CORPORATE SUSTAINABILITY PROGRAMME

Environmental | Social | Governance

Our commitment

To operate a responsible, resilient and sustainable moving and storage business that protects the environment, supports people and communities, and is governed with integrity.

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Document Control

Document title	Corporate Sustainability Programme	**Version**	4.0
Document owner	Director of Operations	**Approved by**	Managing Director
Effective date	1st August 2026	**Review frequency**	Annually
Applies to	All AMC operations, employees and relevant suppliers	**Classification**	Internal / Public summary may be issued
Reference framework	FIDI sustainability resources; FAIM quality and risk principles; applicable Irish and EU law	**Reporting cycle**	Calendar year

Contents

Important note

This programme supports AMC's FIDI FAIM management-system commitments and uses FIDI sustainability guidance. It does not state that carbon reporting or a specific ESG framework is itself a mandatory FAIM certification requirement. AMC will verify current FAIM requirements at each annual review.

1. Purpose and Commitment

AMC Removals & Storage recognises that responsible business practice is essential to long-term success. As a domestic and international moving, packing and storage provider, our activities affect the environment, our employees, customers, suppliers, communities and business partners.

This Corporate Sustainability Programme establishes a practical framework for managing those impacts through three connected pillars: Environmental, Social and Governance (ESG). It translates our commitment into responsibilities, measurable objectives, annual actions and evidence suitable for management review, customer due diligence, tenders and FIDI FAIM audits.

AMC sustainability commitment

We will seek to reduce our environmental impact, provide safe and fair employment, support customers and communities, and conduct our business lawfully, ethically and transparently. We will measure progress, communicate honestly and continually improve.

2. Scope

The programme applies to all AMC Removals & Storage activities, including domestic, UK, European and international removals; commercial relocations; packing and unpacking; warehousing; self-storage; vehicle operations; subcontracted services; procurement; office activities and customer support.

It applies to directors, managers, employees, casual and temporary personnel, contractors and suppliers where their activities can materially affect AMC's sustainability performance.

3. Sustainability Framework

AMC's programme is structured around the following three pillars:

Pillar	Primary focus
Environmental	Reduce emissions, waste, resource consumption and pollution while improving fleet, warehouse and packing efficiency.
Social	Protect health, safety and wellbeing; promote fairness, development and inclusion; and deliver positive outcomes for customers and communities.
Governance	Maintain ethical leadership, legal compliance, risk management, data protection, quality, supplier oversight and transparent accountability.

The programme also reflects FIDI's current sustainability resources, which encourage moving companies to understand sustainability fundamentals, measure carbon impacts, broaden ESG reporting and take practical action. AMC will use these resources where appropriate, while maintaining its own proportionate, evidence-based approach.

3.1 Guiding Principles

- Compliance first - meet applicable legal, regulatory, contractual and FIDI FAIM requirements.
- Materiality - prioritise impacts that are most significant to AMC's operations and stakeholders.

- Measure before claiming - establish baselines and retain evidence before publishing performance statements.
- Continual improvement - set practical targets, review results and update actions annually.
- Life-cycle thinking - consider impacts from purchasing and packing through transport, storage, delivery and disposal.
- Collaboration - work with employees, customers, FIDI partners, suppliers and communities to improve outcomes.
- Integrity - communicate progress accurately and avoid unsupported environmental or social claims.

4. Governance and Responsibilities

Role	Responsibility
Managing Director	Approves the programme, provides leadership and resources, reviews annual performance and significant risks.
Director of Operations / Programme Owner	Coordinates the programme, maintains objectives and evidence, reports performance and leads annual review.
Management Team	Integrates ESG requirements into departmental plans, monitors KPIs and completes assigned actions.
Warehouse Manager	Manages waste segregation, storage efficiency, energy controls, spill prevention and sustainable materials handling.
Crew Supervisor / Foreman	Promotes safe working, vehicle and equipment care, efficient loading, route discipline and staff engagement.
Overseas Manager / Head of Sales	Supports sustainable move options, responsible partner selection, accurate customer communication and feedback.
Accounts / Finance	Supports data collection for fuel, electricity, waste, purchasing and financial controls.
All Employees	Follow procedures, protect resources, report incidents and improvement ideas, and complete required training.
Suppliers and Partners	Meet contractual legal, ethical, safety, privacy and environmental expectations relevant to their services.

4.1 Sustainability Working Group

AMC may establish a small Sustainability Working Group chaired by the Director of Operations. The group should meet at least twice each year to review data, action progress, incidents, employee suggestions, customer requirements and forthcoming obligations. Minutes and actions will be retained.

4.2 Materiality and Risk Review

At least annually, AMC will identify and prioritise sustainability topics based on operational impact, stakeholder interest, legal exposure, customer expectations and ability to influence outcomes. Significant matters will be recorded in the company risk register or annual sustainability action plan.

