

SUSTAINABILITY POLICY

POLICY STATEMENT

InTouch Ltd are committed to promoting sustainability while delivering a consistently high-quality, reliable service to every customer. We aim to follow and promote good sustainability practice, reduce the environmental impacts of our activities, and help our clients and partners to do the same.

As a two-way radio rental supplier of Motorola equipment, we recognise that sustainability and service excellence should go hand-in-hand. Our sustainability approach is built around professional fleet management, ensuring equipment remains dependable, supported, and fit for purpose throughout the rental period.

Sustainability in our business does not compromise quality. It strengthens service outcomes by supporting high equipment uptime, responsible resource use, and effective lifecycle management through maintenance, repair, testing, and compliant end-of-life handling.

A) PRINCIPLES

Our Sustainability Policy is based upon the following principles:

1. **Responsible Governance and Legal Compliance**
To comply fully with, and exceed where practicable, all applicable environmental, health and safety, and sustainability legislation, regulations, and codes of practice, and to apply recognised best practice wherever practicable.
2. **Safe, Reliable and Resilient Service Delivery**
To deliver a safe, reliable, high-quality, professional service at all times, ensuring sustainability initiatives support operational continuity, asset reliability, and site safety. We recognise that dependable communications infrastructure is essential to efficient and safe operations.
3. **Integration of Sustainability into Operational Decisions**
To embed sustainability considerations into **everyday operational decisions**, including procurement, fleet management, servicing, battery management, logistics, travel, and waste handling.
This ensures sustainability is an integral part of how services are delivered, rather than a separate activity.
4. **People, Capability and Safe Working Practices**
To ensure employees are trained, informed, and supported to work safely and responsibly, recognising the role of people in delivering sustainable outcomes.
We promote awareness, competence, and accountability at all levels of the organisation.
5. **Minimise Environmental Impact of Operations**
To minimise the environmental impact of our office activities, transportation, servicing processes, and day-to-day operations by focusing on:
 - a) Energy efficiency
 - b) Optimised transport and logistics
 - c) Responsible handling of equipment, batteries, and waste
 - d) Reduction of avoidable emissions and resource useActions are designed to be practical, proportionate, and supportive of service quality.
6. **Collaboration Across the Supply Chain**
To work constructively with customers, OEMs, distributors, installers, and waste partners to:
 - a) Improve environmental and social outcomes
 - b) Support responsible sourcing and ethical practices
 - c) Strengthen supply chain resilience and performance
7. **Efficient Use of Resources and Asset Circularity**
To promote responsible resource use through a managed rental and fleet model that prioritises:
 - a) Efficient asset utilisation
 - b) Maintenance and repair to extend usable life
 - c) Responsible reuse, refurbishment, and compliant end-of-life treatmentThis approach reduces waste, conserves materials, and supports long-term value.

8. **Continual Improvement**

To continually strive to improve sustainability performance through practical improvements aligned with service delivery.

B) PRACTICAL STEPS/WHAT WE DO

In order to put these principles into practice we:

1. Quality-led rental service and equipment provision

- a) Supply Motorola equipment only, supporting reliable performance and professional standards as well as standardisation of equipment leading to reduced wastage and reduced whole life cost.
- b) Provide a rental service that supports sustainability by reducing unnecessary equipment purchase and preventing surplus assets through flexible contract models.
- c) Ensure equipment issued for hire is fit for purpose, operationally tested, and supported throughout the rental period.
- d) Support customers with responsive service to ensure operational continuity.

2. Repairs, servicing and replacements (managed for quality)

- a) Maintain equipment in line with good practice to ensure consistent quality, reliability and safety.
- b) Carry out repairs and servicing as part of professional fleet management to reduce avoidable failures and extend asset life without compromising performance.
- c) Where equipment performance cannot be restored to the required standard, we will replace equipment promptly to protect customer service and uptime.
- d) Assess returned units for continued use, repair, parts recovery, or end-of-life processing in line with responsible waste management.

3. Battery performance and responsible replacement

- a) We commit to provide genuine Motorola rechargeable batteries suitable for professional rental use and support battery performance throughout the contract to ensure minimum operational disruption and reduce wastage.
- b) Replace batteries when required to ensure continued reliable performance and minimise downtime for customers.
- c) Provide disposal for faulty or end-of-life batteries for safe handling, segregation and compliant disposal/recycling.
- d) Provide guidance where required to reduce premature battery failure (charging practices, handling and storage).
- e) Provide genuine Motorola high quality batteries to prolong battery life and reduce the requirement for more regular replacement, resulting in reduced courier visits and wastage

4. End-of-life equipment and waste management

- a) Minimise waste generated through controlled fleet management and effective maintenance practices.
- b) As far as possible, arrange reuse or recycling of waste including packaging, office waste, computer supplies and redundant equipment.
- c) Comply with WEEE Regulations to ensure radios, chargers and accessories that reach end-of-life are handled responsibly through appropriate routes and prevented from informal disposal.
- d) Maintain good housekeeping standards for safe storage, segregation and handling of waste streams.
- e) Seek opportunities for re use of equipment which includes donation of equipment to charity and non profit organisations.

5. Purchasing and resource consumption

- a) Minimise use of paper and office consumables by using digital processes wherever practical, including paperless invoicing and statements.
- b) Double-side all paper printing where printing is unavoidable and identify opportunities to reduce waste.
- c) Purchase energy efficient equipment where possible and reduce energy consumption through good housekeeping.
- d) Reuse and recycle office materials wherever practical.

6. Packaging and logistics

- a) Reduce packaging volumes wherever possible without compromising equipment protection and quality.
- b) Use recyclable packaging where practical and reuse packaging for repeat movements when feasible.
- c) Plan deliveries and collections efficiently and consolidate shipments where possible to reduce unnecessary journeys.

7. Travel and meetings

- a) Walk, cycle and/or use public transport to attend meetings and site visits except where impractical or cost prohibitive. Car sharing is encouraged if public transport, cycling or walking is not feasible.
- b) Avoid physically travelling to meetings where alternatives are practical such as teleconferencing, video conferencing or web-based meetings, and efficient timing to avoid multiple trips.
- c) Reduce the need to travel and facilitate regular customer contact through remote communications where practical.
- d) Procure electric vehicles for any company cars.

C) IMPLEMENTATION AND REVIEW

Management is responsible for ensuring this policy is implemented, communicated and reviewed. Staff training will be provided through toolbox talks.

All staff are responsible for supporting the policy through sustainable working practices relevant to their role.

This policy will be reviewed annually or sooner if required due to changes in legislation, service scope, or customer requirements.

We will continue to identify improvements that strengthen both sustainability performance and customer service outcomes.

D) CONTINUAL IMPROVEMENT COMMITMENT

We will aim to improve sustainability performance by regularly reviewing:

- Equipment serviceability and repair outcomes (without compromising quality standards)
- Battery performance, lifecycle management and recycling outcomes
- Packaging reuse and waste reduction opportunities
- Delivery efficiency and consolidation opportunities
- Operational energy use and paper reduction initiatives

Signed: *LASugden*

Role: Business Manager

Date: 31.01.26