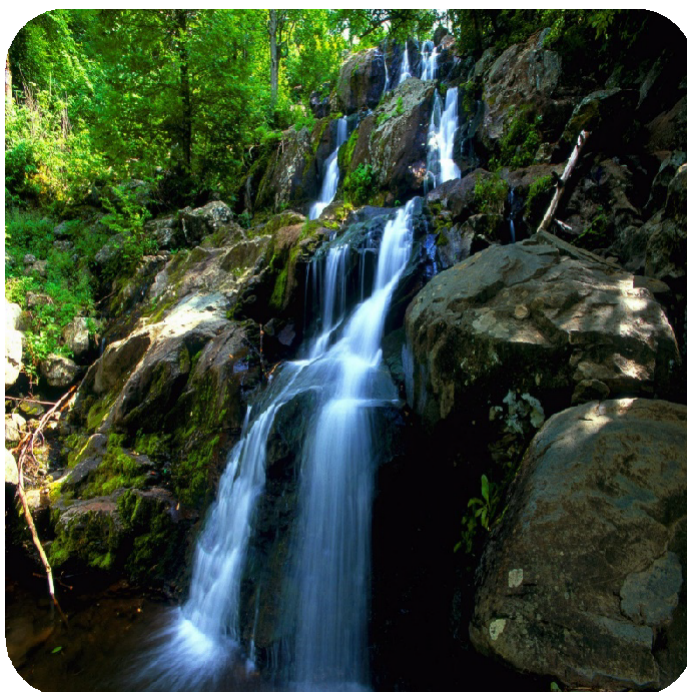


Net Zero Plan / Policy



Author: Jason Aves

Date of Review	Next Review	Document No.	Persons Responsible	
See Document Register	See Document Register	NZP - 01	Compliance Manager	Jason Aves

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To be a leader in environmental change through proactive policies reducing our environmental impact on the planet to a minimum, whilst maintaining the high level of service that our clients have become accustomed to and deserve.

We recognise there is an environmental impact of our service on the local and wider community, creating the need to install and adhere to strict environmental policies. Our Environmental Policy provides significant benefits to our business and our clients.

2 Environmental Policy Scope:

The policy lays out a clear understanding of Pacific Support Services Ltd.'s commitment as a front running company leading the way within our field as a professional and environmentally conscious organisation, we acknowledge the impact that our operations may potentially have on the local and wider environment and the need to maintain and adhere to strict environmental policies and procedures to minimise this.

To ensure the company is performing to the highest environmental standards, Pacific Support Services Ltd is looking to work closely with an independent consultancy company, likely Carbon Footprint Ltd, to act as an external monitoring agent. This monitoring of the company's environmental performance and advising our compliance management team of the latest technologies and behavioural initiatives, guarantees continued carbon reduction is achieved.

Pacific Support Services Ltd has a commitment to continual improvement, the prevention of pollution and being compliant with any applicable legal or other requirements.

Pacific Support Services Ltd Environmental Policy provides a solid framework for the setting and reviewing of environmental objectives and targets to facilitate reductions in emissions.

3 Environmental Certification:

Pacific Support Services Ltd achieved ISO 14001 accreditation in 2013 and continues to hold it in 2025.

Our certification authority is Citation ISO Certification; the company audits all our environmental procedures.

The audits include site inspections to ensure we are meeting ISO 14001 environmental procedures and standards on our client's sites.

Our Compliance Team has an internal auditor who prepares an annual audit schedule which is agreed with the Directors.

Internal audits are carried out monthly, with part of the audit being conducted on site to ensure our environmental obligations on our client's premises are being met.

To ensure impartiality all internal audits are checked by the Compliance Team.

Our legal register is reviewed bi-annually in line with the (EA) Environmental Agency legal reviews.

Pacific Support Services Ltd are looking to work closely with Carbon Footprint Ltd to achieve carbon neutrality as a Company in 2026. Currently, we have already achieved this on many of our clients' sites when we measure our carbon footprint against the service delivery. Our emissions are often offset through tree planting in the UK and other various global projects. See pages 10-11.

