

HomeServe Responsible Business Policy

Scope

This policy applies to all HomeServe companies globally.

Vision and Aims

HomeServe's purpose is to make home repairs and improvements easy, for homeowners and trades (tradespeople). Our homes are important to us. The emotional attachment people have to their homes makes it critically important that HomeServe companies do business responsibly.

As a business, we operate within local laws and regulations. Our approach to responsible business focuses on doing the right thing for key stakeholders and for the environment – for homeowners and trades; for our people; and for our local communities.

Governance

We believe that good corporate governance underpins good business performance.

We are accountable to our stakeholders for ensuring that governance processes are in place and effective and we are fully committed to meeting the required standards of corporate governance. This extends to our approach to being a responsible business.

Our governance framework is designed to link doing business responsibly with the achievement of our corporate strategy, and to support the business in its decision making and oversight. Management of our responsible business agenda is overseen by the Corporate Responsibility Committee, chaired by the Chairman.

Delivering for our customers

At HomeServe, the customer is at the heart of everything we do. Customer satisfaction drives retention and retention drives revenue, so strategy and responsible business are aligned.

In our Membership and HVAC businesses, our customers are predominantly homeowners. In practical terms, customer centricity is about having great products and service; systems and processes that support and enhance the customer experience; and effective feedback and decision making to make sure that the customer is always taken into account. Ultimate responsibility for customers rests with business unit CEOs, but customer centricity is expected and rewarded in every single member of staff.

In our Home Experts businesses, our customers are trades (tradespeople). Throughout our business, we aim to create the world's largest trades network, and to partner with trades throughout their careers, from apprenticeship to direct employment to building their own businesses to protecting their professional reputations. Alignment of interest with our trades is a key facet of our operating models.

KPI: customer satisfaction

Building the workforce of the future and operating responsibly

We aim to build a workforce that is skilled, adaptable and future focused, to enable our business to grow.

We want to be an employer of choice in every market, town and city where we operate, from Walsall to Chattanooga, to enable us to attract, recruit and retain the best people. We build our businesses on strong foundations, championing human rights, equal opportunities, diversity and inclusion. We invest in learning and development for all, and support wellbeing, health and safety. We pay fairly.

Our culture is built on our key behaviours: courage, persistence and integrity.

KPI: employee engagement

Using our skills to support our local communities

We want to be good citizens of the communities where we operate, so that our people and partners are proud to be associated with us.

Our local businesses have discretion to decide how best to contribute to their communities, but a unifying thought around all of our community endeavours is the importance to people of their homes.

KPI: volunteering days

Participating in the transition to a lower carbon future

In the context of the transition to a low carbon economy it is clear that homes will have to be transformed over the coming years. We want to be the place people come to find the solutions they need to make this change.

We aim to participate in the zero carbon transformation by:

- Making our own house greener - reducing the impact of our operations, supply chain and customer solutions
- Helping our customers make their homes greener - reducing their own environmental impact

We recognise that our management of environmental issues is important to our stakeholders and to our long-term growth. Our business activities result in both direct and indirect environmental impacts and we are committed to reducing our impact on both.

Our long-term target is to reduce our operational carbon emissions intensity by the amount necessary to play our part in limiting global warming to 1.5 degrees.

KPI: Scope 1 & 2 emissions

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