

EMBRACE NOW

Our roadmap to a better future

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welcome

We have come a long way since Chamberlaine was founded in 1978, when we offered a window cleaning service to small businesses and homeowners. In those early years, our objective was simply to build a reputation for delivering a high-quality service based on integrity, consistency, and value.

Today, we know we need to go further. Like all businesses, we need to be mindful of our impact on the environment, of the duty of care to our teams, and the role we play in our community.

The 'Embrace Now' plan outlined in this document has been created to help us offer

exceptional service to our clients in a way that adds value to society, without harming the planet. Our mission is to respond to social challenges through collaboration and innovation, with environmental impact, staff optimism and community development at the heart of everything we do.

This is our challenge, and we are determined to make a difference, because the actions we take now will be our legacy for generations to come.

Terry Sullivan M.D

Our values

Excellence

We pride ourselves on delivering the best customer cleaning contract service in London.

Integrity

Our staff manage and connect with our customers on a high and respectful level of understanding.

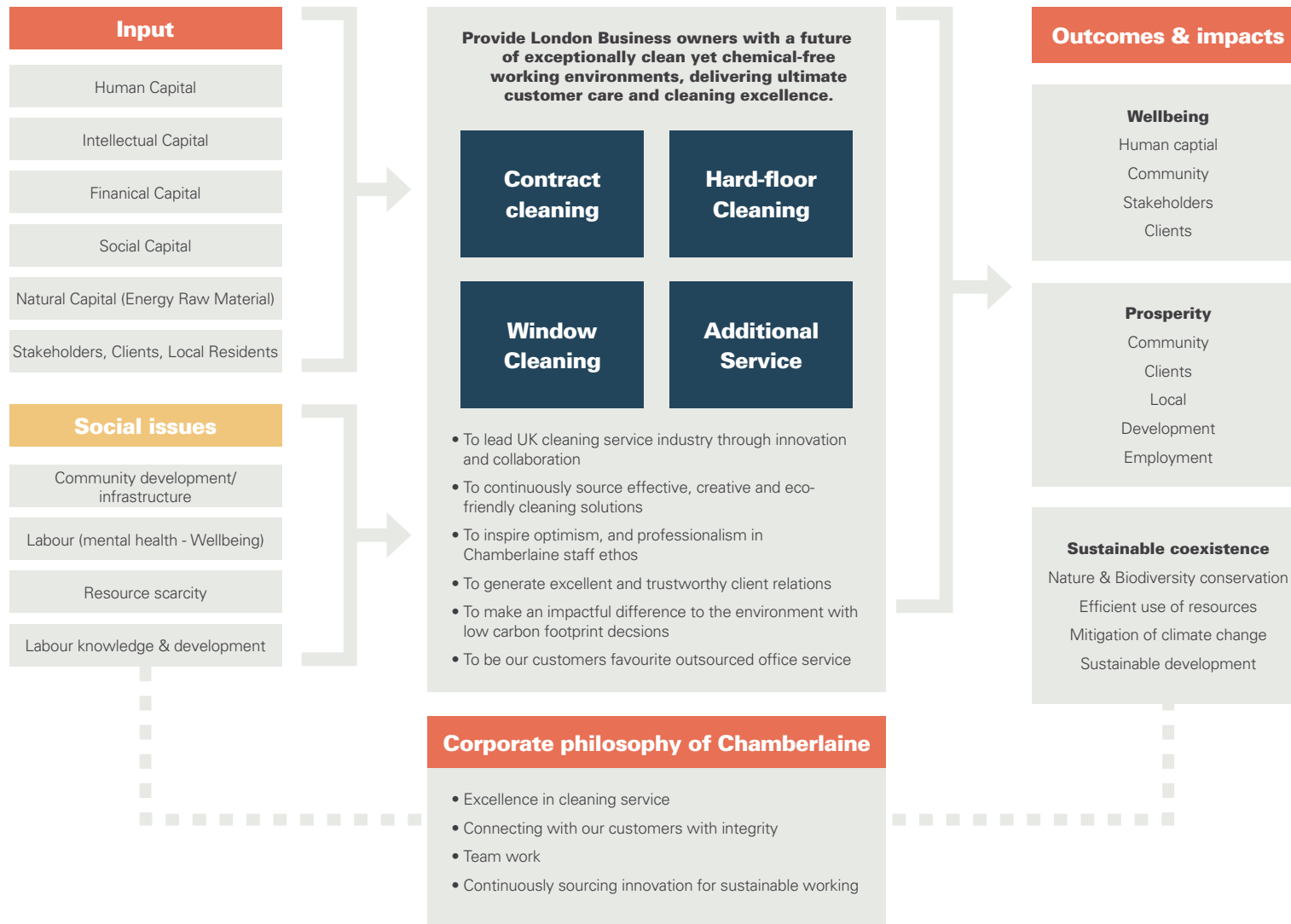
Teamwork

Chamberlaine staff are resourceful, honourable and intuitive to each other.

Innovation

Always seeking to source the latest products, solutions and initiatives that reflect our love of sustainable living and working.

■ How we create value through the Embrace Now plan





1.

EMBRACING OUR CUSTOMERS

We are dedicated to providing the highest quality service to our clients, regardless of their sector, size, or value. We do this by constantly monitoring and refining the way we work to ensure we provide our customers with the product they deserve; one which exceeds expectations.

