

## Environment Policy

### Royal Mail Group

**This policy outlines Royal Mail Group's commitment to managing environmental issues and conducting its business in an environmentally responsible manner**

#### Main topic areas

- Policy Statement
- The Policy
- Who must comply?
- How do we comply?
- What happens if we don't comply?
- Guidance
- Ownership and review

#### Getting help

**Contact your manager if you have any queries about this guide.**

Managers can obtain specific environmental advice by contacting their Safety, Health & Environment Business Partner or Specialist.

Intranet support on the policy and the Safety, Health & Environment Management System and associated Standards, tools, risk assessments and method statements & procedures is available in the UK via the Safety, Health & Environment Management System Knowledge Database. Non-managers can obtain a copy from their line manager.

Owner: Group Head of SHE  
Centre of Excellence  
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## 1. Policy Statement

# Royal Mail Group Environment Policy

We believe that the responsible management of natural resources is a commercial and environmental imperative, and we are therefore making it an integral part of how Royal Mail does business. We have focused our environmental management approach on four key areas: energy, waste, water, and engagement both with our people and with our customers and suppliers.

### Our policy requires all Royal Mail employees to:

- Comply with this Environment Policy and promote its intent through personal example;
- Take responsibility for the impact of their actions on the environment;
- Comply with our environmental standards, and all other related requirements, laws, regulations, and good industry practice;
- Assess and manage all environmental risks, so that we can avoid hazards, prevent pollution, and minimise our environmental impact;
- Report any incident which could cause harm to the environment, so that we can mitigate impacts, identify root causes and adopt appropriate counter measures;
- Seek opportunities to minimise our use of natural resources, protecting and enhancing the environment whilst reducing business costs; and
- Share good practice and environmental alert information and support continual improvement.

### We will make sure this happens by:

- Setting environmental objectives and targets so that our actions are measurable and focused on continual improvement;
- Giving responsibility for environmental management to our line managers, supported by other employees and our Safety, Health and Environment specialists;
- Implementing an effective Safety Health and Environment Management System, aligned to ISO 14001 and supported by a framework of standards, risk assessments and method statements which set out the principles for Royal Mail Group environmental programmes;
- Monitoring our environmental performance and regularly auditing how we implement our standards, in order to measure progress;
- Ensuring that environmental impacts are evaluated when developing new products and services, introducing and improving premises and equipment, acquiring new businesses and entering into joint ventures;
- Continually exploring ways to improve the efficiency and environmental performance in our buildings and transport operations by e.g. effective maintenance, installing energy efficient plant and fittings, installing energy monitoring equipment, optimising our networks and routes, exploring opportunities to improve transportation, alternative fuel vehicles, expanding driver training and the use of telematics where practicable;
- Raising awareness and competence levels regarding environmental management, through relevant communications and the necessary resources, information, instruction and training;
- Engaging our people in environmental improvement programmes through effective communication of goals, objectives and initiatives, and including environmental issues in formal consultations with our employees and their representatives; and
- Ensuring that environmental dimensions are included in supplier selection criteria, monitoring supplier performance and engaging with our suppliers and customers to promote good environmental practice.

We are committed to reporting openly and transparently on our environmental programmes and performance, through our annual Corporate Responsibility Report.



