



Corporate Social Responsibility Policy

At **Lemon-Cleaning (Hampshire)**, we are committed to operating responsibly, ethically, and sustainably. We believe that strong corporate social responsibility (CSR) not only supports our long-term success but also reflects our core values of integrity, reliability, and respect for people and the planet.

Our CSR approach is guided by the following principles:

- Minimising our environmental impact while maximising the positive contribution we make to the communities we serve.
- Integrating CSR considerations into all business decisions and operational practices.
- Complying with — and where possible exceeding — all relevant legislation, regulations, and industry standards.
- Reviewing, reporting on, and continually improving our CSR performance year on year.

As this policy evolves, we remain committed to learning, adapting, and strengthening our approach to responsible and sustainable business practices.

1. Community

Supporting safer working, healthier lifestyles, and stronger local connections

We recognise the important role we play within our local communities across Hampshire and the surrounding areas. Our aim is to contribute positively to the places where we operate by meaningfully supporting our communities through our supply chain and our day-to-day work.

We encourage colleagues to use their skills — and, where appropriate, company resources — to create meaningful, mutual benefits for the wider community. This includes supporting local employment, promoting safe working environments, and fostering healthier, more connected communities.

2. People

Attracting, supporting, and developing our team

We are committed to fair, inclusive, and equitable employment practices. Lemon-Cleaning (Hampshire) maintains 1:1 pay equality across gender, race, and ethnicity, and we continue to strengthen our approach to diversity, equity, and inclusion.

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We strive to ensure that all colleagues enjoy their work, feel valued, and have opportunities for growth. We invest in accredited training and professional development to enhance skills, support career progression, and improve long-term employment quality both within and beyond Lemon-Cleaning (Hampshire).

Our culture is built on respect, wellbeing, and open communication, ensuring that every team member can thrive.

3. Environmental Management

Reducing our environmental footprint through responsible and sustainable practices

We recognise our responsibility to protect the environment and are committed to managing our impact in an ethical and sustainable way. This includes:

- Identifying and assessing all significant environmental impacts of our operations.
- Implementing processes to prevent, reduce, and mitigate those impacts.
- Prioritising eco-friendly products, equipment, and methods wherever feasible.
- Reducing waste, conserving resources, and continually seeking opportunities to improve environmental performance.

Sustainability is embedded into our decision-making, ensuring that environmental responsibility remains central to how we operate.

4. Responsible Trading

Maintaining high ethical standards throughout our supply chain

We expect our suppliers and partners to uphold the same high standards we set for ourselves. Lemon-Cleaning (Hampshire) does not tolerate:

- Forced, bonded, or involuntary labour
- Any form of physical, verbal, or psychological harassment or intimidation
- Human trafficking
- The exploitation of children or young people

We take all reasonable and practical steps to ensure that our supply chain is ethical, transparent, and aligned with our values.

We work only with suppliers who demonstrate responsible business practices, including strong commitments to environmental stewardship, business integrity, corporate social responsibility, equality and diversity, and health and safety. We expect



our partners to take proactive steps to eradicate modern slavery and labour mistreatment from their supply chains.

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