

# Our corporate social responsibility story

## BLUE SKY THINKING

- For our customers
- For our people
- For our environment

## Helping you meet your sustainability targets

- Investing in our people
- Supporting local charities and communities
- A lighter tread: caring for our environment
- Creating a butterfly effect
- Data protection
- Working as part of a larger Group

# Welcome to our corporate social responsibility story

There is no question that sustainability has been moving up on everyone's agenda and is becoming increasingly more important in shaping how businesses think, plan and operate.

In my role as Managing Director I am always looking for new and better ways to listen and act upon the expectations of employees, customers and stakeholders. At Restore, I am proud of the work we have done and are doing to help protect our planet in a way that takes care of the environment around us both

globally and locally. And, as we look to the future, we will continue to create sustainable value for all our stakeholders. Maintaining trust in what we do, how we do it and staying accountable is critical to us.

I hope you find this sustainability report interesting and informative.



Nigel Dews  
Managing Director



## The Sustainable Development Goals

In September 2015, all 193 Member States of the United Nations adopted a plan for achieving a better future for all – laying out a path over the next 15 years to end extreme poverty, fight inequality and injustice, and protect our planet. At the heart of *Agenda 2030* are the 17 Sustainable Development Goals (SDGs) which clearly define the world we want, applying to all nations and leaving no one behind.

The new Global Goals result from a process that has been more inclusive than ever, with governments involving business, civil society and citizens from the outset. We are all in agreement on where the world needs to go. Fulfilling these ambitions will take an unprecedented effort by all sectors in society, and business must play a very important role in the process.

We take our corporate sustainability responsibilities seriously, we operate in ways that meet fundamental responsibilities in the areas of human

rights, labour, environment and anti-corruption. We make every effort to incorporate the Ten Principles of the UN Global Compact into our plans, policies and procedures, establishing a culture of integrity and 'doing the right thing' for our people and our planet, which we believe will help deliver long-term success.

**Our teams are focused on having a direct positive impact on twelve of the 17 UN Sustainable Development Goals. Here are some of the ways that we are advancing each of those.**

1 NO POVERTY



**NO POVERTY** – We are playing a local but critical role in the fight to end poverty. We have 45 sites across the UK and employ over 850 people. We operate in the communities that we serve to create decent sustainable jobs; we encourage the use of local SMEs in our supply chain and because we are profitable, we contribute tax revenues towards basic services and infrastructure projects. We respect worker and migrant rights and we pay our people above the national minimum wage.

4 QUALITY EDUCATION



**QUALITY EDUCATION** – We continually invest in the education of our people so that we continually develop a skilled workforce for the future and to help improve economic growth. So far this year we have provided skills training for 412 colleagues across 1,675 different courses ranging from Equality and Diversity to Energy Efficiency Awareness. We also provide quality learning opportunities including access to Open University courses and NVQs. We use the apprenticeship levy to help fund new apprenticeships in areas such as logistics, warehousing, technology, customer service and leadership. Over the last three years we have employed an average of 10 apprentices each year.

5 GENDER EQUALITY



**GENDER EQUALITY** – We do everything we can to empower women in the workplace and we see this as one of our most important development objectives. We have in place non-discrimination and sexual harassment policies and we are creating management development models which focus on our female employees to help advance their careers. In 2020 we have chosen to support The Fawcett Society, the UK's leading charity campaigning for gender equality and women's rights.

6 CLEAN WATER AND SANITATION



**WATER AND SANITATION** – We work hard to ensure that our operations are efficient and clean. We encourage our teams to promote sustainable water management in the local areas in which we operate. For example, we regularly check meters to monitor for leakage. We use sensor taps which turn on and off automatically. We look for ways to recycle water, such as capturing rainwater for re-use in applications such as windscreen cleaning. Our practices also include preventing pollution entering controlled water, a good example of this is our vehicle washing process, whereby we dispose of contaminated water by collecting it in a sealed area and removing it by a registered waste carrier.

7 AFFORDABLE AND CLEAN ENERGY



**AFFORDABLE AND CLEAN ENERGY** – We have joined Caring for Climate the world's largest business initiative on climate. As a leader in our industry we have made a formal commitment to take practical actions. These include setting greenhouse gas emission reduction targets, converting our vehicle fleet of 189 vans, trucks and cars to full electric by 2026 and running new warehouses on solar energy and LED lighting. We are members of EV100, a global initiative bringing together forward-looking companies committed to accelerating the transition to electric vehicles (EVs) and making electric transport the new normal by 2030.

