

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 the journey for Net Zero is at the heart of our business. It's a principle driven by our board, our people, and our customers, it 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. Mitigating climate change means decarbonising our economies. The goal is simple: by 2050, we must achieve Net Zero. In the meantime, we must achieve carbon neutrality.

2. Our Commitments

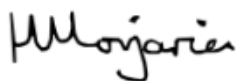
Alongside our commitments to provide high standard products that meet customer requirements, we also commit to comply with applicable requirements including ISO 14001:2015, as well as supporting our business values: to protect the environment, prevent pollution and embrace environmental opportunities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

To improve our sustainability performance our key commitments are :

- Publish an annual Carbon Footprint Report and Carbon Reduction Plan
- Encourage suppliers to provide Environmental Product Declarations (EPD's) Reduce waste
- Have a clear strategy across Environmental, Social & Governance (ESG)

Our sustainability commitments become an integral part of our day-to-day activities, and we seek ways to continually improve our environmental performance by operating in a responsible manner, and making reductions in our carbon emissions from heat, power and travel.

This sustainability Policy is communicated to Highbourne Group colleagues as required and is available to our customers on request. 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.



Hemal Morjaria
Chief Commercial Officer
Highbourne Group Limited



Sustainability Policy

3. Embedding our commitments

To deliver on this policy we will include:

- Having an ESG working group in place for continual review and updates on progress
- Use external expertise to manage the Carbon Footprint Report, Carbon Reduction Plan , ESOS and SECR with independent verification
- Dedicated team working on packaging compliance and packaging reductions with external support from Valpak
- Monitor and report on supplier sustainability performance using an online risk assessment process
- Promote the sale of renewables wherever possible
- Implementation of other policies and procedures across all aspects of sustainability
- Maintain ISO 14001 registration to fulfil our compliance obligations which underpin our aim to remain legal, prevent pollution and embrace environmental opportunities
- Adopt the waste hierarchy, reducing the internal wastes through material reuse, recovery or repurpose, including:
 - The roll out Dry Mixed Recycling (DMR) across all sites in line with changes in legislation and,
 - The monitoring for opportunities to reduce the collections of general waste
- Segregate internal waste properly to facilitate recycling and correct onward disposal, and to comply with new Simpler Recycling regulations
- Offer discounts for unwanted, undamaged stock and sell them to jobbers, or donate them to a charity for distributing to community groups
- Reduce our environmental impact including working towards a paperless branch network
- Identify and promote products which support the circular economy, supporting improved environmental choices outcomes for our customers
- Promote spares to encourage customers to repair products, helping to keep products in use for longer where possible, reducing their carbon footprint
- Promote the use of recycled materials by using recyclable plastic packaging with at least 30% recycled content, and replacing plastic carrier bags with paper carrier bags
- Use only approved waste contractors



Sustainability Policy

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

ISO 14064-1: Requirements for Carbon Footprint Verification (CFV)

ISO 14068: Standard for Climate change management. Transition to net zero. Carbon Neutrality

Definition of Carbon Neutrality is having a balance between emitting carbon and absorbing carbon from the atmosphere in carbon sinks. Definition of Net zero carbon is achieving a balance between the carbon emitted into the atmosphere, and the carbon removed from it. This balance – or net zero – will happen when the amount of carbon we add to the atmosphere is no more than the amount removed.

CLASSIFICATION: PUBLIC

Version No	Date Issued	Update Details	Author	Approved by	Title
v1.0	01.05.25	Replaces the Carbon Policy	Malcolm Fisher	Robbie Bell	Chief Financial Officer
v1.1	20.10.25	Include EPD's in key commitments	Malcolm Fisher	Robbie Bell	Chief Financial Officer
v2.0	18.05.25	Annual review, minor amendments	Malcolm Fisher	Hemal Morjaria	Chief Commercial Officer