



**BRISTAN
GROUP**

**Our Environmental,
Social, and Governance
Commitment
2023/24**

Welcome

We're striving to be an organisation that has a positive impact on our customers, our communities, and the environment. In this report, you'll find details of our activities around energy and water efficiency, waste management and recycling, and you'll also learn about our continuous commitment to the local community, our employees, ensuring we operate with the right level of governance in all areas.

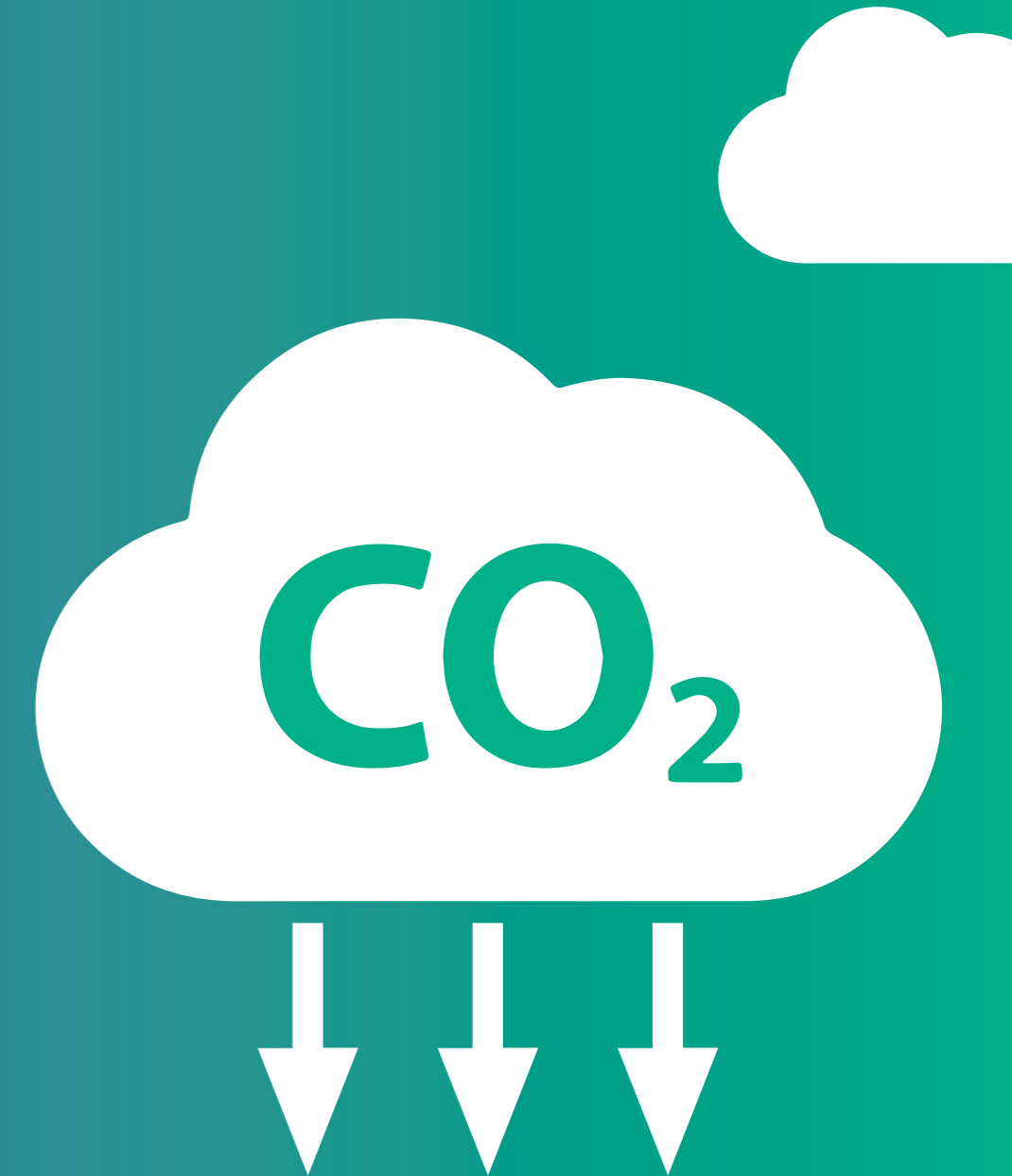
Whilst we are proud of the actions we are taking, we acknowledge and are dedicated to do more. We are working with the Carbon Trust on their Route Net Zero Standard to reduce our carbon footprint year-on-year, looking at how we can better assist our team and local communities, and we are also regularly seeking consultation from industry experts on how to be a more sustainable organisation. We are devoted to a programme of continuous improvement.

