



GROUP

Green Angels

Commercial has run a successful corporate responsibility programme for a number of years. By balancing high levels of staff involvement with individuals empowered to make a difference in the company and the use of innovation to make it easy to be responsible, huge achievements have been made, helping the company to grow during a time of recession as much as a time of boom.



The Green Angels Programme is a way to keep this momentum by harnessing the energy of the workforce. Green Angels are a small group of staff from different parts of the business with different levels of seniority who work together for a short time on a project. They are tasked to deliver two things – **communication** and **business transformation**.

Commercial has subscribed to Ten Commitments for Responsible Business:

1. **Be Positive Agents for Change.** We will treat what we do as not simply being about reducing the negative impacts on the environment, but also what we can do to make it better. As well as keeping an up to date register of our environmental impacts, we will continue to work out new ways that we can improve the communities that we work in.
2. **Report Openly.** We will measure and report our critical environmental impacts. We will report through the Prince's May Day Network, the Carbon Disclosure Project and our own reports.
3. **Reduce Carbon Significantly.** CarbonNeutral since 2006, we have achieved a 75% reduction in our normalised carbon emissions since 2006, meeting the class leading target we set in 2007. We will continue to reduce our carbon footprint by a significant amount and continue to be an innovator of low carbon technologies.
4. **Eliminate Waste.** We set class leading targets in 2007 to reduce our waste by 75%, which we exceeded and are now the first Zero Waste company in our sector.
5. **Help Customers Reduce Their Footprint.** Through our annual CSR Day, seminars, reviews, products, services and consultancy, we will help our customers improve their sustainability.
6. **Create a Sustainable Supply Chain.** We will actively collaborate with suppliers to reduce the environmental footprint of products and processes, and ensure that our supply chain promotes ethical practices.
7. **Help Our Local Communities.** We will use a combination of a structured approach through mechanisms, like our Charity Charter, Angel Days and Green Ambassadors, and ad hoc activity supporting staff in their own initiatives to encourage staff to engage with community programmes.
8. **Care for Those Less Fortunate.** We have a responsibility towards those who do not have the advantages that we have and will actively support those less fortunate than ourselves to become the best that they can be. We will actively assist our customers, suppliers and other stakeholders to do the same.
9. **Empower Staff to Become the Best They Can.** As well as taking staff development seriously, management will make sure that staff are truly looked after through our HR practices and Wellbeing programme. Being part of the Commercial family is a long term thing, which is why we have such a low staff turnover. We support each other through the good times and the bad.
10. **Influence the Big Picture.** We are leaders in our field and want to influence best practice. To that end, we are open with our new technologies and techniques, whether it be industry specific or more general. We will also connect with strategic bodies to encourage them when they are creating systems that the Commercial values are included.

Green Angels aligns with the Commercial values:

1. **Be Ready to Go the Extra Mile.** While Green Angels teams are supported by the Board and management at Commercial, being a Green Angel shows additional commitment above and beyond that usually expected.
2. **Be a Teampayer.** As Green Angels teams combine staff from across the business and with widely differing work experiences, the members get the opportunity to develop team skills in a new environment.
3. **Be There For Everyone.** Green Angels is a programme that brings out the best in staff. It is a structure where the energy that staff have to drive change to improve the lives of others can be properly focused so that the results are significant, satisfying and long lasting.
4. **Be Innovative.** Business transformation is at the heart of Green Angels and teams have delivered innovative processes and technologies which have been commended externally with awards such as the 2013 Guardian Sustainable Business Award for Innovation.
5. **Be a Customer Champion.** The success of Green Angels has made a dramatic impact on the culture in Commercial and this is now available for Commercial's customers. A number of customers in many different sectors are using Green Angels to inform their own programmes, even holding their own Green Angel Days to communicate sustainable business transformation more widely.

Each Green Angels team selects one Commitment as the focus for their activity. Once they have completed their task, they hand over the baton to a new team who endeavour to make an impact in another area.

The impact of Green Angels has been felt across the company. Green Angels have introduced Angel Days to support voluntary activity, community fund raising activities, low carbon commuting, energy awareness programmes and well being incentives, which have collectively impacted every member of staff at Commercial.

Green Angels are dedicated to transforming the way that business is carried out so that it is responsible, innovative, sustainable and fun. It is hoped that Green Angels will flourish around the country, transforming society to make a more sustainable world.