CITY & ESSEX

2026

Environmental, Climate and Resource Efficiency **Policy**

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Effective Date:	October 2026	Review Date:	October 2027

1. MISSION STATEMENT

City & Essex is committed to reducing the environmental impact of our operations and supporting clients with responsible, lower-impact cleaning services.

This policy sets out how we manage environmental performance across climate, energy, water, materials, chemicals, waste and resource efficiency. It provides the overarching framework for how we measure impact, reduce emissions, improve operational practices, engage suppliers and support clients in achieving their own environmental objectives.

2024 is City & Essex's formal ESG and carbon baseline year. Future performance will be reviewed through annual ESG reporting, updated carbon footprint assessments and the ESG Steering Group.

2. SCOPE

This policy applies to:

- City & Essex Head Office operations.
- Cleaning and support services delivered at client sites where City & Essex has operational control or influence.
- Company vehicles, business travel and employee commuting data where measured.
- Procurement of cleaning chemicals, consumables, uniforms, equipment, machinery and related goods or services.
- Employees, managers, subcontractors and suppliers working on behalf of City & Essex.
- Environmental data, reporting, training and improvement activities linked to City & Essex operations.

Where City & Essex works on client-controlled sites, we will work collaboratively with clients to improve environmental performance while recognising that some utilities, assets, waste systems and building-level controls may sit outside our direct operational control.

3. REPLACED DOCUMENTS

This policy replaces the previous Environmental Policy, Sustainability Policy and Circular Economy Strategy from the effective date of this policy.

Supporting operational procedures, supplier records, training records, client-specific requirements, site controls and environmental reporting remain in force unless separately updated.

4. FRAMEWORK AND LEGISLATION

This policy is informed by applicable UK environmental legislation and recognised sustainability frameworks, including where relevant:

- Environmental Protection Act 1990.
- Environment Act 2021.
- Climate Change Act 2008.
- Waste (England and Wales) Regulations 2011.
- UK REACH and chemical safety requirements.
- • Control of Substances Hazardous to Health Regulations 2002, where relevant to chemical use and safe handling.
- BS EN ISO 14001:2015 certified environmental management system.
- ISO 14064-1:2018 greenhouse gas reporting principles.
- Greenhouse Gas Protocol principles for Scope 1, Scope 2 and Scope 3 emissions.
- Science Based Targets initiative guidance.
- UN Sustainable Development Goals.
- City & Essex's Sustainable Procurement Policy and Supplier Code of Conduct.

City & Essex maintains BS EN ISO 14001:2015 certification for its environmental management system, covering the provision of daily commercial cleaning and the management of pest control, washroom hygiene and window cleaning. Current certificate evidence will be retained separately for EcoVadis, audit and client assurance purposes.

City & Essex's 2024 organisational carbon footprint was measured by Neutral Carbon Zone using ISO 14064-1:2018 methodology and an operational control boundary.

5. POLICY COMMITMENTS

1. Climate and Greenhouse Gas Emissions

City & Essex will measure, monitor and reduce greenhouse gas emissions across Scope 1, Scope 2 and material Scope 3 categories.

We are committed to achieving net zero emissions by 2040 and to delivering our approved science-based target. City & Essex's near-term science-based target has been approved by SBTi Services: City & Essex commits 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.

Our 2024 carbon footprint identified purchased goods and services as the largest source of emissions, followed by commuting and homeworking. These areas will remain a priority for supplier engagement, procurement improvement and colleague awareness.

City & Essex will:

- Maintain annual carbon footprint reporting across Scope 1, Scope 2 and material Scope 3 categories.
- Use carbon data to identify high-impact reduction opportunities.
- Maintain an all-electric company vehicle fleet and continue to monitor residual transport-related emissions, including well-to-tank emissions, business travel, grey fleet use and mileage-related emissions captured within our annual carbon footprint.
- Improve the quality of supplier emissions data, particularly for purchased goods and services.
- Support clients with Scope 3 data and lower-impact cleaning solutions where relevant.

2. Energy and Operational Efficiency

City & Essex will promote the efficient use of energy across our operations and within the areas of client sites where we have operational influence. We will:

- Consider energy efficiency when selecting cleaning equipment, machinery and operational tools.
- Switch off electrical equipment when not in use where operationally practical.
- Reduce unnecessary business travel through effective planning, remote meetings and route efficiency.
- • Maintain accurate mileage and travel records to support carbon footprint reporting and identify opportunities for route optimisation, reduced travel and lower-emission transport choices.
- Use available consumption data to monitor electricity and energy-related emissions.
- Work with clients to identify opportunities to improve site-level efficiency where cleaning operations influence building resource use.

