



ESG Quarterly Newsletter –

Date: 1/7/2026

Introduction

Welcome to our ESG Quarterly Newsletter. This update highlights our ongoing commitment to sustainability, responsible business practices, and progress toward our environmental, social, and governance goals.

Environmental Updates

This Quarter, we continued to reduce our environmental footprint through key initiatives:

- Reduced fuel consumption by **5%** through improved route planning
- **Recyclable packing materials** across operations and re using packaging
- Begin transition planning for **low-emission vehicles**
- Replacement of old lighting in head office
- Local water companies have been in and installed some water saving devices to the urinal system

Goal Progress:

We are working towards reducing carbon emissions by **15% by 2028.**

Social Impact

Our people and communities remain at the heart of our operations:

- Conducted *annual reviews* for all staff
- Achieved *reduced workplace incidents* this quarter
- Supported local community initiatives through annual litter pick and supporting local charities
- New minimum wage rates observed and implemented through payroll

Goal Progress:

Maintain *100% staff safety training compliance* and improve employee wellbeing.

Governance & Compliance

We continue to strengthen our governance framework:

- Completed internal *audits (BAR) and risk assessments*
- Updated company policies in line with UK regulations
- Improved documentation and compliance tracking systems

Goal Progress:

Ensure *full regulatory compliance* and transparent reporting.

ESG Performance Snapshot

- Carbon emissions: 8% (month-on-month)
- Employee training and appraisals - 100% completed
- Customer satisfaction: 4.8 trust pilot

Focus for Next Quarter

- *Electric vehicle usage*
- Expand use of *reusable packing crates*
- Launch manual handling training for all operatives

Closing Message

We remain committed to building a sustainable and responsible business. Thank you to all employees and partners for contributing to our ESG journey.