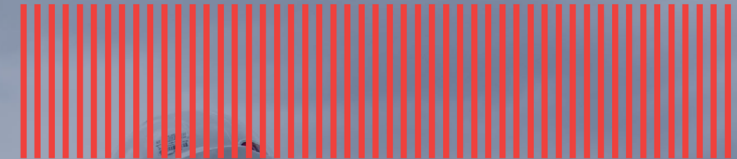




Apleona UK & CTS

Sustainability Highlights 2023



Realising Potential.

Who Are We?

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 2022 we **acquired CTS** into our operations expanding our M&E services. CTS are now a part of Apleona UK and are included in the report.

40,000
employees in 34 countries

1,500
employees in the UK

520
managed sites in the UK

180+
customers



Our Services



ENERGY
MANAGEMENT



MECHANICAL
& ELECTRICAL



WASTE
MANAGEMENT



CLEANING



HYBRID
WORKING
SOLUTIONS



SECURITY



WORKSPACE



DIGITAL
SOLUTIONS



PROJECT
SERVICES



LANDSCAPING



INVENTORY
MANAGEMENT



CATERING



FURNITURE
REPAIR



WINDOW
CLEANING



WATER TECH

Welcome from our MD Jacqui Paice



Welcome to our latest Sustainability Report, where we proudly showcase our commitment to sustainability and the progress we've made over the past year. Our key priorities as a business reflect our dedication to the UN Global Goals, particularly focusing on Decent Work & Economic Growth, Good Health & Well-being, and Climate Action.

These priorities serve as guiding principles, shaping our strategies and initiatives as we progress towards a more sustainable world.

Our contribution to sustainability lies in our pivotal role in helping our clients de-carbonise their buildings.

From conducting energy surveys through our Energy Champions to implementing re-lamping and asset upgrades projects, **we are at the forefront of driving energy efficiency and reducing carbon emissions.**

Leveraging cutting-edge digital platforms such as Enerlutec and Recognizer, **we provide our clients with visibility into their energy usage** and we can optimise HVAC systems through advanced sensor technology and AI algorithms.

Our commitment to sustainability extends beyond our clients to our own workforce. **Ensuring the safety and wellbeing of our employees is paramount.** We are also proud to have launched a new **Diversity, Equity, and Inclusion training programme**, reaffirming our dedication to fostering a diverse and inclusive workplace culture.

Thank you for your continued support.

We invite you to explore our report and share your feedback, ideas and comments.

Jacqui Paice
Managing Director, Apleona UK



Apleona Group and Sustainability

Sustainability is integral to what we do and the decisions we make. This document brings an overview of our key programmes and what we have achieved, covering the period of January - December 2023

Additional information can be found in the Sustainability Report of the wider Apleona Group on our website:

<https://www.apleona.com/en/about-apleona/responsibility/>

The report provides a detailed perspective on our ESG strategy as well as our Greenhouse Gas accounts.

You can also head to the UK website <https://uk.apleona.com/> where you can download our Carbon Reduction Plan, Gender Pay Gap Data and Modern Slavery Statement.

**DECENT WORK AND
ECONOMIC GROWTH**



CLIMATE CHANGE



**GOOD HEALTH
AND WELL-BEING**



Apleona 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



Apleona 2023 Highlights

● Achieved
● Below target

DECENT WORK and ECONOMIC GROWTH



Recruit **10 additional employees from dis-advantaged backgrounds or with disability** ●

Support **10 additional apprenticeship courses** ●

Invest in **30 staff** gaining new qualifications ●

Complete **5000 hours** of training ●

Launch **Equality Diversity Inclusion forum** and training ●

Increase the number of **handhelds by 20%** to support efficiency and customer satisfaction through digitalisation ●

Engage with the **top 7 supply chain partners on sustainability and carbon** reporting ●

Triple our spend with SMEs (£) for catering supplies ●

Generate **£15k of savings** to local charities through furniture and uniform donations ●

Conduct **10 modern slavery assessments** in our supply chain ●

CLIMATE ACTION



Reduce CO2 emissions per turnover by 5% per annum ●

Deliver 500,000 kWh for our clients ●

Increase the number of fully electric vehicles to 10 in support of our Net Zero Target ●