- Fleet fuel consumption and greenhouse-gas emissions.
- Packing materials, cardboard, plastics, timber and general waste.
- Warehouse and office energy use.
- Employee safety, manual handling, driving, wellbeing and competence.
- Customer care, accessibility, complaints and protection of personal data.
- Supplier, subcontractor and overseas-agent conduct.
- Business ethics, anti-bribery, cyber risk and continuity.

5. Environmental Programme

AMC will manage environmental impacts proportionately, focusing first on the areas over which it has the greatest operational control and the most reliable data.

5.1 Carbon and Fleet Efficiency

- Measure annual diesel, petrol and other vehicle-fuel use using supplier invoices, fuel cards or finance records.
- Establish an annual greenhouse-gas emissions baseline using a recognised calculation method and retain the factors and assumptions used.
- Use route planning, load consolidation and European groupage opportunities to reduce unnecessary journeys and empty running.
- Monitor vehicle condition, tyre pressure, servicing and driver checks to improve safety and fuel efficiency.
- Provide driver awareness on idling, acceleration, speed, route choice and vehicle loading.
- Consider lower-emission vehicles and fuels at replacement points, subject to operational suitability, infrastructure and whole-life cost.
- Offer customers accurate information on consolidated or lower-impact move options where available.

FIDI alignment

FIDI provides sustainability resources and a sector-specific carbon calculation platform for affiliates. Carbon reporting is currently described by FIDI as voluntary and not part of the FAIM Compliance Procedure; AMC may use the tool to support measurement and customer reporting.

5.2 Energy and Buildings

- Record electricity and heating use for offices and warehouses where bills or meter data are available.
- Use LED lighting, timers, motion controls and switch-off routines where practical.
- Maintain doors, insulation, heating and ventilation systems to avoid unnecessary energy loss.
- Include energy performance in purchasing decisions for lighting, heating, office equipment and warehouse equipment.
- Investigate renewable electricity supply or on-site generation where commercially and operationally feasible.

5.3 Packing Materials and Circular Use

- Prioritise reusable blankets, crates, wardrobe cartons and other durable packing systems where appropriate.
- Reuse suitable cartons and packing materials only when clean, structurally sound and capable of protecting customer goods.
- Purchase recycled-content or responsibly sourced materials where quality, availability and cost are suitable.

- Reduce single-use plastics where an effective alternative exists and does not compromise protection or safety.
- Provide clear segregation areas for cardboard, plastics, timber, metal and general waste.
- Work with customers and crews to recover reusable materials after moves where practical.

5.4 Waste, Pollution and Resource Protection

- Apply the waste hierarchy: prevent, reduce, reuse, recycle, recover and dispose as a last resort.
- Use authorised waste contractors and retain relevant transfer, collection or disposal records.
- Store fuels, oils, batteries, chemicals and cleaning products securely and in accordance with product instructions.
- Maintain spill kits and train relevant personnel in immediate containment and reporting.
- Prevent litter, uncontrolled discharge and inappropriate disposal at customer, warehouse or roadside locations.
- Monitor water use where practical and report leaks promptly.

5.5 Environmental Procurement

Environmental considerations will be included in purchasing and supplier decisions where relevant. AMC will consider durability, repairability, recycled content, packaging, energy efficiency, distance travelled, disposal requirements and supplier credentials alongside service, quality and cost.

6. Social Programme

6.1 Health, Safety and Wellbeing

- Provide and maintain safe systems of work for packing, lifting, driving, loading, warehousing, storage and customer-site activities.
- Complete risk assessments and method statements appropriate to the work and review them following incidents or significant change.
- Provide suitable PPE, equipment, training and supervision.
- Encourage early reporting of hazards, near misses, fatigue, stress, injuries and wellbeing concerns without fear of unfair treatment.
- Monitor working time, rest, fitness to drive and occupational health requirements relevant to each role.
- Investigate incidents and implement corrective and preventive actions.

6.2 Fair Employment, Equality and Inclusion

- Provide equal opportunity and prohibit discrimination, harassment, bullying, forced labour and child labour.
- Recruit, develop and reward employees fairly based on competence, performance and business need.
- Respect dignity, privacy, freedom of association and lawful employment rights.
- Provide reasonable supports for employees with disabilities, health conditions or caring responsibilities where practical and lawful.
- Maintain clear grievance, disciplinary and whistleblowing channels.

6.3 Training and Development

- Provide induction covering safety, quality, data protection, customer care, environmental responsibilities and company values.
- Maintain a training matrix for required licences, role competence and refresher training.
- Use toolbox talks, coaching and lessons learned to reinforce standards.
- Support progression and cross-training where this benefits employees and operational resilience.
- Use relevant FIDI Academy learning and industry training where appropriate.

