

Environmental, Social and Governance Strategy

CMS's vision and commitment

June 2026



Commercial Maintenance
Services UK Ltd

Contents

Our Mission	4
Environmental	6
1. Advocate for sustainability	8
2. Reduce our carbon footprint and impact on the climate	8
3. Reduce our waste output and impact on nature	8
Social	10
1. Provide a great place to work for all our people	12
a. Promote career growth	12
b. Advocating equality, diversity and inclusion (EDI)	12
c. Promote health and well-being	12
2. Positively impact our communities	12
Governance	14
1. Maintain transparency across our business	16
2. Adopt strong risk management processes	17
3. Operate a fair, honest and responsible supply chain and safeguard human rights	17
Our Road Map to ESG Goals	18

Our Purpose

To help industry leaders and decision makers see and understand the true value that effective facilities and building maintenance services create within their built environments.

Our Strategy

To respond to the needs of every customer quickly and never be afraid of going the extra mile to tackle demanding projects.

Our Priorities

1. Deliver sustainability for a better future
2. Provide a great place to work for everyone
3. Operate transparently and responsibly

Our Approach

Environmental



Advocate for sustainability

Optimise our inputs
Reduce our outputs

Social



Provide a great place to work for everyone

Positively impact the communities around us

Governance



Maintain transparency across our business

Operate a fair, honest and responsible supply chain and safeguard human rights

Manage responsibly future risks and opportunities

Result

Recognised as experts for delivering effective, innovative, sustainable solutions.

Our mission

To be the UK's leading provider of specialist facilities maintenance and core building services, recognised as experts delivering effective, innovative, sustainable solutions.

Established in 2000, Commercial Maintenance Services UK Ltd (CMS) has built a reputation for delivering excellence through core values of People, Integrity, Expertise and Responsiveness.

With a team of over 280 dedicated professionals operating nationwide, CMS provides a comprehensive range of specialist services for the commercial built environment. Operating 24/7, 365 days a year providing fast and effective reactive maintenance, planned, preventative maintenance, expert statutory compliance certification and full 'turn key' project installations. We strive to exceed expectations with every job, contract and project.

We specialise in Commercial Gas & Heating, Air Conditioning & Renewables, Plumbing & Mechanical services, Electrical & Controls (BMS), Commercial Catering Equipment & Refrigeration and building fabric services.

Our values, what is important to us and what we stand for are:

- People - we genuinely care about our colleagues, clients, their customers and the end consumer.
- Integrity - we do the right thing. We act with respect and honesty. We treat people fairly and consistently.
- Expertise - we know our stuff. We are professional people, we invest in continuous improvement.

- Responsiveness - we get the job done. We are agile and quick at responding to the needs of our customers in our unpredictable world.

At CMS we believe in the power of people. We invest in our teams to ensure they have the expertise and resources to deliver exceptional results. We empower our people to deliver sustainable growth with a positive impact. We are committed to acting responsibly across all the activities we undertake and in all the markets where we operate.

We work towards a future where sustainability, employee well-being, and community engagement are at the forefront. We are committed to transparency, responsibility, and measurable progress in pursuit of our goals.

In this Environmental, Social and Governance (ESG) Strategy we outline our vision to:

- deliver sustainability for a better future;
- provide a great place to work for all employees and positively impact the communities around us;
- and operate transparently and responsibly in all that we do.

We recognise the opportunity, but we also understand the challenge. That's why we have developed this strategy to define how we plan to address both with measurable targets to ensure that we deliver on our promises.

Best wishes,

Nic Smith,
Managing Director



Environmental

We want to limit our impact on the environment and the climate for people and the planet. We are firm believers that everyone must play their part in the fight against Climate Change and it is our responsibility to ensure that we grow in a sustainable way.

Our guiding principles

With this in mind, we have identified four United Nations Sustainable Development Goals that we can contribute to:



We are also committed to the Paris Agreement and its aim of limiting the increase in the global average temperature to below two degrees Celsius.

Our objectives

Objective **01**

Advocate for sustainability with all our stakeholders

Objective **02**

Reduce our carbon footprint and impact on the climate

Objective **03**

Reduce our waste output and impact on nature

We have set ambitious targets to reduce our environmental footprint and we rigorously examine our policies and practices to ensure we are leading the way for ourselves and our clients on this journey.

We promote energy efficiency through ensuring we find the right energy for every consumer.

1. Advocate for sustainability

As part of our environmental mission, we have been developing green products and services. Our specialist Renewables division is committed to supporting businesses throughout the UK in reducing their carbon footprint, managing their energy consumption and meeting their environmental targets.