8 DECENT WORK AND ECONOMIC GROWTH



**DECENT WORK AND ECONOMIC GROWTH** – We employ over 850 people and are part of a wider group (Restore plc) employing over 2,000 people. The safety and health of our workforce is our number one priority and we make sure that everyone has decent working conditions. We have a team of auditors who check the top ten suppliers in our supply chain to ensure that they maintain the same standards as we do. We have an employee forum which meets monthly and is attended by a broad cross-section of employees which helps us to capture and act on issues across all levels of our organisation. We are strong advocates of non-discriminatory practices and our approach embraces diversity and inclusion.

9 INDUSTRIES, INNOVATION AND INFRASTRUCTURE



**INDUSTRY, INNOVATION AND INFRASTRUCTURE** – We are the largest UK-owned records management services company. We are a leader in our industry and accredited by the Information and Records Management Society (IRMS). This class of membership demonstrates a certain level of skill and experience within the profession. We work with our industry partners and associations to advance corporate sustainability practices and we engage with other organisations to raise awareness of our sector's contribution to society. Examples of how we do this include: speaking at trade shows and conferences, holding workshops around the UK, and publishing our key sustainability data.

11 SUSTAINABLE CITIES AND COMMUNITIES



**SUSTAINABLE CITIES AND COMMUNITIES** – We operate in 45 sites within the UK and serve business communities in our cities and towns. We provide local employment and support local businesses within our supply chain which makes an important contribution to the local economy. We are conscious of the impact our operations have on the communities where we are based, and we make a point of integrating into the local community to help us get a better understanding of the urban challenges we face. An example of this is that we are members of local chambers of commerce and our local managers regularly attend their events.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



**RESPONSIBLE CONSUMPTION AND PRODUCTION** – Because we self-deliver our services, we have a short supply chain. However we recognise that supply chain practices do have a significant impact on our sustainability performance. We see our supply chain as an extension of our workforce, and we set high expectations for best practices across all our suppliers. We work with them in areas such as continuous improvement, health and safety and training. We further support SMEs within our supply chain by our commitment to the Prompt Payment Code (PPC) which sets standards for payment practices and best practice, meaning we commit to paying our supplier invoices on time.

13 CLIMATE ACTION



**CLIMATE ACTION** – Restore are holders of The Planet Mark™ for Business Sustainability Certification. This is a programme that recognises continuous improvement in sustainability. We are committed to meeting minimum reduction targets (5% year-on-year) in our environmental impacts. We plan to achieve this through savings in energy, waste, water, travel and procurement. In practice we will measure the emissions from energy use in our offices and warehouses, water consumption, fuel used by our vehicle fleet and the amount of business travel we do. Through our certification we also contribute to two leading international charities: Eden Project – an educational charity and an award-winning centre for sustainability and innovation; Cool Earth – an award-winning charity that works to prevent deforestation. So far, we have protected four acres of rainforest in the Peruvian Amazon through Planet Mark™.

15 LIFE ON LAND



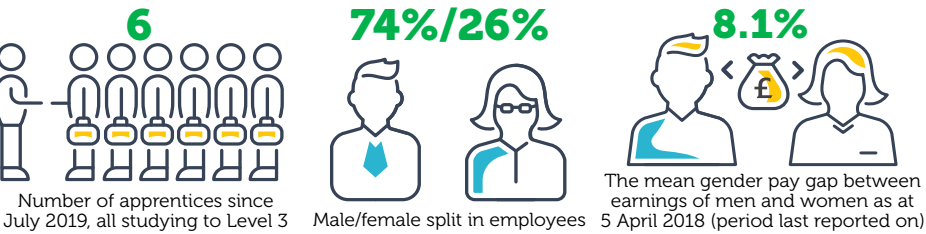
**LIFE ON LAND** – Through our Planet Mark™ certification we are supporting Cool Earth to help stop deforestation.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



**PEACE AND JUSTICE STRONG INSTITUTIONS** – As a Public Limited organisation the overall effectiveness of our business relies on good governance. An example of how this works in practice is we make sure that all our customer facing staff undergo annual training on anti-bribery and corruption. We see this as an essential part of employee training and development because of the negative impact corruption has on society. Our impact on this specific goal is mostly at a micro level where we build corporate sustainability principles into our operations and relationships, allowing for greater transparency (for example we have a gift register), accountability and inclusiveness (another example is our whistleblowing practices). By focusing on the ways we can make a difference we will help to ensure just and peaceful societies for all.





