

Sustainability Guide

Adopted by the Board of Directors of ELS Logistics AB on June 12th, 2026



Together for Sustainable Development

Everyone in ELS Logistics has a role to play in sustainability. This guide gives us the procedures and routines that make sustainability part of our daily work. By following them, we minimise risks, reduce impacts, and contribute to long-term value for the company, our people, and our communities.

This Sustainability Guide was developed to help us follow clear internal procedures for working with sustainability. It explains what is expected in daily operations, how to apply the procedures, and what kind of documentation should be kept to show that the work is carried out.

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How to use this guide

This guide explains how we put sustainability into practice in our everyday work. It serves as a practical tool for employees, suppliers and partners in the daily operations of ELS Logistics. It reflects our internal procedures, applied proportionately to each site and activity. If a procedure is not yet in place, it should be established and documented as soon as possible.

Each chapter includes:

- Purpose: Why the topic matters and the outcome we seek.
- How to do it: Not every step will apply in all cases – choose the actions that are realistic for your company, site and industry. The level of detail depends on company size, local context and available resources.
- Documentation: Examples of records that demonstrate the procedure is followed. Equivalent records are acceptable. If documentation is missing, note what needs to be collected, assign who is responsible, and set a due date.
- Frequency: How often the procedure should be carried out or checked. The interval can be adjusted depending on the risk, scale, or legal requirements that apply.
- Practical tips: Additional advice or reminders that make the procedure easier to apply in daily work.

Using the guide in practice:

- Applicability & proportionality: Not every aspect in this guide will be relevant everywhere. Implement what applies to the local context and legal obligations.
- Phased adoption: Current practices must be carried out continuously. Future initiatives have also been included in this guide and are marked as such, to give ELS Logistics an overview of what will be required once they are adopted.

Climate Mitigation

Digital-first ways of working

Using digital tools and platforms to reduce unnecessary travel and printing.

Purpose:

The purpose of this procedure is to reduce emissions from unnecessary travel and paper use by making digital work the default choice where appropriate. By relying on digital meetings, collaboration tools, cloud-based document management and electronic signatures, the company can reduce emissions, save resources and improve efficiency.

How to do it:

Step 1: Make digital meetings the default where appropriate

- Use digital meetings as the default option when physical presence is not necessary.
- Define when in-person meetings are required and when digital participation is sufficient.
- Encourage employees to assess whether travel can be avoided by using video or phone meetings instead.

Step 2: Enable digital collaboration

- Provide employees with reliable digital collaboration tools for meetings, messaging, file sharing and joint document editing.
- Maintain clear internal guidance on which digital tools should be used for different tasks.

Step 3: Reduce printing and paper use

- Use digital documents, cloud-based storage and shared workspaces instead of printed materials where possible.
- Encourage digital review, approval and signing of documents.

Documentation:

- Internal guidance or policy on digital-first working methods.
- List of digital tools and systems used for collaboration, meetings and document handling.

Frequency:

Review the procedure annually. Update tools, guidance and routines as needed. Communicate the approach to new and existing employees on an ongoing basis.

Practical tips:

- Use electronic signatures to reduce printing and postal handling.
- Set printers to double-sided and black-and-white as default where printing is still needed.

Commuting

Encouraging low-emission commuting by allowing remote work and promoting walking, cycling, or public transportation.

Purpose:

The purpose of this procedure is to reduce emissions from employee commuting while also improving health, wellbeing and cost efficiency. By supporting alternatives such as cycling, walking, public transport, carpooling and remote work where feasible, ELS Logistics lowers its carbon footprint and makes commuting safer and more sustainable for staff.

How to do it:

Step 1: Enable remote and hybrid work

- Allow remote or hybrid working where the role permits.
- Provide clear guidance on how often remote work is allowed and what approval is needed.
- Ensure digital tools (video meetings, shared documents, chat platforms) are reliable so remote work is effective.

Step 2: Provide facilities for cyclists and walkers

- Install secure bike parking close to building entrances.
- Provide showers, changing rooms and lockers where possible.
- Maintain safe and well-lit access routes for those walking or biking to work.

Step 3: Support public transport and biking

- Offer stipends, subsidies or salary-sacrifice schemes for public transport passes and bike purchases.
- Share information on safe cycling and walking routes near the site.
- Encourage multi-modal commuting, such as combining cycling with train or bus.

Step 4: Encourage carpooling and low-emission driving

- Set up internal communication channels for carpooling (e.g. Teams or Slack group).
- Reserve parking spaces for carpools and electric vehicles.
- Provide EV charging points at the workplace if feasible.
- Always ensure designated and accessible parking spaces are available for employees with disabilities, located close to entrances.

Step 5: Communicate and review regularly

- Share commuting options with all new staff during onboarding.
- Run an annual commuting survey to understand habits, preferences and barriers.
- Use survey results to adjust benefits, facilities and communication.

Documentation:

- Results from employee surveys on travel habits.
- Summaries of commuting patterns, where available.
- Information on travel benefits, cycle parking or other commuting initiatives.
- Internal information or communications regarding sustainable commuting options.

Frequency:

Follow up on measures and travel habits at least once a year. Update initiatives as needed based on employees' needs and the organisation's circumstances.

Practical tips:

- Share practical guidance with staff on how remote work can be used to reduce unnecessary commuting where appropriate.
- Make it easy for employees to choose walking, cycling or public transport by providing clear information about available options.
- Use feedback from staff to improve communication, support measures and commuting options over time.

Sourcing & logistics footprint

Prioritizing local suppliers and service providers to minimize emissions from freight and logistics.

Purpose:

The purpose of this procedure is to reduce transport emissions and risks by giving preference to suppliers and service providers located closer to our operations. Local sourcing also supports regional economies and improves supply chain resilience.

How:

Step 1: Define what “local” means

- Set distance tiers (for example: under 50 km, 50–200 km, over 200 km).
- Apply local preference when quality and price are comparable.

Step 2: Include locality in procurement

- Add distance to site as a scored factor in Requests for Quotations (RFQs).
- Ask suppliers to propose consolidated delivery schedules and, where possible, use low-emission vehicles such as electric vans, hybrids, or bicycles for urban deliveries.

Step 3: Track and review

- Keep a supplier list with locations and distances.
- Review annually to identify opportunities to increase local sourcing.
- Record when exceptions are made and the reason.

Documentation:

- Notes from supplier comparisons including locality as a criterion.
- Supplier list with distances to site.

Frequency:

Each sourcing cycle. Annual supplier review.

Practical tips:

- Be mindful that “local” differs by product category. Sometimes regional or national options are the closest available.
- Balance distance with reliability and service quality when making final decisions.

Material and waste choices

Implementing waste reduction practices, including reuse of materials and proper sorting, to lower emissions from waste disposal.

