



Leading with Purpose

Our ESG Commitment





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> Report overview: Taking a Holistic Approach

phs Group understands that it is a unique business and has the opportunity to make a genuine impact and drive positive change.

With over 120,000 customers in 300,000 locations, serviced by 3,000 **phs** employees, we can make a positive impact on both businesses and communities. We can provide the tools and know-how to other organisations, and lead by example. We can provide our customers, and their customers, with the peace of mind that we have provided the most effective, affordable, sustainable, and ethical products and services to their business. We do the hard work with our supply chains, so our customers don't have to.

This report outlines our mission to improve the lives of people by enhancing the spaces we live and work in through our organisation's ESG objectives.

At **phs**, our commitment to do the right thing for our employees, our customers, their customers, all our communities, and the environment informs and steers our Environmental, Social, and Governance (ESG) agenda.

From new innovations to ongoing work that consolidates and builds on our achievements, people, social values, and our responsibility as a partner in sustainability are at the heart of everything we do, and essential to drive positive change and make a difference.

phs Group has taken a completely holistic approach to developing and embedding sustainability and social value across our own businesses and workforce, while supporting our customers in achieving their own environmental goals.

We are also passionate about leading the way as a campaigner by shining the light on important societal issues across the UK and Ireland, such as period inequality.

As well as setting 2040 as our Net Zero target, we have several Eco Vadis sustainability ratings across the company and are working to improve them.

We have a thriving internal sustainability community and, as part of our continually evolving and responsive strategy, we are introducing a network of champions to promote sustainability across the business.

We actively encourage our staff to engage in 'thinking green' both at home and at the office and offer initiatives like cycle to work and electric vehicle salary sacrifice schemes.

We engage with our customers every day, sharing innovations, cost savings and sustainability initiatives, and listening to what they want and need, so that we can respond, adapt, and innovate, thereby always ensuring we move forward.

As a result, we are shaping a future that is not only environmentally responsible, and socially and economically sustainable, but one that has been achieved collaboratively for a greater good that benefits everyone.

**NET
ZERO
BY 2040**



We engage with our customers every day, **sharing innovations, cost savings and sustainability initiatives...**

> Foreword by CEO Matthew Brabin

Our mission as a business is to improve the lives of people by enhancing the spaces we live and work in. We do this by providing the best value products and services, whilst always respecting the environment, our customers, and our team members.

Having weathered the storm of the pandemic where our focus shifted to providing our customers with the immediate support they needed, our commitment to fulfilling our ESG goals is stronger than ever.

We have a range of initiatives already in place. Whether we are supporting the community with diverse employment and training opportunities, or supporting our customers with their own Net Zero targets by ensuring our supply chain is as sustainable and ethical as possible, our focus on making an impact in the here and now is only rivalled by our drive to make even more progress in the future.

This is our commitment to do the right thing for our employees, our customers, our customers' customers, and the environment.

phs is the leading hygiene services provider in the UK, Ireland, and Spain, offering a range of washroom, healthcare, floorcare, consumables and Specialist products and services. But we are also so much more than this.

We are a partner in sustainability and a driver of positive change. We have 120,000 customers in 300,000 locations, and as such we have the opportunity, and responsibility, to make a genuine and lasting impact. We can lead the way and show our customers and even our competitors how to get to where we all want to be.

phs is committed to driving and supporting sustainability and social value across its own businesses and to assist its customers in meeting their own sustainability targets.

Sustainability is more important than ever before. We provide essential services and products, enable our customers and our customers' customers to stay safe, hygienic, legally compliant and carry out their work efficiently, knowing that they are working with a partner who has the environment at the forefront of our mind.

We have set 2040 as our Net Zero target and our ongoing decarbonisation strategy includes a commitment to science-based emission reduction targets through the SBTi (Science Based Target initiative).

Our social value goals and commitments are embedded throughout our organisation and drive us day to day because they are aligned with our commercial objectives, and our belief in the greater good.

The following pages highlight where we are at this moment in time in terms of our sustainability and social impact goals. As time goes on, we will add to our current initiatives – new developments, ideas and products that build on our past achievements, as we prepare for an equitable, sustainable, and hopeful future.



Our social value goals and commitments are **embedded throughout our organisation** and drive us day to day..."



A Washroom Game-Changer: Our Partnership with GreenTeck Global

Demonstrating our holistic approach to ESG and our commitment to working with our partners and suppliers to provide innovative and sustainable solutions for as many customers as possible is our ongoing collaboration with GreenTeck Global.

In 2022, as part of a five-year partnership with GreenTeck, we brought its **ECOFLOW** innovation to the washroom sector, simplifying the cleaning process in washroom environments for businesses to eliminate odour issues in high footfall areas.

The following year, we built further on this relationship with an agreement to introduce two additional environmentally friendly, COSHH-free (Control of Substances Hazardous to Health) sanitising solutions to UK customers.

GreenTeck's pioneering AquaTeck technology harnesses the powerful natural sterilisation and odour-destroying properties of hypochlorous acid (HOCl).

The wall-mountable AquaTeck SC-100 and portable AquaTeck Mini units combine ordinary tap water with food-grade salt and vinegar, using a diamond electrode flow cell to create the HOCl multipurpose disinfectant on site and on demand.

This is a versatile liquid that is easy to produce on demand, proven to destroy 99.99% of bacteria, viruses and pathogens, and naturally reverts to its constituent parts, making it safe to pour away after use.

The partnership between **phs** Group and GreenTeck Global demonstrates shared values, equal commitment and a mutual desire to collaborate with like-minded organisations to provide innovative solutions that are best for customers and best for the planet.



“When we introduced GreenTeck’s pioneering **ECOFLOW** system to customers, it was clear how companies appreciated on-site solutions with strong sustainability credentials. The next phase of our relationship with GreenTeck Global will make it even easier for our customers to access their alternative green technologies. We’re confident that this move will ensure we’re best placed to connect even more UK companies to safer, more sustainable, and more cost-effective ways of working.”

Amanda Haywood,
Head of Product Development at **phs** Group

“Our mission has always been to help organisations reduce their dependency on harmful chemicals and embrace powerful, yet eco-friendly technologies designed with the planet in mind. We’re delighted that phs recognise how both innovations make good business sense, and excited about this next phase.”

David Thurston,
Founder and CEO of GreenTeck Global



> What we do

phs Group is with you wherever you are, at every stage, whether you're a business or organisation, or an individual. We have 15 divisions, and we cover more industries than most people realise.



phs Group is the leading **hygiene services** provider in the UK, Ireland and Spain. Our team of over 3,000 expert personnel provides washroom, floorcare, healthcare and a range of specialist services to over 120,000 customers, ranging from large single sites to multi-national restaurant chains, healthcare establishments and small owner-occupied shops.

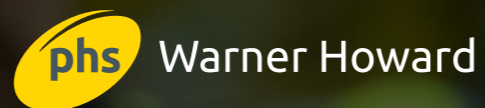
We make over 3.7 million service visits each year, whether it's disposing of sanitary waste and nappies, installing **hand dryers, soap dispensers, consumables** and **air purifiers** or supplying **floor mats** to prevent **slips, trips and falls**. You'll also find us working within the healthcare industry disposing of **clinical, pharmaceutical** and **dental** waste. Our specialist services also include the provision of indoor and outdoor plants, electrical and gas compliance testing services, industrial workwear, and waste compactor and crate rental.

pshs.co.uk



With a complete range of specialist consumables, from toilet tissue and other hygiene paper solutions to cleaning supplies and waste bags, **p**hs **Mayflower/Direct** can provide the expertise and know how to help you save money on your consumable spend and explore sustainable consumable solutions. Create a great first impression with a clean and hygienic building, as well as being fully stocked, catering to your customers' needs.

pshsdirect.co.uk



A market leader in supplying hand dryers to the trade in the UK, **p**hs **Warner Howard** pride themselves on offering customers the best range, best price, and best service. Their products are renowned for their quality, durability and longevity and always look at product innovation to ensure they meet the changing needs of the industry. From a simple one dryer washroom to a large multi-unit installation – **p**hs **Warner Howard** can help you with cost effective and energy-saving solutions.

pshswarnerhoward.co.uk



A leading UK provider of statutory electrical testing, fire safety testing and electrical remedial services. **p**hs **Compliance** helps keep businesses and public sector organisations of all sizes safe and compliant with the latest statutory safety regulations.

Focused on helping thousands of UK and Irish businesses, **p**hs **Compliance** also offers electric vehicle charging solutions, and LED lighting replacement schemes, supporting customers on their green journey.

pshscompliance.co.uk



JPen Medical, a part of **p**hs Group, enables customers to maintain safe and reliable medical devices and instrumentation.

Services include medical device test, inspection, and calibration services across a variety of healthcare and commercial sectors, helping customers comply with standards and best practice guidelines laid out by MHRA, CQC and PAM.

JPen Medical's culture is responsive and responsible, with a strong focus on quality management and continuous improvement, it values partnership working and never compromises on health and safety.

jpenmedical.co.uk



Direct365 is the small business expert, helping support your organisation with business-essential organisation, products, and services. From commercial waste collection, fire safety and hygiene services, to cleaning products and life-saving defibrillators, Direct365 takes the hassle out of staying safe and compliant. Just treat it like the extra member of your team.

direct365.co.uk



Syncros supplies and installs over 100 different matting solutions from world-leading manufacturers, ensuring you'll find the perfect solution for your building's first line of defence against dirt, germs, and moisture. With a flexible 24/7 service throughout the UK, Syncros will work with you to ensure you're provided with the best solution, within your budget.

syncros.co.uk



Working with thousands of businesses across the UK, **p**hs **Interclean** delivers high quality, end-to-end commercial and specialist cleaning services. From kitchen deep cleaning services to floor cleaning services, its top of the range equipment is designed to tackle even the toughest of jobs, priding itself on getting into those hard-to-reach places to ensure a thorough cleanse, leaving you with a sparkling finish.

pshsinterclean.co.uk



From living walls and Christmas trees, to interior/exterior planting solutions to grounds maintenance services, Greenleaf has over 25 years of experience, providing services to a variety of sectors including hospitality, retail, FM's and public sector. Supplying more than 2,500 decorated Christmas trees each year to organisations across the country, **p hs Greenleaf's** specialist Christmas production team spend most of the year decorating artificial trees in preparation for the festive season, while real trees are harvested at a sustainable farm in the Midlands.

phsgreenleaf.co.uk



Clients can expect to reduce costs, increase efficiency and improve sustainability with Returnable Transit Packaging solutions from **p hs Teacrate**. They will experience a partnership that works alongside their supply chain and supports their industry with a nationwide network of sites and next day delivery. With over 9 million moves annually, Teacrate's trackable rental and pooling options allow businesses to utilise RTP without the upfront cost of purchasing and with their wash and repair facilities provide the total solution for all their equipment needs.

teacrate.co.uk



Experts in technical workwear and laundry solutions, servicing the needs of thousands of people every day from its national network of laundries. Services can be tailored to all requirements from simple delivery and collection calls to onsite secure managed locker visits.

