

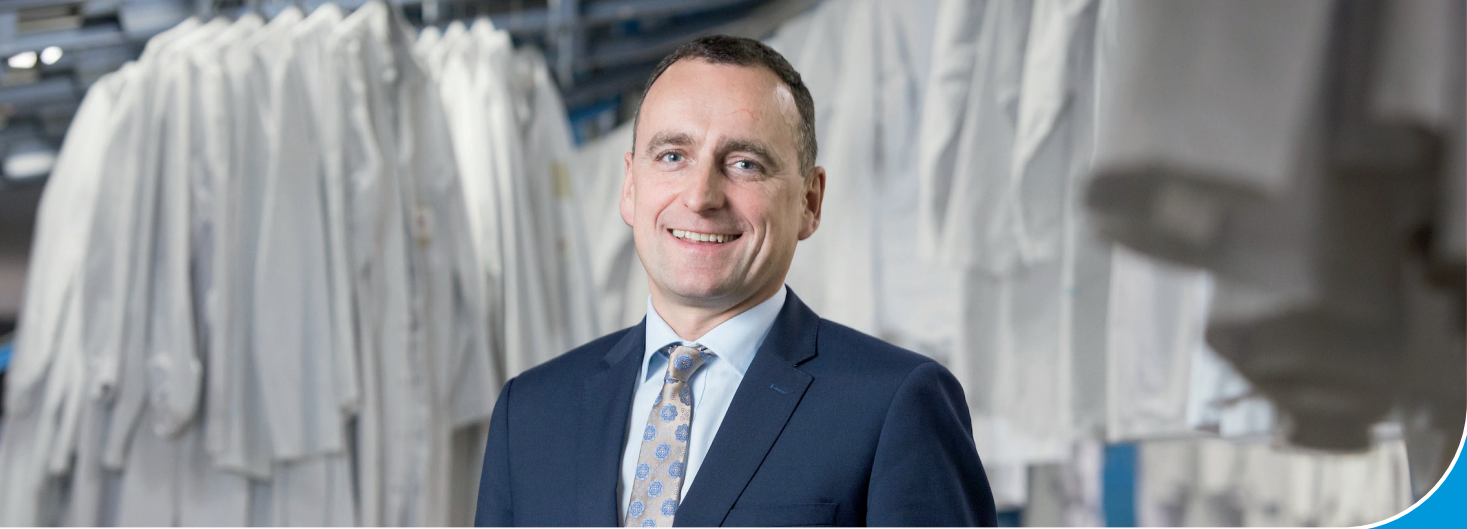


The
Johnsons
way

Change today. Change the future.



JOHNSON
Service Group PLC



An Introduction from Peter Egan

I am pleased to introduce ‘The Johnsons Way’ – our refreshed strategy which sets out the framework that underpins our approach to sustainability.

At Johnson Service Group (JSG) we believe that embedding a best in class sustainability programme throughout our operations will help position us as a leader in responding to the challenges faced by the textile services industry and prove to be a differentiator for our customers.

In the midst of the COVID-19 pandemic we have taken the time to reflect on our historical sustainability performance and to develop a refreshed approach towards our 2030 goals.

Through this process we have considered the issues that have the largest significance and the greatest impact across our Group in order to identify our material issues and our key priority areas moving forwards.

The Johnsons Way is who we are and how we operate. Our activities are structured around four Pillars that will help us to manage our impacts and priorities and allow us to report the progress we are making more accurately and transparently. The pillars are explained in more detail on pages 7 to 11. Throughout 2022, we intend to make a significant stride forward with our sustainability strategy. We aspire to create a culture where sustainability is embedded into our daily working life, continually developing and evolving to reflect the responsibility we have as a Group. This approach will ensure we retain significant forward momentum.

We are excited to be taking this next step in our sustainability journey and look forward to engaging with you soon about those topics that matter to you.

