

Berendsen plc

Corporate Social Responsibility Policies

January 2011

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OVERVIEW

Berendsen plc recognises its responsibilities to its employees, the environment and all of the communities in which its operations are established. Accordingly, the following policies have been developed, in conjunction with the Group Ethics Policy, to effectively manage the significant corporate responsibility areas of risk that might impact on the short-term and long-term value of the group:

- Health and Safety Policy – recognising that it is the responsibility of management to maintain healthy and safe working conditions for all of our employees and others, including customers;
- Environmental Policy – demonstrating our commitment to protecting the environment consistent with the principles of the European Textile Services Association;
- Human Resources and Employee Policy – understanding the importance of creating and maintaining a working environment where the basic rights of all of our employees are recognised; and a
- Community Policy Statement – giving due consideration to the obligations we have to the communities in which we operate.

The Managing Director of each business unit is responsible for ensuring that the Group Corporate Social Responsibility (CSR) Policies are communicated to all financial, administrative and operational management and that all employees are made aware of the content of the policies.

Reporting

In order that the Board can be satisfied that these policies are being successfully adopted throughout the group:

Health and Safety

- Please advise a member of the Berendsen plc Executive Board immediately, of any unexpected death or major injury to an employee or a self-employed person working at one of our premises, or a member of the public;
- All major incidents including significant near misses and incidents resulting in employee work absence of at least 3 days should be promptly reported using the Incident Reporting Form¹;
- Two business units each year will be requested to provide presentations to the Group Board outlining how they are maintaining healthy and safe working conditions for all of their employees and others who come into contact with their business; and

¹ The Incident Reporting Form template and instructions can be obtained from Chris Perkins at Berendsen plc.

The Chief Executive and the Board will be regularly updated with regards to any unexpected deaths or major injuries and any other major incidents.

Other

The following other incidents should also be reported using the Incident Reporting Form:

- Any known actual or potential breaches of any of the other Group Corporate Social Responsibility Policies should also be promptly reported; and
- Regarding the environment, business units are required to report events that have or could have a significant environmental impact, with details of actions being taken to address them.

Business unit Managing Directors are required to certify twice each year (March and September) that the Group CSR Policies have been appropriately embedded within their business unit, and that all incidents have been reported.

I have requested that Chris Perkins receive all Incident Reporting Forms and that he liaise with all business units in order to collect the biannual certifications.

Peter Ventress
Chief Executive

GROUP ETHICS POLICY – JANUARY 2011

The adoption of appropriate ethical behaviour is the responsibility of all staff within the group. The Board believes this to be fundamental to our continued focus on maintaining excellent customer service, to safeguarding our reputation and to protecting the investments made by our shareholders.

The culture and core values of our business include the following:

- Honesty and integrity;
- Open communication;
- Individual accountability and responsibility;
- Fair and equitable treatment of our staff.

We are committed to operating within the law of each and every jurisdiction in which we operate and to the highest ethical standards. We can only do so given the integrity and commitment of our staff, who should adopt the following key principles:

- Act with the highest degree of integrity, morality and honesty in all matters;
- Comply with all relevant laws and regulations in their respective countries;
- Not participate in any activity that might result in a conflict of interest with any group company;
- Not accept or offer anything of value in the nature of an inducement, facilitation payment or bribe;
- Report or present all information in a balanced, transparent and prompt manner; and
- Not use company assets or information other than in the interests of the company, unless obliged by law or regulation to do so.

In particular we recognise the importance of working responsibly and to the highest standards with our fellow employees, suppliers, customers and local communities. Our objectives include:

- To recruit and promote staff on the basis of their suitability for the employment opportunity without discrimination on any grounds;
- To require all our businesses to seek confirmation that our suppliers, and in particular our overseas textile suppliers, adopt appropriate labour practices including a fair and honest approach to their employees and anyone with whom they trade;
- To deal openly and honestly with our customers and to provide products and services giving good value, consistent quality and reliability; and
- To demonstrate our commitment to protecting the environment, and to consider our obligations to communities in which we operate.

Country Managing Directors and their Executive colleagues are responsible for developing and maintaining practices that ensure compliance with the policy.