6.4 Customer Responsibility

- Communicate services, prices, exclusions, schedules and responsibilities clearly and honestly.
- Protect customer belongings, homes, businesses and personal information.
- Provide accessible communication and reasonable assistance to customers who may be vulnerable or require additional support.
- Monitor satisfaction, complaints, claims and compliments and use findings to improve service.
- Avoid misleading sustainability claims and clearly explain any environmental option or limitation.

6.5 Community and Social Value

- Support local employment, training, suppliers and community initiatives where practical.

- Consider donations, sponsorship, volunteering or in-kind moving and storage support through an approved process.
- Encourage staff participation in selected community activities without creating pressure to volunteer.
- Record community contributions so the company can evaluate impact and communicate accurately.

6.6 Responsible Supply Chain

AMC expects suppliers, contractors and overseas partners to operate lawfully and responsibly. Proportionate due diligence will consider safety, competence, insurance, data protection, ethical conduct, environmental practices and service quality. Higher-risk or critical suppliers will receive greater scrutiny.

7. Governance Programme

7.1 Ethical Conduct and Leadership

- Conduct business honestly, fairly and in accordance with AMC's values and FIDI Professional Cooperation expectations.
- Prohibit bribery, facilitation payments, corruption, fraud, conflicts of interest and improper gifts or hospitality.
- Maintain channels for employees and business partners to raise concerns confidentially and without retaliation.
- Investigate substantiated concerns and take proportionate corrective action.

7.2 Compliance and Management Systems

- Maintain a register or structured process for relevant legal, regulatory, contractual and FIDI FAIM requirements.
- Integrate sustainability controls with AMC's quality, health and safety, data privacy, risk, business continuity and supplier-management procedures.
- Complete internal reviews and retain evidence of objectives, actions, training, incidents and management decisions.
- Address non-conformities through root-cause analysis and corrective action.

7.3 Data Protection and Cybersecurity

- Process personal information lawfully, fairly and securely in accordance with AMC's Data Privacy Protection Policy.
- Apply role-based access, secure systems, staff awareness, backup and incident-response controls.
- Assess privacy and security risks associated with software, service providers and international data transfers.
- Report suspected data breaches and cyber incidents immediately.

7.4 Risk and Business Continuity

- Maintain risk assessments covering operational, financial, environmental, social, cyber, supply-chain and reputational risks.
- Maintain business-continuity arrangements for loss of premises, IT disruption, severe weather, vehicle disruption, staff shortages and supplier failure.
- Test or review continuity arrangements periodically and record lessons learned.

7.5 Supplier and Partner Governance

- Use approved suppliers and partners based on defined competence, insurance, quality and risk criteria.
- Include relevant requirements for confidentiality, safety, legal compliance, anti-bribery, labour standards and environmental conduct in contracts or onboarding documentation.
- Review critical suppliers and agents periodically using performance, incident and compliance information.
- Escalate or discontinue relationships where serious or repeated failures are not corrected.

7.6 Transparency and Claims

AMC will report sustainability information accurately and in context. Any public claim, tender response or customer statement must be supported by current evidence, clearly define its scope and avoid implying certification, carbon neutrality or performance that has not been independently established.

8. Objectives, Targets and KPIs

The following are AMC's initial programme objectives. Baselines will be established during the first full reporting cycle. Management may revise targets following baseline assessment, operational change or new requirements, provided the reason is recorded.

Pillar	Objective area	Target / commitment	Measure	Owner
Environmental	Fuel and emissions	Record 100% of available fleet fuel data and establish an annual CO2e baseline.	Annual fuel litres; CO2e by scope/category; data coverage %	Finance / Operations
Environmental	Fleet efficiency	Reduce avoidable idling, empty running and inefficient routing.	Fuel per vehicle or km; route exceptions; groupage/load consolidation	Operations
Environmental	Energy	Establish electricity and heating baseline for controlled sites.	kWh by site; annual change; data coverage %	Finance / Warehouse
Environmental	Waste	Achieve at least 90% segregation of clean cardboard generated at controlled sites where a recycling route exists.	Cardboard recycled; contamination incidents; contractor records	Warehouse
Environmental	Materials	Increase recovery and reuse of suitable cartons and reusable packing systems.	Materials purchased, recovered and reused; reuse rate where measurable	Warehouse / Crews
Social	Safety	Maintain zero preventable fatalities and reduce recordable incidents and high-potential near misses through corrective action.	Incidents; near misses; actions closed on time	Operations / H&S
Social	Training	Complete 100% of mandatory role and sustainability training by due date.	Training completion %; overdue items	Managers
Social	Customer	Maintain customer satisfaction at 95% or above where sufficient responses are available.	Satisfaction %; complaints; claims; response volume	Sales / Operations
Social	Community	Complete and record at least one approved community or social-value initiative annually.	Initiatives; hours; donations or in-kind support	Management
Governance	FAIM and legal compliance	Maintain compliance with applicable FIDI FAIM and legal requirements.	Audit findings; non-conformities; corrective actions	Management
Governance	Privacy and cyber	Complete annual privacy/cyber refresher and record all incidents and decisions.	Training %; incidents; closure time	Data Protection Lead
Governance	Suppliers	Review 100% of critical suppliers and overseas partners on the approved review cycle.	Reviews completed; issues and actions	Department Owners
Governance	Management review	Complete annual ESG review and approve the next action plan.	Review completed; minutes; approved objectives	Managing Director