Our business is nothing without our people and we like to think it takes a special type of person to be a Restore person: knowledgeable, approachable and always ready to go the extra mile – whether that's in serving our customers or getting involved in socially responsible projects.

**Gender pay gap, equality and diversity**

We value the contribution which all individuals can make to the success of Restore plc and we will strive, therefore, to ensure equality of opportunity for all to compete fairly within the group.

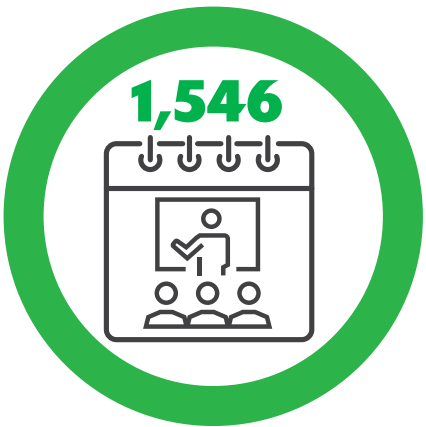
Restore complies with all legislation relating to reporting of gender pay gap data. We are committed to paying people appropriately and fairly for the work they carry out and regularly review and benchmark our remuneration packages. Go to [www.restoreplc.com](http://www.restoreplc.com) for the most recent full report.

Through commitment, action and review, we want to ensure that employees have the opportunity to benefit from employment, training and development appropriate to abilities

and regardless of sex, colour, race or ethnic or national origin, religion or belief, disability, age, marital status, sexual orientation, gender assignment or having part time or fixed term employment.

**Pay**

Restore also complies with all legislation relating to fair and equal pay including, but not limited to, the Equality Act 2010 and the National Minimum Wage Act 1998. All employees receive as a minimum the National Minimum Wage or National Living Wage as appropriate for their age. We offer stability of employment and hours of work, providing all employees with details of minimum contractual hours specific to their individual job roles. We use zero hours contracts on a minimal and ad hoc basis, strictly with the agreement of the employee concerned.



Number of days' training completed in the past year

**Communications**

As well as regular team and line manager communications – including regular online AskNigel sessions where furloughed and non-furloughed employees could ask our managing director about anything – we keep everyone across the Group connected with the bigger picture through our printed 'green top' newspaper, ReView; Records Management people also receive a monthly digital newsletter, On the Record, and, most recently, all our furloughed team members have received fortnightly updates in the shape of In Touch, produced just for them.

We also created a dedicated information and wellbeing website for all of our teams to use throughout the pandemic, including government and NHS guideline information and links and advice on staying healthy, both physically and mentally, throughout lockdown.

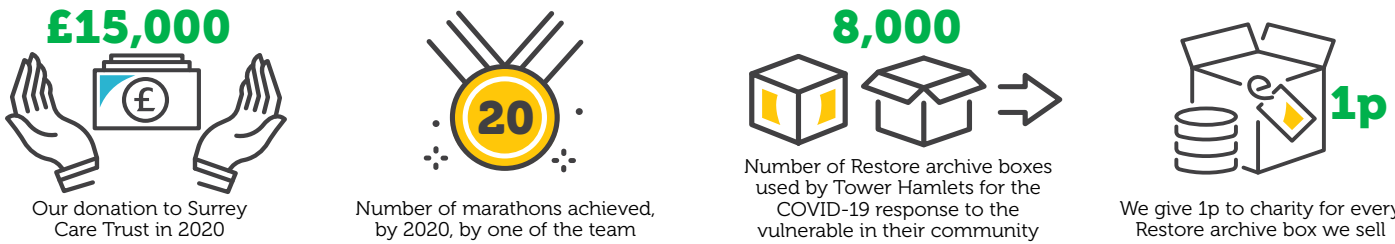


**Training and development**

We offer a wide range of training to everyone, including modules on policy, health and safety, GDPR, mental health and management. In the past year, 1546 days of training were completed.

**Apprenticeships**

Currently, we have six employees studying who started their courses in 2019. Four studying team leader/supervisor level 3, and two customer service specialist level 3.