Achieve external certification to ISO 50001 ●

Avoid waste by **repairing 1000 furniture items** for re-use ●

Reduce electricity usage by 5% at our properties and **water use by 2%** ●

Recycle 82% of office waste at our properties ●

Refurbish and put back into use **50 items of cleaning equipment** ●

Reduce sachets by 80% as well as the use of disposables ●

GOOD HEALTH and WELL-BEING



Reduce accident/incident occurrences by 1% ●

Complete 80 safety walks by senior management ●

Deliver **4 Health & Safety campaigns** throughout the business ●

Avoid 10,000 litres of cleaning product by implementing 6 Clean Zero units ●

Raise £6,000 for a mental health charity, Papyrus ●

40% plant-based meals at all existing catering sites, promoting locally sourced/assured ingredients ●

Conduct **4 awareness campaigns on Mental Health** ●



Gold Status Ecovadis



2000+ MWh energy reductions delivered to clients



ISO 50001



100% of our office's energy is now sourced from renewable sources



£20k donations to charities



1000 furniture items repaired

DECENT WORK AND ECONOMIC GROWTH



Our teams are our biggest asset. We embrace diversity and prioritise the development of our employees. Retaining talent is key to our success, driving business growth. We focus on being an inclusive business and have introduced in-house training on Equality, Diversity & Inclusion. Many of our employees have also attended our One Apleona sessions, which introduced our new key guiding principles, **Connected - Teamwork and Trustworthy**. Through these sessions we have shared how we can support these key components in our every day activities but also encouraged feedback from employees on communication.



£730k

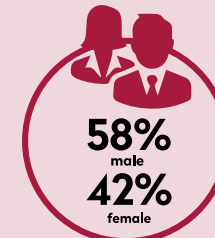
of social value created through new employment for **44** individuals with disabilities or from disadvantaged backgrounds.



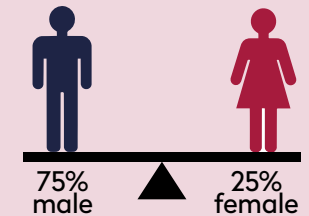
28%

of our employees are non-UK nationals

Gender Split Across The Company



Gender Split on the Board and in the SMT



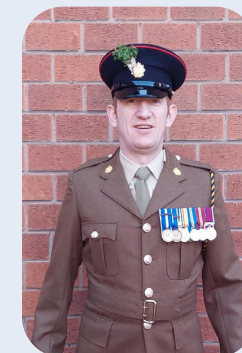
72

staff gained new qualifications and we supported **19** new apprenticeships



7

hours of training completed per employee totalling **10,372** hours



19

employees have an ex-military background.

We generate additional social and economic value by **supporting local, small and medium sized businesses, increasing spend with social enterprises and supporting local charities.**

£13k spend with **social enterprises** on food supplies for our catering services

63% of our spend is with SMEs

£12k worth of unwanted items from projects were donated to local charities

We have **tripled our spend** with social enterprises on catering supplies, for example our suppliers of bottled water, chocolate, coffee and rice have been changed to social enterprise companies.

100 & FIRST FOUNDATION

Our Apleona CTS division is very proud to be **supporting 100 & First Foundation projects** with one of our clients, **providing employment opportunities to ex-offenders** and creating a personal change to prevent re-offending. Our Senior Management is directly engaged with this project, ensuring that the individuals are supported through their employment.



Over **£24k** in social value is generated through this employment.

APPRENTICESHIP DAY

Our Apprenticeship day was spent at Chelsea Football Club, with five of our apprentices and our Apleona CTS management team. Each apprentice was required to present on a specific topic, including LV systems and AHU's.

Bryan McLaggan, MD of Apleona CTS commented:

"Despite differing football team loyalties, the feedback was overwhelmingly positive. The day was a great way for new talent to see the potential career opportunities available to them post- apprenticeship".



113 colleagues have achieved the gold level of our **Extra Mile recognition programme** and were awarded with an additional day off.



Apleona All-Stars is our quarterly awards programme where employees are nominated by fellow colleagues for displaying an excellent example.

