## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About Capital Cooling</td>
<td>3</td>
</tr>
<tr>
<td>Message from MD</td>
<td>5</td>
</tr>
<tr>
<td>CSR/Sustainability Policy</td>
<td>7</td>
</tr>
<tr>
<td>The Refrigeration Industry and our key issues</td>
<td>8</td>
</tr>
<tr>
<td>Our Products</td>
<td>9</td>
</tr>
<tr>
<td>Economic</td>
<td>10</td>
</tr>
<tr>
<td>Social</td>
<td>11</td>
</tr>
<tr>
<td>Our Partners</td>
<td>13</td>
</tr>
<tr>
<td>Customer Satisfaction Survey</td>
<td>14</td>
</tr>
<tr>
<td>Environmental</td>
<td>15</td>
</tr>
<tr>
<td>Transport</td>
<td>17</td>
</tr>
<tr>
<td>Laws and Legislation</td>
<td>18</td>
</tr>
<tr>
<td>Environmental Committee</td>
<td>19</td>
</tr>
<tr>
<td>Accreditations</td>
<td>20</td>
</tr>
<tr>
<td>Memberships</td>
<td>22</td>
</tr>
<tr>
<td>Our Achievements</td>
<td>23</td>
</tr>
<tr>
<td>Our Goals</td>
<td>24</td>
</tr>
<tr>
<td>Our Policies</td>
<td>25</td>
</tr>
<tr>
<td>Capital Cooling in the Media</td>
<td>26</td>
</tr>
<tr>
<td>Accreditation Certificates</td>
<td>27</td>
</tr>
</tbody>
</table>
About Capital Cooling

We are proud to be one of the UK’s leading manufacturers of commercial refrigeration equipment and suppliers of reactive and planned preventive maintenance of commercial refrigeration and air conditioning equipment.

We have came a long way since we were formed in 1996 however our key philosophy remains the same – to be the best at what we do, offering unrivalled quality and service.

Still a family owned enterprise we have grown from very humble beginnings to a company with a turnover of over £20m in 2009. Key to the company’s success has been the management team most of whom have been with the company since its inception and 150 support and engineering staff who interface with our customers/stakeholders on a daily basis.

In 2009 the company embarked on an integrated plan to align our process strategy with our innovative eco-efficient product strategy. The ultimate goal being sustainable solutions for the refrigeration & air conditioning needs of society through the provision of carbon neutral products and services by leveraging the creative talents of our staff.

Mission Statement

*Capital Cooling will manufacture, supply and install high quality commercial refrigeration equipment and provide reactive service and maintenance of refrigeration and air conditioning equipment to the UK marketplace. In addition Capital Cooling is committed to reducing the environmental impact of standard business practices and the development of cutting edge environmentally friendly products. Capital Cooling will always use “industry first” technology, both in products and management systems, ensuring the company continues to lead the way.*

Corporate Social Responsibility/Sustainability Structure
Why are we different?

We seek to continuously engage with our stakeholders using all available communication channels and platforms. The nature of each obligation in our CSR policy requires us to be honest in evaluating our current state as an organisation, open to discuss the validity of our actions, ready to innovate and continuously improve our people/products and processes.

Our Business

**Capital Cooling**: our parent company and supplier of commercial refrigeration products, reactive and preventative maintenance and service to the UK market.

**Capital Coldrooms**: our bespoke Coldroom design and installation service.

**Capital Products**: our environmentally friendly brand of refrigeration and air conditioning equipment.

Our Locations

We have four locations across the United Kingdom:

Southern Support Office
Bournemouth

Regional Office
Bracknell

National Service Centre, Warehouse and HQ
Edinburgh

Warehouse and Distribution Hub
Northampton
Thank you for taking the time to read the Capital Cooling Corporate Social Responsibility (CSR) report.

Over the last 15 years Capital Cooling has grown, strengthening from a handful of employees to the 150 that we have today. As the company has grown so has our impact on both the environment and the community and the realisation of this led to the formation of our Environmental Committee. The committee decided that it was time to evaluate our impact and set challenges and targets for the future – and so our Corporate Social Responsibility policy was born. This is the first time we have compiled a CSR report and while it is a fair and accurate description of our actions it is just a starting point, a baseline to work from and a yardstick for further improvement.

