

Environmental Policy

Arvato Limited

Arvato Limited is a trusted partner to both the private and public sectors, with expertise in delivering award-winning customer services and business process outsourcing.

Driven by technology, differentiated by experience and powered by its people, the business designs and delivers innovative, individual solutions for some of the world's most respected brands and UK public sector organisations.

Environmental Policy

Arvato Limited (the 'Organisation') recognises the importance of environmental protection and is committed to operating its business responsibly and in fulfilment of its compliance obligations relating to the provision of public sector, citizen and customer services.

This Environmental Policy is relevant to all aspects of the Organisation's business activities including the operations within its seven UK sites it can control or influence.

It is the Organisation's declared policy to operate with and to maintain good relations with all relevant regulatory bodies.

It is the Organisation's objective to carry out all measures reasonably practicable to meet all necessary or desirable requirements, to protect the environment and to continually improve the Environmental Management System to enhance environmental performance through the implementation of the following:

- Assess and regularly re-assess the environmental effects of the Organisation's activities including annually quantifying its greenhouse gas emissions
- Awareness training of employees in environmental impacts arising from the Organisation's activities
- Reduce waste going to landfill by conforming with the Waste Hierarchy to minimise waste production, re-use materials where possible and maximise recycling by promoting the use of recyclable and renewable materials
- Improve energy efficiency and minimise water consumption
- Prevention of pollution in all its forms
- Minimise the risk to the general public and employees from operations and activities undertaken by the Organisation
- Minimise the need for commuting and other business travel by enabling staff to work from home and engage with stakeholders remotely where appropriate
- Working towards a 100% renewables based electricity supply
- Working to achieve and maintain carbon neutrality status from 2030 onwards

To support these objectives the Organisation has also developed a Carbon Reduction Plan to document its on-going and future initiatives to reduce its environmental impact and continually improve environmental performance.

Senior Management Commitment

- Senior management demonstrates leadership and commitment with respect to the Environmental Management System by:
- Developing an Environmental Management System in line with ISO14001:2015
- Directing and supporting persons to contribute to the effectiveness of the environmental management system
- Promoting continual improvement of environmental performance
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility
- Arvato's parent company, Bertelsmann, are committed to providing the leadership and resources necessary for Arvato to achieve its environmental objectives

This Environmental Policy will be regularly reviewed in line with the Organisation's commitment to continually improving its environmental performance. This commitment to continual improvement will be supported by quantifying GHG emissions associated with the business annually and identifying the success of any environmental management measures.

This Policy is communicated to all employees, suppliers and sub-contractors and is made available to interested parties.

Signed:



Position: CEO

Date: 6 September 2021