Portico

SECOND NATURE

ESG 3 YEAR STRATEGY

June 2023

PORTICO'S STRATEGIC ESG FRAMEWORK

SECOND NATURE

We pride ourselves on creating tailored guest services that add value to our clients' daily life.

Our business is hungry for change in our industry and we are uniting to take positive action on sustainability.

INCLUSION *By Design*

We create inclusive workplaces where everyone can thrive.

Diversity, equality & inclusion

PROGRESSIVE *Partnerships*

We partner to drive positive change.

Responsible sourcing

Sustainable supply chain

NURTURING AND *Growing Talent*

We help our people grow and succeed.

Training & development

Fair & decent work

Employee wellbeing

STEP *Up*

We act to reduce our impact on climate and nature.

Reducing carbon emissions

Designing out waste

Nature positive

SECOND
NATURE
KPI AND TARGET SETTING

INCLUSION
By Design

KPIS AND TARGETS FOR 'INCLUSION BY DESIGN'

Portico Lead: Dana Singer

INCLUSION By Design

OBJECTIVE	GOALS	KPIS	TARGETS
We create inclusive workplaces where everyone can thrive	Ensure diversity and inclusion is represented at all levels of our business	Gender diversity ratio of leadership roles % of females in leadership roles promoted from within WSH Ethnic diversity ratio of leadership roles	• Increase marginalised gender representation in leadership roles* to 40% by 2026 • Increase the representation of employees from mixed and multiple ethnic backgrounds in leadership roles by 2027 (to reflect regional population demographic)** • In 2023 start measuring the proportion of local employees living within 2 mile radius of the workplace location to produce baseline in December 2023 • Employ locally and work with charities with a target of 20% of employees coming from a local community • Increase female representation in leadership roles to 40% by 2027 (C suite – 1) • Launch Portico Equity, Diversity & Inclusion policy and engagement plan by Q2 2023 • Launch an annual DE&I employee engagement survey by end 2023 • Sign the Fertility Charter by June 2023 • Create a women's network by end 2023 • Enrol at least one employee onto the WiHTL women's programme annually, starting from 2023 • Create an LGBTQ+ employee network by end 2023 • Sign Race in the Work Charter by June 2023 • Complete Race in the Work survey in October 2023 • Publish Ethnicity Pay Gap by 2024 • Create a race employee network by end 2023 • Enrol at least one employee on the WiHTL ethnic future leaders programme annually, starting from 2024

*Leadership roles refer to C-suite minus 1 in all businesses

**Regional ethnic diversity as defined by the UK Government and the Office for National Statistics

A BEAUTIFUL DAY
STARTS WITH A
Beautiful Mindset
GOOD VIBES ONLY
STRONG PEOPLE
THEY LIFT THEM UP
NURTURING AND
Growing Talent

KPIS AND TARGETS FOR 'NURTURING AND GROWING TALENT'

Portico Lead: David Bevens

NURTURING AND Growing Talent

OBJECTIVE	GOALS	KPIS	TARGETS
We help our people grow and succeed	To provide learning & development opportunities for all employees To make us an employer of choice within the hospitality industry by providing fair and decent work and to support our colleagues to thrive outside of work	% of employees receiving regular career development and performance reviews Number of training hours provided per employee per year % of management positions filled from internal hires Diversity ratio of employees on management development programmes Diversity ratio of internal promotions within departments to management positions Living Wage Foundation Recognised Service Provider* status Bonus gender pay gap Mean gender pay gap Access to medical, financial and nutritional support mechanisms	• Build upon our strong heritage of training by providing learning opportunities for all contracted employees, beyond mandatory requirements by 2025 • Increase the % of people from underrepresented groups** on our management development programmes to 30% by 2025 • Ensure that 100% of employees receive career development advice • Ensure that each employee receives 124 hours training and development per year, starting in 2023 • Fill 40% management positions from the internal talent pool • Achieve the Living Wage Foundation's Recognised Service Provider accreditation by 2026 • Maintain our gender pay gap of less than 5% • 100% of employees have access to medical, financial and nutritional advice

