

Environmental, Social and Governance Strategy

LFS's vision and commitment

September 2024

Fire Solutions & Maintenance

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Our Purpose

To provide a “one-stop” solution in passive fire protection with the highest levels of safety, quality, and customer service.

Our Strategy

We ensure our procedures and practices meet or exceed industry standards for surveys, manufacturing, installation, certification and maintenance of fire doors, screens and other fire stopping solutions.

Our Priorities

1. Deliver sustainability for a better future
2. Provide a great place to work for everyone
3. Operate transparently and responsibly

Our Approach

Environmental

Reduce our carbon footprint and impact on the climate

Reduce our waste output and impact on nature and biodiversity

Advocate for sustainability with all our stakeholders

Social

Providing a great place to work for all our people

Positively impact the communities in which we operate

Governance

Maintain transparency across our business

Adopt strong risk management processes

Prioritise health and safety in all that we do

Operate a fair, honest and responsible supply chain and safeguard human rights

Result

Sustainable growth and prosperity

Our mission

London Fire Solutions (LFS) is a UK market leader in passive fire protection, providing a 'one-stop' service which includes surveying, manufacturing, installation, certification and maintenance of fire doors, screens, and other fire-stopping solutions.

LFS manufactures, supplies and installs certified FD30 and FD60 Timber door sets and screens. As a member of all the major fire industry accreditation bodies (themselves UKAS verified), all products and installations are certified, providing 100% accountability.

LFS values everyone we work with - clients, customers, contractors, residents and our own staff. We are motivated by the importance of doing our work properly, honestly and respectfully.

Every decision is driven by our focus to do the right thing, to positively impact and protect people and communities:

Protecting Lives is at the heart of our business.

We are committed to acting responsibly across every part of the business and in all the markets in which we operate. In this Environmental, Social and Governance (ESG) Strategy, we outline our vision to:

- Deliver sustainable products and services for a better future & reduce our outputs (waste-management),
- Treat clients, customers and residents with respect and always work on the basis of treating people how we would want to be treated,
- Provide a great place to work where staff feel appreciated and valued,
- Encourage and support staff to be involved in charities and good causes that are important to them,
- Make a difference in the communities around us, through sponsorship but also through genuine interest to help in a real way,
- Provide genuine employment and training opportunities for the communities in deprived areas,
- Always be completely open and honest in everything we do, operating transparently and responsibly in all that we do.

We know the challenge of living up to our commitments and have developed this strategy to define how we will use measurable targets to deliver on our promises.

Best wishes,

Jim Hannon,
Managing Director

Environmental

We want to limit our impact on the environment and the climate for our people and the planet. We are firm believers that everyone must play their part in the fight against Climate Change, and it is our responsibility to ensure that we grow in a sustainable way.

Our guiding principles

With this in mind, we have identified four United Nations Sustainable Development Goals that we can contribute to:



We are also committed to the Paris Agreement and its aim of limiting the increase in the global average temperature to below two degrees Celsius.

Our objectives

Objective 01

Reduce our carbon footprint and impact on the climate

Objective 02

Reduce our waste output and impact on nature and biodiversity

Objective 03

Advocate for sustainability with all our stakeholders

We have set ambitious targets to reduce our environmental footprint. We rigorously examine our policies and practices to ensure we are leading the way for ourselves and our clients on this journey.

1. Reduce our carbon footprint and impact on the climate

LFS aims to reach Net Zero by 2035 in its scope 1 and 2 CO2 emissions to help limit the rise of global average temperature. We commit to engage with emerging technologies to reduce the impact of our fleet on the environment.

Our ISO14001 Environmental Management processes help us manage our carbon footprint and this is why we commit to maintaining this important accreditation. The Environmental Management System that we have put in place as a result of the ISO accreditation process also allows us to deliver on required and voluntary reporting (such as Streamlined Energy and Carbon Reporting - SECR and Energy Savings Opportunity Scheme - ESOS) and helps us embed continuous improvement practices. We will use ESOS as an opportunity to reduce our inputs further and, where possible, shift to renewable energy.

Our internal processes tell us exactly what our scope 1 and 2 emissions are and help us develop a Carbon Roadmap to Net Zero through the:

- Reduction of energy consumption wherever possible.
- Implementation of energy-efficient and low-carbon solutions.
- Contribution to verified carbon offsetting projects.

