

Duty of Care

Enva England Specialist Waste Limited

Brailwood Road
Bilsthorpe
Nottinghamshire NG22
8UA
01623 871964

Version 94 – NOV 2025

enva.com



FILE COPY

CERTIFICATE OF INCORPORATION ON CHANGE OF NAME

Company Number 3328035

The Registrar of Companies for England and Wales hereby certifies that under the Companies Act 2006:

OAKWOOD FUELS LIMITED

a company incorporated as private limited by shares; having its registered office situated in England and Wales; has changed its name to:

ENVA ENGLAND SPECIALIST WASTE LIMITED

Given at Companies House on 6th November 2018





Company Details

Name Enva England Specialist Waste Ltd

Registered Office Brailwood Road

Bilsthorpe

Nottinghamshire.

NG22 8UA

Telephone 01623 871 964 Fax 01623 871 780

Website www.enva.com

Date of Incorporation

Company Registration Number VAT Number

5th March 1997

03328035 836 4301 39



1

Notice of variation and consolidation with introductory note

The Environmental Permitting (England & Wales) Regulations 2016

Bilsthorpe Oil Treatment Plant Brailwood Road Bilsthorpe Newark Nottinghamshire NG22 8UA

Variation application number

EPR/DP3331MG/V008

Permit number

EPR/DP3331MG



Safety, Health, Environmental & Quality Statement of Intent Enva England Specialist Waste

Enva's Management Systems scope, accredited to ISO9001, ISO14001 and ISO45001, relates to the provision of waste management services, activities and laboratory services. Collection, treatment and transfer of waste oils, other permitted waste streams and the manufacture and sale of fuel products.

Enva recognises that Health, Safety, Quality, and Environmental issues relevant to our office, processing areas and logistics operations, are a fundamental part of our business. Our objective is to meet and where possible, exceed the requirements of all applicable legislation and Group policy. This will be achieved whilst addressing the needs of the business and maintaining our accredited Management Systems. Wherever possible, Enva shall commit to the implementation of identified best practice through its Management Systems.

In particular we shall:

- Continue to develop a positive Safety, Health, Environmental & Quality culture across the organisation involving employees in the development and implementation process.
- Ensure all employees and contractors take responsibility for working in a manner that promotes quality, minimises the risk of harm to the environment and promotes the Health & Safety of employees, contractors, visitors and members of the public.
- Assess the level of risk from all significant health, security, safety and environmental hazards and so far as reasonably practicable, ensure that they are eliminated or adequately controlled.
- Provide appropriate leadership, information, systems of communication, instruction, development training, retraining and supervision in health and safety to maintain and continuously improve the competence levels of all employees.
- Monitor and minimise the health, safety and environmental impact of our operations where reasonably practicable.
- Communicate, consult and encourage participation of employees and interested parties.
- Ensure full compliance with applicable legal requirements, Approved Codes of Practice and industry specific guidance and Protocols related to our Safety, Health, Environmental & Quality processes and corporate business strategies; these will be regarded as minimum standards of achievement.
- Allocate sufficient financial and physical resources to achieve our objectives.
- Accurately assess customer requirements, ensure that the quality of service delivered consistently meets or exceeds expectations and respond effectively to any concerns about the level of service provided.
- Regularly monitor, audit and review our own, contractors' and suppliers' performance to ensure continual improvement.
- Regularly review Company assets and security measures to minimise losses
- Provide an independent OH advisory service targeting health screening and health surveillance for each employee where appropriate

The Director and Management Team are responsible for Safety, Health, Environmental & Quality at Enva. They are supported in this role by the Safety, Health, Environment, and Quality Manager who, as a management representative, is responsible for developing the Company's policies and procedures in line with current Health, Safety and Environmental legislation and for monitoring/auditing compliance with the systems.

This Policy Statement is reviewed at least annually, and is communicated to employees, contractors and suppliers; prominently displayed for visitors and will be made available to the public, stakeholders and any other interested party on request.

Michael Sneath Director Trevor Lawlor Sales Director

Gareth Lowry
Company Secretary

Bilsthorpe Oil Treatment Plant Permit number EPR/DP3331MG

Introductory note

This introductory note does not form a part of the permit

Under the Environmental Permitting (England & Wales) Regulations 2016 (schedule 5, part 1, paragraph 19) a variation may comprise a consolidated permit reflecting the variations and a notice specifying the variations included in that consolidated permit.

Schedule 1 of the notice specifies the conditions that have been varied and schedule 2 comprises a consolidated permit which reflects the variations being made. All the conditions of the permit have been varied and are subject to the right of appeal.

This permit variation has been issued to implement guidance "Chemical waste: appropriate measures for permitted facilities".

Changes introduced by this variation notice/statutory review

The Industrial Emissions Directive (IED) came into force on 7 January 2014 with the requirement to implement all relevant Best Available Techniques (BAT) Conclusions as described in the Commission Implementing Decision. Article 21(3) of the IED requires the Environment Agency to review conditions in permits that it has issued and to ensure that the permit delivers compliance with relevant standards, within four years of the publication of updated decisions on Best Available Techniques (BAT) Conclusions. The BAT Conclusions for Waste Treatment (the BREF) was published on 17 August 2018 following a European Union wide review of BAT, implementing decision (EU) 2018/1147 of 10 August 2018.

On 18 November 2020, Chemical waste: appropriate measures for permitted facilities guidance was published on gov.uk. The guidance explains the standards that are relevant to regulated facilities with an environmental permit to treat or transfer chemical waste, providing indicative BAT for those sites.

This permit variation has been issued to update some of the conditions following a statutory review of the permits in the chemical waste treatment and transfer sector and to implement the appropriate measures guidance. The opportunity has also been taken to consolidate the original permit and subsequent variations where appropriate.

Brief description of the process

The following scheduled activities are undertaken at the site:

- S5.3 A(1)(a)(ii) Disposal or recovery of hazardous waste involving physico-chemical treatment,
- S5.6 A(1)(a) Temporary storage of hazardous waste

There are two distinct areas on the installation each utilising differing processes, operations, equipment and waste types. The centre of the installation is at National Grid Reference SK65256060. The two sites are not mutually exclusive, and some waste and material storage will occur on site 1 in support of the operations on site 2 and vice versa. This is due to available operational space and storage.

- Site 1: Waste Oil Treatment Plant
- · Site 2: Waste treatment and transfer

Site 1 is the area of the site in which the installation activities take place. Operations in this area are primarily focused on waste oils and involve the acceptance, analysis, unloading, storage, process, stocking and transport off site to a variety of offtakers depending on the material specifications.