Peter Egan
CEO of JSG

Page of Contents

An Introduction	02
Page of Contents	03
Sustainability at Johnsons	04
Materiality and Stakeholder Engagement	05
Our Material Issues	06
The Johnsons Way Framework <ul style="list-style-type: none">- Our Family- Our World- Our Integrity- Our Communities	07-11
Vision 2030 Statement & Targets	12-13
Our 2022 Objectives and Plans	14-15
Governance Framework	16
Alignment with the UN Sustainable Development Goals (SDG's)	17

Sustainability at Johnsons

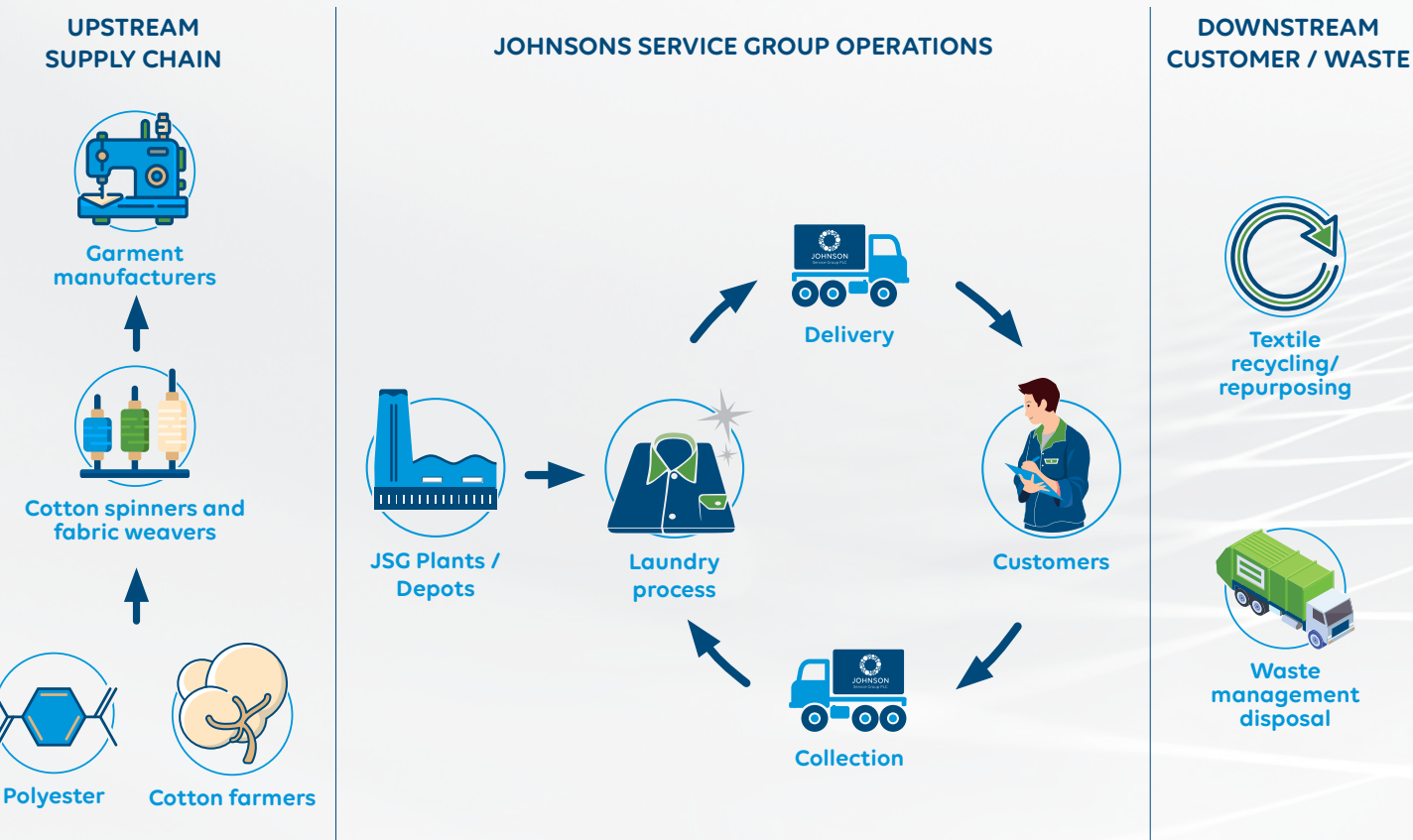
At Johnsons we've always strived to undertake sustainability related initiatives where possible, but there is always room for improvement.

