ENVIRONMENTAL POLICY

Policy owner	ESG lead / policy owner to be confirmed internally
Applies to	Glad Group operations, employees and, where relevant, contractors and suppliers
Review cycle	Periodic review and update when material business, legal or reporting changes occur
Related systems	Environmental Management System, ESG Strategy, Supplier Code of Conduct, Green Cleaning Policy

1.0. PURPOSE

Glad Group is committed to conducting business operations in an environmentally responsible and sustainable manner. This policy establishes the principles, governance and implementation approach used to manage environmental impacts, obligations, risks and improvement opportunities across Glad Group's operations and service delivery activities.

As a service-based organisation, Glad Group recognises that some environmental aspects are under its direct operational control, while others are influenced through procurement, customer relationships, contractor management and site-level service delivery. This policy therefore applies both to areas controlled by Glad Group and, where practicable, to areas where Glad Group can reasonably influence outcomes.

The policy also supports Glad Group's readiness for evolving sustainability disclosure expectations by linking environmental commitments to governance, strategy, risk management, and metrics and targets.

2.0. SCOPE

This policy applies to Glad Group's business operations, employees and, where relevant, contractors and suppliers working on behalf of Glad Group.

It covers environmental aspects associated with Glad-controlled offices, fleet, procurement, service delivery activities, chemicals and materials use, waste practices, energy use, water use, and environmental interactions within customer sites where Glad Group has operational control or contractual influence.

The policy should be read together with Glad Group's Environmental Management System, ESG Strategy, Supplier Code of Conduct, Green Cleaning Policy and other related procedures.

Glad Group comprises the following entities:

- **Glad Group Pty Limited** | ABN 62 092 928 115
- **Glad Cleaning Service Pty Limited** | ABN 43 054 617 891
- **Glad Security Pty Limited** trading as Glad Group Services | ABN 122 097 590
- **Glad Maintenance Pty Limited** | ABN 85 127 522 481
- **Auxus Pty Limited** | ABN 12 655 147 292
- **Australian Protective Services** trading as APS Global | 47 610 471 424

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3.0. POLICY STATEMENT

3.1. Governance

- The Senior Leadership Team is accountable for oversight of this policy. The ESG Committee provides governance support, review and escalation of material environmental matters.
- Management is responsible for implementing the policy through the Environmental Management System and relevant business procedures.
- Operational leaders are responsible for applying the policy in day-to-day service delivery, including site controls, contractor management, customer engagement and issue resolution.
- Procurement is responsible for supporting the selection of environmentally preferable goods and services, considering client requirements, safety, operational suitability and commercial feasibility.

3.2. Strategy

To conduct business operations in an environmentally responsible and practical manner, Glad Group will:

- comply with applicable environmental legal, regulatory and contractual requirements.
- manage environmental impacts systematically through an Environmental Management System aligned with ISO 14001 principles and external certification arrangements where maintained.
- improve resource efficiency and reduce unnecessary consumption of energy, water, materials and chemicals within Glad-controlled operations.
- support greenhouse gas emissions reduction across operations and service delivery activities in line with approved business targets and feasible improvement pathways.
- support waste avoidance, segregation, recycling and resource recovery, and work with customers and contractors to improve waste outcomes where Glad Group has operational involvement.
- consider environmental criteria in procurement and service planning, including recycled content, safer chemical selection, product durability, repairability, energy and water efficiency, and end-of-life outcomes where relevant.
- support customers, suppliers and subcontractors through practical engagement and site-level guidance to improve environmental performance where Glad Group has influence.
- consider climate-related transition and physical risks, and opportunities to strengthen operational resilience and service continuity.
- consider biodiversity and nature-related impacts where relevant to the services, products or locations involved.

3.3. Risk management

Glad Group identifies, assesses and manages environmental and climate-related risks and opportunities through its Environmental Management System and broader business risk processes.

This includes consideration of legal compliance obligations, pollution risks, chemicals and spill risks, waste handling risks, energy and emissions performance, supplier and customer expectations, and climate-related physical and transition risks that could affect operations, service delivery or costs.

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Where relevant, Glad Group implements controls, training, escalation pathways, incident response processes and corrective actions to address identified risks and improvement opportunities.