Waste oils are analysed prior to offloading and stored in vertical storage tanks within secondary containment. Waste oils are prepared into batches based on volumes available and the contaminating properties of the oils. Batches are then processed via chemical and thermal treatment to produce a product which can be

utilised as a fuel replacement and is compliant to the specification of the Processed Fuel Oil Protocol (PFO). Residues from the process including effluents and sludges are transferred off site for treatment via 3rd party.

Site 2 is the area of the site where the waste activities take place. Waste materials are delivered to site whereby the acceptance, analysis, unloading, storage, process (where applicable), stocking and transport off site to a variety of offtakers depending on the material specifications.

Waste activities include:

- shredding to reduce the volume of oil contaminated plastics.
- crushing to reduce the volume of fluorescent tubes
- crushing and baling to reduce the volume of scrap metals

Site 1 and site 2 operate on a daily basis, with nominal operating hours from 6am to 7pm depending on demands and customer requirements. There is cross over between waste activities and listed activities within the existing permit, temporary storage of hazardous waste is detailed within both sections.

The site is within groundwater source protection zone 3 and Birklands & Bilhaugh Special Area of Conservation is located 7,100 m away.

The schedules specify the changes made to the permit.

The status log of a permit sets out the permitting history, including any changes to the permit reference number.

Status log of the permit				
Description	Date	Comments		
Application EPR/DP3331MG/A001	Duly made 22/10/2007	-		
Additional information received	14/09/2007	-		
Additional information received	26/09/2007	-		
Permit determined EPR/DP3331MG	28/09/2007	-		
Variation application EPR/DP3331MG/V002	Duly made 14/07/2011	Application to vary permit EPR/DP3331MG and consolidate with permits EPR/LP3593CR, EPR/RP3290CZ and EPR/LP3594LX.		
Variation determined EPR/DP3331MG/V002	28/11/2011	Varied and consolidated permit issued.		
Variation application EPR/DP3331MG/V003	Duly made 04/04/2013	Application to add a second boiler and further treatment to the effluent from the oily waste treatment process.		
Variation determined EPR/DP3331MG/V003	21/05/2013	Variation issued to add second boiler and further treatment to effluent and Agency variation to make amendments as a result of the Industrial Emissions Directive.		
Variation application EPR/DP3331MG/V004	Duly made 20/06/2013	Variation to consolidate previous variation into the permit.		
Variation determined EPR/DP3331MG/V004	02/07/2013	Consolidated permit issued.		
Notified of change of Company Name	03/04/2019	Name changed to Enva England Specialist Waste Limited.		

Status log of the permit				
Description	Date	Comments		
Variation issued EPR/DP3331MG/V005	08/04/2019	Varied permit issued to Enva England Specialist Waste Limited.		
Application EPR/DP3331MG/V006 (variation and consolidation)	Duly made 26/10/2020	Variation for the installation of additional oil storage capacity on site, utilising new larger tanks, reconstructing the secondary containment and installation of abatement and control of air emissions.		
Response to Schedule 5 notice (dated 13/11/2020)	04/12/2020	 Key documents Major incident plan Bund details Carbon filter details Initial commissioning and testing documents Preventative Maintenance system details Monitoring system details. 		
Additional Information received 13/01/2021	13/01/2021	Installation and Emission Layout Schematic.		
Additional Information received 18/02/2021	18/02/2021	Updated site plan.		
Variation determined and consolidation issued EPR/DP3331MG	25/02/2021	Varied and consolidated permit issued in modern format.		
Permit review- Regulation 61 Notice sent to Operator	17/11/2021	Regulation 61 Notice requiring information for statutory review of permit.		
Application EPR/DP3331MG/V007 (variation)	Duly made 27/01/2022	Variation to add the shredding of waste oil filters and oily rags as an additional Schedule 1 Section 5.3 Part A(1)(a)(ii) activity, extend the permit boundary, and add additional waste types to table S2.2 (waste oils treatment).		
Additional information received 07/03/2022	07/03/2022	Clarifications on the Noise Impact Assessment.		
Additional information received 17/03/2022	17/03/2022	Further clarification on Noise Impact Assessment, Specifications for the centrifuge and eddy current separators, and pump data sheets.		
Additional information received 25/03/2022	25/03/2022	Further clarifications on Noise Impact Assessment.		
Additional information received 30/03/2022	30/03/2022	Responses in relation to BAT including enclosed process and emissions, revised BAT assessment, revised Fire Risk Assessment, and details of procedures for packaged wates.		
Permit review - Regulation 61 Notice response	01/04/2022	Response received from the operator.		
Additional information received 10/06/2022	10/06/2022	Clarification on the purpose and recovery of oily rags, storage of the outputs, revised BAT assessment and revised Monitoring Plan.		
Additional information received 25/07/2022	25/07/2022	Information relating to the recovery options for fluff and oily rags fraction. Confirmation of intent and timescale for enclosing shredder building. Confirmation of heat and smoke detection systems		

Status log of the permit				
Description	Date	Comments		
		and provision of fire auto-suppression for fluff and oily rags fraction storage.		
Additional information received 10/09/2022	10/09/2022	Revised final Noise Management Plan and BAT Assessment Report.		
Variation issued EPR/DP3331MG/V007 Waste – EAWML 43209	20/09/2022	Varied permit issued to Enva England Specialist Waste Limited.		
Permit Review - Application (variation and consolidation) EPR/DP3331MG/V008	Environment Agency Initiated Variation	Statutory review of permit occasioned by Waste Treatment BAT Conclusions published on 17 August 2018 and Chemical waste: appropriate measures for permitted facilities published 18 November 2020.		
Request for information (RFI)	25/09/2024	Details regarding PFO, effluent and emission points.		
Environment Agency Waste Treatment Sector Review Permit reviewed	20/11/2024	Varied and consolidated permit issued.		
Variation determined EPR/DP3331MG/V008				

End of introductory note

Notice of variation and consolidation

The Environmental Permitting (England and Wales) Regulations 2016

The Environment Agency in exercise of its powers under regulation 20 of the Environmental Permitting (England and Wales) Regulations 2016 varies and consolidates

Permit number

EPR/DP3331MG

Issued to

Enva England Specialist Waste Limited

whose registered office is

Brailwood Road
Bilsthorpe Industrial Estate
Bilsthorpe
Newark
Nottinghamshire
NG22 8UA

company registration number 03328035

to operate a regulated facility at

Bilsthorpe Oil Treatment Plant Brailwood Road Bilsthorpe Newark Nottinghamshire NG22 8UA

to the extent authorised by and subject to the conditions of this permit.

Name	Date
Daniel Timney	20/11/2024

Authorised on behalf of the Environment Agency

Schedule 1

All conditions have been varied by the consolidated permit as a result of an Environment Agency initiated variation.

Schedule 2 – consolidated permit

Consolidated permit issued as a separate document.