Pacific Support Services Ltd have our bespoke, in-house designed and built, Carbon Footprint Calculator which produces a full report to scopes 1, 2, and 3, and we are currently operating just under the threshold for the governments (ESOS) Energy Savings Opportunity Scheme, Phase 1, 2 and 3 reporting. However, with the company's current momentum of new business, it will not be long before we will meet the criteria for ESOS and (SECR) Streamlined Energy & Carbon Reporting.

1) Company Vehicles:



A key factor we take into consideration when purchasing a fleet vehicle is its carbon emissions in relation to its ability to meet the contractual requirements.

Our aim is to purchase vehicles that meet EU CO₂ Emissions Standards. The target set by PACIFIC SUPPORT SERVICES LTD is to purchase vehicles below the Regulation (EU) 2019/631 conforming to the EU fleet-wide CO₂ emission targets set under Regulations (EC) No 443/2009 and (EU) No 510/2011.

147g CO₂/km, this being the EU target emissions per van for the period 2020 - 2024.

Starting in the years 2025 and 2030, Regulation (EU) 2019/631 sets stricter EU fleet-wide CO₂ emission targets, which are defined as a percentage reduction from the 2021 starting points.

Cars: 15% reduction from 2025 on and 37.5% reduction from 2030

Vans: 15% reduction from 2025 on and 31% reduction from 2030

In 2021 the company completed our fleet vehicle replacement scheme, from low emission petrol and diesel cars to Plug In Hybrids. When a vehicle lease comes up for renewal, the staff member will undergo an electric vehicle suitability evaluation, if the evaluation indicates the staff member is suitable, their hybrid will be replaced with a fully electric vehicle. If the staff member is unsuitable at the time, a plug-in hybrid will be ordered. A plug-in hybrid also self-charges by way of regenerative braking to recharge the battery, turning kinetic energy into forward motion.

In some situations, this may not be possible as the vehicle required for the work in question may exceed the recommended CO₂ emissions.

We would try to limit the use of non-hybrid vehicles to reduce the carbon emissions.

For 2023 into 2024 all vehicles were placed in a replacement scheme as they come up for renewal, being replaced with plug-in hybrid vehicles, or where practical, a fully Electric Vehicle. In **2024 to 2025** we have

PACIFIC
Support Services

continued to use our equipment, material and chemical product supplier Vanitorials Ltd, which means all client contracts are supported by fully electric vehicles.

2) Vehicle Mileage:

All drivers must complete a monthly Mileage Report, these reports form part of the monthly Fuel & Energy Review that is attended by the Directors, Office Manager, Operations Manager and Compliance Manager. The review will show a breakdown of each driver's monthly mileage. Managers will schedule the diary and plan the route for site visits to reduce excess mileage.

3) Site Cleaning Operatives:

We commit to allocate staff to sites as near as possible to their residence to reduce travel.

We educate staff on how to reduce the Carbon Footprint by way of using public transport, if that is not an option, car sharing, cycle or walk together to work.

4) Office Staff & Public Transport Travel:

We try to assign operatives whose home address is close to site locations, reducing the commute.

Area Managers are assigned work locations close as possible to their home-address to reduce mileage when supporting our clients' sites.

Office based staff when travelling to Head Office are encouraged to use public transport where practical to reduce emissions and congestion.

We are currently looking into the bike 2 work scheme; the Government has recently updated the cycle to work scheme to encourage more people to commute to work by bike.

5) Office Behaviour:

Pacific Support Services Ltd Partnership implements a 'turn it off' practice within the office for lights, computers, and any other electrical equipment during periods of downtime. Laptops are set to Hibernate Mode during Face-to-Face meetings unless they are being used to present.

Microsoft Office 365 secure cloud-based storage system syncing PC's and mobile device together, means Pacific Support Services Ltd have been able to reduce paper usage by 95% and will strive to be paperless by Q4 2026. Any wastepaper we do have is re-used as scrap paper for telephone messages and notes.

