

ESG Policy

Environmental, Social and Governance

Statement

Trading in facilities maintenance has confirmed that it is not only what we do, but with who which determines a successful outcome. That is why we are officially making a stand to incorporate ESG and sustainability into our company's operations and external influences. By not only engaging internally with our staff but with also stakeholders, we are doing our part to improve the environment and society we live in as much as we possibly can.

Mission - World class multi discipline Facilities Maintenance service provider

Vision - To be recognised as the first choice in our market sector as an innovative multi discipline FM company that positively impacts the environment and people.

Purpose - We work to exceed the expectations of our clients and make life easier by taking care of their working spaces.

Our Commitment

As Serna FM continues to grow as a company, our influence and responsibilities grow too which is why it is vital we set a good example, focus on protecting the planet, doing right for people and have in place efficient guardrails. By using the United Nations 17 Sustainable Development Goals as our benchmark for what to achieve towards the help of this policy, it will allow us to understand on the opportunities and prevention of risks more clearly.

Our Acknowledgement

Serna FM's activities and services have a significant impact on economic, environmental, and social well-being in the UK. Therefore, we aim to impact these areas only positively by setting realistic goals to work towards. We are constantly seeking ways to further support people, communities, and the environment rather than only simply meeting minimum legal requirements.

We already do this by:

Environment - Carbon reduction, sustainable use of resources, waste reduction and recycling, pollution prevention control, and protection of healthy ecosystems.

Social - Equality and diversity, working and safety conditions, social value and community integration, employee duty of care, human rights, and investment in staff skills development.

Governance - Robust management structures, anti-bribery and corruption, the elimination of modern slavery, and compliance with all regulatory requirements.

Serna FM Directly Affects the Following Sustainable Development Goals:

Environment – 6: Clean Water and Sanitation, 12: Responsible Consumption and Production

Social - 3: Good Health and Wellbeing, 4: Quality Education, 8: Decent Work and Economic Growth, , 11: Sustainable Cities and Communities,

Governance - 5: Gender Equality, 10: Reduced Inequalities,

Serna FM Indirectly Affects the Following Sustainable Development Goals:

Environment - 7: Affordable and Clean Energy, 14: Life Below Water, 15: Life on Land 13: Climate Action,

Social - 1: No Poverty, 2: Zero Hunger, 9: Industry, Innovation, and Infrastructure, 17: Partnerships for the Goals

Governance - 16: Peace, Justice, and Strong Institutions

Serna FM's Strategy plan further explains how the company will achieve its goals and objectives through a 3 year plan.

Monitoring and Engagement

Increasing sustainability is going to be central to future business's prosperity and resilience which is why we have decided to start measuring our performance through ESG. Aside from conducting regular senior meetings to review overall progress, we will share across the company results on how we are performing against our ESG targets and request regular constructive feedback from all our staff and stakeholders. We will publish not only our commitments but our progress on an annual basis through but not limited to, reporting charts and communications plan.

Responsibilities

Serna FM is aware of the importance of ESG in driving long term success, and strives for broad understanding and accountability of our principles and actions across the company:

- Senior Board are responsible for promoting Serna FM's Policies and ensuring that they are implemented in the business.
- HR / Recruitment to retain quality staff, work satisfaction and enhance motivation by instilling a sense of purpose and increase productivity overall.
- Managers to drive these principles into action and always have it aligned with the ESG policy.
- Provide diversification and inclusion in the workplace.
- Staff to always follow company's policies and procedures, plus provide regular feedback to their managers.
- ESG related diligence, disclosure, processes and regulatory obligations and commitments are correctly conducted and actioned within all departments.
- Inform suppliers and staff about our sustainable procurement objectives and processes to encourage them to buy or deliver products and services that improve environmental and social purchasing thus promoting a sustainable culture.
- Manage company's reputation.
- Safe work behaviours.
- Conduct audits of continuous improvement.
- Visibility into all employees, contractors, and supply chains.



Name: Mauricio Palacios Serna

Position: Managing Director

Date: 10.11.2023

Review Date: 10.11.2024