

Process Name:	Environmental Policy	Document No:	ENV01
Process Owner:	Chief Compliance Officer	Revision No:	5.4
Author/Released by:	Chief Compliance Officer Internal Auditor	Review Date:	January 2025
Approved by:	CEO	Release Date:	January 2024

REVISION HISTORY

Version:	Date:	Issued by:	Summary of Changes:
5.4	24.01.24	KH	Full review - Updated the service operations from Catherine House.

Charles Novacroft Direct Limited ('Novacroft') is a professional and environmentally conscious organisation, which acknowledges the impact that our operations may potentially have on the environment.

Novacroft operations are office and home based and the following products and services we provide have minimal impact on the environment. Our products and services include:

- Software design, development and deployment of innovative technology
- Data management
- Online application processing including validation, authentication and payment processing
- Production and encoding of smartcards
- 200+ Contact Centre. Team members working from home for customer care on behalf of our clients
- Development of new products and services to provide the tools and services required by our clients
- The provision of business improvement consultancy

The environmental management system scope encompasses all the above activities except Contact Centre services, Software design and development and product development at our office at Catherine House. This spans the following departments, Card Production, Business Growth, Information Technology, Finance, Governance, Facilities, and Human Resources. Novacroft resides on a shared facilities site and Do Not have any influence on the energy supply, lift and waste collection services.

The clear objective is to minimise any environmental impact our services may have by:

- Preventing pollution, reducing waste and ensuring, wherever practicable, that measures are implemented to protect and preserve and continually improve natural habitats, flora and fauna and the work environment
- Considering the effects that our operations may have on the local community
- Taking action to eliminate or reduce, as far as practicable, any potentially adverse environmental impacts
- Promoting environmental awareness amongst our employees, suppliers, contractors and partners
- Seeking to work in partnership with the community by behaving in a considerate and socially responsible manner
- Ensuring effective and expedient incident control, investigation and reporting.

Novacroft have identified our significant aspects being, purchasing of production commodities from suppliers e.g envelopes and letterheads and packaging e.g. the despatch of cards and letters to customers.

Novacroft will fully comply with the requirements of all applicable legislation, including those duties set out within 'Approved Guidance' as issued by the Environment Agency and other organisations. As part of the company's commitment to maintaining the highest levels of environmental management, Novacroft has achieved ISO 14001:2015 environmental management systems certification and will continue to maintain the certificate to ensure compliance with this international standard.

INTERNAL USE ONLY

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See the Business Management System (BMS) - <https://drive.google.com/a/novacroft.com/>

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All employees, suppliers and subcontractors are expected to cooperate in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others or the environment. This includes cooperating with Novacroft's Management on any environment related matters. Suppliers will be risk assessed prior to inclusion in the approved supplier database and regularly reviewed for their ongoing suitability.

Novacroft will take all practical steps to ensure potential hazards and risks to the environment are identified and that suitable and effective preventive and control measures are implemented to mitigate the risk. A risk methodology has been devised in line with the principles set out by ISO 31000:2018.

Bi-annual management review meetings are held. At the meetings, performance is monitored, environmental objectives and key performance indicators are reviewed, along with results of audits, incidents, risk mitigation and any changes that may affect the Environmental Management System.

Managerial and supervisory Team Members have responsibilities for the communication and implementation of the policy and must ensure that environmental issues are given adequate consideration in the planning and day-to-day supervision of all work.

This policy forms part of the recruitment 'Welcome Pack' and all new employees are asked to read the policy and sign our policy sign off document as an acknowledgement and understanding of its requirements and their responsibilities to comply. Any questions are directed to our Chief Compliance Officer.

The CEO, Debra Charles has overall responsibility for all environmental matters. The operation of this policy and the associated processes will be monitored and reviewed on a regular basis to ensure that they remain current and applicable to the company's activities. This policy has been endorsed by the Senior Management Team which gives its full support to its implementation.

This Environmental Policy is available to the public on the Novacroft website (www.novacroft.com).

Signed: 
Karen Hodkinson - Chief Compliance Officer

Date: 24.01.24