As we continue to progress and achieve our goals, this report will evolve to reflect the positive changes we are making and the impact those changes have had.

Environmental

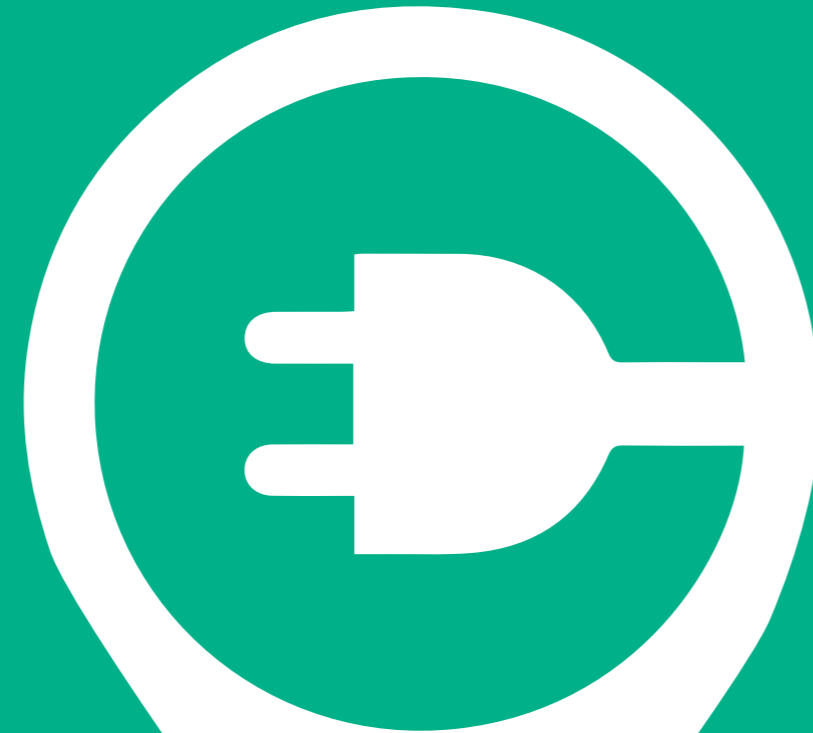
From increasing the number of electric and hybrid vehicles within our fleet to fitting solar panels and improving the green credentials on our packaging, we are committed to reducing our carbon footprint year-on-year.

In 2021, we achieved a 7% reduction in our Scope 1 emissions vs 2020 and we signed up to be part of the Carbon Trust Route Net Zero Standard, which provides us with a framework and action plan to deliver annual savings and measure our achievements.



Energy Efficiency

Through energy-saving and renewable initiatives we are committed to reducing our environmental impact. Solar panels will soon be added to our Tamworth head office which should generate an estimated 660kw/hours of electricity and further reduce our carbon footprint. We will also join the Grid Repay scheme once the new panels are installed so the wider area will benefit from this reduction.

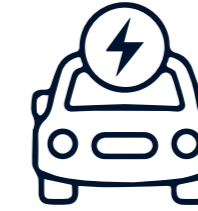


Office Lighting



We have replaced all lighting with LEDs in our Tamworth HQ. This alone has resulted in us achieving a **6.9% reduction** in our carbon footprint. The introduction of PIR sensors to monitor office activity and switch off lights automatically has created a further reduction in the building's electrical usage.

Electric Vehicle (EV) Charging



We have installed a total of 8 electric vehicle charging bays at our Tamworth site to meet current and estimated future demand.

Sustainable Partnerships



Our primary merchandise supplier has partnered with Ecologi, who will plant at least one tree for each order we place with them.

Hybrid Fleet



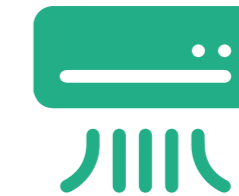
We have committed to switching to a hybrid-only fleet, reducing our CO2 emissions to **50g/km**.

Telematic Devices



All the cars within our fleet are equipped with telematic devices to monitor private mileage deductions.