Renewable technology is evolving at a rapid pace, which is why CMS has invested heavily in research and development to provide clients with leading low carbon solutions in increasing energy efficiency and reducing carbon emissions.

Our internal carbon and waste management programmes allow us to offer our clients and partners the assurance that they are working with a responsible business that is working hard towards reducing its impact, which in turn supports them in reducing their Scope 3 carbon footprint.

However, our mission extends beyond this as we believe that the nature of our business ideally places us to influence and support others in their sustainable growth journey.

We engage with our stakeholders on sustainability issues including the Institute of Workplace and Facilities Management (IWFM), the Association of Gas Safety Managers and the Association of Safety and Compliance Professionals and the Institute of Environmental Management and Assessment (IMEA).

We play an active part in other certified and chartered institutes of which we are members, such as the Chartered Institute of Plumbing and Engineering, the Institution of Gas Engineers & Managers (IGEM), the Institute of Healthcare Engineering and Estate Management (IHEEM) and the Engineering Council (UKSpec).

Others areas where we advocate for the environment are through our suppliers. We expect them to follow our Business Partner Code of Conduct which covers the Environment and Community. We expect our partners to comply with environmental laws, and the efficient use of raw materials, energy and other natural resources while minimising waste, emission and noise. We expect from our suppliers that they care about the communities they operate in.

All our engineers receive training on environmental issues and how to reduce our impact, ensuring we operate in a sustainable way.

2. Reduce our carbon footprint and impact on the climate

CMS is working towards 2035 Net Zero in its Scope 1 and 2 CO2 emissions to help limit the rise of global average temperature.

Our ISO14001 Environmental Management processes will help us in managing our carbon footprint and this is why we commit to maintaining this important accreditation.

The Environmental Management System that we use as a result of the ISO accreditation also allows us to deliver on required and voluntary reporting such as Streamlined Energy Carbon Reporting (SECR) and Energy Saving Opportunity Scheme (ESOS) and helps us embed continuous improvement practices.

CMS have partnered with Emitwise, who are one of the worlds leading Carbon Management Software and Carbon Management companies, helping to put Carbon Reduction into more business decisions.

CMS are working to be at the forefront of Zero Carbon Energy. We are working with the Institute of Gas Engineers and Manager to ensure we remain gas experts, as we transition to Hydrogen to replace Natural Gas

Our internal processes allow us to know exactly what our Scope 1 and 2 emissions are and to develop a Carbon Roadmap which guides our efforts to reduce CO2 per capita through the:

- Reduction of energy consumption wherever we possibly can, focusing on our van fleet and its green scoring, and our company cars being either hybrid or fully electric vehicles
- Commitment to use 100% renewable electricity
- Implementation of energy-efficient and low-carbon solutions for ourselves and our customers for the lifetime of the equipment

3. Reduce our waste output and impact on nature

CMS meets all environmental legislation and ensures that waste is minimised through our effective environmental management system. Our staff aim to minimise litter and recycle as much as possible to reduce any waste outputs. We make sure that all hazardous and liquid waste are identified and dealt with separately from general refuse.

We ensure that any contractor collecting controlled waste holds a valid Waste Carriers Licence and any material sent for treatment or disposal is classified using the List of Wastes 6-digit coding.

CMS commits to decrease our waste outputs and their impact on nature by:

- Committing to send no waste to landfill.
- Tracking and certifying our waste inputs and single-streaming them via waste separation to know where to focus our efforts on: metal, wood, cardboard, rubble, recyclable, WEEE-waste and general waste.
- Aim to start segregating food waste from general waste from FY25
- Including in our purchasing and procurement processes the principles of Refuse, Reduce, Reuse, Repurpose and Recycle, wherever possible.
- Ensuring that the majority of our waste output forms part of a circular economy.

“Our specialist Renewables division is committed to supporting businesses throughout the UK in reducing their carbon footprint, managing their energy consumption and meeting their environmental targets.”

Social

We want to find the best people to carry out the job so we offer training and development opportunities to provide satisfying and fulfilling careers at CMS. We know that what we do can and will have a broader effect on the communities we operate in and we want to ensure that we create a social legacy. In addition to the above, we hold a Social Value certificate from Constructionline and Facilitiesline. CMS is proud to be an Accredited Living Wage Employer.



Our guiding principles

We believe in empowering people, and we're working towards a future where sustainability, employee well-being, and community engagement are at the forefront.