As a company we recognise the responsibilities we have and our duty to operate a sustainable business. We have a long term goal, to be number one in our industry, and to achieve this we need to plan ahead and operate in the interests of all our stakeholders.

Our industry is facing ever-increasing environmental legislation and our philosophy is to be at least one step ahead of new legislation at all times. We already have industry firsts to our name – such as the first UK manufacturer to have an integral multideck approved for the ECA scheme, followed up by the first UK manufacturer to have a Hydrocarbon integral multideck approved – and we shall continue to achieve many more.

We have taken the step of introducing an Environmental Committee who have so far steered us towards ISO 14001 Certification and their work has led to winning the award for Best Green SME at the 2010 Scottish Green Awards. They shall ensure that we continue our progress in the coming years by constantly evaluating the way we operate from an environmental perspective.

We are in a privileged position to help the local community with our actions and we intend to continue our support through local employment and charitable work.

These are exciting times for Capital Cooling, we hope our staff and partners enjoy reading our report and if you are a potential partner reading on with interest we hope to work with you soon.

Alister McLean
Managing Director
“A blue sky approach to green issues”
Capital Cooling
Corporate Social Responsibility/Sustainability Policy

It is the policy of Capital Cooling Ltd to ensure that all its activities contribute to the social and economic welfare of its stakeholders through efficient use of labour, land and capital without degradation to our natural environment which we hold in trust for future generations.

Building our business based on ethical, moral principles, respecting our employees and seeking to understand and support the interests of the communities whose resources we share.

We demonstrate our commitment to this policy by implementing the following aims:

- Building sustainable value added relationships with our employees, suppliers and customers
- Striving to ensure that our actions as a corporate entity have no or minimal impact on our planet
- Contributing to economic growth by maximising the resources of our society and planet
- Incorporate sustainability principles into the design, manufacture, supply, installation and servicing of refrigeration and air conditioning equipment
- Reducing the Carbon Footprint of our operations, products and services
- Communicating our corporate social responsibility and sustainability performance to all stakeholders

Our Managing Director has the ultimate responsibility for developing and shaping the strategic vision, placing ethical, socially responsible values and sustainability at the heart of our business.

Alister McLean
Managing Director
Date: 1.05.09

Brian Murdoch
Financial Director
Date: 1.05.09
The Refrigeration Industry and our key issues

The refrigeration industry has an unfavourable past when it comes to the environment and global warming. The industry wide use of HCFC refrigerant has been directly linked to climate change and one of our major targets is to get away from this tarnished image.

All refrigeration companies have moved away from HCFC refrigerants as required by law, but not all have made the move to hydrocarbon and this is what differentiates us from the competition. One of our main focus points is to convert any existing product which is not utilising Hydrocarbon refrigeration by the end of 2011.

Refrigeration cooling gases accounts for as much as 30% of the climate change impact of supermarkets. Source: Environmental Investigation Agency Chilling Facts

Our 4 key areas of responsibility

To develop and provide refrigeration products and services which have no negative impact on our planet.

To operate in a sustainable manner at all times by reducing waste and energy usage.

To support and contribute to the success of the local community and the country as a whole.

To improve the working lives of employees by offering training, support and rewards.
Our Products

We are proud to manufacture our own range of refrigeration products calling upon the experience of many people from within the Capital Cooling family. From refrigeration specialists to engineers and not forgetting merchandising experts they all have a part to play ensuring products always function as well as the meet the needs of the company.

Earlier in the year we introduced our first product catalogue offering a wide selection of commercial refrigeration equipment ranging from display cabinets to cold rooms. Paramount amongst these product offerings is our energy efficient Troy range of refrigerated cabinets which is listed on the UK government Enhanced Capital Allowance scheme. The versatility of the Troy range of refrigerated display cases has led to its selection by the Co-Operative Group in their UK wide refit program.

The Capital Cooling range of equipment is designed/tested to EN23953 standards/ECA methodology and optimisation by our engineering design team.

85% of the equipment that we install has its final preparation/specification assembly process on our UK production lines.

Our equipment design road map embraces the best available technologies (BAT) and all possible energy saving opportunities to reduce our carbon footprint i.e.