Purpose:

The purpose of this procedure is to reduce emissions and costs linked to waste by prioritising reuse and ensuring that materials are sorted properly. By extending the life of products and making recycling streams cleaner, ELS Logistics avoids unnecessary disposal and lowers its environmental footprint.

How to do it:

Step 1: Check for reuse before buying new

- Before placing an order for furniture, IT equipment or office supplies, check if items are already available internally.
- Keep a simple list, online folder, or internal chat channel for surplus items that can be reused.
- Allow small refurbishments (such as repainting or repairing chairs) where this is cheaper and lower impact than buying new.

Step 2: Set up clear sorting stations

- Place sorting bins for the relevant fractions (paper, plastic, metal, glass, bio, residual, e-waste) in logical locations such as kitchens, near printers, and loading bays.
- Use consistent colours, pictograms and openings so bins are easy to recognise.
- Provide instructions for correct use (what belongs and what doesn't).

Step 3: Monitor and give feedback

- Check bins regularly for contamination (items in the wrong stream).
- Give quick feedback to teams when recurring errors are found, using photos or short reminders.
- Adjust signage or bin placement if confusion continues.

Documentation:

- Reuse log or internal list showing avoided purchases.
- Photos of sorting stations with signage.
- Waste collection reports or contamination notes from service providers.

Frequency:

Reuse checks ongoing, as part of purchasing routines. Basic checks of waste streams and contamination. Annual summary of reuse and recycling performance.

Practical tips:

- Share success stories such as "x kg of furniture reused this year" or "contamination down by 20%."
- Keep spare bins and labels ready so stations can be fixed immediately if damaged.
- Encourage staff to suggest improvements, since they know best where bins are most needed.

FUTURE INITIATIVE: Choosing low-impact materials and products with verified environmental certifications wherever possible.

Purpose:

The purpose of this procedure is to reduce embodied carbon and other lifecycle impacts by choosing materials that are certified, recyclable, and safe. By setting clear requirements for what can be purchased, ELS Logistics ensures that products and materials support sustainability goals, meet regulatory expectations, and avoid reputational risks linked to poor sourcing.

How to do it:

Step 1: Use recognised labels and standards

- Maintain an approved list of ecolabels and certifications that are credible and widely accepted (e.g. EU Ecolabel, Nordic Swan, FSC or PEFC for wood).
- Ask suppliers to provide proof of certification for priority categories, if available.

Step 2: Prioritise recycled and recyclable materials

- Whenever possible, select products with high recycled content.
- Favour mono-materials that can be easily recycled instead of complex mixes (e.g. single-type plastics, paperboard instead of plastic-lined cartons).

Step 3: Request environmental data from suppliers

- For major purchases, ask for an Environmental Product Declaration (EPD) or verified carbon footprint.
- Compare options not only on cost but also on lifecycle impact.

Step 4: Train buyers and communicate expectations

- Provide a short guidance note or checklist for staff involved in purchasing, showing preferred labels, banned materials, and examples of acceptable alternatives.
- Include sustainability questions when asking suppliers for quotes

Documentation:

- Guidance notes or checklists, or procurement guidelines listing approved labels and standards.
- Supplier declarations, certificates or EPDs for purchased materials.
- Supplier confirmations or certifications showing which materials and suppliers meet requirements.

Frequency:

Annual category review to update approved labels, standards and material rules. Check occasionally when making larger purchases.

Practical tips:

- Start with the most common categories (e.g. paper, cleaning products, wood) and gradually expand to others.
- Keep a shared folder with examples of approved ecolabels and certificates to help staff recognise valid documentation.
- If suppliers cannot provide the required information, ask them to suggest alternatives that meet the criteria.
- Use rejected cases as training examples for buyers so mistakes are not repeated.

Scale-ups & policies

FUTURE INITIATIVE: Assessing our value chain to identify key sources of Scope 3 emissions.

Purpose:

The purpose of this procedure is to identify the largest sources of indirect (Scope 3) greenhouse gas emissions in the value chain. Since Scope 3 covers everything outside direct operations (such as purchased goods, transport, and business travel), it is usually the biggest part of a company's footprint. By finding the main "hotspots," ELS Logistics can focus its efforts where they make the most difference.

How to do it:

Step 1: Gather spend and procurement data

- Collect financial data on what the company buys each year (e.g. goods, services, transport, travel).
- Organise the data into categories that make sense for the business (e.g. IT, catering, raw materials, logistics).

Step 2: Apply emission factors

- Use credible databases (e.g. Exiobase, Defra, or other recognised spend-based factors) to link each spending category to estimated emissions.
- Multiply spend by the relevant factor to get approximate CO₂e emissions.
- Focus on comparability and completeness rather than precision at this stage.

Step 3: Identify the hotspots

- Rank categories by their total estimated emissions.
- Select the top 3-5 categories that together make up the bulk of Scope 3 emissions.
- Document why these categories were chosen (e.g. "Purchased IT equipment and catering together make up 60% of emissions").

Step 4: Define next steps for each hotspot

- Decide how each hotspot should be addressed (e.g. request EPDs from suppliers, switch to certified low-carbon options, change service models).
- Assign a person or team responsible for follow-up.
- Set clear targets or KPIs for improvement (e.g. % of suppliers providing emissions data, % of spend covered by certified options).

Step 5: Refresh annually

- Repeat the screening each year to track changes in hotspots.
- Update data sources and emission factors as better information becomes available.

Documentation:

- Screening memo describing data sources, emission factors used and main results.
- Hotspot list showing the top 3-5 categories with justification.
- Defined KPIs or action plans linked to each hotspot.

Frequency:

Annual Scope 3 screening. Update sooner if major purchasing patterns or suppliers change.

Practical tips:

- Don't aim for perfect accuracy in the first screening. The goal is to find the big categories, not to measure every detail.
- Use visuals such as pie charts to make hotspots easier to understand for staff and management.
- Engage procurement staff early, since they know supplier markets best.
- Share progress externally only once data is consistent and methods are documented.

FUTURE INITIATIVE: Developing internal guidelines on low-emission procurement to support employees in making climate-conscious purchasing decisions.**Purpose:**

The purpose of this procedure is to make low-carbon purchasing straightforward for staff who buy goods and services. By providing simple category-specific rules and examples, ELS Logistics ensures that sustainability is integrated into everyday procurement decisions without adding unnecessary complexity.

How to do it:*Step 1: Provide short guidance notes or checklists*

- Prepare 1–2-page guides for priority categories (e.g. IT equipment, cleaning products, office supplies, packaging).
- For each category, list preferred ecolabels, recycled-content thresholds, and any banned materials.
- Include sample supplier questions that buyers can use when evaluating options.

Step 2: Build requirements into requests

- Include sustainability requirements in requests for quotations or purchase orders.
- Ask suppliers to confirm compliance with ecolabels, recycled content, or packaging rules.
- Keep requirements realistic so that bids remain competitive.