This now means we have reduced the total of number of recycle bins to one at our Head Office.

We do not use disposable cups, cutlery or crockery, all staff use reusable glassware and crockery.

Office staff that can are encouraged to car share or cycle or walk to work if practical to do so.

7 Net Zero (Race to Zero & COP26):

The Intergovernmental Panel on Climate Change's special report on Global Warming provided evidence on the requirement that companies meet a global net zero target by the middle of the century. In 2015, a global target to reach net zero emissions was set, with governments around the world taking up the policy goal by ratifying the Paris Agreement.

The Pacific Support Services Ltd is committed to protecting the environment by demonstrating high standards of environmental responsibility in all our operations by minimising the environmental impacts associated with our activities and services. We recognise the importance of decarbonising our business using a focused, detailed report to monitor our progress towards the company goals / targets.

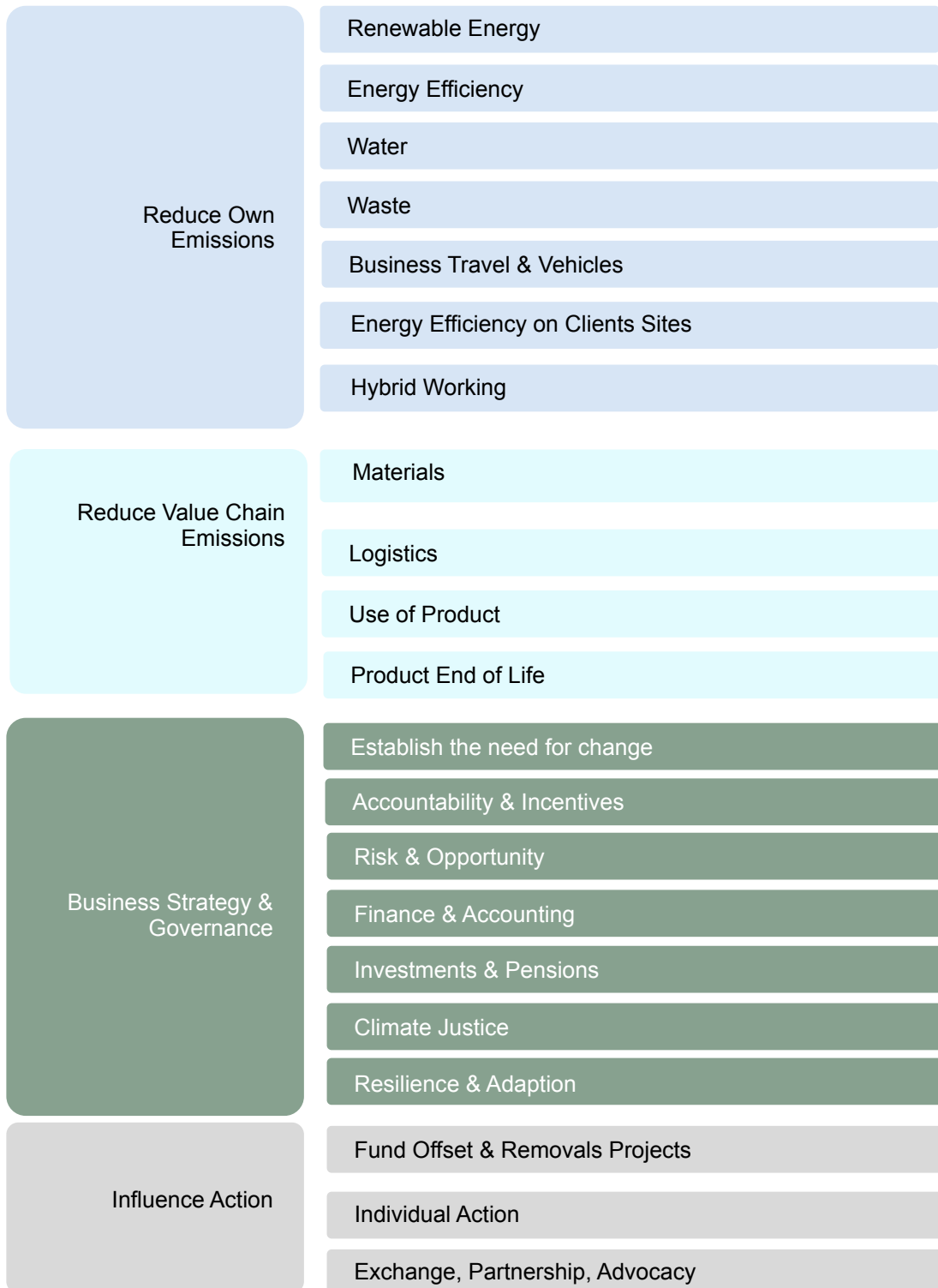
Pacific Support Services have set a date of November 2027 to sign up to the **(STBI)** Science Based Target Initiative. We will be committing to the target of reducing the planet's temperature by 1.5°C.