During 2021 we reviewed our issues and processes and developed a refreshed approach to how we can address them.

We are clear that the term 'sustainability' must be used in the widest possible way to encompass all of our environmental and social impacts and governance requirements.

We define sustainability as the balance between:

- Environmental stewardship; creating and protecting the natural environment.
- Social equity; developing our internal Johnsons family and supporting thriving communities.
- Economic efficiency; employing good governance and responsible business practices throughout our operations and those of our value chain.



Materiality and Stakeholder Engagement

We have completed a 'light touch materiality assessment' across the whole business. This helps us to identify what topics are most important to us and which will have an impact on the business into the future.

As part of this process we considered what was important to our investors and shareholders, what topics our customers are concerned about and are starting to bring into their own sustainability programmes, the issues our suppliers are concerned with and the innovations they are bringing to us and, through the feedback from employee engagement surveys, what is important to our colleagues.

Shareholders	Customers	Suppliers	People
Individuals or institutions that own shares in Johnson Service Group	The businesses and organisations to whom we provide goods and services	Our trusted partners who source and supply products and services to us	Our employees who work in our business
<ul style="list-style-type: none">• Ethical business practices and sound governance.• Energy and carbon emissions – the path to net zero.• Waste, specifically plastics.• Diversity, equality and inclusion.	<ul style="list-style-type: none">• Carbon emissions.• Single use plastics and wider waste and packaging impacts.• Health, wellbeing and happiness of employees.• Cost.	<ul style="list-style-type: none">• Workplace health and safety.• Supply chain integrity.• Human rights.	<ul style="list-style-type: none">• Health and wellbeing.• Diversity and inclusion.• Reward, recognition and careers.• Energy and water usage.• Waste including plastic and packaging.

Our Material Issues

The JSG Management Board reviewed the key issues from our stakeholders and assessed them for their importance and impact. This assessment created our priorities - or our 'material issues'.

Environmental Protection



- The impacts of our energy and water intensive processes.
- The waste we generate through our operations and, in particular, end of life textiles circular opportunities and use of plastic packaging.
- Responsible sourcing to minimise the use of natural resources.

Governance and Responsibility



- Ensuring robust ethical business practices internally.
- Cascading and influencing sustainability ideals and requirements into the value chain.

People



- Attracting and retaining the best talent into the next generation.
- Ensuring a diverse, fully equal and inclusive workplace.
- Creating a positive culture and allowing effective employee engagement.

Communities



- How our operations impact on the communities local to our operations.
- The wider Impact on global communities affected by the operations of our value chain.

The Johnsons Way Framework

The Johnsons Way is *how* we operate as a business; it *integrates* sustainability into everything we do and every decision we take; it *supports* our business strategy and it is a vehicle for us to demonstrate *progress* towards our long-term goals.

The Johnsons Way Pillars

To help us address our material issues effectively we have structured our refreshed sustainability programme around four pillars.

These pillars have been selected so that all our stakeholders and communities can clearly see our aims and aspirations in the areas that they consider important to them.

Our Family



Our World



Our Integrity



Our Communities



Our Family



"We want our people to be the best they can be."

Steve McKeever
Pillar Sponsor - Our Family



JSG aims to be the employer of choice in our industry through delivering a first-class employee experience every day for all our colleagues, those who are permanent members of our family and those who may only provide peak season temporary support.

