

Environmental Policy

Lucid Support Services (Lucid) is working to the ISO14001 standards and principles ensuring adequate attention is paid to environmental issues within our service delivery.

Lucid performs annual environmental impact assessments to monitor our ongoing environmental goals and targets. This is supplemented by third-party assessments, such as those offered by the Carbon Trust, ensuring a holistic approach to developing environmental goals.

We look to continuously improve these measures to reduce Lucid's embedded carbon footprint.

Lucid's business model means our approach to reducing carbon emissions is centred entirely on the office. As an ICT recruitment consultancy, we do not manufacture products or offer services which require travel. As such, all measures have a small scope, as we are unable to apply them across supply chains or service delivery.

Please see the below for our environmental targets, timeframes, and actions we will take to achieve these.

Target	Monitoring	Measures
Carbon Neutral - by 2025	<ul style="list-style-type: none"> • Candidates attending face-to-face interviews. • Monitoring energy provider bills. • Monitor travel methods for employees. 	<ul style="list-style-type: none"> • For candidate screening processes, we will be offering virtual appointments using This eliminates the need for travel on behalf of candidates. • Use of green energy provider by a top 5 energy provider ensuring all energy consumed is sustainably produced. • Encourage employees to participate in Cycle to Work schemes or car-pooling where appropriate. Where possible, employees may work from home.
<5% Waste to Landfill - annually	<ul style="list-style-type: none"> • Monitor non recyclable waste (in bags). Analysis to be performed quarterly. • Document supplier packaging solutions. 	<ul style="list-style-type: none"> • Provision of adequate recycling facilities within the office. • Collaboration with waste management supplier Biffa Waste and Restore Datashred to identify best practices to improve performance. • Continually collaborate with suppliers to reduce packaging and ensure all packaging is recyclable.
Eliminate Single Use Plastic – by 2023	<ul style="list-style-type: none"> • Assessment of supplier packaging solutions. 	<ul style="list-style-type: none"> • No single use plastic is currently used in our standard operating processes. • Continuous training provided to staff to discourage the purchase of food/drink/materials which use plastics in packaging. • Liaise with suppliers to minimise packaging used. The use of sustainable packaging will be prioritised.
Implementing sustainable office practices - ongoing	<ul style="list-style-type: none"> • Review of utility bills to ensure continuous reduction. 	<ul style="list-style-type: none"> • All paperwork and documentation produced as part of standard service delivery is completed digitally.

	<ul style="list-style-type: none"> • Reports of cartridge refills available when performed. • Receipts of all purchase supplies maintained. 	<ul style="list-style-type: none"> • All staff are trained in printer usage, ensuring printers are only used when necessary. Printers only use black ink; cartridges are returned to the manufacturer for recycling when empty. • All rooms are fitted with automatic sensor lights, reducing energy wasted in unoccupied rooms.
Training in and encouragement to pursue environmentally sustainable activities - ongoing	<ul style="list-style-type: none"> • Training delivered, alongside dates required for refresher training documented inside internal training matrix. 	<ul style="list-style-type: none"> • Training delivered during induction processes internally and for placed candidates. • Refreshed annually, where applicable, to ensure staff remain aware of current environmental goals and how best to achieve these. • Staff have ongoing access to digital copies of environmental access plans and all training modules for reference.

Continuous Improvement

To ensure environmental sustainability initiatives will remain contemporary and effective throughout the length of this contract.

Assessments will be performed to ensure all necessary information (i.e., energy consumption bills) is acquired and all relevant legislation and standards followed.

Lucid will use the DMAIC (*Define, Measure, Analyse, Improve, Control*) approach to continuous improvement, ensuring all stages of the process are performed with suitable supporting evidence.

Action plans with specific timeframes will be developed following this process, identifying activities to be completed by the company and when this is to be achieved ensuring a guided approach in ongoing activities.

Should these reviews affect our overall environmental action plan, we will roll out refresher training to all affected members of staff.