



MAN COMMERCIAL PROTECTION LIMITED
SUSTAINABILITY AND CORPORATE RESPONSIBILITY REPORT 2021



MAN Commercial Protection Limited
5 Highlands Court
SOLIHULL
West Midlands
B90 4LE

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Reference: IM/ MAN 4021



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1. INTRODUCTION

Welcome to the annual MAN Commercial Protection sustainability and corporate responsibility report.

In line with our sustainability and corporate responsibility policy and strategies, this report highlights MAN Commercial Protection's sustainability performance along with our company initiatives and objectives.

MAN Commercial Protection (hereto known as MAN Commercial) provides a responsible and professional manned guarding service to the retail, commercial, logistic, construction, industrial, entertainment and public sectors. The company also provides key holding and alarm response, as well as Public Event Security (Crowd Control). The company has been accredited with ISO 45001: 2018 and ISO 14001: 2015; is a member of the British Security Industry Association (BSIA); Approved Status with the Security Industry Authority (SIA) and has regular liaison with local police forces.

Although the environment may not be the primary area of business we operate in, we are committed to ensuring sustainability is embedded across every function including procurement. Our motto is the 'Heart of our Business is our People'; our employees, customers and subcontractors are at the heart of everything we do. We understand by acting in a socially responsible manner we can ensure that a high standard of corporate responsibility and governance is maintained throughout all areas of the business.

1 ENVIRONMENT

1.1 ENERGY AND CARBON FOOTPRINT

- 1.1.1 100% of electricity used by MAN Commercial is from renewable energy resources.
- 1.1.2 We have identified all areas where significant energy is being used throughout the office e.g office equipment, heating, water and lighting. To enable a more efficient amount of energy to be used we turn all switches off when not in use, open windows for fresh air instead of using electric fans and heaters.
- 1.1.3 By November 2021 we aim to reduce our carbon footprint by 5%.



1.2 TRANSPORT

1.2.1 The nature of our business involves travel. Where possible MAN Commercial recruit locally to reduce CO2 emissions and carbon footprint along with supporting local areas.

CO2 Production as a company overview:

- 2018 - 133
- 2019 – 104 (22% reduction for 2018 above)
- 2020 – 100.5
- 2021 Aim – No more than 98

1.2.2 The business has 2 types of company vehicles: contract management and operational.

- Contract Management – Company cars for Contract Managers and Directors who are required to travel.
- Operational – Mobile patrol and call out vehicles.

Our vehicles have been fitted with live GPS trackers to ensure staff are taking the most economical routes along with a reduction in fuel consumption and emissions across the company's fleet.

Contract Managers are recruited locally to cut down on travel, and our operational vehicles are low emission with full maintenance contracts, with various Hybrid vehicles across the business.

1.3 WASTE

We use a company called Shred-It who securely destroy all data and recycle all paper collected from our offices.

Please see below data regarding our waste collections from our office over the past year.

Over the past 12 months. We've shredded 2089KG with this amount of shredding, we've saved:

- 32.62 Trees.
- 4.43 in Landfill.
- 8059.80 in KWH.
- 1151.40 in CO2.
- 61408.00 of water.



Materials Collected Report Summary
REPORTING PERIOD: 01/06/2020 - 30/06/2021

Month	Acc. No.	Name	Address	Town	Postcode	Waste Type	Total (kg)	Trees Saved	Landfill Saved (m3)	Kwh Saved	CO2 Saved (kg)	Water Saved (L)
Jun 2020	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	I - Paper	241	4.10	0.56	1012.20	144.60	7712.00
Jul 2020	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	I - Paper	150	2.55	0.35	630.00	90.00	4800.00
Aug 2020	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	I - Paper	55	0.94	0.13	231.00	33.00	1760.00
Sep 2020	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	No Category	170	0.00	0.00	0.00	0.00	0.00
Sep 2020	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	I - Paper	232	3.94	0.54	974.40	139.20	7424.00
Oct 2020	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	No Category	0	0.00	0.00	0.00	0.00	0.00
Oct 2020	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	I - Paper	410	6.97	0.95	1722.00	248.00	13120.00
Nov 2020	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	I - Paper	121	2.06	0.28	508.20	72.60	3872.00
Dec 2020	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	I - Paper	172	2.92	0.40	722.40	103.20	5504.00
Jan 2021	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	I - Paper	156	2.65	0.36	655.20	93.60	4902.00
Feb 2021	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	I - Paper	96	1.63	0.22	403.20	57.60	3072.00
Mar 2021	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	I - Paper	116	1.97	0.27	487.20	69.60	3712.00
Apr 2021	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	I - Paper	60	1.02	0.14	252.00	36.00	1920.00
May 2021	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	I - Paper	60	1.02	0.14	252.00	36.00	1920.00
Jun 2021	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	No Category	0	0.00	0.00	0.00	0.00	0.00
Jun 2021	4924582	Man Commercial Protection Ltd	Unit 5 Highlands Court	Cranmore Avenue	B90 4LE	I - Paper	50	0.85	0.12	210.00	30.00	1600.00
							2089	32.62	4.43	8059.80	1151.40	61408.00

