prepare for application in the next financial year.

Accreditation schemes:



Memberships:



Other Recognition:



POLICIES AND PROCEDURES

Churches policies, procedures and processes are based on relevant regulation and recognised best practice in the industry. These are made available to all employees via our intranet, which is the designated source of company information, change of procedure and policy, and general direction. We also publish a select set of policies on our website, for use by existing and prospective customers.



ESG

Churches are passionate about ESG; we put in place an ESG policy in FY22 to highlight our commitment. The policy outlines our business approach to all environmental, social and governance issues. It supports our business decisions and the way we conduct ourselves, contributing to greater trust through not only our staff, but our suppliers, stakeholders and customers. We are committed to managing our environmental impact as stewards of the planet, focusing on our social value progression and upholding our high standard of Governance.



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.

Churches recognises that our activities have an impact on 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.



HEALTH, SAFETY & WELLBEING

We 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. All health and safety information is regularly reviewed and revised, and is made available to all staff on our intranet.

Churches understands that supporting positive mental wellbeing is as important as promoting healthy physical wellbeing. We are committed to providing support for all employees going through mental health problems and ensure that managers not only discuss this topic in 1:2:1s but also consciously role-model healthy working practices. Training in how to support positive mental health and how to deal with poor mental health in employees is now provided to managers and other relevant members of staff.

Additionally, we actively encourage employees to be open and honest about their mental health and strive to create an environment in which employees can do so. Our Wellbeing policy was introduced in FY22, and we have put in place a wellbeing plan to help employees with mental health concerns. Our employee assistance programme (EAP) is now in place through Health Assured and offers countless resources and access to 24/7 counselling services.



EQUALITY AND DIVERSITY

Churches celebrate being 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 employees and to promote equality of opportunities. The policy is monitored and reviewed annually and was updated this reporting year. Churches continually strives to develop initiatives and ideas to drive sustained and meaningful change, and we regularly monitor our policies to ensure we are pursuing an effective policy of equal opportunity.



GENDER PAY GAP

We recognise the opportunity to break the mould and realise greater gender equality across our industry. Our challenge is to create a more gender balanced workforce across all areas of the business. This will help reduce our mean Gender Pay Gap of 36% (median 42%), and our mean bonus gender pay gap of 45% (median 36%).

We do not see a pay gap where we are able to examine the pay of men and women in comparable roles with comparable experience. The main reason for our significant gender pay gap is in the gender imbalance across various roles in the company. Specifically, there are more men than women in technician roles, where earning potential is higher. Across our industry, this appears to be a male-dominated profession.

We are taking positive actions to address this gender imbalance through the Churches Academy, an initiative which brings new entrants into the market; working with local colleges to present 'fire & security' as a potential career path for both men and women; and we believe our advertising which highlights our commitment to flexible working options within our wider teams will help attract more women to our business.



MODERN SLAVERY

Our Modern Slavery policy 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, we have taken steps to ensure that such practices do not take place in our business or the business of any organisation that supplies goods and/or services to us.

All employees 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.



ANTI-BRIBERY AND ANTI-CORRUPTION

Churches is committed to conducting business in an ethical and honest manner. We have 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 in the country we operate, implementing and enforcing effective systems to counter bribery.

Employees receive regular, relevant anti-bribery and corruption training and are asked annually to formally accept that they will comply with the policy. The policy and zero-tolerance attitude is also clearly communicated to all suppliers, contractors, business partners and any third parties.



WHISTLEBLOWING

Our whistleblowing policy outlines the actions and procedures for our employees to follow if they believe the company is involved in any wrongdoing, and we commit to protecting those who do so. Employees who whistle blow are also protected by the Public Disclosure Act 1998.



SAFEGUARDING AND SCREENING

The safety of people, goods and services, data and property is paramount at Churches Fire. We undertake background and secure screening of our personnel, including Enhanced Disclosure and Barring Security (DBS) checks and screenings as required, to ensure the safety and wellbeing of our clients. Our safeguarding and screening policy specifically covers all who may encounter children and/or vulnerable adults, or who have access to customer sites and data whilst providing services on behalf of the company.



QUALITY

Our Quality Management System (QMS) complies with the requirements of ISO 9001:2015 and all appropriate standards. This QMS ensures all work undertaken and services provided to customers remains of a high-quality standard and that Churches meets its objectives. All employees receive in-depth QMS induction training as part of our commitment to remain a quality supplier, ensuring our service conforms to the requirements of our customers and the Fire Safety Order 2005.



CYBER SECURITY

Our Computer Use Policy and our Cyber Essentials certification help us to guard against cyber threats and demonstrate our commitment to cyber security. All employees take part in a Cyber Security course which is refreshed annually to make employees aware of the risks.



DATA PROTECTION AND PRIVACY

We are committed to protecting and respecting the privacy of our employees and all interested parties and we are compliant with GDPR requirements. Our data protection policy, reviewed annually by our Data Protection Officer, 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. A data breach register is kept, logging any potential breaches along with details of resulting investigations and internal audits.

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.

Churches also have a risk plan in place. The purpose of our 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.





An intelligent approach to energy, waste & sustainability

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