Step 3: Support buyers with checklists

- Provide a simple checklist buyers can run through before confirming a purchase.
- Example items: "Does this product meet the recycled-content target?" or "Is there a certified option available?"
- Make the checklist part of standard procurement workflows.

Step 4: Keep guidance up to date

- Review guidance notes and checklists once per year to reflect new regulations, standards, and supplier options.
- Share updates with all relevant staff, and store the latest version in a central, easy-to-access location.

Documentation:

- Short guidance notes or checklists and buyer checklists.
- Sample RFQs or purchase orders showing sustainability requirements included.
- Supplier responses or compliance confirmations.

Frequency:

Annual reminder or update.

Practical tips:

- Start with categories that are frequently purchased or have high emissions, then expand over time.
- Use clear visuals in guidance notes or checklists (approved logos, “yes/no” material examples) to make them easy to use.
- Encourage buyers to share lessons learned with each other so guidance documents improve with experience.

Introducing internal policies for low-emission business travel, including clear guidance on when travel is necessary.**Purpose:**

The purpose of this procedure is to cut emissions from business travel by choosing low-carbon options whenever possible. Travel should only take place when digital alternatives are not practical.

How to do it:*Step 1: Prefer trains and other low-emission modes*

- Use trains or public transport instead of flights or cars where routes are available and travel time is reasonable.
- Flights should only be taken when no good alternative exists or when time pressures make rail impractical.

Step 2: Keep flights to a minimum

- Always book economy class for flights.
- Before booking, consider whether the meeting or inspection could be done digitally.

Step 3: Encourage digital meetings

- Default to video calls for routine meetings, internal workshops and supplier check-ins.
- Travel only when physical presence is necessary, such as site visits or key client meetings.

Step 4: Review travel choices regularly

- Once or twice per year, review travel expenses and modes of travel.
- Use this review to see how much travel is by plane, train, or digital, and adjust practices if needed.

Documentation:

- Short written travel policy shared with all staff.
- Travel expense records, noting the mode of transport.

Frequency:

Ongoing: apply the policy to each trip. Review travel practices once or twice per year.

Practical tips:

- Highlight time saved by avoiding flights (no check-in or airport transfers).
- Encourage staff to combine several meetings into one trip instead of multiple smaller trips.
- Share success stories, e.g. “We reduced flight trips by 40% compared to last year.”

FUTURE INITIATIVE: Switching to low-emission delivery or logistics providers for customer and/or supplier shipments.

Purpose:

The purpose of this procedure is to reduce emissions from deliveries and freight by working with suppliers and logistics providers that use low-emission vehicles and efficient delivery practices. By consolidating deliveries and preferring cleaner transport, ELS Logistics lowers both carbon impact and local air pollution.

How to do it:

Step 1: Ask about vehicle mix

- When choosing logistics providers or suppliers, ask what share of their fleet uses low-emission vehicles (electric vans, hybrids, or bikes in urban areas).
- Prefer providers that can demonstrate progress in electrification or other green transport solutions.

Step 2: Consolidate deliveries

- Where possible, combine orders into fewer shipments instead of many small ones.
- Ask suppliers to suggest delivery schedules that minimise trips.
- Avoid “rush orders” unless absolutely necessary.

Step 3: Set expectations with providers

- Communicate clearly that low-emission deliveries are preferred.
- For urban deliveries, request EVs, bikes or other zero-emission solutions if available.
- For larger shipments, ask providers to optimise routes and avoid empty return trips.

Step 4: Review performance

- Keep track of how deliveries are made (e.g. type of vehicle used, delivery frequency).
- Ask providers for simple reports once per year if possible.

Documentation:

- Notes from supplier discussions on delivery methods.
- Delivery plans showing consolidation or vehicle type.
- Any reports from providers on vehicle mix or emissions.

Frequency:

Apply at every new logistics contract or supplier agreement. Review delivery practices annually.

Practical tips:

- Start by focusing on suppliers and providers with frequent deliveries — they offer the biggest reduction potential.
- Even if providers cannot switch fully to EVs yet, pushing for delivery consolidation can cut emissions quickly.
- If EV deliveries are not yet common in your area, note interest to suppliers so they can prepare for future demand.



Replacing company vehicles with electric alternatives when leases and/or ownership cycles expire.

Purpose:

The purpose of this procedure is to phase out fossil-fuel company vehicles and replace them with electric alternatives. By shifting the fleet to EVs, ELS Logistics reduces operating emissions, lowers fuel costs over time, and signals commitment to sustainable transport.

How to do it:

Step 1: Choose electric first

- When buying or leasing new vehicles, make electric models the default choice.
- Only choose combustion or hybrid vehicles if an EV is clearly not practical (for example, very long driving distances without charging options).

Step 2: Provide charging where needed

- Install a small number of chargers at company sites if vehicles are parked there regularly.
- If staff take vehicles home, explore local charging options or support with simple guidance.

Step 3: Support drivers

- Give staff basic instructions on charging, route planning and using apps to find chargers.
- Share eco-driving tips to extend range and reduce energy use.

Step 4: Keep track of progress

- Maintain a simple list of company vehicles with type (electric, hybrid, fossil) and renewal dates.
- Review the list once per year to plan the next renewals.

Documentation:

- List of company vehicles with renewal dates and type.
- Notes on charger locations or access arrangements.

Frequency:

Apply at every vehicle purchase or lease renewal. Review vehicle list once per year.

Practical tips:

- Start with vehicles that have predictable, short daily routes since they are easiest to electrify.
- Check for government subsidies or tax incentives to lower the cost of EVs and chargers.
- Consider whether fewer vehicles could be shared across staff, reducing costs and emissions further.



Energy

Behaviour & basic controls

Encouraging staff to turn off lights, computers, and other equipment when not in use.

Purpose:

The purpose of this procedure is to cut avoidable electricity use by ensuring lights, equipment and appliances are turned off or set to sleep when not needed. These simple habits reduce emissions and lower energy bills at no cost.

How to do it:

Step 1: Apply default workstation settings

- Set monitors to sleep after 10 minutes of inactivity.
- Set computers to system sleep after 20 minutes of inactivity.
- Shut laptops completely if not used for longer periods.

Step 2: Power down shared equipment

- Turn off lights in empty rooms, printers, meeting room screens and kitchen appliances at the end of the day.
- Use power strips, smart plugs or timers to make shutdown automatic where possible.
- Configure appliances such as coffee machines and vending machines to shut down overnight or during weekends.

Step 3: Remind and assign responsibility

- Place small prompts near switches, printers and kitchenettes.
- Assign a “last out” check in each team to make sure everything is powered down.
- Reinforce the habit with reminders in team meetings.

Documentation:

- Screenshots showing default sleep settings on devices.
- Photos of signage or reminders in common areas.
- Optional log of “last out” checks.

Frequency:

Daily practice by all staff. Seasonal review of device settings and reminders.

