

Environmental, Social and Governance ESG Policy

Purpose of our Policy

This policy has been created to explain to clients and other applicable stakeholders of the business the plans and objectives towards ensuring that the business maintains and continues to improve its ESG initiatives.

We align our efforts with the United Nations Sustainable Development Goals (UN SDGs) and concentrate our improvements on the following objectives:

- Gender Equality (Goal 5)
- Clean Water and Sanitation (Goal 6)
- Sustainable Cities and Communities (Goal 11)
- Responsible Consumption and Production (Goal 12)

We also shape our business operations around the Triple Bottom Line theory principles and identify a strategic approach to align our business operations to our sustainability goals.

- **People (Social):** Supporting our employees, clients, and communities.
- **Planet (Environmental):** Protecting the environment through responsible business practices.
- **Profit (Economic):** Creating long-term value through innovation, efficiency, and ethical practices.

We're committed to making a genuine difference wherever we can. And there's always room for improvement. Progress does not need to be perfect; it just needs to happen. Our ISO 14001 accreditation reflects our commitment towards continuous improvement.

Our mission is to adhere to sustainability principles in all our business practices and to provide innovative solutions to our clients, supporting them in achieving their sustainability goals and targets. This mindset flows through all parts of the arrangeMY business.

We have ambitious plans for our operation and already measure our impacts and have set measures in place to make the necessary reductions.

Throughout our journey towards being a better business, we are educating ourselves, embracing experiences and acquiring additional worthwhile and suitable accreditations.

Our Core Values?

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At arrangeMY our ESG policy is at the core of what we do. It accounts for our operations on an economic, social and environmental level. We appreciate how important reducing our carbon footprint and impact is to the environment. We also understand the importance of doing good business and being good.

Our core values are:

- Teamwork
- Respect
- Integrity
- Caring
- Quality

Sustainability

At arrangeMY, sustainability is at the core of our mission to deliver exceptional business travel services while minimising our impact on the planet, fostering social equity, and ensuring long-term economic resilience. We recognise that our operations effect people, the environment, and the economy, and we are committed to balancing these three pillars of sustainability in everything we do.

As a business travel agency, we are uniquely positioned to influence sustainability within the travel sector. Our tailored services include:

Carbon-Conscious Travel Planning: Offering greener travel routes, eco-certified accommodations, travel policy consultation and advice, plus access to assured carbon offset options.

Education and Reporting: Providing clients with detailed reports on the carbon impact of their travel (rail, air & hotel) & event activities*.

Collaborative Impact: Partnering with travel and direct suppliers to push for industry-wide change, promoting renewable energy adoption and sustainable practices in transportation and hospitality.

We are committed to ensuring that our annual carbon calculation process is completed at the end of each financial year and is available in a shareable format.

Community

We support our local community by providing all team members a day off per year to support a local charity through volunteering opportunities. We nominate a charity to support each financial year and arrange and organise several fundraising events and initiatives to generate donations and funding for the chosen charity.

We conduct ourselves in the local community beyond the remit of providing business opportunities and salaries. The following list shows the local charities we have supported in the past.

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- Worcestershire Breast Unit Haven (2025)
- CWW – Coventry, Warwickshire and Worcestershire Mind (2025)
- Dementia UK (2024)
- MacMillan Cancer UK (2022 & 2014)
- St Richards Hospice (2019)
- Worcester Animal Rescue Shelter (2018)
- St Richards Hospice (2017)
- Midlands Air Ambulance (2016)
- Ronald McDonald House (2012)
- Autism West Midlands (2011)
- St Richards Hospice (2010)

In addition to the support we give to our nominated charity, we support other local beneficiaries, including football and rugby clubs, schools and hospices. They receive various support in terms of advertising or sponsorship, donations for raffles or other events.

We also make considerable efforts to source office consumables as locally as we can. This is in line with our Environmental Policy, as well as providing support to other local businesses. Old and pre-used office equipment and furniture are donated to local charities for refurbishment and resale. In addition, we donate our IT equipment through an accredited channel, allowing for the equipment to be repurposed.

Supply Chain

Within our Supply Chain, we are adding measures to ensure appropriate and ethical working practices are in place, in addition to elevating the need for them to introduce sustainable practices and carbon reduction strategies themselves.

Our supplier relationship agreements have ESG as a key focus and fundamental discussion point addressed in periodic reviews.

We have supporting policies in place that provide greater details regarding the ethics, including anti-bribery and corruption and modern slavery.

Work with environmentally certified suppliers, including eco-friendly, accredited accommodation and transportation providers.

Lobby the industry to accelerate de-carbonisation initiatives.

Regularly assess and collaborate with suppliers to align with sustainability best practices.

Ensure all key system suppliers have completed a sustainability risk assessment and provided details on the policies that they have in place.

All supplier contracts shall incorporate ESG clauses and minimum performance standards requiring compliance with this Policy.

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Risk-based supplier audits will be conducted with new business and as part of the process in the renewal of partnerships. This will stand as a requirement to ensure corrective action plans are carried out where deficiencies are identified.

Training & Education

Internally, ESG is high on our agenda; all employees have time allocated within their initial inductions to cover the topic and are provided with ongoing ESG training. In addition, all aspects of it are on the regular agendas within internal meetings at all levels. Information is cascaded via departmental and company updates and the company intranet.

Resources are available to call on to allow team members the ability to learn more about the topic of ESG.

Our Head of Sustainability is on hand to guide, educate and inform colleagues of new concepts, ideas and best practices.

