



## Facilities Services

We are the leading provider of facilities services across the Isle of Man, Jersey, Guernsey and Gibraltar

# Group Sustainability Report - 2023



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# Executive Summary

It is currently estimated that we need about 1.75 Earths to provide the resources for our consumption and absorb our waste. By 2030, we will need 2 planets.

In the face of this global crisis, businesses the world over are being called to arms to support local governmental and global agendas to make living and operating more sustainable. At Prospero Group we want to be a part of the revolution, and for us 2023 has been the year in which we have set a foothold on our journey.

We set out this year with the following objectives:

- ☐ To deepen our understanding of the global sustainability agenda and how we can apply this thinking specifically to our business and what we do.
- ☐ To determine our Scope 1 & 2 emissions and establish our environmental performance monitoring and data collection processes.
- ☐ To produce this - our first ever sustainability report - and policy.

I am so proud to be able to say that we have achieved what we hope to, and more.

Within the pages that follow there is a little about who we are, what sustainability means for us and how we get there, where we are now and what we hope to achieve in 2024, how we as a business can help to support our customers and economic communities on their own journeys, and a note from our CEO.

We want to make a difference, and this is our plan.



First established in the Isle of Man in 2004 offering installation, maintenance and repair services which include air conditioning, electrical, plumbing and heating, and fire protection, all backed by a 24/7 emergency call out service for contracted customers.

Founded and managed by Managing Director, James Pettigrew, the company has a large and varied client base, including international financial institutions, and has partnered with industry leaders in the facilities sector. In 2012 the Company registered operations in the Channel Islands, in both Jersey and Guernsey. The company's policy is always to maintain a dependable and efficient service which makes each customer feel valued and is operated through a centralised helpdesk which coordinates all internal and external communications and activities.

Prospero acquired the Strand Group of companies in February 2017, bringing the opportunity to offer hard and soft services, effectively a "one stop shop" for clients, and continues to push forward as a leader in the offshore facilities management sector.

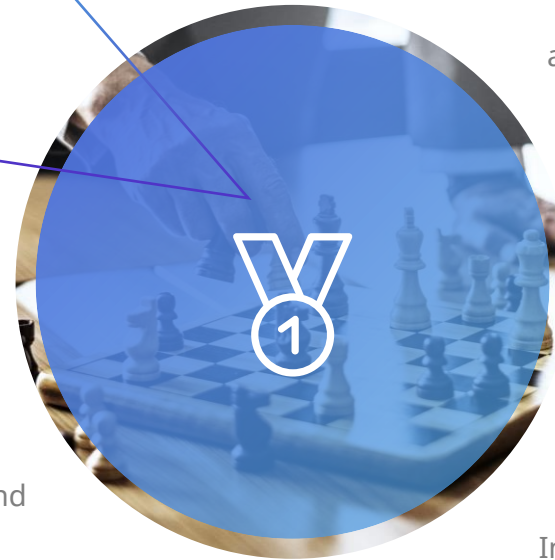
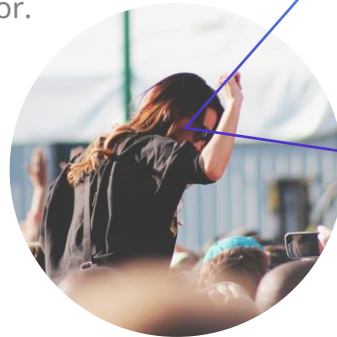
# Our Journey So Far

Strand Cleaners was first founded in 1988 as a window cleaning round in the Douglas commercial district with its main customer base in the financial and commercial sector. Soon after its foundation the company diversified into office cleaning and has seen year on year growth.

In 2002, Storall Limited was formed offering secure document archive, confidential document destruction and paper recycling services. Clean-A-Way was acquired in 2014, adding refuse collection services to the portfolio. Operations Manager, Ricardo Amaral, deals with the day-to-day management of the business, supported by a team of shift managers and supervisors.

A member of BICSc (The British Institute of Cleaning Science) the company continues its objective to remain the islands leading service provider for corporate cleaning.

In 2023, Mark Couchman joined the business as Managing Director of Channel Islands operations



# Our Journey Timeline



Prospero Group monitors industry developments and technical advances, and a robust policy of training, investment and business development ensures compliance and the continual professional development of staff to the benefit of the business and its clients. The team are customer focused, and satisfaction is achieved through the application of proven principles of quality, health, safety and environmental management systems. Clients who engage the Prospero Group can be assured of a dedicated service team on their side in meeting and exceeding the unique and specific needs of their business.