**Rico Back**  
Chief Executive Officer  
April 2019



<p><b>2. The Policy</b></p>	<p>This policy outlines Royal Mail Group’s commitment to conduct its business in an environmentally responsible manner. We commit to:</p> <ul style="list-style-type: none"> <li>• Protecting the environment;</li> <li>• Identifying and managing environmental risks;</li> <li>• Preventing or minimising any potential impact our business might have on the natural or built environments, and the communities occupying those environments;</li> <li>• Seeking operational efficiencies that can minimise our use of natural resources; and</li> <li>• Pursuing environmental initiatives that support new business opportunities.</li> </ul> <p>Together these commitments will help to reduce our business costs and protect and enhance the environment in which we operate.</p> <p>We require all parts of our Group to conduct business in compliance with relevant environmental legislation and statutory requirements. Our Safety, Health and Environment Management System defines minimum mandatory standards, including any applicable legislative requirements, and sets down the processes our people must follow to deliver those standards.</p> <p>This policy sets a high-level framework for the delivery of our main environmental aims:</p> <ul style="list-style-type: none"> <li>• <b>Energy</b> - reducing our energy use and the greenhouse gas emissions associated with it;</li> <li>• <b>Waste</b> - managing waste in line with the waste hierarchy, aiming to reduce waste generated and improve the quality of any recyclables;</li> <li>• <b>Water</b> - reducing our demand for water and the amount of water that is lost or wasted; and</li> <li>• <b>Customers and Suppliers</b> - working with our customers and suppliers to address our environmental impacts.</li> </ul> <p>We will communicate any updates or revisions to our employees, and we will make the policy available to the public through our external-facing websites.</p>
<p><b>3. Who must comply?</b></p>	<p>Within this policy “Royal Mail Group” means Royal Mail Group Ltd and includes:</p> <ul style="list-style-type: none"> <li>• UK Operations and Commercial Teams;</li> <li>• GLS, Parcelforce Worldwide and Royal Mail International; and</li> <li>• All support functions for the above businesses such as HR, Finance, Communications, Legal, Company Secretary, Compliance, Property and Facilities Solutions (including Property and Facilities Solutions Ltd), Internal Audit and Risk, IT and Strategy and Transformation.</li> </ul> <p>This policy applies to anyone who is employed by, or performs services for, or on behalf of Royal Mail Group. It is expected that all Joint Ventures and Subsidiaries will support the policy intent through their own environmental management arrangements (this is included in due diligence procedures).</p> <p>This policy and associated Safety, Health and Environment Management System Standards cover all Royal Mail Group employees and also all casuals, agents, professional interims, agency workers and contractors where appropriate whilst they are undertaking activities for Royal Mail Group.</p>

<p><b>4. How do we comply?</b></p>	<p>This policy commits Royal Mail Group to a responsible business philosophy that is consistent with the legislative frameworks that apply to each business unit, support function, subsidiary or joint venture. It also commits us to having a written statement of our environmental commitments, and reviewing this statement periodically.</p> <p>We support our environmental aims by tracking and reporting key metrics such as carbon emissions, water usage and waste generated by the business.</p> <p>We require everyone to comply with the individual expectations set out in the policy.</p>
<p><b>5. What happens if we don't comply?</b></p>	<p>Failure to enact our policy would reduce our ability to assess our environmental impacts, increasing regulatory exposure and reputational risk. If we fail to meet our commitments under the policy, we risk increased business costs, increased taxes and the damage that comes from failing to meet our customers' expectations.</p>
<p><b>6. Guidance</b></p>	<p>Useful information is available in relation to this Policy as follows:</p> <ul style="list-style-type: none"> <li>• SHE Instruction 1.1 Safety, Health and Environment Policies and Roles and Responsibilities.</li> </ul> <p>This is available in the UK on the Group Safety, Health and Environment Management System Knowledge Database.</p> <p>Other related documents are the Royal Mail Group:</p> <ul style="list-style-type: none"> <li>• Corporate Responsibility Policy;</li> <li>• Responsible Procurement Code; and</li> <li>• Health and Safety Policy and Business Standards.</li> </ul>
<p><b>7. Ownership and Review</b></p>	<p>This Policy and the associated Organisational Charts are owned by the Global Director of Safety, Health, Wellbeing &amp; Sustainability who is responsible for their maintenance.</p> <p>The Policy is adopted under the Board sponsorship of the Chief Executive Officer, and is re-communicated to all employees after each revision.</p> <p>The Policy materials are reviewed on an annual basis. The intended future review date is March 2020.</p>