Practical tips:

- IT can push the default sleep settings automatically to save staff effort.
- Rotate “last out” responsibility to share the task fairly.
- Share progress, for example: “We cut energy use from office devices by 15% since spring.”
- Link reminders to broader energy awareness campaigns to keep engagement high.

FUTURE INITIATIVE: Avoiding excessive heating and cooling through thermostatic control and auto-shutdowns.

Purpose:

The purpose of this procedure is to reduce wasted energy from heating and cooling by using smart thermostat settings and automatic shut-downs. By keeping systems within efficient temperature ranges and turning them down when spaces are empty, ELS Logistics lowers emissions, saves costs, while maintaining comfort for staff.

How to do it:

Step 1: Set default temperature ranges

- Cooling: 24–26 °C in summer.
- Heating: 20–21 °C in winter.
- Adjust slightly if local comfort rules or regulations require.

Step 2: Program heating and cooling schedules

- Reduce heating and cooling during evenings, nights and weekends when the building is empty.
- Schedule systems to switch back on shortly before staff arrive so spaces are comfortable at the start of the day.
- Stagger start-up (for example, by floor or zone) so equipment doesn't all start at once and cause peak electricity demand.

Step 3: Turn off unused spaces

- If parts of the building are not in daily use (meeting rooms, storage areas, unused offices), program thermostats or systems in those areas to minimum levels.

Step 4: Use timers and smart plugs for smaller loads

- Apply timers or smart sockets to devices such as vending machines, coffee machines, or portable heaters that would otherwise run 24/7.
- Set them to switch off automatically at night and on weekends.

Step 5: Review settings regularly

- Check thermostat schedules at least twice a year (spring and autumn).
- Update settings if office hours change or if staff report frequent issues with comfort.
- Keep a log of adjustments to avoid drifting back to wasteful settings.

Documentation:

- Screenshots or photos of thermostat or building system schedules.
- List of devices connected to timers or smart plugs.
- Notes from seasonal reviews or comfort adjustments.

Frequency:

Seasonal review (spring and autumn) of thermostat ranges and schedules. Updates as needed if occupancy changes or comfort complaints are frequent.

Practical tips:

- Keep thermostats accessible only to facility staff to avoid ad-hoc changes.
- Combine this with communication to staff, so they know why temperature ranges are set as they are.
- Small adjustments (1–2 °C) can have a big impact on energy use.

Lighting

Using LED lighting in all our premises.

Purpose:

The purpose of this procedure is to reduce energy use and maintenance needs by replacing old lighting (fluorescent, halogen, incandescent) with LED alternatives. LEDs use significantly less electricity, last longer, and provide better lighting quality.

How to do it:

Step 1: Replace old lighting with LED

- When lights fail, always replace them with LED equivalents.
- Prioritise high-use areas first (offices, corridors, meeting rooms, kitchens).
- Ensure new LEDs meet local energy standards (A/A+ class or equivalent).

Step 2: Plan remaining upgrades

- Keep a simple list of areas where non-LED lighting remains.
- Add dates and estimated costs for replacing them, either gradually or in bulk during refurbishments.

Step 3: Check installation quality

- Verify brightness and colour temperature match the intended use (e.g. warmer light for common areas, cooler light for workstations).
- Ensure fixtures are compatible with LED lamps (replace old ballasts if needed).

Documentation:

- Inventory of lighting by area showing LED vs. non-LED.
- Invoices or spec sheets for LED products purchased.
- Photos of upgraded areas if useful for progress tracking.

Frequency:

Update the inventory once per year. Replace non-LED lighting at end of life or during planned refurbishments.

Practical tips:

- Bulk replacement can be more cost-effective than waiting for individual failures.
- Keep spare LED lamps in stock to avoid reverting to old types in a hurry.
- Use consistent colour temperature across spaces to avoid mismatched lighting.

FUTURE INITIATIVE: Installing lighting systems that automatically adjust based on occupancy and daylight levels thanks to motion and daylight sensors.

Purpose:

The purpose of this procedure is to reduce wasted energy by making sure lights are only on when needed. Occupancy sensors automatically switch lights off in empty rooms, and daylight sensors adjust artificial lighting depending on natural light levels. This saves energy and improves comfort.

How to do it:

Step 1: Install occupancy sensors in the right areas

- Use sensors in spaces that are often left empty, such as meeting rooms, storage rooms, restrooms, and corridors.

- Set the delay time so lights switch off within 5-10 minutes after the space is empty.

Step 2: Install daylight sensors where useful

- Use sensors near windows, skylights, or open-plan offices with natural light.
- Program them to dim or turn off artificial lighting when daylight is sufficient.

Step 3: Calibrate and test regularly

- Check that sensors detect movement correctly and that lights turn off as expected.
- Adjust settings if lights switch off too soon or stay on unnecessarily.
- Re-test after furniture rearrangements or renovations, as these can affect sensor performance.

Documentation:

- Floor plan showing sensor locations.
- Controller settings or screenshots of programmed delays and thresholds.

Frequency:

Quarterly function test of sensors. Adjust after staff feedback or changes to the space.

Practical tips:

- Avoid over-sensitive sensors in areas with high movement outside the room (e.g. corridors visible through glass walls).
- Combine occupancy sensors with LED upgrades for maximum savings.

HVAC performance

FUTURE INITIATIVE: Ensuring that heating, ventilation, and air conditioning systems run efficiently through HVAC maintenance.

Purpose:

The purpose of this procedure is to keep heating, ventilation and air conditioning (HVAC) systems running efficiently. Well-maintained systems use less energy, provide healthier indoor air, and prevent costly breakdowns.

How to do it:

Step 1: Carry out seasonal preventive maintenance

- Check and replace filters before each heating and cooling season.
- Inspect belts, dampers, and coils to ensure they are clean and in good condition.
- Verify that free-cooling or economiser modes are functioning.

Step 2: Calibrate sensors

- Confirm that temperature and CO₂ sensors are accurate.
- Recalibrate if readings seem inconsistent with actual conditions.

Step 3: Inspect ductwork and pipework

- Look for leaks, gaps, or missing insulation on ducts and pipes.
- Seal and insulate where heat loss or heat gain is visible.

Step 4: Review zone controls

- Check that heating and cooling systems are not working against each other in the same area.
- Adjust control settings if some rooms are consistently too hot or too cold.

Documentation:

- Preventive maintenance checklist with HVAC items.
- Work orders or service reports from contractors.
- Photos of cleaned components or repaired insulation if available.

Frequency:

Seasonal maintenance twice per year (spring and autumn). Additional checks after major complaints, faults, or renovations.

Practical tips

- Keep a small stock of spare filters to avoid delays.
- Track comfort complaints as an early warning that maintenance is overdue.
- Coordinate with cleaning staff to avoid dust and debris blocking vents and returns.
- If outsourcing maintenance, ensure contractors follow energy efficiency checks, not just safety basics.