- Explore the advantages of having glass doors on medium temperature cabinets
- LED lighting
- Occupancy lighting sensors
- EC Fan Motors
- Reversing relays on Condenser Fan motors
- Night Blinds
- Night covers for island Freezers
- Anti-sweat heater controls
- Defrost Controls (Minimise the requirement)
- HC refrigerant
- Anti-Fog glass doors on Freezers
- Anti-Frost evaporators
- Dual / Triple air flow designs
- VIPs - Vacuum Insulated panels
- Clear riser weir plates
- Economisers on compressors
- High-Efficiency compressors.

We also focus on the future technologies that are developing such as Acoustic Refrigeration and Air Cycle Technology.

ECA

The Enhanced Capital Allowance (ECA) scheme is a key part of the Government’s programme to manage climate change. It provides businesses with enhanced tax relief for investments in equipment that meets published energy-saving criteria.

ECA allow the full cost of an investment in designated energy-saving plant and machinery to be written off against the taxable profits of the period in which the investment is made. The general rate of capital allowances for spending on plant and machinery is 20% a year on the reducing balance basis.
Economic

Like many other organizations we are exposed to ever changing laws and regulations. The Refrigeration and Air conditioning industry is no exception as recent enactments such as the Fluorinated Gas Regulations 2009 and the Climate Change Act have directly affected service operations. This coupled with the potential impact of Future UK Government strategy on waste streams, landfill taxes and environmental levies has led to the adoption of an approach that aligns our eco-friendly products with our processes.

Capital Cooling Ltd is a leader in the development of energy efficient refrigeration equipment through the development of our flagship Troy Multi-deck refrigerated display case which has been engineered to efficiently use hydrocarbon refrigerant. The Troy range of refrigeration equipment is listed on the UK Government’s Enhanced Capital Allowance scheme which provides 100% rebate for equipment purchases.

This year has seen the certification of our environmental management systems to the ISO 14001 standard which confirms our commitment to identifying and reducing our environmental impacts. The achievement of ISO 14001 has put us on the path to environmental sustainability which is critical if we are to participate in the new low carbon economy.

<table>
<thead>
<tr>
<th>Economic</th>
<th>2009</th>
<th>2008</th>
<th>% Change</th>
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<tr>
<td>Operating Profit</td>
<td>£485,665</td>
<td>£539,613</td>
<td>-10%</td>
</tr>
<tr>
<td>Gross Sales</td>
<td>£21,906,815</td>
<td>£19,860,851</td>
<td>+10%</td>
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“Innovative businesses have a critical role to play in the low carbon economy.”

Lord Drayson upon announcing UK’s 17 million retrofit for the future program - 25 February 2010
Our Staff

The lifeblood of the company, the staff are the people who make Capital Cooling different. Employing heavily from the local area with 32% of staff employed with the company for more than 5 years.

Our staff is a delightful combination of youth and experience with 47% of our staff under 40.

This brings a fresh and dynamic approach to the business and is a contributing factor as to why modern technology has flourished within the organisation.

Staff are rewarded when the company performs well – as without them the company would not be where it is today.

Health and Safety

Safety of our personnel, customers and the public is central to operations. We are proud of our track record within the industry over the years and have invested in safety training through our strategic links with the British Safety Council. The British Safety Council Level 1 Award in Health & Safety at Work forms the cornerstone of our induction program.

Specialist training in electrical safety and safe handling of refrigerants is also provided to engineering staff ensuring that customer requests are performed without any risk or endangerment to life.

While incident figures have increased the workforce has increased significantly over the last 4 years. To improve our performance we have embarked on an ambitious plan to implement OSHAS18001 safety management systems by 2011.

0 Employee Fatalities

0 Safety Prosecutions

82% Male employees
18% Female employees

7% Ethnic Diversity

6% Staff under 25
47% Staff under 40
53% Staff over 50

47% Staff achieving British Safety Council Level 1

1% Ethnic Senior Staff
2% Female Senior Staff
Charitable Donations and Events

Capital Cooling regularly hold fundraising days for chosen charities including Breast Cancer Awareness and Children in Need.

Building Competence

Partnering with other learning providers and institutes such as the Electrical Contractors Association of Scotland we have provided electrical safety and safe handling of refrigerated gases to ensure that our employees are competent to achieve their tasks.

In the final quarter of 2009 we implemented a training program over a three month period that ensured our engineers were trained to the new City & Guilds 2079 standard for Safe Handling of refrigerants. Additional specialist training in the use of Hydrocarbon refrigerants was also provided to improve the capabilities of engineering staff to identify and safely repair leaks.