Willis Towers Watson I.I'I'I.I

27 November 2025 Website <u>www.willistowerswatson.com</u>

Direct Line +44 1473 222825

E-mail phil.curtis@willistowerswatson.com

To Whom it May Concern

As Insurance Brokers to Enva Topco Limited and/or Enva Ireland Limited and Subsidiaries Companies we are writing to confirm that our client holds the following policies:

Public & Products Liability

Insurer: Chubb European Group SE

Policy Number: UKCAID54716

Period: 1 December 2025 to 30 November 2026 both dates inclusive Local

Standard Time.

Limit of Indemnity: GBP 10,000,000 any one Occurrence and in the aggregate for

Products.

This letter is provided as a courtesy to our client as a matter of information only and confers no rights on the holder. Our duties in relation to this insurance are to our client and we accept no duty of care or responsibility to you or any other third party and any liability to you or any third party is excluded. This letter does not amend, extend or alter the coverage afforded by the policies, nor does it purport to set out all of the policies' terms, conditions and exclusions. The policy terms, conditions, limits and exclusions may alter after the date of this document or the insurance may terminate or be cancelled, and the limits shown may be reduced by paid claims. We have no obligation to advise you of any changes which may be made to the policies or to advise you of their cancellation or termination.

Signed on behalf of WILLIS LIMITED

Authorised Signatory

Willis Limited 51 Lime Street London EC3M 7DQ

Willis Towers Watson I.I'I'I.I

27 November 2025 Website <u>www.willistowerswatson.com</u>

Direct Line +44 1473 222825

E-mail phil.curtis@willistowerswatson.com

To Whom it May Concern

As Insurance Brokers to Enva Topco Limited and Subsidiaries we are writing to confirm that our client holds the following policies:

Employers Liability

Insurer: Chubb European Group SE

Policy Number: UKCAND54714

Period: 1 December 2025 to 30 November 2026 both days inclusive Local

Standard Time.

Limit of Indemnity: GBP 10,000,000 any one Occurrence

This letter is provided as a courtesy to our client as a matter of information only and confers no rights on the holder. Our duties in relation to this insurance are to our client and we accept no duty of care or responsibility to you or any other third party and any liability to you or any third party is excluded. This letter does not amend, extend or alter the coverage afforded by the policies, nor does it purport to set out all of the policies' terms, conditions and exclusions. The policy terms, conditions, limits and exclusions may alter after the date of this document or the insurance may terminate or be cancelled, and the limits shown may be reduced by paid claims. We have no obligation to advise you of any changes which may be made to the policies or to advise you of their cancellation or termination.

Signed on behalf of WILLIS LIMITED

Authorised Signatory

Willis Limited 51 Lime Street London EC3M 7DQ



Certificate number:

Certificate of Motor Insurance

MV23Z0042814

Any motor vehicle the property of or on hire or loan or leased to the Policyholder

2. Name of policyholder:

ENVA Topco Limited & Subidiary Companies

3. Effective date of the commencement of insurance for the purpose of the relevant law:

1 December 2025

4. Date of expiry of insurance:

30 November 2026

5. Persons or classes of person entitled to drive:
Provided that the person driving holds a licence to drive the vehicle or has held and is not disqualified

6. Limitations as to use:

Use for social domestic and pleasure purposes.
Use in connection with the Policyholder's business.

The Policy does not cover:-

1. Use while the vehicle is let on hire.

for holding or obtaining such a licence

- 2. Use for the carriage of passengers for reward.
- 3. Use for racing pacemaking reliability trials competitions rallies or trials.
- 4. Use whilst drawing a greater number of trailers in all than is permitted by Law.

Any person who is driving on the order or with the permission of the Policyholder.

5. Use in connection with the motor trade

For Zurich Insurance Company Limited Authorised Insurers



We hereby certify that the policy to which this Certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the island of Guernsey, the island of Jersey and the island of Alderney.

Note: For full details of the insurance cover reference should be made to the Policy.

Advice to Third Parties: Nothing contained in this Certificate affects your right as a Third Party to make a claim.

This Policy applies in respect of events occurring in Great Britain, Northern Ireland, the Isle of Man and the Channel Islands, all member countries of the European Union, Iceland, Norway, Switzerland, Serbia, Andorra and Bosnia & Herzegovina.

La présente politique s'applique aux événements survenant en Grande-Bretagne, en Irlande du Nord, sur l'île de Man et les îles Anglo-Normandes, dans tous les pays membres de l'Union européenne, en Islande, en Norvège, en Suisse, en Serbie, en Andorre et en Bosnie-Herzégovine.

Diese Versicherung gilt für Schadenereignisse, die in Großbritannien, Nordirland, der Isle of Man und den Kanalinseln, allen Mitgliedstaaten der Europäischen Union, Island, Norwegen, der Schweiz, Serbien, Andorra und Bosnien-Herzegowina eintreten. La presente Politica si applica a eventi che si verificano in Gran Bretagna, Irlanda del Nord, Isola di Man e Isole del Canale, tutti i paesi membri dell'Unione europea, Islanda, Norvegia, Svizzera, Serbia, Andorra e Bosnia-Erzegovina.

La presente Política es aplicable al respecto de los hechos que tienen lugar en Gran Bretaña, Irlanda del Norte, la Isla de Man y las Islas del Canal, todos los países miembros de la Unión Europea, Islandia, Noruega, Suiza, Serbia, Andorra y Bosnia y Herzegovina.

Instructions in the event of an accident You SHOULD

- 1 take names and addresses of all witnesses;
- 2 report the accident to the office issuing this Certificate (see overleaf) or if this is not practicable, to the nearest office (see Telephone 4 Directory) quoting the Certificate Number;
- if your policy is comprehensive put us in touch with your garage; if your vehicle is in use tell us when and where you intend taking it for repair;
 send all communications you receive relating to claims or proceedings against you, unanswered, to the office

IMPORTANT

The Law requires:

- unless names and addresses, including those of the vehicle owner, together with the registration mark of the vehicle are exchanged at the time of the accident the driver must report it to the Police as soon as possible and in any case within 24 hours;
- if anyone was injured and the Certificate of Insurance was not produced to the Police at the time of the accident, the driver must report the matter to the Police as soon as possible and in any case within 24 hours and produce the Certificate (or arrange to produce it within 5 days of the accident).

You SHOULD NOT

- 1 admit any liability;
- 2 negotiate or make any agreement with anyone
- regarding your responsibility for the accident;
- 3 make or offer any payment whatsoever to any
 - Third Party, if in doubt consult us;
- 4 repudiate a claim without our agreement; this

may result in Court Action against you by

the

other party.

