



SUSTAINABILITY AT CLOCKWORK REMOVALS

A comprehensive ESG strategy

Our approach to sustainable impact

All our operations and business practices are grounded in sustainability principles. We are committed to a sustainable future by improving the communities in which we operate and minimising our environmental impact.

Our ESG priorities

Clockwork is committed to addressing ESG (Environmental, Social, Governance) priorities through a long term, sustainable approach. Our ESG strategy is centred around the three pillars within ESG dimensions and we recognise that none of these three pillars stand alone.



Environment – Clockwork is committed to lightning it's footprint on the planet

Key Environmental Objectives:

- Reduce the carbon & waste footprint of our business activities
- Eco-friendly / zero waste initiatives
- Efficient use of resources



Social – Clockwork is committed in providing a safe and inspiring workplace

Key Social Objectives:

- Health and safety
- Mental health and wellbeing
- Diversity and equality
- Training and talent growth
- Community engagement initiatives



Governance – Clockwork is committed to responsible business practices

Key Governance Objectives:

- Maintenance of appropriate accreditations
- Appropriate annual training at all levels in safety, compliance, and best practices
- Reporting on company performance and policies

The Environmental Pillar

Our Green approach translates into every aspect of our day-to-day operations and we continually set ourselves demanding environmental targets to help protect our planet.

Environmental Policy

This Policy Statement outlines Clockwork Removals, endorsement and approach to environmental management and intends to communicate to all personnel, the overall aim of our ISO 14001 Environmental Management System.

At Clockwork Removals we regard environmental issues to be especially important and we shall aim to limit the environmental impact which our business has, wherever feasibly possible.

Clockwork Removals is committed to continual improvement of our Environmental Management System to enhance our environmental performance.

For regulatory as well as corporate social responsibility reasons, we shall commit to:

- Environmental protection and prevention of pollution;
- Fulfil our applicable legal/compliance obligations;
- Endeavour to operate in a sustainable manner, achieving our business objectives, without compromising the ability of future generations to meet their own needs;
- Not to consume natural resources and produce waste / pollutants at a level that will have a significant future effect on the environment;
- Maintain an awareness of the aspects of our own operations that can have an impact on the environment (eg; use of electricity, sustainable purchasing choices, waste production, etc);
- Endeavour to influence others outside of our organisation, especially if there is opportunity within services provided for substitution to less environmentally damaging options;
- Taking into account our significant environmental aspects and the principles laid out by this environmental policy statement, through our management processes we define and monitor environmental objectives and targets, against which continual improvement can be demonstrated.

This statement has been prepared as our commitment to environmental management at Clockwork Removals. This message shall be communicated and understood throughout the company and it is expected that all persons carrying out work upon our behalf, share these values.

This policy statement shall be made available to the public, upon request and subject to annual review to ensure its continued suitability.

Jamie Mann, Managing Director

Our Climate Agenda

At Clockwork Removals we have specific goals and policies to ensure that we minimise our environmental impact wherever possible. We are committed to building a safe working environment to protect the interests of our employees, clients and the wider community.

Reduce the Carbon & Waste Footprint of our Business Activities



Fleet Replacement Plan

This is the single most important part of our CSR plan, making sure our vehicles are fully compliant with the UK's Ultra Low Emission Zones (ULEZ) and we are dedicated to continual driver training to ensure responsible driving and fuel efficiency.



Tree Planting

To further minimise our environmental impact we work alongside Carbon Footprint, taking part in their UK tree planting initiative, in which we plant a tree for every container we ship worldwide.



Reducing Emissions

We encourage the use of virtual surveys where possible to further cut down on travel and emissions.

Eco-friendly & Zero Waste Initiatives



Recycling

We use recyclable paper for all our marketing materials and encourage the use of ebrochures and ebusiness cards wherever possible. On moves our crews use recycled packing materials and recycle them after use.



Offsetting

We are proud to be part of the Carbon Capture Scheme supported by the Woodland Trust whereby CO2 emissions from the manufacture and distribution of our printed mailers and flyers is offset by planting native British woodland.

