heatons group

esg policy

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our environmental, social and governance policy

Heatons Group is committed to conducting its business operations in a responsible and sustainable manner, adhering to Environmental, Social and Governance (ESG) principles.

Our policy is not simply a series of documents but is embedded throughout our entire business and daily working practices servicing our customers, suppliers and employees alike.

We strive to build and contribute to sustainable, equitable, healthy and diverse communities through a combination of innovative business solutions and exemplary ESG performance.

This commitment supports every aspect of our business, as well as how we work with suppliers, including the manufacturing and distribution process, and the advice we give to customers in selecting solutions with the best environmental and social benefits.

Our ESG policy is supported through our values of honesty, passion, resourcefulness, support, collaboration and, above all, professionalism. The high standards we set in our business and code of ethics are demonstrated in this policy, our action plans and all our daily interactions.

1) environmental

We are aware of our environmental impact as a business on the natural environment and continue to take appropriate steps to mitigate that impact, setting environmental objectives and targets, implementing procedures, and providing training to help employees and contractors understand their environmental responsibilities and in turn improve their environmental performance.

Eco considerations are reflected in our daily operations and detailed in our environmental policies which are regularly communicated throughout the business and cover the following areas:

1a carbon footprint

We are committed to reducing our carbon footprint and continue with the objective to reduce this by at least 5% year on year through a series of initiatives, including but not limited to, our vehicle fleet, greener energy sources to our buildings, buying locally where possible, and reducing, reusing and recycling across all areas of the business.

A major focus is reducing carbon emissions through greener deliveries, and we actively review our delivery routes, driver behaviours and vehicle usage, resulting in less delivery miles and increased efficiencies.

In addition to vehicle tracking, we also cluster deliveries together and ask our customers to build their orders as much as possible to avoid unnecessary mileage. 86% of our sales fleet has been replaced with electric or hybrid vehicles, with a plan to move to 100% and electric charging points installed at our offices for company vehicles.

1b waste management

Working alongside our registered waste disposal partner, we achieve 0% waste to landfill and our objective is to continue as a zero waste to landfill company. All waste is either reused, recycled, or used to create electricity via derived fuel.

In addition, we have implemented a reduce, reuse and recycle policy throughout all areas of the business to minimise waste. We reuse packaging in our warehouse and where this is not possible it is recycled. We recycle 100% of our paper and toners each year, as well as more than 15,000kg of excess cardboard and 5,000kg of stretch wrap.

We operate an empty toner collection service for our customers with used toners sent for recycling and have introduced a packaging ‘take back’ initiative for our furniture deliveries.

Our customer-facing documents now carry the ‘tidy man logo’ with guidance on how to dispose of responsibly and all invoices are sent electronically by default.

1c single use packaging

We aim to reduce consumption of single use packaging through the methods of reuse and recycling and continue to track our progress in these key areas.

By liaising with our suppliers, we strive to minimise the amount of single use packaging when transporting goods to ourselves and reuse the packaging received with our deliveries for onward transportation of goods to customers wherever possible.

We continue to replace single use and disposable items in our workplace with more eco-friendly alternatives for our staff, such as reusable drinks bottles and coffee cups, extending the life of packaging and products.

We have introduced reusable blankets to transport furniture instead of bubble wrap and liaised with our workwear customers to pack their clothing in larger quantities to reduce the amount of packaging required.

1d sustainable products

We strive to minimise our environmental impact through our reduce, reuse and recycle policy across all areas of the business to minimise waste and maximise product lifetimes.

We have switched our corporate workwear to a fabric that is made from recycled polyester and our office chairs have been replaced with a product that has a net positive certification.

We have introduced a recycled / sustainable product range in all applicable areas of our business (business supplies, print, promotional gifts and facilities supplies). The environmental product credentials are clearly displayed when ordering online to allow for more informed choices when purchasing.

We promote sustainable alternatives to our customers where commercially viable and continue to work with like-minded suppliers to understand available sustainable products and ranges.

We have also produced a sustainable marketing pack to promote sustainable promotional gifts and print to our customers.

2) social responsibility



At Heatons Group we prioritise the wellbeing and safety of our employees, ensuring fair labour practices and a workplace that encourages diversity and inclusion.

We maintain the highest standards of health and safety and provide a safe and healthy working environment for all our activities.

Our health and safety policy is regularly reviewed and updated and communicated throughout the business.

We support our staff through employee wellness initiatives to encourage work-life balance and healthy living, including flexible working and corporate gym membership.

We believe that social responsibility is about working together to implement our ESG strategies for a long-term impact in the wider communities we serve and partner only with like-minded ethical businesses and suppliers who adhere to the highest social responsibility and environmental standards.

We support initiatives that do not just benefit our business community but engage with our local communities, supporting many charities, schools and other good causes both financially and with our time.

We encourage our staff to take part in charitable and community activities and recognise their achievements via newsletters, webpages and social media, combined with 'angel days' to enable individuals to volunteer their time without giving up pay or annual leave.

We aim to measure our improvements and communicate these effectively to stakeholders and staff, improving staff engagement by including them on our journey.

We maintain high ethical standards, transparency, and accountability across all our business operations.

3) governance

Heatons Group has a diverse and progressive Board which upholds sound corporate governance practices and ensures compliance with all relevant laws and regulations.

Our Corporate Sustainability Committee oversees our policies and operational controls for environmental, health, safety and social risks, and is led by the Senior Management Team (SMT).

We have a Principal assigned to the programmes under our ESG Policy. The Principal and SMT meet regularly to set realistic measurable goals and budgets, as well as implementation timelines, monitoring progress and results.

Responsibility for ESG is assigned throughout the business through a series of strategies, action plans and designated Champions. These are assessed through measurable key performance indicators, reviews and our due diligence processes on employee, supplier and client recruitment and management.

Our CSR commitment is underpinned by strategies in the following key business areas:

- Social Responsibility
- Carbon Footprint
- Waste Management
- Sustainable Products
- Single Use Packaging

Heatons Group is committed to best practice and continuous improvement, aligning our business goals with ESG values to create long-term value and contribute positively to society and the environment. We hold ourselves accountable and aim to do the right thing as we work towards change, reporting our improvements annually to stakeholders and staff.

Signed: David Yelding

Date: 01/01/25

Date of Review: 01/01/27

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