

Environmental Policy

1. Our Vision

Highbourne Group Limited, through its brands City Plumbing, The Bathroom Showroom, PTS, The Underfloor Heating Store, 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 a carbon reduction plan are key business principles. It's driven by our board, all colleagues and our customers, and inspires everything we do. It leads us to develop policies and initiatives designed to support government environmental targets and to engage others – including colleagues, suppliers, customers and the wider industry - to share the same vision.

2. Our commitments

We commit to meet all compliance obligations including ISO 14001:2015 and the business values, to protect the environment, prevent pollution and embrace environmental opportunities to operate sustainably

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 transition to a more circular economy.

To improve our environmental performance we commit to:

- Publish an annual Carbon Footprint Report and maintain a Carbon reduction plan
- Zero waste to landfill by 2030 and increase Increase recycling wherever possible
- Leading the way in Energy Efficiency Products and Services
- Engage with suppliers to ensure they have an effective Environmental Policy and Management System in place

This Environmental Policy is communicated to all Highbourne Group colleagues and is available to our customers and suppliers on request and on our website. To ensure that this policy remains effective and relevant to Highbourne Group activities it will be reviewed annually or when activity operations change significantly and updated as required. The Leadership Team is accountable for supporting all relevant roles in contributing to our Environmental Management System by providing appropriate training, resources, business processes, and systems.



Hemal Morjaria
Chief Commercial Officer
Highbourne Group Limited



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3. Embedding our commitments

To deliver on this policy we will:

- Assess and reduce the environmental impact of our business operations across energy and water consumption, emissions such as: air pollution, odour, noise, and light, discharge issues, greenhouse gases-related factors..
- Work with our waste management contractor to identify various waste streams to eliminate land fill and increase recycling where ever possible
- Effective management of materials, chemicals, non-hazardous & hazardous waste generated from operations
- Ensure up to date Safety Data Sheets are available across all chemicals and substances within the business for assurance on the correct handling, storage and disposal: reducing and eliminating any potential environmental and customer health and safety risks
- Promote the sale of renewable technology to our customer base by working with installers/ customers on training and easy access to a wide range of suitable products
- Work with our suppliers to reduce the amount of packaging used on our products and , where ever possible to eliminate materials which cannot be recycled
- Ensure spill kits are available in appropriate risk areas, spill drills are conducted once a year and emergency preparedness procedures are communicated to the colleagues, to reduce the risk of the pollution incidents
- Review and monitor supplier performance on environmental sustainability by:
 - checking that they operate an effective risk based Environmental Management System
 - Encouraging suppliers to provide information on embodied carbon
- Develop and deliver training to motivate colleagues in understanding and complying 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

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

6. Definition and Terminology

ISO 14001: Internationally recognised standard for an Environmental Management System

CLASSIFICATION: PUBLIC

Version No	Date Issued	Update Details	Author	Approved By	Title
v3.0	01.05.23	Published	Malcolm Fisher	Dave Evans	CEO
v4.0	01.05.24	Annual Review - aligned to revised policy format	Malcolm Fisher	Dave Evans	CEO
v5.0	01.05.25	Annual Review - revised policy format and include reference to CFR and CRP. Senior Leadership sponsor CFO	Malcolm Fisher	Robbie Bell	CFO
v 6.0	18.05.26	Annual Review - amended to reflect the commitment to protecting the environment in a broader sense	Malcolm Fisher	Hemal Morjaria	CCO



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