

Corporate Social Responsibility Statement

ETHICAL TRADING

ServiceMaster's policy is to seek the purchase of goods and services that minimise negative and enhance positive impacts on the environment and society whilst meeting our business requirements.

ServiceMaster seeks to select, develop and retain employees on the basis of ability and qualifications for the work to be performed without discrimination or prejudice under any circumstances, including race, religion, colour, sex, age or physical ability.

Employees will have the right to freely choose employment and be paid the National Minimum wage. ServiceMaster's policies and procedures are designed to ensure that the human rights of all employees, whether directly employed or sub-contracted, and respected in accordance with internationally recognised standards, and the Modern Slavery Act 2015.

Our Ethical Purchasing Policy seeks to promote good labour and environmental standards in the supply chain of goods and services to our clients and is monitored via our sub-contractor approval process.

ServiceMaster insists on honesty, integrity and fairness in all aspects of its business and expects the same in its relationship with all parties with whom it conducts business. The direct or indirect offer, payment, soliciting and acceptance of bribes in any form are unacceptable practices and are prohibited throughout the organisation.

It is each employee and supplier's responsibility to ensure that our products and services are obtained from sources which respect safety, health, environment, product stewardship, product quality, social, legal and ethical standards and sustainability requirements.

EQUAL OPPORTUNITIES

ServiceMaster is striving to ensure that the work environment is free of harassment and bullying and that everyone is treated with dignity and respect in the workplace.

ServiceMaster is committed to providing equal opportunities in employment and to avoiding unlawful discrimination, whether directly or indirectly in employment, in dealing with customers or throughout the supply chain.

A policy is in place to assist the company and its custodians to comply with the Equality Act 2010 and the Disability Discrimination Act 2005. The policy is applicable to all employees working for ServiceMaster and is trained as part of an induction process.

WELFARE OF CHILDREN AND VULNERABLE ADULTS

ServiceMaster acknowledges the duty of care in respect of the welfare of children and vulnerable adults and is committed to statutory responsibilities and government guidance and takes the required steps to ensure that customers in vulnerable or, potentially vulnerable circumstances are not exposed to risks arising from permanent or temporary vulnerability through their interactions with us or our partners and suppliers.

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ENVIRONMENTAL

ServiceMaster Limited is accredited with ISO 14001 status and our environmental policy is based on the belief that everything we do matters to those around us.

At ServiceMaster we put people first. The health, safety and welfare of our customers, employees and the people of the communities we serve are paramount. That is why we take our commitment to environmental stewardship seriously and have developed specific principles to guide us in serving our customers. At ServiceMaster, we pledge to:

Consider health, safety and environmental issues in our action. We are committed to providing safe, effective, quality services through the use of proven methods and tested products. At ServiceMaster, we will strive to be a leader in understanding the health, safety and environmental effects of the products and methods we use, staying abreast of scientific research and trends in new product development.

Use and apply all products safely. Because we are in the business of helping people keep their homes, workplaces and surroundings vital and healthy, we seek to reduce the harmful effects of pests and disease on the environments we service. While many of the products we use are available to consumers, our services are designed to provide maximum benefit with minimal environmental impact through careful, selective, professional application. We believe the key to providing a safe, quality service is employee training. Thus, at ServiceMaster the training and evaluation of our employees is ongoing.

Communicate openly and honestly. We will strive to foster an open, honest dialogue with our employees, customers and the communities in which we operate.

Ensure the safety and well-being of our employees. We will provide our employees with the tools, training and support they need to do their jobs safely, effectively and efficiently. At ServiceMaster, we will maintain a work environment where risks are understood and minimised and where adherence to safe work practices is expected and commended.

Minimise waste through re-use and re-cycling. We are committed to re-use and re-cycle as the best methods for minimising waste (and will help our customers employ these practices also). When these methods are not practical, we will take the responsibility for assuring the safe disposal of wastes generated by our services.

Include resource conservation in our daily operations. We recognise the limited nature of our natural resources. We will use energy efficiently and responsibly and practice prudence in our consumption of both renewable and non-renewable resources. We will strive to use sustainable energy sources whenever practical.

ENVIRONMENTAL TARGETS

ServiceMaster Limited has set environmental targets as part of its management programme, to reduce CO² emissions and reduce the amount of waste to landfill as part of its day-to-day business activities.

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COMMUNITY

ServiceMaster businesses participate in a variety of community benefit practices within their localised areas.

Our local business owners are actively encouraged to support local charities, good causes and organisations to enhance the lifestyle of vulnerable people or people in need within the local community as well as offer environmental support to help enrich the local community.

At ServiceMaster's Franchise Support Centre we have a 'Great Place to Work Committee' which is responsible for local and national charity fund-raising initiatives and social projects.

With the Olympics and Paralympics taking place over the 2016 summer, our committee utilised this opportunity to organise an 'Office Olympics' which saw inter-departmental teams competing for the coveted prize and accolade of being Office Olympics Champions.

Projects which the committee organised include participating in National Awareness Campaigns such as "wear it pink" campaign, Genes for Jeans Day and Macmillan Coffee Morning.

ServiceMaster are supporters of Dementia Friends Charity. ServiceMaster has carried out training for employees, to enable them to understand and deal empathetically with customers who may be suffering from Dementia. Employees have been keen to raise money for their charity via a number of smaller initiatives. We have also rolled this out to our Networks and have over almost 200 Dementia Friend trained Franchisees and employees.

As a Leicester based business we fully backed the community initiative to 'Back the Blues' during Leicester City Football Club's Premier League journey. This was a community wide campaign that saw businesses, playgroups and individuals 'Backing the Blues' by wearing blue on a specific date and putting signs up at the business. As a multi-cultural and diverse city, this campaign saw groups across the city and county unite to get behind their local team.

As a business, we also give opportunities to local young people within our community; this includes work placements for students in and around the local area. We have recently attended the Leicester and Leicester Enterprise Young People Day where we had the opportunity to speak with local young people about our business and career opportunities.

By offering and providing support within our local communities, ServiceMaster can make a positive impact on the welfare of the society within which we all live.