Partnering with companies that operate in Utilities, Chemical, Rail and Transport, Aggregates, Construction, Manufacturing and Engineering, Besafe offers a wide choice of technical PPE workwear combined with expert knowledge in laundering and maintaining those items. Helping to keep workers safe and legally compliant, clients can be rest assured as Besafe's team of experts help them every step of the way.

phsbesafe.co.uk



Matta is the specialist for supplying and installing maintenance free playground safety surfacing, creating playgrounds that are colourful, accessible, and safe. Matta products are compliant with UK and European safety, and require no maintenance, and are guaranteed against manufacturing defects for 10 years. That's a lot of play time. Using 100% recycled materials, its aim is to maximise your playground safety, while minimising environmental impact.

matta.co.uk



A leading UK supplier of waste management solutions, specialising in balers and compactors, **p hs Wastekit** support businesses across sectors like retail, hospitality, and manufacturing, to name a few, on their sustainable journey. By employing cutting-edge waste management technology, customers can reduce waste disposal and collection costs, enhance their environmental performance, and maintaining cleaner, more organised and safe workplaces.

phswastekit.co.uk



> Our Purpose and Values

Our mission is to improve the lives of people by enhancing business and community spaces with the best value products and services, whilst always respecting the environment. We want to be the partner and employer of choice and every day we demonstrate that people are valued, our planet is respected, and our expertise is unrivalled.

The breadth of **phs**' network means we can make a unique and genuine impact for businesses, communities, people, and the planet.

We are well known as a business in the washroom space – however, we do so much more than this.

It's our people, products and services that make a genuine impact in the world.

Whether this is providing dignified disposal in customer washrooms, whilst also protecting the environment through our **phs** LifeCycle Strategy; providing personal protective equipment wear to our customers to keep them safe – to our indoor planting or creating safe spaces by providing a range of testing, repair, and health and wellbeing benefits – people are at the heart of what we do.

As a result of our unique position, we know we have a responsibility to lead by example, to raise our voice for the benefit of others. We'll lead the conversations nobody else is having. We are a business that isn't scared of having awkward or embarrassing conversations. We are a business that is determined to break down taboos and lead conversations that haven't happened before, and we have demonstrated this through our work on Period Equality and Male Incontinence.



Putting people at the heart of our products and services.

“People” are our colleagues, our customers, and our customers’ customers – and they are at the centre of everything we do, and in every interaction, we lead with our values:



Integrity

We do the right thing for each other, our customers, and the planet.



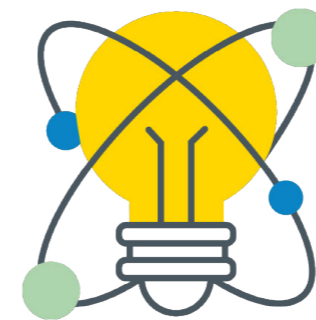
Performance

We strive to deliver an excellent customer experience.



Expertise

We are industry experts, and we share our knowledge.



Innovation

We aren't afraid to try new things to be the best we can be.



Teamwork

We work together and look out for each other.



Ownership

We take responsibility and get stuff done.

PUTTING PEOPLE AT THE HEART OF OUR PRODUCTS AND SERVICES



Every day we demonstrate that people are valued, our planet is respected and our expertise is unrivalled

Our mission is to improve the lives of people, enhancing business & community spaces with the best value products & services, whilst always respecting the environment



Ownership

We take responsibility and get stuff done



Teamwork

We work together and look out for each other



Innovation

We aren't afraid to try new things to be the best we can be

Enabling business as usual

Lobbying government

Promoting dignity

Ensuring a safe workplace

60
YEARS OF
SUCCESS &
SECURITY

SERVICE FOR PEOPLE BY PEOPLE

HELPING
120,000
CUSTOMERS
OVER
300,000
LOCATIONS

WE ARE
ONE FAMILY



Integrity

We do the right thing for each other, our customers, and the planet



Performance

We strive to deliver an excellent customer experience



Expertise

We are industry experts, and we share our knowledge

Scriberia

> Our Progress and Achievements

phs Group's commitment to putting people at the heart of everything we do, and the achievements of our own team members — the heartbeat of our organisation around the UK and Ireland — is earning us recognition and awards.

Our efforts to be an employer of choice, to provide the best customer support possible, and to shine the light on causes that matter as an industry expert and authoritative voice, are being continually acknowledged, highlighted, and celebrated with award nominations and success.

In 2024, we were shortlisted in the prestigious Apprenticeship Awards Cymru in Wales as a finalist for the 'Large Employer of the Year' category.

Our response during unprecedented times that came with the Covid pandemic earned us top recognition as a trusted voice and solution provider, winning three gold awards at the CIPR PRide Cymru Awards for the 'Best Corporate and Business Communications Campaign', 'Best Use of Media Relations' and 'Best Covid Response'.

One of our team members, Customer Experience Lead John Hall, was jointly crowned Support Person of the Year at the 2021 Welsh Contact Centre Awards, after being nominated by his peers for being an outstanding role model, enthusiastic ambassador, and problem solver, as well as the driving force behind two of **phs**' service-improving projects.

For our innovative deployment of the Wordnerds customer text analysis tool, which gauges how customers feel across various touchpoints (such as satisfaction surveys, customer complaints and feedback via our customer portal MyPHS), we were nominated in the 'Best Application of Technology' category of the Institute of Customer Service Awards 2023.

Our marketing and PR campaigns drawing attention to important issues like period equality and male urinary incontinence have earned repeated national awards recognition.

In 2024, we won the CBRE's 'Diversity and Social Value' award and 'Project of the Year' award at the Business Charity Awards for our male incontinence 'Dispose with Dignity' campaign with Prostate Cancer UK.

This follows several awards for our campaign work around period equality at the CIPR Wales Pride Awards and the Chartered Institute of Marketing (CIM) Marketing Excellence Awards, including 'Best Education Campaign', 'Best Innovative New Product/Service' and 'Best Corporate Communications'.



In 2024, we won **Project of the Year Award** at the Business Charity Awards for **'Dispose with Dignity'**

> Our ESG strategy

As the largest hygiene services supplier in the UK, and a major player in other business services markets, at **phs**, we believe it's our responsibility to set benchmarks for standards, to drive real change and to innovate.

Our size, national presence, and range of services means we have a unique position in the marketplace and can make a genuine impact.

We are a business that puts people at the heart of our products and services, and our dedication to delivering social, economic, and environmental value in all aspects of our operations is a key part of our mission.

Our ESG objectives

Working closely with our colleagues, customers, and partners, we achieve this through the following themes:

- 1 Environmental sustainability**
Reducing negative impact through our Carbon Net Zero by 2040 plan.
- 2 Employment**
Providing stable, local job opportunities and work placements.
- 3 Training and skill development**
To train and develop our colleagues so they can achieve their potential and our customers receive great service.
- 4 Colleague well-being**
Promoting a positive and productive working environment where colleagues can speak up and are listened to.
- 5 Supply chain**
Ensuring we use only responsible and ethical suppliers.
- 6 Local economy**
Encouraging opportunities and growth in the areas where we operate.
- 7 Community engagement**
Supporting our colleagues to "give something back" through fundraising, volunteering, and awareness schemes for good causes.



Environment

Reducing our carbon footprint is at the core of our sustainability agenda. At **phs**, we want to do the right thing for both our customers and the environment; providing sustainable solutions which lead the industry. This runs throughout our many initiatives, which you can read about below.

> A Fleet for the Future

Our employees carry out 20,000 service visits per day to customer sites, so the choices we make around our fleet are crucial to achieving our environmental goals.

We are actively working to introduce smaller, more fuel efficient and environmentally cleaner vehicles with all company vehicles meeting Euro VI emissions standards, and an ongoing strategy to invest in more electric vehicles and cargo bikes as well as trialling 'on foot' services, innovating wherever possible.

We have achieved significant efficiencies by downsizing our washroom vans. Replacing half of our 700-strong fleet initially reduced carbon dioxide emissions by approximately 770 tonnes annually. Once all vehicles have been replaced, the annual saving will be 1,500 tonnes.

Changes to our collection and delivery methods have secured further efficiencies, thanks to drivers starting their journeys from home rather than work, enabling a reduction in the fleet of 18 vehicles and saving 40 tonnes of CO2 per annum.

Furthermore, our introduction of telematic systems to encourage safe and fuel-efficient driving across all sections of our fleet divisions (washroom, floorcare, healthcare vans and healthcare SCVs) has resulted in more efficient driving, leading to fuel savings of three to five per cent and further reductions in emissions.

We also make a point of employing colleagues in the communities where they live with the aim of creating local employment opportunities, reducing mileage, and contributing to local economies.



Replacing half of our 700-strong fleet initially **reduced carbon dioxide emissions by approximately 770 tonnes annually.**

> E-cargo bikes for phs Hygiene

We are rolling out several e-cargo bikes for use around our London hygiene depots.

These are a solid investment into our sustainability plans as they are better for the environment, our customers want to see our innovation in this area, and they are a natural next step from our existing electric vehicles. They should also be easier for our people to get around our busiest cities as they will be easier to park and can be used in the bus and cycle lanes.

Introducing these bikes will mean we can be more flexible and inclusive as driving licences aren't required for those who wish to work for us.

We want these five bikes to be just the start of a new, innovative way of servicing our customers and hope to get a lot more on the road during 2024. Innovation is one of our core values and it's really important that we continue to try new things, even if it doesn't work as we planned.

Our values are a really important part of who we are, and they are how we demonstrate our purpose of putting people at the heart of our products and services each day. One of the other ways **phs** can support our purpose is by providing flexible benefits that support people at different times of their lives.

> FORS



We are accredited to FORS and we were the first company to achieve this standard (fors-online.org.uk/cms/)

More than just an accreditation; it's a choice to elevate your fleet's standards. Set higher standards for safety, efficiency, environmental protection, and overall excellence in fleet operations.

> Reducing Waste: The Circular Economy

As part of our corporate strategy to pursue sustainable approaches to waste disposal, **phs** now produces 40% less waste as an organisation by intelligently managing paper, cardboard, plastic, and metal waste, and diverting waste from landfill wherever possible.

phs operates a system based on the waste hierarchy as set out in the DEFRA National Waste Strategy.

For all waste streams, our technical assessment team establishes the best route in line with the waste hierarchy and a reuse/recovery/recycling solution is always our preferred option.

phs Group is the market leader in diverting human and healthcare waste from landfill. Having pioneered the diversion of sanitary waste from landfill back in 2015, we now have an even larger and stronger landfill diversion programme for human and healthcare wastes.



1



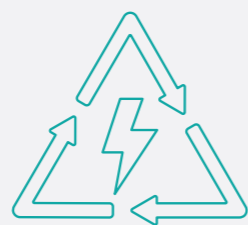
WE'RE ALL HUMAN and we all produce waste

2



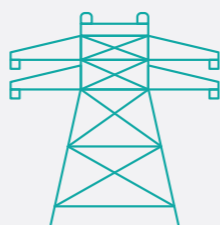
LANDFILL DIVERSION, taking waste to energy recovery sites

3



CONVERSION INTO POWER, generating electricity

4



POWER TO THE PEOPLE, supplying energy to homes, schools, and industries

5



WE DON'T STOP THERE as the bottom ash from the process is recycled into the construction industry

Our **phs** LifeCycle Strategy process is designed to ensure that hygiene waste collected from our customers does not end up in landfills. Instead, it is directed to energy-from-waste sites across the country and is converted into energy, powering homes, industries, and schools.

With an aim of reaching up to 95% landfill diversion, we are well underway to achieving our goal with 92% diversion rate in 2023, with areas such as London and the Midlands being zero to landfill for over three years.

From sanitary and male incontinence waste to other hygiene waste, it all undergoes responsible disposal methods, aligning with our own and our customers' environmental objectives. This not only reduces the environmental impact of waste but also contributes to the development of a more sustainable and circular economy.

phs diverts at least 55,000 tonnes of offensive waste from landfill each year. As the infrastructure allows this to increase, we will ensure that more of our tonnage is diverted.

