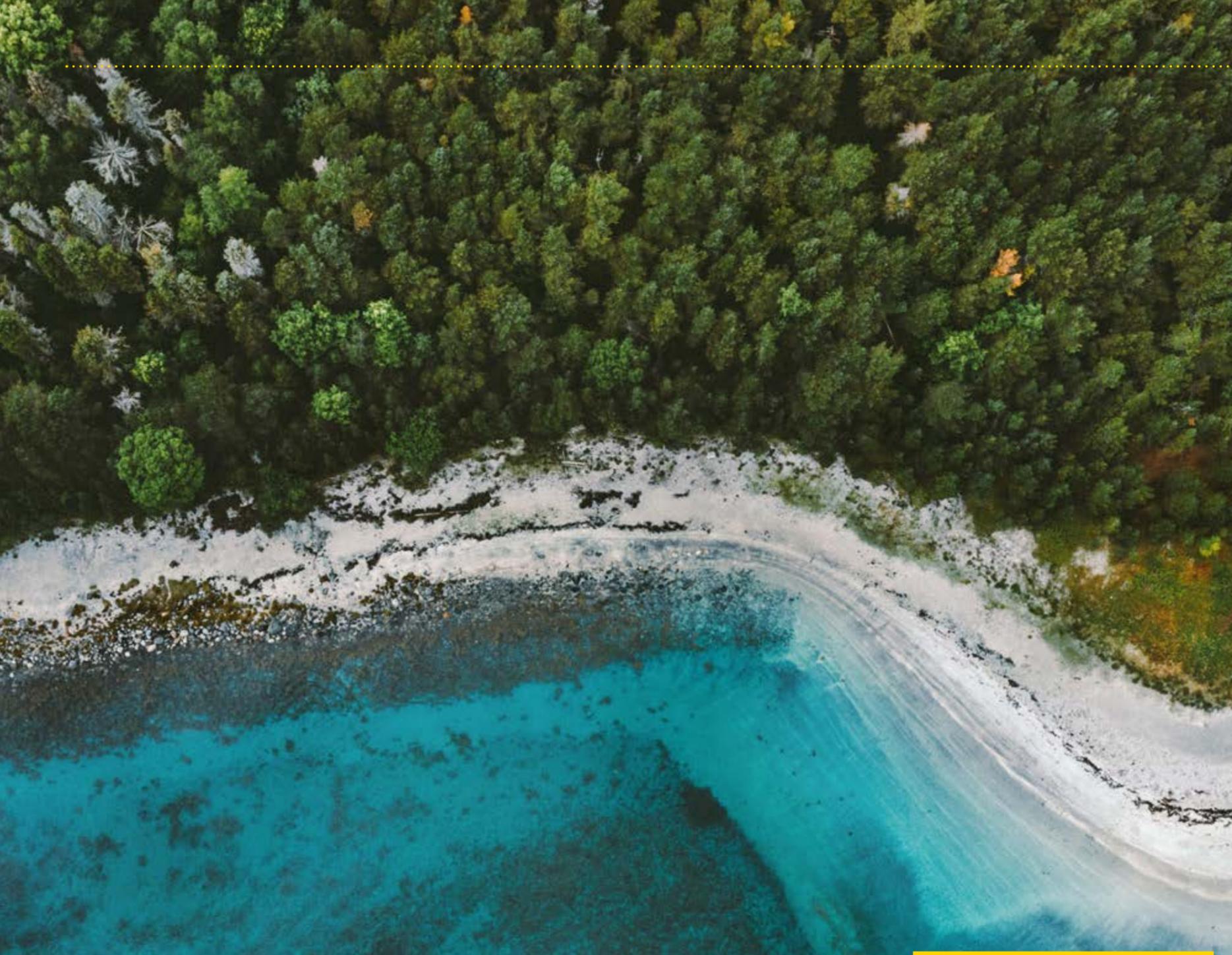




we do
more



We do more than you think

➤ In times of crisis, it's often necessary for companies to shift priorities and focus primarily on providing immediate solutions, while battening down the hatches on longer term objectives until the storm passes over.

However, the unprecedented emergency presented by COVID-19 has demonstrated starkly just how intertwined the world's health, social and economic systems are. What may have felt, for some, like more distant challenges prior to the pandemic are tied up in that interdependence, crucial to global viability both in the present and future.

At **phs** Group, our Corporate Social Responsibility goals and commitments are in the here and now; the focus of our values and priorities are at the forefront of our mindset, our modus operandi, embedded throughout our organisation and forming part and parcel of our daily actions.

Here, we take a look at the progress we have made over the past year in terms of our sustainability and social impact goals – from new initiatives and products to ongoing work that builds on our past achievements – as we prepare for even greater challenges ahead.

phs Group is the leading hygiene services provider in the UK, Ireland and Spain.

Our team of over 3,000 expert personnel provides washroom, floorcare, healthcare and a range of specialist services to over 120,000 customers ranging from large single sites, to multi-national restaurant chains, healthcare establishments and small owner occupied shops.

Wherever we're needed, we're on your doorstep.

What makes **phs** different? It's our commitment to do the right thing. We're helping clean up the ocean from plastic by using ghost fishing nets to create ECONYL® floor mats. Our patented products deliver significant water and cost savings. Our air purifiers help to improve employee well-being. By using **phs**, organisations can make a difference to the environment and their bottom line as well as telling a good news story. It's all about doing the right thing.



DID YOU KNOW?

Discarded fishing nets account for a shocking 46% of the ocean's plastic pollution

> **Action now to make a difference**

As the leading hygiene services provider in the UK, Ireland and Spain, it is our responsibility to set benchmarks for standards, to **drive change and to innovate.**

Our work, providing essential services and products to **over 120,000 washroom, healthcare, floorcare and specialist customers across 300,000 locations**, enabling them to stay hygienic and legally compliant, is more important than ever.



Our unique and ground-breaking LifeCycle strategy remains the driving force behind our commitment to develop and promote progressive and environmentally responsible solutions.

Despite the unprecedented challenges and difficult conditions of the past year and a half, our efforts have continued at full speed.

From new initiatives, such as:

- The introduction of more fuel-efficient and environmentally cleaner washroom vehicles
- Plans for eco-friendly, carbon-neutral air fresheners,
- Plastic-free chemical sachets and enzyme-based cleaning materials,
- Raising awareness of period inequality
- Milestones in reducing waste, increasing the lifespan of products and providing sustainable energy resources.





