CITY & ESSEX

2026

Corporate Social Responsibility & Social Value **Policy**

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Effective Date:	October 2026	Review Date:	October 2027

1.PURPOSE

City & Essex is committed to responsible business conduct, measurable social value and positive contribution to the communities, clients, suppliers and people connected to our operations. This policy sets out the company's approach to corporate social responsibility, social value, community contribution and responsible growth.

This policy supports City & Essex's wider ESG framework and should be read alongside the Environmental, Climate & Resource Efficiency Policy, Working Conditions, Wages & Employee Voice Policy, Modern Slavery & Human Rights Policy, Sustainable Procurement Policy, Supplier Code of Conduct and Code of Ethics & Business Conduct Policy.

2. SCOPE

This policy applies to City & Essex Limited and all affiliated subsidiaries, including employees, managers, suppliers, subcontractors and relevant business partners. It covers social value activity, community engagement, volunteering, local sourcing, fair work, responsible procurement, environmental responsibility, client collaboration and ethical business conduct.

3. FRAMEWORKS & LEGISLATION

This policy is informed by relevant legislation, reporting frameworks and responsible business principles, including, where relevant:

- Public Services (Social Value) Act 2012 principles.
- Equality Act 2010.
- Modern Slavery Act 2015.
- Bribery Act 2010.
- Health and Safety at Work etc. Act 1974.
- Climate Change Act 2008 and Environment Act 2021.
- UN Sustainable Development Goals.
- Social Value Portal TOMs methodology, where used for social value calculation.
- Living Wage Foundation principles.
- Science Based Targets initiative and City & Essex approved target pathway.

4. POLICY COMMITMENTS

1. Responsible Business and Governance
City & Essex will operate responsibly, ethically and transparently, with senior oversight of ESG, social value and community commitments. Responsible business decisions will consider employees, clients, suppliers, communities, environmental impact and long-term resilience.

2. Social Value and Community Contribution
City & Essex will seek to create measurable social value through employment, local spend, volunteering, community partnerships, charitable support and client collaboration. Social value activity will be prioritised where it is credible, locally relevant and capable of being evidenced.

3. Fair Work and Inclusive Employment
City & Essex will support fair work through its London Living Wage commitment, employee access to HR policies, training, wellbeing support, equality and anti-harassment controls, modern slavery safeguards and accessible reporting routes.

4. Local and Inclusive Sourcing
City & Essex will consider local and inclusive sourcing opportunities where suppliers meet quality, service, compliance, value and sustainability requirements. For social value reporting purposes, local suppliers may be defined as those within 10 miles of Head Office where this aligns with TOMs methodology.

5. Environmental Responsibility
City & Essex will support responsible environmental performance through carbon reduction, sustainable products, resource efficiency, supplier engagement and its approved science-based target to reduce absolute Scope 1 and Scope 2 GHG emissions by 75% by 2030 from a 2019 base year, and to measure and reduce Scope 3 emissions.

6. Client Collaboration
City & Essex will work with clients to support responsible cleaning, social value, volunteering, ESG reporting, carbon reduction, local community activity and measurable improvement where contractually and operationally relevant.

7. Ethical Supply Chain
City & Essex will use its Sustainable Procurement Policy and Supplier Code of Conduct to communicate expectations on environmental management, human rights, modern slavery, health and safety, data requests, ethical conduct and supplier improvement.

8. Measurement and Reporting
City & Essex will report social value and ESG progress through appropriate internal reporting, client reporting, ESG reporting and evidence records. Claims will be based on data, documented activity or clearly stated assumptions.

5. TARGETS AND MEASUREMENT

Area	Target / Commitment	Deadline	Owner	Evidence / Review
Social value reporting	Maintain annual tracking of relevant social value activity, including local spend, volunteering and community contribution where data is available.	Annually	Head of ESG	ESG report, TOMs/social value records, client reports
Local sourcing	Maintain local supplier tracking using the defined 10-mile Head Office methodology where used for TOMs or client social value calculations.	Ongoing	Head of ESG / Finance	Supplier register, spend data
Volunteering and community activity	Record organised volunteering or community support activity and retain evidence of participation, outcomes and beneficiary organisations.	Ongoing	Head of ESG / Operations	Volunteering records, photos, partner confirmations

Area	Target / Commitment	Deadline	Owner	Evidence / Review
Fair work	Maintain London Living Wage employer commitment and review wage compliance annually.	Annually	Head of People & Culture	Living Wage evidence, payroll/HR confirmation
Responsible procurement	Issue and track Supplier Code of Conduct acknowledgement for strategic suppliers.	By end 2026	Head of ESG / Operations	Supplier Code register, signed acknowledgements

6. RESPONSIBILITIES

Managing Director
Has ultimate accountability for responsible business conduct and approves this policy.

Head of ESG
Owns this policy, coordinates ESG/social value reporting, client ESG support and community/social value programmes.

Head of People & Culture
Supports fair work, inclusion, wellbeing, training, employee voice and HR policy alignment.

Head of HSEQ
Supports safe operations, health and safety, environmental management and operational compliance.

Operations Managers
Support local implementation, client collaboration, volunteering participation and responsible service delivery.

Finance / Procurement
Support local and inclusive sourcing data, supplier spend reporting and responsible procurement records.

Employees and Suppliers
Support City & Essex's CSR commitments by acting responsibly, following policies and contributing to relevant initiatives where appropriate.

7. SUPPORTING PROCEDURES AND EVIDENCE

This policy sets out City & Essex's overarching commitments, responsibilities and objectives. It is supported by relevant operational procedures, records, client requirements, training records and statutory obligations. These supporting documents provide the detailed controls used to implement this policy in day-to-day operations.

Supporting Document/Evidence	Purpose	Owner/Source
ESG Report	Primary public/client-facing summary of ESG, social value and performance commitments	ESG
Environmental Climate Resource Efficiency Policy	Environmental and climate commitments, SBTi, resource efficiency	ESG / HSEQ
Working Conditions Wages Employee Voice Policy	Fair work, London Living Wage, employee voice and HR support	HR
Modern Slavery Human Rights Policy	Human rights and labour safeguards	ESG / HR
Sustainable Procurement Policy and Supplier Code of Conduct	Supplier expectations, local/inclusive sourcing and ESG data requests	ESG / Operations / Finance
Code of Ethics Business Conduct Policy	Anti-bribery, corruption, conflicts, gifts, fraud and ethical conduct	Senior Management / Finance
Volunteering, social value and TOMs records	Evidence of activities, calculations and client reporting	ESG
Responsible procurement	Issue and track Supplier Code of Conduct acknowledgement for strategic suppliers.	By end 2026

8. REPORTING AND REVIEW

This policy will be reviewed annually, or sooner where required by client expectations, ESG strategy, legal requirements, material business changes or social value reporting needs. Progress will be reviewed through ESG reporting, client feedback, social value records, supplier data, HR evidence and community partnership records where relevant.

9. SUPERSEDED DOCUMENTS

This is a new top-level policy. It does not replace the detailed ESG, HR, HSEQ, procurement, ethics or operational policies that support responsible business delivery.

Business Name: **City & Essex Ltd**
Approved and Signed By: **Ian Hookway, Managing Director**
Approval Date: **October 2026**

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