Metering & automation

FUTURE INITIATIVE: Introducing smart meters and automated controls to optimize heating, cooling, and lighting systems.

Purpose:

The purpose of this procedure is to improve visibility of energy use and reduce waste by installing meters and using simple automation. Smart meters and sub-meters show where energy goes, while automation can prevent systems from running when they are not needed. Together, these tools help detect problems early and cut costs.

How to do it:

Step 1: Install smart meters and sub-meters

- Use smart meters for main electricity, gas and heat supplies.
- Add sub-meters for major loads such as HVAC systems, kitchens, or server rooms.
- Record meter locations in a simple register.

Step 2: Use basic automation

- Program schedules for heating, cooling and lighting based on occupancy.
- Set lock-outs to prevent heating and cooling running at the same time.
- Add simple demand alerts to warn of unusual spikes.

Step 3: Review consumption regularly

- Check meter data weekly to spot anomalies such as high night-time use.
- Compare loads between similar areas to identify outliers.
- Investigate and correct problems quickly.

Documentation:

- Meter registry with location and type of each meter.
- Sample load profiles or screenshots of energy use.
- Alert log if automation tools generate notifications.

Frequency:

Continuous metering where systems are installed. Weekly review of consumption profiles. Quarterly optimisation to fine-tune schedules.

Practical tips:

- Start with the biggest loads first to get the best return on investment.
- Keep data simple. Staff should be able to understand trends at a glance.
- Use anomalies as training moments (e.g. “why was kitchen use high last weekend?”).
- Share results to build awareness of where energy is saved.

Supply choices

FUTURE INITIATIVE: Switching to a certified renewable electricity provider for all owned and leased spaces.

Purpose:

The purpose of this procedure is to reduce emissions from purchased electricity by switching to renewable energy backed by credible certificates. This ensures that reported reductions are trustworthy and aligned with recognised standards.

How to do it:

Step 1: Choose certified renewable electricity

- When signing or renewing energy contracts, select products backed by Guarantees of Origin (GOs), renewable energy certificates (RECs), power purchase agreements, supplier-specific emission rates, etc.
- Confirm that the certificates match the volume of electricity used. For instance: If your company used 50,000 kWh of electricity in a year, you should hold 50,000 kWh worth of certificates. If you only have 30,000 kWh worth of certificates, then only 60% of your electricity use is credibly renewable.

Step 2: Keep proof on file

- Request copies of certificates or supplier confirmation that purchased electricity is 100% renewable.
- Ensure documentation covers the same year as reported use.

Documentation:

- Energy supply contract showing renewable product.
- Annual certificate bundle or supplier confirmation.

Frequency:

Review contracts annually at year-end. Update certificates each reporting year.

Practical tips

- Compare prices, as renewable tariffs are often similar in cost to conventional energy.
- Make sure certificates come from recognised schemes, not unverified claims.

Device & equipment management

FUTURE INITIATIVE: Implementing automatic power-down settings on all office equipment and computers after working hours.

Purpose:

The purpose of this procedure is to reduce wasted energy by ensuring that lights, equipment and systems switch off automatically outside working hours. This avoids relying only on staff behaviour and cuts down on standby use.

How to do it:

Step 1: Identify key systems

- Focus on lighting, HVAC, printers, meeting room screens, and kitchen appliances that do not need to run overnight.

Step 2: Install timers or automation

- Use timers, smart plugs, or building management system (BMS) schedules to shut down systems automatically at closing time.
- Set devices to restart just before opening hours.

Step 3: Adjust as needed

- Review settings if operating hours change or if equipment is needed for evening/weekend events.
- Provide staff with a manual override option for exceptions.

Documentation:

- Timer or automation schedules.
- List of devices covered by automatic shut-down.

Frequency:

Seasonal review of schedules (spring and autumn). Update when office hours change.

Practical tips:

- Start with shared equipment and lighting for quick wins.
- Use inexpensive smart plugs for individual devices instead of complex systems.
- Communicate to staff so they know systems are controlled automatically.

Evaluating energy efficiency criteria when procuring new equipment and appliances.

Purpose:

The purpose of this procedure is to reduce energy use and long-term costs by choosing equipment and appliances that meet high energy efficiency standards. By making efficiency part of every purchasing decision, ELS Logistics avoids locking in unnecessary energy use for years to come.

How to do it:

Step 1: Set clear efficiency requirements

- For all new equipment (e.g. office appliances, kitchen devices, IT hardware), require products with the highest available efficiency rating (such as Energy Star, EU Energy Label A or better).
- Apply these requirements consistently when requesting quotes from suppliers.

Step 2: Compare lifecycle costs, not just purchase price

- When choosing between products, compare total cost of ownership, including expected energy use over the product's life.
- If two products are similar in price, choose the one with lower energy use.

Step 3: Keep guidance simple for buyers

- Provide staff with a short checklist of preferred labels and minimum efficiency standards.
- Include sample wording for supplier requests (e.g. "Please specify the energy rating of proposed equipment").

Documentation:

- Supplier quotes showing efficiency ratings.

Copy of checklist or procurement guidance.

Notes on final purchasing decisions.

Frequency:

Apply to every relevant purchase. Review efficiency standards annually to reflect market changes.

Practical tips:

- Efficiency often pays back quickly through lower energy bills. Highlight this to decision makers.
- For large purchases, ask suppliers to provide energy consumption data in kWh/year.
- Start with categories where equipment runs often (e.g. refrigerators, IT servers, HVAC) since savings are highest there.

Water and Marine Resources

Fix first: leaks & fixtures

Fixing leaks and dripping taps promptly, to prevent unnecessary water loss.

Purpose:

The purpose of this procedure is to reduce water waste and prevent damage by repairing leaks quickly. Even small leaks can add up to significant costs and unnecessary resource use if left unattended.

How to do it:

Step 1: Report leaks immediately

- Encourage all staff to report dripping taps, running toilets, or visible pipe leaks as soon as they are noticed.
- Provide a clear contact point (facility manager or maintenance staff).

Step 2: Assess the leak

- Check whether the leak can be fixed on the spot (e.g. replacing a washer).
- If the repair requires a contractor, call them the same day.

Step 3: Complete repair within 24 hours

- Fix small leaks internally where possible.
- For larger issues, ensure a contractor is scheduled and the water supply is isolated if needed.

Documentation:

- Log of reported leaks and date of repair.
- Contractor invoices or work orders for external repairs.

Frequency:

Apply this procedure whenever a leak is detected. Review the leak log once per year to spot recurring problems.

Practical tips:

- Keep a small stock of basic parts (washers, seals, tap cartridges) for quick fixes.
- Train one staff member to handle minor plumbing issues.
- Remind staff that even small drips should be reported.

Awareness, monitoring & governance

FUTURE INITIATIVE: Promoting water-saving behaviours through staff training and visible reminders, such as posters.

Purpose:

The purpose of this procedure is to build awareness among staff about saving water in daily routines. Small behaviour changes can make a big difference when applied consistently across the company.