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Water

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phs Besafe 15



> Water saving: Tapping into innovation

Our range of revolutionary, patented, water-efficient products are helping organisations to **save water and reduce bills.**

Saving up to
70%
of water usage



These products include:

“ We estimate that our washroom water products save our customers in excess of 2.6 million cubic metres of water each year. A single cubic metre equates to 1,000 litres! ”



The **FLOWSAVER** Tap, cutting average flow from 6-10 litres per minute to 1.7 litres per minute.



Our award-winning **FLOW SAVER**® URINAL system is an intelligent flush-control system that prevents unnecessary flushing.

> Plastic pollution: sea change

Abandoned fishing nets are one of the most harmful forms of plastic pollution, with an estimated 640,000 tonnes of this 'ghost gear' entering our oceans each year. That's a **staggering 46% of ocean plastic pollution**.

As well as posing a serious hazard to sea life that gets trapped and drowned in these nets, they can take an incredible 600 years to break down, a process involving the gradual shedding of micro plastics that end up in the food chain.

At **phs**, we are contributing towards our efforts to clean up the planet's oceans by producing floor mats from ECONYL®, a durable nylon yarn made from discarded nets recovered by volunteer divers.

After fulfilling their purpose, our mats are recycled for equestrian wear or converted into a refuse derived fuel for energy, helping to save sea life and extending the life of products.



> We have also been making a difference

with our exclusive partnership with FabLittleBag

A discreet, bio-degradable purpose-designed bag for users to dispose of their sanitary waste into a **phs** sanitary disposal bin – encouraging binning and not flushing.

When FabLittleBags are used in conjunction with a **phs** sanitary disposal bin, our customers can be sure they are protecting the environment by diverting hygiene waste away from landfill, through our LifeCycle Strategy.



> pbs Besafe

Our specialist laundry and technical workwear provider **pbs Besafe** is revolutionising green standards in the laundry industry.

Our award-winning infrared drying process, Drysafe, is setting new benchmarks for the sector, which still heavily relies on tunnel finishers that can be as hot as 180 degrees, leading to prolonged cycles and over-drying. Drysafe's unique infrared dryers carefully monitor moisture within the garments themselves, not the machine.

As soon as moisture is removed, the dryers instantly cool down. This technology has halved drying times, cutting energy use by half, and protecting the life of the garment.

As well as using over 25 different wash programmes and extensively reducing wash temperatures and cycle lengths to save energy and water, we also use water recovery tanks. These reuse the final rinse water from each cycle for the prewash of the next, saving over 100 litres of water in every wash per machine, resulting in a total annual water saving of 192,000 litres (~192m³).

Water recovery tanks will be rolled out across all sites when we replace ageing equipment.

The biggest investment however is our intelligent management system. Currently being used at two of our laundry sites, it provides real-time data analysis on machine, operator and system performance. This allows the team to immediately identify and resolve issues, such as spikes in water or gas use and any machine faults, for maximum efficiency, ensuring water and energy is never wasted.

“ At our **pbs Besafe** site in Wickford, new heat exchanging washing machines are being used. These extract heat from 100% of waste-water to preheat the 5,000-litre cold water tank, **reducing energy bills by 40%**. We plan to roll these out across all sites. ”





Land

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> Fleet: The road to sustainability

Reducing our carbon footprint is crucial to our ambitions. Each day, **phs** employees undertake 20,000 service visits to our customers' sites to perform essential services – that is why the choices we make for our fleet of vehicles are key to this mission.

Over the last year, we have doubled efficiency by downsizing 150 washroom vans, with a further 200 vehicles due to be replaced by June 2022 – this represents half of our fleet and will reduce our carbon dioxide emissions by approximately 770 tonnes annually.

Once our remaining 350 washroom vans are replaced over the next two financial years, the annual saving will be 1,500 tonnes.

Further efficiencies have been achieved by changes to our collection and delivery methods, with drivers starting their journeys from home rather than work, enabling a reduction in the fleet of 18 vehicles and saving 40 tonnes of CO2 per annum.

Our introduction of telematic systems to encourage safe and fuel-efficient driving across all sections of our fleet divisions (washroom, floorcare, healthcare vans and healthcare SCVs) has resulted in more efficient driving, leading to fuel savings of three to five per cent and further reductions in carbon dioxide emissions.



> Our UK-sourced consumable range

Our chemical ranges exceed the needs of the most stringent industry standards, e.g. EN14476, EN1276 and EN13697.

Via our UK-sourced consumable range - from our vetted and best in class global supply partners - **phs** recognises that our by-products from packaging or product waste must have a tangible recycling proposition or some other means to utilise that waste.

From our class leading 'paper wrapped in paper' approach (eliminating plastic use and focussing on recycled FSC accredited and sustainable material sources) to utilising bamboo or sugar cane materials in our paper products, we are delivering cost effective solutions to our customers that don't cost the earth.



Chemical free cleaning

Our enzyme-based concentrated cleaning products are fully biodegradable, which helps our customers meet their sustainability goals, reduce costs, whilst maintaining cleaning standards.

Less packaging and less waste helps our customers meet their current and future business targets and improve employee and customer engagement.

Paper consumables, chemicals, janitorial range and chemical free products

As a business, it is not just via product innovation that we are looking to improve the sustainability of our products. Our traditional core offering of cleaning products such as mops and brooms aren't typically associated with being 'green'.

The COVID-19 pandemic has elevated the market needs to sustainable, environmentally friendly and innovative products as we see increased awareness of hand hygiene, surface cleaning and sanitising.

“ There has never been a more important time to ensure that our customers' hygiene and maintenance plans are supported with products they can trust to provide a safer working environment for their employees and customers. ”

➤ Renewable energy: Powering into the future

At **phs**, we do not view waste as rubbish but as a valuable resource. We want to do the right thing for both our customers and the environment; providing sustainable solutions which lead the industry. We achieve this through our LifeCycle Strategy.



“ We collect around 65,000 tonnes of hygiene waste annually from our customers, including nappies, incontinence and sanitary products. ”

If disposed of within landfill, this waste can take more than 500 years to decompose. However, through our LifeCycle strategy, we send this waste to energy recovery facilities (ERFs) to generate low carbon electricity for the National Grid.

Last year alone, we achieved an improvement in energy production from waste from 60 per cent to 71.9 per cent, with 80 per cent predicted for 2021/22.