Christopher Kemball – Chairman

Peter Ventress – Chief Executive

HEALTH AND SAFETY POLICY

Berendsen plc recognises health and safety as an operational priority. It is the responsibility of management to maintain healthy and safe working conditions for all of its employees and others, including customers that come into contact with its business.

The Board has allocated overall responsibility for ensuring this to the Chief Executive. The Managing Director of each business unit is responsible for ensuring that adequate and effective arrangements are put in place to manage health and safety and to comply with all legal and regulatory requirements. It is the responsibility of each Managing Director to design local safety management systems, ensuring that adequate resources are made available for their implementation, that specific responsibilities have been delegated to appropriate personnel, that suitable procedures and systems are in place, and that compliance with these procedures is being monitored. Each Managing Director should constantly review standards of safety at their business unit and make improvements where necessary.

It is the responsibility of each business unit's Managing Director to ensure that all procedures and systems put in place are documented in a Health and Safety Handbook or Manual. All employees should be made aware of health and safety regulations and procedures that are relevant to their position, and should be provided with appropriate health and safety training depending upon their role and responsibilities.

HUMAN RESOURCES AND EMPLOYEE POLICY

Berendsen plc appreciates its responsibilities to its employees, and understands the importance of creating and maintaining a working environment where the basic rights of all employees are recognised. All employment is guided by the following principles:

- It is the group's policy not to discriminate between employees or potential employees on any grounds (examples include but are not limited to: age, gender, sexual orientation, nationality, political orientation, creed, race, ethnic origin, marital status or disability) and we are committed to promoting equal opportunities for all;
- Recruitment, promotion and development of employees are all based on each individual's aptitude, abilities and skills;
- The group shall provide employees with suitable training according to their role and responsibilities;
- In the event of employees becoming disabled, every effort shall be made to ensure that their employment with the group continues and that appropriate training is given;
- Employees shall be paid at rates that at least meet national minimum standards;
- Excessive hours are not encouraged, although it is recognised that overtime may be required;
- We are committed to communicating effectively with all employees who, subject to practical and commercial considerations, shall be consulted and involved in decisions which affect their current jobs or future prospects;
- The group acknowledges the right of any employee to join a trade union if they so wish, and undertakes not to discriminate against them as a result of union membership or being an employee representative; and
- The group will not tolerate victimisation, sexual or other harassment, bullying or any other form of abuse or offensive behaviour to any of our employees.

A whistleblowing system is available to all employees for them to raise concerns, in confidence, which cannot be dealt with via their local management team.

ENVIRONMENTAL POLICY

Berendsen plc is committed to protecting the environment both through our own actions and also by working with our suppliers. We will continue to focus on delivering high standards of cleanliness to our customers. We will comply with all regulatory and legislative requirements to protect the environment.

Our environmental principles are consistent with those of the European Textile Services Association, which represents and promotes the textile rental services sector in Europe, and we actively promote awareness in our business units of the need for:

- Lower water and energy consumption;
- Use of environmentally friendly washing detergents and packaging materials;
- Minimisation of distances travelled when making deliveries;
- Re-use or recycling of textiles; and
- Targeted staff training on environmental issues.

To complement the adoption of these principles our business units specifically focus on:

- Researching with suppliers ways to minimise the amount and concentration of detergents used in our laundries and disposed of in effluent;
- Routinely recovering water for re-use;
- Minimising heat, energy loss and fuel usage;
- Regularly reviewing vehicle routing to ensure the most efficient use of fleet resources and fuel; and
- Recycling textiles, paper and packaging materials wherever this is possible.

COMMUNITY POLICY STATEMENT

Berendsen plc is aware of the obligations that it has to the communities in which it operates.

In particular we require our businesses to:

- Respect all local resident cultures and religions;
- Develop and maintain constructive relationships with local communities;
- Be mindful of the impact that their operations have on local residents with particular regard to noise and pollution; and
- Where possible allow employees to be involved in local community groups and initiatives.

The group makes regular charitable contributions which are focused towards the communities in which we operate. In the United Kingdom, the group also supports The Worshipful Company of Launderers Benevolent Trust Fund. It is the group's policy not to make any donations to political parties.