1.4 ETHICAL SUPPLY CHAINS

Supplier contracts stipulate we expect our suppliers to adhere to our ethical trading policy along with our anti-slavery policy.

Our ethical trading policy outlines our company requirements which support all international norms and codes with regards to human rights and the universal declaration of human rights.

Our Modern Slavery Policy outlines company expectations with regards to modern slavery being a convictable crime in line with the Anti-Slavery Act 2015.

Both policies make it clear we have a zero-tolerance approach in both anti-slavery and unethical trading. The policies state we expect all suppliers, partners and customers of the business to understand, embrace and abide with our policies. MAN Commercial are committed to acting ethically and with integrity in all business dealings; all suppliers will be asked to complete our 'Ethical Supplier' questionnaire to enable an audit to be conducted.



1.5 KEY IMPACTS, OPPORTUNITIES AND RISK

The below table has been created to identify and summarise a risk of trends and factors that may present themselves as a risk for sustainability and corporate responsibility, and identifies how we plan to address them.

TRENDS AND FACTORS	IMPACT AND APPROACH TO ADDRESSING
1) Increase in Cost of Utilities	Energy and water costs could increase. We aim to mitigate these costs by minimising water consumption and the use of utilities along with managing contracts to ensure we obtain best value for money.
2) Availability of Low Emission/Hybrid Vehicles/Tax for These Vehicles Rising.	Whilst we recognise these types of vehicles are becoming more popular this could cause limited availability or delays due to production not being able to keep up with demand. A rising cost in tax may occur. This could be combatted by an Annual Tax Review to ensure we have the most economical vehicles.
3) Increased Cost of Landfill	As we see an increase in material disposed of or unauthorised waste disposed of naturally this will cause an increase in the rates of landfill. This could be mitigated by purchasing more economical products or products with less packaging e.g all our sites have now been issued with rechargeable torches. An all-round reduction in the use of plastic and a consistent, general mindful approach would be adopted.
4) Transparency of Supply Chains	We demand transparency through all of our supply chains, and have a rigorous approach for ensuring this is always the case. We will increase supplier audits and seek evidence for any information provided, and will regularly review our suppliers throughout the year.



1.6 INITIATIVES

The below summarises the list of initiatives mentioned throughout this report.

OBJECTIVE	CURRENT (Benchmark)	TARGET(S) & TIMESCALES	MEANS OF ACHIEVEMENT
Reduce company vehicle emissions	Average vehicle CO2 emissions calculated in: <ul style="list-style-type: none"> • 2018 - 133 • 2019 - 104 In 2019 we had a 22% reduction from 2018.	Reduce the average company vehicle emissions to no more than 100 by September 2021.	Continuing to update company vehicles with the latest engines; hybrid and electric.
Reduce carbon footprint	The carbon footprint recorded in September 2019 is 90.1 tonnes.	To reduce the tonnage by a minimum of 10% when reviewed in September 2021.	Better fuel consumption hybrid and electric vehicles.
Introducing recycling bins within the office.	Currently all waste goes into one bin.	By September 2021 we will have full recycling facilities available and in use.	Chase landlord



