

## FLEET OPERATIONS ESG POLICY STATEMENT

Fleet Operations is committed to incorporating environmental sustainability, social responsibility and effective corporate governance into all aspects of our business.

This ESG policy statement reflects our commitment to improving how our business decisions and policies address opportunities for sustainability. We expect this policy statement to be upheld by all employees, including the Senior Leadership Team and Directors of Fleet Operations. As we look ahead to the future, we will continue to be transparent and remain focused on expanding our sustainability efforts.

### Environmental Sustainability

We are committed to operating in an environmentally responsible manner to reduce our impact on climate change, conserve natural resources and operate in compliance with environmental regulations.

### Social Responsibility

We are committed to being a socially responsible employer by fostering an environment of diversity and inclusion across our business, with a focus on empowering women and minorities, operating ethically and supporting our local communities.

### Corporate Governance

We are committed to building a culture dedicated to ethical business behaviour and responsible corporate activity. We believe strong corporate governance is the foundation to delivering on our commitments.



We have completed an independent ESG Audit with ESGgen - we have done that because we believe that saying you are green does not quite cut it anymore.

## ENVIRONMENTAL SUSTAINABILITY

### Emissions

At Fleet Operations we are acutely aware that transport is a major contributor to Greenhouse Gas Emissions and we play a vital role in reducing these emissions by supporting and leading the electrification and decarbonisation of transport, be it business, commuting or private mileage and is an overriding strategic focus. At Fleet Operations we have committed to 100% zero emission company cars by 2025.

Supporting the transition to Battery Electric Vehicles (BEVs) for our customers is critical and we are committed to providing consultancy support and expertise to drive forward BEV adoption, highlighting to our customers the cost savings through Total Cost of Operation (TCO) modelling, driver savings due to lower Benefit in Kind (BIK), Duty Cycle analysis, conversion and rightsizing advice for commercial fleet operators combined with energy consumption and carbon reporting to provide actionable insights to accelerate the transition from Internal Combustion Engines (ICE) to BEV.

Fleet Operations own company car fleet is 50% Pure Electric and we are on track to achieve 100% BEV company car fleet by 2025.

To support our employees' adoption of BEVs we have installed 7 x 7.4kWh charging points which are free to use and to assist our customers and drivers we have established strategic partnerships with specialists to support the installation of Home and Workplace chargers and to provide access to Public Charging infrastructure.

### **Waste Management**

Whilst we do not produce large quantities of waste, Fleet Operations treats the management of waste as an integral part of our overall environmental management approach. We strive to minimise waste wherever possible and where waste is generated, for example in the operation of our office, we ensure that all recyclable materials are dealt with appropriately.

To encourage our employees to further reduce waste generation and optimise our disposal process, particularly in the areas of paper, food and equipment disposal, and the use of water we have removed individual waste bins and installed colour coded recycling bins throughout our offices. In 2023 we will move to a new waste management company that will provide further granular detail on our waste and will ensure we move to almost 100% recyclability of our waste.

### **Energy Consumption**

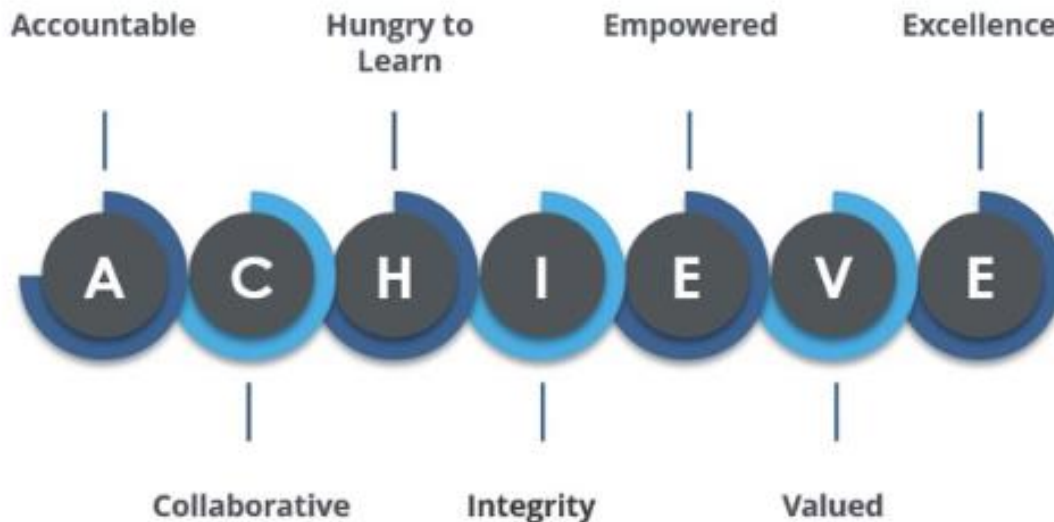
As a services company, our energy consumption is largely limited to the operation of our office, including lighting, power sources, and heating. We approach the management of our energy consumption as an integral part of our overall environmental management approach. We have already installed energy efficient lighting; PIR sensors and Solar panels and we source our electricity from 100% renewables.