Our Initiatives to meet operational net zero and science-based target levels include:

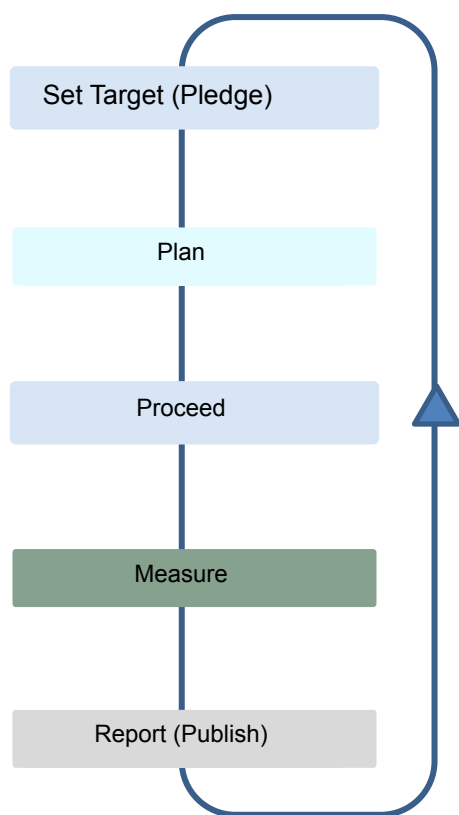
- Implementing, maintaining, and communicating this policy across the company and making it available to all interested parties.
- Legislative compliance and demonstration of best practice.
- Following recognised frameworks and standards.
- Strategic decision making and improved operational practices to decarbonise our business.
- Measurement, monitoring, analysis, and reporting of our carbon emissions.
- Rapid elimination of emissions where technically and commercially practical.
- Establishment and regular review of objectives and targets and publication of our performance against these objectives.
- Investment of appropriate resources and information to achieve our objectives and targets.
- Improving the energy efficiency of our head office building and IT systems, sourcing renewable energy and aligning with likeminded business for provisions of services.
- Continued investment in agile working and IT and communication systems.
- Minimising business travel to the necessary, but not at the detriment of the service to our clients.
- Working with our business partners to reduce supply chain related emissions through measurement, target setting and collaboration.
- Training and supporting our staff to empower them to implement carbon net zero solutions.

Tier 1: Pillars

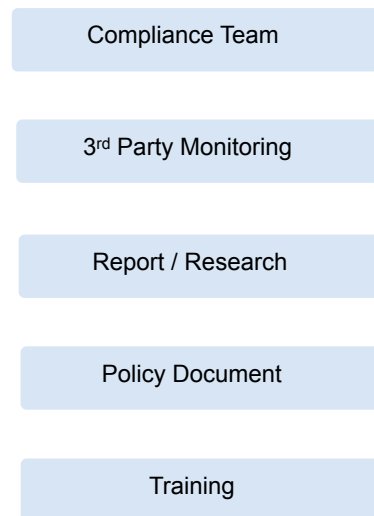
Tier 2: Action Blocks



Progress Cycle stages



Resource Type



Greenhouse Gas Emissions Scopes of Emissions 1, 2, & 3

Scope 1

Fuel PACIFIC SUPPORT SERVICES LTD burn or use.