How to do it:

Step 1: Communicate simple water-saving habits

- Remind staff to fully turn off taps after use.
- Encourage reporting of leaks and dripping fixtures immediately.
- Promote using dishwashers or washing machines only with full loads.

Step 2: Use visible reminders

- Place small signs near sinks and toilets with water-saving tips.
- Share short seasonal messages via intranet, email, or posters.

Step 3: Reinforce through onboarding and refreshers

- Include water-saving awareness in staff induction training.
- Give short reminders during annual refreshers or toolbox talks.

Documentation:

- Examples of communication materials (signs, posters, emails).
- Training records showing inclusion of water-saving topics.

Frequency:

Awareness messages should be shared at least once per season. Training and reminders included annually.

Practical tips:

- Keep messages short and positive, focusing on how staff can help.
- Share results (e.g. "We saved 15% water last summer by fixing leaks quickly").
- Rotate visuals and reminders to avoid them being overlooked.

Working Conditions

Employment Terms & Onboarding

Issuing written employment agreements to all staff, specifying terms of employment, compensation, and working hours.

Purpose:

Ensure all staff have clear written agreements covering their employment terms, including role, compensation, working hours, and benefits. This prevents misunderstandings and ensures legal compliance.

How to do it:

Step 1: Provide written agreements

- Issue written agreements to all staff at the start of employment.
- Include role, compensation, working hours, location, probation period, notice period, and benefits.

Step 2: Keep records up to date

- Store signed agreements in a central and secure location.
- Update agreements when roles, pay, or other terms change.
- Issue amendment letters for changes rather than replacing full contracts where appropriate.

Step 3: Review templates regularly

- Review contract templates once per year to ensure they remain legally compliant and reflect company policies.
- Update templates immediately if labour laws change.

Documentation:

- Contract templates.
- Signed contracts for each staff member.
- Amendment letters or updated agreements.

Frequency:

Provide contracts at hiring and when terms change. Review contract templates annually.

Practical tips:

- Use clear and simple language in contracts where possible.
- Confirm receipt with staff to avoid misunderstandings.
- Seek legal advice for template reviews to stay compliant with labour regulations.

Work-Life Balance & Well-Being

FUTURE INITIATIVE: Offering a wellness allowance to promote physical and mental well-being among employees.

Purpose:

Encourage employees to maintain and improve their physical and mental well-being by providing a financial allowance that can be used for wellness-related activities or services. This supports a healthier, more resilient workforce and can reduce absenteeism.

How to do it:

Step 1: Define allowance scope

- Decide what activities and services are eligible (e.g., gym memberships, sports equipment, mindfulness or yoga classes, counselling services).
- Set a clear budget limit per employee and determine whether the allowance is annual, monthly, or one-time.

Step 2: Communicate to staff

- Share clear guidelines on how the allowance works and how to claim it.
- Provide examples of acceptable uses to avoid misunderstandings.

Step 3: Implement and manage claims

- Set up a simple process for employees to request reimbursement (e.g., receipts submission).
- Assign responsibility for reviewing and approving claims.
- Reimburse staff promptly to encourage uptake.

Documentation:

- Written policy outlining allowance scope and eligibility.
- Records of employee claims and reimbursements.
- Examples of accepted receipts or claim forms.

Frequency:

Provide the allowance on an ongoing basis according to the chosen timeframe (e.g., annually or monthly). Review budget limits and eligible activities annually.

Practical tips:

- Keep the process simple to encourage participation.
- Offer both physical and mental well-being options to reflect different employee needs.
- Gather feedback regularly to adjust eligible activities if needed.

Rights Awareness & Representation

Ensuring equal treatment regardless of contract type (e.g., permanent, temporary, part-time).

Purpose:

The purpose of this procedure is to guarantee that all employees are treated equally and fairly regardless of contract type — permanent, temporary, part-time, or probationary. This ensures consistency in employment terms and avoids discrimination based on employment status.

How to do it:*Step 1: Publish a clear policy*

- Write a short, accessible policy stating that contract type will not affect rights to fair pay, benefits, or opportunities, except where required by law.
- Share the policy with all staff and managers.

Step 2: Apply consistent employment terms

- Ensure that basic benefits (e.g. sick leave, parental leave, overtime compensation) are applied equally to all eligible staff, regardless of contract type.
- Where legal differences apply (e.g. probation), communicate them transparently.

Step 3: Train managers and HR

- Provide managers with training on equal treatment obligations.
- Include examples of common pitfalls (e.g. excluding temporary staff from training or company events).

Step 4: Monitor for compliance

- Review employment decisions such as promotions, pay increases, and training offers to confirm equal access across contract types.
- Investigate complaints if inconsistencies arise.

Documentation:

- Equal treatment policy document.
- Records of manager and HR training.
- HR review notes on employment decisions.

Frequency:

Review the policy annually or whenever labour law changes. Monitor employment practices continuously.

Practical tips:

- Include temporary and part-time staff in staff surveys to ensure their voices are heard.
- Make sure staff handbooks and benefits descriptions explicitly state equal access.
- Use anonymised data reviews to check for disparities across contract types.

Equal Treatment and Opportunities for All

Inclusive Recruitment & Outreach

Ensuring job ads and recruitment processes are inclusive and free from bias.

Purpose:

Guarantee that all candidates have equal opportunities by removing bias from recruitment practices. Inclusive recruitment strengthens diversity, attracts a wider talent pool, and ensures compliance with equal opportunity principles.

How to do it:

Step 1: Write inclusive job ads

- Use gender-neutral and inclusive language in all job postings.
- Focus on essential skills and qualifications rather than unnecessary requirements that may exclude candidates.
- Clearly state the company's commitment to equal opportunity.

Step 2: Standardise recruitment processes

- Develop structured interview guides to ensure consistency across candidates.
- Use diverse recruitment panels where possible to reduce bias in decision-making.
- Apply transparent evaluation criteria for shortlisting and selection.

Step 3: Monitor and improve

- Track applicant demographics (where legally permitted) to identify representation gaps.
- Collect feedback from candidates on their recruitment experience.
- Review recruitment practices annually to address potential biases.

Documentation:

- Inclusive job ad templates.
- Interview guides and evaluation criteria.
- Records of recruitment outcomes and annual reviews.

Frequency:

Apply inclusive practices in all recruitment processes. Review recruitment guidelines and templates annually.

Practical tips:

- Use specialised job boards or networks to reach underrepresented groups.
- Provide training for managers and HR staff on unconscious bias.
- Clearly communicate flexible work options or accommodations in job ads.

Workplace Accessibility & Non-Discrimination

Communicating clear anti-harassment and anti-discrimination policies to all staff.

Purpose:

Ensure a safe and respectful workplace by clearly prohibiting discrimination and harassment. A well-communicated policy helps prevent misconduct, protects employees, and demonstrates compliance with legal and ethical standards.