This training provision illustrates our commitment to complying with the F-Gas Regulation 2009 which requires all engineers to be qualified to the new City and Guilds 2009 standard by 2011.

Events range from dress down days to white water rafting allowing all members of staff to get involved.

In addition the company decided to bring to an end the sending of corporate Christmas cards – replacing them with virtual e-cards and donating the money saved to three local charities;

- CHAS (Children’s Hospice Association Scotland)
- The Scottish Cot Death Trust
- MND Scotland (Motor Neurones Disease)

The environmental benefit of this project was a decrease in the use of paper and transportation to deliver the cards.
In our drive to ensure subcontractor commitment to our environmental, safety and quality policy we conducted an awareness training on World Quality Day all subcontractors. The success of the event was heralded in the Safety Management the official magazine of the British Safety Council as an example of good practice.

Our product development team ensure that products are designed with environmental sensitivity in mind, preventing the incorporation and use of hazardous substances in equipment manufacture. We have gone a step further by ensuring that key participants in our supply chain comply with Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2008 (ROHS) as an integral part of our ISO 14001 Environmental Management System.

Our Partners

Our Factories
All non UK manufacturing facilities are subject to regular visits from the Capital Cooling management team to ensure that all staff members are treated fairly and that safe working conditions are always in operation.

World Quality Day
Capital Cooling took part in the World Quality Day initiative organised by the CQI. As part of our World Quality Day 2009 celebrations we conducted a training seminar for all our sub contractors entitled.

“Capital Cooling Ltd in partnership with our contractors Providing high quality, environmentally friendly Refrigeration & Air Conditioning products and services to our customers safely”.

During the event British Safety Council Level 1 training was extended to our key sub contractors free of charge. Delegates were also introduced to our philosophical approach to quality, safety and environmental management.

Supporting local businesses
Where possible Capital Cooling will support local businesses ensuring that money is re-invested into the community.
Customer Satisfaction Survey

In 2010 we carried out our first customer satisfaction survey – analysing the service provided by our engineers when on site.

Taking a broad, anonymous sample across our client database the data was processed and analysed in house and provided us with some very positive results.

![Customer Satisfaction Survey](image)

The Results

- **How do you rate your dealings with Capital Cooling overall?**
  - Poor: 6%
  - Satisfactory: 32%
  - Good: 52%
  - Excellent: 0%

- **How do you rate our professionalism in dealing with you?**
  - Poor: 5%
  - Satisfactory: 41%
  - Good: 47%
  - Excellent: 6%

- **Would you recommend Capital Cooling to others?**
  - No: 5%
  - Yes: 95%

- **How do you rate the technical competence of our engineers and their response time?**
  - Poor: 6%
  - Satisfactory: 30%
  - Good: 64%
  - Excellent: 0%

- **How do you rate our products and services? Did they meet your needs and expectations?**
  - Poor: 4%
  - Satisfactory: 52%
  - Good: 40%
  - Excellent: 4%

- **How do you rate our delivery? Based on being on time and did we meet your expectations?**
  - Poor: 1%
  - Satisfactory: 13%
  - Good: 46%
  - Excellent: 37%

- **How do you rate our approach to quality management to ensure complete customer satisfaction?**
  - Poor: 1%
  - Satisfactory: 49%
  - Good: 46%
  - Excellent: 5%
Environmental

Driving Sustainability into environmental

In anticipation of future environmental legislation impacting on our business we have formed professional links with the Institute of Environmental Management & Assessment (IEMA) and participated in the IEMA/DEFRA sponsored consultation on Guidance for Greenhouse Gas Reporting held on the 29th July 2009 in Edinburgh, Scotland.

Senior management initiated the commencement of 12 month implementation plan to achieve ISO 14001 accreditation. Key to the implementation process was the identification of environmental aspects. Data from our environmental aspect review then formed the basis of our benchmark carbon footprint report. Our Footprint exercise indicated that our combined emissions accounted for a total of 1272.746 tonnes CO₂e.

Our corporate expansion marginally increased our overall carbon footprint during the period 2009-2010 to 1331.08 tonnes CO₂e. However, our carbon emissions per employee decreased from 9.79 tonnes CO₂e to 8.87 tonnes CO₂e in 2010.