The Johnsons Family means ensuring everyone feels they are included and valued and that they belong, that all our colleagues have equality of opportunity and reward, that we support improved health and wellbeing in our teams and that we foster a positive culture with open and honest engagement and communication.

This pillar will focus on ensuring we have a robust ED&I programme, developing our Academy to provide life-long learning and career path frameworks and putting effective plans in place to continue to improve our culture and behaviours.



Our World

JSG understands that it is inevitable our business operations will have an environmental impact - our processes are energy and water intensive. However, our business model is fundamentally one of circularity through the provision of textile rental and laundry services.

We are committed to going beyond simple regulatory compliance when addressing our environmental impacts and instead will aim to be a positive force for enhancement of our natural world, incorporating environmental considerations into all of our decision-making processes.

This pillar will focus on reducing natural resource consumption, eliminating waste and considering our wider environmental impacts such as biodiversity decline and deforestation that is impacted through our supply chain.



"We all need to leave a legacy behind for the next generation to flourish."

Paul Carr
Pillar Sponsor - Our World





Our Integrity

"We must act ethically and ensure our suppliers and customers are doing the same."

Helen Wood
Pillar Sponsor - Our Integrity



JSG recognises that growth, change and profit are good for the company and that they are necessary for a business to survive. At the same time, we also understand that we must ensure we always operate in a responsible way through the employment of strong ethical practices and governance.

We also accept that our indirect activities are wide and varied and that effective change will only be possible by cascading and supporting the sharing of our values and behaviours into our value chain and working in partnership with our customers and suppliers.

This pillar will focus on ensuring our processes and procedures are of the highest ethical standards. We are developing improved supplier and customer frameworks to align our goals where possible and embedding processes to ensure compliance with all our requirements.



Our Communities

The idea of community investment and philanthropic support are embedded in the Johnsons history and culture. We believe that social impact value is about providing meaningful and effective support to the communities local to our operations and that we can and should be making a real difference to projects and initiatives that are important to them.

Through development of partnerships and collaboration with community groups and organisations, we can support and stimulate local social entrepreneurship and innovation which will deliver change and lasting improvement.

This pillar will focus on tactical actions that realise our aspiration to provide hands on support, utilising both monetary donations and sharing the expert talent we employ to develop long term relationships that will deliver real benefit to those communities that host us.



"We want to ensure we're impacting our local and global communities in a positive way."

Donald Smith
Pillar Sponsor - Our Communities



Vision 2030

Statement & Targets

By 2030 we aim to have:

Our Family

By taking care of our Johnsons family and ensuring everyone feels that they belong we will deliver a first-class employee experience every day.

An effective
EDI
programme



25% female representation at management levels and above



Developed the Academy to provide life long learning and career paths

Our World

By reducing our natural resource consumption and completing the transition to a fully circular approach for our operations, we will protect and enhance our environment.

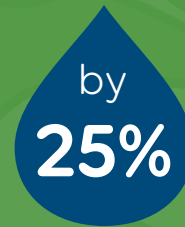
Reduced our scope
1 and 2
carbon emissions
intensity by



Transitioned
company car
fleet to EV



Reduced water
consumption
intensity by
25%



Reduced waste to landfill by
75%



Eliminated
all single
use plastics



Introduced a
process to recycle
our end of life
textiles



Our Integrity

By continuing to demonstrate our integrity and commitment to responsible business practices we will position the organisation for future stability and growth.

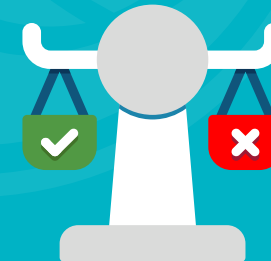


Fully sustainable
core products as
preferred options



Implemented
Supplier
Framework
and Code of
Conduct for
customers

Created
JSG Code of
Conduct training
and ethical
business training



Our Communities

By further understanding the communities impacted by what we do, we can form better collaborative partnerships to support them as they grow and develop.