3. Water Stewardship

City & Essex recognises that water use is a relevant environmental issue for cleaning operations, particularly in relation to washroom cleaning, periodic deep cleaning, floor care, external cleaning and chemical dilution. We will:

- Promote responsible water use in cleaning activities.
- Use water-efficient equipment and cleaning methods where appropriate.
- Avoid unnecessary water consumption through correct dosing, task planning and training.
- Reduce reliance on water-intensive cleaning methods where suitable alternatives exist.
- Work with clients to monitor water consumption where data is available.
- Consider water impact when selecting chemicals, machinery and cleaning systems.

Water meters, billing arrangements and site-level consumption data are generally controlled by clients or landlords. City & Essex will seek relevant data where practical and use available evidence to support improvement in areas where our operations have influence.

4. Materials, Chemicals and Waste

City & Essex will reduce the environmental impact of materials, chemicals and waste through responsible procurement, controlled use and circular economy principles. We will:

- Prioritise reduced-impact cleaning products, controlled-dosing systems and lower-impact chemical ranges where operationally suitable.
- Minimise unnecessary chemical use through correct dilution, staff training and product controls.
- Reduce single-use plastics and packaging waste where practical.
- Promote refillable, reusable and recyclable packaging solutions.
- Use microfibre, reusable tools and durable cleaning equipment where appropriate.
- Reuse, repair or repurpose cleaning equipment where practical before disposal.
- Recycle equipment, materials and waste streams where suitable routes are available.
- Work with suppliers and waste partners to improve waste data, recycling performance and resource efficiency.

City & Essex's circular economy approach prioritises lower-impact products, refillable systems, reusable cleaning tools, waste tracking and client collaboration.

This includes increasing reduced-impact, controlled-dosing and sustainable product spend from the 2024 baseline of 48.8% to at least 55% by the end of 2026.

5. Sustainable Procurement and Supplier Engagement

City & Essex recognises that supplier activity is a major part of our environmental footprint. Our procurement decisions therefore play a central role in reducing emissions, resource use and waste. We will:

- Apply environmental considerations when selecting cleaning products, equipment, consumables, uniforms and suppliers.
- Prioritise suppliers that can evidence credible environmental practices, certifications, product innovation or emissions reduction activity.
- Request environmental data from strategic suppliers, including carbon, waste, packaging and product impact information where relevant.
- Encourage suppliers to measure and reduce Scope 1, Scope 2 and relevant Scope 3 emissions.
- Use our Sustainable Procurement Policy and Supplier Code of Conduct to communicate expectations to suppliers.
- Work collaboratively with suppliers to identify practical, commercially viable environmental improvements.

The Supplier Code of Conduct will set out external supplier expectations. The Sustainable Procurement Policy will set out internal procurement responsibilities and governance.

6. Training, Awareness and Behaviour Change

City & Essex will support employees, managers and relevant subcontractors to understand their role in reducing environmental impact. We will:

- Provide environmental awareness training to employees and managers where relevant to their role.
- Include sustainable cleaning, chemical use, waste reduction and resource efficiency in relevant training and communications.
- Encourage colleagues to identify practical opportunities for reducing waste, energy, water and materials use.
- Share environmental updates through internal communications, ESG reporting and site-level engagement where appropriate.
- Support clients and suppliers with environmental information where it improves operational outcomes.

7. Client Collaboration and Reporting

City & Essex will work with clients to support shared environmental objectives, particularly where cleaning services contribute to client Scope 3 emissions, waste performance, product choices or site-level resource efficiency. We will:

- Provide environmental data to clients where available and contractually relevant.
- Support client sustainability reporting through carbon, product, waste and operational data.
- Collaborate on lower-impact cleaning solutions, waste segregation, product trials and resource efficiency initiatives.
- Communicate environmental performance through ESG reporting, client review meetings and award submissions where appropriate.
- Use feedback from clients and suppliers to improve our environmental management approach.

6. TARGETS AND MEASUREMENT

City & Essex will use 2024 as the baseline year for this policy unless a more specific baseline is stated.