Pen Underwriting Limited is authorised and regulated by the Financial Conduct Authority (FCA number 314493). Registered Office: The Walbrook Building, 25 Walbrook, London EC4N 8AW. Registered in England and Wales. Company Number: 5172311. www.penunderwriting.co.uk

Certificate of Registration under the Waste (England and Wales) Regulations 2011

Regulation authority

Environment Name Agency

National Customer Contact Centre

99 Parkway Avenue

Address Sheffield

S9 4WF

Telephone number 03708 506506

The Environment Agency certify that the following information is entered in the register which they maintain under regulation 28 of the Waste (England and Wales) Regulations 2011.

Carriers details

Name of registered

carrier

ENVA ENGLAND SPECIALIST WASTE LIMITED

Registered as An upper tier waste carrier, broker and dealer

Registration number CBDU167145

E N V A ENGLAND SPECIALIST WASTE

1

Address of place of

BRAILWOOD ROAD

business

BILSTHORPE NEWARK

NG22 8UA

Telephone number

01623 871964

Date of registration

19 January 2023

Expiry date of

registration (unless

12 April 2026

revoked)

Making changes to your registration

Your registration will last 3 years and will need to be renewed after this period. If any of your details change, you must notify us within 28 days of the change.

Authorised transaction confirmation

Please retain for your records

Thank you

Your transaction has been securely processed by WorldPay, on behalf of the Environment Agency.

Transaction Details:

Description: Waste Carrier Registration renewal: CBDU85735 for Associated Reclaimed Oils Ltd

Authorisation ID: 27264231601

Amount: GBP 125.00

Order Code: 1643006307

Enquiries:

Do not reply to this email, it has been generated automatically.

If you have any questions about your transaction, please email our customer services team at: nccc-carrierbroker@environment-agency.gov.uk or call **03708 506 506**, with the transaction details listed above.

Charges are outside the scope of VAT

Environment Agency VAT No: 662 4901 34

Your payment is securely processed by WorldPay.







Sustainability Certificate

Your Sustainability Rating:



Your Sustainability Score:

87

Achilles ID: 00022466

Supplier Company Name: ENVA ENGLAND SPECIALIST WASTE LIMITED

Start date of membership: 7 January 2025

Expiration date: 7 January 2026

Craig Rodgerson
Interim Chief Executive Officer
Achilles











Continuing Competence Certificate

This certificate confirms that

Michael Sneath

Has met the relevant requirements of the Continuing Competence scheme for the following award(s) which will remain current for two years from 04/08/2025

TSH

Transfer - Hazardous Waste

TMH

Treatment - Hazardous Waste

Expiry Date: 04/08/2027

Verification date: 31/07/2025

Authorised:

Responsible Officer

Learner ID: 13907

Certificate No.: 5286091 Date of Issue: 04/08/2025

CIWM Chief Executive Officer







Certificate of Registration

This is to certify that the Management System of:

Enva England Specialist Waste Ltd

Brailwood Road, Bilsthorpe, Newark, NG22 8UA

And as detailed on the annex of this certificate

has been approved by Alcumus ISOQAR and is compliant with the requirements of:

ISO 14001: 2015



Certificate Number:6875-EMS-001Initial Registration Date:06/08/2008Previous Expiry Date:23/10/2023Recertification Audit Date:14/09/2023Re-issue Date:23/09/2023Current Expiry Date:23/10/2026

Scope of Registration:

The provision of Waste Management Services and Laboratory Services. The collection, treatment and transfer of waste oils, other permitted waste streams and the manufacture and sale of fuel products.

Signed: Alyn Franklin, Chief Executive Officer (on behalf of Alcumus ISOQAR) Alyn Falli





Enva England Specialist Waste Ltd

Brailwood Road, Bilsthorpe, Newark, NG22 8UA

And as detailed on the annex of this certificate

has been approved by Alcumus ISOQAR and is compliant with the requirements of:

ISO 45001: 2018 SSIP



Certificate Number:6875-OHS-001Initial Registration Date:29/09/2020Previous Expiry Date:23/10/2023Recertification Audit Date:14/09/2023Re-issue Date:23/09/2023Current Expiry Date:23/10/2026

Scope of Registration:

The provision of Waste Management Services and Laboratory Services. The collection, treatment and transfer of waste oils, other permitted waste streams and the manufacture and sale of fuel products.

Signed: Alyn Franklin, Chief Executive Officer (on behalf of Alcumus ISOQAR) Alyn Falli



Certificate of Registration

This is to certify that the Management System of:

Enva England Specialist Waste Ltd

Brailwood Road, Bilsthorpe, Newark, NG22 8UA

And as detailed on the annex of this certificate

has been approved by Alcumus ISOQAR and is compliant with the requirements of:

ISO 9001: 2015



Certificate Number:6875-QMS-001Initial Registration Date:02/12/2011Previous Expiry Date:23/10/2023Recertification Audit Date:14/09/2023Re-issue Date:23/09/2023Current Expiry Date:23/10/2026

Scope of Registration:

The provision of Waste Management Services and Laboratory Services. The collection, treatment and transfer of waste oils, other permitted waste streams and the manufacture and sale of fuel products.

Signed: Alyn Franklin, Chief Executive Officer (on behalf of Alcumus ISOQAR) Alyn Falli





Enva England Specialist Waste Ltd

Enva, Rod End Industrial Estate, Lower Road, Northfleet, Gravesend, DA11 9SW

has been approved by Alcumus ISOQAR and is compliant with the requirements of:

ISO 14001: 2015



Certificate Number:6875-EMS-002Initial Registration Date:13/12/2021Previous Expiry Date:23/10/2023Recertification Audit Date:14/09/2023Re-issue Date:23/09/2023Current Expiry Date:23/10/2026

The validity of this certificate depends on the validity of the main certificate and is one of several issued to registration number 6875-EMS-001

Scope of Registration:

The collection, bulking and transfer of waste oils and other permitted waste streams.

Signed: Alyn Franklin, Chief Executive Officer (on behalf of Alcumus ISOQAR) Alyn Falli



Schedule to SafeContractor certificate

This SafeContractor certificate is awarded for the following services:

Work Categories:

Waste Services: Refuse Collection & Disposal, Toxic & Hazardous Waste

Industry Roles:

Non-Construction Contractor

Category Related Activities:

Inhalation of Dust, Fibres and Fumes, Working with Chemicals and Hazardous substances

SafeContractor approval has been achieved following an assessment of the contractor's health & safety documentation, and compared against the **SafeContractor** Assessment Standards, which set out the health & safety standards required to achieve approval.