Quality control

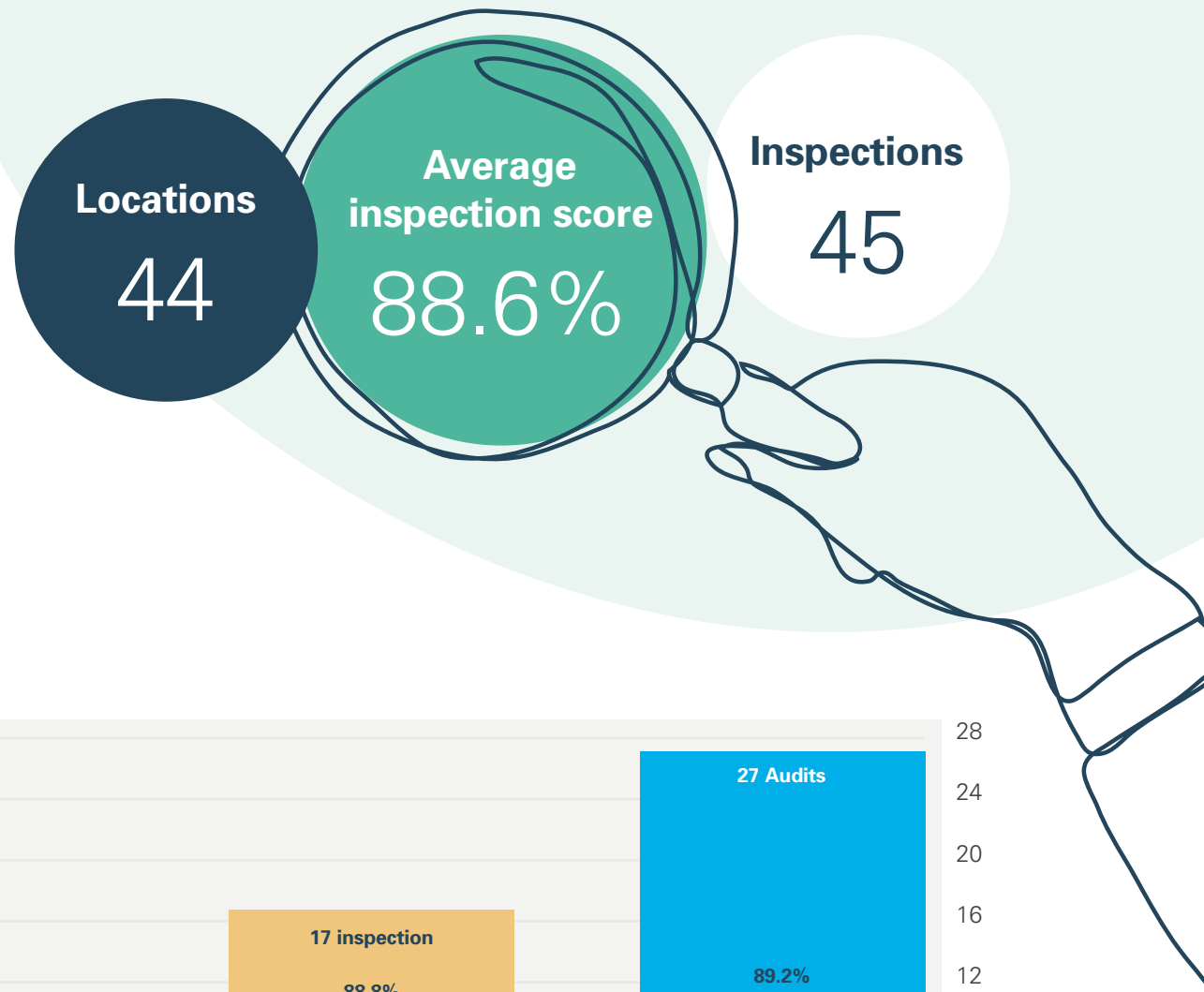
Our quality, health and safety assurance starts with the intensive training of our cleaning operatives. Then, and for the duration of all contracts, we continuously assess the effectiveness of our management system, as well as the level of compliance to client specifications, through regular checks by:

- **Mobile Supervisors** who carry out regular daily/weekly checks.
- **Area Managers** who utilise the latest software to audit sites monthly.
- **HSEQ Team** which completes comprehensive site visits to monitor and independently verify the process and activities with a holistic approach on service, including compliance in regard to H&S and environmental regulations.

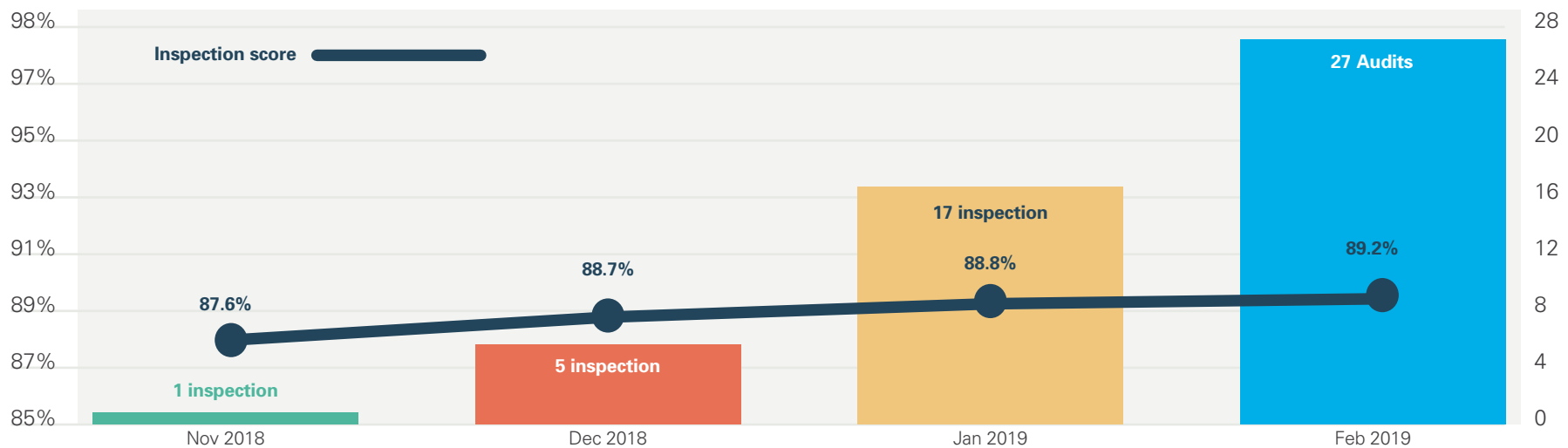
Using the latest Quality Manager software we can empower our field management team through mobile technology, reassuring our clients we are managing their contract effectively. By analysing and sharing compliance data, along with any other key contract documents through a secure client portal on our website, our clients can see we are adding real value in real time.