Our LifeCycle Strategy is helping us drive towards our ambitious target of diverting up to 95% of our customers' waste from landfill into energy recovery facilities.

➤ Refurbishment: Extending the lifespan of our products

Another way in which we have managed to reduce waste is by refurbishing high-value products, such as hand dryers and vending machines, which we collect from our customers.



If a product is in good working condition, we use reclaimed or new parts as necessary to make it as good as new.



If a unit cannot be brought up to the necessary standard, we strip the working parts to refurbish another product.

As an example...

more than eight in ten (84.8%) of phs Airstream Key washroom dryers and three quarters (76.1%) of Slimline Vend machines collected from customers passed the test for refurbishment after inspection.



➤ Recycling: Wasting no time



We have brought our recycling operation in-house.

Any product that cannot be reused is passed to our recycling centre to be broken down, with the components being put individually into various waste and recycling streams for collection.

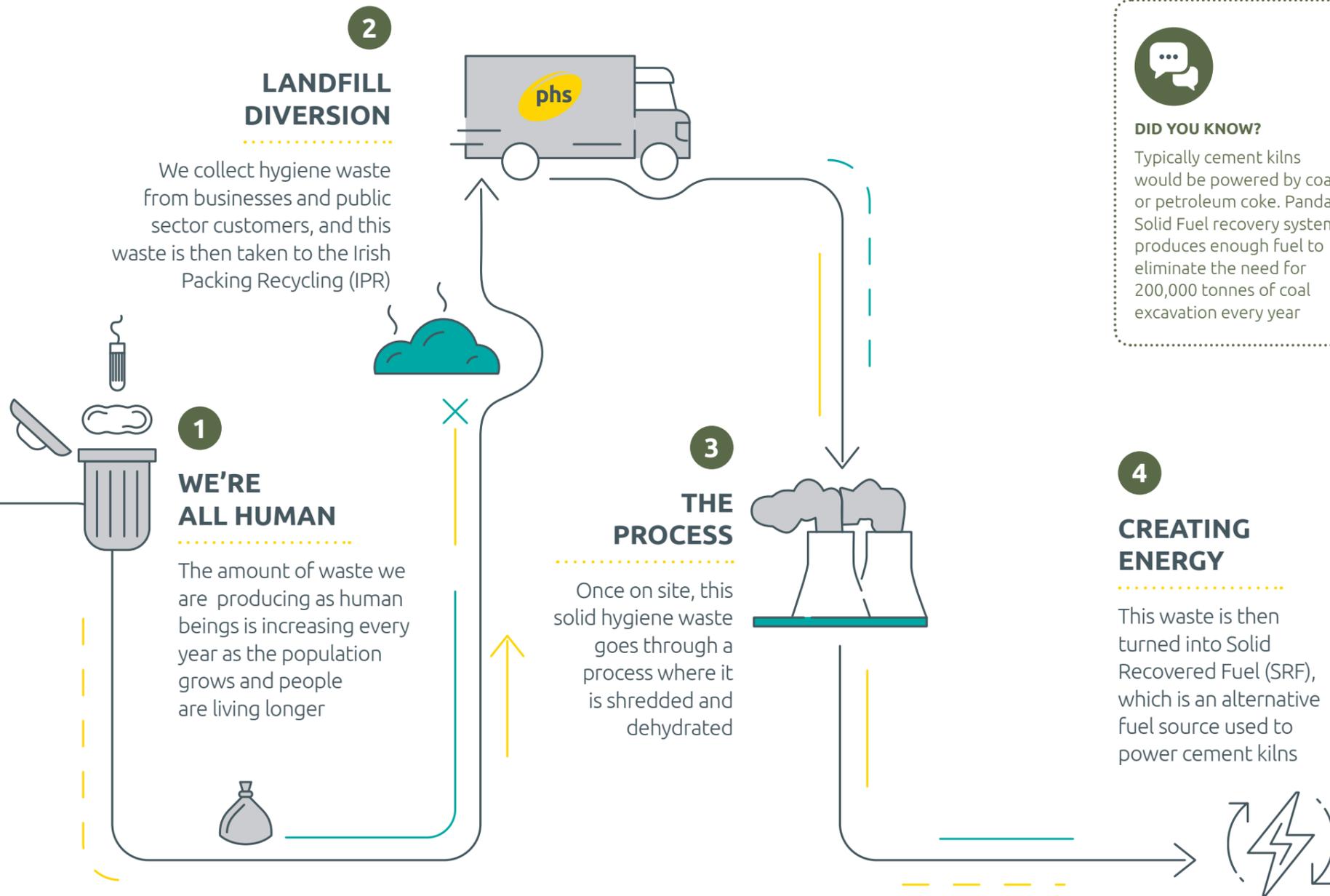
Previously, an external waste management company would collect these items weekly from each of our hygiene depots to dispose of as waste. This incurred considerable transport costs while waste containers might only be partially filled and the potential for refurbishing products remained untapped.

By taking control of our recycling processes and destination points for waste, we have reduced: the amount of waste for scrap; waste disposal costs; reliance on brand new products; energy usage (recycling plastic consumes 88% less energy than making it from raw materials); and road mileage.

Meanwhile, we have maximised the number of products being recycled and increased the quantity of refurbished products, also providing the business with cost savings that contribute to our financial goals.

➤ **Transforming the future of waste management.**
We turn our customers' waste into a valuable fuel source.

phs Group has partnered with Panda to ensure all customers hygiene waste in Ireland is diverted away from landfill and turned into an alternative fuel source.



Through our LifeCycle Strategy we aim to divert as much as **95% of our customers'** hygiene waste away from landfill, by working with energy from waste suppliers across the UK and Ireland



DID YOU KNOW?

Typically cement kilns would be powered by coal or petroleum coke. Panda's Solid Fuel recovery system produces enough fuel to eliminate the need for 200,000 tonnes of coal excavation every year



> phs Besafe

We are committed to sourcing products and services from sustainable businesses, creating a greener supply chain.

Our products are engineered to be effective yet sustainable, and our used water is filtered for cleaner discharge. Environmentally unfriendly softeners have been eliminated.

We are also part of a reforestation programme, which has helped to plant trees in the Amazon, offsetting three tonnes of carbon to date.

Outside the laundry, the team also analyses logistics to reduce carbon emissions. **phs** Besafe's re-routing software has improved efficiencies and reduced fuel usage by 15%, and additional driver training has improved average fuel consumption by a further 15%. Despite the business growing by 20% year on year, there has been an 8% reduction in total mileage.

