

# Corporate Social Responsibility Policy Statement

**Not Just Cleaning Ltd (NJC)**

## Document Control

Version	Date	Author	Approver	Description of change(s)
V6	April 2024	Natasha Thomson	Shaun Wall	1. Changes to MD – Shaun Wall
V7	April 2025	Jon Wilson-Stimson	Shaun Wall	1. Addition of Document Control Table following recent ISO audit feedback 2. Removal of BM Trada information in footer.

## 1. OUR PRINCIPLES

At Not Just Cleaning we recognise that we must integrate our business values and operations to meet the expectations of our stakeholders, in relation to customers, employees, regulators, investors, suppliers, the community and the environment.

We will:

- Comply to relevant legislation and strive to meet best practice in everything we do;
- Recognise that our social, economic, safety and environmental responsibilities to our stakeholders are integral to our business;
- Aim to demonstrate our commitment to our responsibilities through our actions and within our corporate policies;
- Take seriously all feedback that we receive from our stakeholders and, where possible, maintain open dialogue to ensure that we fulfil the requirements of this policy;
- Be open and honest in communicating our strategies, targets, performance and governance to our stakeholders in our continual commitment to sustainable development.

The Chief Executive is responsible for the implementation of this policy and will make the necessary resources available to realise our corporate responsibilities. The responsibility for our performance to this policy rests with all employees throughout the company.

## 2. OUR PARTNERSHIP FOCUS

- We shall strive to improve our environmental performance through implementation of our Environmental policies, ISO14001 Environmental Management System, our sustainability strategy and Carbon Reduction policy.
- We shall meet our commitments within our sustainability strategy centred around ESG and the following themes: environment, labour and human rights, ethics and sustainable procurement, whilst communicating our performance internally and externally.
- We shall ensure a high level of business performance while minimising and effectively managing risk in all ESG areas and health and safety risk.

- We will educate both internally and externally on our objectives, output and provide awareness training on ESG.
- We shall encourage dialogue with local communities for mutual benefit.
- We will register and resolve customer complaints in accordance with our published standards of service and our ISO9001 Quality Management System.
- We will strive to support social values including supporting social initiatives by helping local community organisations and activities in our region, whilst creating local opportunities.
- We shall operate an equal opportunities policy for all present and potential future employees and offer our employees clear and fair terms of employment, whilst providing resources to enable their continual development.
- We shall maintain a clear and fair employee remuneration policy and shall maintain forums for employee consultation and business involvement.
- We shall provide safeguards to ensure that all employees are treated with respect and without sexual, physical or mental harassment.
- We shall provide, and strive to maintain, a clean, healthy and safe working environment in accordance with our ISO 45001 Health and Safety Management System.
- We shall uphold the values of honesty, partnership and fairness in our relationships with stakeholders and we will positively promote NJC CORE values to staff, customers and service providers.
- Our contracts will clearly set out the agreed terms, conditions and the basis of our relationship and will include ESG and safety clauses.
- We will operate in a way that safeguards against unfair business practices and in line with ethical working arrangements, which also includes our service providers.
- We shall encourage suppliers and contractors to adopt responsible business policies and practices for mutual benefit, whilst ensuring they are subject to an assessment to ensure they are aligned to our ESG commitments and pose no risk to others and sign our code of conduct.

### 3. STANDARDS

- We will maintain our approvals to the international Quality, Environmental and Health & Safety, Information and Security standards ISO 9001, ISO14001, ISO 45001 and ISO 27001 and carry out audits to assess the extent to which ESG issues are integrated into our organisation's strategy, practices and performance.
- We will align our CSR policies and practices with the International Standard ISO 26000, Guidance on social responsibility. It is the intent that ISO 26000 will provide harmonized, globally relevant guidance and so encourage the implementation of best practice in social responsibility.
- Where appropriate, we will use Business in the Community's environment and corporate responsibility indices to assess the extent to which environmental and social issues are integrated into an organisation's strategy, practices and performance.
- We will align to the TOMs national framework for maximum social value output.

### 3. PEOPLE

To attract, retain and develop the best people, we follow the following principles:

- Promote fairness and equality of opportunity for all staff, irrespective of gender, race, age, disability, sexual orientation and faith
- We are committed to improving employment opportunities for ethnic minorities

- Create a happy, healthy engaged workforce and to help our people flourish – reducing sickness, and ‘presenteeism’ (employees working when they are ill or not fully engaged) increasing productivity and staff retention
- Harness the talent and skills of our people to create a competitive workforce and meet our succession planning aims and provide people with the opportunity to gain recognised, meaningful qualifications and a path to promotion
- Recognise and reward the achievements of our people – Our Gratitude Award Scheme lets our people know that we appreciate their good work and we actively encourage our customers not to be silent, when our people deserve their recognition
- Pay our staff fair and appropriate rates – We are advocates of the Living Wage Campaign and communicate the benefits to our existing and prospective customers, even though it can make us seem less competitive.

#### **4. SUSTAINABLE PRODUCTS**

At all times we are committed to using products and materials which are commercially viable to complete the job to the standard required. We recognise the need to conduct our cleaning operations in a way that is ‘environmentally friendly’, this does not mean just using chemicals that are safe for the environment. It means minimising the many other environmental impacts that arise in making and using cleaning products, such as energy consumption and waste disposal. Products will be sourced and selected in line with our Sustainable Procurement Policy. There are four steps we use to optimise sustainability:

1. Choose products that are designed for sustainability as well as safety and quality,. The manufacturer must select and formulate ingredients not only to ensure safety but to optimise the sustainability of the finished product when properly used.
2. Work with manufacturers and suppliers so that they responsibly manage their manufacturing impacts. We challenge them for evidence that they have an effective control of impacts during the manufacturing phase
3. Minimise the environmental impacts that arise during our cleaning operations. We reduce our consumption of product, packaging and energy by buying effective products and using them efficiently minimise wastage and disposal to landfill, whilst providing environmental awareness training to all staff, to promote green behaviours.
4. Verify service providers meet our ESG commitments

#### **5. RESPONSIBILITY**

We are committed to building our reputation as a responsible business in the community.

- Integrating responsible business practices across all business operations, framing a role for our company that gives a purpose beyond profit
  - We will continue to develop our corporate values with commitment from the top and empower our staff to use these values as a guide to making decisions as part of their day job
- Developing products and services with improved social and environmental impacts, and positively influencing customer behaviour
  - We will continue to source, invent and develop new ways of working and new products that have a positive effect on people and the environment
- Developing employees and the future workforce to build successful working lives
  - We will provide staff the correct skill set to ensure cleaning standards are met in line with BICs and provide meaningful, recognised qualifications through our Apprenticeship Scheme, that can lead to further career progression
  - We will continue to support the Living Wage Campaign to reduce poverty and provide a better life/work balance for cleaners

- Invest in communities in which we operate and those communities in greatest need
- Our on-going commitment to our selected charities and ESG initiatives, as well as our customer
- Supporting rehabilitation of offenders and other vulnerable groups outlined in our social value model, aligned to the TOMs national framework
- Support local recruitment through our local recruitment strategies
- Protecting our right to work freely
  - No child or forced labour
  - Freedom of association and the right to collective bargaining

**Signed :**  **Managing Director**    **Dated :** April 2025    **Expire:** April 2026