As an additional level of quality and safety management, since early 2018 we have employed the use of Slip Resistance Floor Testing and ATP testing to improve our Safety Management control.

- Slip Resistance Floor Testing: the use of Coefficient of Friction (CoF) value to guide our decision making across floor treatments.
- ATP bioluminescence Test: for the measurement and analysis of biological contamination and level of hygiene after cleaning.



■ **Average score and number of inspections**



Supplier selection

At Chamberlaine we actively engage with all our supply chain partners to promote sustainable standards that align with our values, objectives and business model.

We expect our supply chain and partners to meet our expectations in the following key areas:

- Environment
- Health and Safety
- Ethics and compliance
- Labour and human rights

Before becoming part of our supply chain, suppliers and sub-contractors are appraised for their ability to align with our sustainability values. Through this external interaction we maximise our ability to influence the external market and make a difference in the community where we operate.

Engaging our supply chain is a major step towards a sustainable service model. Supplier selection, monitoring and review helps us ensure satisfactory labour and environmental conditions are applied for the provision of services, and to this end we continuously review and improve our existing supplier and sub-contractor code of conduct.

How we measure success:

Progress KPI:

- Product recycle rate
- CO2 emissions

Impact KPI:

- Reduction CO2 equivalent per year
- % of innovations that include sustainability goals
- % of sustainability awareness training penetration

GBAC STAR™ Service Accreditation



In the new normal, portfolio management will require good organisational knowledge, innovation, effective internal communication and a high skill set to anticipate emerging risks. Chamberlaine recognises the increased demand for high-quality cleaning and disinfection services within the commercial cleaning industry.

We are committed to the promotion of a healthier community by serving as hygiene leaders in all aspects of our operations. We will provide assurance to our clients, employees

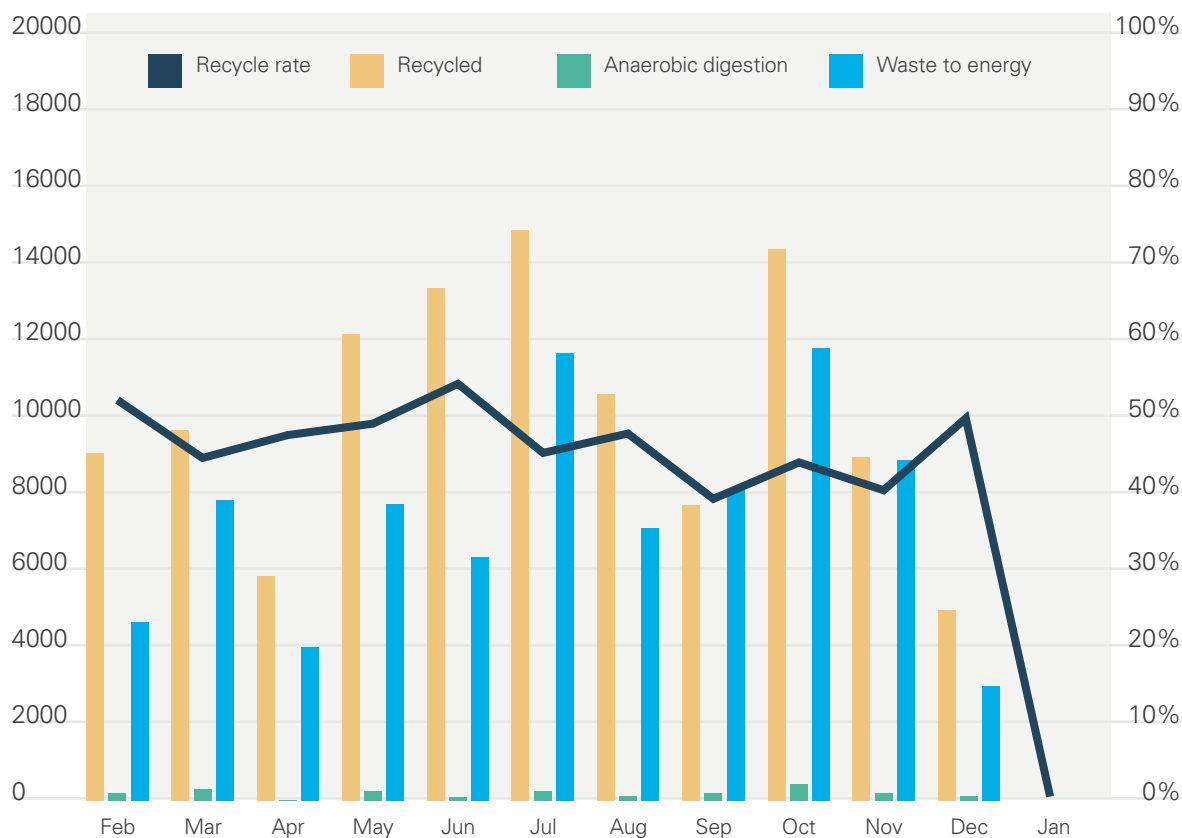
and the wider community that proper cleaning, disinfection and infectious disease prevention work practices and controls are designed on best scientific and technical information, and that these are meticulously maintained and continuously improved.

