

Summary

Here at Sustain, we are committed to all forms of sustainability, from our business operations to how we impact our surrounding area. We have taken many steps to enable a positive and fruitful change for us and our clients, and we are focused on extending this towards every corner of our influence. As the company was founded on the belief of positive change, it is only just that all we do is underpinned by the promotion of our sustainable ethos.

Our environmental impact is of great concern, so we have taken important actions to ensure our footprint is as small as possible. This is an employee led approach, starting with a questionnaire that has then highlighted the main issues that Sustain Insurance Brokers want to address, and the necessary steps to achieve this. This policy is an accumulation of the ideas produced through this survey, the thoughts of our Founder, and the advice from Sustain Reporting Services.

Environmental Action Plan

We have an environmental action plan that is regularly updated to ensure that our employees are actively taking steps towards the company's commitments. This allows an even spread of responsibilities, and so that all our employees are allowed to directly manage a different facet of the journey.

Energy

To reduce our carbon footprint, we have taken steps to increase our energy efficiency and keep our overall carbon footprint as low as possible. These include:

- Exclusively using LED bulbs.
- Using laptops instead of desktop PCs.
- Prioritising natural ventilation and lighting when weather allows.
- Using electronic appliances over gas appliances.

Furthermore, we have employee led initiatives such as promoting local shops instead of on-site vending machines and encouraging staff to turn off appliances when not in use.

Water

Water usage within the office is not extensive, however we are still taking precautions to avoid unnecessary water waste. This extends to the grounds in which the office lies, allowing us to promote the local environment. Our steps include:

- Using mulch and natural shading to protect the flora from drying out – saving from watering them.
- Only using the dishwasher once it is full and washing individual items by hand.

Waste

We believe that keeping our waste output to a low is a vital factor to keeping our carbon footprint low and ensuring our environmental impact is sustainable:

- We prioritise using reusable crockery, cutlery, and stationary throughout the office.
- When acquiring new equipment for the office, we opt to go second-hand as our first choice.
- We have one central recycling bin, and one waste bin to promote recycling and sorting of rubbish.

Travel

Although we do not travel often within the company, we do have policies in place to reduce our carbon output when we are required to. However, we have practises within the company to ensure that extensive travel is not needed by our employees:

- We utilise Microsoft Teams as our primary conference system, with in-person meetings reserved for internal office meetings between employees.
- When travelling, public transport is encouraged to be used by employees.
- Carpooling is also encouraged, whether driving or using taxis.

Supply Chain

Even though our supply chain is not extensive, as we are commercial insurance brokers. Despite this, we are making sure that we have processes in place to monitor and promote sustainability within our sphere of influence:

- We do high level audits throughout our supply chain:
 - o Do they have an environmental policy publicly available?
 - o Are they reporting on their carbon emissions and environmental impact?
- High level audit of our supply chain's employment practices:
 - o Do they have a modern slavery policy?
 - o What are their employment policies like?
- Make sure that all appliances used are energy efficient – A rated or higher.

Paper and Printing

Paper usage within the office can be an unseen form of waste, as recycling printed paper can be difficult and often it is sent to landfill. We have taken multiple steps to minimise our paper usage so that it is only necessary, and able to be recycled:

- We process all documentation digitally.
- Use online signatures to reduce the need to print long documents.
- Reduced the quantity of printers available to employees.
- All communications are sent digitally, including marketing materials.
- Avoiding lamination, coating, and binding to ensure paper is still recyclable.

As with the scope of Sustain Insurance Brokers, this policy is only the beginning of our journey towards sustainability. As we grow and progress, we will be implementing more policies and ensuring that our approach to business and the way we conduct ourselves, aligns with our values and ethos towards sustainability.

Community Action

We are aware that our scope can be quite small within the insurance industry. As such, we want to make an impact within our local community. We have committed to taking employee volunteering days, so that we can go out into the

community and make a difference. These days are assigned to a different employee for each event, so each day is unique to that employee’s perspective.

As we are situated in the Wiltshire countryside, we are committed to leaving no trace as our employees travel to and from the office. We want our operations to have no effect on our environment and to be positively promoting growth. We ensure that we are actively assisting the local flora and fauna to flourish and grow.

