



Environment, Social and Governance Policy

Introduction

OSC aspired to build a business which provides this highest service to our clients. We want to maintain the cleanliness of the beautiful fitout our clients have in their buildings, provide outstanding cleaning services to our clients from Daily office cleaning to facilities management services like window and carpet cleaning. We want our staff to enjoy their work, feel valued and provide a 5* service to our clients.

Environment, Social and Governance Policy (ESG) shows our responsibility and action on environmental, ethical, Social, and economic issues. In this policy we outline our efforts to give back to all that we have an impact on.

ESG is an integral part of our strategic vision for the future, meeting the highest standards of ethics and professionalism as a business. In this document we outline our current efforts, our commitments to the future and our ethos and culture that drives us forward.

**OUR EMPLOYEES OUR SHAREHOLDERS
OUR ENVIRONMENT OUR COMMUNITY**

Our employees



Our people are proudly at the heart of everything we do at OSC. Our OSC family make us the company that we are today, creating and maintaining our ethos and culture. Because of this, we invest in our people by focusing on learning and development, wellbeing, empowerment, culture, and equal opportunities.

All OSC employees can benefit from our employee assist program, A 24-hour helpline and app from Health Assured to support them and their family members through any of life issues and problems including but not limited to: Financial, Legal, Tax information, Bereavement, Domestic abuse, childcare support and stress and anxiety. We started this program in 2020 during the global pandemic to help and assist our employees during the difficult time. We decided to keep this useful service going forward.

We strive to ensure each staff member meets or has a call with their line management monthly, to ensure they are happy with the building, their workload and how they are. This is managed as follows: Management speak with Supervisors; Supervisors speak with Cleaning Operatives.

We hope to introduce the following for our staff member in the near future:

- Cleaning team of the month or Quarter 'Sparkliest Centre Award'
- Online language courses to help employees improve their English and communication with clients.

Training and Development

We offer each individual member of our teams learning and development opportunities through on-the-job training, coaching, mentoring and peer to peer training.

Each new staff member is trained for the job in their first week of employment. Training of the Area manager and supervisor is completed by the commercial manager and Directors.

BrightSafe – Our Health and Safety app offers E-learning courses to all employees; this includes videos and tutorials for Manual Handling and Hazardous substances training.

First Aid training available for all employees as and when requested, we have a mobile Area Supervisor on-hand as an emergency first aider at any point.



Ethics & policies

Office Space Cleaning is an equal opportunities employer and actively supports Human Rights and all equality legislation. Our ethos is to respect and value people's differences, to help everyone achieve more at work as well as in their personal lives so that they feel proud of the part they play in our success. Our Grievance Procedures ensure sympathetic handling and hopefully satisfactory resolution for all aspects of employees concerns or dissatisfaction. We believe that all decisions about people at work should be based on the individuals' abilities, skills, performance and behaviour and our business requirements. Our policy must be strictly adhered to by all our team. Office Space Cleaning has documented quality standards for levels of service given to customers. We monitor these standards and always seek to improve. In a similar way we have high expectations of all our managers and employees about the way in which they conduct their business transactions. The Company does not support the offering or acceptance of personal gifts. Any gifts, favour or hospitality offered to a member of the Company must be declared to a Director of Office Space Cleaning. Where it would be offensive to refuse, gifts will be raffled, and the proceeds donated to charity.

Office Space Cleaning Human Rights Ethics & policies Bribery Policy

The Company is committed to ensuring that all our commercial dealings meet the highest professional standards. It would never be acceptable for anyone to accept or offer bribes in any business transaction. Bribes may come in a variety of forms such as corporate hospitality, charitable donations, personal gifts, hospitality as well as money. Any employee being offered any of these must report this to a director who will advise how to manage the situation. Breaches of this rule will result in disciplinary action up to and including dismissal. This policy applies to the Directors, our employees throughout the business, suppliers, outsource partners, consultants and to all markets in which we do business. As part of our induction training all staff will be made aware of this policy. Our company is dedicated to the wellbeing, development, and protection of our employees. We are a committed equal opportunity employer, and we ensure that we abide by all fair labour practices. Our Modern Slavery Policy outlines our commitment to acting ethically and with integrity.



Our clients

We continue to offer our clients support in their own social responsibility and sustainability efforts and continue to look to improve and expand our offerings through our own ESG strategy.

We engage with our suppliers on matters relating to social and environmental sustainability and gather information from Contractors through our Contractor Questionnaire which includes a sustainability and ethics section, which enables a points system to evaluate if they meet with our standards.

We ensure our goals are aligned with our clients to achieve the highest standard of cleaning throughout our buildings. Our cleaners are a wider staff force for our clients, and we ensure the same ethics and inclusion policies are met by our clients for our staff.

In response to the COVID19 pandemic, our dedicated staff were onsite daily as key workers throughout the Pandemic, ensuring the building were cleaned and sanitized for other key workers who had to access the buildings. Our team went the extra mile for our clients by completing operational tasks like collecting the post, ensuring all toilets are flushed regularly and checking the building.

OSC recognised the economic impact the pandemic had on businesses with many of companies having to make tough decisions about their operations. Flexible cleaning hours were introduced as per client requests and billed accordingly during this time.

We supplied our client with sanitation points and introduce a new Fogging service with a product called Zoono. Zoono leaves behind a mono-molecular layer that permanently bonds to the surface. These molecules are antimicrobial, silane-based polymers that covalently bond to the surface forming a barrier of positively charged microscopic pins. The positively charged microscopic pins attract and pierce negatively charged pathogens. The layer of molecular antimicrobial pins carries on working for up to 30 days on surfaces. Routine cleaning can continue and does not disrupt the Zoono molecule or its antimicrobial activity. Zoono's physical kill replaces the need for dangerous poisons, chemicals, and alcohol.



Our Environment

We are committed to our environmental responsibility and continued efforts to improve our operations to meet the highest standard of environmental care. Our direct environmental impacts are primarily due to cleaning products and waste management.

Apart from legal obligations, our company will proactively protect the environment.

Recycling management is of high important with our company, and this is tracked and monitored regularly. Currently on average 50% of waste is recycled across all sites. We are 'Zero to landfill' which means we send no waste to landfill and what cannot be recycled is responsibly incinerated.

Our sub-contractor CWS manage our Feminine Hygiene wastes services we provide to our clients and are a Carbon Neutral Business. CWS plant a tree for any new site they take on.

Janitorial Express is our provider of cleaning products and materials have a 'Plastic Pledge' where they are currently on a mission to stock eco-friendly alternatives to harmful, single use products and offer cleaning solutions that harness the power of nature and use recycled and recyclable plastic. We believe in a circular system in which everything is sustainable, re-usable and little goes to waste. We are currently working closely with Janitorial express trialling these products with a plan to introduce these across all sites in 2022.

In 2022, we are now transitioning to a different janitorial company called Castle Supplies. Castle have a great ESG policy and Plant trees to offset their carbon footprint from their deliveries. You can see more about their sustainability here: <https://www.castle.eu.com/section/Sustainability>

