

# Lavendon's Sustainability Policy

Making a **positive** impression



At Lavendon Group, we understand that as a global leader in the supply of access equipment we have a responsibility for the social, environmental and economic sustainability of our business.

As a company we challenge our employees to make a difference. We aspire to develop our relationship with the communities in which we live and work, to reduce our impact on the environment and to improve our health and safety both on and off of our premises. Through our own innovation and the promotion of best practice, we are dedicated to achieving these aims.

The following Sustainability Policy outlines our aspirations to make a positive impression on the global community in which we work by operating as a professional, ethical and responsible company. This policy supports the business principles and management values featured in our annual report.

## Communities

Our employees, our customers and our wider stakeholders, live and work in the communities that we serve, which is why supporting and engaging with these communities is one of our top priorities.



Community

### Benevolence

We will continue to offer our employees the chance to nominate beneficiaries for the funds controlled by our charities committee as well as offering sponsorship to employee charitable fundraising.

### Volunteering

We will actively encourage our employees to spend time volunteering within their local communities and for worthy causes as a part of their employment with our company.

### Gifts in Kind

As a committed member of the communities we serve, our employees can offer services and expertise to help support local events and initiatives.

## Market Place

We are committed to working with our customers and suppliers to consider the full lifecycle impact of goods and services as well as the benefits of new technologies and practices that can help deliver sustainable and profitable outcomes.



Market Place

### CO<sub>2</sub> Statements

We are determined to provide a full CO<sub>2</sub> statement to our customers so that they can better assess the impact of their hire and so that together we can work towards a reduced carbon footprint.

### Innovative New Technologies

We will use our knowledge and expertise to produce technologies and systems of work that can decrease the impact on the environment caused by the use of our machines and our customer's machines.

### Suppliers

We will work with our supply chain to deliver social, environmental and economically sustainable solutions by committing to responsible sourcing.

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## Work Place

Our commitment to developing our employees and improving the efficiencies and safety of our work places will continue to demonstrate our dedication to supporting sustainable operations.



Work Place

## Environment

We are committed to reducing any potentially negative effect our operations on the environment by exploring every opportunity to develop processes and strategies that can help us to make a positive impact.



Environment

### Employee Net Promoter Score

We will increasingly develop and engage our work force in a way that supports our employee's expectations of us to 'respect me, trust me, train me, value me'.

### Customer Net Promoter Score

We will be a supplier of choice for our customers, working to a high level of service, understanding, developing and exceeding our customer's expectations and promoting the sustainable use of our machines.

### Health and Safety

We will continue to be recognised for the work that we do to make sure that our employees and customers are protected from the risks of occupational injury or ill health.

### Tech X

We developed the Tech X standard for our depots to ensure high levels of maintenance and efficiency are carried out at our locations and strict controls are in place for the storage, use and disposal of hazardous substances. The Tech X standard also includes an environmental audit to ensure the control of spills and promote the use of energy efficient technologies and innovations.

### Use of Utilities

We understand the impact that utilities use has on the environment and will work to reduce our consumption of energy, water and gas through employee lead initiatives and efficient monitoring.

### Disposal of Waste

We will continue to dispose of waste product in a way that causes the least damage to the environment and we will seek to enhance and improve the methods that we employ to achieve this aim.

### Vehicle Emissions

We will reduce emissions resulting from our car, delivery vehicle and machine fleets by investing in and developing new technologies and practices designed to reduce emissions.

### Carbon and other Pollutant Reduction

We will maximise resource efficiencies throughout our operations to avoid waste, increase recycling and reduce our emissions.

### Elimination of Breakdowns and Scrap Machines

We will actively seek improved efficiencies in our maintenance programmes to reduce the environmental impacts associated with attending, repairing and scrapping machines or parts.