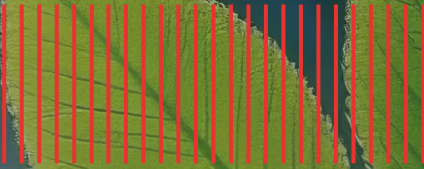




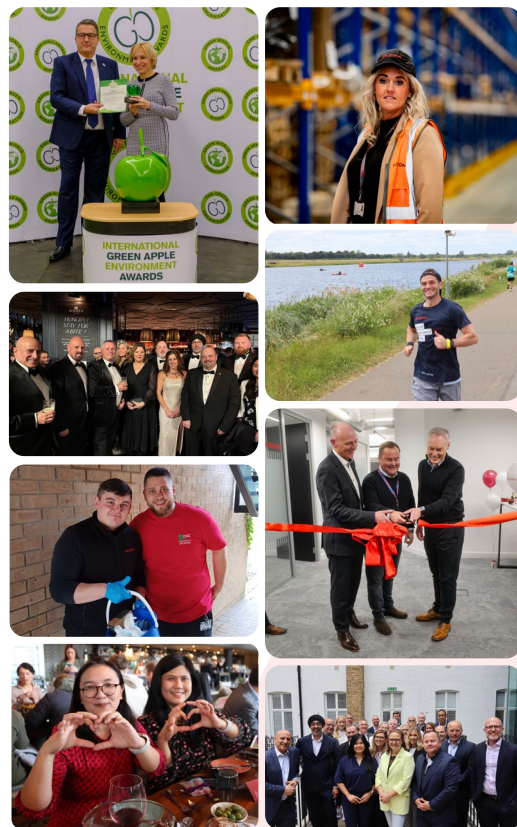
Apleona UK

# Sustainability Highlights 2024





## Who Are We?



Additional information can be found in the Sustainability Report of the wider Apleona Group on their website: [www.apleona.com/en/about-apleona/responsibility/](https://www.apleona.com/en/about-apleona/responsibility/)

You can also head to our UK website [uk.apleona.com](https://uk.apleona.com) where you can download our Carbon Reduction Plan, Gender Pay Gap data and Modern Slavery Statement.

By clicking on the tabs at the top of each page, you can quickly and easily navigate to the different sections within this report.

With 40+ years of experience and expertise, we're part of a global business providing hard and soft facilities management (FM) services across Scotland, England and Wales.

In this 2024 report, we have not included data from JCW as the integration of this acquisition is ongoing until 2026.

Our UK business is structured as shown below.