CLIMATE ACTION



We're actively developing innovations for buildings to elevate their energy efficiency, enhance comfort, and minimise waste. We are dedicated to mitigating our carbon footprint, adhering to our roadmap towards achieving Net Zero emissions. Our primary objective is to achieve Net Zero Carbon status by 2045, aligning our efforts to ensure that our carbon reductions contribute to keeping global temperatures below 1.5 degrees.



SUPPLIER DAY

The vast majority of carbon emissions is locked in the supply chain. Tackling this effectively will require a close engagement with our supply chain partners and using our influence and engagement to further reduce scope 3 carbon emissions.

We held a **Supplier Day** event for over **40 preferred supply chain partners**, with carbon reporting, modern slavery and sustainability as central themes of the conference.



Energy Savings

As a business we have delivered over **2,000 MWh** energy savings. This was achieved through lighting upgrades, installing timers and CO2 sensors, asset replacements, optimisation of HVAC systems, removing unused assets and AHU filter efficiency programme.

Enerlutece

10 of our client sites now benefit from our energy management platform, Enerlutece, saving cost and energy by using real-time usage data, managing reporting, setting triggers and validating energy bills.

Energy Champions

Our Energy Champions spearhead efforts to improve energy efficiency in client buildings, carry out energy audits to identify areas where energy may be wasted, record any findings, offer advice to building owners and assist in local implementation of energy saving initiatives.

Recognizer

We also offer an AI machine learning HVAC optimisation for larger buildings which typically yields saving of up to 30% and offers fast ROI times.

We play an important role in de-carbonising the buildings we maintain. We engage with our clients on this important topic and held a two-day conference 'Decarbonising Real Estate - The Urgency to Act Now' attended by many of our international clients, to highlight the need to implement new ideas and solutions to tackle the issue of climate change.



10

Client sites benefit from our energy management platform Enerlutech



14

Energy Champions



2000+

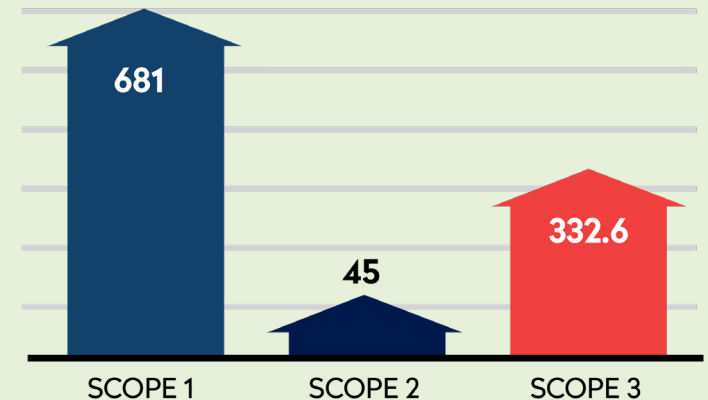
MWh energy savings delivered for clients



25%

of our fleet is electrified

Carbon Footprint (in tonnes) of CO₂e



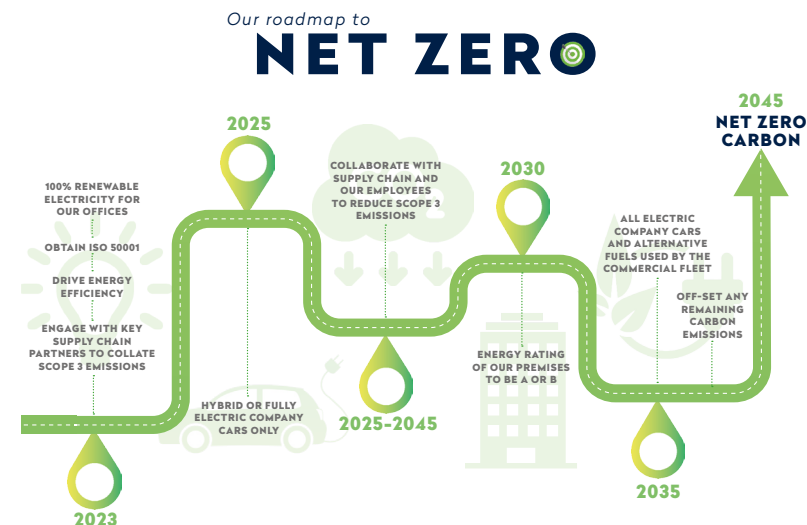
Our normalised CO₂e emissions have reduced but overall carbon footprint has increased due to acquisition of Combined Technical Solutions (CTS). We have re-calculated our carbon emissions to enable us to report against a new baseline and monitor the reductions we make.

