**PayPoint Group**

**Environmental and Sustainability Policy**

## Introduction

This policy details how PayPoint Group and its subsidiaries will manage and ensure that we hold ourselves accountable for the delivery of sustainable services which have a positive impact on society.

This includes our commitment to minimising our impact on the environment through carbon emissions and waste management compliance. We will consider the environmental and sustainability impact and issues during the course of our operational and business activities.

## Review of the Policy

The Board of PayPoint Plc will ensure this policy will be reviewed regularly, at least once a year, and amended as considered necessary by reason of change in legislative, business practise or in recognition of identified best business practises.

## Scope of the Policy

This policy applies to all activities, services, and locations under the control of the PayPoint Group, including Handepay, Merchant Rentals and Love2Shop, and forms part of our Environmental Management System.

## Governance

The Board authorises the Chief People Officer to act on its behalf in relation to environmental and sustainability matters.

The Chief People Officer shall lead a group of representatives across the business, the ESG Working Group, to review the activities undertaken to support our stated aims, ensure momentum and progress continues to be made toward our stated goals and objectives and continues to explore new and proactive measures the business can introduce to support our strategic objectives in this area. The ESG Working Group aims to meet six times per year, at a minimum.

The company has also established a Green team of volunteers representing various different areas of business operations to identify opportunities and implement sustainability initiatives across our business locations. The Green team are also tasked with obtaining feedback from the wider business and engaging with colleagues to capture initiatives and assist with embedding new practises within the business.

## Our Commitments

To support our strategic goals in this area, the Group has developed a number of commitments which are as follows:

1. Achieve net-zero in our own operations (scope 1 and 2 emissions) by 2030. For us, this means reducing CO2 emissions as much as possible, and then ensuring that any ongoing emissions are balanced by removals
2. Achieve a 30% reduction in emissions generated by use of sold products by 2030, compared to 2022
3. Support a reduction in employee commuting emissions by encouraging the transition to electric vehicles.
4. Engage and educate our people on ESG matters to drive engagement and build ESG considerations into our every day
5. Achieve net-zero across our entire value chain by 2040.
6. Continue to develop an inclusive culture.

## Framework

We will assess the environmental impacts of our operations to enable objectives and targets to be set in order to improve our environmental performance.

 We are committed to:

* promoting awareness and responsibility for sustainability and the environment throughout our Group
* Assessing the environmental impact of all operations to support continual improvement
* Continually seeking ways to improve our Environmental Management System to enhance the company’s environmental performance
* Understanding and implementing relevant environmental legislation to fulfil our legal and compliance obligations
* Ensuring correct and effective disposal and recycling through approved contractors
* Involving employees and contractors in our environmental programme and providing the necessary training and awareness to enable them to meet their responsibilities
* encouraging our people to participate in local and national environmental initiatives
* complying with all relevant environmental legislation/regulation
* reducing the use of energy, water and other resources
* minimising waste by reduction, re-use and recycling methods
* procuring 100% renewable electricity at contract renewal, where we are responsible for directly procuring electricity
* working with our suppliers and contractors to encourage the adoption of environmentally responsible practices
* developing our products and services in a way that is complementary to this policy
* engaging and communicating on our policy with relevant stakeholders, including employees, clients and investors.

## Training

The Chief People Officer is authorised to develop a suitable training programme for the business so that our stated aims are clearly understood by the business and to ensure that the strategic importance of our initiatives is clearly understood by employees and management.

## Reporting

The Chief People Officer shall report to both the board and the Executive Team on progress towards our stated goals.

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# Document Control

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REVISION HISTORY

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| 04/03/25 | Redraft of group policy  | N Young | 1.0 | Initial Draft |
| 06/05/25 | Updates made to reflect ISO14001 standard | N Young | 2.0 | Approved 05/06/25 |
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