- Prospero incorporated in the Isle of Man

**2004**

**2012**

- Acquired Genclean
- Established offices in Jersey & Guernsey

**2017**

## Acquired

- Strand Cleaners
- Clean A Way
- Storall
- Krypton Cleaners

## Acquired

- Manx Control Systems

**2021**

**2022**

## Acquired

- JCF Cleaners



# Company Credentials



## 01 Integrated Management Systems (IMS)



Prospero operates an Integrated Management System compliant with the requirements of ISO 9001:2015, 14001:2015, 45001:2018 and 27001:2013 to address all relevant areas of Quality, Health, Safety & Environmental and Information Security management.

## 02 Accreditations & Memberships

- Safe Contractor
- CHAS
- REFCOM
- Gas Safe
- OFTEC
- NICEIC
- British Institute of Cleaning Science (BICS<sub>c</sub>)
- Eco Active Business



## 03 Our Service Partners & OEM Agents



# Services we offer – in detail



## Mechanical & Electrical

- Air conditioning
- Electrical
- Plumbing
- Heating
- Building fabric



## Cleaning Services

- Office Cleaning
- Concierge/Front of house
- Consumables



## Document Archiving

- Secure document storage & archiving
- Secure document & data destruction
- Cardboard & Paper recycling



## Hygiene & Washroom

- Hygiene Services
- Washroom Services



## Refuse Collection

- Commercial refuse collections
- Recycling



## Cleaning Services

- Office Cleaning
- Consumables



## BMS & Controls Systems

- Installations
- Control Upgrades
- Service & Maintenance
- Metering
- Integration



## Fire Stopping

- Fire Damper Inspections
- Fire door Inspections & Maintenance
- Penetration Seals
- Cavity Barriers





# Company Core Services

There are **three main core services** delivered under facilities services which encompass all the services detailed the previous slide.



01

For many clients, it is better to outsource the key facilities compliance activities such as water treatment, electrical testing and fire compliance

COMPLIANCE



02

The 'soft services' as they are known in the industry are: cleaning, washroom consumables, portorage, front of house, waste and recycling

SOFT SERVICES



03

The 'hard services' are things like the air conditioning, plumbing, heating, ventilation, electrical, joinery and building fabric works

HARD SERVICES



# Regions we cover



The Isle of Man



The Bailiwick of Jersey



The Bailiwick of Guernsey



Gibraltar



**The Crown Dependencies**



# Isle of Man Net Zero Targets

As a business we are mindful of the unique challenges and opportunities that come with the geographical locations in which we operate and have studied the climate change action plans and targets put in place by our governing authorities, as these will have a direct influence on what is ultimately achievable for us, and therefore on the targets that we set ourselves.

The Isle of Man Government has identified six emission sectors and has set a very ambitious target to reduce electricity emissions by 100% by 2030, and the remaining sectors by 15% each over the same period.

Some of the deliverables which are most relevant to us are:

- Ban on fossil fuel heating systems in new builds from 2024.
- At least 20MW of locally generated, renewable electricity available by 2026.
- Support the development of skills to meet low-carbon heating strategies.
- Ban registrations of new petrol and diesel cars from 2030 and hybrids from 2035.
- Support for businesses to improve energy efficiency and resilience to climate change.
- Schemes to enable business to support local carbon sequestration projects.



## THE INTERIM TARGETS

The strategies, policies and proposals contained within this Plan support the achievement of the following targets:

- 35% reduction in net emissions by 2030
- 45% reduction in net emissions by 2035
- Net zero greenhouse gas emissions by 2050

Targets are set against the 2018 baseline, data shown in chart on page 8.

The contributions to the above targets, from each emission sector, are as follows:

|                                            | ELECTRICITY | BUILDINGS | TRANSPORT | LAND/AGRI | BUSINESS | WASTE  | SEQUESTRATION | Emission reduction from this plan |
|--------------------------------------------|-------------|-----------|-----------|-----------|----------|--------|---------------|-----------------------------------|
| % sectoral change                          | -100%*      | -15%      | -15%      | -15%      | -15%     | -15%   | +10%          |                                   |
| % reduction of total emissions             | 25%         | 4.13%     | 3.55%     | 2.33%     | 0.53%    | 1.00%  | 0.31%         | 36.85%                            |
| Emissions per sector in tCO <sub>2</sub> e | -177,428    | -28,204   | -24,232   | -15,925   | -3,647   | -6,876 | +2,121        | -258,433                          |

The above sectoral reductions represent a proportional change in total emissions, over the plan period (2022-2027), putting us on track for net zero by 2050 and the interim targets. If these reductions are achieved, significant back loading (ie. the need for increased effort later in the transition) will be avoided.

\* Electricity sector reduction, 100% by 2030  
(Providing a new second interconnector is in place, with carbon neutral electricity being imported from GB.  
In exceptional circumstances i.e. emergencies, some fossil fuel generation may be required to support Island demand)



# Channel Islands Net Zero Targets

The targets set by Jersey and Guernsey are interlinked, as they share infrastructure.