Air-conditioning



Each of our meeting rooms and office spaces is equipped with a PIR-censored, centralised air-conditioning control system.

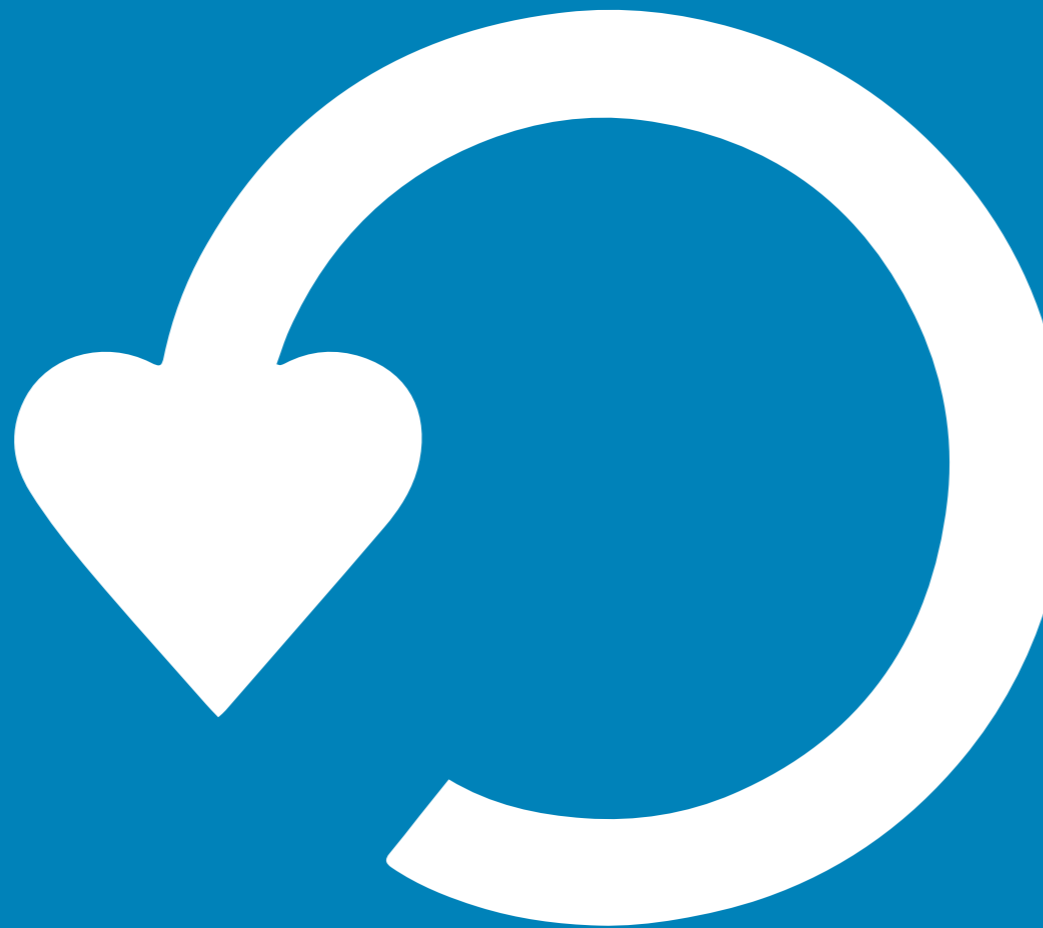
Energy Monitoring Meters



These have been installed to continuously track energy usage and identify opportunities for improvement.

Waste Management & Recycling

We are proud to be a zero-to-landfill company. Our specialist waste management partner ensures that general waste is mechanically sorted to remove the recyclable materials, while any residual leftovers are thermally recovered to produce electricity.

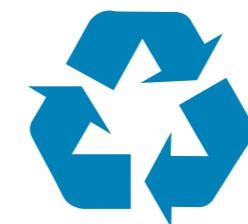


Recycling

We produce around 295 tonnes of waste every year and that is why we recycle, repurpose, or reuse waste materials in the following ways:



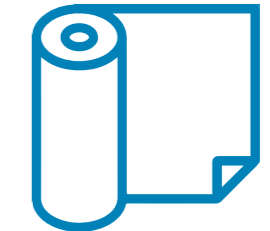
137 tonnes of waste cardboard in our warehouse operations are recycled into new cardboard every year.