Efficient Use of Resources



Operational Efficiency

Our operations teams work hard, throughout the UK, to reduce empty running with strategic planning and backloading.

Clockwork in the Community

We are committed to protecting and improving the local communities in which our branches operate, throughout the UK, by partnering with eco-friendly organisations for recycling and disposal services.



For further information regarding the environmental impact of Clockwork Removals please see our [Carbon Footprint Appraisal](#)

The Social Pillar

We believe our staff are our biggest strength. We are committed to treating our employees fairly and continue to provide a diverse and inclusive workplace.

Health & Safety: We hold the ISO 45001, the international standard in occupational health and safety. Clockwork's health and safety management systems and procedures meet exceptionally high standards, consistently identifying and controlling health and safety risks, reducing accidents and ensuring full legislative compliance.

Mental Health & Wellbeing: Our Mental Health and Wellbeing Policy is a new initiative we have introduced to enhance our staff's mental health within the business. Management have regular one-to-one 'check-ins' with staff members ensuring they are happy. These create a simple forum to allow any issues to be raised by staff.

Diversity & Equality: Clockwork has a comprehensive equality and diversity policy to ensure discrimination of any form does not exist within the company. We embrace diversity and our removal crews and office staff come from a mix of backgrounds. Pay inequality is proactively guarded against by HR and Accounts.

Training & Talent Growth: Our training matrix is regularly checked and updated ensuring all training is kept up to date in line with industry body requirements. We are always looking to invest in our own staff, enhancing their already exemplary service and we look to reward good performance both on an individual and team level. "Toolbox talks" are frequently given ensuring full understanding of any changes within the business; whether this be policy, protocol or legislation. They also offer a forum to discuss possible improvement across the business, including staff levels, competency and refresher training courses. We promote continued professional development and talent growth within the business. This includes helping our removals operatives with their CPC testing to become HGV drivers.

Community Engagement Initiatives: We are committed to protecting and improving the local communities in which our branches operate. We regularly work with charities offering free or discounted removals and storage services. We also sponsor local sports teams and schools within our communities and provide transportation and logistics services for hyper local events such as storing tents for fairs or transporting furniture for local groups.



The Governance Pillar

We believe that we have a responsibility as a business to maintain the highest level of governance and ethical business practices. We aim to find a balance between growth and responsibility in offering a good work environment for employees, providing a high quality service and taking into consideration customer and social safety.

Accreditations

We know that the key to delivering the very highest levels of service to ensure our staff are trained and experienced in their work. We play an active role in shaping of the industry and are a member of the British Association of Removers (BAR) as well as their Overseas and Commercial Moving Groups. Our international service centre based in Glasgow is a member of the FIDI Global Alliance and we are a Which? Trusted Trader.

Our North London branch holds the ISO 14001 Environmental Management Systems certification, ISO 45001 Occupational Health and Safety Management Systems certification and ISO 9001 Quality Management Systems Requirements certification.

Regular external audits are carried out to maintain our accreditations which are supported by internal audits across all businesses, which are reported to Senior Management.

Training

Clockwork have a robust training matrix to centralise all required employee training and manage industry body compliance. We promote professional development and growth by providing formal in-house training programs, funded training and development courses as well as educational funding and tuition reimbursement for employees wishing to pursue a degree that will enhance their performance in their current role.

Reporting

Carbon Footprint Appraisal - an external assessment is conducted by Carbon Footprint annually to assess our previous year's goals and set new targets.

Policies

- [Environmental Policy](#)
- [Social Responsibility Policy](#)
- [Health and Safety Policy](#)
- [Equal Opportunities Policy](#)
- [Ethical Policy](#)
- [Mental Health and Well Being Policy.docx](#)
- [Anti-Bribery and Corruption Policy](#)
- [GDPR Data Privacy Policy](#)

Further Information is available on our website [Clockwork Removals and Storage](#)