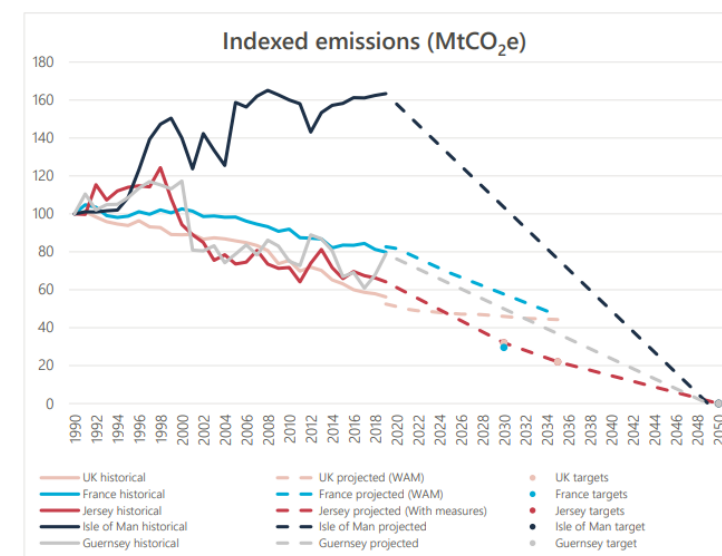
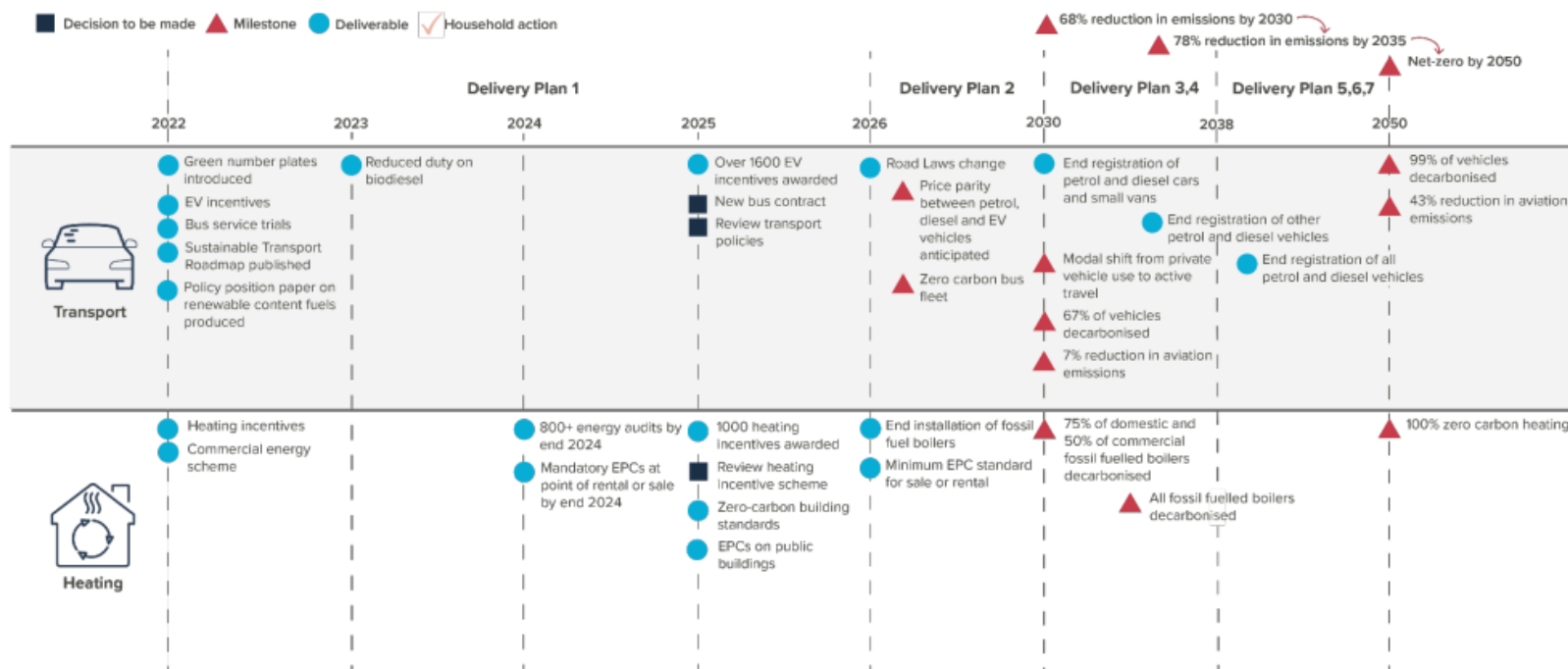
Both have set their baseline figures at 1990 levels.

Jersey's Net-Zero Pathway aims to:

- as a minimum, reduce emissions by 68% compared to our 1990 baseline by 2030; and reduce them to 78% from baseline by 2035,
- deliver net-zero emissions by 2050, and
- stay in line with, and respond to further evidenced change in, science-based global emissions reduction targets that are needed to limit global warming to 1.5°C.