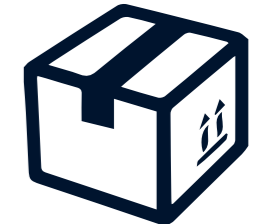
Boxes used in our automated machines are made of 100% recycled paper.



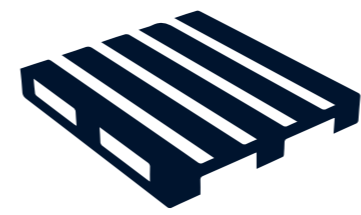
All ceramic waste is crushed and used as non-specification road-building material.



Our bonding and stretch film used to secure product onto pallets have both been replaced with 30% recycled material.



All our transit packaging is now made from recycled material.



All broken pallets and wood waste is used to make new pallets, shredded, and used in animal bedding or even converted to wood pellets for heating.



We stopped distributing our product brochures using plastic polylopes in 2019. We now use recycled cardboard uni-pack cartons.



All our redundant e-waste equipment is securely recycled or refurbished to be used in schools and further education.



We have also begun a process of removing all unnecessary paper from our product packaging, switching to digital versions for all fitting instructions and maintenance information.

Water Efficiency

Reducing our water consumption remains a top priority and we have adopted water-saving initiatives within the business and into our product range.



Water-Efficient Products

As the UK's leading provider of taps & showers, we're able to offer our customers a comprehensive range of energy and water-saving solutions, through:

Pre-fitted flow limiters



Limits the flow to as little as 3.5 litres of water per minute, helping to reduce water consumption.

Self-closing 'push button' taps



Designed to meet BREEAM standards and reduce water waste.

Timed flow controls



Allows water to turn off after a certain amount of time to meet BS EN 816 standard.

Infrared taps



Offers significant water saving by automatically turning off when not in use.

Eco Start taps



Where the boiler isn't unnecessarily fired when the tap lever is in the central position.

Water Recycling

Our UKAS-accredited lab recycles 90% of the water used to carry out the endurance testing of our products.



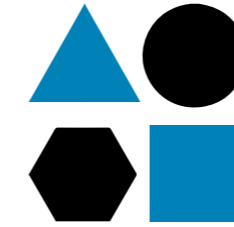
Social Responsibility

Through our Bristan Pantry initiative, our large team of Mental Health First Aiders, or our dedicated charity committee, we are proud to be able to offer support to our employees. We offer a hybrid working structure wherever possible across the business and have implemented a rigorous and supportive Employee Assistance Program.

But the support we offer doesn't stop with our team – we also offer each member of the business a paid volunteering day each year to help a cause of their choosing. Additionally, we regularly send products to local schools and colleges to help the installers of tomorrow in their training, as well as partnering with various charities to raise much-needed funds.



Diversity and Inclusion



We understand that everything we do begins and ends with our people. Our culture is people-focused and we uphold strong values and ethics. Regular Diversity and Inclusion training is mandatory for all our employees as we aim to create a culture that is focused on inclusivity. We are also working towards balanced candidate slates for each of our recruitment campaigns.

Employee Health, Safety, and Wellbeing



We have a stringent health and safety policy which is governed by our Executive Leadership team. The policy helps our organisation to control risks and identify hazards to eliminate or significantly reduce or prevent work-related accidents, ill health, and workplace dangers.

Help, Support, and Advice



From day 1, all our employees have the benefit of immediate access to a confidential telephone counselling and legal information service that operates 24 hours a day, 365 days a year. All of our employees can also access up to six, in-person, counselling sessions per year, together with online help and support.

Mental Health First Aiders



Mental health matters to us at The Bristan Group. Thanks to our independently-trained Mental Health First Aiders, our employees always have someone to turn to for support. We are proud to currently have a total of 15 Mental Health First Aiders spread across each department of the business.

Training Opportunities



At The Bristan Group, we support our employee's development by investing in a programme of accessible training and education, which includes supporting professional qualifications and regular diversity, inclusion, and ethics training.

Supporting Our Community



Returned Products

On the occasion that non-faulty products are returned to us, we donate these to local colleges, such as Hall Green College in Birmingham, to support the next generation of plumbers.

Most recently, we partnered with Redcar College to provide a pallet of products to support its Plumbing & Heating Training Department.



