

Environmental, Social & Governance (ESG) Policy

KEY FACTS:

- ASK4 recognizes the importance of Environmental, Social and Governance (ESG) factors in driving sustainable business practices and creating long-term value for all stakeholders.
- Our ESG Policy outlines our commitment to integrating environmental, social, and governance considerations into our business operations, decision-making processes, and interactions with stakeholders.

1. Introduction

ASK4 is committed to building a long-term, sustainable business using our purpose as our guiding principle. Our purpose is; supporting people to be connected, enabling them to live life and work productively. Among other benefits, this will provide employment across the economy (and in multiple territories) and generate wider benefit in an environmentally and socially responsible manner.

We consider our key ESG focus areas to include but not be limited to:

Environment

- Energy usage, management, and reduction of carbon footprint.
- Waste disposal, reduction, and recycling.
- Travel and transport, management, and reduction of carbon footprint
- External engagement with supply chain and other stakeholders.

Social

- Employee relationships.
- Customer and client relationships.
- Supplier relationships.
- Relationships with the communities where we operate.

Governance

- Corporate governance.
- Legal and compliance governance.
- Financial governance.
- Supply chain governance.

2. Monitoring and Reporting

ASK4's ESG activities are the responsibility of all business functions. ESG governance is provided by an Executive Board-level ESG Committee which determines how ASK4 should embed the monitoring of ESG into day-to-day activities. The committee is chaired by the CEO and is attended by the Group HR Director, Chief Customer Officer, Group IT & Product Director and Chief Financial Officer.

Engagement with the wider business on ESG matters is achieved through a focus group made of volunteers from across the organisation who meet regularly to discuss and review environmental and social improvement activities.

ESG actions are embedded in our company wide strategic objectives and progress against those objectives is tracked and reported on regularly at Executive Leadership, and Board meetings.

3. Policy Statements

Environmental

We recognise that we have a part to play in moving towards a sustainable future. We also believe that to avoid the worst affects of Climate Change, we have to transition to a net-zero economy.

ASK4 uses 100% renewable energy across all three of our UK-based premises, backed by Renewable Energy Guarantees of Origin. This allows us to provide the best possible service for our clients, alongside reducing ASK4's environmental impact.

In addition, there are other key areas where we can move towards the goal of net-zero, either by reducing our overall energy consumption or ensuring that we use renewable sources. We commit to:

- Reduce our energy consumption.
- Continuing to use renewable sources of energy.
- Reduce our waste and recycle wherever possible.
- Dispose of all waste in a responsible and legislatively compliant ways.
- Consider environmental factors in all decisions related to working practices and purchasing.
- Strive to work with clients, suppliers, and contractors who are environmentally conscious in their business practices.
- Ensure that all products purchased from natural resources are sources sustainably wherever possible.
- Reduce the use of company vehicles (wherever possible) and regularly monitor their condition to minimize harmful emissions.

Social

We embrace and celebrate the fact that we exist as part of different communities. We commit to:

- Pay our colleagues, as a minimum, the Real Living Wage or equivalent in different territories.
- Encourage our colleagues to take time to engage with causes that they value by allowing time for them to volunteer in the local communities.
- Engage with our teams so that we can work together to build our social agenda into the future.
- Drive the highest standards in providing customer and client care.
- We believe that our success is rooted in the diverse nature of the environment in which we operate and is dependant on our ability to leverage differences, collective experiences, variety of backgrounds, talents, skills and knowledge.

Governance

We are passionate about holding ourselves to the highest possible standards. We commit to:

- Maintain and improve a robust set of policies that set out clearly our approach to governance.
- Conduct audits of procedures and practices, addressing deficiencies through a planned programme of corrective action.
- Set and review annual ESG objectives, and establish, implement, and maintain programmes to achieve these objectives.
- Ensuring that our colleagues are aware of their responsibilities (through communication and training) and they work in an environmentally responsible manner.
- We believe that there is no place for bribery or corruption within our business or supply chains.
- We believe in paying the tax that we owe and conducting all our business in an honest and ethical manner.
- Caring for the data that is entrusted to us as if it was our own.