The Guernsey Energy Policy sets out a target of net zero by no later than 2050.

An interim target is set for Guernsey to achieve a 57% decrease on 1990 greenhouse gas emissions levels by 2030.



# Our Net Zero Road Map

## Milestone 3

- Work with our supply chain and continue to support our customers to achieve agreed targets.
- Reassess our plan and look ahead to 2030.
- Revalidate our ISO 14001.

## Milestone 1

- Deepen our understanding of the sustainability agenda and how it applies to our business.
- Determine our Scope 1 & 2 emissions.

## Milestone 5

- Fully electric fleet.
- 100% renewable energy for all owned / operated premises.

## Milestone 4

- Reassess our plan and look ahead to 2035 with a view to achieving net zero.

## Milestone 2

- Set targets and agree action plans for reducing Scope 1 & 2 emissions.
- Define our Scope 3 emissions, set targets and agree action plans to improve on these.

2035

2030

2025

2024

2023



# 2023 : What have we learned so far?

We were successful in registering as an EcoActive Business in Jersey and Guernsey and retained our ISO 14001 certification at revalidation.

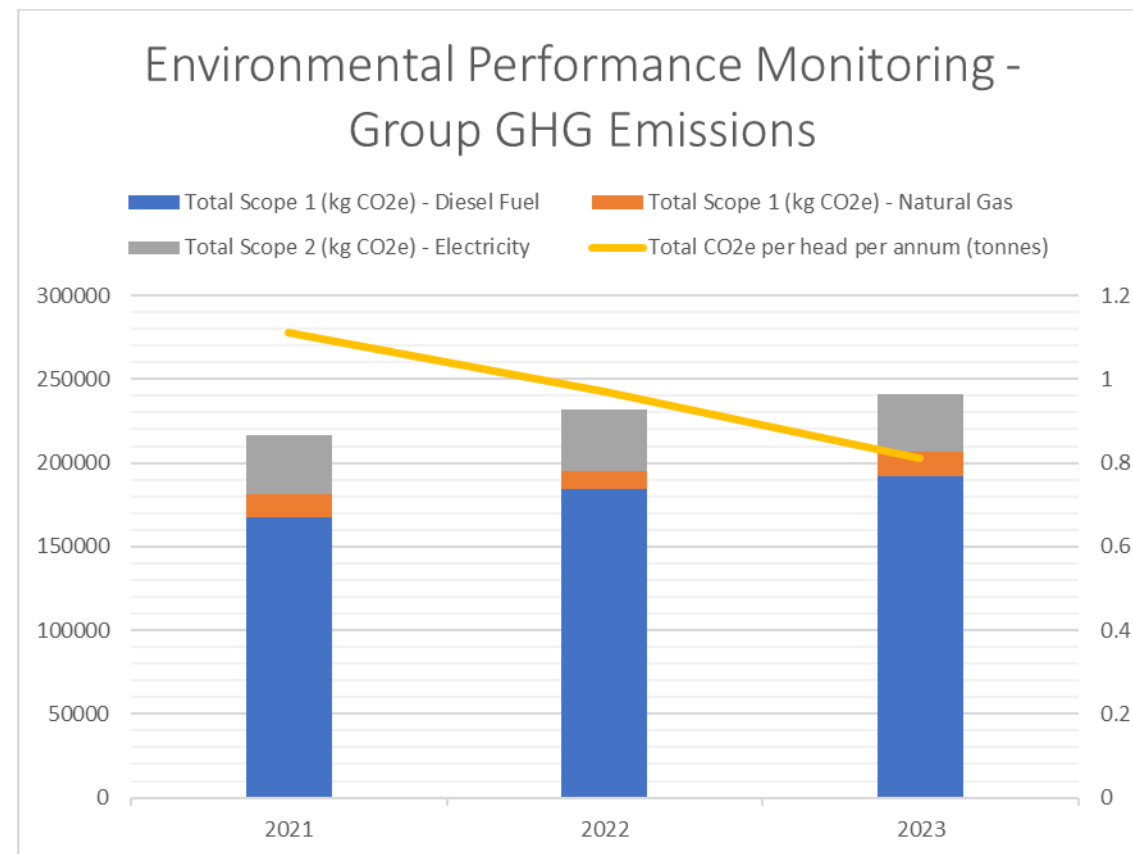
We acquired our first electric van in the Isle of Man, in partnership with an esteemed customer, which we are using as a test case.

Our QHSE Manager, Leigh Knight, completed the IEMA Environmental Management course and achieved IEMA Associate Member status.

Our have supported several local charities in the Isle of Man, and our team in Jersey have completed some hedgerow cleans with more planned.

Two engineers have been booked to complete a solar PV and battery storage design and install course in January 2024.