Scope 2

Energy PACIFIC SUPPORT SERVICES LTD consume.

Scope 3

Everything else! e.g., waste, commuting, supply chain and so on.

	2015 (Baseline)	2021/2022	2022/2023	2023/2024	% Change from baseline year	% Change from previous year	2024/2025
Total Tonnes CO ₂ e	68.73	66.85	53.30	42.00	-38.9%	-26.9	Currently data is being compiled
Tonnes of CO ₂ e per employee	11.45	11.14	8.88	7	-38.9%	-21.2	
Tonnes of CO ₂ e per £M turnover	17.18	16.7	15.22	14	-18.5%	-8%	

Pacific Support Services 3

Year	Chemical Products 'End-of-Life' (eCO ₂ kg) per annum (Please note this includes delivery)			
	eCO ₂ kg	% Change from previous year	UK Tonnes CO ₂ e	
2015 (Baseline)	15392		15.15	Carbon Saved Prediction
2021	13869	-9.9%	13.65	
2022	12679	-8.6%	12.48	
2023	11235.67	-11.4%	11.06	
2024	10047.26	-10.6%	9.89	Tonnes CO ₂ e
2025	8526.89	-15.1%	8.39	0.5



KEY for above

Over the life of our contracts **PACIFIC SUPPORT SERVICES LTD** will strive to use ECO friendly products where practical and reduce the number of products on a contract.

Highlighted figure above = If we reduce the deliveries to sites by 18.2% this will reduce this figure from 10047.26 to 8526.89 eCO₂kg per annum, the same number of supplies will be delivered to sites, just reduced deliveries. However, PACIFIC SUPPORT SERVICES LTD would require larger on-site storage facilities to achieve this.

Pacific Support Services Ltd Additional Monitoring of Scope 3

Pacific Support Services Ltd acknowledge our clients Carbon Footprint is as important to them, as our Carbon Footprint is to us.

Year on year we have reduced **both our own and our clients Carbon Footprint** in many ways.

The biggest of these is electricity expenditure, from energy efficient electrical cleaning equipment, to having policies, procedures and training in place. For example turn off non-automated or sensor lights in rooms, closing windows that are reachable to reduce heat escaping, are just a sample of carbon reduction training our staff undertake.

Working with chemical manufactures such as **Jangro Ltd**, that have one of the greenest manufacturing processes within the industry. Many companies label a product "**ECO**" just because it is a concentrate. PACIFIC SUPPORT SERVICES LTD have been in this industry for over **30 years** and tried them all, and whilst they cost around double, they just do not clean. **Jangro Ltd** are, in our opinion, the greenest and most cost-effective products out there, more importantly they clean very efficiently whilst being kind on the environment, as well as scoring **10 out of 10** for their Health and Safety qualifications.

2024 - 2025 Pacific Support Services invested in Jangro's acclaimed Enviro product range, a huge step towards a significant reduction in the impact of the supply chain and our scope 3 emissions. For more information regarding this see page 13.

For an example of our methodologies in practice see Page 16, Bow School contract, scope 3 emission data and reduction plan.

All products go through stringent evaluation by our Health & Safety, and Compliance Departments.

All products are fitted with a unique dosing control system, delivering the exact amount of product when making up a cleaning solution, eliminating product wastage.

As mentioned previously, we are aware we plug in our equipment and machinery on site on a daily basis to assist our operatives when delivering the cleaning service within our clients' buildings. PACIFIC SUPPORT SERVICES LTD have always been at the forefront of innovation, using our Carbon Footprint Calculator to monitor our electricity usage on site. This information is shared for transparency by way of our client portal.

8a

What are PACIFIC SUPPORT SERVICES LTD doing to offset our Carbon Emissions?