For more information on the Assessment Standards, the **SafeContractor** scheme or for confirmation of this contractor's approval please telephone **SafeContractor** on 029 2026 6749.

www.safecontractor.com www.alcumus.com







Enva England Specialist Waste Ltd

Nest Road, Felling, Gateshead, NE10 0ES

has been approved by Alcumus ISOQAR and is compliant with the requirements of:

ISO 14001: 2015



Certificate Number: 6875-EMS-003
Initial Registration Date: 16/11/2022
Previous Expiry Date: 23/10/2023
Recertification Audit Date: 14/09/2023
Re-issue Date: 23/09/2023
Current Expiry Date: 23/10/2026

The validity of this certificate depends on the validity of the main certificate and is one of several issued to registration number 6875-EMS-001

Scope of Registration:

The collection, bulking and transfer of waste oils and other permitted waste streams.

Signed: Alyn Franklin, Chief Executive Officer (on behalf of Alcumus ISOQAR) Alyn Falli





Enva England Specialist Waste Ltd

Enva, Rod End Industrial Estate, Lower Road, Northfleet, Gravesend, DA11 9SW

has been approved by Alcumus ISOQAR and is compliant with the requirements of:

ISO 45001: 2018 SSIP



Certificate Number: 6875-OHS-002 Initial 18001 OHSAS Registration Date: 27/06/2012 Initial ISO 45001 Registration Date: 29/09/2020 **Previous Expiry Date:** 23/10/2023 Recertification Audit Date: 14/09/2023 Re-issue Date: 23/09/2023 **Current Expiry Date:** 23/10/2026 SSIP CDM Duties: Contractor

The validity of this certificate depends on the validity of the main certificate and is one of several issued to registration number 6875-OHS-001

Scope of Registration:

The collection, bulking and transfer of waste oils and other permitted waste streams.

Signed: Alyn Franklin, Chief Executive Officer (on behalf of Alcumus ISOQAR)

This certificate will remain current subject to the company maintaining its system to the required standard. This will be monitored regularly by Alcumus ISOQAR. Further clarification regarding the scope of this certificate and the

applicability of the relevant standards' requirement may be obtained by consulting Alcumus ISOQAR

alyn Falli





Enva England Specialist Waste Ltd

Nest Road, Felling, Gateshead, NE10 0ES

has been approved by Alcumus ISOQAR and is compliant with the requirements of:

ISO 45001: 2018 SSIP





Certificate Number: 6875-OHS-003 Initial 18001 OHSAS Registration Date: 27/06/2012 Initial ISO 45001 Registration Date: 29/09/2020 **Previous Expiry Date:** 23/10/2023 Recertification Audit Date: 14/09/2023 Re-issue Date: 23/09/2023 **Current Expiry Date:** 23/10/2026 SSIP CDM Duties:

The validity of this certificate depends on the validity of the main certificate and is one of several issued to registration number 6875-OHS-001

Scope of Registration:

The collection, bulking and transfer of waste oils and other permitted waste streams.

Alyn Franklin, Chief Executive Officer (on behalf of Alcumus ISOQAR)

alyn Falli

Contractor

Dashboard

My Performance

Share my scorecard 🔁

Scorecard Publication date: 26 Mar 2025

View scorecard



Congratulations!

Your company has been awarded a Commitment Badge in recognition of your sustainability achievement. Learn about the EcoVadis Medals & Badges Program

Overall score

Percentile

63rd ①

₹ 59/100



Environment





Labor & Human Rights





Ethics





Sustainable Procurement



Corrective Action Plan

Improve now

Identified improvement areas

62

In progress

C

New requests

62





Enva England Specialist Waste Ltd

Nest Road, Felling, Gateshead, NE10 0ES

has been approved by Alcumus ISOQAR and is compliant with the requirements of:

ISO 9001: 2015



Certificate Number:6875-QMS-003Initial Registration Date:16/11/2022Previous Expiry Date:23/10/2023Recertification Audit Date:14/09/2023Re-issue Date:23/09/2023Current Expiry Date:23/10/2026

The validity of this certificate depends on the validity of the main certificate and is one of several issued to registration number 6875-QMS-001

Scope of Registration:

The collection, bulking and transfer of waste oils and other permitted waste streams.

Signed: Alyn Franklin, Chief Executive Officer (on behalf of Alcumus ISOQAR) Alyn Falli





Enva England Specialist Waste Ltd

Enva, Rod End Industrial Estate, Lower Road, Northfleet, Gravesend, DA11 9SW

has been approved by Alcumus ISOQAR and is compliant with the requirements of:

ISO 9001: 2015



Certificate Number: 6875-QMS-002
Initial Registration Date: 13/12/2021
Previous Expiry Date: 23/10/2023
Recertification Audit Date: 14/09/2023
Re-issue Date: 23/09/2023
Current Expiry Date: 23/10/2026

The validity of this certificate depends on the validity of the main certificate and is one of several issued to registration number 6875-QMS-001

Scope of Registration:

The collection, bulking and transfer of waste oils and other permitted waste streams.

Signed: Alyn Franklin, Chief Executive Officer (on behalf of Alcumus ISOQAR) Alyn Falli





Enva England Specialist Waste Ltd

Annex 1 of 1 to Certificate number 6875-QMS/EMS/OHS-001

Containing 3 locations including Head Office

23/09/2023

ISO 9001: 2015, ISO 14001: 2015, ISO 45001:2018 SSIP

Scope of Registration:

The provision of Waste Management Services and Laboratory Services. The collection, treatment and transfer of waste oils, other permitted waste streams and the manufacture and sale of fuel products. The collection, bulking and transfer of waste oils and other permitted waste streams.

HEAD OFFICE

001 Brailwood Road, Bilsthorpe, Newark, NG22 8UA

Scope of Registration:

The collection, bulking and transfer of waste oils and other permitted waste streams.

OTHER LOCATIONS

002 Enva, Rod End Industrial Estate, Lower Road, Northfleet, Gravesend, DA11 9SW003 Nest Road, Felling, Gateshead, NE10 0ES

Signed: Alyn Franklin, Chief Executive Officer (on behalf of Alcumus ISOQAR) Alyn Falti





Certificate of Approval

This is to certify that

ENVA England Specialist Waste Ltd

has achieved SafeContractor approval

Date: 15th January 2025

This certificate is valid until: 15th January 2026

Certificate number: CJ6124

This SafeContractor Accreditation has been awarded on the back of the SSIP deem to satisfy process:

SSIP Originator Scheme: Alcumus ISOQAR SSIP Originator Scheme expiry: 23/10/2026

Signed:

Alyn Franklin Alcumus CEO







United Kingdom Accreditation Service

ACCREDITATION CERTIFICATE



TESTING LABORATORY No. 4671

ENVA ENGLAND SPECIALIST WASTE LIMITED

is accredited in accordance with the recognised International Standard ISO/IEC 17025:2005 - General Requirements for the competence of testing and calibration laboratories.