**Supporting local charities**



From left: Restore's racing duck; Andy Green raised funds for Epilepsy Action; competitors before the start of the 24-hour Chase the Sun event.

We're positively humming with socially responsible initiatives, ranging from seasonal aid, to getting young footballers off to a flying start, to individual physical feats, and more...

You name it and somewhere, someone who works at Restore Records Management will be raising funds for it. Whether that's running the Paris marathon or the Leeds half marathon, walking 28 miles for the March for Men, swimming five miles in Lake Coniston, stepping into the boxing ring, chasing the sun on a 24-hour bike race, or making cakes for a coffee morning fundraiser for colleagues' families who have suffered serious illness – we're involved, caring and compassionate.

On a more corporate scale, we are pleased to offer our on-going and long-term support to the **Surrey Care Trust**, a charity based near our main office at Redhill.

When you think of Surrey you are likely to picture leafy lanes and well-to-do suburbs. But there is another side to the county. Alongside areas of wealth and privilege are hidden pockets of real deprivation, with a huge disparity in opportunities, achievement and life expectancy. Surrey Care Trust works to tackle this disadvantage, social exclusion and hardship by equipping people with the skills to improve their economic situation, reduce their social isolation and convince them that they have a valuable contribution to make to society. Individuals benefit from:

- becoming more skilled for life, learning and work
- feeling more respected and valued
- feeling more motivated and able to contribute to the good of society.



Presenting the trophies at Surrey Care Trust's day at the races; footballers in their sponsored kit.

**A day at the races**

Our support, especially of the Lingfield Race Day and annual, highly competitive Giant Duck Race, helps the Trust offer a wide range of services to people who would otherwise miss out on fulfilling their potential. This year we have donated £15,000.



We also stepped up as a sponsor for the 25th anniversary of Kangaroos, a Sussex-based charity that provides a lifeline to families whose children have a range of learning disabilities and additional needs. On a micro scale, we sponsor kit and opportunities for a number of football teams around the country.

**Supporting our local communities**

We are passionate about supporting the public sector at the best of times. Throughout the coronavirus pandemic, we have stepped up that support to new levels. Here are a couple of examples.



From left: James Richardson, Mustafa Miah, Malcolm Wigley, Michael Clarke and Neil Smith.

University Hospitals Coventry and Warwickshire NHS Trust (UHCW) featured on a BBC Panorama documentary early in 2020, which gave an insight into how they were combating COVID-19. Here at Restore we could see that a significant proportion of NHS resource had been redeployed on to critical activity, so we offered a team of six of our employees to help wherever they could. So, in addition to providing a business as usual records management service, the team distributed PPE to each clinical area within the hospital and maintained levels to ensure all areas were appropriately stocked at all times. We are proud of the invaluable work our team (above) have been doing and they have, quite rightly, been formally thanked by UHCW – and asked to continue!



Tower Hamlets volunteers fill Restore archive boxes with essentials to support the vulnerable.

In another community-minded project, our Restore archive boxes that would usually house confidential files, accounts ledgers, patient records and x-rays, for instance, are being put to more immediate use by staff and volunteers in the London Borough of Tower Hamlets. We have supplied – and continue to supply – thousands of our sturdy boxes and the team pack them with essential food and household supplies, which provide a vital lifeline to the most vulnerable in Tower Hamlets.



# A lighter tread: caring for our environment



## The Carbon Trust

To establish and grow our environmental work more strongly, a number of years ago we undertook a wide-ranging consultancy with The Carbon Trust. This consultancy resulted in a detailed 10-point action plan in which we committed to work through the trust's recommendations of, for example, replacing older lights with LED, using more energy efficient units for our air-handling equipment in deep storage sites, and moving to low-carbon solutions for our gas-suppressed areas. You will see, in the course of our report, that we are making good progress against our action plan.



## Planet Mark™

Here at Restore Records Management we are following in the pioneering footsteps of our sister business, Restore Harrow Green, in joining this Eden Project and Cool Earth-backed scheme. Harrow Green has held The Planet Mark™ for Business Sustainability Certification since 2013. The Planet Mark™ for Business is a programme that recognises continuous improvement in sustainability and businesses have to commit to and then meet minimum reduction targets in environmental impacts year-on-year. In this way, The Planet Mark™ ensures meaningful action on sustainability.