*Recognised Service Providers have committed to paying all directly employed members of staff, not tied to client contracts, the real Living Wage

** Underrepresented groups refer to protected characteristics including gender, race, ethnicity, sexual orientation, religion, age

PROGRESSIVE
Partnerships

KPIS AND TARGETS FOR 'PROGRESSIVE PARTNERSHIPS'

Portico lead: Ewa Dabydoyal

PROGRESSIVE Partnerships

OBJECTIVE	GOALS	KPIS	TARGETS
We partner to drive positive change	Launch our first 'Supplier Code of Conduct' by summer 2023 To continually raise the bar on supplier sourcing standards To source products from areas with no risk of deforestation To ensure fair terms and improve working conditions across our supply chain	% of cotton for uniforms from certified sustainable sources % recycled/donated uniforms Portico Pulse number of events promoting local charities and SMEs per year Number of charities providing training and development modules per year % of suppliers registered on SEDEX with a fully completed questionnaire and a human rights policy in place 100% of FSC certified wood and paper product in manufacturing and processing facilities % of primary deforestation-linked commodities that are deforestation free	• 100% of strategic and valued partners signed up to the SCoC by the end of 2023 • Source 100% of cotton for our uniforms from certified sustainable sources, such as the Better Cotton Initiative, by end of 2024 • Recycle and/or donate 100% of used uniforms by end 2024 (including to employment charity Suited and Booted) • Introduce a range of seasonal sustainable flower and plant arrangements to supply 25% of displays from sustainable sources by end 2023 • Build a network of local SMEs and charity suppliers for Portico Pulse offer (events per year) • Partner with charities to create and lead on L&D modules, with two modules in place by end 2024 • Launch Portico annual charity partnership plan by Q2 2023 and measure impact for 2023 onwards to ensure each client's charity is supported through volunteering and fundraising • Ensure 100% of strategic and valued partners are registered on SEDEX with a fully completed questionnaire and have a human rights policy in place by the end of 2024 • Achieve no deforestation across our primary deforestation-linked commodities, latest by end of 2030 • 100% FSC certified wood and paper products used for manufacturing and processing facilities by end of 2025

*Examples of certified sustainable cotton sources could include Better Cotton Initiative (BCI) and organic cotton.

STEP
Up

KPIS AND TARGETS FOR 'STEP UP'

Portico lead: Rachel Smith

OBJECTIVE	GOALS	KPIS	TARGETS
We act to reduce our impact on climate and nature	To significantly reduce our greenhouse gas emissions to achieve net zero across our entire value chain by 2040. To remove all avoidable waste across our business.	Total Scope 1 and 2 GHG emissions (tonnes tCO2e) Scope 3 economic intensity GHG emissions (tCO2e/£Mio turnover) % reduction of GHG emissions against 2019 baseline year Absolute scope 3 FLAG GHG emissions % reduction of Scope 3 FLAG GHG emissions Status of science-based target SBTi validation Total waste to landfill (tonnes)	• Achieve net zero across our entire value chain by 2040 compared with a baseline of 2019 • Reduce our absolute scope 1 and 2 greenhouse gas emissions 80% by 2030 and 90% by 2040, from a 2019 baseline year • Reduce Scope 3 economic intensity greenhouse gas emissions 77% by 2030 and 97% by 2040, from a 2019 base year • Reduce absolute scope 3 FLAG greenhouse gas emissions 72% by 2040, from a 2019 base year. • Submit net zero and FLAG targets for validation by SBTi latest by end of May 2023 • Zero waste to landfill (from directly controlled sources) by 2030 • Create and launch Second Nature Step Up policy and training module by Q3 2023 (to include energy-saving measures, recycling, plants, stationery, etc) • Launch Step Up site check list and monitor delivery through onsite mystery shops by Q4 2023 • Introduce Cycle to Work scheme by Q2 2023 • Launch Digital reception sign-in technology to drive 90% awareness by end 2023 • Promote Step Up behaviours through internal and external comms to build and reinforce positive behaviours • Reduce workplace travel by introducing hybrid working practices for support team by 20% by end 2024