



Sustainability Report 2023



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 **bournes**

Introduction

This report provides an overview of Sustainability at Bournes in 2023.

Our goal is to provide transparent information to our stakeholders, including: our commitment to sustainability, the actions we are already taking, the impact of these actions on our sustainability performance, and our future priorities.

At Bournes we are committed to moving toward more sustainable business strategies; to keep taking small steps to make it part of our culture; and to integrate sustainability into our daily actions as a core pillar of our strategic plan.

- Supporting the UN Sustainable Development Goals
- Developing sustainability within our daily operations.
- Supporting sustainability within our local communities and global crisis areas.



Message from our Leaders

We know long-term meaningful change will take time, but we must keep moving.

“

I believe relocation is valuable. We do what we do for a reason. However, I also believe we need to do more to make sure we're doing this with no harm, leaving the world a better place than we found it.

At Bournes we recognise the importance of taking responsibility and action for the future. That's why our Board and Senior Management have selected Sustainability as one of the 4 cornerstones of our 5-year strategic plan.

Our priority goals are those we believe are most interlinked with our fundamental belief that people matter: Our employees: our customers, the communities in which we operate, and future generations. We will focus on efforts that are most impactful: for example, those concerning the environment and improving the lives of the people our organisation impacts.

It is important to all of us at Bournes that our actions are transparent and honest. No 'greenwashing'. We believe that sustainability in an industry like ours with extensive supply chains is incredibly complex, and we want to make sure that we take the time to make the right decisions for meaningful change. We are in the early stages of our Sustainability journey at Bournes, but I am proud of our achievements so far. It is especially positive to see how my team across the organisation has committed to meaningful change and begun to embed our priority SDGs into their decision making and daily actions.



A handwritten signature in black ink that reads "Wesley Bourne".

Wesley Bourne
Managing Director



The UN Sustainable Development Goals

Bournes Sustainability Strategy is aligned with the United Nations Sustainable Development Goals (SDGs) – a universal framework laying a concrete call to action for people, planet and prosperity.



Our Priority SDGs

We have embedded our priority Sustainable Development Goals within our 5-year strategic plan: committing to driving meaningful action in these areas across our business.



Working together



We believe that the answer to the sustainability question is not a simple one – there are no silver bullets.

In the relocation industry our supply chains are complex. Measuring and managing sustainability from end to end is hard due to the lack of visibility, transparency and consistency globally, which creates a huge challenge for us all. As individuals it's likely we will fail to make any meaningful impact on our sustainability goals, but by working together and collaborating to achieve a common goal we believe we can influence and contribute to our global supply chain to achieve a sustainable environment.

As a member of the FIDI Global Alliance, European Relocation Association and the International Association of Movers we support and participate in The Coalition for Greener Mobility which is committed to improving the ESG practices in all areas of global mobility.

Our Sustainability Principles

Our sustainability policy is based on these principles.

Environmental Responsibility

We are committed to minimising our environmental impact through reducing our greenhouse gas emissions, water usage, and waste generation. We will continuously assess and improve our practices to ensure that we operate in an environmentally sustainable manner.

Social Responsibility

We strive to operate in a socially responsible manner, considering the needs of our employees, customers, suppliers, and the wider community. We will work to maintain ethical standards in all aspects of our business operations

Economic Responsibility

We aim to operate our business in a financially responsible and sustainable manner. We will seek to minimise our operational costs and promote long term financial sustainability.

Compliance

We will comply with all relevant environmental health and safety laws and regulations. We will monitor our compliance and regularly review our practises to ensure ongoing compliance.

Continuous Improvement

We will set a regularly review our sustainability goals, monitoring and reporting our progress in order to continuously improve our performance and practices.





Employees

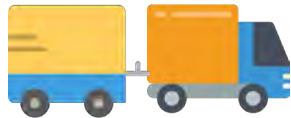
Encourage our employees to embrace sustainability practices, provide training and education to increase awareness and knowledge.

Supply Chain

Work with suppliers to reduce our environmental impact and promote sustainable practises throughout our supply chain.

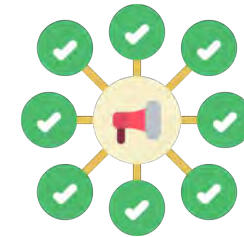
Products & Services

Design and implement sustainable services and processes.



