



Policy Reference:	AP001-025 Sustainability Policy
Owner:	HSQE
Version:	5

POLICY SUMMARY

Arcus Solutions (Holdings) Limited ('Arcus') is dedicated to providing comprehensive customer-focused facilities management solutions. Arcus is committed to providing outstanding FM services – Technology led, people driven.

Arcus endorses the values of Sustainable Development, defined as “development that meets the needs of the present without compromising the ability of future generations to meet their own needs”, which see society, environment, economy, and culture as intertwined dimensions. Arcus considers maintenance of a biosphere capable of supporting life in every choice made.

Arcus is committed to fully embedding sustainability into the management and operation of the business, adopting environmental, social and governance (ESG) considerations and activities, as well as helping to achieve the UN's Sustainable Development Goals. We are increasingly taking actions that result in improved, and where possible positive, social, economic, and environmental impacts.

Our sustainability commitments at Arcus are underpinned by our 3 core values (Do It Simply, Do It Well, Do It with Passion), 5 pillars (People, Customers, Technology, Innovation, Social Value) and 9 supporting competencies, of which there are four core competencies.

OUR FOUR CORE COMPETENCIES



GETTING EVERYONE HOME SAFELY



DELIVERING WINNING SERVICE



BEING COMMERCIALY AWARE



DEVELOPING RESPECTFUL RELATIONSHIPS

This policy sets out the overarching sustainability objectives of Arcus.

APPLICATION

This policy applies to all Arcus colleagues and companies.

POLICY SECTIONS

OUR PLANET AND ENVIRONMENTAL PROTECTION

ENVIRONMENTAL PROTECTION

Arcus is committed to upholding an environmental management system certified to ISO 14001:2015, and to ensuring our colleagues understand their individual, as well as the business', environmental impacts, and are provided with the information and resources to manage and reduce them.

Although the management of environmental impacts spans beyond waste reduction and circular economy, water, biodiversity and nature, and net zero, energy and air quality, these areas have been deemed material to Arcus and are therefore focused upon in this policy.

WASTE REDUCTION & CIRCULAR ECONOMY

Arcus is committed to:

- Sustainable consumption and production and supporting the transition away from a linear economy by improving resource efficiency to reduce waste, increasing rates of reuse, repair, and recycling, and encouraging circular economy thinking throughout our value chain.
- Promoting recycled, reclaimed quality goods with long term value.
- Defining clear waste reduction and circular economy ambitions.
- Positively contributing to Sustainable Development Goal 12 – Responsible Consumption & Production.

WATER

Arcus is committed to:

- Using water responsibly across our operations and encouraging efficient water use where we have influence.
- Identifying opportunities to reduce unnecessary water consumption and support leak prevention through effective maintenance and reporting.
- Working with customers and supply chain partners to promote practical water efficiency measures where relevant.
- Positively contributing to Sustainable Development Goal 6 – Clean Water and Sanitation.

NET ZERO, ENERGY AND AIR QUALITY

Arcus is committed to:

- Ensuring alignment with the goals made under the United Nations Framework Convention on Climate Change (UNFCCC) Paris Agreement by formally committing to and setting science-based emissions reduction targets and science-based net zero target.
- Reducing our energy consumption and our greenhouse gas emissions in accordance with our near-term target by 2030, as well as achieving net zero by no later than 2040, ahead of the UK Government net zero target.
- Assessing the technological and financial feasibility of achieving net zero carbon by 2040 and developing a roadmap to lay out how this could be achieved.
- The transition from a predominantly diesel fleet to zero emission vehicles to assist with net zero delivery and air quality improvements. The transition to zero emission vehicles will be at a pace that supports Arcus' own carbon reduction and net zero commitments as well as the UK Government plan to phase-out fossil fuel vehicles. We must be mindful that progress in this space is heavily dependent on electric vehicle technology and the charging infrastructure developments.
- Positively contributing to Sustainable Development Goal 3 – Good Health & Well-being, Sustainable Development Goal 7 – Affordable & Clean Energy and Sustainable Development Goal 13 – Climate Action.