CLIMATE ACTION



NET ZERO ROADMAP

Our roadmap to **Net Zero** sets out our clear milestones on this journey. In 2023, we have switched the energy contracts for our offices to **100% renewable energy**, obtained ISO 50001 accreditation, reduced energy in our properties, introduced additional **new fully electric vehicles** and engaged with our supply chain partners to collate Scope 3 emissions.



64%

of our carbon emissions are generated through the purchase of fuel for our company fleet. This drives our effort to electrify our vehicles.



We explore different means of low-carbon transport, such as e-cargo bikes or electric golf buggies to help us reduce our overall carbon footprint.



50%

reduction in the use of disposables in our catering operation by introducing washable cups and 2Go cups.



AHU FILTER UPGRADE CASE STUDY

With our supply chain partner Camfil, we have conducted a HVAC site audit at ZF UK in Shirley, a 220,000 sq ft technical centre designed to house up to 700 staff.

As a result we have upgraded existing AHU filters to Eurovent certified A+ energy-efficient models saving **90 MWh** /year and **£19k** annually.



IoT SENSORS

We explored innovative methods to boost energy efficiency at our Leeds office by installing 6 IoT sensors. These sensors analysed temperature, CO2 levels, and occupancy data. This helped us pinpoint inefficiencies in the HVAC system and IT comms room.

Adjustments were made to the boiler operation and thermostat setting to align with office occupancy, resulting in notable improvements in energy efficiency and it also prompted adjustments to water temperature to comply with Legionella regulations.



Our approach to furniture management involves

'Relocate-Refurbish-Donate-Recycle'

Every year, we upcycle over **1,300** items of furniture. An average carbon footprint of an office chair is 72kg CO2e. Our upcycling projects ensure that the precious resources are preserved and enable businesses to play an important part in reducing waste and carbon emissions.

1393 items of furniture re-upholstered and put back into use

450 items destined for the skip saved from projects and donated to local charities



We received the highest award of a **five star rating** in the **Zero Waste Awards**, for our investment in waste minimisation and employee engagement.

We have delivered waste workshops to **60** colleagues in the business, including our project managers and warehouse managers, to highlight best practice in waste management.



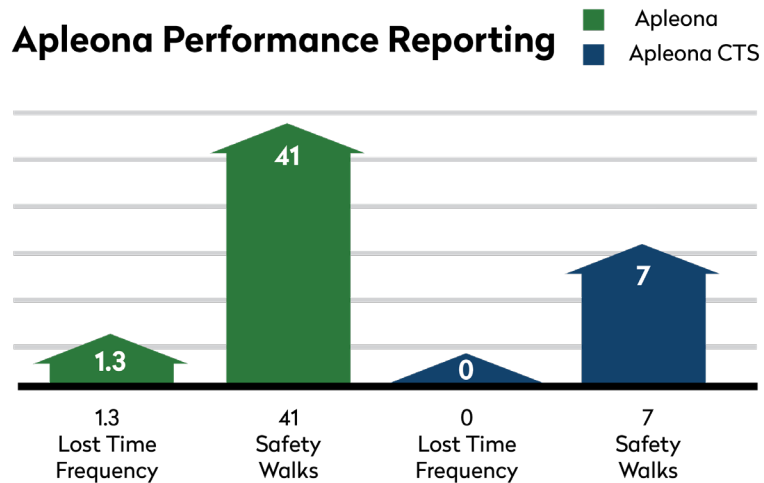
At Apleona's locations we have generated 220 tones of waste from projects, 80% of which were recycled.

GOOD HEALTH & WELL-BEING



We are firm believers in fostering a robust safe culture that permeates every aspect of our operations. Our commitment remains unwavering, as we prioritise safety and quality in everything we do, from minor tasks to major projects.