As such, we are delighted to announce we have achieved the GBAC STAR™ Service Accreditation. This is the only worldwide recognised accreditation program on cleaning, disinfection, and infectious disease prevention for service providers.

ISSA (worldwide cleaning association) and GBAC (Global Biorisk Advisory Council) are the only organisations that prioritise a high quality of work and a comprehensive approach to cleaning, disinfection and infection prevention processes to help organisations around the world prepare for, respond and recover from crisis.

This certification indicates our professionalism in cleaning for health and that we are making a difference in the industry. Our customers can be confident of our operations, knowing the cleaning standards within their facilities have risen and will be maintained in a systematic continuous improvement process.

■ Material collected (kgs) from February 2019 to January 2020



Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Total
8975	9600	5825	12150	13300	14875	10525	7650	14325	8900	4875	0	111000
63	188	0	125	0	125	63	125	313	125	0	0	1127
4625	7775	3900	7675	6250	11625	7075	8075	11825	8800	2925	0	80550
66%	56%	60%	62%	68%	56%	60%	49%	55%	51%	62%	0%	58%

Food Waste CO2 savings. Proportional to miles saved on a 747 plane = 6.90miles

64%

recycling rate in Q1 2021 with 37% on non-recyclable waste undergoing treatment to meet particular specification in order to be treated as Refuse Derived Fuel (RDF) or Waste Derived Fuel



2. EMBRACING THE ENVIRONMENT

Environmental management is integral to our vision as a leading London service provider and vital to our continued performance and growth. We always take into consideration the environmental costs and benefits of our operations and are committed to the principles of sustainability and pollution prevention.

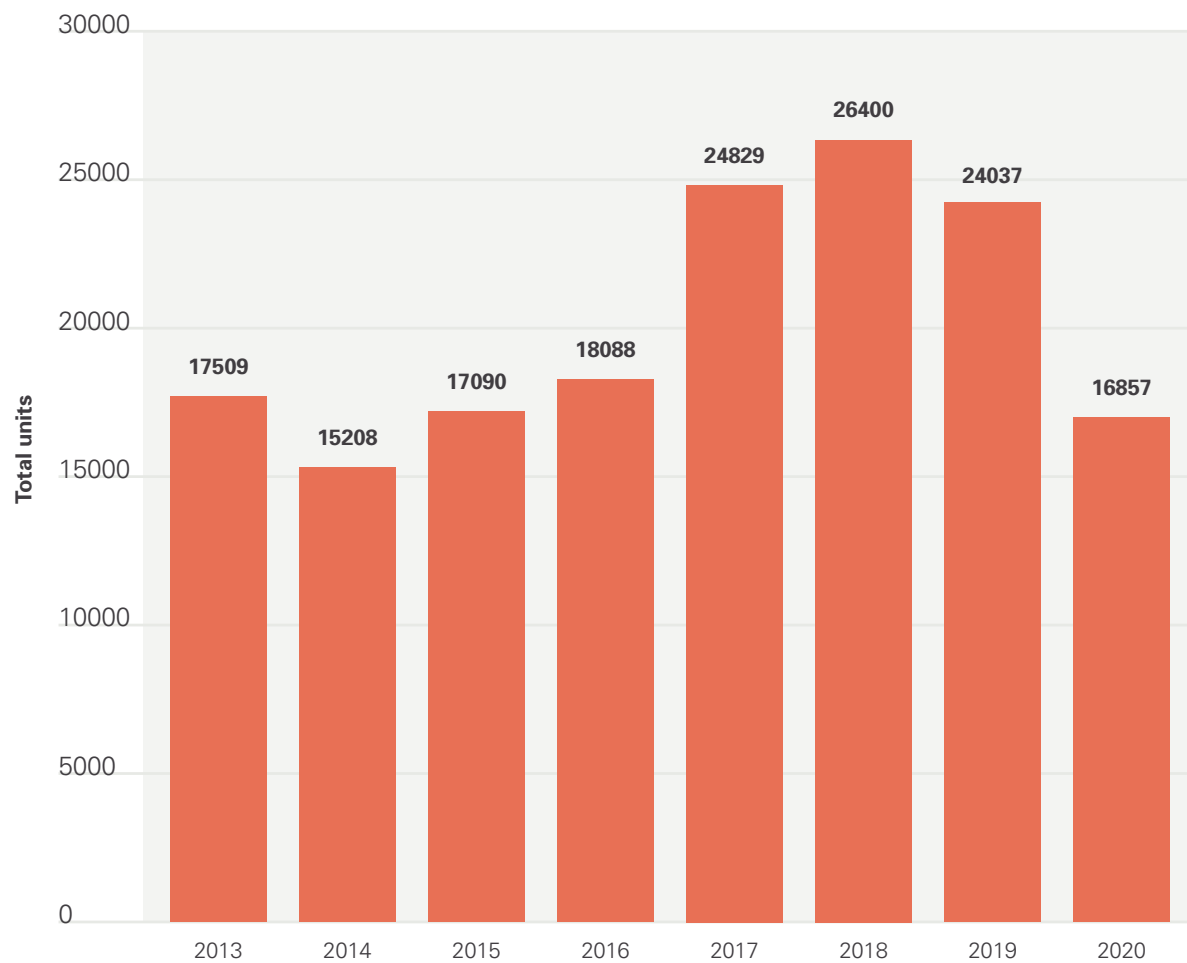
In 2011 we implemented our first Environmental Management System, achieving certification to BSI-ISO 14001 in 2014. Since then, Chamberlaine has continuously achieved recertification in recognition of our achievements in environmental practices and sustainability.