BIODIVERSITY AND NATURE

Arcus is committed to:

- Recognising the importance of protecting and enhancing biodiversity and natural habitats where our activities may have an influence.
- Considering biodiversity impacts and opportunities in relevant projects, maintenance activities and supply chain decisions.
- Supporting customers and suppliers to identify practical opportunities to protect nature, reduce environmental harm and improve local habitats where possible.
- Positively contributing to Sustainable Development Goal 15 – Life on Land.

SOCIAL VALUE AND OUR PEOPLE

SOCIAL VALUE

Social Value is one of Arcus' five strategic pillars. It is therefore a core driver in helping Arcus achieve its vision 'The UK's leading hard services IFM partner - technology led, people driven'. Our definition of Social Value (SV) at Arcus, within the overarching theme of Sustainability is: 'the act of giving back to our communities and to our society, leaving it better off because of our interventions.'

Our social value commitment statement is: 'We at Arcus FM recognise that we reflect the wider community in which our business exists, and we will play our part in contributing to the health of our communities'. This enables us to positively contribute to Sustainable Development Goals:

- 1 – No Poverty

- 2 – Zero Hunger
- 8 – Decent Work and Economic Growth
- 10 – Reduced Inequalities

Arcus is committed to delivering interventions aimed at improving the life chances of individuals in our priority groups:

1. Young people generally in particular care leavers.
2. Those serving or soon to be released from prison.
3. Ex-services personnel.
4. Individuals with long term health conditions.

Arcus is committed to interventions which focus on two actions:

Action Area 1: Employability we recognise the offer of employment to individuals in our four marginalised groups is a life changing intervention Arcus has the power to make. Where employment is not possible, we are committed to enhancing employability prospects through meaningful work experience (WEX) opportunities of differing durations and types including friends and family requests; as well as offering specialist career coaching and advice. To encourage engagement from individuals in our under-represented groups we host employer's fairs and talks and conduct employer visits in schools, colleges, prisons etc. Many of our interventions are conducted in partnership with social value partners, suppliers and / or customers.

Action Area 2: Community Work As a national FM provider we recognise we have a part to play in creating healthy and resilient communities across the UK. Through our Arcus in the Community (AitC) scheme, donations are made to worthwhile causes aligned to our priority groups and / or organisations whom our colleagues and their families volunteer for or have been supported by. Arcus arranges fundraisers and supports community-based initiative/s and national events e.g. Remembrance Day.

OUR PEOPLE

Arcus is committed to:

- Providing career development opportunities that enable colleagues to grown, learn and achieve full potential.
- Improving sustainability awareness and integrating a responsible business culture as part of our employee development training and programmes
- Creating a healthy and safe working environment and improving the quality of working lives for all colleagues. Arcus aims to promote and support colleague health and wellbeing (physical and mental) and recognises this will ultimately lead to improved individual and organisational performance
- Understanding Arcus' potential modern slavery risks related to its business and to putting in place steps that are aimed at ensuring that there is no slavery or human trafficking in its own business and its supply chains

- Supporting a diverse workforce and inclusive working environment where every Arcus colleague feels they belong, that their voice matters and where they can be themselves and achieve their full potential.
- Positively contributing to Sustainable Development Goals:
 - 1 – No Poverty
 - 3 – Good Health & Well-being
 - 4 – Quality Education
 - 5 – Gender Equality.

OUR BUSINESS GOVERNANCE AND GROWTH

Arcus is committed to:

- Delivering sustainable, profitable growth by ensuring sustainability is embedded into financial, business development and other business decisions, while satisfying our ethical, legal, contractual, stakeholder and other obligations
- Understanding these obligations and ensuring that they are fulfilled as part of our operations
- Strengthening and applying sensible risk management principles across all areas of business management and operation.

OUR SUPPLY CHAIN

Arcus is committed to acting responsibly when selecting supply chain partners and ensuring compliance with laws/regulations, as well as working to embed the principles of ISO 20400 Sustainable Procurement standard. Sustainable procurement is procurement that has the most positive environmental, social, and economic impacts possible across the entire life cycle and that strives to minimise adverse impacts.