Bristan Pantry

Soaring food and fuel prices have meant that people are struggling more and more. Even though we review every employee's salary on an annual basis, sometimes it's unfortunately not enough, so we launched the Bristan Pantry. Available to all employees for anyone needing a little extra help, this fully confidential service provides packages of non-perishable goods, hygiene, and sanitary products.



Charity Activities

Every two years, we nominate a charity for the business to support. Funds raised by our employees are money matched by our parent company, MASCO, to double the donation. In recent years, we have been proud to support **Birmingham Children's Hospital**, **NSPCC**, and **St Giles Hospice**.

In addition...

We are part of the AquaAid Water Cooler Scheme which gives automatic donations to The Africa Trust, providing clean drinking water in Africa. In 2021, our contribution funded a new well. In 2023 we partnered with MIND Mental Health Charity as our primary charity for the next 2 years. So far, our charity committee, in partnership with our Mental Health First Aiders, have hosted numerous fundraising activities such as a summer BBQ, coffee morning and bake sale, Easter raffle, and football sweepstake.

Governance

Our commitment to ethics and integrity is the foundation of our business. We have a strong culture of compliance and an outstanding reputation for doing business the right way.

Our Code of Ethics expresses our expectation that each employee will act ethically and foster our culture of integrity. All employees must comply with our Code of Ethics and company policies and follow the laws that apply where we do business.



Ethical Sourcing

We work with several manufacturing partners, all of whom play a key role in our commitment to excellence in quality, delivery, and price. Our culture of high ethical standards extends to our global supply base, which we expect to operate at a similar level.

Our selection and continued use of our suppliers is based on the following standards:

- Compliance with all applicable laws and regulations.
- Protection against the use of workers younger than the minimum age required by law.
- Protection against the use of forced labour (including slavery and human trafficking).
- Protection appropriate wages and benefits as required by law.
- Protection against excessive working hours that exceed local laws or business customs.
- Protection against physical and mental punishment of workers.
- Protection against unlawful discrimination against workers and encourage employment based on their ability.
 - Respect of workers' rights to associate freely.
- Maintaining safe and clean workplaces including any residential facilities, in compliance with the law.
 - Protection our confidential and proprietary information.
- Providing us with all requested information regarding Conflict Minerals.

Anti-slavery and trafficking

We are a responsible and ethical business which is committed to putting in place steps aimed at making sure there is no slavery or human trafficking in our business and supply chains. Policies and procedures relevant to ensuring that modern slavery is not taking place include:

- Supplier Business Practices Policy.
- Verification of supply chains and auditing of suppliers to evaluate compliance and address any risks.
- Certifications from suppliers that materials incorporated with Bristan Group's products comply with laws regarding slavery and human trafficking in the countries in which we are doing business.

Compliance and Accreditation

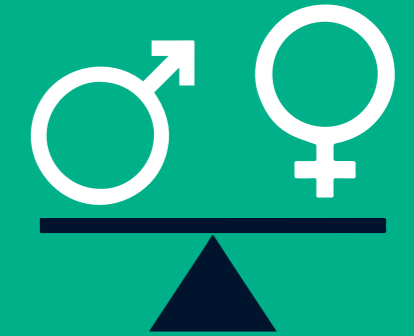
We have the following accreditations as evidence that we take our responsibilities seriously:

- Our testing labs are UKAS accredited.
- We are working toward the Route to Net Zero Standard certification.
 - Most of our products are WRAS-approved.
 - Our chrome products are plated to BS EN 248.
 - Our products are certified to NSF TMV2 or TMV3.
 - Part of the Product Life Cycle Reporting Standard
 - Accreditation BS EN 816

Further accreditations



Gender Pay Gap



We employ talented individuals who strive to be brilliant every day, regardless of gender. We are confident, that due to the pay review process we have in place which includes an external benchmarking exercise, we do not have an equal pay issue. This has also been confirmed through an independent audit. We report annually on our gender pay gap and take action to close any gaps that are identified.

Bristan Group part of Masco:

“As a global leader in the design, manufacture and distribution of branded home improvement and building products, we, at Masco, believe in and continuously strive to deliver better living possibilities - for our homes, our environment and our community. Motivated by the prospect of a better world, we strive to maintain high standards of excellence, accountability and leadership.”

Keith Allman
Masco President & CEO

www.masco.com/sustainability

BRISTAN GROUP

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