“ With a new site opening in Cardiff, designed to reduce travel times to Wales and the Southwest, further reductions are expected. ”



> phs Teacrate

One of our biggest environmental drives at **phs** Teacrate is to prolong the life of our plastic crates to minimise our impact on landfill and plastic waste.

Our crates are made of the toughest plastic, ensuring that they can withstand heavy use every day, giving them a longer life.

If our crates do become damaged, we will always look to repair them rather than replace them. We repaired 1,082 crates last year. Furthermore, we sold 34,981 old rental crates to business and individual customers for reuse, rather than see them go to waste.

But the end must come for some crates, and when that happens, we send them to be recycled rather than to landfill. Our crates are chipped into plastic chips for reuse, ensuring our plastic is never single use.

We also look hard at our logistics to make savings. We have scrapped our free next-day delivery service in order to create more efficient delivery routes that reduce our carbon footprint, and 71% of all of our deliveries are now along routes calculated for reducing mileage.

Furthermore, we have replaced all of our Class 2 vehicles with smaller vehicles, presenting further reductions to our carbon footprint.



“ In our crate wash facilities, there are further green initiatives, including new LED lighting, making us 40% more energy efficient. We also steam clean our trays in smaller volumes to reduce energy consumption and water. ”



> phs Wastekit

Every year our team at **phs Wastekit** help our customers save hundreds of thousands of tonnes of waste and reduce their carbon impact by baling recyclable waste and compacting general waste.

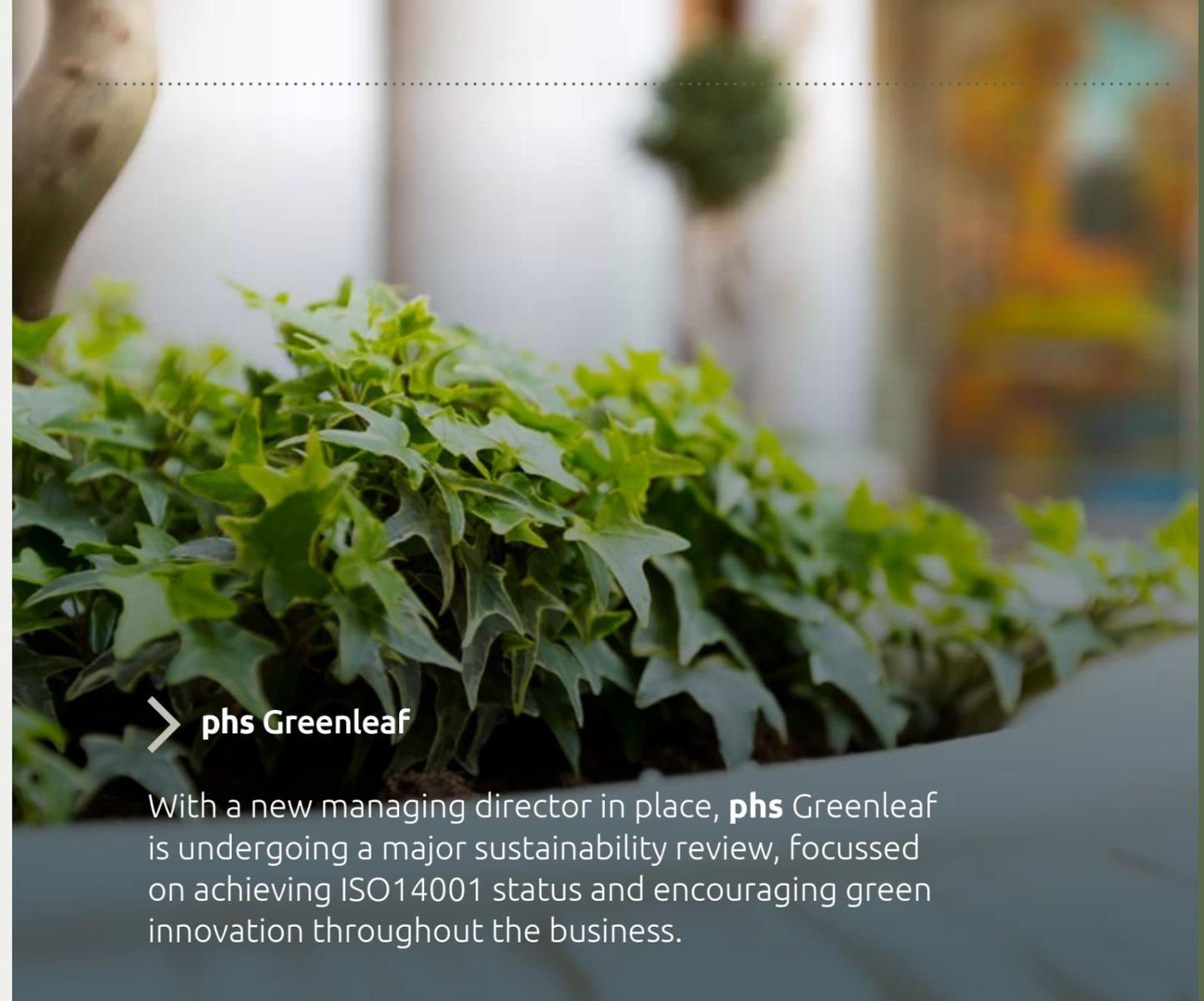
We help businesses become more sustainable by creating cost-effective waste streams. One of our large retail customers saves over 160,000 tonnes of cardboard and 70 tonnes of plastic every year using our equipment.

We have brought in a range of baling machines that are 40% more energy efficient too, reducing energy costs for our customers, as well as being better for the environment. These newer, more reliable machines have also reduced the need for maintenance call outs, saving fuel and reducing our overall mileage.

We have also made improvements to our customer training programme so that our customers feel more confident using the machines. This has reduced their reliance on our engineers, therefore minimising our call outs and impact on the environment.

When maintenance and service call outs are necessary, we incentivise our team to find the most efficient way to deal with the job including calculating the most efficient route and the closest engineer as standard.

“ We have strict KPIs set for miles per job and, as we achieve them year-on-year, we continue to challenge our team to reduce them further. ”



> phs Greenleaf

With a new managing director in place, **phs Greenleaf** is undergoing a major sustainability review, focussed on achieving ISO14001 status and encouraging green innovation throughout the business.