We will strive to:

- Extend the scope of our sustainability objectives to our supply chain
- Adhere to and support international principles for sustainable business conduct in relation to supply chain management
- Collaborate to enhance the sustainability performance of our suppliers.
- Embed circular economy principles throughout our supply chain

We will actively encourage sustainability performance improvements and innovation in our supply chain in relation to the design, procurement, operation, maintenance and modification of the goods and services provided.

OUR CUSTOMERS

Arcus will strive to embed sustainability into our contract and project delivery and shall engage with our supply chain partners to support us in delivering sustainable solutions for our customers which will help them achieve their sustainability visions and goals. Arcus is

committed to improving the lifecycle of customer assets via effective maintenance, but also advising on capital expenditure to replace the assets when they become inefficient, and replacement would offer the more sustainable solution. The use of technology and innovation to support customers on their own net zero and sustainability journeys is also integral to what Arcus delivers. This is underpinned by the fact that Customer, Technology, and Innovation are three of the Arcus pillars.

MEASUREMENT, DISCLOSURE AND TRANSPARENCY

Arcus is committed to measuring our sustainability impact through ESG (environment, social and governance) performance data, employee engagement surveys, customer feedback and our financial performance. We will report publicly on our sustainability performance, and progress against relevant UN Sustainable Development Goals, within our Annual Sustainability Impact Report and our website (www.arcusfm.com). We commit to expanding the scope of our reporting to encompass all material sustainability impacts over the coming years.

CONTINUAL IMPROVEMENT

Arcus and its Board are committed to driving continual improvement in the sustainability performance of the business. Corporate HSQE strategic objectives and business level targets will embed sustainability principles to ensure improvements are a key part of colleague's annual workloads.

The Sustainability Policy will be reviewed regularly and ratified at the Sustainability Committee.

SUSTAINABILITY RESPONSIBILITIES

THE CEO AND ARCUS BOARD

The CEO and Arcus Board have ultimate responsibility for over-seeing the sustainability performance of Arcus and implementing the policy commitments.

DIRECTORATE/SENIOR LEADERSHIP TEAM

The Arcus Directorate/Senior Leadership Team are responsible for:

- Taking overall responsibility and accountability for sustainability within their business division with support from the HSQE Team. This includes sustainability commitments in terms of delivery.
- Driving awareness and implementation of policy, strategy and procedural commitments and requirements
- Influencing continual improvement
- Supporting with the identification and implementation of sustainability performance improvement opportunities
- Actively leading and promoting a positive and transparent sustainability culture.

REPRESENTATIVES OF SUSTAINABILITY COMMITTEE

The representatives of the Arcus Sustainability Committee are responsible for:

- Attending the six-monthly Sustainability Committee
- Providing the framework for setting and reviewing sustainability objectives and targets
- Providing the framework for implementing and reviewing sustainability initiatives
- Maintaining regular reviews of our performance
- Actively leading and promoting a positive and transparent sustainability culture
- Driving sustainability improvements within their respective business areas/departments
- Feeding back sustainability improvement for their respective business areas/departments to the other representatives at the meeting.

LINE MANAGEMENT

It is the responsibility of all Arcus line management to:

- Implement sustainability processes and procedures amongst their team
- Ensure their team are aware of sustainability commitments and responsibilities
- Actively lead and promote a positive and transparent sustainability culture
- Address any policy breaches with team members.

ARCUS COLLEAGUES

It is the responsibility of all Arcus colleagues to:

- Undertake work in line with this policy and any associated procedures
- Challenge any breaches of this policy and report them to their line manager
- Raise any identified sustainability risks or opportunities to their line manager.

APPROVALS

The electronic signatures below certify that this document has been reviewed and accepted and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision. This document should be approved, reviewed and managed in conjunction with relevant Arcus policies/procedures/other documentation in line with the [Storage, Retention and Disposal policy](#).

Version Date:	28/08/2026		
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Reviewed & Approved By (Affected Department Representative)	Richard Kesterton	Head of Governance, Sustainability & Risk	28/08/2026
Approved By (Department Head as the Document Owner)	Vicky Downham	HSQE Director	24/09/2026

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