Diverting waste from landfill, across the whole of the UK, is only viable when you have a clear, solid, and contracted partnership with the Energy from Waste (EFW) network across the UK.

As this network availability increases with the EFW companies, we will continue to divert more and more waste from landfill.

phs Ireland has also partnered with Panda to ensure all customers' hygiene waste in the ROI is diverted away from landfill and turned into an alternative fuel source.

Supporting people and the communities we serve

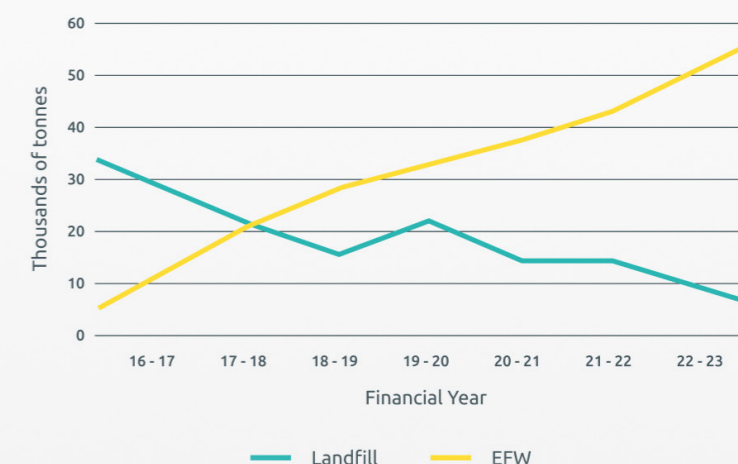
Beyond our environmental efforts, **phs** is actively engaged in supporting communities by putting people in the heart of our products and services. Our partnership with Prostate Cancer UK is a testament to our commitment to social responsibility. The *Dispose with Dignity* campaign, in collaboration with Prostate Cancer UK, focuses on providing men with disposal bins for their waste in male washrooms. This initiative not only addresses a practical need but also contributes to promoting men's health and well-being.

By choosing to facilitate these bins, you are aligning yourself with our commitment to diverting hygiene waste away from landfills, promoting social value, supporting men who need your help and saving you money from potential maintenance and unblocking of toilets.

1 IN 5 WORKPLACES ARE PAYING TO UNBLOCK MEN'S TOILETS.



Hygiene Waste sent to Landfill vs EFW





pht Teacrate is our crate rental and washing business and our biggest environmental driver is reducing plastic waste and single-use plastic.

We want to prolong the life of our plastic crates to minimise our impact on landfill and create a circular economy.

Our crates are made of the toughest plastic, ensuring that they can withstand heavy use every day, giving them a longer life and diverting waste from landfill.

If our crates do become damaged, we will always look to repair them rather than replace them. We repair over 1,000 crates last year. Furthermore, we sell old rental crates to business and individual customers for reuse, rather than see them go to waste.

But the end must come for some crates, and when that happens, we send them to be recycled rather than to landfill. Our crates are chipped into plastic chips for reuse, ensuring our plastic is never single use.

We also look hard at our logistics to make energy savings. We have scrapped our free next-day delivery service in order to create more efficient delivery routes that reduce our carbon footprint, and 71% of all of our deliveries are now along routes calculated for reducing mileage. We have replaced all of our Class 2 vehicles with smaller vehicles offering savings of 32 mpg compared to 11 mpg.

In our crate wash facilities, there are further green initiatives, including new LED lighting, making us 40% more energy efficient. We also steam clean our trays in smaller volumes to reduce energy consumption and water.



At **pht Wastekit**, our commitment to sustainability and effective waste management is not just about the equipment we provide; it's about delivering a solution that aligns with our customers' goals, values, and the well-being of future generations.

We work with customers to prioritise sustainable processes to minimise their impact on the environment, helping them to reduce, segregate and divert their waste from landfill and find more sustainable disposal methods.

Every year, we help our customers save hundreds of thousands of tonnes of waste and reduce their carbon impact by creating cost-effective waste streams and by baling recyclable waste and compacting general waste with our state-of-the-art equipment.

We have a range of baling machines that are 40% more energy efficient, reducing energy costs for our customers, as well as being better for the environment. These newer, more reliable machines have also reduced the need for maintenance callouts, saving fuel and reducing our overall mileage.

We have also made improvements to our customer training programme so that our customers feel more confident using the machines. This has reduced their reliance on our engineers, minimising callouts and keeping more vehicles off the road.

When maintenance and service callouts are necessary, we incentivise our team to find the most efficient way to deal with the job, including calculating the most efficient route and the closest engineer as standard. We have strict KPIs set for miles per job and, as we achieve them year-on-year, we continue to challenge our team to reduce them further.

To support a circular economy, we offer 'pre-loved' machinery, too, which has been refurbished to a high standard and can be re-used to minimise waste and maximise the benefits to our environment.

We put safety, sustainability, and savings at the heart of everything we do as we work with our customers as their trusted partner to help create a greener future.

> Chemicals and Cleaning: phs Direct



We actively promote green and sustainable chemical ranges, and our enzyme-based concentrated cleaning products used by **phs** Direct, our specialist cleaning service, are fully biodegradable.

Our specialist cleaning services help businesses across a range of sectors to meet and exceed hygiene standards, harnessing the latest practices to reduce waste and use eco-friendly solutions to deliver high-quality cleaning services, without impacting the environment.

We are reducing the use of chemicals in our cleaning products by using:

PVA Cleaning Sachets

We have introduced sachets for our chemical products, which has a number of sustainability benefits as detailed below: -

- Reduction in plastic of up to 90%
- Reduction of waste
- 32x 5L & RTU 750ml chemicals consolidated to 13 PVA products
- Reduced costs associated with the transport of chemicals
- The reduced size of the sachets has led to a 90% reduction in packaging. This will significantly reduce the impact that the 'Plastic Packaging Tax' will have as proposed by the UK Government for 2022.



Up to **90%** reduction in plastic used in our chemical products sachets

Bio-degradable Products

Our enzyme-based concentrated cleaning products are fully biodegradable, which will help to meet sustainability goals, and reduce costs whilst maintaining high standards of cleanliness.

phs only uses single use packages in outer packaging and pallet wrap. We have taken steps within our supply chain to specify that these are only to be LDPE (Low Density Polyethylene) which is categorised as code 4 plastic.

This means that this plastic can be recycled both commercially and domestically but is also considered less toxic than other types of plastics.

All **phs** Direct sourced chemicals are UK manufactured as standard – from concentrates, soluble sachets, bacterial or enzyme-based cleaning products that provide a solution for every cleaning process.

All current products in our extensive range contain up to 50% recycled plastic, all bottles and packaging are 100% recyclable, including biodegradable packing and phosphate free additives.

> Campaigning for a safer future



Our specialist laundry and technical workwear provider, **phs** Besafe, is proud to be leading the way in responsible, eco-friendly laundry services and garments in the UK.

Our proactive and pioneering ethos is revolutionising green standards in the industry.

We are the only commercial laundry that uses low-temperature washes and the latest high performance, environmentally friendly products for a more sustainable approach to washing services.

Our award-winning infrared drying process, Drysafe, is also setting new benchmarks for the sector, which still heavily relies on tunnel finishers that can be as hot as 180 degrees, leading to prolonged cycles and over-drying.

Drysafe's unique infrared dryers carefully monitor moisture within the garments themselves, not the machine. As soon as moisture is removed, the dryers instantly cool down. This technology has halved drying times and cut energy use by 50%, whilst also protecting the life of the garment.

As well as using over 25 different wash programmes and extensively reducing wash temperatures and cycle lengths to save energy and water, we also use water recovery tanks. These reuse the final rinse water from each cycle for the prewash of the next, saving over 100 litres of water in every wash per machine, resulting in a total annual water saving of 192,000 litres (~192m3).

At our **phs** Besafe site in Wickford, heat-exchanging washing machines are being used. These extract heat from 100% of wastewater to preheat the 5,000 cold water tanks, reducing energy bills by 40% from £1.25 per/kilo to 75p per/kilo. There are plans to roll these out across all sites.

Our intelligent management system is also transforming operations. Currently being used at two of our laundry sites, it provides real-time data analysis on machine, operator, and system performance. This allows the team to immediately identify and resolve issues, such as spikes in water or gas use and any machine faults, for maximum efficiency, ensuring water and energy is never wasted.

We are also part of a reforestation programme, which has helped to plant trees in the Amazon, offsetting three tonnes of carbon to date.

Outside the laundry, the team also analyses logistics to reduce carbon emissions. **phs** Besafe's re-routing software has improved efficiencies and reduced fuel usage by 15%, and additional driver training has improved average fuel consumption by a further 15%. Despite the business growing by 20% year on year, there has been an 8% reduction in total mileage.

We also want to provide the most sustainable, long-lasting workwear garments to our customers, whilst always complying with the strictest UK safety standards. We have made the commitment to ban or restrict PFAS chemicals from our services wherever alternatives are available.

PFAS are a group of chemicals known as 'forever chemicals' because they cannot be broken down and remain in our environment forever. PFAS chemicals accumulate in the environment and inside our bodies and are known to cause damage to the planet and serious health problems.

We work with Ecolab, a global sustainability leader that offers environmental solutions to businesses, to ensure we have PFAS-free laundry treatments for all the specialist workwear we wash.

We also have a long-term partnership with industry-leading manufacturer, Tranemo Advanced Workwear, to ensure we can supply customers with the highest quality, PFAS-free workwear garments wherever a PFAS-free alternative is available.

Tranemo aims to be entirely PFAS free by 2025 as it continues to try and develop PFAS alternatives for chemical splash workwear, which currently do not exist anywhere in the world.

We believe the textile industry has the responsibility to reduce the use of PFAS and we continue to campaign for more research and funding to find alternatives for a greener future.

phs Besafe keeps people and the planet at the heart of its products and services, taking a full circle approach to its customers' workwear needs.

> Packaging and Plastics

At **phs**, we exceed the Packaging Waste Regulations 2007 recovery, reuse, and recycling obligations for packaging, demonstrating our commitment to decreasing packaging across our business and diverting waste from landfill. We avoid using packaging in the supply of our products whenever feasible.

All packaging processed on **phs** sites is baled and sent to a recycling facility.

Recycling initiatives include:

- Aerosols are 100% recycled after a service
- Batteries are recycled via the National Battery Back Scheme
- Where possible, **phs** uses no packaging in product supply and replaces plastic containers with cardboard alternatives
- Sustainable products – **AIRSCENT ECO** air freshener is 100% certified carbon neutral and recyclable, aerosol battery and liquid free with no harmful propellant and received a carbon footprint certificate for the offset of 31 tonnes of carbon dioxide

By taking control of our recycling processes and destination points for waste, we have reduced: the amount of waste for scrap; waste disposal costs; reliance on brand new products; energy usage and road mileage.

Another way in which we have managed to reduce waste going to landfill is by maximising the number of products being recycled and increasing the quantity of refurbished products. If a product is in good working condition, we use reclaimed or new parts as necessary to make it as good as new. If a unit cannot be brought up to the necessary standard, we strip the working parts to refurbish another product.

Choosing **phs** as a supplier will allow our customers to be a part of our innovation strategy that not only aims to reduce and offset greenhouse gases, but also contributes to establishing a circular economy.



> Reducing single-use plastics



Our product development team have helped us move away from single-use plastic containers. We work closely with our supply chain to improve our product range and are proud to be the first service provider to offer Vernacare's innovative 5th Generation Sharpsafe and Clinisafe containers.

The roll-out of recycled material within the Sharpsafe and Clinisafe product range reduces single-use plastic and reduces our carbon footprint.