**APLEONA**  
UK

**APLEONA**  
Integrated FM

**APLEONA**  
Professional Services

**APLEONA**  
Technical Solutions

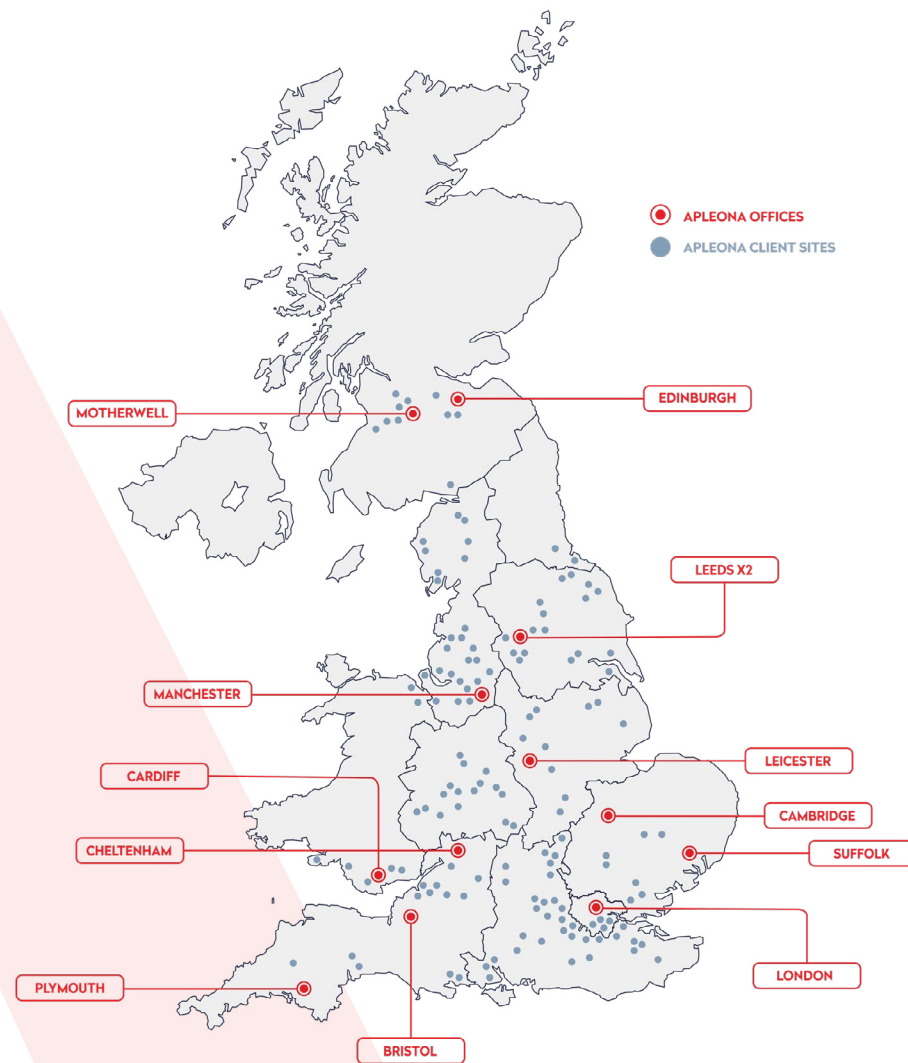


**43,000**  
employees in 34 countries

**1,850**  
employees in the UK

**2,000**  
managed sites in the UK

**180+**  
customers



## A welcome from our Managing Director Adrian Connor



2024 underlined why sustainability matters. Earth's average temperature went above 1.5°C, a threshold set to avoid the most damaging impacts of climate change. The built environment is responsible for 39% of all global carbon emissions and we recognise that our services can influence the operational carbon associated with heating, lighting and cooling in the buildings we maintain.

We have made the Green Real Estate programme a key pillar of our business strategy, to signify the role we wish to play in supporting carbon and waste reductions. We are innovating and developing bespoke solutions for our clients, to keep their energy bills low and make their buildings outstanding places where people can work and connect. As we continue to grow, the range of expertise across our business gives us the opportunity to make even a bigger difference.

I'm proud to say that last year, we've reduced our carbon footprint by another 10%, delivered over 2500 MWh energy savings for clients, conducted 62 free energy audits and

**“We have a real opportunity to build on the foundations of our Green Real Estate programme and increase our impact in creating sustainable and energy efficient workplaces.”**

supported 25 apprentices. The past few months also marked a pivotal moment as Apleona Group had the carbon reduction targets validated by the SBTi.

I hope you enjoy this report. Thank you to all our teams, clients and supply chain partners for their support and I look forward to another year of progress towards our sustainable goals.

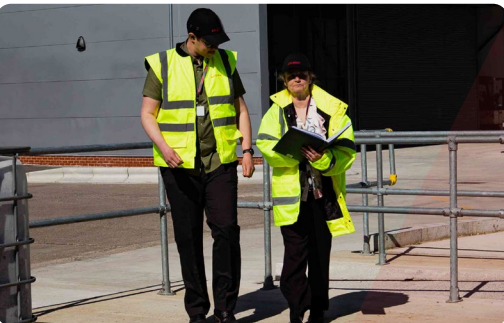
**Adrian Connor**  
Managing Director, Apleona UK





# 2024 Year in Review

## CLIMATE ACTION



- ✓ Reduce CO<sub>2e</sub> emissions per turnover by 5%
- ✓ Sign up to the Science Based Target Initiative, as part of the wider Apleona Group
- ✓ Deliver 2,000 MWh energy savings for our clients
- ✓ Energy Champions to complete 50 Energy Audits
- ✓ Increase the number of EV's to 20 to support our Net Zero target
- ✗ Telematics to be installed in all commercial vehicles
- ✓ Avoid waste by repairing 1000 furniture items for reuse
- ✓ Reduce energy usage by 2% in our key properties
- ✓ 100% of all food waste from our catering services to be composted or turned into renewable energy
- ✓ Reduce disposables by 30% in our catering operations, equating to 80,000 items
- ✓ Donate £10k of unwanted items to local charities