We implemented a group-wide reporting process to monitor our environmental performance metrics. Data has been backdated to the start of 2021 and has been shown in the graph opposite.

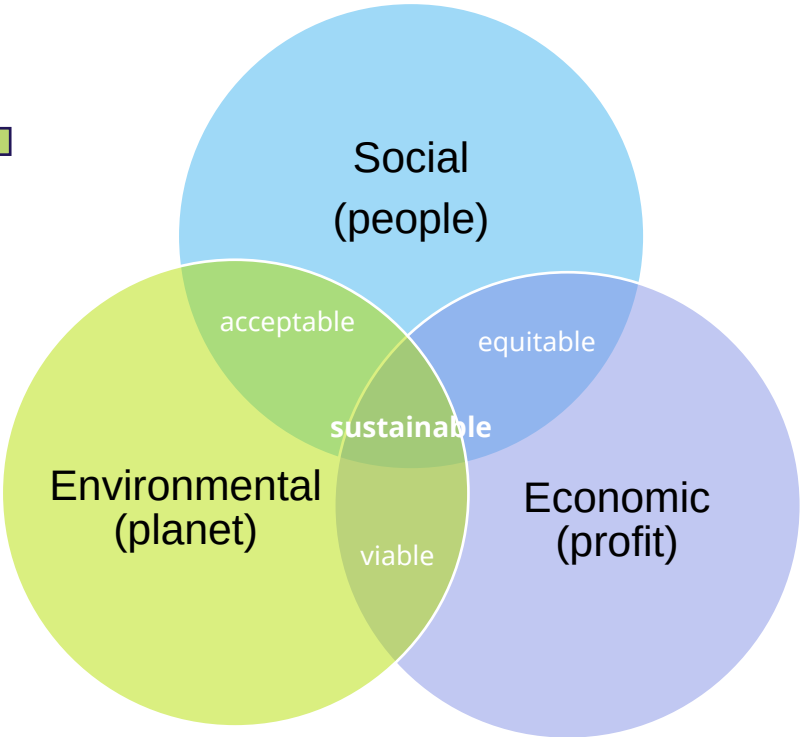


# The Three Pillars of Sustainability

The wider view of sustainability in the modern corporate landscape is the balance which exists between the three pillars of social, economic and environmental risks and opportunities that will impact a company’s ability to create long-term value. It includes environmental issues like climate change and resource scarcity, as well as social obligations like recruitment practices, health and safety and job security, and governance matters such as values and business ethics.

The tables below illustrate the breadth of topics that fall under the ESG umbrella. Not all of them will be relevant or material for every company. The factors we have identified in relation to our business, and which we are able to influence, are highlighted.

| Pollution                                                                                                        | Waste                                                                                                                                                                                              | Natural world                                                                   |
|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| <div><div></div></div>                                                                                           | <div><div></div></div>                                                                                                                                                                             | <div><div></div></div>                                                          |
| <div><div></div> Air</div> <div><div></div> Water</div> <div><div></div> Soil</div> <div><div></div> Noise</div> | <div><div></div> Refuse</div> <div><div></div> Recyclables</div> <div><div></div> Electronic</div> <div><div></div> Hazardous</div> <div><div></div> Wastewater</div> <div><div></div> Other</div> | <div><div></div> GHG emissions</div> <div><div></div> Resource management</div> |



| Customers                                                                                                                                        | Employees                                                                                                                                                                                                   | Community                                                                                                                                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div><div></div></div>                                                                                                                           | <div><div></div></div>                                                                                                                                                                                      | <div><div></div></div>                                                                                                                                  |
| <div><div></div> Safety and quality standards</div> <div><div></div> Supply chain management</div> <div><div></div> Operational resilience</div> | <div><div></div> Diversity and inclusion</div> <div><div></div> Equality and fair pay</div> <div><div></div> Personal and professional development</div> <div><div></div> Safe and healthy workplaces</div> | <div><div></div> Local procurement</div> <div><div></div> Local investment</div> <div><div></div> Engagement with local charities and initiatives</div> |

| Ethics                                                                              | Transparency                                                 | Leadership                                                                                                     |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| <div><div></div></div>                                                              | <div><div></div></div>                                       | <div><div></div></div>                                                                                         |
| <div><div></div> Modern slavery</div> <div><div></div> Bribery and corruption</div> | <div><div></div> Tax</div> <div><div></div> Accounting</div> | <div><div></div> Executive and senior management profile</div> <div><div></div> Business risk management</div> |



# Our Sustainability Commitments

## Our Corporate Social Responsibility (CSR) Commitment

Prospero Group believes in conducting business in a manner which demonstrates a high degree of social responsibility and paves the way to sustainable growth. Our responsibility encompasses our interactions with our people, our community, our marketplace, and the environment.