2. Reduce our waste output and impact on nature and biodiversity

LFS commits to decrease waste outputs and their impact on nature by:

- Committing further to the Refuse, Reduce, Reuse, Repurpose and Recycle principles, wherever possible, notably in repairing and upgrading doors rather than replacing.
    - Encouraging ‘door repair, not replace’ to use less wood in manufacturing. LFS repairs and upgrades existing fire doors, saving our clients the expense of renewal and ensuring they meet their corporate and social responsibilities by reusing doors, subject to survey.
    - As a certified door manufacturer, we can independently assess the numerous global assessments used by door distributors.
    - Ensuring most outputs form part of a circular economy, especially in recycling more timber waste in construction units.
- Complying with waste legislation, tracking and certifying our waste inputs. We work closely with out waste management companies who allow us to single stream our waste to be processed offsite.
- LFS already doesn’t send any waste to landfill.
- Tracking manufacturing inputs and seeking sustainably sourced wood for door production. While we are approved by FSC (the mark of responsible forestry) to a 70% mix level, we are always looking for ways to increase this towards 100%.
- We are limited by the performance criteria of our timber products, preventing us from using more UK grown timbers. To offset this, we sponsor the Just One Tree Scheme. We are committed to planting one tree for every door we produce.
- Conducting regular reviews of production resources helps identify factory production control elements which can be improved.



3. Advocate for sustainability

Our internal carbon and waste management programmes mean we can reassure clients that they are working with a responsible business that really is reducing its impact - which in turn, supports them in reducing their scope 3 carbon footprint. Indeed, we are ideally placed to influence and support others in their sustainable growth journey.

We play an active part in other certified and chartered institutes to which we belong, such as the Chartered Institute of Building Companies (CIBC), the Architectural and Specialist Door Manufacturers Association (ASDMA), the Association for Specialist Fire Protection (ASFP), the Guild of Architectural Ironmongers Members (GAIM) and the Fire Protection Association (FPA). And alongside this formal, sector-level, support, LFS also works through staff at the community level, organising environmental volunteering, for example working at Great Lines Heritage Park in Gillingham as part of our stewardship and responsibility to preserving natural ecosystems.

When working with suppliers we expect them to follow our Supplier Code of Conduct which covers our joint commitments to Environment and Community. We expect our partners to comply with environmental laws, make efficient use of raw materials, energy and other natural resources and to minimise waste, emission and noise. Our suppliers know that we expect them to care about the communities they operate in.

Our staff development focuses heavily on these issues and all our factory and site-based team receive training on the environment and how to reduce our impact, so we operate in a sustainable way.

“Our internal carbon and waste management programmes mean we can reassure clients that they are working with a responsible business that really is reducing its impact”

Social

People are a priority for LFS. Our business means we seek to improve lives and positively impact communities by ensuring people are protected from risk of fire as far as is possible.

Our work goes beyond fire door manufacture and installation: at LFS Training Centre, our outreach includes providing education through our Fire Stopping and Fire Door courses. Through the ripple-effect of this crucial training and education, LFS seeks to touch as many lives as possible.

LFS employees know that our work has this broad effect on the communities where we operate. We try hard to find the best people and train and develop them so they have satisfying and fulfilling careers, doing good work in the best and most sustainable way.

Our guiding principles

With this in mind, we have identified four United Nations Sustainable Development Goals that we can contribute to:



To deliver on our commitment on these goals, we have developed programmes built around the following objectives:.

Our objectives

Objective 01

Providing a great place to work for all employees by reducing inequalities and promoting diversity, inclusion, health and well-being in a place where their career can grow.

Objective 02

Positively impact the communities around us.

1. Provide a great place to work for all our people

We continually strive to make LFS a great place to work, where our people's professional needs are met and where their contributions are welcomed and recognised.

One of our ways to assess progress is through the Best Company annual employee engagement survey.

We have also rolled out a progression scheme to all supervisors and contract managers to promote continuous improvement of working conditions.