This accreditation demonstrates technical competence for a defined scope as detailed in and at the locations specified in the schedule to this certificate, and the operation of a laboratory quality management system (refer joint ISO-ILAC-IAF Communiqué dated April 2017).

The schedule to this certificate is an essential accreditation document and from time to time may be revised and reissued by the United Kingdom Accreditation Service. The most recent issue of the schedule of accreditation, which bears the same accreditation number as this certificate, is available from the UKAS website www.ukas.com.

This accreditation is subject to continuing conformity with United Kingdom Accreditation Service requirements. The absence of a schedule on the UKAS website indicates that the accreditation is no longer in force.

Section Head, United Kingdom Accreditation Service

Initial Accreditation date 2 March 2011 This certificate issued on 21 November 2018

UKAS is appointed as the sole national accreditation body for the UK by The Accreditation Regulations 2009 (SI No 3155/2009) and operates under a Memorandum of Understanding (MoU) with the Department for Business, Energy & Industrial Strategy (BEIS)

LOGISTICS UK

Certificate of Membership

This is to certify that

Enva England Specialist Waste Ltd

is currently a member of Logistics UK

Member number: 322819

Member since: 2025

Renewal due: February 2026

Founded at the Mansion House in the City of London on 26th day of July 1889 David Wells Chief Executive



Certificate of Audit

This is to certify that

ENVA ENGLAND SPECIALIST WASTE LIMITED

has achieved the following standards through audit for Safety, Health, Environmental and Quality practices and procedures as a registered supplier on UVDB Verify Category B2 Audit - Category B2.

UVDB Verify Category B2 Audit	Score
MSE - HEALTH & SAFETY AUDIT SCORE	100
MSE - ENVIRONMENTAL MANAGEMENT AUDIT SCORE	100
MSE - QUALITY AUDIT SCORE	98
MSE - SUSTAINABILITY AUDIT SCORE	100
SITE - HEALTH & SAFETY AUDIT SCORE	100
SITE - ENVIRONMENTAL AUDIT SCORE	100
SITE - QUALITY AUDIT SCORE	100
SITE - SUSTAINABILITY AUDIT SCORE	100



Dr. Paul Stanley Chief Executive Officer Achilles



AchillesID: 00022466 Expiration Date: 18 October 2026



Certificate

of Verification

This is to certify that

Supplier Name ENVA ENGLAND SPECIALIST WASTE LIMITED

Supplier ID 1760

is now a verified supplier on RISQS





Subscription Renewal Date

07-NOV-2026



RICCL Code Summary

Supplier Name: ENVA ENGLAND SPECIALIST WASTE LIMITED

Supplier ID: 1760

RICCL Code	Name	Status
H.G.3.2N	Waste Disposal - Hazardous/Toxic Service	Qualified via Audit
H.G.3.3N	Waste Disposal - Non Hazardous & Non Toxic Service	Qualified via Audit

Subscription Renewal Date

07-NOV-2026

Product and Service Code Summary

Supplier Name: ENVA ENGLAND SPECIALIST WASTE LIMITED

AchillesID: 00022466

1.11.18.0 Fuel Oil

2.5.3.0 Refuse/General Waste Disposal Services

2.5.7.0 Non-hazardous Disposal Services

2.5.12.0 Waste Management Services

2.5.99.0 Other Disposal Services

4.1.51.0 Sewage/Sludge Disposal Services



GOODS VEHICLE OPERATOR'S LICENCE

THIS LICENCE MUST NOT BE ALTERED OR DEFACED IN ANY WAY

Issued to:

ENVA ENGLAND SPECIALIST WASTE LTD BRAILWOOD ROAD BILSTHORPE NEWARK NG22 8UA Issued by:

Office of the Traffic Commissioner Scotland Quarry House Quarry Hill Leeds LS2 7UE 0300 123 9000

Goods Vehicle Restricted

Licence number: OM1110388
NOT TRANSFERABLE

This licence is in force from:

18/06/2012

This licence will continue for as long as you continue to meet its terms. However, it will come to an end if you do not pay the necessary continuation fee by the date required. The licence may also face regulatory action including revocation if you operate outside its terms. You have paid for an initial period of five years, which starts with the date the licence was issued. The continuation fee must be paid before the end of the month before that five year period comes to an end and every five years after that. Please see note 1 for further details.

This document is an operator's licence issued under the Goods Vehicles (Licensing of Operators) Act 1995 (the Act). The undertakings recorded on this licence have been given by the licence holder and are considered to be material to the grant of the licence. In the case of a licence first issued before 1 January 1996, the recorded undertakings include statements of intent made by the operator.

The maximum number of motor vehicles and trailers authorised in accordance with section 6 of the Act is:

Motor vehicles

8

Trailers (inc semi-trailers)

2



1 Infet.

Traffic Commissioner

Operating centre(s)

Operating Centre:	Address: WILLIAM TRACYS DUNNIFLATS DEPOT	Vehicles Trailers	6
	LUGTON KILMARNOCK KA3 4EA		
Conditions Undertakings	or		

Operating Centre:	Address:	Vehicles	2
	UNIT 49 BURNBRAE ROAD LINWOOD INDUSTRIAL ESTATE LINWOOD PAISLEY PA3 3BD	Trailers	0
Conditions or Undertakings			

Transport Manager(s)

N/A

Specific conditions attached to licence

Specific undertakings attached to licence

GENERAL CONDITIONS ATTACHED UNDER SECTION 22 OF THE GOODS VEHICLES (LICENSING OF OPERATORS) ACT 1995 – RESTRICTED LICENCES

The licence holder shall, within 28 days of their occurrence, inform the Traffic Commissioner of any:

CHANGES in the maintenance and safety inspection arrangements;

CHANGES in the ownership of the business including partnership arrangements. Company changes in shareholding need not be notified unless they cause a change in the control of the Company;

NOTIFIABLE CONVICTIONS as defined in paragraph 4 of Schedule 2 to the Act

GENERAL UNDERTAKINGS - RESTRICTED LICENCES

The licence holder undertakes to make proper arrangements so that:

The rules on drivers' hours and tachographs are observed and proper records kept;

Motor vehicles and trailers are not overloaded:

Vehicles will operate within speed limits;

Motor vehicles and trailers, including hired vehicles and trailers, are kept fit and serviceable;

Drivers report promptly any defects or symptoms of defects that could prevent the safe operation of vehicles and/or trailers, and that any defects are promptly recorded in writing;

Records are kept (for 15 months) of all driver defect reports, all safety inspections, routine maintenance and repairs to vehicles and trailers and these are made available on request; and

In respect of each operating centre specified, that the number of authorised motor vehicles and the number of authorised trailers kept there will not exceed the maximum numbers recorded against the operating centre in this licence.