By demonstrating our commitment to Corporate Social Responsibility and the Sustainability of our business activities we aim to align our business values, purpose and strategy with the social and economic needs of our stakeholders, whilst embedding responsible and ethical business policies and practices into everything we do. Prospero Group is committed to:

- Manage our business with pride and integrity;
- Maintain compliance with all adopted policies incorporated in our Integrated Management System;
- Provide a safe, fulfilling and rewarding workplace for all our employees;
- Develop our standing as a responsible business in our marketplace and community; and
- Evaluate what we do in order to maintain and improve our CSR performance.

## Our Sustainability Commitment

Prospero Group recognises the impact that our operations have on the environment, and how the decisions we make can positively or negatively influence the environment. It is our policy to ensure that ethical and responsible practice is at the forefront of our approach, and we believe that this creates a competitive advantage for our business and our customers, and like-minded service partners.

To implement this policy, we commit to:

- Monitor and measure our emissions across our activities and maximise savings;
- Make efficient use of natural resources and minimise waste generation;
- Work with our suppliers to raise awareness and help them improve environmental performance;
- Engage staff on our environmental objectives and how they can support us in achieving them;
- Implement the practical steps below; and
- Review and report progress, both internally and externally, on an annual basis.

## Practical Steps

- Actively recycle all paper, plastic, metal, cardboard, batteries and other recoverable waste streams.
- Ensure the safe keeping, transportation and subsequent recovery or disposal of all waste under our control, including what we generate through our activities and that handled on behalf of our clients.
- Minimise our use of paper and other office consumables, for example by double-side printing, reducing print quality and printing in black and white or grayscale by default.
- Consider environmental performance when purchasing fleet, property, and office assets, ensure regular servicing, and promote good housekeeping.
- Avoid physically travelling to meetings and training where alternatives are available and practical, such as using teleconferencing, video conferencing and virtual classrooms.
- Minimise the use of air travel for business purposes and keep routes as short as possible.
- Choose and use cleaning products and consumables responsibly.
- Choose and use construction materials responsibly and apply lifecycle-thinking when specifying equipment and materials for building services installations.
- Consider the environmental cost of electronic communication and data hosting and promote measures which reduce unnecessary email traffic and duplication of electronic data.
- Support homeworking or blended opportunities where possible to reduce the need to commute.

## Social Value and Environmental Initiatives

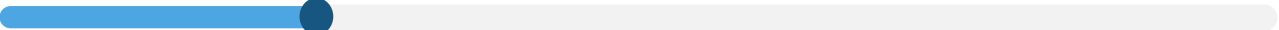
- Establish a committee and dedicate an annual budget to support local charities.
- Engage with local schemes and programmes which promote environmental regeneration, and actively support their work by committing time and resources where possible.
- Invest in green skills which support local governmental targets to reduce emissions.



# Sustainability Goals : 2024



**Supply Chain – products, chemicals, equipment, etc.** **25%**



Apply lifecycle thinking and make sustainable choices



**Business Travel & Commuting** **50%**



Reduce unnecessary transport emissions



**Social Value – charity work, beach cleans, etc.** **50%**



Support local charities and environmental initiatives



**Invest in Green Skills & Technology** **50%**



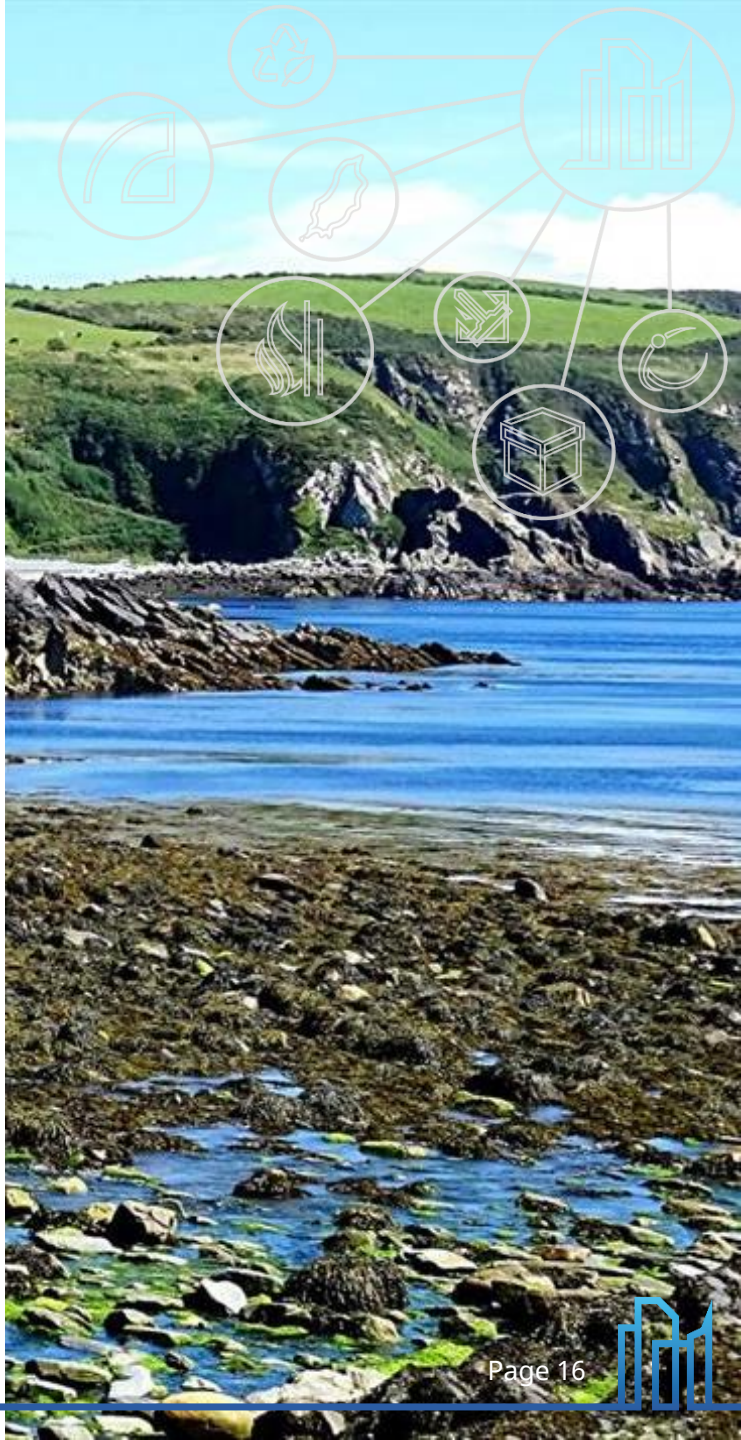
Promote renewable energy and low-carbon solutions