## DECENT WORK AND ECONOMIC GROWTH



- ✓ Recruit 15 additional employees from ex-forces, with disabilities or disadvantaged backgrounds
- ✓ Real Living Wage paid to all staff where Apleona controls salary
- ✓ Support 10 new apprentices cohorts
- ✓ Invest in 30 staff gaining new qualifications
- ✓ Promote staff training (5 hours of training per employee)
- ✗ 90% employees to complete Equity Diversity Inclusion training
- ✓ All head chefs to complete British Nutrition Foundation training
- ✓ Track our spend with SME's
- ✓ Conduct 10 modern slavery assessment and on-site supplier audits

## GOOD HEALTH & WELLBEING



- ✗ Reduce accident/incident occurrences by 2%
- ✓ Senior Management to complete 6 safety walks each
- ✓ Engage with locals schools to promote healthy eating to 150 school children
- ✓ Appoint and fundraise £7k for a new charity partner
- ✓ Promote staff volunteering
- ✓ Conduct 3 well-being campaigns



We reduced our carbon footprint by **10.5%**



**Real Living Wage** paid to all staff where we control salary



**£7k** rasied for our charity partner



We supported **25** apprentices



**9%** of our spend is with supply chain partners classified as diverse

# Supporting the Goals in 2025

## CLIMATE ACTION



- Reduce CO<sub>2e</sub> emissions per turnover by 5%
- Deliver 1,000 MWh energy savings for our clients
- Energy Champions to complete 40 Energy Audits
- A third of our fleet to be hybrid or fully electric
- Deliver improvements in segregation of recyclables at client sites
- Use telematics to drive fuel efficiency improvements in our fleet

## DECENT WORK AND ECONOMIC GROWTH



- Real Living Wage paid to all staff where Apleona controls salary
- Support 10 new apprenticeship cohorts
- Promote staff training (13 hours of training per employee)
- All head chefs and catering managers to complete a UN-approved course in food waste preparation
- Launch new training on Modern Slavery
- Track our spend with SMEs and supply chain partners classified as diverse

## GOOD HEALTH & WELLBEING



- LTIFR to be at or below 2.5
- Increase the number of near miss hazards reported by 50%
- Support well-being through our catering services with 70% of our catering sites to have kitchen gardens
- Support healthy eating by enhancing cooking skills of additional 100 school children by delivering cooking classes in local schools
- Continue fundraising for Maggie's to reach £10k
- Promote staff volunteering through company-wide initiatives

We evaluated the Sustainable Development Goals to identify those that are most relevant to our business activities and our stakeholders prioritising a subset of three on which we focus our efforts





## CLIMATE ACTION

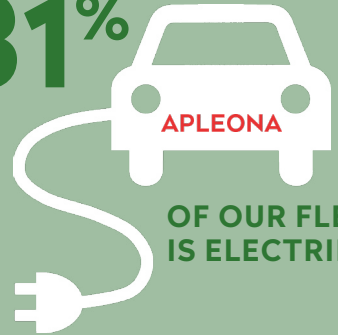


### WE'RE PART OF THE SBTi

As a Group we aim to reduce Scope 1 and 2 by 54.6% and Scope 3 by 61.1% per million Euro value added, by 2033.



# 31%



OF OUR FLEET IS ELECTRIFIED

JCW's fleet consists primarily of diesel vehicles, which we plan to electrify and upgrade as vehicle leases expire.

# 10.5%

REDUCTION in our CARBON FOOTPRINT 2024 v. 2023

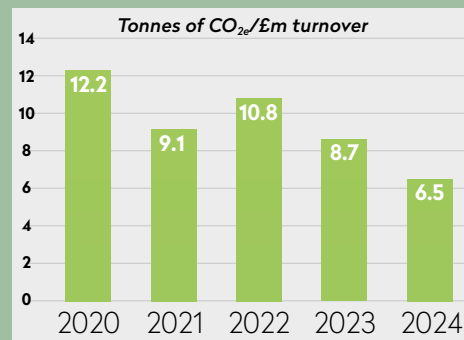
We have reduced our absolute carbon emissions by 10.5% against 2023 and by 25% when normalised per turnover.

Apleona UK & CTS Carbon footprint (tonnes)



# 6.5

CARBON INTENSITY REDUCED FROM 12.2 in 2020



In addition, JCW's carbon footprint in 2024 was 1430 tonnes of CO<sub>2</sub>e. From 2025 onwards, we will be reporting on JCW as part of Apleona UK.

# 2500

MWh ENERGY SAVINGS

Our energy projects in client buildings included asset replacements, optimising HVAC and enhanced energy monitoring.

We actively develop innovations for buildings to improve energy efficiency and minimise waste. For more examples, find our Green Real Estate Catalogue on our website.

