

Environmental, Social and Governance (ESG) Policy

GJB Group

At Listers, we recognise that our responsibilities go beyond manufacturing high-quality windows and doors. We are committed to leading with integrity, reducing our environmental impact, supporting our people and communities, and upholding strong governance practices.

Environmental Responsibility

We are actively working to minimise our impact on the environment across all areas of our operations, including sourcing, production, and logistics.

Both of our factories have ISO 14001 accreditation, and our Essex factory also has ISO 50001. The 15001 accreditation will also be in place in Stoke by the end of 2025. ISO 14001 is an international standard for Environmental Management Systems and ISO 50001 takes this further by demonstrating our ongoing commitment to improve our environmental performance year on year.

Our key environmental commitments include:

- **Sustainable Materials:** Both of our main PVCu system providers have a high percentage of recycled materials in the profile that they sell to us. This dramatically reduces the impact on the environment from the manufacture of our windows and doors.
- **Reduced emissions in our supply chain:** We buy most of our raw materials from the UK and are proud to have earned the Made in Britain kite mark. This means that we dramatically reduce the impact on the environment in bringing goods to our factories.
- **Recycling:** We believe in recycling our waste and that of our customers. We reduce our waste through our focus on production efficiency and where it's not possible to avoid wastage we ensure that our waste is disposed of responsibly and recycled wherever possible. We also offer drop off points to many of our customers which enables them to place the windows they have removed back into the recycling chain. Many of these old windows will find their way back into the profile that we use for manufacturing
- **Energy Efficiency:** Our ISO 50001 certification means that we must demonstrate to assessors each year that we are making tangible progress in reducing all of our greenhouse gas emissions. All our company cars are now electric, and our commercial fleet is regularly upgraded with the most efficient engines. From the 1st of November all the electricity used in our facilities will be generated from zero carbon sources.
- **Net-Zero Goals:** We have a commitment to reach net zero CO2 emissions by 31st October 2030.

Social Responsibility

We value all our colleagues and are committed to creating a safe, inclusive, and supportive workplace. Our social initiatives include:

- **Employee Wellbeing:** Commitment to employees' wellbeing by prioritising physical and mental health, safety and through an inclusive culture.
- **Mental Health Support** Proactively promoting mental health and wellbeing across all our sites. This includes ensuring the presence of trained Mental Health First Aiders at each location, available to provide support to employees.
- **Community Engagement:** Supporting local communities through employment opportunities and apprenticeships. We also have a strong record of supporting charities and local organisations through the fundraising activities of our colleagues.
- **Diversity and Inclusion:** Promoting diversity within our workforce and encouraging equal opportunities at all levels of the organisation.

Governance

Strong governance underpins our commitment to transparency, accountability, and ethical business conduct. We ensure:

- **Compliance:** Adherence to all relevant UK laws and regulations, including health and safety, environmental protection, and labour laws.
- **Ethical Supply Chain:** Collaborating with suppliers who share our values of fairness, sustainability, and human rights.
- **Risk Management:** Proactively identifying and managing risks related to ESG, including climate change and supply chain disruption.
- **Employment Practices:** Commitment to fair treatment, dignity and respect for all colleagues, ensuring equitable wages, workplace practices and company culture.

We believe that integrating ESG principles into our business not only makes us more resilient and responsible, but also adds long-term value to our customers, colleagues, and the environment.