

1. Our Vision

Highbourne Group Limited, through its brands City Plumbing, The Bathroom Showroom, PTS, The Underfloor Heating Store, Plumbnation, DHS, NSS and Plumbworld is one of the largest merchants operating in the UK's plumbing and heating sector.

Caring about the environment and supporting the race for Net Zero is at the heart of our business. It's a principle driven by our board, our people and our customers, and inspires everything we do.

It leads us to develop policies and initiatives designed to reduce our carbon footprint, to support government Net Zero targets and to engage others – including employees, suppliers, customers and the wider industry - to share the same vision.

2. Our commitments

Alongside our commitments to provide high standard products that meet customer requirements, we also commit to comply with applicable requirements including ISO 14001:2015 and the business values, to protect the environment, prevent pollution and embrace environmental opportunities to operate sustainably and reduce our net impact.

Highbourne Group Policy is to continually improve the environmental management system to enhance environmental performance, reduce our environmental impact to help fight climate change and meet Net Zero goals and to support the transition to a more circular economy.

To improve our environmental performance our key commitments are :

- **Climate change:** Reduce carbon emissions in line with our science-based target to limit global temperature rises to 1.5C.
- **Waste Management:** Divert waste from landfill and increase the recycling rate as part of the shift to a circular economy.
- **Leading the way in Energy Efficiency Products and Services:** Promote sustainable, market driven and innovative solutions to make the transition to a more energy efficient world.

This Environmental Policy is communicated to all Highbourne Group colleagues and is available to the public via our website or on request. To ensure that this policy remains effective and relevant to Highbourne Group activities it will be reviewed annually and updated as required. The Leadership Team is responsible for supporting employees in living our environmental culture and compliance by providing appropriate training, resources, business processes, and systems.



Dave Evans

CEO Highbourne Group Limited (and its group companies)

May 2023



Environmental Policy

3. Embedding our commitments

To deliver on this policy we will:

- Assess and reduce the environmental impact of our business operations creating more sustainable ways to conserve energy, save money and eliminate waste
- Increase the efficiency of our owned delivery fleet, including the introduction of electric vehicles
- Identify and promote products which support our carbon, circular and economy goals, supporting improved environmental outcomes for our customers
- Work with installers/ customers to move away from fossil fuels and embrace low carbon technologies
- Work with our suppliers to reduce the amount of packaging used on our products and to eliminate the materials which cannot be recycled
- Review and monitor supplier performance on environmental sustainability to ensure they are operating an effective risk based Environment Management System.
- Develop and deliver training and motivate employees to understand and comply with our commitments
- Maintain ISO 14001 registration to fulfil our compliance obligations which underpin our aim to remain legal, prevent pollution and embrace environmental opportunities.

The Environmental Management System is endorsed by the Senior Leadership Team, environmental commitments being delivered through environmental objectives, routine performance measurement, audits and management reviews to continually enhance and improve our processes.

4. Scope

- Highbourne Group Support Team
- The Bathroom Showroom
- PTS - Plumbing Trade Supplies
- The Underfloor Heating Store
- City Plumbing
- PlumbNation
- NSS - National Shower Spares
- DHS
- Plumbworld

Applies to all employees and does not form part of any contract of employment or other contract to provide services, and we may amend it at any time.

5. Support and Feedback

If you have any questions regarding this policy or if you need support with environmental related matters please email environmental@cityplumbing.co.uk



Environmental Policy

6. Definition and Terminology

ISO 14001	Internationally agreed standard that sets out the requirements for an environmental management system.
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7. Approval and Review

Policy Author	Malcolm Fisher		
Policy Sponsor	David Wainwright		
Policy Approval	Dave Evans		
Title	CEO		
Approval Date	May 2023	Policy Review Date	May 2024



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