# 61

FREE ENERGY AUDITS

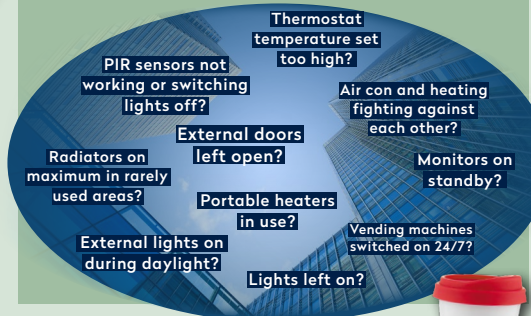


completed by our ENERGY CHAMPIONS

Our campaign

**Remember Remember Low Carbon November**

encouraged our staff to provide feed-back on where energy is wasted, with those employees receiving a prize.



# 80,000

DISPOSABLE CUPS ELIMINATED

by introducing reusable mugs alongside FreshCup tabletop washers.

In 2024 we mobilised a waste contract for our client, a major logistics company, across 108 of their sites in the UK. Our recommendations led to the **increase of baled materials, from 19 tonnes to 25 tonnes/month.**

Furthermore 69 recommendations from our site visits have been implemented, **delivering savings in excess of £46k/annum.**



### CASE STUDY: 70 ST MARY AXE, LONDON

Since acquiring the 70 St Mary Axe contract in 2022, we have achieved substantial energy savings for our client, highlighted by the successful installation of a BMS Timeclock in May 2023, which saved £309,000 on an investment of less than £9,000.

Additionally, the installation of CO<sub>2</sub> sensors in the extraction ducting for AHU 5 and AHU 6 has led to over 78% energy savings and a remarkable ROI of just one month. The recent BMS

upgrade from Trend 963 to Vision, completed at the beginning of Q4 2024, enhances control over building systems and is expected to further reduce energy consumption in 2025.

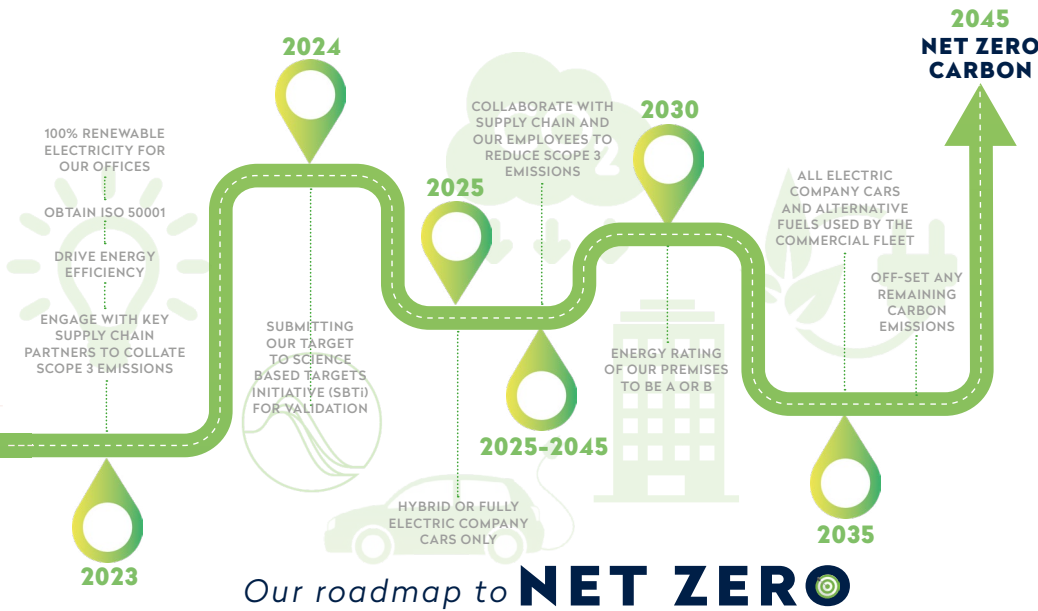
Overall, these initiatives have resulted in a total saving of £373k.

**443**  
tonnes of CO<sub>2</sub> saved

**1865**  
MWh energy saved



We purchase **100%** renewable energy, we have reduced energy in our offices, upgraded our fleet and increased the number of EV's in our business.