We are already making great strides

Our plant containers are made from fibre glass rather than plastic.

Replacing plastic with a less energy intensive container means we are consuming less carbon-based finite product, improving recycling and end of life treatment options, and reducing Greenhouse gas emissions.

This helps reduce our plant pot carbon footprint by over 50%. We also source containers manufactured using wind power to further reduce our carbon impact.

“ We offer our customers an innovative mineral-based alternative to soil, which reduces the amount of flies, the need for pesticide and saves water. Wherever possible, we use organic pesticides and natural pest control methods including nematode worms. ”

> phs Compliance & JPen Medical

Our teams at **phs** Compliance and JPen Medical are focussed on helping our customers stay safe, compliant, and efficient.

From ensuring electrical equipment is safe to use and working efficiently, to installing the latest electric vehicle chargers and ensuring that medical devices and equipment are correctly calibrated and safe to use.

Our work involves visiting organisations right across the UK to carry out vital testing and installations like these so reducing our carbon footprint and minimising fuel consumption is a priority for us.

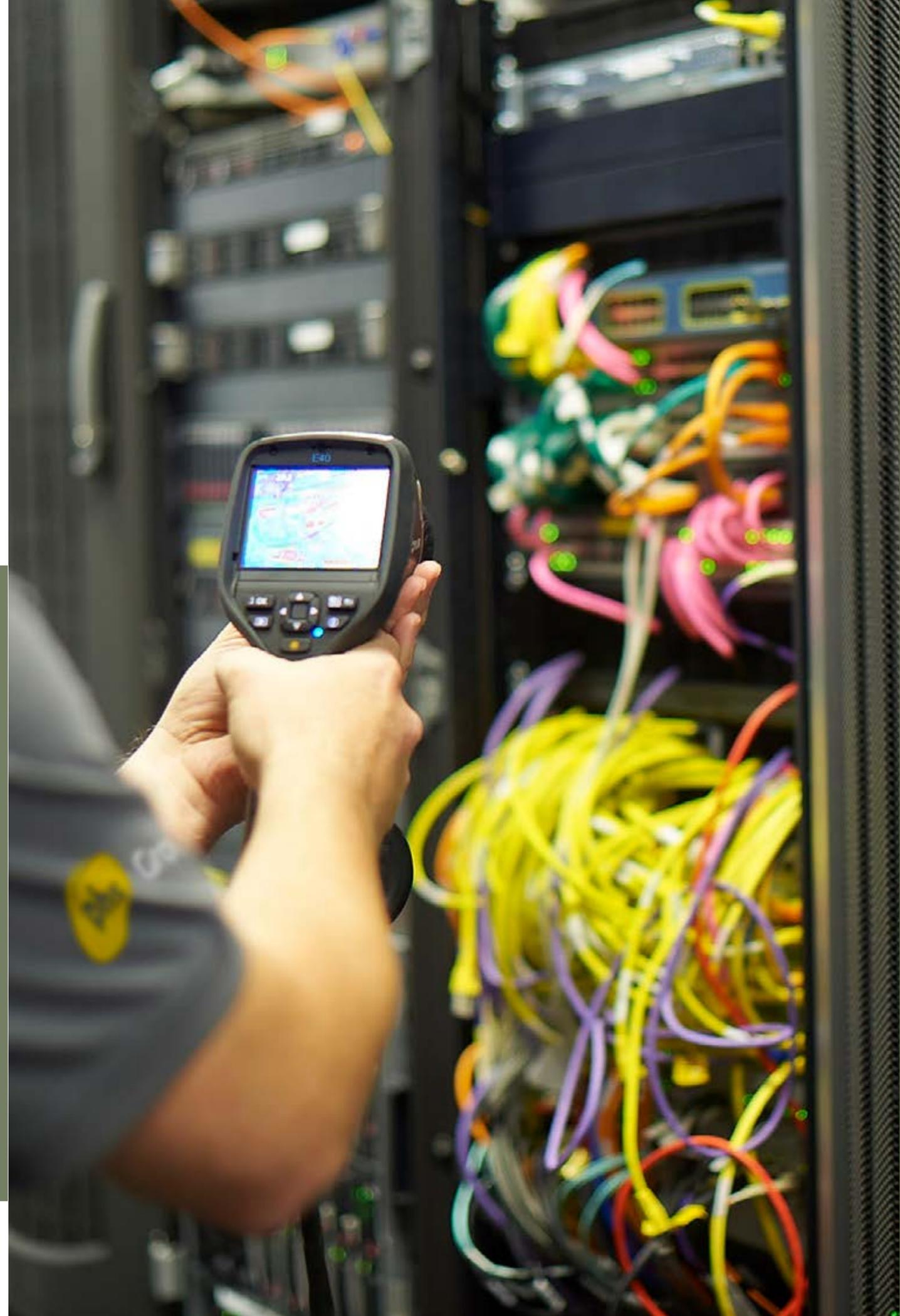
We have replaced over 200 of our vehicles for more efficient, cleaner models to reduce emissions and we have new routing software for employees on the road. This ensures they are taking the most efficient route to jobs, reducing mileage and fuel consumption.

We have also introduced new driver management systems, which carefully monitor driving speeds and driving performance to allow us to continually make improvements that can reduce our carbon footprint.

“ **phs** Compliance is committed to supporting the government’s strategy for electric vehicles, which will see the sale of petrol and diesel vehicles banned by 2030. ”

Our teams work with businesses across the UK to ensure they are prepared for the change by installing electric vehicle charging points. An electric vehicle is, on average, around 70% cheaper to run than a petrol or diesel car and significantly reduces CO2 emissions.

Our teams work with businesses across the UK to ensure they are prepared for the change by installing electric vehicle charging points.