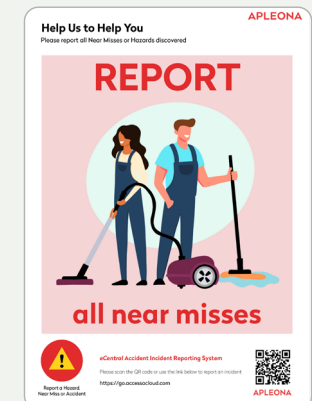
Apleona Performance Reporting



HSEQ is covered as a key topic during our Directors Roadshows and we have launched HSEQ Webinar Fridays to improve awareness of individual topics such as Asbestos, accident reporting and driving for work.



4 Health & Safety campaigns delivered to promote safety, focussing on slips, trips, near miss reporting, hazardous waste and cuts.



During 2023 Apleona maintained its industry recognised accreditation schemes, including CHAS, SafeContractor and Constructionline.



CHARITY FUNDRAISING

We have raised over **£12k** for our charity partner, Papyrus, who are dedicated to the **prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people**. Our fundraising activities included a Company-wide raffle and auctions, Christmas Jumper Day, Dry January, Walk with Apleona Challenge, cake bakes and an office step challenge.



FOOD BANKS

One in seven people are facing hunger across the UK.

During June and July, our employees took a small step to address this challenge of food poverty.

11 of our sites participated in collecting food items for **Trussell Trust** food banks across the country.



MENTAL HEALTH FIRST AIDERS

Apleona has **14 Trained Mental Health First Aiders** promoting positive mental health in our business

GOOD HEALTH & WELL-BEING



MILLION MILE CLEAN UP

86 colleagues took part in our Million Mile Clean Up Campaign. This is our annual litterpicking initiative and this year 12 sites participated, collecting 89 bags of rubbish and completing 118 volunteering hours.



TRIATHLON

This annual event encouraged fitness, teamwork, and social interaction among employees from different countries through fun sports activities **promoting mental well-being.**



WALKING WITH THE WOUNDED

Apleona joined forces with preferred supplier Sunbelt Rentals UK for a challenging but rewarding weekend of hiking and outdoor pursuits with Walking With The Wounded, raising awareness for veteran support.



Our client, at 280 Bishopsgate London is working toward the **WELL building accreditation** and Apleona CTS are an integral part of that process.

This involves **ensuring the building meets strict criteria for air quality, water quality and thermal comfort**, regularly inspecting, testing and providing data to maintain this prestigious certification.

Supporting the Goals in 2024

DECENT WORK and ECONOMIC GROWTH



Recruit **15 additional employees from ex-forces, disabled or disadvantaged backgrounds**

Real Living Wage paid to all staff where Apleona controls salary

Support **10 new apprentice cohorts**

Invest in **30 employees gaining new qualifications**

Promote staff training (**5 hours of training per employee**)

90% of our employees to complete **Equality Diversity Inclusion Training**

All head chefs to complete **British Nutrition Foundation Training**

Track our spend with **SMEs**

Conduct **10 Modern Slavery Assessments** and on-site supplier audits

CLIMATE ACTION



Donate **£10k of unwanted items to local charities**

Reduce CO2e emissions per turnover by **5%**

Sign up to the **Science Based Target initiative**, as part of the wider Apleona Group

Deliver 2000 MWh Energy Savings for our clients

Energy Champions to complete **50 Energy Audits**

Increase the number of **EVs 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**

GOOD HEALTH and WELL-BEING



Reduce accident/incident occurrences by **2%**

Senior Management to complete **6 safety walks** each

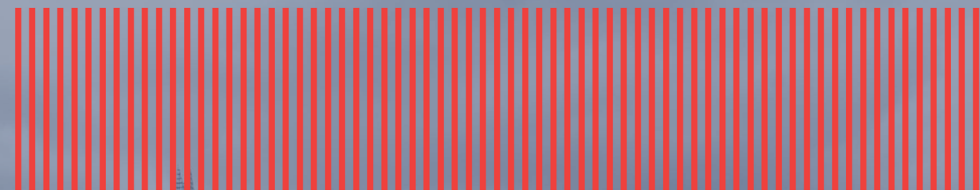
Engage with local schools to **promote healthy eating to 150 school children**

Appoint and fundraise **£7k for a new charity partner**

Promote **staff volunteering**

Conduct **3 well-being campaigns**

We value your feedback.
Please email katerina.robinson@apleona.com with your thoughts
<https://uk.apleona.com/>



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Realising Potential.