Pacific Support Services Ltd are fully aware no company within our field of work could have a zero footprint, so we must give something back to our planet.

We do this globally by supporting many projects around the world, for example:

1. UK Tree Planting Projects
2. Investing in Protecting the Amazon.
3. Borehole Rehabilitation Project. (Uganda, Africa) Clean Drinking Water
4. The Breathing Space Improved Cooking Stoves Programme (India)
5. Fuel Efficient Cookstoves for North Darfur Women (Sudan)
6. Solar Power Project in India.
7. Wind Based Power Generation by Panama Wind, India
8. As we believe children are the future to sustainability and teaching them how to monitor, reduce, re-use and recycle rather than throw away, but also about renewable energy. We work closely with our clients and offer talks to enable the pupils and staff within the educational sector. Children are the future of our planet, so educating them on their environmental impact, sustainability and how they themselves can give something back with offsetting projects is a major step towards securing the future of our planet.
9. In Q1 of 2025 PACIFIC SUPPORT SERVICES LTD completed our own in house developed carbon footprint calculator which offers in depth parameters of monitoring. We can offer this service to our clients to monitor their own carbon footprint, and we can advise on areas where they can reduce their impact and save money from the energy bills. This service is explained more on page 13.....



UK Tree Planting + Protecting the Amazon

Type: Tree Planting and Reducing Deforestation (REDD+)

Country: UK + Brazilian Amazon

Reference: CFP1



This project provides an opportunity to plant trees in the UK whilst also helping to protect the Amazon Rainforest – the largest remaining rainforest in the world. The Amazon is known for its amazing biodiversity; containing 10% of all species, including many endangered species.

For each tCO₂e offset, one tree is planted in the UK in the region of your choice and an additional tCO₂e is offset through the Brazilian Amazon Verified Carbon Standard (VCS) Reduced Emissions from Deforestation and Degradation (REDD) project to guarantee the emission reductions.

In the UK, the majority of trees are planted in school grounds, bringing further educational and CSR benefits.



More information online: <http://www.carbonfootprint.com/plantingtrees.html>
<http://www.carbonfootprint.com/vcstreebuddy.html>

9

Added Value, what can PACIFIC SUPPORT SERVICES LTD do to help to monitor & offset our client's emissions?

PACIFIC SUPPORT SERVICES LTD use our Carbon Footprint Calculator to calculate a client's carbon footprint including the service we provide:

1. Factor in energy use (electricity) by way of the machinery needed to support the contract.
 2. Product "End-of-Life", we deliver products direct to site to support the contract. This incorporates delivery emissions to site.
 3. Water usage.
 4. Waste, general, Recyclable, (WEEE) Waste Electrical & Electronic Equipment
 5. Staff Commuting to site.
 6. Pacific Management, Compliance Team, Health & Safety Team & Auditing staff visiting site.
- Paperless Contract Support System.

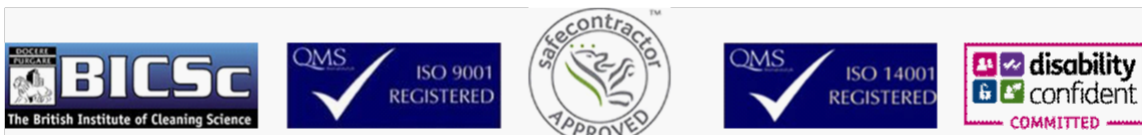
This information can be requested in a report form by way of an email to PACIFIC SUPPORT SERVICES LTD Operations Manager (**Please see Appendix 1 Contact Information for details**) or our client digital portal platform.

Once the Pacific Support Services Ltd have calculated our clients carbon footprint using steps 1 to 2 our compliance team will then a) present the information in a clear, easy to understand report b) within the report will be estimated goals / targets for the following years and, c) establish what the carbon footprint is, then provide the off-setting projects to give something back to the local community or the bigger global picture, the planet.

