Environmental Sustainability Policy 2025

TMB Systems
The Leading Hospitality IT MSP

Purpose

We aim to minimise our environmental impact and uphold ethical governance in all operations and services. This policy outlines our commitment to responsible business practices and environmental stewardship in alignment with the needs of the hospitality industry and our stakeholders.

Scope

The procedures and principles set out herein apply to all employees, contractors, operations and services across TMB, including onsite and remote customer support, internal IT systems, procurement and partnerships.

Policy Statement

We stand committed to ensuring that all activities undertaken by TMB are carried out with due regard for any potential environmental impact. We acknowledge that all our activities, whether in the office or as a consequence of the business activities we undertake, may have a positive or negative impact on the environment. TMB's activities are subject to ongoing review to reduce our environmental impact as far as reasonably practicable.

This policy is part of our wider commitment to adopting ESG (environmental, social and governance) best practices. Our environmental commitment and aims are outlined within this policy. TMB is committed to reducing environmental impact and will:

- Comply with all relevant regulatory requirements.
- Continue improving and monitoring the environmental performance.
- Continue improving and reducing environmental impact.
- Increase employee awareness.

Policy Commitments

Reduced Paper and Digital Communication

TMB is committed to minimising the use of paper across all business functions as part of our environmental responsibility and operational efficiency goals. By reducing reliance on physical documents, we conserve resources, reduce energy use, and streamline communication and service delivery.

- Communication
    - Electronic communication is the default for all internal and external correspondence. This avoids unnecessary printing, postage, and all associated environmental impact.

- Printing
    - Printing physical copies is to be strictly limited to cases where necessary. All staff are expected to view, share, and manage documents electronically wherever possible. Paperless operations not only reduce environmental impact but also improve response times and efficiency.

- Fax Machines and Photocopiers
    - We avoid using fax machines and photocopiers. In rare instances where hard copy documents are received, they are processed promptly and either securely destroyed or responsibly recycled.

Reduced Plastic

TMB is committed to minimising the use of plastic across all areas of its operations.

- Waste
    - All plastic waste generated in the course of our operations should be disposed of responsibly using designated recycling facilities.

Energy Efficiency

Efficient energy use is one of the most immediate and impactful ways we can reduce our environmental footprint as a service-based business. The forthcoming section outlines practical measures we take to improve and promote energy efficiency in our operations.

- Lighting
    - Switch off lights when not in use. Contrary to myths, turning fluorescent lights off and on does not use more energy than leaving them on.
    - Report and replace any failing lighting promptly, preferably with LED lights.

- o   Adjust blinds to maximise natural daylight instead of keeping them closed and relying on artificial lighting. This also reduces glare.

- Heating
  - o   Ensure heating is only on during working hours and that heating is adjusted to reflect the needs of the different seasons. Often simple adjustments can reduce costs and energy usage without impacting staff comfort.
  - o   Keep radiators fans and air vents free from obstructions to maintain proper airflow and system efficiency.
  - o   Air conditioning systems must be turned off when not in use. It's a common myth that leaving air conditioning on overnight reduces energy costs as the system stays at the required temperature. The actual result is much higher energy consumption.

- Office Equipment
  - o   Turn off all equipment when not in use and enable energy-saving or power-down modes wherever possible. This reduces both electricity use and excess heat generation, helping to lower overall cooling costs.
  - o   In line with our Cloud-First strategy, we minimise reliance of on-premise servers and infrastructure, reducing our energy and cooling usage.
  - o   When printing is necessary, set printers to default to double-sided (duplex) to reduce paper and energy usage.

- Building Fabric
  - o   TMB is committed to maintaining well-insulated, energy efficient office spaces. Ongoing maintenance of insulation, glazing, doors, and structural components is essential to ensure thermal efficiency and reduce reliance on mechanical heating and cooling systems. This approach supports energy conservation, cost savings, and a reduced environmental impact.

- Energy Providers
  - o   TMB is actively pursuing transitioning to more sustainable energy sources, including the use of solar and wind power where feasible. We will prioritise energy providers offering certified green tariffs and will select renewable energy options wherever possible, as part of our broader commitment to reducing carbon emissions and supporting the clean energy transition.