This accreditation has allowed us to create a highly effective Environmental Management System; reducing the transportation of waste from our roads, significantly reducing the use of single use plastics, and utilising chemical-free cleaning products.

Despite the rapid expansion of the business, we have successfully managed to control and reduce the use of consumables while improving the quality of the finished product. Chemical consumption has decreased along with plastic usage and waste, and 100% of our plastic waste has been diverted from landfill.

In association with iRecycle, we offer a free plastic bottle collection service on all Greenspeed Cradle2Cradle accredited products. Used containers are collected from our customer's sites by our suppliers, at the same time they are taking delivery of new orders, before being taken by canal barge to Old Oak Sidings materials recycling facility (MRF) in North-West London. Here recyclables are recovered and processed to be turned into new products, taking us a step further on our circular economy journey.

■ Chemical consumption by year



Reduction
of excel mops
between 2018-2020

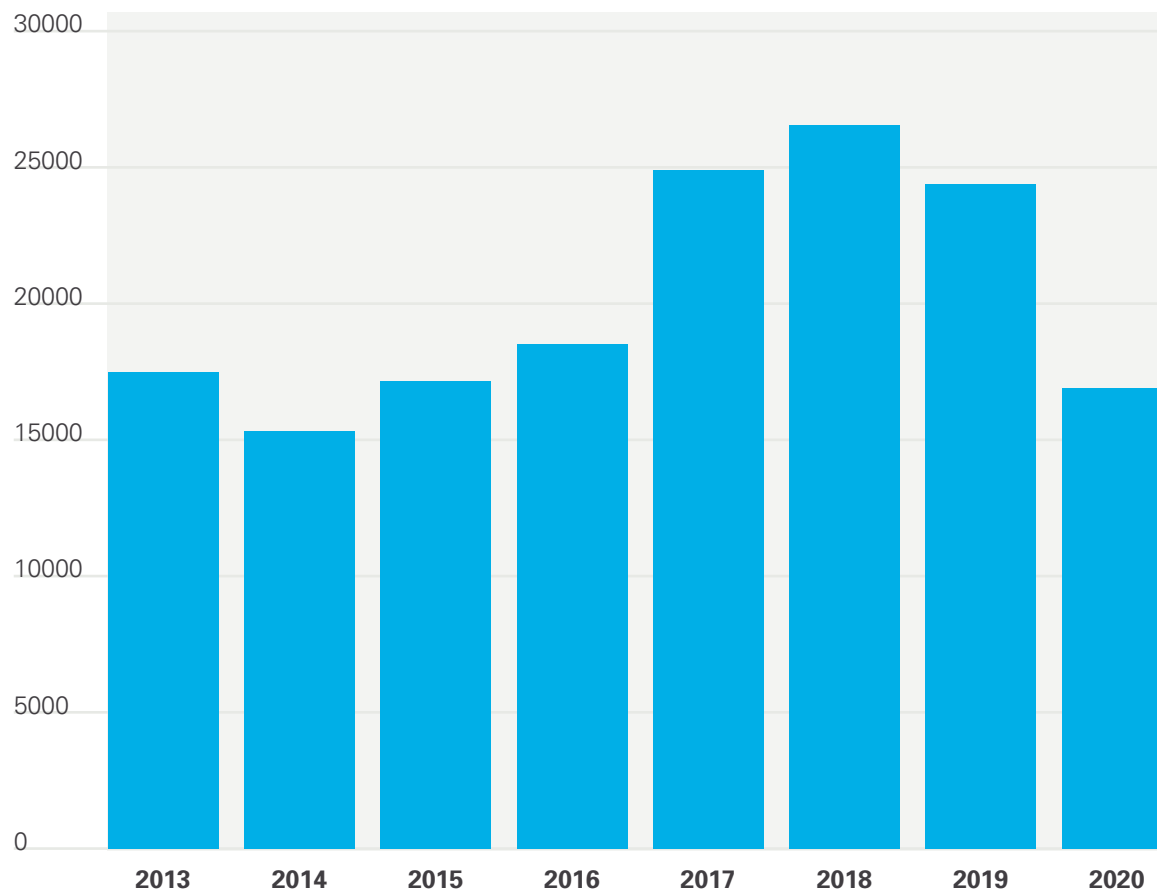
83.9%

Core
Chemical
reduction between
2018-2020

28%



■ Plastic bottles by year



We have an open-minded approach to new innovations and solutions that will ultimately help us reduce our environmental impact to even lower levels. We have adopted various developments within the sphere of chemical-free and probiotic cleaning technology, such as

PUREX technology and GreenSpeed Probiotic products. These innovations have allowed us to improve the quality of cleaning and disinfection at our clients' premises, as well as reducing chemical and plastic consumption and reducing our carbon footprint.

How we measure success:

Progress KPI:

- % of recyclable material
- Chemical consumption units

Impact KPI:

- Reduction of plastic bottles
- Zero to landfill
- % of waste to Refuse Derived Fuel (RDF)

OUR RANGE OF ENVIRONMENTALLY-FRIENDLY CLEANING PRODUCTS.