We are fully committed to reducing our carbon footprint, following our plan to Net Zero Carbon by 2045 and supporting the targets set and validated by SBTi. Full detail is published annually in our Carbon Reduction Plan on our website: [uk.apleona.com](https://uk.apleona.com)



## DECENT WORK AND ECONOMIC GROWTH

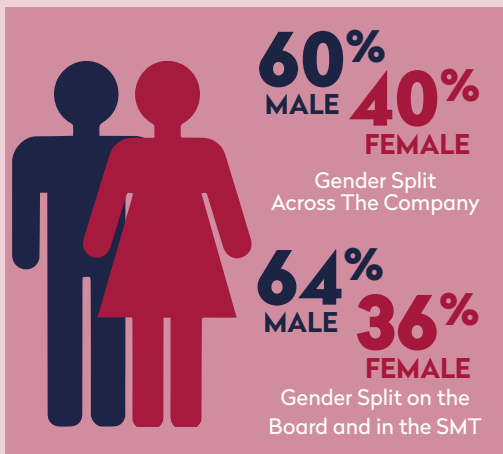


Our teams are our biggest asset. We embrace diversity and prioritise the development of our employees and supply chain partnerships. We also actively support innovation and digitisation to enhance our services.

### SUPPLIER PARTNER SHOW 2024

Our two-day supply chain event gathered 200+ attendees. On day one we discussed important topics such as sustainability, carbon reporting and innovation.

The second day featured our suppliers presenting their services and innovations, drawing over 500 visitors and creating a dynamic environment for networking and collaboration.



Apleona is proud to support ex-offenders like Shoriful Islam, who joined Apleona CTS as an M&E improver in 2023 after being connected through the charity 101 Foundations.

Initially unsure of his path upon leaving prison, Shoriful has since found purpose and direction, actively working towards his goal of becoming a fully qualified electrician.

His journey exemplifies Apleona's commitment to providing opportunities and fostering second chances for individuals looking to rebuild their lives.





## GOOD HEALTH & WELL-BEING

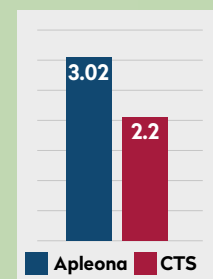


OVER  
**97%**

employees  
**AGREE** or  
**STRONGLY**  
**AGREE** they take  
**H&S SERIOUSLY**



LOST TIME INJURY  
FREQUENCY RATE



**26** FRIDAY WEBINAR  
SESSIONS DELIVERED

The sessions covered topics including Common accidents, Asbestos, Driving, PPE, COSHH, Electrical Safety, Waste, Lone Working.

The webinars had strong attendance and active support from both senior managers and site teams, highlighting their value in fostering a culture of safety and awareness.



We launched a campaign aimed at spotting potential hazards on site and **SIGNIFICANTLY IMPROVED NEAR MISS REPORTING**



**6** SAFETY WALKS COMPLETED by each member of the senior management



During 2024 Apleona maintained its industry recognised accreditation schemes, including **CHAS**, **SafeContractor** and **Constructionline**



**9** QUALIFIED MENTAL  
HEALTH ADVOCATES  
*trained by MHFA England*



We believe that a strong health and safety culture, running through all levels of the operation, is key to a successful business. It is and does remain our priority.

We engaged with school children to promote **HEALTHY EATING AND COOKING**



**17** employees took part in our **CORPORATE TRIATHLON**

**134** colleagues participated in the **MILLION MILE CLEAN-UP** campaign across **14 SITES**



**450** VOLUNTEERING HOURS RECORDED

OVER  
**£7k** RAISED FOR OUR CHARITY PARTNER **MAGGIE'S**

*Since the start of our partnership in May 2024*

Maggie's are dedicated to supporting those who have cancer and their loved ones. Our fundraising activities included a company-wide raffle and auction, cake bakes, night hikes, sweepstakes, gardening and an office static bike challenge.

## SOCIAL VALUE PROJECT: IMPROVING THE GREAT OUTDOORS WITH SURREY COUNTY COUNCIL

Apleona launched a social value project at Horley Infant School, enhancing outdoor spaces by revitalising a neglected pond and wildlife area. Over two days, 176 volunteer hours were dedicated by Apleona employees and suppliers, resulting in over £5k worth of equipment donations, including benches and sports equipment. Improvements included clearing the pond, painting fences, and installing reflective window film for safety. Volunteers also planted flowers and set up wildlife signage, creating a positive impact on the school community.







We value your feedback.  
Please email **[katerina.robinson@apleona.com](mailto:katerina.robinson@apleona.com)** with your thoughts.

[uk.apleona.com](http://uk.apleona.com)