With this in mind, we have identified four United Nations Sustainable Development Goals that we can contribute to:



To deliver on our commitment on these goals, we have developed programmes built around the following objectives:

Our objectives

Objective **01**

Provide a great place to work for all employees by offering opportunities to grow their career, reducing inequalities and promoting diversity and inclusion, and also by promoting health and well-being.

Objective **02**

Positively impact the communities around us.

1. Provide a great place to work for all our people.

We are continually striving to ensure that CMS is a great place to work, where our people's professional needs are met and where their contributions are welcomed and recognised.

We want to become known industrywide as an employer of choice – for the very best candidates in market.

We want to retain the best talent through the end-to-end employment experience and career opportunities we offer.

One of the ways in which we will assess our progress in this space is through the Best Company survey which is an annual employee engagement survey. Following the scoring of Best Company, we are committed to be recognised as "One to Watch" by FY25 and 3* by FY29.

a. Promoting career growth

We want our best people to stay with us, to grow with us and want to advance their careers with us, because regardless of their position – working for CMS means a role that is intellectually, emotionally and financially rewarding.

We are very proud of our decades old apprenticeship programme that helps propel many careers in the technical areas but also in business administration. There are many apprentices still in the business who have gone on to senior roles, including Regional Operational Manager and Technical Manager.

We commit to onboard 30 apprentices per year and support them through their 3-year learning journey with us, providing regular skills-gap analysis and relevant training and support.

We also aspire to develop an accredited training programme by FY29.

For later-stage careers, we are committed to offer our staff training and development opportunities with a minimum of four training topics per annum to help provide satisfying and fulfilling careers at CMS.

b. Advocating for equality, diversity and inclusion (EDI).

In the EDI space, we focus our efforts on:

- reducing the gender and ethnic pay gaps through reporting and policies.

- performances are rewarded in a fair, transparent and consistent way.

Our commitment is to target recruitment of female apprentices as engineers, through promotion of existing female role models. We also commit to maintaining our SafePQQ certification which covers equality, right to work, and references.

c. Promoting health and well-being

CMS offers a Health and Well-being Programme which provides financial, physical and mental health and well-being support for all of our people. These include:

- a dedicated team of 20+ Mental Health First Aiders who can signpost the right help and support based all over the country to ensure there is at least one for each region.
- an Employee Assistance Programme with a 24-hour confidential helpline.
- Private Health Insurance Programme and a 24-hour GP service.
- regular internal communications to promote awareness and support for our health and well-being events.
- Health & Safety training for staff to ensure they are equipped to carry their job safely.
- Encouraging active lunch-break – i.e. walking club, gym space in the office.
- Cycle-to-work scheme.


CMS have signed-up to Better Health at Work Award focused on areas where employees have biggest issue.

We are committed to ensuring a work-life balance that supports both physical and mental well-being. We aim to invest significantly in creating a positive working environment and encouraging a company culture to evolve in which ALL feel safe, happy, healthy at work and home.

2. Positively impacting our communities

In addition to supporting the local youth through our apprenticeship programme, we support various charities and social enterprises in our communities by fundraising and volunteering our time to help talented young people who are currently underachieving because of socio-economic factors. As part of volunteering our time to support local communities, we also deliver talks at local colleges and schools to encourage our industry as a career opportunity.

We work with schools, hospitals and care homes – and ensure vulnerable customers' calls are prioritised.



"CMS is a big believer in building a career right from the start and this is why we provide high-quality apprenticeships and technical education for young people to help kickstart their career."

Governance

CMS is committed to the highest standards of corporate governance. Our core values are Integrity, Expertise and Responsiveness. That means that we have the structure, strategy and people to deliver corporate governance that is effective, visible and transparent.

This means that:

- We are always open and honest with our clients, with ourselves and with each other as we collaborate to solve unforeseen or planned changes within their built environments
- We have teams with the relevant expertise on hand to discover, diagnose and deliver solutions - efficiently and effectively
- We will always go the extra mile and we're never afraid of tackling difficult and demanding projects for our clients, because we understand the critical importance of the role we play in their built environments.

Our guiding principles

To ensure we follow the latest relevant laws, influence new ones and be involved in our industry advancement, we are active members/fellows of a number of key organisations in our industry including:

- The Institution of Gas Engineers & Managers (IGEM)
- The Institute of Workplace and Facilities Management (IWFM)
- The Institute of Environmental Management and Assessment (IEMA)
- The Chartered Institute of Plumbing and Heating Engineering (CIPHE)
- The Institute of Healthcare Engineering and Estate Management (IHEEM)
- The Association of Gas Safety Managers (AGSM)
- The Association of Safety and Compliance Professionals (ASCP)
- The Institute of Directors (IoD)

Our objectives

We aim to not only comply with corporate governance best practices, but also to:

Objective **01**

Maintain transparency across our business

Objective **02**

Adopt strong risk management processes

Objective **03**

Operate a fair, honest and responsible supply chain and safeguard human rights

1. Maintain transparency across our business

We aim to always act in an ethical manner, with integrity and transparency in all dealings. Our commitment to our clients is very clear: we will always treat people in our businesses, partnerships or supply chains with respect and we expect our people, suppliers and partners to act responsibly and to comply with this at all times.