Please see below a sample of what Pacific Support Services Ltd have done to offset the carbon footprint, created by providing a service to one of our client's.

Bow School: located within East London, we monitored the carbon footprint of our service to the school. From there we analysed the data and set (SMART) Specific Measurable Attainable Relevant Timely goals, to reduce the carbon impact by reducing the school's energy expenditure.

We decided on the Amazon UK tree planting project to offset 14.86 tCO₂e, by supplying 15 tree saplings for planting we made the delivery of our service carbon neutral.



15	375kg	600kg
20	500kg	800kg

Purch

- 95% SAVING
- 95% LIGHTER
- 1000L FITS INSIDE
- 100% REDUCTION IN SINGLE-USE PLASTIC
- ne
- /ir
- ers.
- 1
- The products we currently use are all bio-degradable and where possible in the pH range of 7-9

Jangro Ltd Enviro range is an innovative/sustainable method of cleaning, offering a substantial reduction in Carbon Footprint and Single Use Plastic. It uses:

- chemicals that have effective formulations
- 100% biodegradable and phosphate free -
- A unique dosing system that is straightforward to implement and balances environmental diligence with commercial demands.

PACIFIC SUPPORT SERVICES LTD's brand-new innovation computer tablets going on site, to hold information digitally that you would normally find in paper form in a cleaning cupboard.

Documents such as TRA's/Policies/PRA's/Training Manuals etc. The documents are cloud based, means the PACIFIC SUPPORT SERVICES LTD can add, replace or update any of these files which will instantly be synced with the Site Manual on the Tablet.

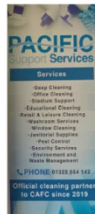
Pupils or Student Emissions Calculator

No single-use plastic – Jangro Enviro range bottles are made from durable and last a lifetime. By reusing these bottles, reducing We can soon offer clients our Emissions Calculator through a link use to track commercial cleaning solutions. Typical via our website or QR code, and you can track your own carbon emissions of plastic: £180*



Striving to be Paperless Onsite

Employee Electronic Communication



All important information and documents regarding employment will be emailed electronically, plus staff communication is also available via WhatsApp groups.

Digital Business Cards



Replacing our paper counterparts with digital business cards, you can scan the card or QR code to save the details of the PACIFIC SUPPORT SERVICES LTD personnel.

Environmental strategy to reduce litter/improve recycling



PACIFIC SUPPORT SERVICES LTD work with you regarding your policies for reducing litter and improving recycling to help implement strategies. If you have a recycling scheme in place PACIFIC SUPPORT SERVICES LTD would train our staff to comply with your procedures/method of disposal.

PACIFIC SUPPORT SERVICES LTD Dashboard/Client Portal



A powerful client portal is at the forefront monitoring a client's service delivery Performance, it acts as its own help desk.

Providing you with a world of information and transparency from on-site COSHH, Health & Safety and compliance, to Pacific Support Services Ltd certifications to ISO 9001, 14001, Working towards ISO 45001 and 27001. PACIFIC SUPPORT SERVICES LTD Policies, procedures. TRA's & SSOW's and Quality Monitoring and KPI Reports.

Staffs Uniforms - PACIFIC SUPPORT SERVICES LTD use the below supplier:



UNEK Ltd, vertically integrated supply chain not only ensures quality but also reduces environmental impact by minimising waste and optimising resources. From ethical sourcing to eco-friendly production practices, their committed to making garments that respect the planet and the communities they serve.

Pacific Support Services Ltd work closely with existing customers on environmental issues such as recycling. If the customer has a recycling scheme in place and would allow Pacific Support Services Ltd to use the facility, we will train our staff to comply with the customer's procedures and method of disposal.

Repairs to floor machines are carried out if practical and economical to do so, rather than buying new, as disposal and manufacturing has a greater impact on the environment.

Machines that are uneconomical to repair, computers, printers, and fluorescent tubes are collected and disposed of under WEEE regulations.