3.4. Metrics and targets

Glad Group will establish measurable environmental objectives and targets where practicable and proportionate to the business activity, risk and available data.

Performance will be monitored using relevant indicators, which may include greenhouse gas emissions, energy use, waste and recycling data, water use, environmental incidents, compliance outcomes, procurement indicators, training completion and progress against approved action plans.

Environmental performance and priority actions will be reviewed periodically through management processes, with external and public reporting undertaken where required or approved.

4.0. Implementation

Glad Group implements this policy through the following actions:

- maintaining and continually improving the Environmental Management System and associated procedures.
- assigning responsibilities and accountabilities for environmental performance across ESG, operations, procurement and relevant support functions.
- providing training, guidance and awareness so employees understand the environmental impacts of their activities and the controls expected of them.
- monitoring compliance with applicable requirements through audits, inspections, reviews and corrective actions.
- assessing and managing environmental incidents and emergencies, including spills, leaks, improper waste handling and other site-specific environmental risks.
- reviewing procurement choices and operational practices to identify practical opportunities to reduce environmental impact without compromising safety, quality or contractual obligations.
- working with customers, contractors and suppliers to improve environmental performance where Glad Group has operational control or influence.
- maintaining records that support internal management, customer reporting and external sustainability disclosures where required.

5.0. ROLES AND RESPONSIBILITIES

The below table lists roles and responsibilities relevant to the policy and to subordinate policy documents, including procedures, guidelines, frameworks or plans.

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Role	Responsibility
Senior Leadership Team	Approve the policy, provide oversight, and support integration of environmental priorities into business decisions.
ESG Committee	Review environmental performance, risks, priorities and material policy updates.
Policy Owner / ESG Lead	Maintain the policy and Environmental Management System framework, coordinate objectives, monitor reporting and support implementation.
Operational Leaders and Site Managers	Apply environmental controls in service delivery, support compliance, manage site issues and engage with customers and contractors on practical improvements.
Procurement	Consider environmental criteria in purchasing decisions where feasible and consistent with client requirements, safety and operational needs.
Employees and Contractors	Follow procedures, use approved controls, report incidents and contribute to continuous improvement.

6.0. Review and communication

This policy will be communicated to relevant employees and made available to stakeholders as appropriate.

It will be reviewed periodically and updated when there are material changes to legal requirements, business operations, reporting obligations or approved strategic direction.

7.0. DEFINITIONS

Term	Definition
Environmental Management System (EMS)	The structured framework used by Glad Group to identify, manage, monitor and improve environmental performance.
Climate-related risks	Physical and transition risks arising from climate change that may affect operations, service delivery, costs, compliance or stakeholder expectations.

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Term	Definition
Operational control	Activities, sites or processes over which Glad Group has direct authority to implement controls and make decisions.
Contractual influence	Situations where Glad Group may not directly control an asset or activity but can influence outcomes through service delivery, procurement, customer engagement or contractor management.

8.0. LOG OF CHANGES

DATE	AMENDMENTS	AUTHORISED BY	REVISION
12/12/21	General updates to policy	Nina Collinson	1.0
6/6/22	Policy included in new template	Nina Collinson	2.0
28/6/22	Minor updates for references to climate change and biodiversity	Chris Atherton	2.1
12/2/2024	Review of the policy and updated for new corporate target.	Nina Collinson	3.0
02/02/2026	Review of the policy and updated	Ali Ozgoli	3.1

9.0. RELATED POLICIES AND PROCEDURES

- WHS Policy
- Quality Policy
- ESG Strategy, 'A Force for Good'
- Supplier Code of Conduct
- Green Cleaning Policy

10.0. CONTACT FOR QUESTIONS

esg@gladgroup.com.au

Authorised by:



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Steve Iloski
Chief Executive Officer

Glad Group, comprising of:

- **Glad Group Pty Ltd** | ABN 62 092 928 115
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- Glad Security Pty Ltd trading as **Glad Group Services** | ABN 99 122 097 590
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- **Auxus Pty Ltd** | 12 655 147 292
- **Australian Protective Services** trading as APS Global | 47 610 471 424
- Stratium Global Pty Ltd trading as **Unifyd Technology** | ABN 55 627 094 366

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