

The Keyholding Company

Sustainability policy

Mission

At The Keyholding Company we are committed to promoting sustainability, protecting the environment, and creating a prosperous world for future generations. Promoting a broader sustainability agenda is integral to The Keyholding Company's professional activities and our management. We aim to lead by example by following good sustainability practices, to reduce the direct environmental impacts of all our activities, advance our positive contributions to the planet and our society, and to help our clients and partners to do the same.

As an organisation reliant on transport as a means to deliver our business, we recognise the importance of being part of the direct transition to a low carbon economy. As the UK's transport sector moves towards net-zero, we will support it within our own day-to-day management and operations, and in doing so we will help the security sector transition too.

We have been carbon neutral since 2019 but are aiming to reach net zero across Scopes 1-2 emissions by 2030, by optimising our operations (purchased goods, cloud, food & drink), facilities (e.g., utility tariffs, waste management), and transport (business travel, London Ops).

Principles

In order to fulfil our mission, this Sustainability Policy is based on the following principles:

- To make data-led decisions to reduce our operational footprint whenever possible and set science-based targets that we are committed to reaching.
- To minimise the impact on the planet of all day-to-day activities including alarm responses, wider travel, purchasing, working practices, and disposal of waste
- To integrate sustainability considerations into all our business decisions.
- To help our employees to engage with and implement our sustainability initiatives.
- To engage with clients and suppliers to help them to adopt their own sustainability practices.
- To review, annually report on, and continually strive to improve our sustainability performance.
- To conduct our sustainability efforts with complete transparency.

Practice

To put our principles into practice we will do the following:

- To formalise Sustainable Thinking into quarterly meetings.
- Use a third-party company [Alectro] to annually audit and report our carbon footprint and review our performance against predefined metrics.
- To offset unavoidable emissions to operate as a carbon-neutral company.
- Work towards attaining a high level of social and environmental performance, transparency, and accountability (B Corp accreditation).
- Continuously monitor, review, and learn, measuring our efficiency to build on positive behaviour, prevent pollution, and create a better place for people and the environment.

Our actions will support our net-zero goals directly by implementing the following steps: For our operations, we will:

- Continue to invest in our fleet as we transition towards a zero-emissions fleet across all of our vehicles
- Work towards ensuring the lowest amount of total energy is used in the delivery of our operations
- Support our Service Partner Network on their journeys to net-zero

For our employees, we will:

- Support and educate employees to ensure they have the skills and knowledge to reduce their personal impact inside and outside of the workplace. This will include helping them to reduce their commute and working from home impact.

For our travel policy, we will:

- If viable, use Teams (videoconferencing) as an alternative to face-to-face meetings,
- Prioritise and incentivise train travel for long-distance travel, and if European travel is required, we will consider whether train travel is a viable option.

In our office we will:

- Minimise our use of paper and other high-waste office consumables,
- As far as possible arrange for the reuse or recycling of office waste, including paper, and e-Waste (computer supplies and redundant equipment)
- Reduce the energy consumption of office equipment by purchasing energy-efficient equipment

Through our supply chain we will:

- Challenge and encourage companies, clients, and partners we work with to join us in committing to an environmentally responsible future.
- Use an Environmentally Preferred Procurement strategy for purchasing decisions.
- Audit (via Authenticate) our supplier's ESG practices, policies and targets.

In our facilities we will:

- Seek to procure 100% low-carbon power for our facilities
- Keep up to date with our landlord's Sustainability Policy, and challenge, wherever we believe, is necessary.

Key Carbon Performance Indicators (KCPIs)

Each year we track our performance through KCPIs, which contribute to an overall emission reduction target. During initial growth, the main KCPI will be our tCO₂e/employee value. We strive to reduce these to Net Zero by 2030.

Distribution

All employees will be provided with a copy of this policy.

Review and Revision

The Company reserves the right to rescind and/or amend this and all Company policies, at any time.

Signed:

Abi Shuttleworth

A handwritten signature in black ink that reads "Abi Shuttleworth". The signature is written in a cursive style with a large initial 'A' and a long, sweeping underline.

Group MD

Dated: 31 January 2026