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ETHICAL TRADING

ServiceMaster's policy is to seek the purchase of goods and services that minimise negative and enhance positive impacts on the environment and society whilst meeting our business requirements.

ServiceMaster seeks to select, develop and retain employees on the basis of ability and qualifications for the work to be performed without discrimination or prejudice under any circumstances, including race, religion, colour, sex, age or physical ability.

Employees will have the right to freely choose employment and be paid the National Minimum wage ServiceMaster's policies and procedures are designed to ensure that the human rights of all employees, whether directly employed or sub-contracted, and respected in accordance with internationally recognised standards, and the Modern Slavery Act 2015.

Our Ethical Purchasing Policy seeks to promote good labour and environmental standards in the supply chain of goods and services to our clients and is monitored via our sub-contractor approval process.

ServiceMaster insists on honesty, integrity and fairness in all aspects of its business and expects the same in its relationship with all parties with whom it conducts business. The direct or indirect offer, payment, soliciting and acceptance of bribes in any form are unacceptable practices and are prohibited throughout the organisation.

It is each employee and supplier's responsibility to ensure that our products and services are obtained from sources which respect safety, health, environment, product stewardship, product quality, social, legal and ethical standards and sustainability requirements.

EQUAL OPPORTUNITIES

ServiceMaster is striving to ensure that the work environment is free of harassment and bullying and that everyone is treated with dignity and respect in the workplace.

ServiceMaster is committed to providing equal opportunities in employment and to avoiding unlawful discrimination, whether directly or indirectly in employment, in dealing with customers or throughout the supply chain.

A policy is in place to assist the company and it's custodians to comply with the Equality Act 2010. The policy is applicable to all employees working for ServiceMaster and is trained as part of an induction process.

WELFARE OF CHILDREN AND VULNERABLE ADULTS

ServiceMaster acknowledges the duty of care in respect of the welfare of children and vulnerable adults and is committed to statutory responsibilities and government guidance and takes the required steps to ensure that customers in vulnerable or, potentially vulnerable circumstances are not exposed to risks arising from permanent or temporary vulnerability through their interactions with us or our partners and suppliers.

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ENVIRONMENTAL

ServiceMaster Limited is accredited with ISO 14001:2015 status and our environmental policy is based on the belief that everything we do matters to those around us.

At ServiceMaster we put people first. The health, safety and welfare of our customers, employees and the people of the communities we serve are paramount. That is why we take our commitment to environmental stewardship seriously and have developed specific principles to guide us in serving our customers. At ServiceMaster, we pledge to:

Consider health, safety and environmental issues in our action: We are committed to providing safe, effective, quality services through the use of proven methods and tested products. At ServiceMaster, we will strive to be a leader in understanding the health, safety and environmental effects of the products and methods we use, staying abreast of scientific research and trends in new product development.

Use and apply all products safely: Because we are in the business of helping people keep their homes, workplaces and surroundings clean and healthy, we seek to reduce the harmful effects of pests and disease on the environments we service. The products and service methods used in delivering services to our customers, are designed to provide maximum benefit with minimal environmental impact through careful, selective, professional application. We believe the key to providing a safe, quality service is employee training. Thus, at ServiceMaster the training and evaluation of our employees is ongoing.

Communicate openly and honestly: We will strive to foster an open, honest dialogue with our employees, customers and the communities in which we operate.

Ensure the safety and well-being of our employees: We will provide our employees with the tools, training and support they need to do their jobs safely, effectively and efficiently. At ServiceMaster, we will maintain a work environment where risks are understood and minimised and where adherence to safe work practices is expected and commended.

Minimise waste through re-use and re-cycling: We are committed to re-use and re-cycle as the best methods for minimising waste (and will help our customers employ these practices also). When these methods are not practical, we will take the responsibility for assuring the safe disposal of wastes generated by our services.

Include resource conservation in our daily operations: We recognise the limited nature of our natural resources. We will use energy efficiently and responsibly and practice prudence in our consumption of both renewable and non-renewable resources. We will strive to use sustainable energy sources whenever practical.

All marketing material (leaflets etc) provided by our approved print partner is printed on FSC or recycled paper and is recyclable.

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ENVIRONMENTAL TARGETS

ServiceMaster Limited has committed to work towards Net Zero by 2050; set environmental targets as part of its management programme to reduce the impact of CO^2 emissions and the amount of waste to landfill as part of its day-to-day business activities and is starting their journey towards becoming carbon neutral.

We offer hybrid-working patterns to roles that allow, to reduce unnecessary travel to/from the office, whilst maintaining collaborative-working time as well.

A 2024 recent initiative to replace onsite client H&S packs, with access to the same documents via a QR code, saving around 205kg of CO2 per year.

Employees and Franchisees were encouraged to participate in an event called Run for the Trees. Their participation contributed towards 142 new trees being planted in the National Forest and the company's recent move to utilise an electronic signature system has resulted in the saving of 2 trees. In 2024 we planted an additional 47 Trees as a result of a new customer sign-up's meeting certain criteria; resulting in an equivalent saving of 1 tonne of CO2.

We have recently requested a change in the way that two of our products are supplied to us, which has eliminated the use of 45,000 polythene bags, 42,000 sheets of paper and 200 cardboard cartons.

As a Franchisor, ServiceMaster Limited has introduced Awards which recognise their franchise owners for introducing environmental-friendly initiatives within their businesses.

COMMUNITY

Our local franchise owners are actively encouraged to support local charities, good causes and organisations to enhance the lifestyle of vulnerable people or people in need within the local community as well as offer environmental support to help enrich the local community.

ServiceMaster's Franchise Support Centre has a 'Great Place to Work Committee', responsible for local and national charity fund-raising initiatives and social projects. Which has raised over £18,000 so far…

Since 2019 ServiceMaster has supported Guide Dogs in a number of ways. The Charity was originally chosen by ServiceMaster's employees; recognising the huge impact a guide dog has on a partially or fully blind person in giving them back their independence. Employees raised £2700 by organising a variety of fund-raising events and were able to name a puppy – An Alsatian called Murphy.

Since then ServiceMaster Limited continues to sponsor a Guide Dog puppy, supporting the costs of two-years training, support and on-going medical expenses. The first puppy, an Alsatian called Lily has now completed her two year training and we now sponsor Theo a Golden retriever.

ServiceMaster's charity of the year since 2021 is Dementia Friends (an Alzheimer's Society initiative), again chosen by our employees.

Being supporters of Dementia Friends Charity for a number of years now, head office employees and those of our franchise businesses have completed Dementia Friendly training, to enable them to understand and deal empathetically with customers who may be suffering from this condition. We have also rolled this out to our franchise Networks and have over 200

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Dementia Friend trained Franchisees and employees and in 2024 we became an official Alzheimer's Society Partner.

In 2023 ServiceMaster provided sponsorship for the Helimed Challenge. A UK-wide event organised to raise money for Air Ambulances across the UK. The event is designed to take place over several months to encourage participants to get active, record mileage and visit and learn a little about each Helipad on their journey.

Helping to keep our community litter-free!

Our employees volunteer to litter-pick in our local community twice a year

By offering and providing support within our local communities, ServiceMaster can make a positive impact on the welfare of the society within which we all live.

As a business, we also give opportunities to local young people within our community; this includes work experience placements for students in and around the local area and supporting the Government's Kickstart scheme; where offered 4 Kickstart placement opportunities at our head office, two of which resulted in permanent roles.