

Corporate Social Responsibility (CSR) Policy

2026

Think FM Solutions Ltd

Corporate Social Responsibility (CSR) Policy

Document control

Policy owner: Think FM Solutions Directorate

Approved by: Managing Director

Review date: 06 January 2026

Next review date: 06 January 2027

Head Office & Registered Office: 22–24 Ely Place, London, EC1N 6TE

1. Policy statement

Think FM Solutions Ltd (“the Company”) is committed to operating as a responsible and ethical cleaning and facilities management provider. We recognise that our activities impact the environment, our employees, our clients, our supply chain, and the communities in which we operate.

This Corporate Social Responsibility (CSR) Policy sets out how the Company integrates social, environmental, and ethical considerations into its business activities and decision-making, supporting sustainable operations and long-term value for stakeholders.

This policy should be read in conjunction with the Company’s Health & Safety, Environmental & Biodiversity, Quality Assurance, Equality, Ethical Code of Practice, and Risk Management policies.

2. Scope

This policy applies to:

- All employees and workers (including agency workers)
- Contractors and suppliers providing services to the Company
- Business activities carried out on Company-controlled premises and client sites.

3. Governance and accountability

Managing Director

- Holds overall accountability for Corporate Social Responsibility
- Ensures CSR principles are embedded into business strategy and operations.

Directors and Senior Management

- Support implementation of this policy
- Monitor CSR performance and improvement actions.

Managers and Supervisors

- Promote responsible behaviour at contract and site level
- Ensure CSR-related requirements are communicated to staff.

Employees

- Act responsibly and ethically in their day-to-day work
- Support Company CSR objectives.

4. Environmental responsibility

The Company is committed to minimising the environmental impact of its cleaning and facilities management activities. This includes:

- Using cleaning products responsibly and in line with COSHH assessments
- Supporting waste reduction, segregation, and recycling on client sites
- Preventing pollution, including protection of drains and watercourses
- Reducing unnecessary energy and water usage where within our control
- Supporting client environmental requirements and site rules.

Environmental performance is monitored through audits, inspections, and incident reporting, and is subject to continual improvement.

5. Ethical business practices

Think FM Solutions is committed to conducting business with integrity, transparency, and fairness.

We will:

- Comply with all applicable laws and regulations
- Operate in line with the Company Ethical Code of Practice
- Prevent bribery, corruption, tax evasion, and modern slavery
- Treat clients, suppliers, and stakeholders fairly and respectfully.

Any concerns regarding unethical behaviour should be raised in accordance with the Whistleblowing Policy.

6. Employees and wellbeing

The Company recognises that employees are fundamental to its success. We are committed to:

- Providing a safe and healthy working environment
- Promoting equality, diversity, and inclusion
- Supporting mental health, wellbeing, and work-life balance
- Providing appropriate training, development, and supervision
- Consulting with employees on matters affecting their health, safety, and wellbeing.

These commitments are supported by the Company's Health & Safety, Equality, Mental Health, and HR policies.

7. Community and social engagement

While the Company's core activities are focused on service delivery, Think FM Solutions aims to contribute positively to the communities in which it operates by:

- Acting respectfully and responsibly on client and community premises
- Supporting reasonable community or charitable initiatives where appropriate
- Encouraging positive behaviour and professionalism from employees.

Any charitable activity or sponsorship is subject to management approval and business considerations.

8. Responsible supply chain management

The Company expects its suppliers and contractors to operate to standards consistent with this CSR Policy.

This includes:

- Compliance with applicable employment, health and safety, and environmental laws

- Fair treatment of workers and respect for human rights
- Ethical sourcing and procurement practices
- Cooperation with Company audits or information requests where required.

Supplier performance may be monitored as part of contract management and review processes.

9. Stakeholder engagement

Think FM Solutions values open and constructive engagement with stakeholders, including employees, clients, suppliers, and regulators.

We will:

- Communicate openly and professionally
- Seek feedback where appropriate
- Consider stakeholder views in decision-making and service improvement.

10. Monitoring, performance and continuous improvement

The effectiveness of this CSR Policy is monitored through:

- Management reviews
- Client feedback and satisfaction
- Audit and inspection findings
- Review of complaints and incidents.

The Company is committed to continuous improvement and will review CSR objectives and performance regularly.

11. Policy review

This policy will be reviewed annually or sooner if there are significant changes to legislation, business operations, or stakeholder expectations.

Signed:



Managing Director

Think FM Solutions Ltd

Date: 06 January 2026