FACT
Leaking refrigerant accounts for a 3rd of supermarkets direct emissions

Source: Environmental Investigation Agency Chilling Facts
Capital Cooling
Corporate Social Responsibility/Sustainability Report 2010

Recycling
Early November 2009 we began an office eco-efficiency program aimed at reduction, reuse and recycling of waste such as cans, glass, paper, ink cartridges and electricity. Logistics and warehousing personnel also began recycling inert packaging waste generated from our warehousing operations thereby diverting waste away from landfill and contributing to a reduction in our operational CO2e emissions.

1. Products are designed to be manufactured with Zero Ozone Depleting Properties (ZODP)/global warming potential and where possible using materials from sustainable resources.
2. The phasing out of R404a refrigerant and replacing it with R1270 a hydrocarbon refrigerant.
3. Developing products using refrigerant with low ozone depleting and global warming potential e.g. hydrocarbon refrigerants.
4. City & Guilds 2079 certification for all frontline engineering staff to improve refrigerant knowledge and brazing techniques thereby reducing inadvertent leaks.

Office waste
Each office has designated recycling bins for paper, plastic, cans and general waste. This gives our staff the opportunity to be involved in the company’s environmental processes. Staff members appreciate the chance to contribute to our overall environmental impact reduction. Our efforts during the period of August to October 2010 has resulted in the diversion from landfill of 1170 kg of paper and printed materials, 15 kg of plastic bottles and cups and 40 kg of metal cans.

Polystyrene
Like cardboard, Polystyrene packaging waste is a major bi-product of our operations. To combat this issue we now compact all our polystyrene waste prior to recycling.

Plastic
Plastic packaging is also recycled using our compactor and forwarded to an authorised recycling depot diverting the amount of waste to landfill by 2.75 tonnes.

Cardboard
Waste cardboard packaging is a major concern for any manufacturer so we have invested in a compactor which compresses all waste into manageable sized bales. These bales are then supplied to a local recycling plant diverting our cardboard waste which is sent to landfill by 3.11 tonnes.

F-Gas
The beginning of 2010 witnessed the phase out of HCFC refrigerant from use in the industry. However environmentally harmful HFC’s refrigerant is still being used by refrigeration and air conditioning manufacturers. Capital cooling is meeting this challenge on four fronts:

1. Products are designed to be manufactured with Zero Ozone Depleting Properties (ZODP)/global warming potential and where possible using materials from sustainable resources.
2. The phasing out of R404a refrigerant and replacing it with R1270 a hydrocarbon refrigerant.
3. Developing products using refrigerant with low ozone depleting and global warming potential e.g. hydrocarbon refrigerants.
4. City & Guilds 2079 certification for all frontline engineering staff to improve refrigerant knowledge and brazing techniques thereby reducing inadvertent leaks.

Waste Electronic and Electrical Equipment WEEE
Capital Cooling has maintained continued due diligence in the disposal of end of life equipment on behalf of our customers through a network of fully vetted waste management contractors. Our operational sites in the United Kingdom have been recognised by both the Scottish Environmental Protection Agency in Scotland and the Environment Agency in England and Wales as being compliant to transport and store waste electronic and electrical equipment for subsequent disposal or refurbishment.

During the period of Oct 2009 - Oct 2010 we recycled 68,684 tonnes of refrigeration and air conditioning equipment.
Transport

At Capital Cooling we have consistently procured fuel efficient vehicles for our fleet reaping both the benefit of fuel economy and tax savings. This approach been enhanced by the implementation of a transport management system to better plan journeys thereby improving fuel efficiency.

New warehouse

With our main offices in Edinburgh and 80% of our business being located south of the Border the need for our delivery vehicles to drive back empty to re-fill was not only a large monetary cost but required hundreds of miles extra in return journeys every week and the associated negative impacts on the environment.

By obtaining a new warehouse and distribution centre in Northampton we have reduced the length or return journeys by our delivery fleet.

Low Emissions Vehicles

All new company cars and vans must be the efficient model in their range. The emphasis being low emissions, our procurement of aerodynamically designed articulated lorries which reduce drag and improve fuel efficiency with added comfort for our drivers.

All of our delivery vehicles are selective catalytic reduction (SCR) equipped to use AdBlue™ a urea solution that reduces emissions arising from diesel exhausts.

