

Environmental, Social and Governance (ESG) Policy

1. INTRODUCTION

1.1 Purpose

The purpose of this ESG Policy is to formally outline Eleventh Hour Group's commitment to operating responsibly across environmental, social, and governance dimensions. As a healthcare resourcing company delivering insourcing and recruitment for complex care, we recognise our responsibility to support high-quality patient care, staff well-being, and sustainable operations. This policy sets out our principles, focus areas, governance structure, and commitment to continuous improvement.

1.2 Scope & Objectives

This policy applies to all employees, contractors, and stakeholders engaged with Eleventh Hour Group. Its objectives are to:

- Ensure consistent ESG practices across clinical delivery, recruitment, and corporate operations.
- Embed environmental stewardship, social responsibility, and ethical governance into decision-making.
- Promote a culture of accountability, transparency, and continuous improvement.
- Guide actions and strategies that positively impact patients, staff, communities, and the environment.

1.3 Policy Communication Channels

- Policy publication on the company intranet and staff handbook
- ESG updates communicated via email, internal newsletters, and team meetings
- ESG awareness incorporated into staff onboarding and training sessions

2. ESG FOCUS AREAS

2.1 Quality & Patient Care

Eleventh Hour Group is committed to maintaining the highest standards of clinical excellence in all services. ESG principles are integrated into recruitment, staffing, and insourced care delivery to ensure safe, effective, and patient-focused services.

2.2 Well-being of Patients

Patient well-being is central to our operations. We strive to deliver care that respects dignity, prioritises safety, and enhances the overall experience of patients, while considering the physical, mental, and social aspects of care.

2.3 Social Engagement

We actively contribute to the communities we serve, promoting equitable access to healthcare services, supporting local initiatives, and engaging in partnerships that improve health and social outcomes.

2.4 Climate Change

Eleventh Hour Group acknowledges the healthcare sector's impact on the environment and is committed to minimising our carbon footprint. Sustainable practices are embedded across office operations, candidate and staff travel, and recruitment activities, reflecting our commitment to environmental stewardship.

3. ESG GOVERNANCE FRAMEWORK

3.1 ESG Committee

An ESG Committee comprising senior leaders and Sustainability Champions oversees the implementation, monitoring, and reporting of ESG initiatives. The committee ensures alignment with organisational objectives, regulatory requirements, and best practice standards.

3.2 Transparency and Accountability

ESG performance is reported annually to the board and incorporated into SECR submissions.

Policies, progress, and outcomes are communicated openly to employees, clients, and partners.

All staff are accountable for adhering to ESG principles in their daily activities.

3.3 ESG Policies

The ESG Committee maintains an ESG Policy suite covering:

- Governance standards (ethical recruitment, data protection, compliance)
- Carbon Reduction Plan
- Streamlined Energy & Carbon Reporting
- Social Value
- Social Value & Community Benefit KPI Report
- Community Engagement & Local Impact
- Ethical Procurement & Supply Chain
- Equality & Diversity
- Anti-bribery & Corruption
- EHG Modern Slavery
- Whistleblowing
- Adult Safeguarding
- Children Safeguarding
- Quality Assurance Policy & Procedure
- Recruitment & Selection
- Transportation

4. PHILOSOPHY OF WELL-BEING AND SOCIAL RESPONSIBILITY

4.1 Quality of Patient Care

Delivering high-quality, safe, and effective care is the foundation of Eleventh Hour Group's ESG approach. Recruitment and insourcing practices are designed to meet clinical standards while integrating environmental and social considerations.

4.2 Well-being of Patients and Employees' Principles

We foster a culture where patient safety and employee well-being are paramount. This includes promoting healthy work environments, staff support initiatives, and care practices that respect the dignity and rights of patients.

4.3 Social Engagement Principles

We support local communities, encourage volunteerism, and engage with partners to improve public health outcomes. Social responsibility extends to promoting inclusivity, diversity, and equity across all our operations.

4.4 Environmental Stewardship Principles

Eleventh Hour Group minimises environmental impact through energy-efficient offices, sustainable travel practices, and careful resource management. Climate-conscious decision-making is embedded in corporate, recruitment, and clinical processes.

t: 0203 924 5500

e: info@eleventhhourgroup.co.uk

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Registered office: 164 Bishopsgate, London, EC2M 4LX

5. COMMITMENT TO CONTINUOUS IMPROVEMENT

Eleventh Hour Group is committed to reviewing and enhancing ESG practices regularly.