How to do it:

Step 1: Develop the policy

- Draft a policy that explicitly prohibits discrimination and harassment on the basis of gender, age, ethnicity, religion, disability, sexual orientation, or other protected characteristics.
- Align the policy with national labour laws and international human rights standards.

Step 2: Communicate the policy

- Share the policy with all employees during onboarding.
- Make it easily accessible in employee handbooks, intranet, or other central locations.
- Reinforce understanding through regular reminders or awareness sessions.

Step 3: Enforce and review

- Train managers to identify and respond to harassment or discrimination.
- Monitor complaints and incidents to evaluate policy effectiveness.
- Review and update the policy annually or when laws change.

Documentation:

- Written anti-discrimination and anti-harassment policy.
- Records of policy distribution to staff.
- Annual review reports and updates.

Frequency:

Provide the policy at onboarding and reinforce it throughout employment. Review annually and update as needed.

Practical tips:

- Use simple, clear language to make the policy easy to understand.
- Back up the policy with visible management commitment.
- Ensure alignment with grievance procedures so employees know how to raise concerns.

FUTURE INITIATIVE: Setting up a confidential reporting channel for discrimination and harassment.

Purpose:

Provide employees with a safe and trusted way to report discrimination or harassment. A confidential channel ensures that sensitive issues are raised early, handled fairly, and addressed without fear of retaliation.

How to do it:

Step 1: Establish reporting options

- Create one or more confidential reporting channels (e.g., secure email, hotline, online form, or external provider).

- Ensure accessibility to all employees regardless of role, shift, or location.
- Guarantee anonymity where possible.

Step 2: Communicate the channel

- Inform employees during onboarding and through regular reminders.
- Clearly explain how to use the channel, what issues can be reported, and how confidentiality is maintained.
- Reassure employees of non-retaliation for reporting.

Step 3: Handle reports and follow up

- Assign trained staff or an external provider to manage reports fairly and impartially.
- Document actions taken while protecting confidentiality.
- Review recurring issues to identify systemic risks.

Documentation:

- Policy outlining the confidential reporting procedure.
- Records of reports received and resolutions (kept strictly confidential).
- Annual review reports of channel use and effectiveness.

Frequency:

Maintain the reporting channel at all times. Review its effectiveness annually or when workplace needs change.

Practical tips:

- Offer multiple reporting channels to increase accessibility and trust.
- Provide staff handling reports with training in confidentiality and sensitivity.
- Share anonymised outcomes or improvements made to demonstrate responsiveness.

Career Development & Progression

Conducting annual performance and development reviews with all employees and ensuring access to relevant training.

Purpose:

Promote equal opportunities for career growth by giving all employees structured performance and development reviews. Linking reviews to relevant training ensures fairness, builds skills, and supports long-term employee engagement.

How to do it:

Step 1: Standardise review process

- Develop a clear template and criteria for performance and development reviews.
- Apply criteria consistently across all employees and roles.
- Train managers to conduct reviews fairly and objectively.

Step 2: Conduct annual reviews

- Hold one-to-one meetings with each employee at least once per year.
- Discuss performance, strengths, challenges, and development goals.
- Document agreed actions and training needs.

Step 3: Provide access to training

- Offer training opportunities linked to individual and organisational needs.
- Ensure equal access across departments and roles.
- Track participation in training and follow up on completed development plans.

Documentation:

- Review templates and guidelines.
- Records of completed performance and development reviews.
- Training records and feedback.

Frequency:

Conduct reviews with all employees annually. Review training needs continuously and update development plans at least once per year.

Practical tips:

- Include self-assessments to give employees a voice in the process.
- Use review outcomes to support succession planning and skills development.
- Combine reviews with career progression conversations to strengthen motivation.

Human Rights

Fundamental Labour Rights

Prohibiting child and forced labour and ensuring voluntary employment terms through policy, procurement, and contracts.

Purpose:

Guarantee that the company and its value chain are free from child and forced labour. A clear zero-tolerance approach protects human rights, aligns with international standards (ILO conventions, UN Global Compact), and ensures all employment is voluntary and dignified.

How to do it:

Step 1: Develop and communicate policy

- Draft a policy explicitly prohibiting child and forced labour in all operations and supply chains.
- Align with international labour standards and local legislation.
- Communicate the policy to employees, suppliers, and contractors.

Step 2: Integrate into contracts and procurement

- Include zero-tolerance clauses in supplier and contractor agreements.
- Require suppliers to confirm compliance through signed declarations.
- Use contract termination clauses for violations.

Step 3: Monitor and enforce

- Conduct supplier risk assessments, prioritising high-risk industries and regions.
- Perform site visits or third-party audits where risks are identified.
- Take corrective actions immediately if violations occur.

Documentation:

- Written child and forced labour policy.
- Supplier and contractor agreements with compliance clauses.
- Records of risk assessments, audits, and corrective actions.

Frequency:

Apply the policy at all times. Review and update annually, or when legal or operational changes occur.

Practical tips:

- Provide training to procurement and HR staff on identifying risk factors.
- Support suppliers in improving practices rather than only penalising them.
- Communicate the company's zero-tolerance stance publicly to strengthen accountability.

Privacy & Data Protection

FUTURE INITIATIVE: Handling employee data in line with GDPR and restricting access to authorised personnel.**Purpose:**

Protect employees' personal information by ensuring compliance with GDPR and restricting data access to authorised staff only. Proper handling of employee data builds trust, reduces legal risks, and safeguards privacy rights.

How to do it:*Step 1: Establish data handling rules*

- Identify what types of employee data are collected and stored.
- Define clear rules for how data is collected, processed, and stored in compliance with GDPR.
- Restrict access to authorised HR or management staff only.

Step 2: Implement secure storage

- Store personal data in secure systems with access controls (e.g., password-protected databases, encrypted files).
- Limit physical access to paper records through locked storage.
- Establish clear retention periods for data.

Step 3: Monitor and review compliance

- Conduct regular checks to ensure access is restricted and policies are followed.
- Respond promptly to employee data access or deletion requests under GDPR.
- Update practices in line with new regulations.

Documentation:

- Data handling and privacy procedures.
- Records of authorised personnel with access rights.
- Logs of data access, retention, and deletion.

Frequency:

Apply GDPR-compliant data handling at all times. Review procedures annually or when laws change.

Practical tips:

- Train staff with access to personal data on GDPR compliance.
- Use anonymisation or pseudonymisation where possible to reduce risks.
- Communicate privacy commitments clearly to employees.

Purpose:

Ensure clarity and accountability in the handling of employee personal data by establishing a dedicated HR privacy policy. A formal policy builds trust, ensures GDPR compliance, and provides employees with transparency about how their data is used.

How to do it:*Step 1: Draft the policy*

- Define what personal data is collected (e.g., payroll, performance, health records).
- Specify how data is stored, processed, shared, and retained.
- Include procedures for employee rights under GDPR (access, correction, deletion).