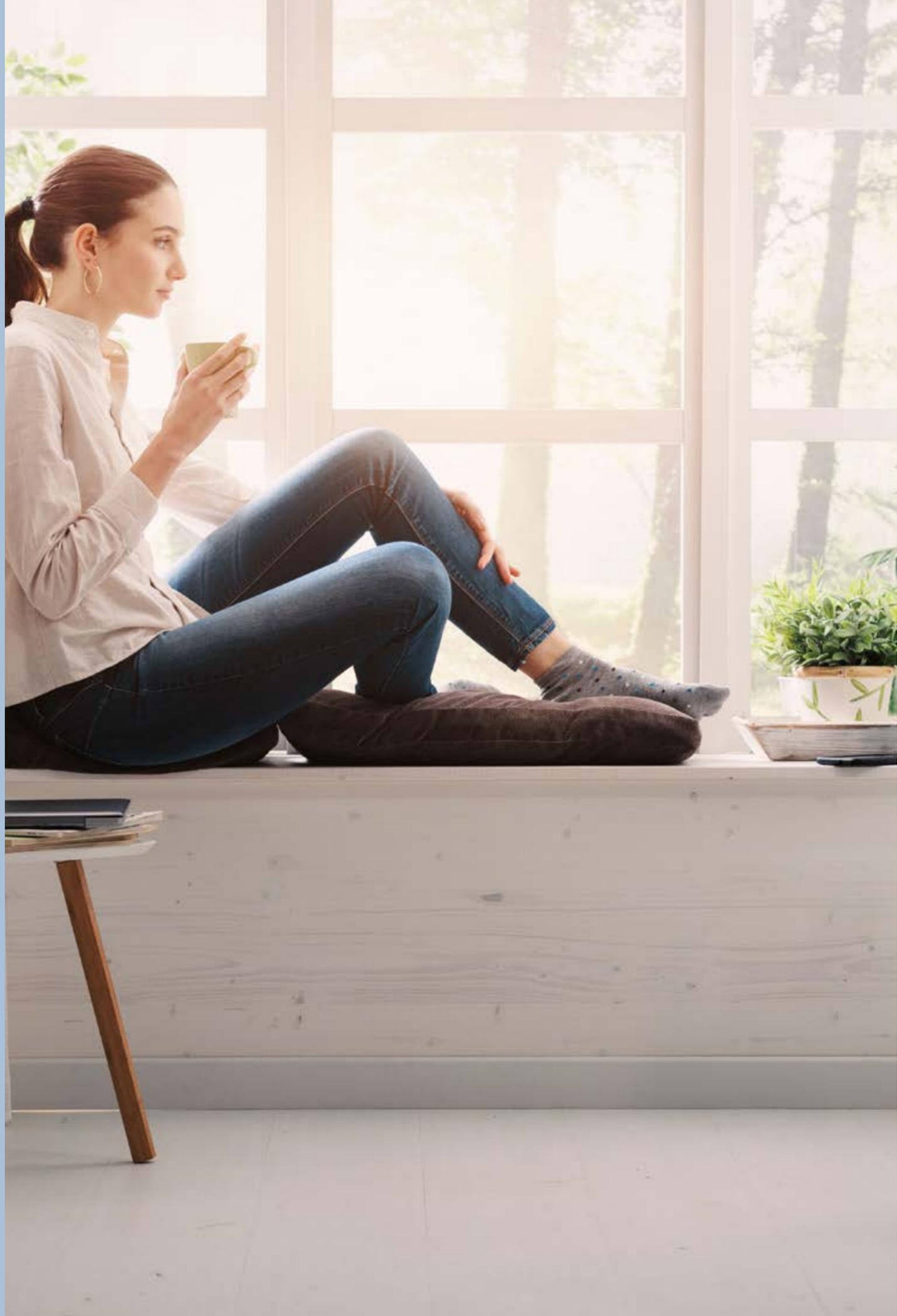


Air

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phs Greenleaf 38



➤ Air fragrance: A fresh approach

There's a whiff of change in the air freshener market.

Air fragrance manufacturers are seeing a shift in demand from large aerosol cans, along with an increase in 'passive systems' like candles and diffusers, and a reduced appetite for battery consumption.

Moreover, fragrance oil waste is both difficult and expensive to dispose of and transport. At **phs**, we have already placed great emphasis on producing ethical products.

Our new range of air freshener fragrances is suitable for locations with a vegan or vegetarian ethos; the manufacture and development of our fragrances

does not involve the use of any animal product, by-product or derivative, and does not involve testing of any kind on animals.

We pride ourselves on listening to our customers, and we know that eco-friendly, sustainable options have become as important to them as they are to us. That is why now it is time for a new approach.

We plan to launch a 100% carbon neutral, recyclable product, Airscent Eco, and refresh our product range with the aim of making it more sustainable, reducing waste and improving customer experience.

➤ Improved sustainability with our AIRSCENT BURST

The cans for our new range of air freshener fragrances are smaller, which means we have been able to reduce Volatile organic compounds (VOCs) by over 60%; reduce our packaging and therefore reduce the number of containers needed to transport the goods. This has led to a significant reduction in transport emissions.

➤ Our new range of air freshener scents includes:



> Air purifiers: Sifting through the risks

The COVID-19 pandemic has raised awareness about the health risks associated with poor indoor air quality like no other threat before it.

Germs, allergens and particulates can spread easily indoors, and poor air quality has been linked to respiratory diseases, heart disease and stroke.

As we spend 90% of our time indoors, the risks of falling ill have increased due to the arrival of COVID-19. Whether it's the workplace, school, leisure, public places or home, the air we breathe is more important than ever.



AERAMAX® PROFESSIONAL IV



BIOZONE



“ **p**hs is committed to developing innovative products like our **AERAMAX PROFESSIONAL** and our **BIOZONE** air purifiers, which are both proven to eliminate COVID-19* from the air whilst also removing harmful germs, allergens and particulates, and our development work in this area continues. ”

*To find out more visit;
<https://www.phs.co.uk/our-services/washroom-hygiene/air-care-services/>

> phs Greenleaf

Being green is part of day-to-day operations at **phs** Greenleaf.

We install thousands of plants and trees every year for our customers across the UK as part of our interior and exterior landscaping services, and we work closely with many to help them achieve Building Research Establishment's Environmental Assessment Method (BREEAM) certification for their buildings.

To ensure that we continue to encourage and embrace eco-friendly innovations at **phs** Greenleaf, sustainability is a permanent agenda point for our monthly management meetings. We have also introduced green credentials as part of our supplier tender process to encourage a sustainable approach at every stage of the supply chain.

“ Ensuring commercial spaces are filled with air purifying, CO2 reducing plants and greenery is at the heart of the business. ”



Our exterior plants are also subject to green innovations including our unique greenleaf designed hanging basket liners. These minimise water loss in the summer, reducing the amount of water needed to sustain the plants, and provide good drainage in the winter to harvest rain water and protect the plants.