## FORS

We work hard to mitigate our consumption and are holders of the Bronze accreditation from FORS, highly regarded for their rigorous standards on driver training, compliance and environmental awareness.



## Recycling

**Paper** – paper is confidentially shredded, baled and recycled

**Cardboard** – archive box cardboard is sent for recycling as KLS (Kraft Liner Substitute) and is turned into cardboard reels (cores) used in toilet rolls, paper rolls, carpet rolls, cling film rolls, and so on

**Plastic** – collected and recycled

**Aluminium cans** – collected and recycled

**Print cartridges** – collected and recycled by Restore Technology



Total carbon footprint reduction 2018-2019 for our sister business with The Planet Mark™ for Business Sustainability programme

Last year, this part of our Group business achieved a 16% total carbon footprint reduction over the year before. This means that we made a direct and measurable impact on five of the 17 UN Sustainable Development Goals:

- **Goal 7** – affordable and clean energy
- **Goal 9** – industry, innovation and infrastructure
- **Goal 11** – sustainable cities
- **Goal 13** – climate action
- **Goal 15** – life on land



Reduction in carbon footprint at our Monkton Farleigh deep storage facility after investing £2m in enhanced air handling equipment



CO2 savings (kg) through Restore's use of EVs: 1 July 2019–17 July 2020



Our goal date for reaching carbon neutrality



**LET THERE BE LIGHT!**

LED lighting has led to an instant reduction in consumption



**SECR**

Streamlined Energy and Carbon Reporting takes carbon emissions into the annual report as part of financial reporting

## Fleet electrification

We are aiming to decarbonise our transport and are looking at more sustainable, lighter and smaller vehicles. Air quality and public health concerns, as well as the effect of CO2 emissions on the climate, are top priorities, while the resultant increasing financial penalties for polluting vehicles imposed in many city centres are an additional incentive for us to push the change. With all this in mind, we have worked with NewMotion on a programme of electric vehicle (EV) charging point installation across our sites, with seven already functional and four more imminent. We currently run four company EVs, with five more on order and, over the past 18 months, have been trialling three e-vans – and are now expecting our first two full e-vans, which will be based in Tewkesbury and Rainham.

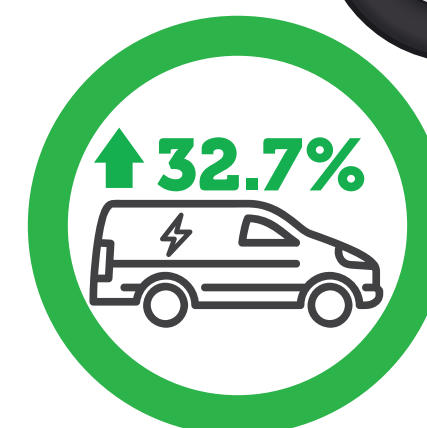
In Europe, the light commercial vehicle market is estimated to be the fastest growing market over the next six years, with high demand coming from the logistics sector. We fully intend to be at the forefront of our industry in that demand by accelerating our transition to EVs.



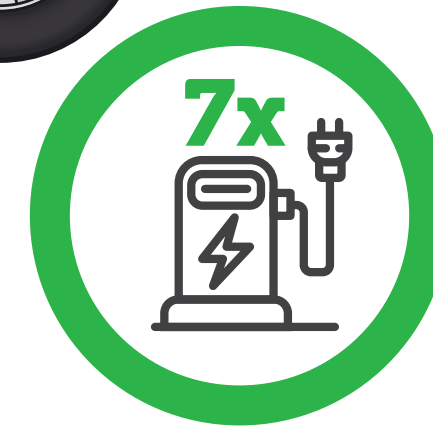
Employees and visitors can plug in and recharge at our flagship Rainham site.



One of our sprinter e-vans with EV livery.



Predicted growth in e-Vans over next six years (in Europe)



Number of EV charging points installed on the Restore estate, so far: four more imminent

## Case study...

## How we help customers meet their sustainability targets



THE FRANCIS CRICK INSTITUTE

**THE CHALLENGE:** setting up a supply chain to renowned scientific and academic organisation, the Francis Crick Institute, housed in a state-of-the-art facility in a heavily restricted zone in central London.

**THE SOLUTION:** by managing all the institute's physical deliveries at our own centre in Rainham, Essex, we have significantly streamlined the number of daily vehicles to the Kings Cross-based building.