The new containers are available in grey, and the lids are the same colours as they've always been. The sharps clinical containers are the first recycled sharps containers to receive ISO, BSI Kitemark and are UN certified. Each of the containers has a minimum of 30% recycled material with some sizes achieving 100% recycled content in the base and 20% in the coloured lids.

phs has partnered with Clinisafe to provide cardboard clinical waste containers. This sustainable solution for solid, non-sharp clinical waste can help us achieve 100% reduction in single-use plastics.

All current products in our extensive range contain up to 50% recycled plastic, all bottles and packaging are 100% recyclable, including biodegradable packing and phosphate free additives.

For the likes of paper manufacturers and suppliers we work with, we aim to promote ranges and solutions that prioritise UK manufacturing, with as high a level of recycled content

and materials in place. Where virgin materials are being used, there is evidence these materials are coming from sustainable sources e.g., managed forests.

phs only uses single-use packages in outer packaging and pallet wrap. We have taken steps within our supply chain to specify that these are only to be LDPE (Low Density Polyethylene) which is categorised as code 4 plastic. This means that this plastic can be recycled both commercially and domestically but is also considered less toxic than other types of plastics.

Within our polythene category, we are working to ensure our bags are compliant and free of plastic tax i.e., contain a minimum of 70% recycled material.

Chemical products will be packaged in 80% recyclable plastic as part of the **phs** plastic management pledge and in general, any 750ml, 1L or 5L plastic containers are placed in a secure outer case packaging which is recycled cardboard.

Where possible, **phs** will strongly advocate the use of concentrate chemicals as a safe and effective method to reduce the number of containers and single use plastic, with the use of reusable trigger spray bottles. The bulk chemicals and trigger spray bottles will also reduce the overall costs, as they provide more product than a ready to use trigger bottle.

We replace plastic containers with cardboard alternatives whenever possible.

> Plastic free packaging **phs** Warner Howard

We have now removed all single-use plastic packaging and wall plugs from all our **phs** and **phs** Warner Howard branded dryers; our top selling World Dryer Airforce is also now plastic free, the remaining WD units will follow suit on time.

We have discontinued four 2.3kW units, a further 1.8kW unit is being replaced with a new, updated, high-speed, low-energy unit of just 820W. The new unit arrives with no plastic packaging and our highest rated dryer is now just 1.2kW.

To prolong dryer life, we now offer spare parts across the range to keep them going, rather than throwing them away and replacing.



> Ground-breaking Products

Water efficiency

phs has developed a range of ground-breaking, patented, water-efficient products that are not only contributing significantly to our own sustainability targets, but are helping our customers to save water and reduce bills.

We estimate that our washroom water products save our customers in excess of 2.6 million cubic metres of water each year.

Our **FLOWSAVER TAP** cuts average flow from 6-10 litres per minute to 1.7 litres per minute, while our award-winning **FLOWSAVER URINAL** system has been designed as an intelligent flush-control system harnessing innovative and patented technology to prevent unnecessary flushing.

phs' urinal water management system balances hygiene and cost and can save up to 70% of water when compared to an uncontrolled cistern and up to 30% against an "unintelligent" system (dependent upon urinal usage).

Our work to design sustainable solutions has resulted in **ECOSHIELD 3** to help prevent blockages, keeping urinal traps and pipework clear. It has been specifically formulated to work in conjunction with **FLOWSAVER URINAL**, which itself prevents unnecessary urinal flushing. In combination, they reduce washroom water usage, control odour, reduce future maintenance costs, and eliminate the use of harmful cleaning products.

Our products are engineered to be effective yet sustainable, and our used water is filtered for cleaner discharge. Environmentally unfriendly softeners have been eliminated.

To flush or not to flush: Applying behavioural science to tampon flushing

Of the tampon users surveyed in our whitepaper, 42% had flushed them in the last two years making them the most flushed 'unflushable' product. Interestingly, tampon flushing correlated with age: older tampon users were more likely to have flushed tampons than younger users.

At **phs**, we are committed to improving education and awareness surrounding flushing tampons and other hygiene products and fight stigma and take practical innovative steps to support more people to change their behaviour from flushing to binning.



42% of tampon users had flushed them in the last two years

Saving Water and Improving Hygiene Helping Away Resorts Achieve Sustainability Goals

Our innovative range of water-efficient products are helping organisations save up to 70% of water usage and reduce bills.

Away Resorts, an award-winning holiday parks and resorts operator in the UK, was looking to improve the hygiene and efficiency of its customer washroom facilities and chose **phs'** **FLOWSAVER URINAL** system and **ECOSHIELD** as a solution that aligned with its own sustainability and business goals.

The **FLOWSAVER URINAL** is an intelligent flush control system that uses an infra-red sensor to detect movement from people using urinals, only flushing the right amount of water for the footfall.

It works in tandem with the **ECOSHIELD** to minimise water usage and improve hygiene levels. The **ECOSHIELD** works to remove blockages and keeps urinal traps and pipework clear, enhancing the washroom appearance and improving its environment for staff, visitors, and customers.

Initial meter trials of the **FLOWSAVER** devices were undertaken with Away Resorts at St Ives, Cornwall, following extensive surveys across all UK holiday parks. The **FLOWSAVER URINAL** and **ECOSHIELD** installed on just one cistern at a location in St Ives estimated a saving of 269,643 litres annually.

Following this successful trial, the **FLOWSAVER URINAL** and **ECOSHIELD** have since been implemented in several Away Resorts site washrooms across the UK and the holiday park operator expects to save approximately 10 million litres of water every year.

To complement these water management systems, Away Resorts also decided to work with **phs** to ensure sustainable disposal of its sanitary and nappy waste, with 92.96% of this waste collected from sites to be turned into renewable energy.



"This partnership demonstrates the **phs** values of delivering innovation and value. This has been done by understanding the needs of each and every Away Resorts UK holiday park, and then demonstrating the efficiency of our industry leading **phs** LifeCycle Strategy."

Darren Hawkins, Head of Key Accounts at phs Group



> Cleaner air

In addition to our development of the 100% carbon neutral, recyclable **AIRSCENT ECO** air freshener, we have introduced other products to help our customers reduce their impact on the environment.

Our new range of air freshener fragrances acknowledges and acts upon shifting consumer tastes and demonstrates our continuing commitment to listening to our customers and producing ethical, environmentally friendly, and sustainable products in response.

We are now using smaller cans, which has led to a 60% reduction in volatile organic compounds (VOCs), and consequently a significant decrease in packaging needs and transport emissions.

We have also launched vegan air freshener products that do not involve the testing of any kind on animals or use of any animal products or by-products.

Our development of innovative products such as **AERAMAX PROFESSIONAL**, **BIOZONE** and the **AIRSTREAM CLEAN** air purifiers demonstrates our commitment to helping customers keep their air clean, and their employees and visitors healthy.



Improving the Environment for Vulnerable Groups The George Perkins Day Nursery

Our air pollution expertise, coupled with innovative technology and products aimed at curbing health risks, particularly for vulnerable groups, has led to extremely promising results in trials carried out in education settings like the George Perkins Day Nursery.

The nursery is close to Birmingham's city centre and next to a main road. With research showing that indoor air is five times more polluted than outdoors, it is imperative that children are protected as much as possible from breathing in high levels of fine particle pollution that are putting them at risk of lifelong health problems, as well as harmful germs, odours, and allergens.

phs installed two state-of-the-art AERAMAX PROFESSIONAL air purifiers, designed to improve indoor air quality and remove 99.9% of particulates.

As part of the trial carried out at George Perkins, air quality tests revealed the air inside the nursery was three times cleaner after the air purifiers were installed – reducing from 36,000 particulates/litre of air to 11,900. Furthermore, there was a drop in child sickness as well as a reduction in odours.

“

“The air purifiers enhance the quality of the environment the children are in. Odours have definitely been reduced and we have seen less illness in the room that has the purifiers than in other rooms, so we're hoping they really will help keep the children healthy.”

Sarah Presswood, Nursery Manager



> Raising hygiene standards everywhere

From schools to healthcare settings, our work to raise hygiene standards in all areas has become more important than ever since the Covid pandemic, for our workforce and for the customers they serve.

Our **Floorcare**, **Healthcare** and **Washrooms** teams have been on the frontline of efforts to ensure the delivery of services and the latest products that are crucial to the health and wellbeing of our customers, their customers, and vulnerable groups.

Products, initiatives, and partnerships that seek to raise hygiene standards further are always part and parcel of our drive to innovate and continually make a difference to people's everyday lives.

For example, our collaboration with FabLittleBag has allowed our customers' staff and visitors to dispose of their sanitary products hygienically, safely and in an environmentally friendly way.

Made from plants and recycled materials, this product features a unique design for one-handed opening and sealing and encourages users to put their period products into a phs sanitary bin instead of flushing down the toilet, helping to prevent blockages, contributing to a hygienic environment, and saving businesses money.



Products, initiatives, and partnerships that seek to raise hygiene standards further are always part and parcel of **our drive to innovate.**



> Creating spaces with people at their heart



Our planting and grounds maintenance business, **pHS Greenleaf**, has been enhancing business and community spaces with natural greenery for over 25 years, so we understand the importance of the environment more than most.

We see first-hand how plants promote a better quality of life for the people using the space, including improved well-being, greater productivity, and reduced stress. We strive to provide the best value products and services that will enrich people's everyday experiences and respect the environment.

We install thousands of plants and trees every year for our customers across the UK as part of our interior and exterior landscaping services, and we work closely with many to help them achieve BREEAM certification for their buildings.

Ensuring commercial spaces are filled with interc air purifying, CO2-reducing plants and greenery is at the heart of the business. We recommend one plant for every three people in a space to maximise the health and well-being experience.

To ensure that we continue to encourage and embrace eco-friendly innovations at **pHS Greenleaf**, sustainability is a permanent agenda point for our monthly management meetings. Green credentials are part of our supplier tender process to encourage a sustainable approach at every stage of the supply chain.

We stay on top of the latest innovations in our industry to ensure a sustainable approach to all aspects of the business.



Our plant containers are made from fibre glass rather than plastic, reducing our plant pot footprint by over 50%. We also source containers manufactured using wind power to further reduce our carbon impact.

We offer our customers an innovative mineral-based alternative to soil, which reduces flies, the need for pesticide and saves water. Wherever possible, we use organic pesticides and natural pest control methods including nematode worms. Our exterior plants are also subject to green innovations including our unique Greenleaf-designed hanging basket liners. These minimise water loss in the summer, reducing the amount of water needed to sustain the plants, and provide good drainage in the winter to harvest rainwater and protect the plants.

We also work with an innovative hanging basket supplier which creates biomass fuel from the remains of our used baskets, including waste soil and dead plants. This saves 96% CO2 equivalent per tonne by diverting the waste from landfill and turning it into biomass fuel.

pHS Greenleaf also supplies over 2,500 Christmas trees to UK businesses every year so we take our commitment to our forests seriously, too. Our supplier plants two trees for every tree they send to us so that we can ensure our business is as sustainable as possible for the future.

We are committed to phasing out glitter from our decorations and promoting more sustainable Christmas tree alternatives as part of our range, including trees with eco-friendly, natural decorations and our new 'Christmoss' tree, made of moss and natural wood.

Each year, we donate decorated Christmas trees to chosen charities and incorporate 'giving trees' into our range so that our customers can encourage staff to take part in charitable causes over the festive period. In 2023, we teamed up with Prostate Cancer UK to launch a new fundraising Christmas bauble which we sold to our staff and customers to help raise vital funds for prostate cancer research and support.