Pallets

During the past year we have developed strategic partnerships with local recycling companies diverting 64.69 tonnes of wood material from landfill. Our recycling partners convert our waste wooden pallets into various product ranging from compost used by farmers and gardeners to feed stock for the new generation of green power plants.
Laws and Regulations

1. Control of Pollution (Amendment) Act 1989, Control of Pollution (Amendment) Act 1989

2. Water Environment (Oil Storage) (Scotland) Regulations 2006


4. Environmental Protection Act 1990, Section 34, (supplemented by the Environmental Protection (Duty of Care) Regulations 1991


7. The Special Waste Amendment (Scotland) Regulations 2004 the EC Hazardous Waste Directive


9. Control of Pollution Regs 1986, Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2008 (RoHS)

On the 4th August 2009 the Capital Cooling Environmental Committee met for the first time. Consisting of members of staff from every level of the organisation the Environmental Committee set the task of attaining ISO14001 accreditation – which was achieved in August 2010.

The Environmental Committee’s hard work and efforts were further rewarded when Capital Cooling received the Scottish Green Award for the Best Green SME 2010.

“The standard this year is incredible with local organisations, the Public Sector, small to medium enterprise and large companies as well as individuals all doing amazing things. It's important we all recognise that going greener is not just a great way to help the environment, it is also good business sense.”

Frank Mitchell, Scottish Power, (Scottish Green Award Event Sponsors)
ISO14001

ISO 14001 is the international standard for environmental management systems and the most widely used EMS in the world, with over 6,000 organisations certified in the UK and an estimated 111,000 organisations certified in 138 countries world-wide.

Achieving ISO 14001 certification shows the commitment of management and staff to reduce our environmental impacts and to continuously improve the sustainability of our business operations. It has aligned our business processes with our energy efficient, environmentally friendly product strategy.

SAFE Contractor

Safe Contractor is an accreditation scheme that assesses the health & safety competency of contractors and service providers. Clients have a legal obligation to ensure that external contractors and service providers working on their premises operate in a safe way. There is therefore a need to assess contractor’s health & safety arrangements and increasingly this is being carried out through Safe Contractor.

CHAS

The Contractors Health and Safety Assessment Scheme (CHAS) was established in 1997 by a group of safety and procurement professionals aimed at improving Health & Safety Standards across Britain and reducing duplication of effort when tendering for business.

ALTUS Assured Vendor

Altius works with companies to develop their management systems in five key areas – Risk Management, Commercial, Quality, Customer Service and Corporate Social Responsibility. Their routine assessment provides peace of mind to customers that accredited vendors can meet client demands.

ISO9001

ISO 9001 is the internationally recognised standard for an organisation’s internal Quality Management. The term ‘quality’ refers to all those features of a product or service which are required by the customer. An organisation’s ‘Quality Management’ refers to all operational actions to ensure that its products or services satisfy customer requirements and complies with any regulations applicable to those products or services.
An Environmental Investigation Agency report states that in 2005, the global warming impact of supermarket HFC emissions was equivalent to producing 10 billion plastic carrier bags, taking two billion car trips to the supermarket or flying from London to New York more than 2.5 million times.

Arising from the introduction of the Fluorinated Gas Regulations 2009 it became a legal requirement that all refrigeration and air conditioning servicing and maintenance firms are registered with a UK authorized body. REFCOM registration signals to customers that a firm is committed to preventing refrigeration leakages and has trained competent staff who can safely handle refrigerants.

Constructionline is the UK’s largest register for pre-qualified contractors and consultants. In terms of efficiency, time and cost saving and best practice, Constructionline is proven to deliver for public and private sector organisations alike. Their service is recommended by the OGC Common Minimum Standards and The Local Government Task Force.

As a member, Capital Cooling has proven that it is fit-to-supply commercial refrigeration and air conditioning products and is pre-qualified to government standards.
Memberships

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<th>BRA</th>
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<tr>
<td>Federation of Environmental Trade Associations &amp; British Refrigeration Association</td>
<td>The British Refrigeration Association is the only trade association representing manufacturers, importers, wholesalers, distributors, contractors, specifiers and end-users of refrigeration plant, equipment and components. It also includes producers of refrigerants and lubricants, colleges and training establishments. It works closely with government, public bodies and other organisations, both in the UK and overseas, to further the interests of the refrigeration industry.</td>
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Capital Cooling Ltd. joined the Federation of Environmental Trade Associations (FETA) & British Refrigeration Association (BRA) on the 15th January 2002 and continued to maintain its affiliations with both institutions gaining advice on new regulations and sectoral changes that might impact on our business.

