

# Building Better



Our journey from carbon-neutral to net-zero, and a sustainable future for our business



*everybody matters*





# Introduction

## Warren Lynes, Managing Director

Over 45 years ago, my father Richard founded this business because he saw how critical safety and wellbeing were to the construction industry - both to getting the job done right, and to ensuring the people doing it could go home in one piece to their families.

Today, that same belief drives everything we do; but we also now have knowledge that we cannot ignore.

The science is clear, and unarguable. Too much of what we all do every day is damaging our world, and adversely affecting the lives of the creatures and people with whom we share it. Each of us must do what is necessary to prevent further harm to the planet we share.

This means that all of us at OnSite Support, our supply chain, and the customers we serve must now understand what it means to keep everybody safe and well in a much, much broader context.

For some time now, we've been working to execute a transformation of our business; because we recognise that nothing less is equal to the task before us.

**As of 2021, we are a carbon-neutral organisation, but that's just the beginning.**

A true transformation will take time, and this is why many of our ultimate objectives will take a decade, some longer, to achieve.

But we're very clear that hitting those marks means starting NOW.



## Our Building Better sustainability strategy is built on four pillars: **Planet, Product, People and Partnership.**

These pillars, and the actions and commitments they represent, are what will enable us to create the future of our business.

A future where achieving our business goals will happen through meeting our sustainability goals, and the value that creates for our customers.

A future where sustainability is no longer an 'initiative', but is woven into the fabric of how we work and do business every day.

A future where we work in partnership with our suppliers and customers to meet our goals.

A future where we can speak not merely of reducing harms, but of actively enhancing the places and communities in which we live.

We couldn't be more excited to share this new strategy with you, and we look forward to updating you on our progress.

**Warren Lynes**  
Managing Director

# The challenges we face

There are many companies which, due to the nature of their business have a relatively small environmental impact.

We have to recognise that like most of the construction industry, we do not fall into this category. Though an increasingly large part of the value we add for customers is in the data, ideas and advice we share with them, our core business remains in the supply and distribution of physical products: PPE & safety equipment, clothing, tools and engineering accessories to name just a few.

Our business forms part of many supply chains, dealing with high volumes of physical materials and, by extension many people.

With this in mind, our journey towards becoming a truly sustainable business will require nothing less than business transformation.

## 4 Challenges

As we embark on the journey, there are 4 challenges we must accept:

- 1 Reducing the impact of our operation on the planet
- 2 Reducing the impact – both environmental and social - of the products we supply
- 3 Improving the lives of all the people we touch at every point in our supply chain – and in the communities in which we live and work
- 4 Functioning as an effective partner and collaborator to help our suppliers and customers alike, understanding that in this connected world, none of us can succeed unless all of us do.



## Since 2021 we have been carbon neutral

This was our first big milestone, achieved through a combination of emission reductions and carbon offsetting through the Gold Standard scheme, which supports renewable energy and water projects across the globe.

However we are determined ultimately to reach net zero, as well as the other ambitious targets we've set ourselves.

This is why we've been working closely with the **Supply Chain Sustainability School** and other external partners to educate ourselves and our team, and to ensure that from hereon in, we are continually making meaningful and irreversible progress.

Creating change takes time, and in what follows we have been transparent about that - but we're equally clear that it will be **real and lasting change** - creating a truly sustainable business.



## The opportunity we see

However we do not see these challenges as obstacles we must overcome whilst also trying to grow as a business.

Rather, we see them as enablers of that growth – because we know from countless conversations with our customers that they are also keen to transform their businesses, and need the help of their supply chains to do it.

If we can meet these challenges, we will create value for our customers (and in turn for theirs) that will also benefit us and our supply chain.





# Sustainability Vision & Mission

Our vision is to be the leading national provider of choice for sustainable safety, welfare and site equipment solutions and to be a role model for sustainability in the industry.

Our mission is to deliver best practice sustainability solutions for PPE supply, demonstrating a responsible environmental and ethical approach.



# Our Strategy: In a nutshell

<p><b>VISION &amp; MISSION FOR SUSTAINABILITY</b></p>	<p>Our vision is to be the leading national provider of choice for sustainable safety, welfare and site equipment solutions and to be a role model for sustainability in the industry.</p> <p>Our mission is to deliver best practice sustainability solutions for PPE supply, demonstrating a responsible environmental and ethical approach.</p>			
<p><b>OBJECTIVES</b></p>	<p>Reach net-zero by 2035</p>	<p>Implement Embodied Carbon Reduction Strategy by 2025</p>	<p>Ensure 100% of our supply-chain meets Ethical Trading Initiative Base Code standards by 2025</p>	<p>Deliver a minimum of 1% of annual turnover in social value each year from 2023</p>
<p><b>COMMITMENTS</b></p>	<p> <b>PLANET</b></p>		<p> <b>PRODUCT</b></p>	<p> <b>PEOPLE</b></p>
	<p>Redesign and re-engineer our operation, replacing the processes, infrastructure and equipment required to enable us to become operationally carbon-neutral, and ultimately reach net-zero.</p>		<p>Reconfigure our approach to supply-chain management, prioritising improvements in the environmental and social impact of what we supply.</p>	<p>Invest in improving the lives of all the people our business touches.</p>
	<p> <b>PARTNERSHIP</b></p> <p>Collaborate with our supply chain, customers and independent bodies to accelerate progress, focusing on data, technology and integration as key levers to drive the right decisions.</p>			

# How we'll update on our progress

Setting targets for ourselves will only help us drive change if we regularly monitor our progress, and are transparent both internally and externally about where we're both delivering AND falling short.

What gets measured, gets done.

## 4 Measurements

To that end, we'll publish an annual report which will detail:

- 1 Our progress versus each target.
- 2 Where we have had to modify or add to our targets, and why.
- 3 Practical examples of our progress.
- 4 Key documentation - e.g. where we have committed to publishing additional plans, these will be included.

# Join us.

We're actively seeking partners to collaborate with, to enable us all to do more and go faster.

Let's discuss working together.

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| *everybody  
matters*

