



Sustainability in the Services Industry

Our Policy for Change



Vision

bagport has a strong belief and commitment to drive forward and adapt change for a sustainable future.

Strategy

To that end we will strive forward and aim to achieve the following vision of performance through.

1. Economic Success – through effective use of resources;
 - a. Sustainable Purchasing through purchasing sustainable products from other sustainable companies.
 - b. Community prosperity through recruiting local people for local jobs.
2. Environmental Impact – through reducing our carbon footprint;
 - a. Reduce per capita carbon emissions to ensure quality air in our environment.
 - b. Reduce energy, fuel and waste water.
 - c. Reduce waste through effective waste management.
3. Social Responsibility – through respecting people;
 - a. Respect for our employees by treating all employees in a fair and non-exploitive way, in particular in regards to pay, benefits and opportunity.
 - b. Ensure the safety and wellbeing of our employees through effective, efficient and robust policies.
 - c. Diversity and fair recruitment that is fair, non-discriminatory and non-exploitative.
 - d. Respect for Stakeholders through transparency of our services and being respectful and fair to investors, suppliers, and other key stakeholders outside of our organisation.
 - e. Fairness to our customers through honesty and fairness.

Key Principles and Objectives

Economic Success

- Review purchasing through supplier feedback and surveys to ensure that 100% of purchasing is from sustainable suppliers and sources by 2025.
- Review our services regularly to ensure we continue to source and use resources that reduce waste and our carbon footprint. This is to include but not limited to: packaging, wrapping plastic, printer ink/toner and other general purchasing.
- Ensure we liaise with local employment and social agencies in each country and regional area for all recruitment requirements and provide opportunities that provide fair pay and reward along with opportunity to develop and enhance personal and employability skills.

Environmental Impact

- Manage types of vehicles purchased and used within the fleet to ensure most effective and efficient vehicle for task is used. To move to full electric fleet by 2025 thus significantly reducing our carbon footprint in transportation to net zero.
- Reduce fuel consumption of vehicle through above point and in combination with re-mapping of current vehicles to a greener engine tuning system. Target to reduce fuel consumption by 25% by end 2022.
- Encourage car sharing throughout company by offering incentives towards parking fees.
- Regularly assess the environmental impact from business operations through bi-annual inspections to include environmental impacts.
- Revise policies with relevant changes ascertained from environmental impact actions identified through inspections.
- Monitor gas, electricity and water usage across the organisation and encourage fair use through awareness training and communication.
- Ensure a zero tolerance of non-compliance with legal requirements by monitoring and reviewing waste management of our operations and key stakeholders.
- Ensure zero environmental incidents occur through effective training, guidance and communication to all employees.
- Create and maintain a record of all environmental risks.
- Create innovative approaches to minimise negative environmental impacts, improve economic bottom lines and integrate social elements into delivery of communication and meetings.

Social Responsibility

- 100% of employees on permanent contract since 2020, providing stable and secure employment for our workforce.

- Continue to monitor not only legislation in regard to NLW and NMW(UK), but also trends within sector to ensure we remain fair and competitive.
- Continue to provide a robust Learning & Development programme for all employees to realise their potential and help the organisation achieve success, goals and objectives.
- Regularly review policies and processes to ensure we are operating in a safe manner to ensure the safety and wellbeing of all employees.
- We will ensure diversity and fairness throughout our recruitment process through promoting diversity and using recruitment methods that are fair, responsible, non-discriminatory, and non-exploitative for our employees, board members and suppliers.
- We operate a zero tolerance to abuse of any kind or method including physical, mental or verbal.
- Bagport has established a zero-tolerance position on violations to the UK's and Sweden's anti-human trafficking and anti-modern slavery laws. If we find breaches of these laws within our supply chain, we will look to support companies in their efforts to comply with the legislation and provide transparent information and support to any regulating authority.
- We will maintain our open and transparent approach to our contract delivery by offering full access to our operational reporting systems to all of our service provision contracts.
- We will treat with respect and fairness all local populations we come into contact with as well as all suppliers, investors and any other stakeholder.
- We will treat all customers fairly ensuring all customers receive equality of service that is suitable to and meets or exceeds their needs. This will be achieved through the provision of safe, effective and efficient products and services to the standards and conditions we promise.
- We will continually monitor, record and respond to all feedback positive and negative to ensure our complaints record remains below 1% of our overall customer interaction.

Reporting

bagport's 'Sustainability' policy will be monitored regularly and effectively to record and report progress against our 'Principles and Objectives', this will be achieved through;

1. We will externally report and be audited against these goals once per year as part of our continued commitment to maintaining ISO 9001:2015 and 14001:2015 accreditations.
2. Internal senior reviews will be held at least once per year between the Directors and Operations Managers (collectively; The SMT (Senior Management Team)).
3. Management reviews will be conducted at least bi-annually.

Notes

This policy has been developed to be the top line strategy for our 'Quality' and 'Environmental' policies and as such is to be implemented in conjunction with the objectives of all three policies combined.

Management throughout the organisation are responsible for the communication of the policy and promoting active participation at all levels, whilst ensuring that activities under their control conform to the legal requirements and that good standards are achieved and maintained.

Employees have the responsibility to actively support the company to ensure the effective implementation and maintenance of the policy.

This policy is available to all interested parties upon request.



Steve Macgregor, FCMI

Director Bagport UK



Mikael Fulton

Director Bagport Sweden

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