

ESG Commitment and Statements 2023

At Volume Group, we strive to build a sustainable, fair, healthy and diverse work environment, and local community.

We stand united with the global fight against climate change and are committed to improving our local, national and global environment in every way we can. We understand the importance of creating a supportive environment in which people feel cared for and diversity is celebrated. We will also look for ways in which we can give back to the local community and support charities in need. And we will ensure that throughout our business activity, we demonstrate strong governance.

Below are our collective statements on our ESG commitments and goals on how we will meet these.

Our statement on climate change and the environment

We are committed to minimising the environmental impact of the delivery of our services and to the improvement of the local, national and global environment in whatever way we can. Our headquarters is based in Campus Reading International - a dynamic, intelligent and wellness-focused workspace, which through considered sustainability initiatives has secured WiredScore Platinum, ActiveScore Gold, BREEAM Excellent, EPC B and is targeting WELL Platinum and WELL Health-Safety. It's efforts towards energy & carbon reduction, air quality, circular economy to reduce waste are aligned to and support our environmental objectives.

To accomplish our commitment toward minimising our environmental impact, we will ensure we:

- Meet or exceed all applicable legal requirements
- Minimise the amount of waste produced and promote better reuse or recycling of waste materials
- Consider environmental factors in decisions and activities
- Make environmentally-friendly purchases where possible
- Reduce or offset our energy and carbon impacts, as we believe that climate change is one of the greatest risks to our world.
- Require our suppliers to conduct their operations in a socially and environmentally responsible manner

We all have a role to play in protecting our environment so for our employees, we encourage them to consider the choices they make and the environmental impact of those decisions. For instance:

- When travelling, are there more environmentally friendly options to take?
- Can some meetings be done remotely instead of travelling?
- Think before you print
- Do you utilise the office recycling and energy saving measures?
- When working from home, do you utilise recycling and energy saving measures?

Our statement on social responsibility

We are committed to providing a happy, healthy, inclusive and diverse work environment that supports our employees and their professional development, as well as promoting a good work-life balance that prioritises their overall health and wellness.

We support initiatives that benefit our people and the environments we build by engaging with speakers, suppliers, customers and employees around safety, health, and wellness. We also support skills training that advance workforce talent pipelines for our customers and economic development in the communities in which we operate.

We will ensure our diverse and inclusive workforce allows everyone to feel valued and cared for. From hiring the best talent to encouraging all staff to thrive, we want a workplace where people proactively work to be the best. Employees can get involved by:

- Challenging and reporting discriminatory or offensive behaviour
- Understanding diversity and inclusion policies
- Being an active ally for groups often underrepresented
- Leading by example



Our statement on governance

Our focus is to demonstrate the five principles of corporate governance – responsibility, accountability, awareness, impartiality and transparency at all levels across the company. This ensures resilience and long-term preservation of value for our business.

Good governance can be demonstrated through; having the right policies and procedures in place, embedding compliance in your day-to-day work, completing ethics and any other training on time, actively understand how regulations affect your work, and acting ethically.

We will adopt strong governance practices that influences how our organisation's objectives are set and achieved, how decisions are made, how risk is monitored and addressed, and how performance is optimised.

We will maintain practice risk management, mitigate risk exposure and build the resilience of our business to any natural disasters or other catastrophic events through preparation and continuity plans.

We will cultivate strong relationships through transparency, open communications, and responding to stakeholder input.

We are committed to high ethical standards through a strong Code of Ethics and Business Conduct, ongoing ethics training, and executive leadership that promotes a culture of integrity.

Our statement on giving back

Our kind-heartedness goes further than helping our customers and clients. It extends into supporting our community, where we enjoy giving back through volunteering, fundraising and even working on projects, where we can offer up our knowledge and skills.

We will be work closely with Wokingham and Reading councils to build relationships with the local community and charities. Through these relationships we aim to provide opportunities for our people to give back to the community by volunteering for a local cause. Every employee is entitled to one 'Act of Kindness' day per year. For more detail, please see our 'Volunteering Guide'