Area	Baseline/Context	Target	Deadline
Scope 1 and Scope 2 emissions	2019 base year; SBTi-approved target	Reduce absolute Scope 1 and Scope 2 GHG emissions by 75% by 2030	2030
Net zero	2024 carbon baseline year	Maintain progress towards net zero across Scope 1, Scope 2 and material Scope 3 by 2040	2040
Scope 3 and carbon reporting	2024 NCZ footprint baseline; purchased goods and services are material Scope 3 hotspot	Measure and reduce Scope 3 emissions, prioritising purchased goods and services, commuting, homeworking and supplier data quality	Annual
Sustainable product spend	48.8% 2024 baseline	Increase reduced-impact, controlled-dosing or sustainable product spend to at least 55%	End 2026
Fleet and travel	100% electric company vehicle fleet; grey fleet separately monitored	Maintain 100% electric company vehicle fleet and monitor grey fleet, business travel and mileage-related emissions	Annual

Area	Baseline/Context	Target	Deadline
Water and resource data	Client/landlord controlled at most sites	Establish a clearer water and resource efficiency evidence base for Head Office and client sites where reliable data is available	End 2026
Supplier environmental data	Purchased goods and services are a material Scope 3 category	Request relevant environmental, product, packaging or carbon data from strategic suppliers	End 2026

Where targets depend on client-controlled data, landlord-controlled utilities or supplier cooperation, progress will be measured using available evidence and reviewed as data maturity improves.

7. RESPONSIBILITIES

Managing Director

The Managing Director has ultimate accountability for this policy and for ensuring that environmental performance remains part of City & Essex's business strategy.

Head of ESG

The Head of ESG is the policy owner and is responsible for maintaining this policy, coordinating environmental targets and reporting, overseeing carbon footprint reporting, supporting delivery of the approved SBTi target, coordinating EcoVadis evidence where relevant, engaging internal teams and suppliers on environmental improvement, and reporting progress to the ESG Steering Group.

Head of HSEQ

The Head of HSEQ supports implementation of this policy by ensuring environmental considerations are reflected in relevant HSEQ procedures, supporting safe chemical use, COSHH controls and site-level environmental controls, supporting operational risk assessments and environmental compliance, and advising on practical implementation at client sites.

Operations Managers and Site Managers

Operations Managers and Site Managers are responsible for implementing relevant environmental practices at client sites, supporting correct chemical use, waste segregation and resource efficiency, escalating environmental risks or improvement opportunities, and supporting staff awareness and compliance with site requirements.

Procurement, Finance and Commercial Teams
Relevant procurement, finance and commercial colleagues are responsible for considering environmental criteria in supplier and product selection, supporting supplier data requests, maintaining records of relevant environmental spend and product data, and ensuring procurement decisions support this policy where operationally and commercially feasible.

Employees and Subcontractors
Employees and subcontractors are expected to follow relevant environmental procedures and site instructions, use chemicals, equipment, water and materials responsibly, report environmental risks, spills, incidents or improvement opportunities, and complete relevant training when required.

Suppliers
Strategic suppliers are expected to support City & Essex's environmental objectives by providing relevant product, packaging, waste, emissions or sustainability data where requested and by working with City & Essex to identify practical improvements.

8. SUPPORTING PROCEDURES AND EVIDENCE

This policy sets out City & Essex's overarching commitments, responsibilities and objectives. It is supported by relevant operational procedures, supplier documents, environmental data, training records, client requirements, site-specific controls and statutory obligations. Supporting documents and evidence may include:

- NCZ Carbon Footprint Report.
- Current ISO 14001:2015 certificate.
- City & Essex ESG Report.
- SBTi approval letter and approved target evidence.
- Sustainable Procurement Policy.
- Supplier Code of Conduct.
- Supplier environmental data and acknowledgements.
- Product and chemical spend data.
- Waste and recycling reports.
- Training records.
- COSHH and chemical safety documentation.
- Site-specific method statements and client requirements.
- ESG Steering Group records.

These supporting documents provide the detailed controls used to implement this policy in day-to-day operations.

9. REPORTING AND REVIEW

This policy will be reviewed annually, or sooner where required by legislation, client requirements, certification requirements, SBTi target progress, EcoVadis reassessment, material operational changes or significant environmental risks. Environmental performance will be reviewed through:

- Annual carbon footprint reporting.
- ESG Steering Group review.
- Annual ESG reporting.
- Supplier and procurement review.
- Relevant client reporting.
- Training and awareness data.
- Waste, water, product and resource efficiency data where available.

Progress against this policy will be reported internally and, where appropriate, externally through ESG reporting and client communications.

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

Email: **ian@cityanessex.com**
Phone: **01268 776 476**