Probiotic cleaning detergents

Deep cleaning

- The probiotics remove grime and organic dirt, even deep in the surface, leaving you with a noticeably cleaner surface.
- As the probiotics continue to function for days after cleaning, the effect of these products is long-lasting.
- The probiotics prevent the build-up of organic material on surfaces and in drainage pipes.
- Meets stringent quality requirements, tested by EU Ecolabel.

With environmental benefits

- 100% natural micro-organisms.
- Once these products have been used, when they re-enter the environment, they actively contribute to water cleaning and maintaining a natural microbial balance.
- EU Ecolabel and Cradle to Cradle Certified™ Gold.

Combats odours

- Combats existing odours and prevents new ones building up.
- Actively absorbs odour molecules.
- Removes substances that other micro-organisms can turn into odours.

Safe

- Safe to use.
- No hazard symbols (CLP legislation).
- The products obtain the highest possible score for 'material health' according to the Cradle to Cradle criteria.

Plant-based disinfectant

Safe

- Safe to use.
- No chlorine or alcohol.
- No hazard symbols (CLP regulation).

Plant-based

- Disinfection using lactic acid.
- The active ingredients are 100% plant-based.
- 100% biodegradable.

Efficient cleaning and disinfecting

- Ready to use
- Achieves Log 4 to Log 5 of Pathogen logarithmic reduction 99.99%
- Meets BS EN 1276 Quantitative suspension test for the evaluation of bactericidal activity of chemical
- Meets BS EN 13697 Quantitative non-porous surface test for the evaluation of bactericidal and/or fungicidal activity of chemicals
- Meets BS EN 1650 Quantitative suspension test for the evaluation of fungicidal activity of chemical disinfectants used in food, industrial, and institutional areas.
- Consider a Biocide through EN 14476; providing lab evidence for disinfectants intended for use in the medical area.





3. EMBRACING OUR PEOPLE

We understand wellness is a driver for job satisfaction, reduced absenteeism and increased productivity. Our CSR has a focus on ensuring our staff work in a safe environment with a culture of collaboration and inclusion. Investment in training, career opportunities and our 'Healthier You' programme all help us recruit and retain a motivated workforce.

Investment in training

Our training and staff development is of the highest standard and the continuous support and guidance we offer is second to none. We continue to cultivate respect and integrity across Chamberlaine employees and eliminate discrimination in any form by:

- encouraging our employees to foster awareness of human rights under the leadership of senior management.
- providing human rights education
- appointing managers to deliver training across all areas of professional development.

Management
level or team
has completed 824
training programs
between
2018-2020

87.5%
of training
associated with equal
opportunities and
diversity

■ **Our first-class training programmes include:**

Environmental
Sustainability and
Circular Economy

Anti-Bullying &
Harassment

Modern Slavery
Awareness

Mental Health
Awareness

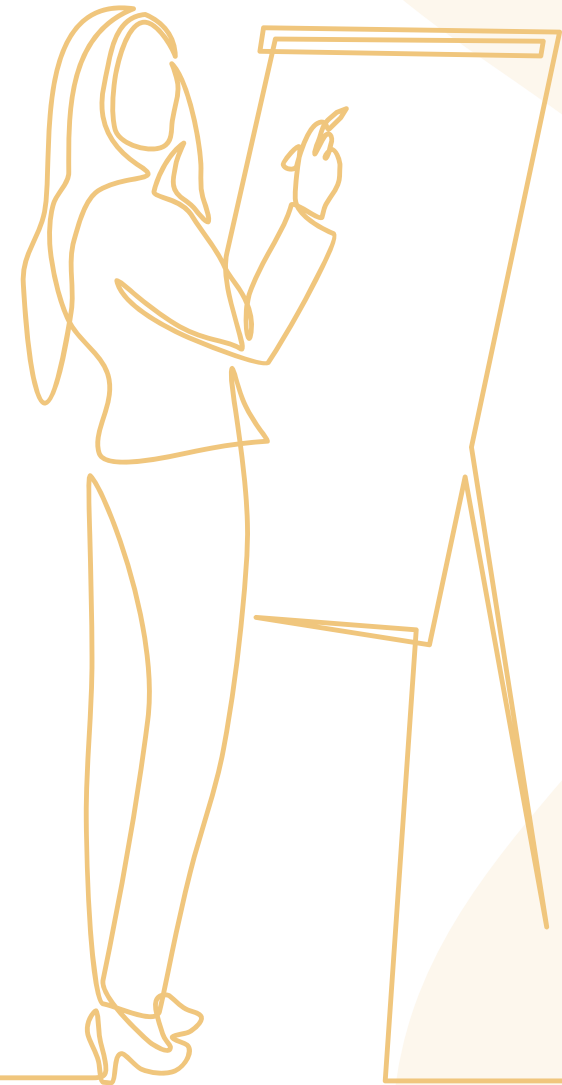
Data Protection:
Compliance
Following GDPR

PASMA working
at heights Ladder
and mobile towers

Recording
and Reporting
Accidents and
Incidents at Work
(RIDDOR)

Global Bio risk
Advisory Council -
Trained Technician

IAAP
International
Accredited
Auditing
Professional
ISSA CMI



Healthier You

What we eat affects how we feel, for example, caffeine and sugar can have an immediate effect. But food can also have a long-lasting impact on our mental health. Our brains need a mix of nutrients to stay healthy and function well, and a diet that's good for our physical health is also good for our mental health. That's why we have dedicated Nutrition & Wellness experts as part of the Chamberlaine team:

