



SUSTAINABILITY POLICY

We understand the importance of being a responsible employer and a supplier of services in today's society and we run our business in accordance with our mission statement and core values, all of which are designed to support staff and provide the best possible service to our customers: Outstanding customer service; integrity and professionalism, respect for fellow employees, engagement, recognition and innovation.

BUSINESS RELATIONSHIPS

- **Data Protection Policy**
In today's age of the customer, data protection is a serious topic that needs to be addressed. HML have recognised this and are protecting their customer's information. We have fulfilled the expectation of due diligence and due care in the application of data protection policies and mechanisms. Our company Data Protection policy is accessible to all on our website.
- **Satisfaction/Engagement Surveys**
In common with many companies in the service industry, we are very customer focused and have policies and processes in place to monitor how well we're doing and ensure that a consistent level of customer care is provided. We have recently introduced staff engagement surveys throughout the HML Group and customer satisfaction surveys are sent out to clients on an annual basis, with feedback reviewed by the senior management team which is responsible for implementing any changes to processes.
- **Professional Association and Regulation**
All companies within the group subscribe to at least one of the relevant ombudsman services for their sector and are authorised and regulated by the Financial Conduct Authority where applicable. Our property management subsidiaries are also members of the Association of Residential Managing Agents and the Leasehold Knowledge Partnership with HML Holdings being a member of the British Property Federation. Shaw & Co, the group's provider of surveying services, is regulated by the Royal Institution of Chartered Surveyors.
- **Customer Complaints Procedure**
All group companies operate a published customer complaints procedure which is updated annually and posted on our website. Our property management companies' procedures are in keeping with those

specified by the Association of Residential Managing Agents. Similarly, those of our subsidiaries regulated by the RICS have procedures in line with those set out in the RICS code of conduct.

- Accessibility
Our websites are available to members of the public in variable text sizes, as are soft copies of our brochures and other marketing materials, and we offer e-billing as an option to all our clients who no longer wish to receive paper correspondence from us.
- Contractor Approval
Our in-house contractor approval scheme is designed to thoroughly vet all third parties, prior to any works orders being issued, to ensure they comply with our stringent criteria and are permitted to work in the UK. We take our duty of care very seriously and only use contractors that meet our exceptional standards.
- Business Ethics.
The HML Group is committed to acting openly, honestly and with transparency in all that we do. We are a business which fully recognises that our reputation is critical to our ability to operate effectively.

EMPLOYEE SATISFACTION

- Employees
HML embraces its responsibility to ensure that all our employees understand and adhere to our employment policy and procedures and standards. All employees are allocated access to their individual HR portal as well as a HML employee handbook so they are aware of their terms and conditions.
- Training
It is important for us to ensure that staff, and contactors employed to carry out works on behalf of our clients, are well trained, suitably qualified and have the necessary insurance required by law. HML staff are encouraged and sponsored to participate in industry training, personal development and work towards professional qualifications, with the full support of senior management. We have recognised that all businesses need a healthy, sustainable and well educated workforce and have faced this in a very positive way.
- Testimonial Scheme
We introduced an internal testimonial scheme amongst the group and this has been very well received. HML team members are recognised and rewarded for their achievements. This helps to keep morale high and employees happy to be recognised for going that extra mile to help our clients.
- Apprenticeship Scheme
HML have recently introduced an Apprenticeship Scheme which allows new or current employees to combine working with studying for a work-based qualification – from GCSE's or equivalent up to degree level. We meet and exceed the minimum wage during this placement and it's a great opportunity to allow these apprentices to work alongside experienced staff and learn job-specific skills.
- Flu jabs
We understand that working in such close proximity to colleagues can leave staff susceptible to seasonal flu and other illnesses. We care about the well-being of our staff and want them to be healthy and fit for duty. Flu jabs are usually offered to employees across the group at the appropriate time of year as well as offering free eye examinations with local opticians whenever needed.
- Enhanced Holiday & Flexible Working
We offer 25 days holiday a year as well as offering flexible hours and a half day for employees' birthday. As well as this we offer employees flexible working hours as we realise personal circumstances may

affect their normal working day. We are flexible and help provide our employees with as much support as possible.

- Serious illness and accident support.
Unique to Health Assured - employees suffering a serious illness or accident have access to their own Personal Nurse Advisor (PNA). Depending on the condition and specific needs the PNA may arrange a specialist nurse home visit, therapy or counselling along with the provision of relevant information on charities and others support networks. Giving people the practical and emotional support that helps transform their whole experience of illness, disability, or trauma. By listening, empathising and taking time to get to know our HML people properly, offering a comprehensive and compassionate service with just one simple goal to make lives easier and better.
- Active Care - Health assurance.
A proactive intervention designed to support HML employees who have presented stress as a contributing factor to their absence or as part of their statement of fitness for work. By us addressing our individual staff situations and needs at the earliest possible opportunity, we are focused on breaking down the barriers preventing a return to work and productivity.
- Maternity policy
Tommy's Baby charity have approved our family related policies through their Pregnancy Accreditation Scheme. The introduction of a new HR manager, the team is looking to expand to help support any internal issues.

SOCIAL

- Charity support
Our offices span London and the Home Counties and into the North West. We strongly encourage each of our subsidiaries to support their preferred charities as well. These include: Macmillan Cancer Care, Shooting Star CHASE and The Royal Marsden and our staff participate enthusiastically in fund-raising activities. HML Holdings have set aside an annual budget to help support local charities and to support staff and family and friends in fund- raising events.
- Use of local contractors
Our property managers will always source local contractors where possible; keeping costs down for our customers but also supporting local enterprise and community wellbeing.
- Donation of PC equipment
Where possible, and in accordance with the Data Protection Act 1998, we always aim to donate PC equipment which is no longer suitable for members of staff to the charities that we support in our local communities.

ENVIRONMENTAL

- Our businesses
HML operates in over 20 offices throughout the United Kingdom. In each of these offices we are committed to reducing their impact on the environment and to raising the awareness of our people to help achieve this.
- Our clients
We advise our clients, wherever possible, to be environmentally friendly. We assist with encouraging energy efficiency and the use of innovative technology to minimise environmental impact. We have good relationships with the most energy efficient suppliers which we promote to all managed blocks, old and new.

- Recycling
Our commitment to the environment is reinforced with regularly recycling office waste such as paper, cardboard boxes and printer cartridges as well as responsible disposal of electrical equipment. Double sided printed is heavily promoted within the group as well as renewable energy sources as well as fair trade beverage options.
- E-pay slips
Since trialing our electronic pay slips this has now been introduced as a permanent facility throughout the group. We understand the importance of reducing our carbon footprint and producing internal documentation in an efficient and environmentally friendly way.
- Staff Travel
We promote the use of Public Transport within HML wherever possible. We have introduced cycle schemes and offer annual travel cards and season ticket loans to all employees. We also have a number of pool cars allocated to each office which are used internally and shared by multiple users in regards to attending offsite meetings. We are helping to reduce HML's carbon footprint and cut down on our general emissions across the group.

THE FUTURE

We aim to continue our growth organically and by expanding into other parts of the country. We pride ourselves on our respect for our clients and customers and on the recognition that our staff are an asset to our future development. In these ever- changing times we strive to be at the forefront of our industry and to be recognised as both the managing agent and employer of choice. We are proud of our mission statement and of our commitment to the communities in which we operate.