

Environmental, Social, and Governance Policy

This **Environmental, Social, and Governance (ESG) Policy** outlines the commitments and principles guiding the operations of our RE/MAX England & Wales franchise business. As part of the global RE/MAX network, we are dedicated to conducting business responsibly, transparently, and sustainably while delivering exceptional real estate services to our clients and communities.

This policy applies to all employees, contractors, and representatives acting on behalf of our franchise business and its operations.



*If you have any questions or queries regarding this pack then please contact
RE/MAX England & Wales Head Office on: **support@remax.co.uk***



2. Environmental Responsibility

We recognise our duty to minimise the environmental impact of our operations and promote sustainability within the property sector.

2.1 Carbon Footprint Reduction

- Implement energy-efficient practices in our offices, including LED lighting, smart thermostats, and efficient appliances.
- Encourage use of hybrid/EV vehicles for business travel where feasible.
- Promote virtual meetings and digital communications to reduce travel.

2.2 Sustainable Office Operations

- Prioritise digital documentation, e-signatures, and cloud-based systems to significantly reduce paper usage.
- Recycle all suitable office waste, including paper, inks, electronics, and plastics.
- Source office supplies from eco-friendly, sustainable, or recycled materials.

2.3 Supporting Sustainable Property Practices

- Educate clients and landlords on energy-efficient home improvements, EPC optimisations, and green financing options.
- Promote properties with strong environmental credentials and renewable energy features.
- Encourage responsible waste management and sustainable refurbishment by landlords and developers.

2.4 Climate Risk Awareness

- Stay informed of evolving climate risks relevant to property markets (flooding, heat resilience, coastal erosion) and provide responsible guidance to clients.

3. Social Responsibility

We aim to build a business that supports people, strengthens local communities, and promotes fairness and wellbeing.

3.1 Commitment to Diversity, Equity & Inclusion

- Maintain a working environment free from discrimination, bullying, or harassment.
- Promote equal opportunities in recruitment, career development, and training.
- Celebrate diversity within our team, client base, and broader community.



3.2 Employee Wellbeing and Development

- Provide ongoing training and professional development for all staff, including RE/MAX global training initiatives.
- Support flexible working arrangements where possible.
- Prioritise employee wellbeing through fair workloads, mental health awareness, and supportive HR policies.

3.3 Client Care

- Treat all clients with professionalism, respect, and integrity.
- Ensure compliance with all consumer protection, estate agency, AML, GDPR, and property industry regulations.
- Provide transparent marketing, honest communication, and fair representation of properties.

3.4 Community Engagement

- Participate in and support local community initiatives, charities, and social causes.
- Encourage employees to volunteer or support community events.
- Build positive relationships with local businesses, councils, and neighbourhood groups.

4. Governance

We are committed to responsible corporate governance, ethical conduct, and full compliance with applicable laws and regulations.

4.1 Ethical Business Conduct

- Uphold the highest ethical standards in all interactions with clients, partners, and stakeholders.
- Maintain strict anti-corruption and anti-bribery practices.
- Require honesty, transparency, and fairness in all negotiations and transactions.

4.2 Compliance & Regulatory Standards

- Comply with all relevant UK property regulations, including:
 - Estate Agents Act 1979
 - The Property Ombudsman (TPO) Code of Practice
 - Anti-Money Laundering (AML) requirements
 - GDPR and data privacy laws
 - Health & Safety regulations
- Maintain accurate and secure records as required by law and RE/MAX corporate standards.



4.3 Data Protection & Cybersecurity

- Safeguard all personal and confidential information through secure digital systems and strict privacy controls.
- Train staff on data handling best practices and cyber hygiene.
- Conduct regular reviews of digital security measures.

4.4 Governance Structure

- ESG responsibilities are overseen by the franchise's management team, who ensure this policy is implemented, reviewed, and updated annually.
- Encourage employees to report concerns or non-compliance issues confidentially without fear of retaliation.

5. Supply Chain Standards

- Work with suppliers, contractors, and service providers who share our ESG values.
- Prefer partners who demonstrate sustainable practices, ethical labour standards, and transparent business operations.

6. Stakeholder Engagement

- Communicate our ESG commitments to clients, employees, suppliers, and community partners.
- Listen to stakeholder feedback to improve and evolve our policies.
- Publish ESG initiatives and progress updates as appropriate.

7. Monitoring & Continuous Improvement

- Review performance against this ESG policy annually.
- Identify opportunities for improvement in environmental efficiency, social engagement, and governance standards.
- Incorporate new guidance, technologies, or RE/MAX network initiatives that strengthen ESG performance.

8. Approval

This ESG Policy is approved by the management of the RE/MAX England & Wales Franchise Business and is effective from the date of publication. It will be reviewed annually or when material changes to business operations occur.