Continued to
support our
colleagues in
fundraising



Increased our social
value spend as a
% of revenue

Developed collaborative
partnerships with our
communities

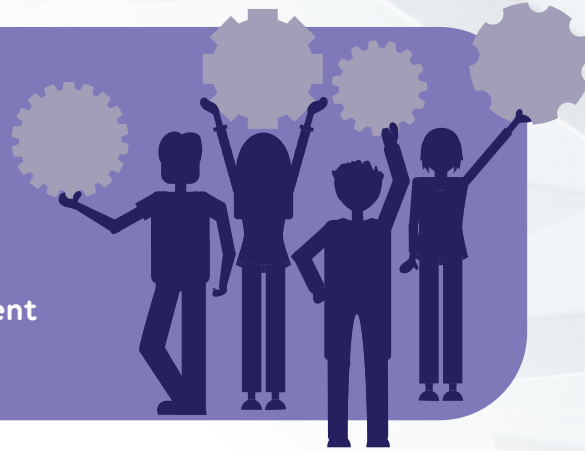


Our 2022 Objectives and Plans

To underpin our Vision 2030 targets we have set ourselves a number of objectives for the coming year. Our performance in these areas will be monitored and we will report on our progress.

Create a first class employee experience

- Furthering our ED&I commitments and programme.
- Developing a positive culture and effective engagement programme.



Act with integrity and ensure the highest standard of ethics

- Operating as a responsible business.
- Being clear with our suppliers on our sustainability expectations.
- Collaborating with our customers to align sustainability goals.



Become a positive force for environmental stewardship

- Developing our approach to low carbon operations.
- Exploring water efficiency opportunities.
- Better understanding our waste generation and management.



Support the development of thriving communities

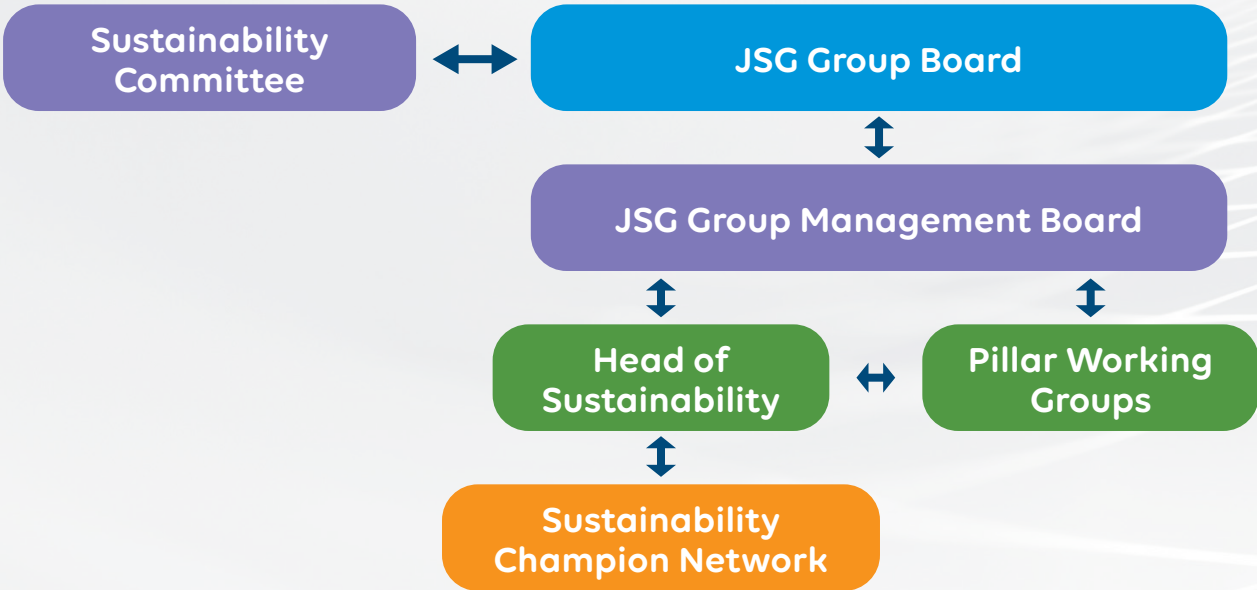
- Developing a better understanding of our social value impact and opportunities.
- Supporting our Johnsons family to give back to their communities.



