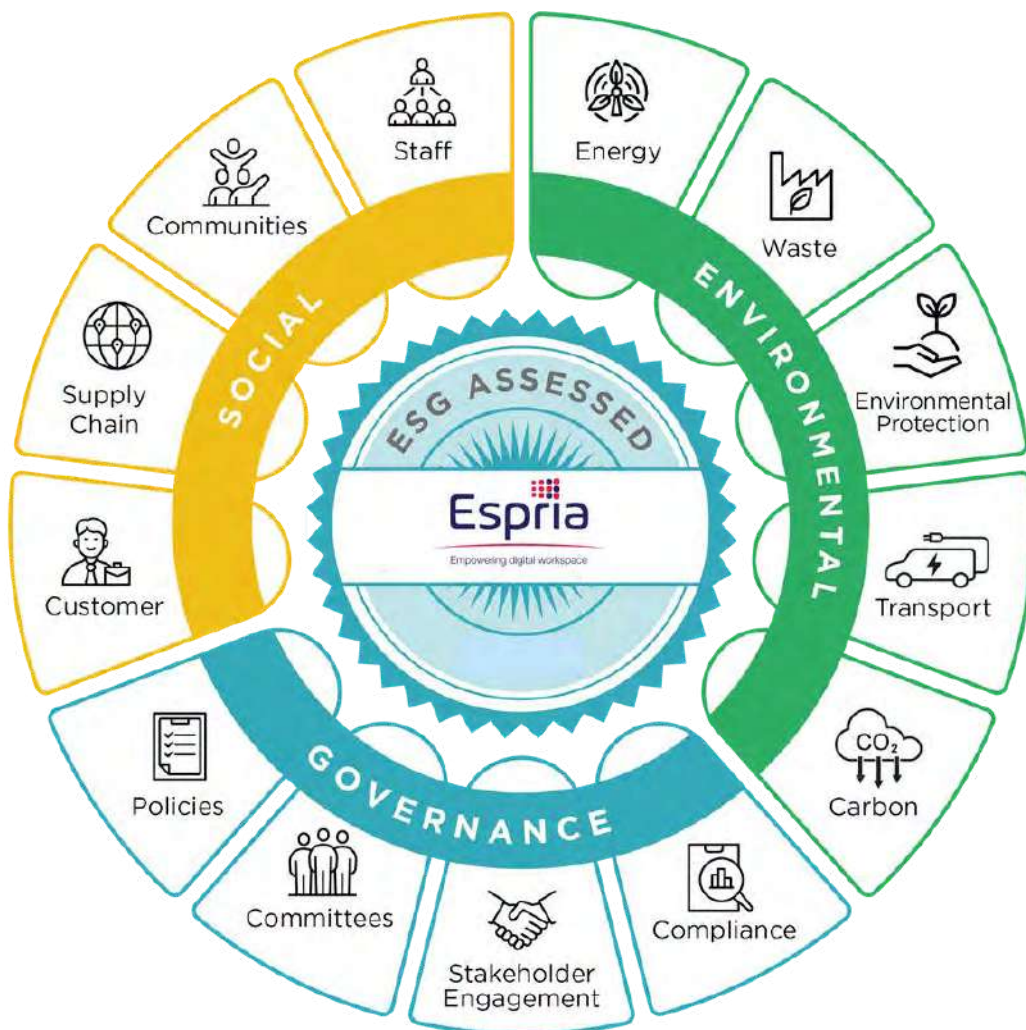


Espria

Empowering digital workspace



Empowering our Environmental, Social
and Governance Journey.
Our ESG Credentials.

Our commitment



ESG: Environmental, Social, Governance

We are, and always have been mindful of our environmental impact. We understand it's a journey of continuous improvement and it's a journey we undertake with our employees, our partners and our clients. We are committed to doing all we can to protect our planet for the future.

As a business, we promise to manifest positive change through our strategies and procedures. Our ESG Committee is tasked with this mission, supported by our Board and sustainable investors, Black Rock.