We work with an innovative hanging basket supplier which creates biomass fuel from the remains of our used baskets including waste soil and dead plants. This saves 96% CO2 equivalent per tonne by diverting the waste from landfill and turning it into biomass fuel.



phs Greenleaf supplies over 2,500 Christmas trees to UK businesses every year so we take our commitment to our forests seriously too. Our supplier plants two trees for every tree they send to us so that we can ensure our business is as sustainable as possible for the future.



Wellness

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➤ Developing a workforce that represents society

At **phs**, we're passionate about developing an inclusive and diverse workplace that represents the society we operate in.

Our culture is focused on encouraging every individual to perform to the best of their ability.

We support and fund learning initiatives for all our employees, which includes apprenticeships and industry specific qualifications, as we really do want our employees to grow within the business.

“ We have over **3,000 employees** supporting **120,000 businesses** in over **300,000 locations**. This allows us to offer a wide range of jobs; from sales and customer services to technicians, engineers and marketers who help us deliver a market-leading service. ”

➤ What does Diversity and Inclusion mean to phs?

Diversity and Inclusion is about more than just laws and policy, it's about creating a workplace that reflects society and embraces differences.

It's also key to ensuring a business is innovative, making informed decisions, especially when it comes to designing services and products. Most of all, it's good for employees, as it creates a working culture that allows people to be themselves and thrive.

“ As a business that services the whole of the UK, Ireland and Spain, we want to make sure our business is providing equal opportunities and ensuring a diverse range of voices are represented in all areas of the business. ”





At **pHS**, we embrace difference and want people to feel comfortable in the workplace. Therefore, we are working to embed a number of initiatives into our business:

> Disability Partnerships

In partnership with DFN Project SEARCH and HtF (support services, for adults with learning difficulties), we launched a new scheme set to support young people with learning disabilities into paid full-time employment.

DFN Project SEARCH is a world-renowned organisation specialising in supporting young people to secure competitive employment within their community.

Their programmes are designed to create tailored experiences for each and every intern, based on their experiences, strengths and skills.

The scheme at **pHS** will run for 10 months and will see young people with learning difficulties taking on roles with mentors across the entire organisation.



“ We’re delighted that six young people have joined our team in Caerphilly this year and we look forward to developing a strong and long-lasting relationship with our partners, as well as helping young people in to work. ”



“ The women in leadership scheme will therefore be a long-term commitment by **pHS** as part of its investment in its people strategy. ”

“ We’re committed to continuing our promotion of and investment in Apprentices, including leadership and management, sales, and technical qualifications. ”

> Gender Equality

We’re very pleased that following the last gender pay gap audit we have a negative median gender pay gap, meaning that the median salary for women is higher than that for men. We recognise, however, that women are under-represented in our UK work force and as well as taking steps to attract more women in to **pHS** we are proactively developing our female colleagues to become managers.

We’ve partnered with Wales-based equality charity, Chwarae Teg, to develop a mentorship programme for women within **pHS**.

15 women have completed the first programme and we look forward to running additional programmes in Wales (and a similar, **pHS** sponsored programme in the other UK nations) to encourage women into management.

> BME and LGBT Job Boards

We are working hard on ensuring our jobs are advertised in places where they’ll be seen by everyone. We use specialist job boards, including BMEJobs.co.uk and LGBTJobs.co.uk, to ensure our roles are seen by under represented groups.

> Developing our people

We’re proud of the fact that we have over 150 colleagues currently enrolled on work-based learning programmes, with 147 completing apprenticeships; 6 on NVQs and 4 others on non-funded work-based learning programmes, all designed to upskill individuals.

> phs values

As a company which has been built up over 50 years, we have a unique culture and values which help influence the way we do business.

Taking care of our customers and colleagues is our focal point but our core values also include integrity, innovation, expertise, performance, accountability and teamwork. We measure how we're doing through regular customer surveys and an annual all-employee Engagement Survey, where 82% of colleagues took the time to tell us what they think.

“ We're pleased with our overall engagement score of 75% but recognise there is always more to do to improve our colleagues' working experience. ”

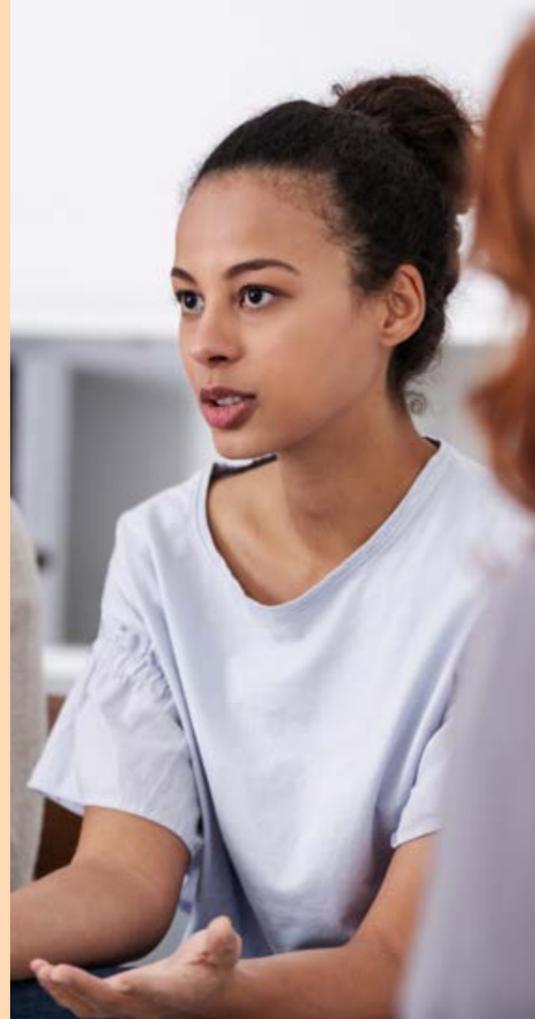


> Period Equality: The COVID-19 factor

We have stepped up our efforts to tackle period inequality – where people are unable to afford basic sanitary products – with new research now being undertaken in Ireland as well as the UK.

In addition to a purpose-designed, free-vend dispenser we developed in response to the growing challenges surrounding period inequality, we have continued to raise awareness, address the stigma and call for action.