Compliance Obligations

Pacific Support Services Ltd have identified the legally mandatory requirements, interested parties related to the organisation and the environmental aspects relevant to the Environmental Management System.

Our legal register is reviewed bi-annually in line with the (EA) Environmental Agency legal reviews in May and November to ensure we are compliant. Any amendments to the existing legislation or the introduction of new legislation will be first discussed with the Managing Director and Senior Management team, then if relevant or required the legal register would be amended and the staff would be informed of any changes that effect their role.

Compliance obligations are reviewed as part of our internal audit procedure and Management Reviews

Communications

Internal communications of our Integrated Management System are conducted via email, newsletter, internal audits, management meetings and the website.

External communications of significant environmental aspects are available on request.

Our long- term commitment

The Directors, management and supervisory staff have responsibilities for the implementation of the policy and must ensure that environmental issues are given adequate consideration in the planning and the day-to-day supervision of all work. All employees and sub-contractors are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as reasonably practical, is carried out without risk to themselves, others, or the environment. This includes co-operating with management on any environmental – related matter

Richard Pallett has the overall responsibility for environmental matters.

Richard Pallett – Managing Director

Reviewed November 2025



SCHOOL

Scope 3 Emissions are those that are not produced by the company itself and are not the result of activities from assets owned or controlled by them, but by those that it's indirectly responsible for up and down its value chain. An example of this is when we buy, use, and dispose of products from suppliers.

As the world grapples with the ongoing climate crisis, the need to understand and measure greenhouse gas emissions, including Scope 3, has become more critical than ever before. As customers become more aware of the environmental impact of their products and governments implement policies to address climate change, the importance of measuring and reducing all types of emissions will only grow. At Pacific Support Services Ltd, this is something we have taken extremely seriously as far back as 2015 when we started monitoring, reporting, and reducing our Carbon Footprint, we became a Carbon Neutral company working on Bow School in Q1 2025 and we offset our carbon emissions with a gold standard project in 2025, by way of supporting a global offsetting project (Amazon & UK Tree Planting).

Looking at Scope 3, also known as value chain emissions, and in regard to the Bow School contract we recently set about a heavy reduction in scope 3 emissions, they are as follows:

- Q1 2025, we moved over to using Jangro Enviro range of products. We are confident we will see a significant reduction in our overall CO₂e figure for the closing 2025 year.
- Q1 2025 In moving to the Jangro Enviro range of products meant we eliminated single use plastics, as the manufacturer used PCR (Post-Consumer Resin) plastics in the Enviro range.

Prior to Q1 2025

- Prior to Jangro Ltd Enviro range of products our “product end of life” figure was 124kg of (eCO₂kg) per annum for the entire contract.
- Prior to Q1 2025 we had 28kg of (PET) Polyethylene Terephthalate waste.

After Introducing Jangro Ltd Enviro range of products

- Our “product end of life” figure was reduced from 124kg of (eCO₂kg) per annum for the entire contract. To 27.30kg of (eCO₂kg) per annum for the entire contract. And PET Waste fell to 0kg.
- By using Jangro Ltd Enviro range of products the storage footprint was reduced by 200%.
- Where it is not “reasonably practicable” to replace specific products due to the substrates of historic specification and dictated cleaning products on clients’ sites, they have been replaced by recyclable plastics. Therefore, reducing our 28kg of PET waste to 0kg a 100% reduction.

Appendix 1 - contacts

Pacific Support Services Ltd - key contacts:

Managing Director..... (Richard Pallett)

General Manager / HR..... (Sarah Thurlow)

Operations Manager..... (Dean Taylor)

Compliance / Sales Manager(Jason Aves)

Pacific Support Services Ltd

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Pacific Support Services Ltd Website: <https://www.pacificsupportservices.co.uk>

Email Managing Director..... richard@pacificsupportservices.co.uk

Email General Manager & HR.... info@pacificsupportservices.co.uk

Operations Manager..... dean@pacificsupportservices.co.uk

Compliance / Sales Manager.....jason@pacificsupportservices.co.uk