People are at the heart of Greenleaf's services – its expert team, with their unrivalled knowledge and experience, work closely with their customers every day to improve people's working and leisure environments with the best products and excellent service.



pHS Greenleaf supplies over **2,500 Christmas trees** to UK businesses every year.



Supporting our customers to reach their goals



Our teams at **pHS** Compliance and JPen Medical strive to deliver safety, sustainability, and savings to our customers at all times.

Not only do we ensure that everything from electrical equipment to medical devices are compliant and safe to use, but we also support our customers on their sustainability journey, helping them to lower their energy use and reduce their carbon footprint.

We are committed to supporting the government's strategy for electric vehicles, which will see the sale of petrol and diesel vehicles banned by 2030. Our teams work with businesses across the UK to ensure they are prepared for the change by installing electric vehicle charging points. An electric vehicle is, on average, around 70% cheaper to run than a petrol or diesel car, and significantly reduces CO2 emissions.

We also work closely with customers to support their moves to low-energy lighting. Our lux lighting testing service helps to lower lighting levels to the optimum level to reduce energy use. We also install the latest LED lighting for our customers.

LED lighting extends the lifespan of light fittings from two to 10 years and reduces energy use by 10%. As the lights create little or no heat, they help to better control the temperature in a building too.

Our work involves visiting organisations right across the UK to carry out vital testing and installations like these, so reducing our carbon footprint and minimising fuel consumption is a priority for us.

We have replaced over 200 of our vehicles for more efficient, cleaner models to reduce emissions, and we have specialist routing software for employees on the road. This ensures they are taking the most efficient route to jobs, reducing mileage and fuel consumption.

We have driver management systems, which carefully monitor driving speeds and driver behaviour to allow us to continually make improvements that can reduce our carbon footprint.

We have also made investments in training and planning systems, ensuring we can use more local engineers to reduce travel time and fuel use when visiting customers.

Furthermore, we introduced a new customer 'bundle' package, which allows us to carry out all of our customers' compliance requirements in just one visit, saving the customer money and reducing our time on the road and our carbon impact.

We aim to do all we can to ensure our customers are able to do the right thing - keeping themselves, their customers and their staff safe, whilst protecting our planet.



On average an electric vehicle is **70%** cheaper to run



LED lighting extends the lifespan of light fittings from **two to 10 years** and reduces energy use by **10%**.



> Scoping out a Sustainable Future: phs Scope Emissions

We recognise the importance of understanding emission scopes and implementing the right strategies to mitigate each of them.

As a responsible and forward-thinking organisation, we take immense pride in our commitment to sustainability and reducing our environmental impact.

As a provider of services such as waste management, we fully understand the significance of addressing Scope 1 emissions and are continually looking to improve ways of reducing direct greenhouse gas emissions.

Our energy consumption is always front of mind in any decision we take, and we are fully committed to transitioning to cleaner energy sources. All **phs** electricity supply comes from 100% renewable sources and is REGO certified.

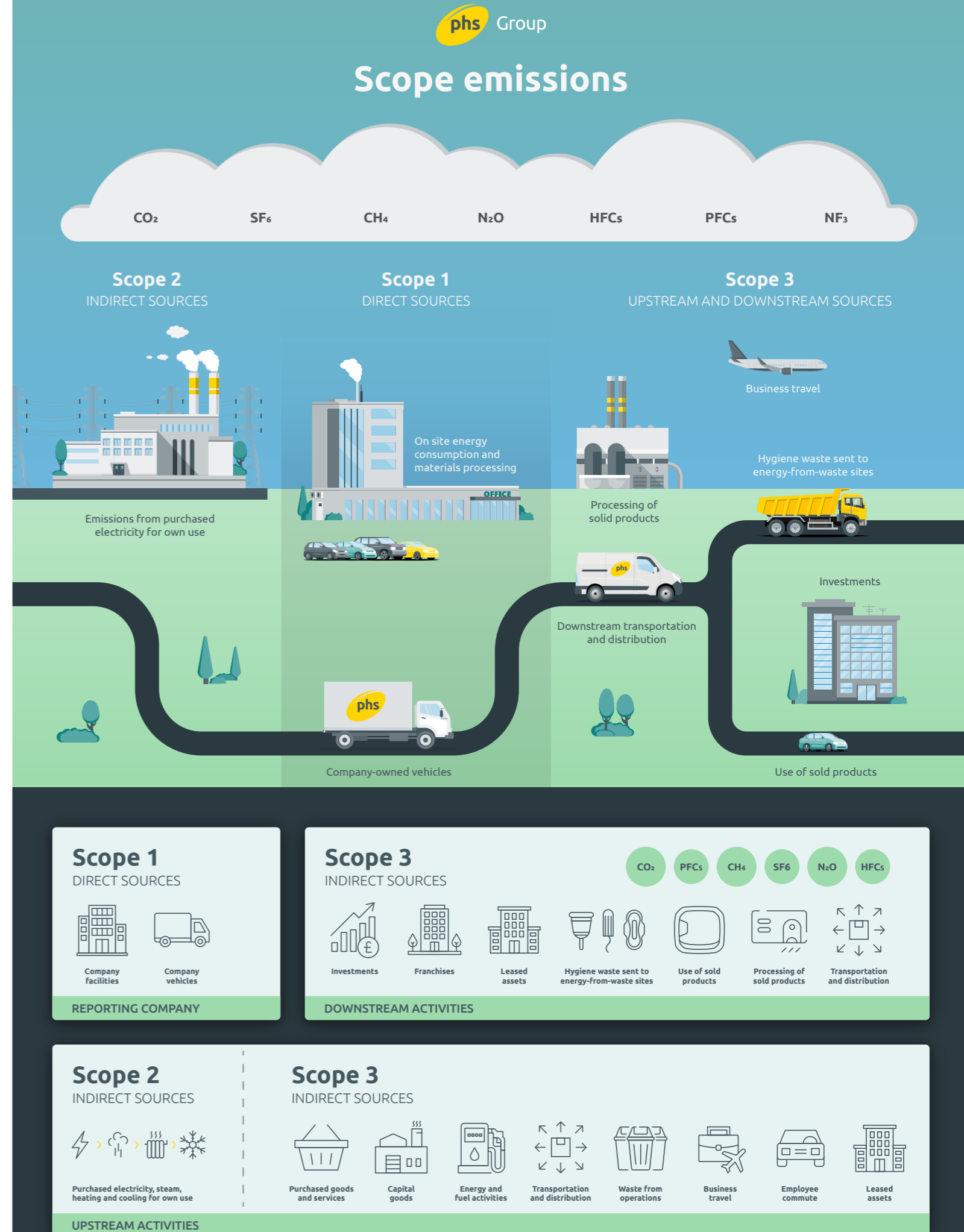
We include requirements in our tenders for suppliers and service providers to disclose and commit to reducing their Scope 1 and 2 carbon emissions. By regularly monitoring and reporting, we ensure we are progressing towards our targets.

phs Group implements robust policies and initiatives to address Scope 3 emissions by setting emission reduction targets aligned with climate goals, encouraging innovation, and implementing operational and procurement policies. We reduce business travel where we can, encourage virtual meetings, and only travel internationally when necessary. We're reducing employee commuting emissions by introducing remote and hybrid working, a cycle-to-work programme and offering colleagues an opportunity to transition to EVs.

phs harnesses comprehensive measurement methodologies to quantify Scope 3 emissions, tracking them throughout the value chain to identify hotspots and prioritise reduction efforts. We also utilise data from suppliers, customers, and industry standards to ensure accuracy and transparency. We actively engage with suppliers to drive emission reductions, and collaborate to implement sustainable practices, energy-efficient technologies, and low-carbon alternatives.

phs encourages suppliers to adopt carbon accounting systems and report on their emissions so that together we can make a difference.

By prioritising collaboration, transparency, and continuous improvement with our suppliers to drive meaningful change within our supply chain, we contribute to a more sustainable future for us all.





pHS Group's Scope 3 Emissions Explained

Scope 3 emissions are indirect greenhouse gas emissions originating from activities beyond an organisation's direct control. **pHS** Group recognises the importance of measuring and reducing these emissions throughout our value chain.



Upstream Activities



Purchased goods and services

Extraction, production, and transportation of goods and services purchased or acquired by **pHS**.



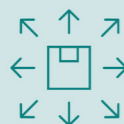
Capital goods

Capital goods purchased or acquired by **pHS** i.e., machinery.



Energy and fuel activities

Energy or fuel purchased or acquired by **pHS** which are not already accounted for in Scope 1 and Scope 2.



Transportation and distribution

Of products purchased by **pHS**, and other services such as inbound logistics, outbound logistics and transportation between company facilities.



Waste from operations

Waste generated by **pHS** operations, in facilities not owned or controlled by **pHS**.



Business travel

Transportation of employees for business-related activities.



Employee commuting

Transportation of employees between their homes and place of work.



Leased assets



Downstream Activities



Investments



Energy from waste process



Leased assets



End-of-life treatment of sold products



Use of sold products



Processing of sold products



Transportation and distribution



Measuring Scope 3

pHS employ comprehensive measurement methodologies to quantify their Scope 3 emissions by tracking emissions throughout the value chain to identify hotspots and prioritise reduction efforts. We also utilise data from suppliers, customers, and industry standards to ensure accuracy and transparency.



Reducing Scope 3



Supplier Engagement

pHS actively engage with suppliers to drive emission reductions, and collaborate to implement sustainable practices, energy-efficient technologies, and low-carbon alternatives. We encourage suppliers to adopt carbon accounting systems and report on their emissions so that together we can make a difference.

By prioritising collaboration, transparency, and continuous improvement with our suppliers to drive meaningful change within our supply chain, we contribute to a more sustainable future.



Policies

We implement robust policies and initiatives to address Scope 3 emissions by setting emission reduction targets aligned with climate goals, encouraging innovation, and implementing operational and procurement policies. We reduce business travel where we can, encourage virtual meetings, and only travel internationally when necessary. We're reducing employee commuting emissions by introducing remote and hybrid working, a cycle-to-work programme and offering colleagues an opportunity to transition to EVs.

We include requirements in our tenders for suppliers and service providers to disclose and commit to reducing their Scope 1 and 2 carbon emissions. By regularly monitoring and reporting, we ensure we are progressing towards our targets.





Social value

As a business, our Chief Executive Officer, Matthew Brabin, leads our commitment to social value and it forms an integral part of our business planning and strategy. We work proactively with our customers to identify, deliver, and report on all aspects of social value.

Wherever we're needed, we're on your doorstep. We're national, and we're next door, wherever you are in the country. We're with you throughout every stage of your life, at hospitals, in care homes, in your workplace and your school. Our team makes all of this happen.

What makes phs a different kind of business? It's our commitment to do the right thing and put people – including our own people – at the heart of our products and services.

We want to make a positive impact on the world around us, and our people's efforts and collaboration will sustain phs as we work towards our vision. This is why we want to make phs somewhere where people want to work, where they feel valued, seen and heard.

We're not perfect, but we are striving to make the workplace a better place every day.



Period Proud
Wales

> Social Values: A Catalyst for Change

Our social values initiatives include:

- Promoting women in leadership
- Introducing Well-being Champions and Menopause Champions across the business
- Match-funding opportunities to promote the charity events our employees participate in
- Volunteering
- Diversity and inclusion
- Fair employment
- Disability partnerships
- Gender equality
- BME and LGBT Job Boards
- Developing our people
- Period equality
- Promoting local employment opportunities – skills development for communities, suppliers, employees, customers, and consumers
- Parents and Carer Network
- Donations of product to foodbanks and charity



> Social Values: phs People

Developing an inclusive workforce

At **phs**, we're passionate about developing an inclusive and diverse workplace that represents the society we operate in.