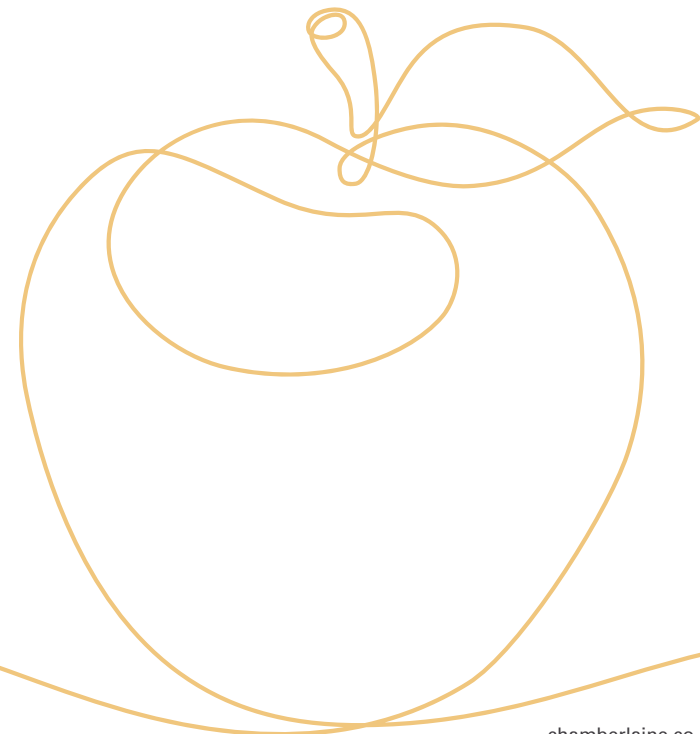
Anita Forika, HSEQ has finished her IOSH certification on Mental health and Wellbeing, along with several courses on health and safety, mental health and positive behaviour.

Nicky Danks is the office manager at Chamberlaine, but he is also a fitness advisor and nutrition coach at Sustainable Nutrition. As such, he actively participates in Chamberlaine's Embrace Now Plan and is committed to helping our employees embrace a healthy lifestyle.

"I have always enjoyed physical activities and competed in martial arts from age six until I was 18. But when I stopped training, I put on a lot of weight very quickly, and appreciate what that does to your physical and mental wellbeing.

An article by Kerry Kayes, the nutrition coach for boxer Ricky Hatton, was a game changer for me. It discussed some of the fundamentals of fat loss and weight management, and I still use these when talking to people about their health. The biggest challenge is cutting through misinformation on the internet; too many focus on diet over lifestyle, and it's difficult to change that mindset. But my approach is to focus as much on mental health as physical health. This is the key to building real confidence and it's great to be able to bring that philosophy directly to the Chamberlaine team."

Nicky holds Precision Nutrition Level 1 Certification, the world's most respected nutrition education program. It provides the knowledge and tools needed to understand how nutrition influences a person's health and fitness, plus the ability to turn that knowledge into coaching practice.



2021

HEALTHIER YOU PROGRAMME

**2021-
2022**

- Define objectives and targets of the Healthier You Programme
- Designing and implementation of the programme by the Nutrition and Wellness group

- N&W Group to carry education, coaching and training with managers and team leaders
- Access to nutritional advice and resources is available for all employees incl. front line operatives
- All sites operatives to take part on the action programmes including app, routines, recipes etc
- Monitor employees engagement and measure impact and improvement

How we measure success:

Progress KPI:

- Hours of training
- Number of employees taking part in training
- Number of employees taking part in external training programmes

Impact KPI:

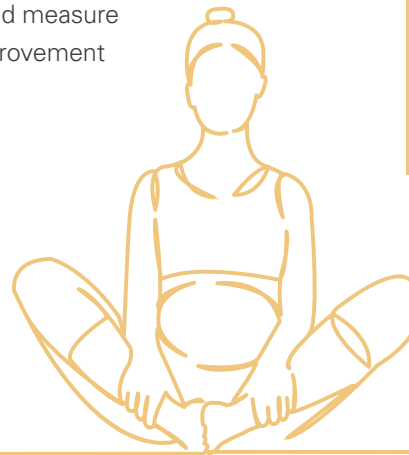
- Retention rate
- Supervisor / Managers positions filled through internal promotion

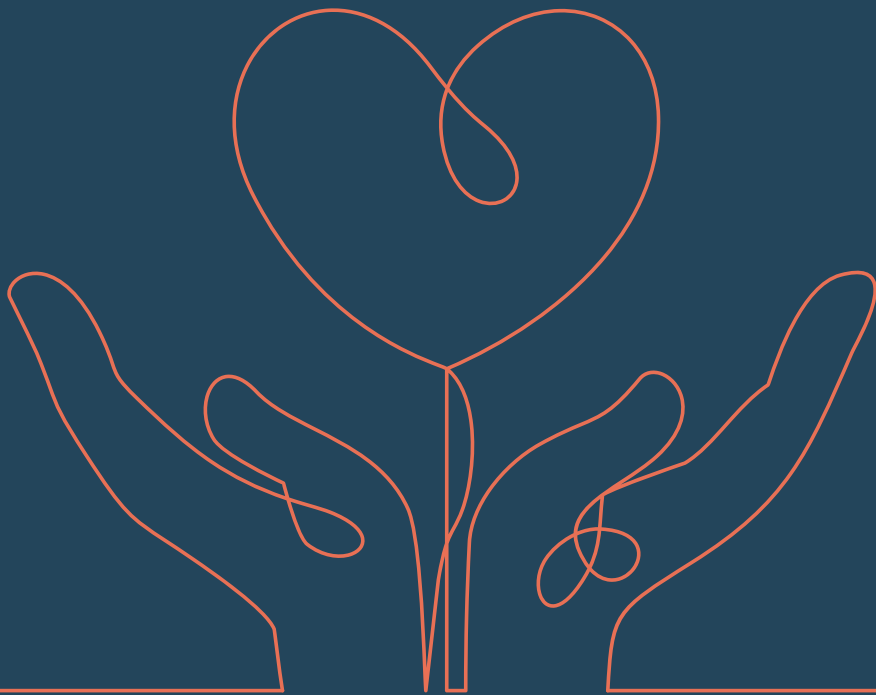
100%

of our managers trained externally. They have been awarded GBAC-Trained Technician