We will:

- Monitor performance through key metrics and feedback
- Integrate innovative solutions to reduce environmental impact
- Promote employee awareness and engagement in ESG initiatives
- Align with sector best practices, national guidelines, and stakeholder expectations

This commitment ensures ESG considerations remain a central part of our strategy, operations, and organisational culture.

6. STREAMLINED ENERGY & CARBON REPORTING (SECR) ANNUAL REPORTING FIGURES

6.1 Overall Energy Consumption & Greenhouse Gas Emissions

The following figures show the energy consumption and associated emissions for the period 1st January 2025 to 31st December 2026 (SECR Year 1) for our operations.

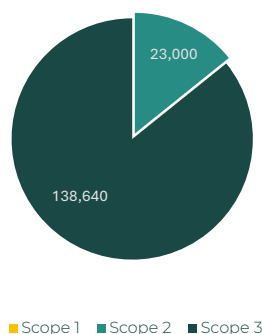
Scope 1 consumption emissions relate to direct combustion of fossil fuels – the company does not own or lease vehicles nor has any machinery and equipment that burns fossil fuels.

Scope 2 consumption and emissions relate to indirect emissions relating to the consumption of purchased electricity in day-to-day business operations

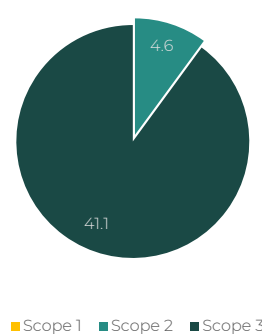
Scope 3 consumption and emissions relate to emissions resulting from sources not directly owned by us. This relates to air travel, grey fleet (business travel undertaken in employee-owned or rented vehicles), taxi travel, hotel stay, as well as employee commute.

The total energy consumption (kWh) and GHG emissions (tCO₂e) associated from Scope 1, Scope 2 and Scope 3 are as follows:

Energy Consumption kWh (2025)



Emissions tCO₂e(2025)



SCOPE & UTILITY

ENERGY CONSUMPTION
kWh (2025)

EMISSIONS tCO₂e(2025)

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Scope 1 – Natural gas, fuels	0	0
Scope 2 – Electricity	23,000	4.6
Scope 3 – Business travel, employee commute	138,640	41.1
TOTAL	161,640	45.7

6.2 Split of Energy Consumption & Greenhouse Gas Emissions

SCOPE & UTILITY	ENRGY CONSUMPTION kWh (2025)	SPLIT %	EMISSIONS tCO ₂ e(2025)	SPLIT %
Scope 1 – Natural gas, fuels	0	0%	0	0%
Scope 2 – Electricity	23,000	14.2%	4.6	10.1%
Scope 3 – Business travel, employee commute	138,640	85.8%	41.1	89.9%
TOTAL	161,640	100%	45.7	100%

6.3 Intensity Metric

Reporting Year	Total GHG emissions (tCO ₂ e)	Intensity Metric Adjusted tCO ₂ e	Total energy consumption (kwh)	Intensity Metric Adjusted kWh
2025	161,640	0.0065	45.7	22.9

7. CARBON REDUCTION COMMITMENTS

Emissions Reduction Targets

As per the Carbon Reduction Plan 2026, Eleventh Hour Group Ltd is committed to reducing greenhouse gas emissions associated with its operations and contributing to the transition to a low-carbon economy. Based on the organisation's 2025 baseline emissions of 45.7 tCO₂e, the primary sources of emissions are indirect, arising largely from travel associated with business activities and commuting rather than direct energy consumption.

The organisation will focus on practical and proportionate measures to reduce emissions, including minimising travel through virtual engagement, promoting sustainable transport options, improving energy efficiency within the office, and embedding environmental awareness across business operations.

Eleventh Hour Group Ltd commits to a programme of continuous emissions reduction, aiming to achieve substantial decreases in overall emissions over time while maintaining high standards of service delivery.

- 50% reduction in Scope 1 & 2 emissions by 2030
- 30% reduction in material Scope 3 emissions by 2030
- Net Zero by 2050

Interim expected reductions:

Year Target Emissions (tCO₂e)

2025 45.7 tCO₂e (Baseline)

2030 36 tCO₂e

2035 29 tCO₂e

2040 22 tCO₂e

2050 Net Zero

These projections represent a gradual and achievable reduction trajectory reflecting the organisation's operational profile and its limited direct control over certain indirect emission sources. Residual emissions that cannot be eliminated will be addressed through credible offsetting measures as part of the journey to Net Zero.