We are exploring ways to reduce our gas usage and will continue to seek opportunities to reduce demand and improve the sustainability of our offices. To further reduce our energy consumption we continue to promote a Hybrid Working model. Fleet Operations holds ISO 14001 Environmental Management certification for its business.

Fleet Operations will continue to work with our supply chain to identify reciprocal opportunities to reduce our collective carbon footprint and will introduce further assessments of its suppliers' performance.

## SOCIAL RESPONSIBILITY

Though we deploy the most advanced, cutting-edge IT solutions across our business, the core engine of our operation is driven by our people, their experience and dedication, along with our strong commitment to training and development.



Our people and cultural ethos are driven by our dedication to our company values - ACHIEVE. This underpins our approach to what we do, how we do it, and how much we enjoy it!

We are committed to providing a positive work environment that offers optimal support to our employees and we will continue to implement strategies that support flexibility that reflect the social impacts of working conditions and allows us to deliver excellence in service and products to our customers and the wider communities in which we operate.

### Training and Working Conditions

We are committed to supporting the growth and upskilling of our employees to develop the best talent and expertise to maintain our reputation as industry leaders through internal and external training programmes. In 2022 we have invested in a dedicated Talent and Excellence Manager to provide a suite of training programmes across all areas of fleet management as well as ensuring our employees are supported with a healthy work environment.

During 2022 and continuing in 2023 we are rolling out new modules focussing on looking after their physical and mental wellbeing, environmental awareness and work health and safety awareness. To support our ambitions to gain ISO 45001 OH&S Management certification we will instigate additional health and safety aspects within our training programmes with an increased focus on mental health.

### **Regulatory Training**

In addition to specific role-related training, new starters complete mandatory e-learning training within two weeks of joining. This includes subjects such as financial crime, data protection, information security, FCA, health & safety, and respect and equality. Existing employees receive annual refresher training as well as ad hoc awareness campaigns.

### **Diversity and Equal Opportunity**

Our continued success is reliant on the expertise of our employees and we are committed to being an inclusive employer with a focus on equal opportunity and diversity. Diversity allows us to attract, retain as well as develop an engaged workforce ensuring we deliver service excellence and grow sustainably.

At Year End 2022 the workforce was made up of 48% women and 52% men.

### **Non-Discrimination**

We are committed to supporting the principle of equal opportunities and oppose all forms of unlawful or unfair discrimination on the grounds of age, colour, race, nationality, ethnic origin, sex, marital status, disability, part-time or fixed term status, parental responsibilities, religion, or sexual orientation.

Our aim is to recruit, train and promote the best person for the job, to make full use of the talents and resources of all our employees and to create a working environment free from unlawful discrimination, victimisation and harassment in which all employees are treated with dignity and respect. We will continue to improve education and processes to identify and address perceptions that foster discrimination.

### **Modern Slavery**

Fleet Operations' own operation is relatively low risk and does not tolerate any form of enslavement or exploitation. We are committed to ensuring measures are in place to minimise the risk of modern slavery in our business and in our supply chain. To ensure that we are conducting business in an ethical and transparent manner we have policies in place which include:

- A robust recruitment policy, including conducting eligibility to work in the UK checks for all employees to safeguard against human trafficking or individuals being forced to work against their will.
- A whistleblowing policy so that all employees know that they can raise concerns about how colleagues are being treated, or practices within our business or supply chain, without fear of reprisals.
- A Corporate Social Responsibility Policy code that explains the way we behave as an organisation and how we expect our employees and suppliers to act.

Fleet Operations conducts due diligence on all suppliers before allowing them to become a preferred supplier. This due diligence includes an online search to ensure that the organisation has never been convicted of offences relating to modern slavery. Our suppliers are required to confirm that no part of their business operations contradicts this statement or our Corporate Social Responsibility policy.

In addition to the above, we require that they confirm to us that:

- They hold their own suppliers to account over modern slavery.
- They pay their employees any prevailing minimum wage applicable within their country of operations.
- We may terminate the contract at any time should any instances of modern slavery come to light.

**Customer Privacy**

In order to drive decisions, create value propositions for our customers and operate in an efficient manner we need to collect and process personal and business information. The way in which we collect, use, and retain this information is strictly governed by detailed processes to comply with all applicable privacy laws whichever jurisdiction we operate in.