Our culture is focused on encouraging every individual to perform to the best of their ability, and welcoming individuals from all walks of life, to support them to achieve their career goals.



We support and fund learning initiatives for all our employees, which includes apprenticeships and industry specific qualifications, as we really do want our employees to grow within the business.

We ensure all individuals are free from any form of discrimination and are treated with dignity and respect. We are committed to encouraging equality, diversity, and inclusion among our workforce and to ensure our colleagues can bring their true selves to work without risk or fear of discrimination.

All roles are advertised internally and externally, to encourage career progression as well as fair representation and applicants from all backgrounds. We actively measure applicant and new hire metrics to ensure diversity.

We support our colleagues on topics that are important to them including LGBTQ+, menopause and neurodiversity by giving people a safe space to chat, learn and offer each other support.

Menopause Champions



“We set up this menopause support group because, let’s face it, dealing with hot flashes alone is like trying to ride a rollercoaster in a sauna.

Our menopause support group is crucial because sometimes you need someone to remind you that it’s perfectly normal to forget where you put your glasses while they’re on your head. Plus, it’s nice to have people who understand why you’re simultaneously fanning yourself and eating ice cream in the middle of winter.

The support from this group has been invaluable to many people and not just women, remember men negotiate a delicate dance - one wrong word and they could end up in the doghouse.

A sense of humour, empathy and understanding is the key to the often challenging experience of menopause.”

Emma Moore,
phs Hygiene Regional Sales Manager

> Supporting disabilities

phs is a Disability Confident Employer, which means it is committed to ensuring our recruitment process is inclusive and accessible, anticipating and providing reasonable adjustments as required, and supporting any existing colleagues who acquire a disability or long-term health condition to enable them to stay in work.

All our policies are inclusive, ensuring that nobody is excluded from our workforce based on their disability, and due to the breadth of the roles available, anyone can find a role for them within our business.



> DFN Project SEARCH

We launched our partnership with DFN Project SEARCH in 2021, working as a host business to provide a one-year internship programme for young people with learning disabilities. The programme supports the transition from education to work. As well as providing work placements, we have already offered several permanent job roles through this scheme, which has grown year on year.

Last year, we were awarded the Employer Partnership Award 2023 from Bridgend College in recognition of our commitment

to DFN Project SEARCH and for being, in their words, “an enlightened and forward-thinking employer”.

Providing work opportunities to those who are neurodiverse or who may have learning difficulties provides us with a different insight into the world. Where we offer employment and training opportunities, we gain more diverse ideas, and a workforce more representative of society. We gain as much as we give, and our team looks forward to each new cohort of DFN Project Search interns every year.

Megan’s Internship Journey

Following Megan’s internship via the DFN Project SEARCH scheme with Bridgend College, she has run a series of events at **phs**, including a food bank drive, and gained valuable experience with the **phs** marketing and credit control department which has led her to obtaining a full-time position with Credit Safe.



“The internship was a great way to improve my confidence and understand how a business works and meet new people. College is great, but college can’t offer such a wide variety of new skills to learn. And it’s also been fun!”

Megan Hoskins, DFN Project SEARCH intern



> Colleague well-being

phs is committed to promoting a positive working environment, where colleagues are valued and appreciated and as a result are engaged and productive. We have a Well-being Policy which sets out the steps that **phs** take to support the well-being and mental health of colleagues. **phs** has an Employer Pledge and Action Plan with Time to Change, a national campaign to help end stigma and discrimination faced by people with mental health problems. We have trained 150 colleagues in Mental Health Awareness through St Johns Ambulance, and over 30 colleagues in Mental Health First Aid through PLA funding. We have also recently partnered with Time to Change Wales, and trained 40 Well-being Champions from across the group, who now work together to promote well-being and remove the stigma of mental health within the workplace. Every year, we ask our colleagues to rate our approach to their well-being in our engagement survey.

In 2024, **phs** also launched its Parents and Carers Network. The network is a safe space for parents and those with caring responsibilities to connect and provide those who need it a helping hand whether that be a kind ear or some valuable advice.

The aim of the network is to bring employees together in a safe place where conversations can flow freely, and everyone can feel comfortable sharing their experience. It will also enable participants to connect with other supportive colleagues who are parents across the business and discuss ways in which improvements could be made to support those with additional responsibilities outside of their working lives. It is hoped that this will lower the chance of suppressed frustrations and burnout and support parents in work.



health assured

phs provides access to Health Assured, an independent, professional, and confidential employee assistance programme.

Services include a 24/7 helpline where colleagues can speak in confidence with qualified advisors and/or counsellors who will provide support and practical guidance. This is also open to colleagues' partners and children. We also work with an independent and professional occupational health provider that can assess fitness to work.



> Communication and engagement

Managers carry out regular 121s and annual reviews with all colleagues, to ensure they feel supported in their role and to encourage transparent and open communication, identifying any issues or concerns.

We use the results from our annual engagement survey to implement real changes that will benefit our colleagues. The response rate to the survey consistently exceeds 80% with colleague engagement increasing to 80% in 2022. The survey has allowed us to improve both communications and benefits across **phs**, which we believe has led to improved

service through higher engagement, higher productivity, and lower attrition. Our Executive Team host regular engagement webinars, which include an unscripted Q&A session. We also have a digital suggestion box where colleagues can email questions or ideas with all communication reviewed by our senior leadership team.

Throughout the year, colleagues are rewarded through **phs** Values and **phs** Stars awards for bringing our company values to life and going above and beyond.

> Training and development to support colleague well-being

We ensure that all colleagues receive relevant and topical training and support around well-being and provide guidance and support to Managers to help them feel confident and prepared to support well-being and mental health situations within their teams. Each **phs** Operations Centre has a dedicated Well-being & Training Co-ordinator, who is heavily involved in supporting colleagues. We also have Well-being Champions in every area of our business to promote the importance of colleague well-being, lead initiatives and activities, and advise colleagues on how to get further support should they need it.

In addition, there are colleague-led Mental Health and Well-being Microsoft Viva Engage communities where people share experiences, tips, and open dialogue to keep our well-being a priority.

In addition, we are committed to supporting our colleagues experiencing the menopause and have signed a menopause workplace pledge and developed a menopause policy. This sets out our approach to supporting colleagues going through the menopause, and gives details of symptoms (some well-known, some less so) as well as actions managers and colleagues should take to help themselves and others.

We have also introduced 'Meno Mentors' where we match those with experience of the menopause with those who may be new to the symptoms, for guidance and support.



> Upskilling and developing our people

At **phs** we understand that our people are our business, and that they make the difference. **phs** is committed to providing first-class training solutions that provide colleagues with the best knowledge, skills, and behaviours to undertake their specific roles and to develop their career if they wish to do so.

Our extensive learning and development programme includes apprenticeship and work-based learning opportunities, to allow our colleagues to learn valuable new knowledge, skills and behaviours while performing their roles.

Whether its internships for young people with learning difficulties and/or autism, or apprenticeships for those starting, changing, or developing their careers, work-based learning can be transformational for those wanting to get on the career ladder, who may not have the capital for years of pre-job training.

> **phs** Apprenticeships and other on the job training

Across our sites, we currently have 115 people on apprenticeships, and have had 290 in total sign up for apprenticeships. So far, we have had 121 people complete apprenticeships and we have spent around £1.7m of the levy available to us. They include a range of subject areas including Business Admin, Team Leading, Engineering and Customer Services, with colleagues studying for qualifications from level 2 (GCSEs) right up to a level 7 (Master's degree) through our partnerships with specifically selected training providers and colleges.

Our extensive learning and development programme includes apprenticeship and work-based learning opportunities, to allow our colleagues to learn valuable new knowledge, skills and behaviours while performing their roles.

We find that the internal expertise, process, and behavioural learning of our internal programmes are enhanced by the theory and practical application that an apprenticeship brings. We offer apprenticeships and work-based learning to all colleagues, as well as recruiting new employees as apprentices.

We believe there are strong business benefits to the widespread use of apprenticeships. Providing learning opportunities helps us to professionalise our service by enhancing the knowledge, skills and behaviours of our workforce but also helps us to attract and retain the best employees, in what is an extremely competitive jobs market.

There is also a wider benefit to society of developing the education and training of working people, especially in transferable key business skills such as business administration, customer service and leadership. Beyond this, for us as a business, we benefit from attracting individuals from a more diverse pool of people than we would otherwise. This means we have more diverse thinking, more diverse ideas, more diverse problem-solving skills – all which hugely benefit our business and are vital to serving our clients.

Jessica's Apprenticeship Journey

Our apprenticeship programmes help develop our people professionally and personally. This is Jessica Taylor, a **phs** Photographer & Videographer Content Apprentice completing her Digital Marketing Level 3 apprenticeship with ACT Training.



“When I left college, I didn't really know what I wanted to do next. I only knew that I wanted to venture into what I loved doing, which is photography. However, this is a hard field to get into and I didn't really know where to start. But an opportunity arose with **phs** for a photographer/videographer content apprentice. I applied and successfully got through the stages of recruitment and was offered the apprenticeship.

This apprenticeship was within the marketing department, which at first, worried me as I didn't have any prior marketing knowledge or experience. But as it turns out, I really enjoy the marketing element of my job. During my apprenticeship I have gained many new skills from video and photo editing, new software, working with different cameras and equipment to seeing how a new website is put together.

Working at **phs** has also helped my confidence. By organising photoshoots, attending meetings and events, and meeting stakeholders in the business, I am gaining confidence in my work and social skills. I am thankful for the opportunity **phs** has given me and I can't wait to develop myself even more.”

Jessica Taylor, phs Photographer & Videographer Content Apprentice



> Full company induction and initial training programme for all colleagues

All new colleagues receive detailed corporate induction training and are required to complete mandatory training courses and agree development plans during their **phs** career. Colleagues in specific roles are also invited to attend much larger onboarding programmes. For example, colleagues joining our Commercial division benefit from four weeks of products, systems and sales process training, and our Contact Centre colleagues receive three weeks of products, systems, and process training. Both programmes are underpinned by our SERVE training, which covers call flows, tone of voice and achieving the best outcomes for our customers.

Face to face and virtual training is complemented by a comprehensive suite of externally accredited safety training programmes, which are automatically assigned to individuals by job role using a highly intuitive Learning Management System (ULearn).

To allow our colleagues to grow, we also make the following commitments:

- To provide additional job-related development
- To ensure regular refresher training, where required
- To carry out regular performance reviews and job chats
- To externally accredit/recognise internally developed programmes, where possible
- From the summer of 2023, we will be introducing formal career paths with a new interactive tool, to show colleagues potential opportunities across **phs**. The tool will demonstrate where they can develop and progress with relevant learning solutions.

> Ongoing development

We invest in our teams in terms of both time and financial commitment. We have established our Learning and Development programme to encourage growth and development. This includes a multi-level leadership development programme which develops colleagues from aspiring leaders through to Executive level. Stand out programmes include ASPIRE and LEAP, which are for aspiring and new first line managers respectively. The cohort style programmes are internally developed and range from 6-9 months in duration. We are proud of our bespoke Women in Leadership programme 'Stepping Up' which tackles the real challenges women face in their careers. We have enjoyed real success in appointing graduates of the programme into senior roles. Our Executive team also receive ongoing development through an external partner who leads on both team and individual coaching.

Annually, **phs** colleagues benefit from over 17,000 hours of development, including classroom training, virtual training and courses completed on our e-learning platform.