By collectively reducing our carbon footprint through reducing, reusing and recycling resources, we are changing habits.

By choosing to work with partners who share our values in the supply and support of sustainable solutions we are driving change.

Together we can make a difference.



espria.com



Environmental Management



Espria is proud to hold ISO 14001.

ISO 14001 is an international standard that specifies the requirements for an effective environmental management system (EMS).

It provides a framework for organisations to manage their environmental responsibilities in a systematic and efficient manner.

ISO 14001 is important for:

1. **Legal Compliance:** ISO 14001 provides a framework for identifying and complying with applicable environmental regulations and laws. It helps us stay up to date with the latest regulations and avoid legal penalties.
2. **Reputation:** Implementing ISO 14001 demonstrates our commitment to environmental sustainability and responsibility.
3. **Cost Savings:** Implementing ISO 14001 helps us identify opportunities for cost savings through more efficient use of resources, reduction in waste, and better management of environmental risks.
4. **Risk Management:** ISO 14001 helps us identify and manage environmental risks, such as pollution incidents or regulatory non-compliance, and thus reducing the likelihood of environmental incidents and associated costs.
5. **Competitive Advantage:** Implementing ISO 14001 may give us a competitive advantage over its peers. It demonstrates to customers and stakeholders our commitment to environmental sustainability and responsible business practices.



Carbon Footprint



CO₂e
Assessed
Organisation



Carbon
Neutral
Organisation



CO₂e
Reduced
Organisation

We are Carbon Footprint Verified - an important step in demonstrating our commitment to sustainability and climate action. Having an independently verified carbon footprint gives us:

1. **Credibility:** Independent verification under Scopes 1, 2 and 3, validates our claims of reducing our greenhouse gas emissions, supporting the targets and objectives we have set to reduce our Operational Environmental Impact by 2026.
2. **Transparency:** Independent verification provides transparency in the calculation of our carbon footprint, including the methodologies used and the data sources. This helps to ensure that the calculation is accurate and trustworthy.
3. **Accountability:** Independent verification holds us accountable for our carbon footprint and identifies areas where we can further reduce our greenhouse gas emissions. We have attained Carbon Reduced status, 2 assessments in a row.
4. **Benchmarking:** Independent verification provides a benchmark for comparison with other organisations in our industry, and helps us to identify areas for improvement and our progress over time.

We have made the switch to Renewable Energy at two of our sites so far with the third following at the end of the current contract, for the following reasons:

1. **Environmental Benefits:** energy sources such as solar, wind, hydropower and geothermal don't emit harmful pollutants or greenhouse gases and reduce our reliance on fossil fuels, lowering our carbon footprint.
2. **Energy Security:** Renewable energy reduces our dependence on foreign oil and gas, helping improve energy security and reducing the risk of supply disruptions.
3. **Economic Benefits:** Renewable energy is increasingly cost-competitive and has the potential to create jobs and stimulate local economies, helping stabilise energy prices, benefiting consumers and businesses.
4. **Sustainable Development:** By using renewable energy we can help to meet the needs of the present generation without compromising the ability of future generations to meet their own needs.



Our carbon footprint has been calculated at 146 tonnes (.57 tonnes/head) which is less than half the average for our industry.



Biomass Energy Conservation

To offset our carbon footprint, we have chosen two projects that make a significant impact, be that human or environmental. Malawi is one of the poorest regions in the world and the provision of cookstoves, quite simply, changes lives. Helping to protect rainforests and the biodiversity within is also something we are passionate about and has enormous importance for our planet.

Malawi Cookstoves

The project, which aims to disseminate over 8,000 improved energy efficient cookstoves to low-income homes in Malawi, promotes improved kitchen and firewood management practices e.g. use of less firewood, use of dry firewood, using a pot lid while cooking and soaking legumes before cooking. The improved technology and practices are intended to replace less efficient technologies and practices and will result in biomass conservation and a reduction in greenhouse gas emissions from the burning of solid biomass.