Governance Framework

We have developed a robust governance framework to ensure our programme remains adequate, appropriate and focused on our material issues:

- The JSG Group Board will retain ownership of the Sustainability Policy, Vision & Strategy and responsibility for approval of the Group Sustainability Targets.
- We've created a new committee of the Board; the Sustainability Committee which will provide advice to the JSG Group Board on strategy, compliance and performance.
- Each of our pillars has a sponsor from the JSG Group Management Board so that they can be championed from the highest levels of our leadership team. Individual Working Groups have been set up for each topic area with colleagues from across the businesses to develop the detailed action plans to help us achieve our objectives.
- A Sustainability Champions Network will be created with the responsibility for the delivery of specific tasks, to act as a conduit for the flow of information throughout the business and to champion the sustainability programme.
- Our Head of Sustainability will have day to day responsibility for managing the programme and ensuring all aspects are being progressed as required.



Alignment with the UN Sustainable Development Goals (SDG's)



Whilst our material issues and programme might touch on many of the SDG's, we are particularly focused on those where we believe we may have the greatest impact.

Johnsons Way Pillar	Material Issues	SDG* Alignment		
Our Family	<ul style="list-style-type: none">• Attracting and retaining the best talent into the next generation.• Ensuring a diverse, fully equal and inclusive workplace.• Creating a positive culture and allowing for real and effective employee engagement.	3 GOOD HEALTH AND WELL-BEING	5 GENDER EQUALITY	8 DECENT WORK AND ECONOMIC GROWTH
Our World	<ul style="list-style-type: none">• The adverse impacts of our energy and water intensive processes.• The waste we generate through our operations.• Responsible sourcing to minimise the use of natural resources.	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	
Our Integrity	<ul style="list-style-type: none">• Ensuring we operate to robust ethical business practices.• Cascading and influencing requirements into our supply chain.• Collaborating with customers to align sustainability principles.	12 RESPONSIBLE CONSUMPTION AND PRODUCTION		
Our Communities	<ul style="list-style-type: none">• The impact our operations have on the communities local to our operations.• The wider impact on global communities affected by the operations of our value chain.	3 GOOD HEALTH AND WELL-BEING	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	

*There are 17 SDG's which are designed to be a blueprint to achieve a better and more sustainable future for all.



Sai Donohue Sunflower Competition Winner



Ian Barron - Johnsons Academy



Donating to Ulloxeater foodbank



Living and Working in the North West Event



Stallbridge Striders



Donating to the local food bank



Lisa O'Brien 10 Year Long Service



The Johnsons way

Change today. Change the future.



Winnie Hotel Linen's new lorry!



Aaron Marshall - Level 3 NVQ Extended Diploma



Sarah Sandall 20 Years' Service



Congratulations Amir Namo from Stallbridge



Millie Pickering in her Johnsons babygrow



Ranjini Bhattacharya - Brave the shave for McMillan



Working with the local scouts in the community



Johnsons Workwear - Hull Best Service Team 2020



Gareth Lake - NVQ Level 3 ILM management



JOHNSON

Service Group PLC

www.jsg.com
sustainability@jsg.com

February 2022 V1

The paper CO₂ emissions for this booklet have been captured by planting native woodland in the UK through the Woodland Trust and the Woodland Carbon scheme.

Supporting the



WOODLAND
TRUST

Helping capture CO₂
and plant trees



Woodland
CARBON
www.woodlandcarbon.co.uk

Printed on FSC certified paper made from
responsibly sourced wood fiber.