Step 2: Approve and communicate

- Review the draft with legal or data protection experts.
- Share the finalised policy with all employees during onboarding and through internal communication channels.
- Make the policy easily accessible (e.g., intranet, HR portal).

Step 3: Maintain and update

- Review the policy annually or when legal requirements change.
- Update procedures to reflect new technologies, systems, or risks.
- Ensure employees are informed of updates promptly.

Documentation:

- HR/employee data privacy policy.
- Records of employee acknowledgement of the policy.
- Logs of updates and reviews.

Frequency:

Develop once and review annually or when GDPR requirements or internal processes change.

Practical tips:

- Keep the policy clear and free of unnecessary legal jargon.
- Provide training for HR staff to ensure consistent application.
- Align the policy with the company's broader privacy and IT security policies.

FUTURE INITIATIVE: Including privacy and data protection awareness in onboarding and annual training.**Purpose:**

Ensure all employees understand their responsibilities for handling personal and sensitive data. Regular privacy training builds awareness, reduces risks of data breaches, and helps maintain compliance with GDPR and other regulations.

How to do it:*Step 1: Integrate into onboarding*

- Include a privacy and data protection module in the standard onboarding program.
- Cover key topics such as GDPR basics, handling of employee/customer data, and reporting breaches.
- Provide practical examples of do's and don'ts in daily work.

Step 2: Deliver regular refresher training

- Organise annual refresher sessions for all employees.
- Update content to reflect new risks, technologies, or regulatory changes.
- Use quizzes or short tests to confirm understanding.

Step 3: Monitor compliance

- Keep records of attendance and completion rates.
- Follow up with employees who miss training.
- Evaluate effectiveness through feedback or simulated exercises.

Documentation:

- Training materials (presentations, handouts, e-learning modules).
- Attendance records and test results.
- Annual updates to training content.

Frequency:

Provide training at onboarding and repeat annually for all employees. Update training whenever regulations or company processes change.

Practical tips:

- Keep sessions short and practical to maximise engagement.
- Use real-world examples from your sector to make content relevant.
- Reinforce key messages throughout the year via reminders or micro-trainings.

Corruption and Bribery

Policies & Codes of Conduct

Maintaining a Code of Conduct prohibiting corruption, bribery, facilitation payments, and undisclosed conflicts of interest.

Purpose:

Set clear expectations for ethical business conduct by prohibiting corruption, bribery, facilitation payments, and conflicts of interest. A strong Code of Conduct protects the company's reputation, ensures compliance with laws, and builds trust with stakeholders.

Note: As part of the Format Green document package, [ELS Logistics] receives a Code of Conduct that includes clear requirements and prohibitions relating to corruption, bribery, facilitation payments, and conflicts of interest. This means the company has a formalised baseline policy in place from the start, aligned with recognised frameworks and suitable for use internally and externally.

How to do it:*Step 1: Adopt and formally approve the Code of Conduct*

- Formally adopt the Code of Conduct provided by Format Green as the company's governing document for ethical business conduct. If you wish, you can of course alter it to your business.
- Ensure the Code is approved by senior management (or the board, where applicable).

Step 2: Communicate to all staff

- Share the Code during onboarding and through annual reminders.
- Make it easily accessible in digital and printed formats.
- Provide explanations or examples to help staff understand what constitutes corruption or conflicts of interest.

Step 3: Enforce and review

- Require employees to confirm that they have read and understood the Code.
- Investigate suspected breaches promptly and fairly.
- Review and update the Code annually or when regulations change.

Documentation:

- Written Code of Conduct.
- Records of employee acknowledgements.
- Logs of reported breaches and corrective actions.

Frequency:

Distribute the Code of Conduct at onboarding and reinforce it annually. Review and update at least once per year.

Practical tips:

- Use real-life scenarios to explain corruption risks in the Code.
- Reinforce leadership commitment by having managers promote and model ethical behaviour.
- Link the Code to related company policies (e.g., gifts and hospitality, whistleblowing).

Reporting & Whistleblowing

FUTURE INITIATIVE: Maintaining clear procedures for reporting suspected misconduct or unethical behaviour.**Purpose:**

Encourage early detection and resolution of unethical behaviour by providing employees with clear, trusted procedures for reporting misconduct. A well-structured system protects whistleblowers, strengthens accountability, and reduces corruption risks.

How to do it:*Step 1: Define reporting procedures*

- Establish clear steps for reporting suspected misconduct.
- Clarify what types of issues can be reported (e.g., bribery, fraud, conflicts of interest).
- Identify responsible parties for receiving and handling reports.

Step 2: Communicate to employees

- Share reporting procedures during onboarding and through regular reminders.
- Make instructions easily accessible (e.g., intranet, employee handbook, posters).
- Reassure employees that reports will be treated confidentially and without retaliation.

Step 3: Investigate and follow up

- Acknowledge receipt of reports promptly.
- Conduct impartial investigations and document findings.
- Communicate outcomes (at an appropriate level of detail) to build trust in the system.

Documentation:

- Written reporting procedure.
- Records of reports received, investigations conducted, and outcomes (kept confidential).
- Annual review reports of reporting system effectiveness.

Frequency:

Maintain reporting procedures at all times. Review and update annually or when company policies or regulations change.

Practical tips:

- Provide multiple reporting options to increase accessibility (e.g., email, hotline, online form).
- Train managers and HR staff to respond appropriately when issues are raised.
- Publicise successful outcomes (without names) to demonstrate that reporting leads to action.

Purpose:

Provide employees and external stakeholders with a secure and confidential channel to report potential misconduct. A trusted reporting system increases the likelihood that issues are raised early and handled fairly, reducing risks of corruption and reputational damage.

How to do it:

Step 1: Set up secure channels

- Implement one or more confidential options such as an encrypted online portal, dedicated hotline, or external whistleblowing service.
- Ensure accessibility for both employees and external stakeholders (e.g., suppliers, contractors).
- Guarantee anonymity where possible.

Step 2: Communicate availability

- Inform all employees and stakeholders about the secure reporting channel.
- Provide clear instructions on how to submit reports.
- Reassure users that reports will be handled confidentially and without retaliation.

Step 3: Manage and review reports

- Assign a trained compliance officer or external provider to manage reports.
- Keep records of reports while protecting the identity of whistleblowers.
- Review the channel's effectiveness annually and make improvements as needed.

**Documentation:**

- Policies describing the secure reporting channel.
- Records of reports received, investigations, and outcomes (confidential and anonymised).
- Annual evaluations of channel use and effectiveness.

Frequency:

Keep the reporting channel available at all times. Review functionality and accessibility annually.

Practical tips:

- Offer multilingual support where relevant to include all users.
- Provide feedback to employees and stakeholders on actions taken, without breaching confidentiality.
- Use an independent provider to increase trust and credibility.