Additional benefits include reduced smoke during cooking, thus reducing exposure to health damaging pollutants and reduced time and effort procuring wood fuel. The stoves are attractive to end-users and can result in faster cooking times. The stoves are produced locally using local materials, resulting in income generation and the acquisition of new skills for local people.

Almost all firewood users in Malawi (91%) use 3-stone stoves for domestic cooking and heating. These are not fuel efficient, produce a lot of smoke and are the source of many injuries and accidents. It is estimated that fewer than 0.5% of the population are using any sort of improved biomass stoves, and many households, particularly in rural areas, collect fuel for cooking at little or no financial cost.



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Our support of this project will offset
50% of our carbon footprint.

Gold Standard
Climate Security & Sustainable Development



Rainforest Conservation



The Southern Cardamom rainforest represents southeast Asia's largest surviving rainforest habitat. Of the half a billion acres of rainforests that once covered SE Asia, now only about 5% remain; and 20% of that 5% is in Cambodia. Of that 5%, a vital portion is the Southern Cardamom REDD+ Project (SCRP).

The REDD+ Project (SCRP) is an initiative designed to promote climate change mitigation and adaptation, maintain biodiversity and create alternative livelihoods under the United Nations scheme of Reducing Emissions from Deforestation and forest Degradation (REDD+). The 445,339 ha SCRPP encompasses parts of the Southern Cardamom National Park and Tatai Wildlife Sanctuary and will protect a critical part of the Cardamom Mountains Rainforest Ecoregion – one of the 200 most important locations for biodiversity conservation on the planet.



Our support of this project will offset more than 50% of our carbon footprint.



UK Tree Planting



In addition to our carbon offset projects, we are also supporting tree planting programmes in the UK.

The majority of trees we plant are cell grown whips (between 40-80cm high dependent on species) which gives them the best chance of taking root.

All trees are native UK species, including Hawthorn, Sessile Oak, Hazel, Downy Birch, Guelder Rose, Field Maple, Rowan, English Oak, Blackthorn and Wild Cherry that have been grown from UK seeds in UK nurseries.

The trees are typically planted across school grounds, parks, farms, woodlands and other biodiversity sites, providing wildlife habitats and often bringing additional educational and community benefits.



Through our partner, Ecologi, we also plant a tree to recognise every person who attends one of our live events, in the 'Espria Forest'. Further, we contribute a percentage of invoiced revenue to the planting of wildflower meadows and seagrass landscapes to support the natural environment and wildlife.

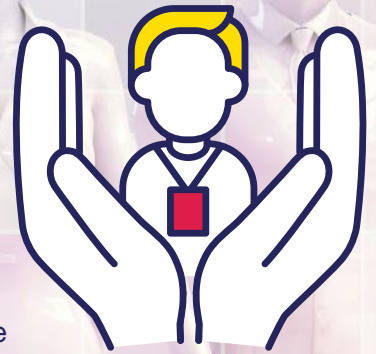


Social

Health, Safety and Wellbeing

We have a Certified Management System supported by our Health & Safety Policy which helps us to:

1. Protect employee health and safety by identifying and mitigating potential risks in the workplace through safety protocols. Where appropriate, we provide proper safety equipment and training, and implement measures to prevent accidents and injuries.
2. Reduce environmental hazards including reducing emissions, implementing sustainable waste management practices, and using renewable energy sources. By doing so, we help reduce exposure to environmental hazards that can impact the health and safety of our employees and the broader community.
3. Through supporting our local communities we help to promote positive lifestyle choices.
4. We have invested in training Mental Health First Aiders across the business.



Supply Chain

We require all our partners and suppliers to adhere to our Procurement Charter and our Supplier Code of Conduct. These documents outline our expectations and requirements for our suppliers, sharing our operational procedures, selection processes, how contracts are awarded and how our relationships with suppliers are managed. Our Charter is intended to ensure that our procurement practices are transparent, fair and ethical.