2 EMPLOYEES

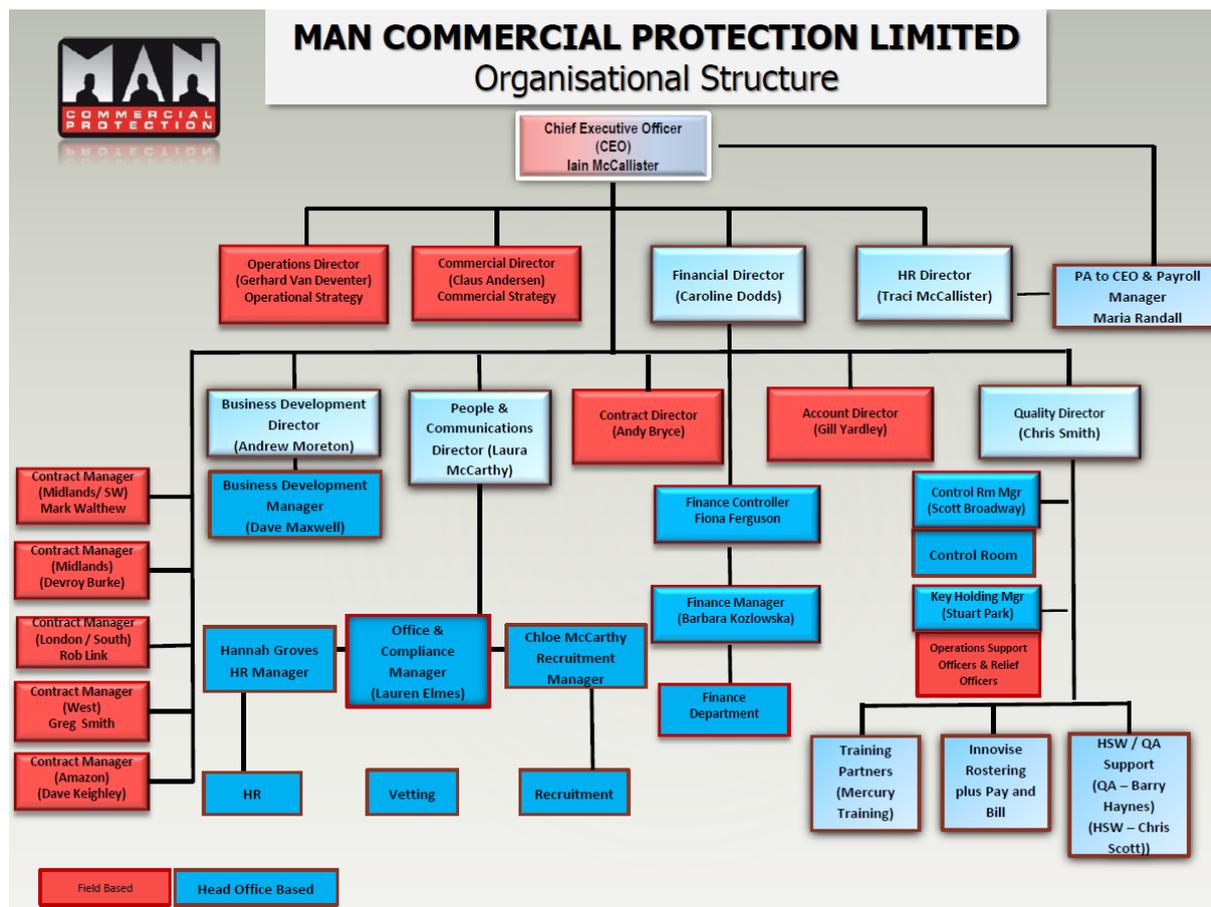
2.1 THE WORKFORCE

Every year our workforce continues to grow.

- 92% of the workforce are male.
- 8% of the workforce are female.

The company currently has 3 female directors and 5 male directors.

- 25% of our board of directors are female.
- 50% of our operational directors are also female.
- 50% of our executive directors are male.





2.2 EQUALITY AND DIVERSITY

MAN Commercial Protection are an equal opportunities employer and are committed to creating a culture in which diversity and equality of opportunity are promoted actively within the organisation. Unlawful discrimination is not tolerated, in line with the Equality and Diversity Act 2010. MAN Commercial recognises the real business benefits of having a diverse community of staff and to this end works towards building and maintaining an environment which values diversity.