**THE RESULTS:** an innovative supply chain solution that reduces carbon output, costs and congestion while maintaining an excellent, personalised, level of service.

### What our customer says:

"Restore did an excellent job in developing an extremely comprehensive specification against our tender. Having a reliable and fast-acting supply chain manager is crucial to supporting a collaborative and open culture that builds links between the institute, the wider scientific community and the general public."



# The Butterfly Effect

The butterfly effect is a concept that small causes may have large effects and we think it's highly applicable to the changes we can make through taking our environmental responsibilities seriously. Here are some of the projects we're involved in.



90 325W ACell solar panels generate power that will feed into our EV charging points.

## Constructing smart buildings

Our site at Rainham has undergone a significant development incorporating green generation and energy efficiency. LED lighting is now controlled via movement sensors and we have installed 90 325w QCell solar panels. We have recently installed EV charging points where employees and visitors can plug in their vehicles when visiting site. This work has made Rainham one of our flagship sites and we will be rolling out this model to other Restore properties. Embracing the spirit of the Government's Energy Saving Opportunity Scheme, we are using our ESOS report not only to achieve compliance, but to identify the buildings where we can roll out our Rainham model.



The anaerobic digester domes at the Agri-gen bio-energy plant in Suffolk.

## Running on hot air

Here's a great bio-energy scheme that provides local power for local people, including Restore. We have two of our high-security storage facilities at Bentwaters Park near Ipswich hooked up to this energy source. Anaerobic digesters run on a mix of locally sourced vegetables, maize silage and apple pressings to produce this 'dark

green' energy. It's a sustainable source that helps create long-term balance for the local farming community and land, and provides renewable energy for local businesses, and beyond. Restore has two data storage facilities connected to this supply, which makes for lower bills and a source that's literally next door.



**Amount of vegetable matter it takes to produce 3.8MW of electricity per hour at the Agri-gen bio-energy plant in Suffolk – enough to fuel 2,000 households for a year**

## Sensitive to light

With many sites in our core business, we give serious consideration to any way of reducing energy consumption when lighting vast warehouses or underground bunkers and tunnels. That's why we're deep into the process of migrating all our storage facilities to a mix of ultra-low wattage LED lighting, very slim T5 fluorescent tubes and PIR sensors, all of which are broadly effective at bringing down our bills. PIR sensors, in particular, are very useful in large footprint buildings where you may only need to illuminate one aisle. Movement in front of the sensor triggers the on/off switch and keeps consumption right down.

## Greener security

We use Inergen™ Premier as the inert gas in our fire suppression system. We chose it as it fits in with our aim of having as small a carbon footprint as possible.

- Inergen™ Premier is proven effective on all common types of fire
- It does not leave behind harmful decomposition agents
- Stored as a mixture of 52% nitrogen, 40% argon and 8% carbon dioxide, these are all gases naturally occurring in the atmosphere. The addition to the mix of the CO2 helps compensate for the depletion of oxygen levels and has been proven to have medical benefits
- Last, but not least, Inergen™ Premier has zero impact on the ozone layer and is the 'greenest' fire suppressant available.



## Energy Saving Opportunity Scheme (ESOS)

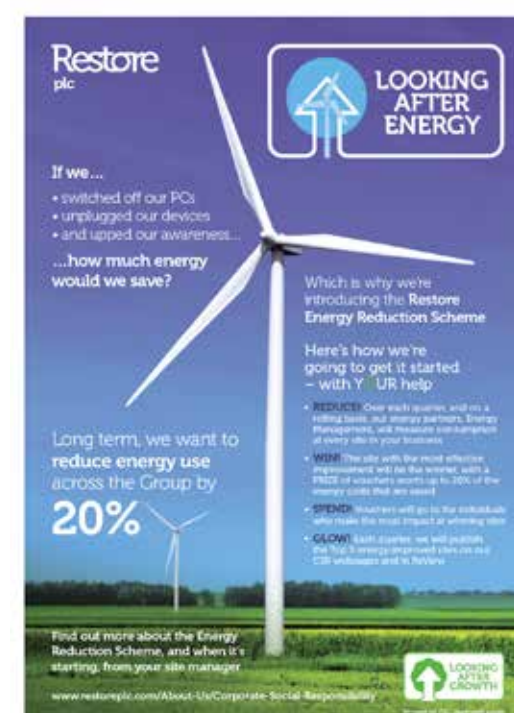
We have recently completed the second ESOS audit, a survey that is compulsorily carried out every four years, although the results are framed as recommendations only, not must-dos. Auditors look at how we manage our buildings and spaces in terms of carbon output, examining the fabric, glazing and roofing of particularly an older structure. They also looked at our company culture, to see whether there are Energy Champions amongst employees (there are) or any schemes that highlight lowering consumption (see our Energy Saving Scheme, opposite). One of the few recommendations this time was that drivers of company cars could be shown how to drive them more environmentally consciously.