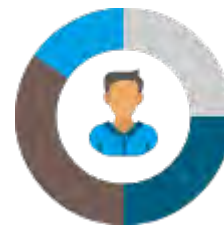
Action Plan

How we will achieve our sustainability goals.



Transportation

Promote the use of sustainable transportation options and reduce our carbon footprint.



Measurement

Regularly monitor and report on our sustainability performance to ensure accountability transparency.

Responsible Consumption

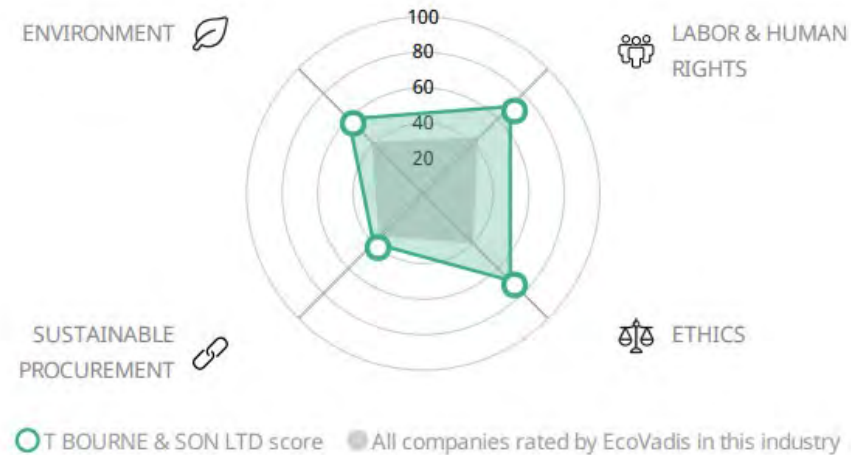
Seek to reduce waste by implementing recycling programmes and minimising our consumption of resources.



Measurement

To help us achieve our sustainability goals and monitor our progress we have implemented comprehensive analysis, measurement and reporting systems.

We have selected the EcoVadis sustainability ratings tool. This allows us to measure our current operational practices against standard metrics and provides transparent reporting for all stakeholders.



Environment Highlights 2023

We know as an organisation heavily involved in transportation our activities have an impact on the environment and accept our responsibility. We recognise effective environmental management is one of the most important priorities for businesses in the 21st century, and Bournes are determined to be a responsible corporate citizen.

- Environmental Management
- Reviewing Energy and Water use
- Efficient Transport & Reduced Emissions
- Reduce, re-use, recycle.
- Digitisation
- Carbon offsetting



Environmental Management



Bournes hold the ISO 14001 certification and participate in our global network (Harmony) Environmental Programme.

The Programme seeks to improve the environmental imprint of our global operations and provides hands-on expert advice and guidance.

- A web-based management tool to monitor performance
- Risk assessment tools
- Procedures and work instructions
- Online registrations and dashboards
- Online incident registration and follow up
- Implementation assistance and support
- Internal audits
- External audits





Energy & Water

We are working at local and global supply chain level to reduce or eliminate wastes of all types including water and energy.

- Reviewing opportunities to implement cleaner energy sources including potential wind or solar projects at our sites.
- Evaluating alternative fuel source options as part of our vehicle renewal programme.
- Researching projects to collect rainwater for use in vehicle washing and to reduce/reuse water at our operational sites.
 - Installation of low energy lighting in our offices



Transport

As a company heavily involved in transportation, we recognise that the environmental impact of the emissions from vehicles operating throughout our network is material.

We encourage several initiatives to reduce our impact:

- Optimal utilisation of vehicles and resource planning
- Virtual surveys
- Reduced emissions of fleet and investment in low/zero emission technologies
- Intermodal transport
- Groupage services
- Driver fuel efficiency training





Digitisation

We are investing in digital technologies that allow us to operate in a more environmentally sustainable way.

- Virtual pre-move survey and home viewing options to reduce emissions from road transport.
- Implementing paperless removals crews allowing them to digitally view job instructions; complete packing lists and itemised inventories; manage materials; collect client signatures and more
 - HR systems for employment paperwork
- Online meetings in place of travel wherever possible.