The aim of the policy is to ensure that in carrying out its activities MAN Commercial will have due regard to:

- *Promoting equality of opportunity across all areas of the organisation.*
- *Promoting good relations between people of a diverse background.*
- *Eliminating unlawful discrimination.*
- *Selection criteria and procedures for the company will be kept under review to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities.*

The policy is guided by the following principles:

- *All staff should enjoy a safe environment free from discrimination and harassment/bullying.*
- *All employees should have equal access to quality services that are made available by MAN Commercial.*
- *All staff should have equal access to opportunities for personal, professional or academic development and career progression and promotion opportunities wherever possible.*

2.3 WOMEN IN SECURITY

March 8th is International Women in Security Day. As part of our celebration of the day this year, we asked our female members of staff for their comments:

Chloe McCarthy Recruitment Manager, Head Office. *"When joining MAN Commercial Protection as a Recruitment Advisor I was excited to work within the Security industry and bring both men and women into the industry. Being able to work in a diverse environment makes me proud to be part of MAN Commercial and the Security Industry."*

Lauren Elmes, Office & Compliance Manager, Head Office. *"When I first started with MAN Commercial one of my main concerns was being a female in what could be perceived to be such a "male environment". I actually quickly discovered that this fear was unfounded. I feel proud and so empowered to be in my role in the industry I'm in. The security industry to me is one of the most fast paced and fascinating industries to be involved with – male or female and I'm proud to be a part of it and always will be!"*



2.4 GENDER PAY GAP

All UK employers with over 250 employees are required to publish their gender pay gap information on an annual basis.

At MAN Commercial Protection Ltd we strive for equality and welcome the opportunity to be visible with our information, and wholeheartedly support the government's initiative to require companies to publish Gender pay statistics.

We recognise this is a step forward in legislating for equality, and we are committed to treating our people fairly and equally in all that we do, and in particular to promoting opportunities for development.

See below our figures for 2018; our 2019 figures were set to be released on 6th April however this been postponed due to Covid-19, and will now be updated in October 2021 as per government guidance.

Mean Pay Gap	Median Pay Gap
11.5%	2.8%
Mean Bonus Pay Gap	Median Bonus Pay Gap
74.9%	-25%

A bonus payment was received by 7.5% of females and 7.4% of males.

Quartile	Lower	Lower Middle	Upper Middle	Upper
Female	6.4%	12.1%	10%	15.7%
Male	93.6%	87.9%	90%	84.3%



2.5 TRAINING AND DEVELOPMENT

The heart of our business is our people and here at MAN Commercial we believe in investing in our employees.

- 2.5.1 We conduct HR training with all levels of management at regular intervals throughout each year. The training covers HR policies such as disciplinaries and grievance, recruitment processes, interview and data processing best practise.
- 2.5.2 We conduct GDPR and Safeguarding and Anti-Terrorist training over a course of 2 days throughout the year.
- 2.5.3 All our security officers are given an average of 48 hours training.
- 2.5.4 MAN Commercial work in partnership with Mercury Training to offer staff apprenticeships in a variety of areas, such as operations management, security management and customer service.

2.6 INITIATIVES

- 2.6.1 Continuously working with Mercury Training to allow and encourage staff progression for team members across the business. We currently have 9 learners on active Apprenticeship learning programmes. Customer service (2 learners), Security First Line Managers (6 learners), ILM Operations Management (1 learner)
The apprenticeships take around 15-20 months to complete. Learners have formal reviews to assist their progression every 8-weeks.
- 2.6.2 Adapting the recruitment process in line with Covid-19; initial interview process has been adapted to include the use of Zoom meetings. Site induction training is also now being carried out via Zoom.
- 2.6.3 Improve employee turnover; we are currently at 33.15% turnover with 70% Retention rate; the turnover occurs on average within the first 3 months.
- 2.6.4 Reduce levels of sickness. A robust process has been put in place for long term sickness and this has been reduced from 2.27% of the workforce in May 2019 to 0.54% in May 2020. The focus is now on short notice absences to understand the level and impact of them.