Colleagues receive a personal development review each year. Managers are encouraged to submit training requests to the Learning and Development department whenever needs are identified. **phs** aims to engender a culture of continuous improvement across our entire organisation. We offer relevant training depending on the individual's role and whether they are a new colleague or experienced in their job.



Women in Leadership Programme

Stepping Up aims to provide female colleagues with the skills and confidence to take on senior leadership roles, ensuring a better gender balance in the UK's leading hygiene provider.



“phs is a business built on the brilliance of our people based across the whole of the UK, Ireland, and Spain. It's really important to us that we reflect the diversity of the communities that we serve, and Stepping Up is a critical step in achieving our ambition. Over 60 per cent of senior appointments in the last 18 months were made to female candidates and 45 per cent of our current apprentices are female, so the change we want to see is coming. Our female leaders demonstrate passion, motivation and ambition and collectively become a force to be reckoned with.”

Taylor, Women in Leadership Programme



> ULearn learning platform

In 2022, we made a significant investment in online training and development and introduced ULearn to all **phs** colleagues. It's an intuitive platform that links to our HR and recruitment platforms, providing a 'living employee list' for starters, movers and leavers.

Pre-determined rules automatically launch appropriate learning to each colleague based on job role, as well as prompting refreshers where appropriate. ULearn administers job-related mandatory training but also supports wider colleague development, with access to over 800 personal development modules available to all colleagues. We also use ULearn to support and complement our sales, management, and leadership development programmes.

As well as keeping colleagues safe and compliant, the platform gives colleagues the opportunity to both develop in their existing role or to progress into their next opportunity, depending on their preference.

> Employee benefits

phs has a number of benefits we offer to our colleagues. These include:

- Long term service recognition with additional holiday days
- Holiday buy/sell scheme, to provide colleagues with flexibility over their annual leave
- Improved benefits for new parents, including enhanced parental pay
- 'Reward Gateway' scheme which offers discounts across a variety of retailers
- A **phs** shop where colleagues are able to buy a range of cleaning products at a discounted price
- Hybrid working policy for office-based colleagues, providing flexibility around home/site working
- Part-time opportunities
- Cycle to Work scheme
- Tech purchase scheme
- Health Cash plan



> Social Values: Community

Male Incontinence, Prostate Cancer UK, and Dispose with Dignity

phs is proud to partner with Prostate Cancer UK in a two-year partnership that aims to improve research and support those diagnosed with the disease.

Like our ongoing campaign work for period equality that we've become known for over the last few years, we are equally committed to being a leading light in efforts to ensure that men with prostate cancer are given the dignity they deserve and the support they need.

As part of our partnership with Prostate Cancer UK, we are campaigning to remove the stigma and taboo around male urinary incontinence by raising awareness with the public, providing guidance for men, and creating innovative product solutions.

We launched the Dispose with Dignity campaign in 2023 to secure the goal of making male hygiene bins available in all public and workplace washrooms.

Prostate cancer is the most common cancer in men, with more than 52,000 men in the UK getting a diagnosis every year.

1 in 4 black men, and 1 in 8 white men, usually around the age of 50, will get prostate cancer, and as a result, this may lead to incontinence issues. Together, **p**hs and Prostate Cancer want to create a world where men's lives are not limited by urinary incontinence, and one where men have the confidence and facilities to dispose of their waste with dignity.

We're making waves in the construction industry by working with Considerate Constructors Scheme to lead the way in raising standards across the industry and help improve its culture surrounding stigmatised topics such as male incontinence. Thanks to Considerate Constructors Scheme's driving change in their industry, they introduced a new code of conduct requiring construction sites to provide washroom equality for all in the form of sanitary disposal bins/male incontinence bins.

Since the launch of our male incontinence Dispose with Dignity campaign, we have donated over £107,000 (correct as of May 2024) to Prostate Cancer UK to support the development of their pre-screening programme, aimed to achieve early diagnosis for men. We have been working closely (and will continue to work) with Prostate Cancer UK and the All-Party Parliamentary Group, to lobby for a modification in the Health and Safety Executive guidance, to ensure men have the disposal facilities they need to live their lives well. We expect this change imminently.

phs is very proud that its lobbying progress to date has resulted in a backbench parliamentary debate as well as an in-parliament event, marking a significant stride towards achieving equality in male washrooms.

The backbench debate was pivotal, shedding light on the pressing need for bins in every cubicle to ensure that men can manage their incontinence discreetly and confidently. This acknowledgment of the necessity for adequate facilities represents a significant step forward in our campaign's mission to foster equality and inclusivity in washrooms.



Leading with Purpose: Our ESG Commitment



DISCREET.
DIGNIFIED.
DISPOSAL.
DESIGNED FOR MEN.



PROSTATE CANCER UK | **p**hs Group
HELPING MEN LIVE WELL

Jonathan Hall's story



In August 2020, aged 59, Jonathon was diagnosed with prostate cancer and decided to share an honest account of his journey across social media.

Jonathan is an outspoken campaigner on the issue of male incontinence and works closely with **phs** Group and Prostate Cancer UK, attending events up and down the country with **phs** to support its mission to break the stigma, and campaign for better facilities.



“Impotence. Infertility. Incontinence. No one had spoken about these things in relation to prostate cancer publicly quite like this before. These three things alone are probably why men don’t talk about Prostate Cancer.

“One of the biggest barriers is men not talking about what they’re experiencing, especially in terms of incontinence. The inability to share is almost like a hidden disability. There has to be a bigger and more open discussion about the issues we are facing.

“In the first stages of experiencing incontinence, it was unbelievable to me that there were no facilities, but it was also something that I had never thought about before. I often have to use a disabled toilet and incontinence is not a disability and I do not require a disabled toilet.”

“The government has to hear about our experiences and take action. Providing male incontinence bins should be mandatory.”

Jonathan Hall

Why Moto is supporting Dispose with Dignity

Moto was proud to be the first MSA to have **phs** Group’s male incontinence bins. As the largest UK Motorway Services Operator, Moto are continuing their mission to transform the UK’s rest stop experience and help customers feel as comfortable as possible, whatever their circumstances.

Motorway services restrooms can be very busy so helping users discreetly dispose of their incontinence waste products, whichever restroom they’re in, should be a priority.



“Moto strive to provide a service that is inclusive of all and our partnership with **phs** will help us to achieve this. We want the very best for all of our customers and want to provide them with the dignity they deserve. We’re also incredibly proud of our colleagues and their commitment to providing an outstanding service, with zero tolerance for discrimination, to all of our customers.”

Nick Tatum, Chief Customer Officer at Moto



> Creating period equality for all

phs has been actively campaigning around the issue of period equality since 2019 supporting charitable causes, and engaging with local authorities, businesses, and governments across the UK.

phs has conducted three separate pieces of research around period equality, to help understand the scale and impact of this issue. Having this insight has enabled us to drive awareness, inform, educate, and engage with key stakeholders to drive our mission in eradicating period inequality and removing the stigma around periods.

phs works with several different stakeholders. We were appointed to the UK Government's official Period Poverty Taskforce with one common goal: eliminating period poverty.

Since 2019, we have been contracted by the Department for Education (DfE) to supply every school and college in England with free period products. These are now available to every pupil across more than 20,000 schools, as part of the DfE's plans to create period equality. By providing people with period products, we ensure they continue to receive education in a dignified and comfortable environment, developing the required skills needed to gain and maintain employment. This is a true example of putting people at the heart of our products and services.

Together with our supply partner Lil-Lets and the charity, Brook, we have also developed direct content regarding periods to help support teachers, by co-creating a series of lesson plans to ensure that conversations in classrooms about period equality become more commonplace, more factual, and less stigmatised.



We have also produced a period podcast, The Blobcast: Free the Period, with complementary learning resources to educate and inform in a taboo-busting, entertaining way. Touching base on period topics such as product accessibility, product cost and the taboos surrounding period pain and shame, the podcast performed in the top 10% of new podcasts.

phs has also launched an ongoing initiative through our existing period equality scheme, offering **phs** colleagues free period products. We will be providing a range of products on an ongoing basis to colleagues who need them, as and when they need them.

phs is continuing to work with organisations who share its commitment to period equality, and this is demonstrated through our partnership with Freedom4Girls – a charity whose mission is to support those who menstruate by tackling the issues associated with period poverty – and our customers are getting involved.

Through our face-to-face exhibitions, we donate a pack of re-useable, environmentally friendly period products to Freedom4Girls with every coffee cup used and recycled by our visitors. Our Coffee for a Cause stand not only gives people the chance to come along and find out more about our commitment to period equality, but to show their support for an important cause and help our donation campaign. So far, we have donated over 540,000 period products to Freedom4Girls through this programme.

We have also been a part of the Welsh Government's Period Dignity Taskforce and Blaenau Gwent's Period Equality Taskforce, which have both been set up to ensure products are reaching the girls that need them.

During 2022 and 2023, **phs** was recognised for its work around period equality, by scooping awards at the CIM Global Marketing Excellence ceremony for Period Equality. **phs** also received awards for Male Incontinence, Best Wellbeing and Best Healthcare by Chartered Institute of Public Relations and two further awards for People Engagement and Learning & Development at the Welsh Contact Centre.

The Blobcast: Free the Period

A **phs** Group Podcast

THE BLOBCAST

FREE THE PERIOD

WITH KASEY ROBINSON

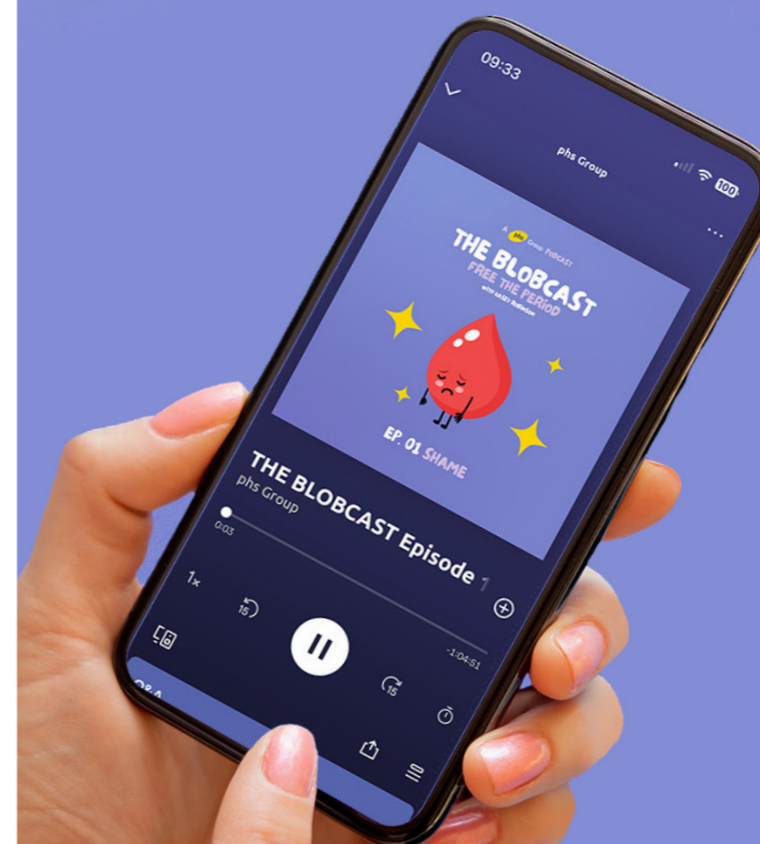


A ground-breaking period podcast that tackles all things periods, with candour, humour, and expert insights. The podcast host, Kasey Robinson, invited guest experts to join her in four eye-opening episodes that covers everything from period pain, period shame, basic menstruation education, to products and their costs.