Progress will be reviewed annually, and targets may be strengthened as improved data, technologies, and reduction opportunities become available.

8. CORPORATE SOCIAL RESPONSIBILITY

8.1 Social Responsibility

Eleventh Hour Group understands that it is not a standalone business but part of the wider world and, as such, aims to give back to the world through social, ethical and environmental means.

Eleventh Hour Group will meet, and where possible, exceed compliance to positively contribute beyond its business structure.

Eleventh Hour Group will abide by the legal framework that it operates within, ensuring the following:

- That all business dealings are transparent and open, operating to the highest of standards
- That it will do what it says it will do in its policies and procedures
- That it will ensure that its staff are legally fit for the role they hold

Within the Eleventh Hour Group, we will:

Treat our Service Users, staff and other stakeholders with dignity and respect

- Ensure that everyone is treated fairly
- Have in place anti-bribery and anti-corruption policies and practice to safeguard from wrongdoing
- Ensure that those with whom we are in partnership uphold our same high standards of ethical and fair practices

8.2 Environment

Eleventh Hour Group is committed to reducing its impact on the environment and working proactively to help clean it up.

We will ensure that our procedures always consider the impact on the environment and seek to find alternatives to reduce our impact.

Eleventh Hour Group will:

- Recycle wherever possible, striving to find alternatives where this is not possible
- Create less waste by procuring accurately
- Use environmentally friendly technology, or contract suppliers to use environmentally friendly technology
- Source locally where we are able
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Eleventh Hour Group also recognised the UK's commitment to net zero targets through the Net Zero Strategy and will work proactively towards this, where required.

8.3 Human Rights

Eleventh Hour Group will uphold the human rights of all of its Service Users, employees, stakeholders and supply chain.

- It will ensure that its policies and procedures reflect its dedication to human rights
- Eleventh Hour Group believes in a fair wage, not only for staff in direct employment but for those within the supply chain. Eleventh Hour Group will ensure that value for money is not at the expense of workers' wages

8.4 Modern Slavery

Eleventh Hour Group has a zero-tolerance approach to all forms of modern slavery.

Eleventh Hour Group has policies, procedures and systems in place to ensure that its contracts, supply chains and recruitment processes are safeguarded from all forms of modern slavery.

8.5 Equal Opportunity

Eleventh Hour Group is an equal opportunities employer and will ensure that its procurement practices reflect the same ethics.

Eleventh Hour Group believes in a diverse workforce which enriches and strengthens its service. Eleventh Hour Group will not tolerate discrimination in any form due to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Eleventh Hour Group has active complaints and whistleblowing policies which encourage the use of stamping out bad practices and improving its service.

8.6 Learning & Development

Eleventh Hour Group will ensure that its staff are equipped to recognise its corporate social responsibilities and act within its values.

Information will be available and visible for all of its stakeholders to understand the key messages relating to its social responsibility.

8.7 Local Community

Eleventh Hour Group will create opportunities throughout the year for the local community to participate in activities at the office premises of the service enabling both Service Users and the community to learn from each other.

Eleventh Hour Group will also, from time to time, make donations to charitable causes that support community development.

8.7 Quality Assurance

The Registered Manager at Eleventh Hour Group operates a quality assurance process which holds every part of the business to account through regular scrutiny. Findings from quality assurance audits will inform areas for improvement throughout the service's Social Responsibility Plan.

8.7 Local Community

All Corporate Social Responsibility initiatives should be in line with the vision, values and purpose of Eleventh Hour Group and its primary responsibility to manage and deliver care and support to Service Users. Eleventh Hour Group will review and evaluate Corporate Social Responsibility initiatives annually to ensure alignment with its vision, values and purpose.

All areas of Corporate Social Responsibility within this policy are linked to individual policies and procedures of Eleventh Hour Group, fully covering the subject area.

Declaration and Approval

This Environmental, Social and Governance Policy has been approved by the Board of Directors of Eleventh Hour Group Ltd.

It will be reviewed annually and updated in accordance with UK Government requirements.

Signed:

Name: Shaun Winsall

Position: Director of Services (Corporate Operations Sustainability Champion)

Date: February 2026

Review Date: February 2027