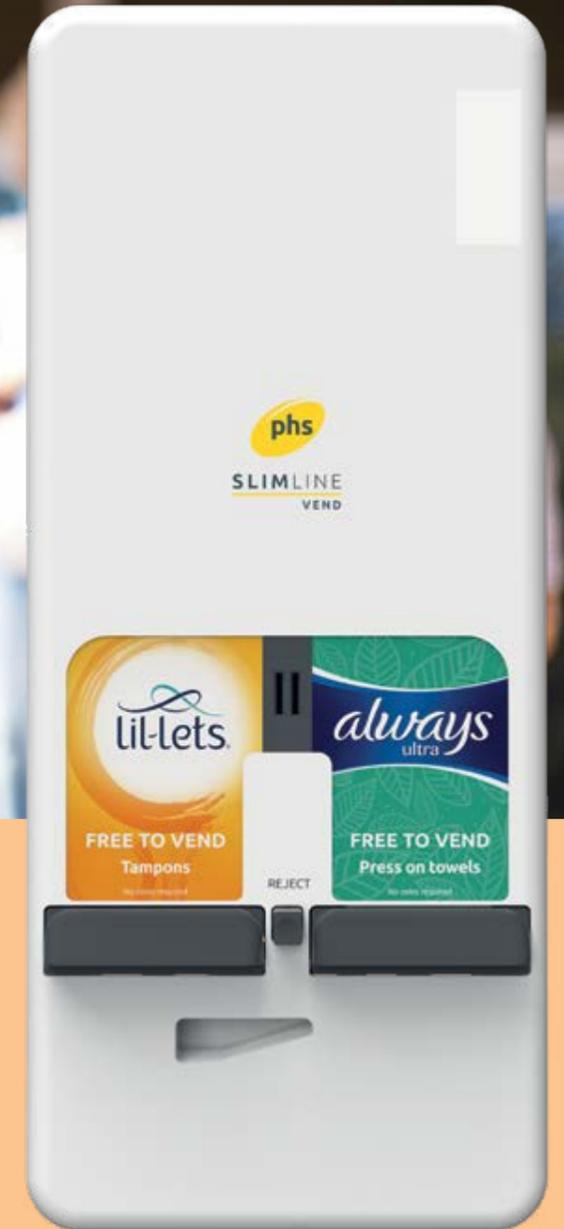
The **phs** Period Equality study (April 2020-21) revealed that the COVID-19 pandemic has heightened issues around period poverty and inequality as school absence among teenage girls worsens.



The key findings included:

- One in seven girls off school in the UK because they cannot access sanitary products;
- One in nine unable to afford basic period products; and 40 per cent of girls likely to be absent from the classroom over the next year due to their periods.
- Over one-third missed lessons more than once, representing a 7% national increase on 2019.
- Meanwhile, just under two fifths (38%) of teenage girls in Ireland were unable to do their school work because of their period.
- **phs** Group has been working with the Department for Education in the UK and some important progress has been achieved, but clearly much more remains to be done.

“ We will continue to push the period equality agenda with the aim of ensuring free period products are available to all girls who need them, when ever they need them. ”





Conclusion: The journey to lasting change

Despite the huge challenges of the last year, **phs** Group has continued to take significant steps towards its sustainability goals.

However, while we reflect and celebrate the progress, bigger challenges lie ahead.

Now more than ever, our customers need our services, our expertise, and our forward thinking, innovative solutions to help them along their own sustainability journeys.

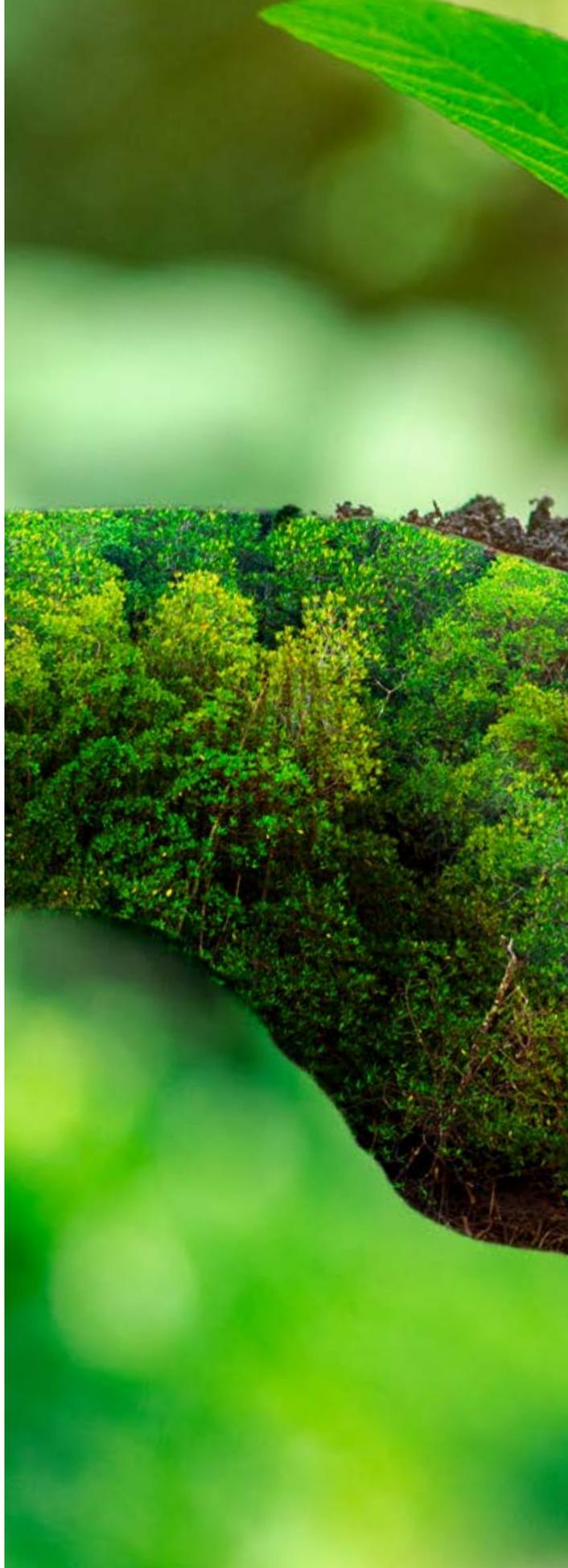
With that comes a growing commitment to continue doing the right thing for them, for the environment and to make a difference that stands the test of time.





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By appointment to
Her Majesty Queen Elizabeth II
Supplier of Mics and
Mating Services
pHS Group, Caerphilly



By appointment to
Her Majesty Queen Elizabeth II
Installer and Maintainer of Plant Displays
pHS Greenleaf, Caerphilly