We believe it's high time we break the silence surrounding periods. By having open conversations, we aim to end stigma, educate, and empower.



Subscribe, listen, and share our podcast to help free the period.



How Blaenau Gwent leads the way in period equality provision in Wales

phs Group and Blaenau Gwent Council have been working together since 2019 to deliver its period equality scheme and benefit learners across the borough. It was one of the very first councils to take up the mantle to deliver period equality schemes in Wales and the UK.

Blaenau Gwent Council delivers its products to more than 100 community groups. Schools, colleges, community groups, sports clubs, chapels and churches, charities, shelters, and public buildings such as libraries and leisure centres are all a part of the scheme; a great example of a local authority truly working to create a period proud Wales.



“I think the reason that the partnership with **phs** works so well is because the team understands the issues we’re facing. We’re on the phone to them every week ordering products. They’re passionate about periods and they want to achieve the same things we do.”

Emma Jones, Blaenau Gwent Council



Leading with Purpose: Our ESG Commitment

Harlow College Inclusive period equality programme

phs Group works directly with Harlow College’s safeguarding team to ensure they get the period products they need. The safeguarding team made a conscious decision to ensure the students and teachers could access the products they need when they needed them. They came up with the idea of putting tote bags on the back of the toilet cubicles on a hook, so they could be accessed easily, and discreetly behind the cubicle door.

Harlow College has embraced ordering sustainable products alongside disposable products, commenting that the reusable product work well for those who feel insecure that they will be able to afford new, disposable products the following month.



“We have welcomed the opportunity to give our students access to free sanitary products in our washrooms to avoid any disruption to their learning caused by periods. It is key to the success of this initiative for girls to be able to access products exactly when and where they need them in a stigma-free way. We have placed all our products in tote bags on the back of toilet doors and have seen a significant take-up as a result.”

Gill Atkinson, Harlow College’s Wellbeing and Safeguarding Team



> Community engagement

Embedded within pbs culture is the commitment to support local communities and charities as well as national causes and awareness campaigns.

In the last 12 months, we donated over £22,570.83 to 61 different charities and communities across the UK, through colleague fundraising and match-funding. We continue to encourage colleagues to fundraise for local charities and communities, with fundraising matched by pbs up to £500 per event. We support many different charities and local communities in this way, ensuring that we show support and care for the same things our colleagues care about.

We have provided product donations to various charities, such as providing homeless shelters with free, discontinued products and returned stock with damaged packaging. Any hygiene items with faulty packaging (but where products are still in full working order) are donated to local charities such as homeless shelters and food banks.

We have also supported Prostate Specific Antigen pop-up testing centres with free of charge sharps bins, to ensure the safe disposal of sharps waste – helping men understand the risks and early warning signs of Prostate Cancer.



Some of the charities we have supported





Governance

phs Group is wholly owned by The Bidvest Group Limited ('Bidvest'), a South African company listed on the Johannesburg stock exchange.

The Board of Directors, which meets quarterly, is responsible for setting strategy and overseeing the executive management. It is comprised of two executive board members, plus two non-executive directors appointed by Bidvest.

Bidvest has also constituted an Audit Committee, which meets quarterly to monitor the integrity of the financial statements of the company, the appropriateness of accounting judgements made and the adequacy of the company's corporate governance arrangements.

Our Executive team carefully considers the social, financial, and environmental impact of new and existing projects, monitors our ongoing performance, and encourages creativity and collaboration from colleagues across the business.

Reporting and review

Wherever possible we quantify the impact of our social value, for example by monitoring the health, well-being and engagement of our colleagues, the number of local job opportunities created, the sum of charitable donations matched, and the amount of waste diverted from landfill, as this enables us to monitor our ongoing achievements. We also review the impact of social value on our relationships with our customers, as we believe our community, colleague and partnership initiatives will lead to better relationships and a forward-thinking dialogue.

We regularly review our performance in the social value areas identified and establish challenging but realistic targets.

We continually monitor progress and will review this policy on an annual basis, to ensure that it reflects current and future programmes and areas of focus.

Supply chain

phs manages a robust, ethical supply chain consisting of a fully vetted preferred supplier list. Our Supplier Code of Conduct sets out the minimum requirements we look for in the businesses we work with. We are accredited by Eco Vadis, who provide independent Corporate Social Responsibility ratings and registered on the SEDEX database, which allows organisations to store and view data on ethical and responsible business practices.

Procurement best practice

Our policy is to provide all those involved in the procurement process with a clear statement of best practice and encourage all participants to work together, openly, and co-operatively. We ensure that we make informed decisions to maintain a balance between economic, social, and environmental priorities in making purchasing decisions and to question objectives that may unintentionally have sustainability or social consequences.

Whistleblowing

phs Group is committed to conducting its business with honesty and integrity and requires all colleagues to maintain high standards of conduct.

However, all organisations face the risk of things going wrong from time to time, or of unknowingly harbouring illegal or unethical conduct. A culture of openness and accountability is essential in order to prevent such situations occurring and to address them effectively if they do occur.

To assist our colleagues in addressing concerns of this nature, we have in place a Whistleblowing Policy, which:

- encourages colleagues to report suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected
- provides colleagues with guidance as to how to raise those concerns; and
- reassures colleagues that they should be able to raise genuine concerns in good faith without fear of reprisals, even if they turn out to be mistaken.

The public can also report any concerns to a direct and confidential number.

phs Supplier Code of Conduct

We have developed a Supplier Code of Conduct to specify the behaviours, practices, and regulations we expect to see demonstrated and complied with. It is based on the policies used for our own practices and we require all suppliers to agree to this Code. The Code sets out the minimum standard of business behaviour expected of suppliers so that they act in a way that is ethical, demonstrates corporate responsibility and aims to ensure compliance with applicable laws and regulations. Areas covered include equal opportunities, human rights, anti-corruption and bribery, conflicts of interest, information security, H&S and environment.

Supporting the local economy

To both support economic growth and ensure the fastest lead times, we use UK-based and local suppliers as much as possible. Wherever we can, we prioritise sourcing from local suppliers and wholesalers to support local businesses and employment. Our Procurement Team follows the **phs** Procurement Code of Ethics – which encourages the inclusion of SMEs where possible.

Responsible procurement

As part of our ISO9001 and ISO14001 accreditations, the **phs** procurement policy is rigorous in ensuring that suppliers hold the appropriate licenses and technical expertise. Suppliers and subcontractors are carefully selected and managed via 'Market Dojo' supply chain management questionnaires.

We have implemented a new multistage Supplier Onboarding process that allows us to ask more detailed questions of suppliers. Pre- Qualification Questionnaires are reviewed by the relevant **phs** Procurement Manager and our QuEST (Quality, Environment and Safety) team. Only when we are completely happy with the results are suppliers officially approved. We have also introduced a bi-annual PQQ review for all existing suppliers.

Avoiding the risk of modern slavery

We're responsible suppliers, vetting our supply chain to eliminate any risk of modern slavery. If we deem a high risk of modern slavery from the Onboarding PQQ, we have a specific questionnaire that the supplier is required to complete. The **phs Procurement** team complete modern slavery prevention training covering purchasing practices, which influence supply chain conditions and may present as unrealistically low prices; the use of labour at unrealistically low wages or wages below a country's national minimum wage; and the provision of products by an unrealistic deadline.

Innovative and sustainable procurement

We encourage innovation, in particular for environmentally friendly products. We will take on board any ideas and requirements our customers might have for product innovations, working with our suppliers to continuously analyse the marketplace to source the latest technology. Suppliers are vetted on sustainability credentials, ensuring we offer the most sustainable products available within the market.

Employment

As a large employer in the service industry, **phs** commits to providing significant numbers of permanent, stable, local jobs with a range of locations and working hours.

We nurture the communities that help us succeed and employ around 3,000 permanent colleagues in the UK. **phs** operates across the all the nations of the UK employing a significant number of home-based colleagues working in and/or servicing the areas in which they live. We regularly support local recruitment events and career development schemes.

Fair work practices

All employees are paid the higher rate National Living Wage regardless of age, and over 90% currently receive the Real Living Wage Foundation rate. When setting pay, we set out to recognise and reward our colleagues for the work they do, while considering the role, the market, and the protection of jobs in the longer term. We review all salaries at least annually.

Gender equality

phs has had a negative gender pay gap for the past three years, meaning that the median salary for women is slightly higher than that for men. 40% of leaders and managers are female, and we are committed to increasing this number.

We proactively seek women leaders when recruiting and promoting into senior roles and have recently appointed two experienced business leaders to the Executive Management Team.

We have also invested in our Women in Leadership development programme 'Stepping Up', run by and for women, to develop talented **phs** managers into senior leadership roles.

All programmes are supported by business mentors, professional coaches, and we encourage and promote programme sponsorship at Executive level.

We introduced the Chwarae Teg programme, which was a Welsh Government initiative, in 2021 (designed to encourage women to take the first step into management) in our South Wales headquarters.

In addition, we are seeking to increase the number of women in frontline roles by creating more part-time and local opportunities.

[Download the phs Gender Pay Gap Report 2023 here.](#)

Apprenticeship levy

As well as supporting our own employees, we annually transfer up to 25% of our apprentice levy fund to several businesses and charities to help them in training their own staff. We have transferred £62,000 of the levy with an additional £100,000 allocated to 12 small businesses and charities.

The transfer of funds is particularly helpful to small businesses who don't contribute to the levy and therefore find it difficult to fund professional development programmes for their people. One of the organisations we have supported with our levy is Fashion Enter, a UK-based not-for-profit social enterprise that is leading the way in ethical garment manufacturing.

Training and skill development

Compliance with legislation and regulation is a critical requirement across all our businesses. We ensure compliance across the group through a rigorous annual eLearning training calendar, alongside full risk assessments, work instruction documentation and health and safety (H&S) manuals.

With skilled in-house Health and Safety and Learning and Development teams and dedicated local training facilities, **phs** ensures that all our colleagues develop the knowledge and skills that they need, ensuring that safe and compliant practices are embedded across all aspects of our services.



Apprenticeship Levy funds

Working with non-profit enterprise, **phs** has transferred 25% of its apprentice levy fund to Fashion-Enter, helping to support the development of the UK-based social enterprise.

Fashion-Enter is a not-for-profit enterprise that is leading the way in ethical garment manufacturing. It specialises in technical garment making skills and is England's leading provider for Fashion and Textiles Apprenticeship programmes. As a payer of the apprentice levy, **phs** can choose to annually transfer up to 25% of its funds to other businesses. This can be used by these businesses to pay for their apprenticeship training and assessments.

This transfer of funds is particularly helpful to small businesses who don't contribute to the levy and therefore find it difficult to fund professional development programmes for their people. The 25% levy donation from **phs** to Fashion-Enter will allow it to continue its industry leading textile work.



We're happy to contribute some of the apprenticeship levy to Bath Cats & Dogs Home, **supporting them with apprenticeships.**





Summary

There is no doubt that these have been challenging times for every business and each individual. The last four years since the pandemic followed by a cost-of-living crisis and international turmoil have made the strategies, goals, and decisions we take more crucial than ever before.

However, with adversity comes a sharpened focus, a renewed commitment to find even better solutions, and a deeper desire to work with our customers and partners to ensure that the environmental and social impact achieved so far continues to gather momentum.

Many, and probably even bigger, challenges will present themselves. But one thing for phs will remain a constant – our ESG mission and our desire to push for change and make a difference. People will always remain at the heart of everything we do today and in the future, no matter what lies ahead.



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