**Environmental Certification** **100%**



Retain and expand our environmental credentials



# Alignment with the UN SDGs

The UN Sustainable Development Goals or SDGs are a collection of seventeen interlinked objectives designed to serve as a "shared blueprint for peace and prosperity for people and the planet, now and into the future".

In September 2015, all 193 Member States of the United Nations adopted a plan for achieving a better future for all — laying out a path over the next 15 years to end extreme poverty, fight inequality and injustice, and protect our planet. At the heart of 'Agenda 2030' are the 17 Sustainable Development Goals which clearly define the world we want — applying to all nations and leaving no one behind.

"Sustainability is a huge global issue, but we can do our bit in our small corner—every effort counts, and all these small contributions will come together bring about significant change."

Of the 17 SDGs we have identified 6 which apply to our business. These include both internal and external factors, and are listed opposite, alongside some narrative on what we are already doing or are setting out to do which will support that objective.

**3** GOOD HEALTH AND WELL-BEING



Providing safe workplaces for both our staff and our customers is at the core of our business. We have invested heavily to ensure that our employees are trained and competent to offer the comprehensive package of facilities support services that we do and will continue to refresh, update and develop these skills and services to ensure we remain current and effective.

**4** QUALITY EDUCATION



Green skills have long been part of our business, supplying and installing air and ground source heat pumps for domestic customers. We are now seeing interest in the commercial market for PV solar panels and EV charge points. The phase out of fossil fuel boilers in the IOM has also influenced our decision to diversify our heating engineer skills to incorporate green technology.

**7** AFFORDABLE AND CLEAN ENERGY



Monitoring of GHG emissions is key to assessing the impact of our business on the global issue of climate change. By monitoring our own environmental impacts, we can be informed in our business decisions. When we install energy-saving and green products, we are also able to advise customers of their forecasted energy and emissions savings and return on investment.

**8** DECENT WORK AND ECONOMIC GROWTH



We are a growing business, with an ever-expanding portfolio of high-profile customers and a workforce who are key to meeting their needs and expectations. We are proud of the people who represent us and set out offer excellent personal and professional development opportunities, fair remuneration, and an inclusive and supportive culture. We want to make this a great place to work.

**12** RESPONSIBLE CONSUMPTION AND PRODUCTION



Waste services, especially the commercial recycling, is a particularly popular offering with our customers. By looking at how we can consolidate the data we collect and report to our customers, we can give them the insight and management information they need to implement their own waste management goals within their business and conserve our natural resources.

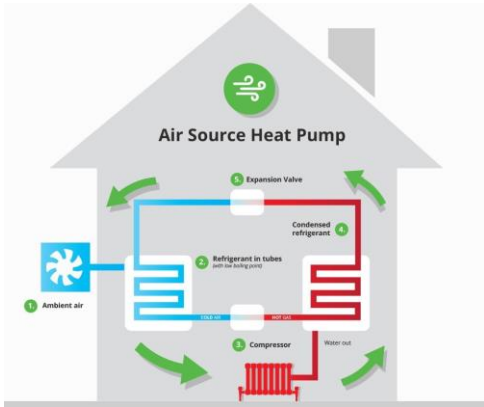
**17** PARTNERSHIPS FOR THE GOALS



Stewardship is a great way to learn about our local environment, raise awareness of sustainability and environmental issues in our industry and community. We will be looking to maintain and extend our engagement with local partnership schemes such as EcoActive Business and UNESCO Biosphere, and others, as well as partnering with like-minded customers and suppliers to drive change.