Our ambitious target is set through:

a. Advocating equality, diversity and inclusion (EDI)

- Reducing gender and ethnic pay gaps.
- Rewarding performance in a fair, transparent and consistent way.
- Disability inclusion initiatives (we are part of the Disability Confident employer scheme, taking action to improve recruitment).
- Supporting female entrepreneurs, promoting inclusion in the workplace and colleagues' achievements.
- Promoting EDI awareness through staff training.

b. Promoting health and well-being

LFS offers a Health and Well-being Programme which provides financial, physical and mental health and well-being support for all our people. These include:

- Mental Health First-Aiders' Training. This aligns with our strategy to support employees with their mental health and well-being - and our belief that happy employees matter for workplaces.
- Encourage a healthy and supportive work culture by organising frequent team activities.
- Employee well-being workshops and other training initiatives.
- Health and Safety training for staff to ensure they work safely.

c. Promoting career growth

Although LFS has invested heavily in state-of-the-art machinery at our in-house manufacturing facilities, our employees remain at the heart of our operations.

- We celebrate employees by recognising Employees of the Week.
- Our trainee scheme provides regular reviews and training opportunities. We also organise company-wide training sessions attended by all operations managers, contracts managers and contract supervisors. Staff members have access to higher-level training such as:
  - Institution of Fire Engineers (IFE) Level 2, Level 3, and Guild of Architectural Ironmongers (GAI).
  - Training of leadership and management skills for the senior managers from the Institute of Leadership and Management (ILM) Level 3.
  - Construction Industry Training Board (CITB) Skills and Training Fund.
  - Courses for the factory team in Site Supervision Safety Training Scheme. (SSSTS) and Site Management Safety Training Schedule (SMSTS).

We will positively impact the lives of young people by introducing an apprenticeship scheme. While we offer training courses at our LFS Training Centre for trainee passive-fire operatives, an apprenticeship programme is a powerful way of supporting and developing the workplace skills for driven young individuals. This will contribute to the next generation's fire safety knowledge and training. (Our fire safety advocacy work also includes informative blogs for the general public on our website and social media. These include a Guide to Which Fire Door and How Often Should Fire Doors be Checked).



2. Positively impacting our communities

In the wider community, we deliver fire safety solutions in social housing, the healthcare sector and in many schools across London. We work with commercial and private properties but aim to increase our commitment to supporting public sector buildings and services and particularly their residents. In line with the recommendations of the Hackitt Report, we actively engage with residents ensuring they are included in decision making from the start and are aware of the process throughout our works.

We regularly arrange coffee-mornings with our sheltered housing residents to explain the works carried out and for any follow up questions.

We also offer Secured by Design (SBD), a Police-backed security initiative to improve the security of buildings and their surroundings to provide safe places to live, work, shop, and visit. prioritised.

Supporting Local Charities

LFS is dedicated to creating a positive impact on the lives of young individuals and the local community. We have donated to local charities supporting social and environmental causes and will continue doing so.

We are proud to sponsor the England Fire Service Rugby Team, Southwark Tigers Rugby Club, the Collier Row U11s youth football team and Hackney Wick Football Team. LFS also offered a trainee programme for the team.

We also work with local supermarkets and distribute their food donations to the Save the World Club.





Governance

LFS is committed to the highest standards and we have the structure, strategy and people to deliver effective, visible and transparent Corporate Governance.

Our objectives

We aim to not only comply with corporate governance best practices, but also to:

Objective 01

Maintain transparency across our business

Objective 02

Adopt strong risk management processes

Objective 03

Act always to show that safety is important to us

Objective 04

Operate a fair, honest and responsible supply chain and safeguard human rights

1. Maintain transparency across our business

We aim to act always in an ethical manner, with integrity and transparency in all dealings. We will focus our efforts on maintaining a transparent supply chain because we recognise the higher risk attached to labour-intensive manufacturing industries.

Our active membership of key sector organisations is not only to follow the latest relevant laws but so we can influence new ones and be involved in our industry advancement. Such organisations are:

- The Chartered Institute of Building (CIOB)
- The Architectural and Specialist Door Manufacturers Association (ASDMA)
- The Association for Specialist Fire Protection (ASFP)
- The Guild of Architectural Ironmongers Members (GAI)
- The Fire Protection Association (FPA)

We are also proud to hold strong Quality Management, Health & Safety and Environmental accreditations, including ISO 9001, ISO 45001 and ISO 14001 Constructionline Gold, CHAS Elite, and Achilles Silver. We are also part of the Considerate Contractors Scheme.