GOODS VEHICLE OPERATOR'S LICENCE

THIS LICENCE MUST NOT BE ALTERED OR DEFACED IN ANY WAY

Issued to:

Neil Gourlay ENVA ENGLAND SPECIALIST WASTE LTD BRAILWOOD ROAD BILSTHORPE NG22 8AU Issued by:

Office of the Traffic Commissioner North East of England Quarry House Quarry Hill Leeds LS2 7UE 0300 123 9000

Goods Vehicle Standard International

Licence number: OB0231171
NOT TRANSFERABLE

This licence is in force from:

20/10/2001

This licence will continue for as long as you continue to meet its terms. However, it will come to an end if you do not pay the necessary continuation fee by the date required. The licence may also face regulatory action including revocation if you operate outside its terms. You have paid for an initial period of five years, which starts with the date the licence was issued. The continuation fee must be paid before the end of the month before that five year period comes to an end and every five years after that. Please see note 1 for further details.

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The maximum number of motor vehicles and trailers authorised in accordance with section 6 of the Act is:

Motor vehicles

55

Trailers (inc semi-trailers)

15



Traffic Commissioner

Operating centre(s)

Operating Centre:	Address:	Vehicles	55
	BRAILWOOD ROAD BILSTHORPE NEWARK NG22 8UA	Trailers	15
Conditions or Undertakings			

Operating Centre:		Address:	Vehicles	8
		ENVA GATESHEAD NEST ROAD FELLING GATESHEAD NE10 0ES	Trailers	2
Conditions Undertakings	or			

Transport Manager(s)

EMMA HEPPLE Neil Gourlay

Specific conditions attached to licence

Specific undertakings attached to licence

GOODS VEHICLE OPERATOR'S LICENCE

THIS LICENCE MUST NOT BE ALTERED OR DEFACED IN ANY WAY

Issued to:

Neil Gourlay ENVA ENGLAND SPECIALIST WASTE LTD BRAILWOOD ROAD **BILSTHORPE NG22 8UA**

Issued by:

Office of the Traffic Commissioner London and the South East of England Quarry House Quarry Hill Leeds LS2 7UE 0300 123 9000

Goods Vehicle Standard International

Licence number: OK2057421 NOT TRANSFERABLE

This licence is in force from:

15/07/2022

This licence will continue for as long as you continue to meet its terms. However, it will come to an end if you do not pay the necessary continuation fee by the date required. The licence may also face regulatory action including revocation if you operate outside its terms. You have paid for an initial period of five years, which starts with the date the licence was issued. The continuation fee must be paid before the end of the month before that five year period comes to an end and every five years after that. Please see note 1 for further details.

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The maximum number of motor vehicles and trailers authorised in accordance with section 6 of the Act is:

Motor vehicles

26 Heavy goods vehicles

0 Light goods vehicles

These are vehicles of over 2.5 tonnes and up to and including 3.5 tonnes, operated either as an individual vehicle or when combined with a trailer

Trailers (inc semi-trailers)



Traffic Commissioner

Page 1

Date of issue or re-issue: 05/02/2025

Operating centre(s)

Operating Centre:	Address: YARD OFF JETTY ROAD	Heavy goods vehicles	26
	KINGSNORTH INDUSTRIAL ESTATE KINGSNORTH HOO ROCHESTER ME3 9ND	Trailers	8
Conditions or Undertakings			

Operating Centre:	Address: ENVA ENGLAND	Heavy goods vehicles	26
	SPECIALIST WASTE LTD ROD END INDUSTRIAL ESTATE OFF LOWER ROAD NORTHFLEET GRAVESEND DA11 9SN	Trailers	8
Conditions or Undertakings			

Operating Centre:	Address: LAND B1	Heavy goods vehicles	26
	MANOR WAY BUSINESS PARK MANOR WAY SWANSCOMBE DA10 0LL	Trailers	8
Conditions or Undertakings			500

Transport Manager(s)

Neil Gourlay

Specific conditions attached to licence

Specific undertakings attached to licence



Modern Slavery

Introduction

This statement is issued by Enva in compliance with section 54 of the UK Modern Slavery Act 2015. Enva is established under the laws of England and Wales. Enva is a full-service and leading provider of recycling and resource recovery solutions. With sustainability at the forefront of its proposition, Enva recovers a broad range of hazardous and non-hazardous waste materials for re-use in manufacturing and for energy conversion, as well as providing a complete portfolio of water and waste-water services.

Enva is opposed to slavery and human trafficking in any part of our business or our supply chain. We are therefore committed to ensuring that we have adequate procedures in place to identify and prevent these practices.

As of February 28th, 2025, Enva had a headcount of 2,000 employees across UK and Ireland. The range of employees cover from initial waste collection to professional roles. The risk of modern slavery would predominantly arise in our initial waste collection roles most specifically roles we utilise on a temporary or agency basis i.e. not on our payroll.

Purpose

This statement covers the following businesses within the Enva Group:

- Enva Topco Ltd
- Enva England Specialist Waste Ltd
- Enva Battery Recycling Ltd
- Enva Organics Ltd
- Enva Wood Recycling Ltd
- Enva England Ltd
- Enva Northern Ireland Ltd
- Enva Ireland Ltd
- Enva Plastics Ltd
- Enva Scotland Ltd

Seasonal work is not a feature of the industry in which we operate. More detailed information on our business is available at enva.com.





Policy

Our Supply Chains

Enva did not support nor knowingly deal with any business involved in modern slavery or human trafficking and did not work with any party suspected to be connected to any such activity.

In the past year we have not been made aware of any incidents of modern slavery or human trafficking in our supply chain. In the event that this would occur, Enva would immediately seek to influence the supplier to address any adverse impact.

Procedures on Slavery and Human Trafficking

As part of our compliance referred to above, we have taken the following steps:

- Assessed potential risk areas in our supply chains via a supplier approval process.
- Mitigated the risk of slavery and human trafficking occurring in our supply chains, including conducting reviews, where necessary, of the controls our suppliers have in place and carrying out other suitable checks.
- Monitored potential risk areas in our supply chains when required.
- In additional we have internal whistleblowing procedures to ensure there are clear and independent reporting lines available to report any concerns.

Employees

Our recruitment processes are thorough and transparent, we have robust procedures in place to vet new employees, including background checks. Identity is checked for every employee; more extensive background checks are conducted as required by HireRight – a specialised screening organisation. These processes are capable of capturing the existence of any forced labour or human trafficking.

We also have a Pay Policy to ensure compliance with human rights and local employment laws, all staff are remunerated fairly, as such we are satisfied that employees are not exploited.

Training

To ensure a suitable level of understanding of the risks of modern slavery, and human trafficking, in our business, and our supply chains, relevant directors and employees participated in appropriate training workshops. An online Learning Management System has been introduced, where training will be conducted





annually for all with IT access, the modules will also be delivered via classroom for those that do not.