# Our ESG Support Services



## Air Source Heat Pumps

Air Source Heat Pumps (ASHPs) use refrigeration technology to extract heat energy from the surrounding air and compressing it to provide hot water and heating which can be used in a domestic central heating system. A small amount of electrical energy is required to operate an ASHP with the majority of the heating coming from energy extracted from the surroundings. They are an accessible replacement for existing boilers to reduce fossil fuel dependency and reduce household energy costs.



cans



paper



glass



plastic

## Commercial Recycling

There is an onus on businesses to: keep waste to a minimum by doing everything they reasonably can to prevent, reuse, recycle or recover waste (in that order); sort and store waste at source to facilitate appropriate waste management and recovery; and not allow waste to be disposed of illegally through use of licensed and registered waste carriers and agents. Where appropriate records must be maintained for traceability, and due diligence checks carried out to ensure that waste has reached its intended facility.

## F-Gas Services

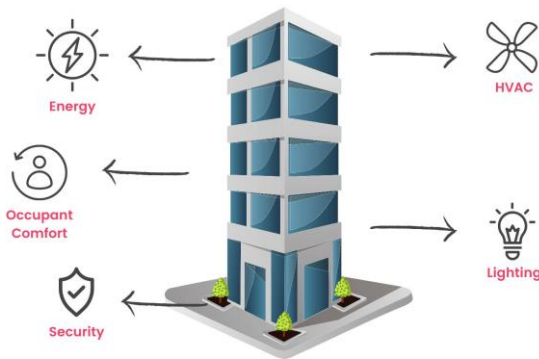
F-gases are powerful greenhouse gases that can stay in the atmosphere for centuries and contribute to a global greenhouse effect. The F-Gas regulations place legal obligations on companies & the users of refrigeration & air conditioning equipment. Almost all refrigeration, air conditioning and heat pump systems contain these regulated gases as their refrigerant, and it is now a criminal offence to release f-gases into the atmosphere. It is the responsibility of the operator using the equipment to ensure controls are in place.

## Building Management Systems

A building management system (BMS) is a control system that can be used to monitor and manage the mechanical, electrical and electromechanical services in a facility. Such services can include power, heating, ventilation, air conditioning, physical access control, pumping stations, elevators and lights. Automation can optimise the use and efficiency of supervised services, it can monitor system status and send alerts, and the use of sub-metering can facilitate the generation and interrogation of power consumption data across a facility 24/7.

**REFCOM**  
ELITE

Best practice in refrigerant management





# A note from our CEO

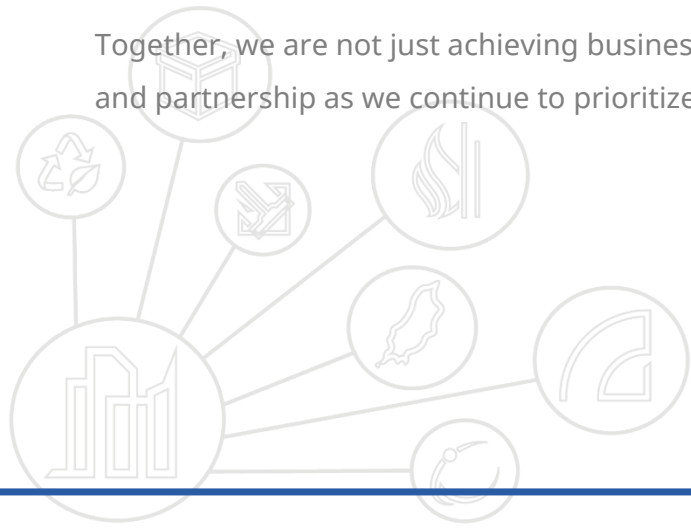
As we reflect on the past year's achievements and challenges, I want to express my deepest gratitude to each member of our dedicated team and our loyal customers who have played an integral role in our journey. Your unwavering commitment to excellence and shared values have propelled us toward sustainable success.

At Prospero Group, we recognize the profound importance of Environmental, Social, and Governance (ESG) principles in shaping our future. It is not just a framework; it is a compass guiding our decisions and actions. Your collective efforts have enabled us to make meaningful strides in our sustainability initiatives, underscoring our commitment to responsible business practices.



Together, we are not just achieving business goals but contributing to a better world. Thank you for your tireless dedication and partnership as we continue to prioritize ESG and pave the way for a brighter, more sustainable tomorrow.

**“Together we can have a massive impact  
in the story of our world”**





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