8.1 Measurement Rules

- Data sources, boundaries, assumptions and calculation methods must be documented.
- Estimates must be identified as estimates and replaced with actual data where reasonably available.
- Performance comparisons must use consistent periods and organisational boundaries.
- Where data quality is insufficient, AMC will report the limitation and prioritise improvement rather than make an unsupported claim.
- KPIs will be reviewed at least annually and may be supplemented by project-specific or customer-required measures.

9. Implementation Roadmap

Phase	Timing	Key outputs
Phase 1 - Establish	Months 1-3	Approve programme; appoint owners; confirm reporting boundary; create data register; identify legal and customer requirements; brief staff.
Phase 2 - Baseline	Months 3-6	Collect fuel, electricity, waste, training, safety, customer and supplier data; identify gaps; calculate initial baselines.
Phase 3 - Improve	Months 6-12	Implement priority actions on route planning, idling, recycling, materials recovery, training and supplier review.
Phase 4 - Review	Annually	Evaluate results; verify evidence; review risks and material topics; approve next-year targets and communicate progress.
Phase 5 - Mature	Years 2-3	Improve data quality; set reduction targets based on baseline; expand supplier engagement; consider external reporting or assurance where valuable.

9.1 First-Year Priority Actions

1. Create a sustainability data register covering fuel, electricity, waste, materials, training, safety, customer feedback and supplier reviews.
2. Confirm which sites, vehicles and activities are included in the reporting boundary.
3. Establish a fuel and CO2e baseline using a recognised methodology or the FIDI x Worldfavor platform where available.
4. Introduce clearly labelled recycling and materials-recovery points in office and warehouse areas.
5. Issue staff guidance on idling, route efficiency, waste segregation, spill response and resource conservation.
6. Add sustainability and ethical criteria to critical supplier and overseas-agent review processes.
7. Complete an annual management review and publish an approved internal summary of results and next actions.

10. Monitoring, Reporting and Review

The Director of Operations will coordinate collection of KPI information and report material progress, incidents and overdue actions to senior management. Department owners remain responsible for the accuracy and completeness of data under their control.

10.1 Review Frequency

- Operational monitoring - monthly or quarterly, depending on data availability and risk.
- Management progress review - at least twice each year.
- Formal sustainability programme review - annually.
- Additional review - following a major incident, significant audit finding, legal change, acquisition, new site or substantial operational change.

10.2 Annual Sustainability Review

The annual review will consider KPI results, data quality, customer and employee feedback, audit findings, legal and FIDI updates, incidents, supplier performance, community activities, risks, opportunities and resource needs. Management will approve revised objectives and an action plan for the next reporting cycle.

10.3 Reporting

AMC may issue an internal or public sustainability summary. Any report must be approved by management, use evidence retained in the programme records, explain significant boundaries or limitations, and distinguish measured results from future commitments.

11. Communication and Stakeholder Engagement

- Employees - induction, toolbox talks, noticeboards, meetings, training and annual updates.
- Customers - quotations, website information, sustainability questionnaires and clear explanation of available lower-impact options.
- FIDI and overseas partners - cooperation, data requests, partner reviews and sharing of practical good practice.
- Suppliers - onboarding requirements, contract clauses, review meetings and corrective actions.
- Community - approved updates on local initiatives and outcomes.
- Management - KPI dashboards, incident reports and annual review records.

Feedback and improvement suggestions will be encouraged. Material stakeholder concerns will be recorded, assessed and addressed through the appropriate management process.

12. Continual Improvement

AMC will improve the programme through the Plan-Do-Check-Act cycle:

Stage	Application
Plan	Identify material impacts, obligations, risks and opportunities; establish objectives and action owners.
Do	Implement procedures, training, operational controls and improvement projects.
Check	Measure KPIs, audit evidence, review incidents and evaluate stakeholder feedback.
Act	Correct weaknesses, update targets, allocate resources and standardise successful improvements.

Management commitment

Sustainability will be treated as an ongoing management responsibility rather than a one-off project. Progress will be practical, measurable and transparent, with quality and customer protection maintained at every stage.

12.1 Approval

Approved by:	Aubrey McCarthy	**Signature:**	
Programme owner:	Director of Operations	**Date:**	1st August 2026
Next review due:	31st July 2027	**Version:**	4.0