Assurance and Key Performance Indicators

We will review this statement on an annual basis, reviewing annual key performance indicators, ie training & no. of issues reported, to measure compliance.

Responsibility for ensuring that our procedures are adequate and are adhered to in all of our activity's rests with the Managing Directors of each business within Enva.

Approval

This modern slavery statement has been approved by the Enva board of directors and signed by the Chief Executive Office on behalf of the board in June 2025.

Signed, for and on behalf of Enva:

Roger McDermott Chief Executive Officer

Roger N' Dernott





Equal Opportunities & Diversity

Introduction

Enva is committed to the principle of equal opportunities and to avoiding unlawful discrimination in our employment practices and with our customers. We will continue to work hard to have a work environment that is free from harassment and bullying, one where everyone is treated with dignity and respect. With this approach Enva will ensure equal opportunities in employment. We recognise that it is unlawful to discriminate directly or indirectly in recruitment.

Purpose

We recognise that it is unlawful to discriminate directly or indirectly in recruitment or employment on the basis of age, disability, gender, pregnancy, maternity, race, sexual orientation, religion or belief or marital status (known as protected characteristics). Enva will make reasonable adjustments, including the removal, adaption, or alteration of physical features, if features make it impossible or unreasonably difficult for disabled persons to make use of services or given equal opportunity in their employment.

Policy

Types of Discrimination

Enva employees will be made aware of the types of discrimination:

- Direct where someone is treated less favourable than another because of a protected characteristic.
- Indirect the application of a provision, criteria or practice in relation to people with a relevant protected characteristic in a way that is to the detriment of people with that protected characteristic in comparison with those who do not have it, and where such a provision cannot be shown to be proportionate in achieving a legitimate aim.
- Harassment Enva has clear procedures for eliminating and tackling any harassment. Harassment is the unwanted conduct that has the purpose or effect of violating a persons dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. Enva employees are aware, through this policy, that it does not matter if this effect was intended or not.
- Associative discrimination where an individual is directly discriminated against or harassed because of
 their association with another individual with a protected characteristic (excluding harassment because of
 marital status).





• **Perceived discrimination** - an individual is directly discriminated against or harassed on the basis that they are perceived as having a protected characteristic (except marital status and pregnancy/maternity).

3rd Party harassment - where an employee is harassed and that harassment is related to a protected characteristic (except marital status and pregnancy/maternity) by 3rd parties. Enva is liable if the harassment occurred on at least 2 occasions, must have been aware that the harassment had taken place and failed to take reasonable steps to prevent it from reoccurring.

Victimisation occurs where an employee is subjected to a detriment, such as being denied a training opportunity or a promotion because they made or supported a complaint or raised a grievance under the Equality Act 2010, or because they are suspected of doing so. However, an employee is not protected from victimisation if they acted maliciously or made or supported an untrue complaint. There is no longer a need for a complainant to compare their treatment with someone who has not made or supported a complaint under the Equality Act 2010. For example, if a blind employee raises a grievance that the employer is not complying with its duty to make reasonable adjustments, and is then systematically excluded from all meetings, such behaviour could amount to victimisation

Equal Opportunities in Employment

The Company will avoid unlawful discrimination in all aspects of employment including recruitment, promotion, opportunities for training, pay and benefits, discipline and selection for redundancy.

Person and job specifications will be limited to those requirements that are necessary for the effective performance of the job.

Candidates for employment or promotion will be assessed objectively against the requirements for the job, taking account of any reasonable adjustments that may be required for candidates with a disability.

Disability and personal or home commitments will not form the basis of employment decisions, except where necessary.

The Company will consider any possible indirectly discriminatory effect of its standard working practices, including the number of hours to be worked, the times at which these are to be worked and the place at which work is to be done, when considering requests for variations to these standard working practices and will refuse such requests only if the Company considers it has good reasons, unrelated to any protected characteristic, for doing so.

The Company will comply with its obligations in relation to statutory requests for contract variations.





The Company will also make reasonable adjustments to its standard working practices to overcome barriers caused by disability.

The Company will monitor the ethnic, gender and age composition (where this information is provided freely) of the existing workforce and of applicants for jobs (including promotion), and the number of people with disabilities within these groups and will consider and take any appropriate action to address any problems that may be identified as a result of the monitoring process.

Customers, Suppliers and Other People Not Employed by the Company

The Company will not discriminate unlawfully against customers using or seeking to use goods, facilities or services provided by the Company. Employees should report any bullying or harassment by customers, suppliers, visitors or others to their manager who will take appropriate action.

Training

The Company will provide training in equal opportunities to managers and others likely to be involved in recruitment or other decision making where equal opportunities issues are likely to arise. The Company will provide training to all existing and new employees and others engaged to work at the Company to help them understand their rights and responsibilities under the dignity at work policy and what they can do to help create a working environment free of bullying and harassment. The Company will provide additional training to managers to enable them to deal more effectively with complaints of bullying and harassment.

Employee Responsibilities

Every employee is required to assist the Company to meet its commitment to provide equal opportunities in employment and avoid unlawful discrimination. Employees can be held personally liable as well as, or instead of, the Company for any act of unlawful discrimination. Employees who commit serious acts of harassment may be guilty of a criminal offence. Acts of discrimination, harassment, bullying or victimisation against employees or customers are disciplinary offences and will be dealt with under the Company's disciplinary procedure. Discrimination, harassment, bullying or victimisation may constitute gross misconduct and could lead to dismissal without notice.

Grievances

If you consider that you may have been unlawfully discriminated against, you may use the Company's grievance procedure to make a complaint. In the first instance this should be raised via local HR, if you feel unable to do so it should be raised to the Chief People Officer, Matt Collington — matt.collington@enva.com





Regardless of who this is raised to the recipient will aim to hold a meeting with you within 2 weeks to fully understand your concerns. You will be able to be accompanied by a fellow employee or trade union representative during this meeting if you so wish. Post this meeting an investigation will be conducted and your complaint will be responded to within 30 working days. If for any reason this deadline has to be extended to ensure the investigation can be completed then the complainant will be informed.

The Company will take any complaint seriously and will seek to resolve any grievance that it upholds. You will not be penalised for raising a grievance, even if your grievance is not upheld, unless your complaint is both untrue and made in bad faith.

Monitoring and Review

This policy will be monitored periodically by the Company to judge its effectiveness and will be updated in accordance with changes in the law. If changes are required, the Company will implement them. Information provided by job applicants and employees for monitoring purposes will be used only for these purposes and will be dealt with in accordance with the Data Protection Act 1998.

Signed, for and on behalf of Enva:

Roger McDermott Chief Executive Officer

Roger N' Dernott