80%

of our supervisors were promoted internally





4. EMBRACING OUR COMMUNITY

Chamberlaine understands the history, culture and issues of the community we operate in. We have supported many worthwhile causes over the years; Great Ormond St Hospital, Alzheimer's Society, The Brain Tumour Charity, Teenage Cancer Trust to name but a few. There are so many charities that would struggle without the support of businesses and at Chamberlaine we are determined to play our part.

We have joined forces with Camden Council for a variety of activities which make a significant social contribution to our local community.

DIY - Improving Community Venues In Disrepair

Painting, decorating, tidying, building and gardening; these activities are very much needed by small organisations which lack funds and resources to carry out the work. These projects can make a real difference to those in need. Our intention is to give meaningful, practical collaboration to make a difference in our local communities.

Conservation - Improving Community Green Spaces

Health and wellbeing depends on the opportunity for people to enjoy public places to exercise and meditate. There is a constant need to help improve the green community spaces across Camden and the rest of London; from planting trees in winter to weeding and pruning in summer and even building bug hotels. We contribute to making public spaces a better environment for people to relax, play and interact.

Befriending

Huge numbers of people are living in isolation, an issue highlighted during the pandemic. In particular a large number who are in care homes or other supportive facilities such as sheltered housing and day centres. We help make a difference by organising social activities which bring joy, happiness and improved mental health.

Skills-Based Volunteering

Sharing our own skills and experience is a great way to create long lasting relationships while adding value to the community. Activities and workshops we have run range from tech sessions with elderly people to helping young people develop entrepreneurial skills.

How we measure success:

Progress KPI:

- % of employees engaged in volunteering activities per year

Impact KPI:

- Number of different activities per year engaged in by employees

Team Up Challenge At Waterlow Park

Waterlow Park is a 26-acre park in the southeast of Highgate Village, North London. It was given to the public by Sir Sydney Waterlow, as “a garden for the gardenless” in 1889.

Currently the area shows huge discrepancies in levels of deprivation; an issue highlighted by the pandemic. Despite the overwhelming conditions of the crisis, Chamberlaine has made it a priority to tackle local community issues and pre-existing inequalities. For this we teamed up with the Volunteer Centre Camden to spend a day in Highgate helping Friends at Waterlow Park.

Friends of Waterlow Park in the heart of Highgate is an outdoor escape for the community. Its Horticulture department is always in need of volunteers, either to help with the maintenance of the park, in the kitchen garden or the nursery.

Our team of volunteers spent the day bagging up topsoil, filling planters and putting together gazebos for Highgate Festival. Without our team of volunteers these tasks would have taken the park staff at least six months to complete.

Head gardener April Cameron said: “Almost all the park regular volunteers are retired and not always able to tackle physically demanding tasks, so if it wasn’t for team Chamberlaine these tasks would have to be postponed.”





WHAT OUR CLIENTS SAY ABOUT US

"Chamberlaine provide a professional, hardworking and personable team at The Whitechapel Building. We have been extremely happy working alongside them for many years and look forward to many more to come."

Karolina Gasiorowska, Building Manager – White Chapel Building

"We have been working with Chamberlaine for many years and were more than happy to renew our contract with them. Dedication from the management team and great staff make our partnership a success. We hope that continues."

Gary Johnston, Head of Facilities - ICAEW

"The Chamberlaine Team have been an integral part of our wider team since the opening of our UK HQ in 2017. They have always provided fantastic service, and continue to be one of our highest performing suppliers. We will certainly continue to use them!"

Ben Knight – OneWeb

"Chamberlaine have proven themselves, year after year, but they still continually strive not only to provide us with an exceptional service, consistent management and dedicated motivated team members, but they are always innovating and pushing on both service and the environmental agenda."

Nick Hiles, Asset Management Director - Stanhope Plc

AWARDS 2021

At Chamberlaine we pride ourselves on providing the best possible service to our customers, using the most environmentally friendly products and practices. Our efforts have led to several prestigious awards which recognise the outstanding work of the whole team.

The Green Apple Award



The International Green Apple Environment Awards were launched in 1994 and have become one of the world's most significant recognition campaigns. The awards are run by The Green Organisation – an independent, non-profit environment group dedicated to recognising, rewarding and promoting environmental best practice.

We are delighted to have been awarded the Award for Best Practice 2021, in recognition of our initiatives to tackle climate change, reduce plastic and water consumption, and move to chemical-free cleaning.

The Hill club Award

The Hill club award is a prestigious networking organisation holding quarterly events during the year for the cleaning industry. The Hill Club Summer Thames Cruise awards is the hallmark event of the year and the perfect platform to elevate the profile of individuals and organisations who have excelled.

In 2021, Chamberlaine entered nominations for the two most distinguished categories and both nominees took the prize:

- **Adriana Valencia**, supervisor at Angel Court Building - Rising Star of the cleaning Industry Award 2021.
- **Cristian Benitez**, Chamberlaine HSEQ manager - Innovator in Environmental Hygiene Award 2021.





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