Fleet Operations holds ISO 27001 Information Security management certification and will continue to enhance its employee data security training modules on a regular basis with a focus on cyber security awareness.

**Community**

Fleet Operations is proud to support our local community and as we celebrated our 20<sup>th</sup> year in business, we encouraged all employees to partake in local volunteering in the community during working hours. To further support the wider community and the planet we successfully met a challenging fundraising target of at least £20,000 with all funds divided amongst 20 local and national charities, each chosen by our employees, some for very personal reasons.

<https://www.fleetoperations.co.uk/charity>

<p><b>Walk around the World</b> July ~ December 2022</p> <p>As a team, we'll be completing 49,802,000 steps over the next few months by either walking, running or cycling - the equivalent of walking around the world! Progress will be measured by fitness apps as we go and entered into a central database once a week.</p>	<p><b>Snowdon Fancy Dress climb</b> 17th September 2022</p> <p>In September, a team will be climbing the highest mountain in Wales, Snowdon in fancy dress.</p>	<p><b>Charity Football Match</b> 11th November</p> <p>November will see two employee teams facing off to win the Fleet Operations Trophy.</p>	<p><b>Lands End to John O'Groats in 24 hours</b> 13th &amp; 14th October</p> <p>Using 3 static bikes at Fleet House we will complete the Lands End to John O'Groats cross country trek in 24 hours! Everyone will take part in the 874-mile challenge, even if it's just for a few minutes, and we will be cycling right through the night to hit the target.</p>

We also recognise that our community is not just about people but the natural habitat that surrounds us and which we travel through that has never been under greater pressure. We have taken part in the planting of 200 trees at a local park and sponsored two beehives with Buckley's Bees to reverse the decline of the native honeybee population in the UK.







We will continue to support our local communities during these constrained times as the cost-of-living increases and encourage our employees to partake in local volunteering projects, as the rewards of giving back and doing good are immeasurable for the charities, community, and wellbeing of our employees.

Fleet Operations are committed to upholding strong business governance practices that foster ethical conduct, transparency, and accountability throughout our operations. As a small business based in the UK, we recognise the importance of maintaining high standards of corporate governance to build trust with our stakeholders and drive sustainable growth. To ensure awareness and adherence to these policies, Fleet Operations conducts regular e-learning sessions for our employees.

We adhere to the relevant laws, regulations, and industry best practices that govern our business operations. Our commitment to sound governance is reflected in the following key areas:

## **CORPORATE GOVERNANCE**

We expect our employees to uphold the highest standards of conduct and comply with all relevant legislation. Fleet Operations' Code of Conduct clearly outlines our expectations and guidelines for ethical behaviour in the workplace. We regularly review and improve this code, including training initiatives, to ensure its effectiveness and address any breaches that may occur.

### **Whistle-blower policy**

Fleet Operations is committed to identifying and appropriately addressing serious misconduct or malpractice. We recognise the importance of providing a mechanism for raising concerns and reporting such conduct. Our Whistle-blower Policy encourages employees to come forward with reasonable grounds to support their concerns, ensuring that serious misconduct is identified and addressed promptly.

### **Supply Chain Management**

We believe in promoting ethical behaviour not only within our own operations but also throughout our supply chain. We carefully select suppliers who operate in accordance with recognised national and international standards and codes of practice. To ensure compliance, we have implemented a Supplier Code of Conduct and a Procurement Policy that outline our expectations in areas such as ethical business practices, anti-competitive conduct, labour and human rights, work health and safety, environment, and information confidentiality.

**Anti-Corruption and Bribery**

Fleet Operations strictly prohibits any form of bribery or corruption, regardless of the location of our operations. Our Anti-bribery and Corruption Policy reflects our commitment to conducting business activities with integrity and implementing measures to prevent bribery and corruption. We expect our employees to demonstrate honesty, integrity, and fairness in all their business dealings. We promote awareness and compliance with our policies through effective dissemination, procedures, policies, and training programs.

**Anti-Competitive Behaviour**

Maintaining a reputation for ethical behaviour and integrity in our business dealings is of utmost importance to us. Our Code of Conduct sets clear expectations for responsible business practices, including how we interact with competitors and customers. We actively monitor compliance with the Code to ensure we meet our high standards.

**Risk and Crisis Management**

Effective risk management is vital for the continued success of Fleet Operations. We have established an Audit, Risk, and Compliance Committee as a subcommittee of our Board, along with a dedicated internal audit function. The Committee reviews our risk management and internal control frameworks, while the internal audit function provides independent assurance on governance, risk management, and internal control processes to the Board and management.

Overall, Fleet Operations remains dedicated to upholding responsible business practices, managing risks, and maintaining ethical conduct across all aspects of our operations.