Transportation

TMB recognises that transport choices have a significant impact on our environmental footprint, particularly in relation to commuting, service delivery and fleet management. We are committed to reducing emissions associated with business operations.

Where safe and feasible, staff are encouraged to walk or cycle to work as an alternative to driving or using public transport. Active travel reduced our environmental impact, mitigates congestion, and promoted employee health and wellbeing. It also provides access to tax incentives.

- Cycle To Work Scheme
  - As a cycle-friendly employer, we support the UK Government Cycle to Work tax incentive scheme and are committed to providing a workplace that enables and encourages active travel. Providing safe, secure and convenient cycle parking.

- Green Fleet Management
  - TMB is committed to reducing the environmental impact of its company vehicles. To support this, we actively encourage the use of low-emission vehicles, including electric and hybrid models.
  - Company vans and cars are regularly reviewed, and electric or hybrid alternatives will be prioritised where operational requirements allow.
  - All vehicles within the TMB fleet are maintained to a high standard to ensure optimal fuel efficiency and reduced emissions.
  - When acquiring new vehicles, preference will be given to models with lower environmental impact, supporting our transition to a greener fleet.

- Hybrid Working
  - TMB has adopted a hybrid working model, which allows staff to work from home or in the office, depending on operational needs and individual circumstances. While designed to improve work–life balance, hybrid working also contributes to our environmental objectives by reducing the frequency of travel, lowering fuel consumption, and helping to cut associated carbon emissions.

Water Conservation and Efficiency

TMB recognises that responsible water use is an essential aspect of environmental sustainability. By implementing water-saving measures and promoting efficient usage, we not only reduce our impact, but also minimise the environmental costs associated with water supply and wastewater treatment.

We are committed to using water responsibly and promoting awareness among staff through the following actions.

- Ensuring taps and other fixtures are regularly maintained and do not leak when turned off.
- Reducing reliance on bottled water through the use of integrated water filtration systems in the workplace.
- Educating staff on the importance of water conservation, both in and out of the office.

- Working with suppliers to support and encourage the development of water efficiency and sustainable sourcing.

Partnerships

TMB is committed to supporting broader environmental goals through partnerships with organisations that focus on reforestation, biodiversity protection, and climate resilience. We will continue to development relationships with responsible, restorative initiatives that align with our sustainability values.

These partnerships form part of our approach to supporting sustainable development (meeting the needs of the present without compromising the ability of future generations to meet their own needs).

Staff Engagement

TMB is committed to building a culture of sustainability through ongoing communication and education. We update internal teams on the importance of sustainability and provide visibility into our environmental performance and contribution metrics. This helps ensure that employees remain informed, engaged, and aligned with our environmental objectives.

Waste Management

TMB is committed to managing waste responsibly to minimise our environmental impact and ensure compliance with relevant waste disposal regulations. We strive to reduce waste generation at source and ensure that any waste produced is dealt with ethically and sustainably.

- Waste is segregated and disposed of via designated recycling and general waste streams.
- Electronic and IT equipment is disposed of in accordance with the Waste Electrical and Electronic Equipment (WEEE) directive and applicable UK regulations.
- All employees are encouraged to support responsible waste practices, including reducing single-use items, recycling correctly, and reporting any concerns or suggestions.

Policy Governance

Responsibility for this policy rests with Tony Burton. Responsibilities include, but are not limited to:

- Ensuring all relevant internal staff and applicable external parties have read and acknowledged the latest version of this policy.

- Monitoring changes in legal, regulatory, and industry best practice relevant to sustainability and environmental management.

- Coordinating with senior leadership, IT, and legal teams to review and communicate any updates or issues related to this policy.

- Reviewing and updating this policy at least annually to ensure it remains accurate, relevant, and fit for purpose.

Exceptions to this policy must be formally approved by the Senior Leadership Team (SLT).

This policy has been approved by senior management and is effective as of 10/03/2026.