Client Support

We support and collaborate with our clients to help them make informed decisions regarding suitably sustainable accommodation, travel and meeting plans. Our account managers are on hand to advise on the introduction of green options and assist with sustainable travel policy support.

Promote sustainable travel choices to clients by providing information about carbon footprints, eco-certified accommodations, and greener travel modes at the point of sale, offline and online.

Educate clients on the importance of sustainable business travel and help them integrate sustainability goals into their travel policies.

Online point of sale carbon comparisons for trip planning, plus additional offline point of sale guidance for carbon comparison for bed night bookings.

Account Managers to offer advice on carbon reduction opportunities and travel policy improvements.

Event and Venue Sourcing – Carbon calculations and event planning for Conferences, Meetings & Events.

Our systems support the measurement of carbon emissions for the transactions and bookings we make (Rail, Air and Accommodation as a minimum), plus we have an additional option for enhanced sustainability support for post-event carbon measurement for large-scale events if required too. We use the DEFRA/DESNZ emission conversion factors for our carbon calculations.

We also operate duty of care and risk management services, including disaster recovery planning, 24-hour emergency service, data protection, traveller tracking and travel alert

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messaging. These services are all bespoke and tailored to each client's preferences and requirements in response to their travel policies.

Responsibility

Our operational commitment is to be as efficient as possible; we have invested in sustainable improvements within our operations. We have ambitious commitments to our Carbon Reduction Plan and Route to Net Zero, and we are doing all that we can to limit our environmental impact. We communicate progress to colleagues and provide educational information to update team members on all aspects of ESG to support them in their roles, and personally, too.

We are aware of our corporate responsibilities to support our workforce, providing a secure, inclusive and considerate place to work. Employee packages and benefits include good rates of pay, employee bonus schemes – Bonus 4 All – available to every employee. Team members also have access to private health care, 24-hour access to counselling, mental health first aid and a work-based pension scheme (providing sustainable investment pension fund choices).

We'll also actively engage with our industry to promote sustainability in travel, meetings and events. We have some team members participating in committees and action groups, all working towards a unified goal of reducing impact.

As a family-oriented business, we strive to provide a balanced approach to employees' work/life commitments. As appropriate to the business, these can include part-time or job-sharing roles; home working; parental leave, including maternity and paternity; as well as time for personal development and career-based qualifications.

arrangeMY recognises the need to provide employees with the opportunity to socialise, build relationships outside of work and engage with teams from different departments. arrangeMY try to arrange a varied social calendar of events that attract and appeal to different personalities that are inclusive and considered.

We consciously work with our bank and pension product provider to ensure that any arrangeMY linked investments are not knowingly linked to any unethical funds.

Reporting & Transparency:

arrangeMY shall carry out measurements for scopes 1, 2 & 3, and this will be incorporated into the respective executive summary reports and sustainability reports. We will gather and record ESG KPI metrics on an employee and organisational level. Targets will be set to drive a reduction and lower our impact.

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Implementation & Review:

This Policy shall be reviewed annually by upper management and updated as necessary to reflect evolving standards, regulations, and stakeholder expectations. The Board shall approve all material amendments to this Policy.

Climate Action:

It's our mission to achieve operational net zero by 2044, with ambitions to achieve this in advance of this date. Workforce ESG education and tier 1 & tier 2 sustainable supply chain assessments will be integrated into the plan as our key objectives.

Environmental Commitment – our Route to Net Zero will become more ingrained in the business as time progresses and our strategy matures.

Environment

By the nature of our business, we are aware that our business operations have an impact on the environment. This is both direct in what we do ourselves and by providing a service to our clients and booking their travel and events.

Leadership and stakeholder awareness on our environmental policies, development, coordination, and evaluation come from the senior management team. Our policies are regularly reviewed and updated, and we aim to exceed all relevant legislative guidelines which are set, as well as being committed to retaining our ISO 14001 status.

Our policy embraces “Reduce, Reuse and Recycle”, which is enforced through inductions, meetings and internal communication.

KPI's are set as part of our annual Environmental Review; these include critical success factors such as:

- Reducing energy use
- Encourage appropriate use of technology
- Virtual meeting strategy to limit and avoid unnecessary travel
- Public transport use for company-specific travel
- EV car transition
- Car sharing
- Use of renewable energy alternatives
- Reduce waste – recycling
- Increase volumes of recycling – no waste to landfill, food waste, and/or circular packaging.
- Water withdrawal, waste diversion, and biodiversity indicators.
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Circular Economy:

Support clients to be able to wrap personal trips around long-haul business visits – carbon reduction strategy.

Permit a swapping and re-purposing culture for staff to swap books, clothes, and homeware.

Ensure that any merchandise produced has a multi-purpose or extended shelf life.

Partner with suppliers who prioritise sustainable product lifecycles.

Ethical Practices:

Ensure that Supplier gifts are minimal. We ask that goods are non-air freight and request that limited packaging is left in the arrangeMY offices to a minimum.

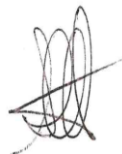
Uphold the highest standards of ethics, transparency, and fairness in all business operations.

Ensure fair labour practices throughout our supply chain. Our policy stands not just as compliance, but rather as a strategic blueprint for resilience, client and stakeholder confidence, and long-term value creation and environmental stewardship. Any supplier found to be in breach or negligent will be terminated and removed from our systems.

Our aim is always to be an open and transparent supplier in our clients' supply chains.

This policy will be reviewed every 12 months from April 2026

Signed:



Dated: 11/04/26

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