Our supplier Code of Conduct sets out the standards our suppliers are expected to adhere to when doing business with us. The Code covers a range of topics, including labour practices, human rights, environmental sustainability and business ethics. By establishing clear expectations for our suppliers, we can ensure our supply chain is ethical, sustainable and socially responsible.

We want to ensure we are doing business with ethical and responsible partners, who share our values, whilst minimising risks related to environmental and social impact, reputational damage and legal compliance.





Customer Feedback

We put great store in our regular customer satisfaction surveys. Feedback is reviewed, we listen, we learn and where required, we act.

We have a formal complaints procedure and on the very rare occasion we have one, it is thoroughly investigated, lessons are learned, tracked and monitored to completion.

Testament to our customer service and satisfaction levels are the number of customers who have been with us for over 10 years.



Community

We actively support local initiatives, charities and our employees in their endeavours outside the office. We sponsor our local U7s football team and employees Ben Lymn and Charles Fitch as well as Shelford Rugby club - one of the largest community sports clubs in East Anglia.



Governance

Policies



ISO 9001 is a quality management standard that provides a framework for managing and improving quality within an organisation. It helps us to ensure that our products and services consistently meet customer and regulatory requirements. By implementing ISO 9001, we are able to demonstrate our commitment to quality and continuous improvement, in order to increase customer satisfaction, better supplier relationships, and improved business performance.



ISO 27001 is a standard that provides a framework for managing and protecting sensitive information. It helps us to identify and manage security risks, implement controls to protect their information assets, and continually monitor and improve our information security management system. By implementing ISO 27001, we are able to demonstrate our commitment to protecting their customers' and stakeholders' sensitive information, in order to increase trust and confidence in our business.



ISO 14001 is an environmental management standard that provides a framework for managing environmental impacts and improving environmental performance. It helps businesses identify and manage environmental risks and opportunities, implement controls to reduce their environmental impacts, and continually monitor and improve their environmental management system. By implementing ISO 14001, businesses can demonstrate their commitment to environmental sustainability and responsible environmental management, in order to increase stakeholder trust and regulatory compliance.



ISO 20000-1 is a standard that provides a framework for managing IT service management processes. It helps us to ensure that our IT services are delivered efficiently, effectively and in line with customer requirements. By implementing ISO 20000-1, we are able to demonstrate our commitment to providing high-quality IT services, in order to increase customer satisfaction, improved service delivery and reduced operational costs.



Cyber Essentials is a UK government-backed scheme that helps businesses to protect themselves from common cyber threats. Being Cyber Essentials certified means, not only do we take cybersecurity seriously, but we have taken steps to protect our data and our systems. We have met a set of cybersecurity standards designed to safeguard against cyber attacks. Our Cyber Essentials self-assessment questionnaire has been verified by a qualified assessor and covers five key areas of cybersecurity:

1. Boundary firewalls and internet gateways
2. Secure configuration
3. Access control
4. Malware protection
5. Patch management.

We will shortly be undergoing the Cyber Essentials Renewal assessment.



Governance

Policies

Espria has a robust Ethical Business Code of Conduct that all employees, contractors and suppliers must adhere to.

We are committed to encouraging diversity and eliminating discrimination in both our role as an employer and as a provider of services; we have an Equality, Diversity and Inclusion Policy along with an EDI Action Plan.

ESG Risks are fully managed, tracked and monitored through our established ESG Committee.



Customer Charter

Espria strives for high standards in service delivery and welcomes feedback from individuals, users of our services, stakeholders, and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work.

Our Customer Charter Policy Statement can be viewed in full [here](#).



Training

Our Senior Management Team undergo training that is recognised by the Institute of Leadership and Management.

Every employee has access to online training to improve their skills and has the opportunity to develop their expertise as part of their Personal Development Plan.





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Empowering Digital Workspace