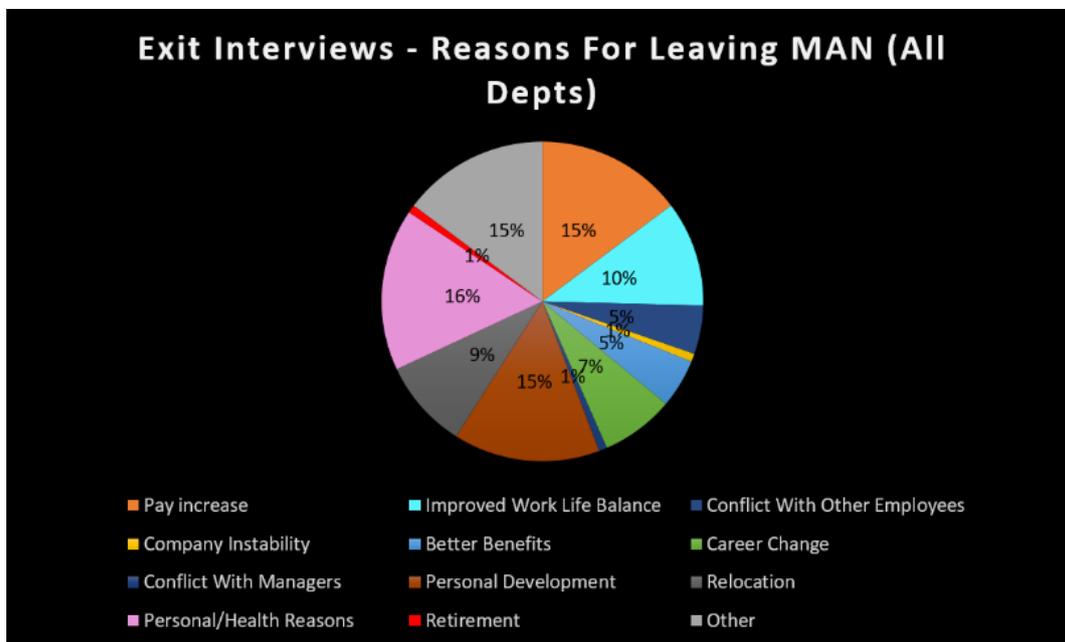
3 STAFF ENGAGEMENT AND SOCIAL COMMUNITY

3.1 FEEDBACK

Feedback is a very important part of any business.

3.1.1 In May 2021 we conducted an employee engagement survey across the whole workforce.

3.1.2 Every employee who leaves the company is asked to complete an exit survey. This pie chart shows results:



3.1.3 In the past 2 years MAN Commercial have had 1 employment tribunal, which was successfully defended.

3.2 RECOGNITION

Our first employee of the month award was given back in January 2011 and is still a very popular method of recognition to date. Each winner receives a framed certificate and a shopping voucher. Over the past 10 years, over 150 employees of the month awards have been presented, with multiple or whole teams winning each month.

We feel strongly that our staff get recognition as we believe where we celebrate our people, motivation and success will follow.



2021 will see the launch of our long-service recognition initiative, with rewards at 10, 15 and 20 years. This initiative is currently under review for approval.

MAN Commercial were named 'Business of the Year 2021' in the BSIA British Security Awards 2021. We have also received an ACS Pacesetters award this year.

3.3 CHARITIES AND CHARITABLE WORK

MAN Commercial have been proud sponsors of local Hall Green Boxing Club since 2008. In 2018, as part of wider 25th anniversary celebrations, we were delighted to present a cheque for £7,000 to the Boxing Club, as a result of various fundraising efforts throughout the year, culminating in our Charity Boxing Show in November 2018. We raised this through a year of fundraising and with the help of the Boxing Club, holding a Charity Boxing Show in November 2018. A total of £13,000 was raised and split across our other partner children's charities, the Lewis Dunne Foundation, Luna's Legacy and Sturge Weber UK.

Tommy Chaney, the Head Coach at Hall Green Boxing Club passed on his thanks: "I would like to say a big thank you to MAN Commercial Protection from all the volunteer coaching staff and boxers for their very kind and generous donation. This amount will go a long way to keep the doors open at the gym for years to come as well as get us some much-needed new equipment. Plus, we also plan to have a team trip away at the end of the season to one of the biggest Box Cups in Europe which will be great for the success and development for all the boxers and the club. This would not have been possible without the donation from MAN Commercial."

3.4 INITIATIVES

- 3.4.1 Continue to engage with staff through employee surveys to gain feedback, processing and reacting accordingly.
- 3.4.2 Complete Exit interviews over the telephone as well as email surveys so that we can increase the response rate and understand why people are leaving the business.



4 ACCREDITATIONS



Certificate Number 4145
ISO 9001
ISO 14001
ISO 45001



british security industry association