Our commitment to using the highest accreditation/certified standards:



Stephen Dunn,
Best Practice (Compliance and ESG) Director

2. Adopting strong risk management processes

The identification, reporting and management of risks is important to CMS. It is imperative that we manage risks effectively. To this end, we have adopted the risk framework from the Newable group which promotes:

- A positive risk culture throughout our business supporting open and honest conversations surrounding uncertainty and opportunity.
- A clearly defined risk-reward trade-off to improve decision-making.
- The importance of Health & Safety in all our business activities, particularly for the safety of our customers and employees as evidenced by our accreditations and certifications (ISO45001, GasSafe, NECIC, F-Gas, ELITE, CHAS Elite, Constructionline Gold Member, Health & Safety Acclaim, Building Engineering Services Association, Alcumus SafeContractor, BAFE).

CMS maintains a robust fraud-prevention framework designed to safeguard assets, uphold ethical conduct, and reinforce stakeholder trust. Oversight is anchored in clear governance structures, including board-level accountability, regular risk assessments, clear and transparent communication to staff and strong internal controls. Mandatory training, transparent reporting channels, and continuous monitoring help ensure that potential misconduct is identified early and addressed decisively.

3. Operate a fair, honest and responsible supply chain and safeguard human rights

Our procurement is based on objective criteria reflecting the principles of non-discrimination, equal treatment, transparency, procedural fairness, mutual recognition, proportionality and business efficiency.

To support this, we require all significant suppliers and third-parties to confirm they comply with our Business Partner Code of Conduct and their approach in relation to key standards, including people and process safety, honest business conduct, fair compensation, personal data protection, human rights, environment and communities, and the treatment of staff requesting them to sign up to our values.

As part of our risk processes outlined above, we also carry out due diligence on prospective partners and suppliers and they are expected to agree to our contractual terms and conditions, confirm they will comply with our policies and provide their services in accordance with all applicable laws and regulations.

We have a zero-tolerance approach to any form of modern slavery.

"Our commitment to our clients is very clear: we will always treat people in our businesses, partnerships or supply chains with respect and we expect our people, suppliers and partners to act responsibly and to comply with this at all times."

Our Road Map to ESG Goals

	FY2025	FY2027	FY2029
Environmental			
Report our Scope 1 and 2 CO2 emissions yearly	Y	Y	Y
Report our Scope 3 CO2 emissions yearly		Y	Y
Maintain our ISO14001 accreditation	Y	Y	Y
Reduce our energy consumption per capita by	2% year-on-year	2% year-on-year	2% year-on-year
Use renewable electricity	60%	80%	100%
Reduce and segregate waste yearly as follows: metal, wood, cardboard, rubble, recyclable, WEEE-waste and general waste	10% year-on-year	10% year-on-year	10% year-on-year
Send no waste to landfill	Y	Y	Y
Specialist renewables division growth to fully nationwide	20	50	100
Engage stakeholders on environmental issues	500	700	1000
Maintain Environmental Management accreditation – ISO 14001	Y	Y	Y
Social			
Best Company survey result	One to Watch	2*	3*
Reduce gender pay gap	28%	26%	22%
Reduce ethnic pay gap	2%	2%	0%
Talent management	Recruit and train 27 new apprentices and embed recruitment		90% inhouse talent
Grow apprenticeship programme	20% of total workforce	20% of total workforce	20% of total workforce
Staff training & development opportunities	4 Internal Training Topics	8 Internal Training Topics	Accredited Training Programme
Governance			
All our suppliers comply with our Business Partner Code of Conduct	Y	Y	Y
Maintain Health & Safety Accreditations: ISO45001, GasSafe, NECIC, F-Gas, ELITE, CHAS Elite, Constructionline Gold Member, Health & Safety Acclaim, Building Engineering Services Association, Alcumus SafeContractor, BAFE	Y	Y	Y
Maintain Quality Management accreditation - ISO 9001	Y	Y	Y



CmS

Commercial Maintenance
Services UK Ltd