The British Safety Council

The British Safety Council is an internationally renowned lead body dedicated to the promotion and advancement of occupational health, safety and environmental management and training. Founded in 1957 it has an extensive network of lecturers, trainers, auditors and advisors in over 50 countries.
Our Achievements

- CHAS Accreditation
- ISO 14001 Certification
  August 2010
- Benchmark Corporate Carbon
  Footprint Report - December 2009
- Published Best Practice Case Study in
  the CA Magazine - November 2010
- Scottish Green Awards
  Best Green SME 2010
- British Safety Council Registered
  training centre - September 2009
- Prince’s Mayday Network Case Study
  August 2010
- Published Best Practice Case Study in
  the Environmentalist - May 2010
- World Quality Day 2009 Training Seminar
  for Sub Contractors
Our Goals

Talking about the past is all well and good but this is all about the future of the company, our people, our community and our environment.

We have set the following goals for the coming years

- **2011** - Implementation of our CSR/Sustainability Strategy compliant with BS8900 and ISO26000 standards
- **2011** – Addition of more products to the ECA scheme
- **2011** – Start the process of changing all products to Hydrocarbon refrigeration
- **2011** - Complete carbon footprinting of all units
- **2011** – Offering Carbon offsetting options
- **2011** – Complete upgrade of all product lighting to LED
- **2011** – To write and publish a range of green and blue papers for the industry
- **2011** – Certification to the OSHAS 18001 Safety Management Standard
- **2012** – All products utilising hydrocarbon refrigeration
- **2020** – Carbon Neutral operations across all UK facilities.

Ongoing Goals

*Working with the community*

- Local Schools – offer opportunities for development – modern apprenticeships
- Community/Environmental Champions supporting people who are trying to make a difference
- Work with local universities on product development
Our Policies

Capital Cooling
Environmental Policy

It is the policy of Capital Cooling Ltd to:
- Ensure that our Environmental Management System is established in accordance with the relevant International Standards and Systems and that it is consistent with our policies and procedures.
- Ensure that our Environmental Management System is implemented and that all policies, procedures and activities are monitored and that any non-conformities are reported and corrective actions are taken.
- Ensure that the Environmental Management System is improved and updated on a regular basis.
- Ensure that the Environmental Management System is implemented across all levels of the business.
- Ensure that the Environmental Management System is reviewed on a regular basis and that any necessary changes are implemented.

Date: 1st November 2020

Allan McLusky
Managing Director

Liam Byrne
HSDO Representative

Capital Cooling
Health and Safety at Work

It is the policy of Capital Cooling Ltd to maintain a suitable Health and Safety policy and to ensure that all employees are aware of their responsibilities for the implementation of this policy.

Date: 1st November 2020

Allan McLusky
Managing Director

Brian Monahan
Financial Director

Capital Cooling
Quality Policy

It is the policy of Capital Cooling Ltd to:
- Ensure that all employees are aware of their responsibilities for the implementation of this policy.
- Ensure that the Quality Management System is implemented across all levels of the business.
- Ensure that the Quality Management System is reviewed on a regular basis and that any necessary changes are implemented.

Date: 1st November 2020

Allan McLusky
Managing Director

Brian Monahan
Financial Director

Environmental Policy

Health & Safety Policy

Quality Policy
Acknowledgements

We would like to thank all of our colleagues, suppliers and subcontractors for their support in providing the information required for this report. Special mention must be made of the assistance provided by the Sustainability Group of the Institute of Chartered Accountants Scotland (ICAS).

Our corporate carbon footprint was measured using free software from Best Foot Forward (www.bestfootforward.com) utilising guidelines stipulated by the Department for the Environmental Food and Rural Affairs and the Institute of Environmental Management and Assessment.

This report was compiled in accordance with guidelines found in the ISO 14001:2004 Environmental Management Systems standard and the ISO 26000 Guidance on Corporate Social Responsibility.

Further Information

Further information about the Capital Cooling CSR report can be found at: www.capitalcooling.com/corporate

Contact Us

If you have any comments or questions regarding this report please contact;

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