Mannings Facilities Management Ltd
Unit One, Offices 5, 6 & 7
Tower Lane Business Park
Tower Lane, Warmley
Bristol
BS30 8XT
0117 301 2520

Purpose and scope

Mannings Facilities Management Ltd (MFM Ltd) believe in the value of sustainable actions. We commit to reduce our use of fossil fuels and natural resources, empower our people and limit our environmental impact on the planet. We pledge to increase social value through everyday operations, leaving a legacy for the communities in which we work to support a brighter future for all.

This policy sets out how we manage our approach to be a sustainable, environmentally responsible and energy efficient business. It applies to all employees in all our operating countries.

Policy objectives

The objectives of this policy are to:

- Deliver sustainable profitable growth while satisfying our moral, legal and contractual obligations.
- Have satisfied clients.
- Enable our people to be engaged, safe and respected.
- Make a positive contribution to the communities in which we work.
- Protect the environment by preventing or mitigating our adverse environmental impacts (including prevention of pollution) and those environmental conditions on our organisation.
- Reduce our energy consumption and costs and enhance our environmental performance.
- Have an aligned supply chain.
- Ensure our sustainable approach is applied to all new services and markets.

Requirements

Moral, legal and contractual obligations: We must understand and fulfil our moral, legal and contractual obligations and ensure these are taken into account in our operations. Contractual obligations must be documented, and processes must be in place to evaluate fulfilment of these.

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

People: We must ensure we have the correct number of qualified staff to fulfil all the future needs of our business. A comprehensive people strategy makes sure that we provide performance management, engagement and leadership training to help our people achieve their full potential. This will include company wide communications campaigns, e-learning programmes and regular employee engagement to measure success. We must make sure that the well-being of our people, and by extension our clients and the general public, is safeguarded while at work. Our Health and Safety

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systems and supporting programmes identify risk and have mitigation measures in place to drive safe working behaviours.

Social Value & Responsible Business: MFM's focus for Social Value aligns with the 5 pillars of Employment, Responsibility, Community, Environment and Innovation. We strive to abide by this at all times and look to all levels of our employees to help the company move forward whilst abiding by the 5 pillars.

Environmental and Energy management: We must make sure that our people understand our environmental impacts and are provided with the information and resources to reduce them. Sustainability awareness must also include looking at opportunities to enhance our environmental and energy performance. We will implement environmental, energy and carbon management systems to reduce and mitigate our impacts wherever possible in the journey to a net zero carbon future. Fuel consumption will be kept to a minimum through improved vehicle selection procedures, we are committed to removing fossil fuels from our fleet.

Supply chain: We will strive to provide sustainable value on every contract and encourage our supply chain partners to support us in achieving our clients' sustainable objectives and drives to maximise value for all our stakeholders. We will act in a responsible manner when it comes to selecting supply chain partners and use our influence to enhance the environmental performance throughout the supply chain. Small and medium sized businesses, minority owned organisations, voluntary, community and social enterprises will be used where viable as part of our supplier engagement strategy. We will support energy and environmental performance improvements in the design, procurement, operation, maintenance and modification of our facilities, equipment and vehicles.

New markets: We must understand and adapt our commitment to sustainability, environmental impacts and energy reduction when looking at growth opportunities in new markets.

Responsibilities

The MD is responsible for:

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

The Commercial and Operations Director is responsible for:

- Administering this policy on behalf of the MD
- Developing and rolling out the supporting strategies.
- Communicating sustainable, energy, environmental and social value information to relevant interested stakeholders.
- Maintaining regular reviews of our performance and update the policy as required.

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Managers are responsible for:

- Implementing and enforcing the processes and procedures;
- Ensuring all staff are aware of their responsibilities and receive appropriate training.
- Addressing any inappropriate behaviour.
- Ensuring that this policy and supporting procedures are distributed, implemented and complied with.
- Leading by example in protecting the MFM brand and communicating effectively.
- Driving continual improvement performance across the organisation.

Employees are responsible for:

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

Rob Chamberlain
Managing Director
MFM Ltd

30 January 2026