12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



Reduce, Re-use, Recycle

We recognise that the extensive use of packing materials in our industry has a direct, measurable impact upon the environment. We strive to reduce use of consumables and recycle or reuse wherever possible.

- Dedicated areas for segregation of recyclable materials.
- Encouraging customers to recycle used packing materials and donate unwanted items.
- Use of recycled/re-usable packing material.
- Collecting unwanted food items on move day for local food banks.
- Recycling of print consumables and electronics.
- Working toward a paperless office environment.

12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION





Carbon Offsetting

Although not a long-term solution Bournes have partnered with ecolegIT to offer [carbon offsetting](#) to our clients to allow us to support reforestation as a temporary measure to offset those emissions that we can't yet reduce (e.g., ahead of mass market electrification of shipping vessels and HGV's).



People Highlights 2023

We believe people matter. That's why 'People' is one of the four cornerstones of our 5-year strategy.

Our people and our culture are our most important assets. Bournes rely on its talented, committed people to drive the business into the future, and in turn, they rely on Bournes to enable them to provide for their families, carry out meaningful work and realise their individual potential.

We also recognise the positive impact our organisation can have in supporting the communities in which we operate.

Our sustainability initiatives focused on People SDGs include:

- Sustainable Employment Practices
- Focus on Health and Safety
- Quality Education
- Supporting Foodbanks
- Charitable work



Employment Practices

Our people are our most valuable asset. Bournes rely on its talented, committed people to drive the business into the future, and in turn, they rely on Bournes to enable them to provide for their families, carry out meaningful work and realise their individual potential.

- Fair contractual terms
- Compliance with Human Rights legislation
- Commitment to equality and diversity
- Commitment to national living wage
- Comprehensive benefits (contributory pension scheme, reduced rate private medical insurance, life assurance)
- Wellbeing programmes (including Employee Assistance programme)

100% of Employees are paid National Living Wage



1 NO POVERTY



3 GOOD HEALTH AND WELL-BEING



Health & Safety

Safety is the most important value in operating our business and we are committed to ensuring the health and safety of our workforce, our customers and the general public.



- Certification to OHSAS 45001 Health and Safety standard
- Employee Assistance Programme
- Wellbeing programmes
- Mental Health awareness training
- Driver safety training programmes

“ Bournes demonstrated well maintained and managed OH&S management system. The staff showed a proactive approach and general overall support toward safe operations on site.

ISO 45001 Auditor feedback



Quality Education

We invest in lifelong learning strategies by offering employees training and development and pathways to grow within the organisation.

- The Bournes Academy provides comprehensive, ongoing in-house training.
- Partnership with BAR, FIDI and professional associations for external skills training.
- Online skills academy for team members to develop soft skills tailored to their role and goals at their own pace.



We delivered over **1000 hours** of training in 2022





Supporting local foodbanks

We know that as part of the relocation process many of our customers generate waste, including food items that they are unable to use or move with them. We have developed a food bank collection service and will collect any suitable items on move day for transport to the local foodbank, free of charge.



Supporting communities

We recognise the positive impact our organisation and the wonderful people within it can have on the lives of people within our local and global communities.

In 2023 we are proud to have supported the following causes:

- Sponsorship of Youth and Adult Sports teams
- Fundraising for Cancer Research UK as part of the 'walk 100 miles' challenge.
- Fundraising for Save the Children as part of the Christmas Jumper day event.
- Donations to causes including World Central Kitchen.
- Providing logistical support to BACE (A charity supporting education and healthcare projects in the Gambia).



Ethical Business Practices

Anti-bribery and corruption

Bournes are committed to the highest ethical standards including a clear stand against bribery and corruption. Bournes will not tolerate bribery and corruption in any form involving any of our employees, partners, subcontractors or suppliers who are always expected to act professionally, fairly and with integrity in all business dealings and relationships.

We operate in compliance with all applicable laws countering bribery and corruption in the jurisdictions in which we operate.

As a FIDI FAIM certified company, we commit to the FIDI Anti Bribery and Corruption Charter.

Anti-competition

Bournes compete fairly and in compliance with all antitrust laws which exist to protect free trade and ensure a level playing field.





Further Info

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