## Cycle to work scheme

Currently 15 members of the team have signed up to the scheme to save money and spread the cost of buying a bicycle.

## Energy saving scheme



We incentivised collective thinking to reduce consumption with our Energy Saving Scheme. During the first quarter, the winning site reduced electricity consumption by 12.7% – a brilliant example of what working together can achieve.



**Date from which renewable energy procured on some sites, now extended across all sites**

## How we're reducing our carbon footprint



### 4. Employee incentives

Energy Saving Scheme and incentives for employees at over 100 UK sites.



### 5. Transport guidelines

All-electric cars for a number of company car drivers and e-vans. Installation of EV charging points across sites to cater for these vehicles.



### 6. SECR reporting

We have started the process of Streamlined Energy and Carbon Reporting. Carbon emissions, performance differentials.

### 1. ESOS

All Restore Group businesses have engaged with the government reporting requirements on the Energy Saving Opportunity Scheme.

### 2. Procurement

REGO-backed electricity contracts, including renewables.

### 3. Monitoring

Consumption and emissions of sites, bespoke portal and software to enable improvements.

# Protecting customers' data

Restore carries out a continuing and comprehensive evaluation of its responsibilities as a data controller and data processor under GDPR and takes every measure necessary to ensure compliance with the various provisions of GDPR. Each employee is required to comply with GDPR and must ensure they are aware of their responsibilities in complying. We have incorporated data protection into our documented procedures and every member of staff undergoes training as part of our strategy of continuous improvement.



**Opt out with one click**  
We have firm policies and procedures in place when it comes to the way that we hold, process and communicate to the data we store in our CRM system. We use legitimate interest as our lawful basis for processing

personal data, with internal processes that ensure correct profiling and alignment for use in our marketing campaigns. We always ensure that people have the opportunity to opt out of communications or have the right to be forgotten. Alongside

this we use a piece of software to verify email addresses and understand their validity, which helps us identify where data is no longer accurate and needs to be removed or updated.



Restore Records Management is part of the Restore plc group of companies, providing a full range of office support services.

Sustainability is at the core of Restore's purpose and business model. A large part of the services we offer is the responsible and secure disposal of office-sourced paper, digital media, textiles, archive box contents, IT equipment and furniture, and we are committed to a target of **0% landfill** from processing operations.

Our strong company values determine that we are good citizens and responsible curators of Earth's resources, so that energy conservation, waste management and the prevention of pollution are key considerations for us, and form part of the work carried out by our Group Environmental Committee.

- We strive to:**
- Reduce consumption of materials and promote re-use and recycling, including furniture unsuitable for redistribution
  - Achieve ongoing improvement in environmental performance and minimise the impact of our operations on the environment
  - Minimise the impact of our buildings, structures and operational plant by reducing visibility and noise.

**6 Reasons why customers choose Restore**

Flexibility

Security

Care

Value for money

Trust

We're good people

...and why these are our Group company values

Records

**Storing in confidence**

We store and manage millions of archive boxes, document files, film and computer tapes in secure facilities nationwide.

Digital

**Making our customers' data work harder**

We support organisations on their digital journey, whether this is the aim of being completely paper free or just reducing your reliance on paper.

Datashred

**Serious about shredding**

We are one of the leading providers of data destruction in the UK, with secure shredding centres across the country providing you with scale, efficiency and unrivalled value.

Relocation

**Moving professionals**

As the market leader in commercial relocation, we specialise in creating effective workspaces, as well as technology moves and storage for all sectors, focusing on an approach led by you.

Technology

**Services for IT assets**

We offer you the complete set of services for your technology assets, from installation to relocation, re-sale and recycling. We optimise and manage the entire journey of your hardware.