To support our commitment to the ESG as a whole, and through our aim of being transparent and accountable, we report annually on:

- Sustainability Accounting Standards Board (SASB) Standards
- Annual report & Financial Statement
- Carbon reporting (Streamlined Energy and Carbon Reporting)
- Diversity & inclusion reporting (Workforce Diversity, Gender pay gap & Ethnic pay gap)

2. Adopt strong risk management processes

The identification, reporting effective and management of risks is of increasing importance to LFS and to this end we have adopted a risk framework which promotes:

- A positive risk culture throughout our business, supporting open and honest conversations surrounding uncertainty and opportunity
- A clearly defined risk-reward trade-off to improve decision making

3. Safety is important to us

We are committed to testing and certification under the aegis of the major fire industry bodies, such as BM TRADA and FIRAS. We are also safety accredited with the leading construction industry bodies in the UK. Here are some of the key certifications and accreditations we maintain to ensure our work is of the highest standard:

Our commitment to fire door safety goes beyond a one-time inspection. We provide the option of regular service contracts, allowing our clients to maintain continuous regulatory compliance. We also have our own qualified Fire Door Inspector under the Bluesky Certification Scheme, who is part of a small group of qualified inspectors in the London area. Certified Inspectors are uniquely qualified to undertake fire door surveys and inspections.

As a Member of the Fire Protection Association (FPA) we are committed to follow the highest industry standards, influencing policy and follow the most comprehensive fire safety, advice, training, resources.





4. Operate a fair, honest and responsible supply chain and safeguard human rights

Our procurement is based on the principles of non-discrimination, equal treatment, transparency, procedural fairness, mutual recognition, proportionality, and business efficiency. To support this, we require all significant suppliers and third parties to confirm they comply with our Suppliers Code of Conduct in relation to key standards, including environmental policy, anti-corruption, corporate governance, data protection and the treatment of staff. We are an Accredited Contractor approved by Veriforce CHAS to help suppliers and clients ensure supply chain compliance, mitigate risks and support efficient management.

We act in an ethical manner, with integrity and transparency in all dealings. We have zero-tolerance to any form of modern slavery and will publish a modern slavery & human rights statement to make this even clearer to all our staff and suppliers.

Our commitment is clear: we will always treat people in our businesses, partnerships or supply chains with respect and we expect our people, suppliers and partners to act responsibly and to comply with this at all times.



Our Road Map to ESG Goals

	FY2025	FY2026	FY2027
Environmental			
Report/reduce our yearly Transport Total Energy Consumption (Total number of miles / fuel used)	5.74 litre/mile	5.71 litre/mile	4.7 litre/mile
Reduce our yearly total manufacturing energy consumption per item produced (excl. transport) – kWh/item	366	348	330
Maintain our ISO14001 accreditation	Yes	Yes	Yes
Maintain FSC accreditation for all manufactured wooden timber-based products	Yes	Yes	Yes
100% renewable electricity by 2030	80%	90%	100%
Reduce manufacturing waste generated per item produced yearly – kg/per item	38	36	34
Engage all suppliers on environmental issues	Yes	Yes	Yes
Social			
Best Company survey result – Achieve 2-star rating by 2027	695	700	710
Best Companies well-being factor score (max 7)	5.35	5.40	5.50
Reduce gender pay gap	35%	31%	27%
Reduce ethnic pay gap	28%	26%	24%
Health & well-being programme implemented throughout the business & introduce employee incentives	Yes	Yes	Yes
Maintain a trainee scheme	Yes	Yes	Yes
Offer Upskilling opportunities, Continuous Professional Development and Management Training Courses as relevant	Yes	Yes	Yes
Annual company volunteering day	Yes	Yes	Yes
Increase donations yearly by 5% year-on-year	Yes	Yes	Yes
Governance			
Maintain Quality Management certifications: ISO 9001	Yes	Yes	Yes
Maintain the following Health & Safety certifications and memberships: ISO 45001 (internationally recognised standard for Occupational Health and Safety), CHAS Elite member, Constructionline Gold member, FIRAS Installer (the leading certification body for companies installing passive and active fire protection systems), Association for Specialist Fire Protection (ASFP) membership, Bluesky Certification approved, Bmtrada Q Mark Certification	Yes	Yes	Yes
No major Health & Safety incidents	0	0	0


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