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**APLEONA** UK & Ireland  
Sustainability Report 2021

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# Welcome

Welcome to our Sustainability Report which brings you an overview of our key commitments, highlights, and most importantly the measured improvement we have made in the last year.



We recognise that it is vital we consider the environment, our employees, local economies and our role within the industry. Sustainability is integral for our resilience and growth and helps us build better relationships with our business partners.

I'm very proud of the fantastic examples of innovations and steps we are taking as a business to increase sustainable solutions for clients, such as new digital solutions for energy, waste and cleaning management. Energy and waste reduction will help us and our clients become more efficient and deliver significant carbon and cost savings. We are committed to continue to invest in this area and have introduced a number of committees led by Subject Matter Experts, to further develop innovative thinking, ideas and results.

We are proud of the fact that Apleona Group is a signatory of the UN Global Compact and thus our sustainability strategy is underpinned by our three priority Global Goals. We introduce new partnerships and programmes and measure the progress we are making in these areas. You can find out more about our new Mental Health First Aiders, how we supported our clients in reducing their energy consumption and about our recruitment and staff development programmes.

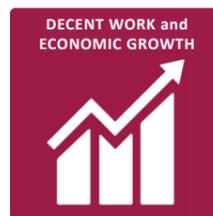
If you have any comments, feedback or ideas please get in touch. We would love to hear from you.

**James Thoden van Velzen**  
CEO



# Our Priority Goals

In 2015, 193 world leaders at a United Nations summit agreed to support 17 Sustainable Development Goals. If these goals are achieved, it would mean an end to extreme poverty, inequality and climate change by 2030. Our sustainability strategy is underpinned by our three priority Global Goals, which reflect priorities identified by our clients, key stakeholders as well as areas where we have the ability to influence as a business.



## DECENT WORK AND ECONOMIC GROWTH

We are committed to sustainable economic growth and full and productive employment for all. We recognise the opportunity to attract individuals from different backgrounds and the benefit diversity brings to all business functions.



## CLIMATE ACTION

Climate change requires an urgent action by everyone. We help our customers to develop and implement measures to optimise their energy usage in their properties and reduce any wastage. We are also committed to reducing our own carbon footprint, following our plan to Net Zero.



## GOOD HEALTH AND WELL-BEING

The well-being of our employees is crucial - it is important to us that all our staff are happy, healthy and realise their potential.

We actively promote safe working practices - this underpins everything we do and keeps our teams and building users safe.

Apleona is a leading provider of integrated facilities management in the UK & Ireland. With a client base that extends across more than 600 operational sites, we employ in excess of 2300 talented people to design and deliver service solutions that contribute to our clients' success.

We are experienced in providing a full range of hard and soft services for both private and public sector organisations, including: Pharmaceutical, manufacturing, critical environments, further and higher educational environments, commercial offices, and research and development campuses.

### OUR SERVICES



DECENT WORK AND ECONOMIC GROWTH



We are committed to ensuring that our employees feel valued and have access to further development so they can realise their potential. We also encourage diversity in our business and actively promote employment opportunities for disadvantaged people.

Apleona employs **2317** staff in the UK & Ireland, of which **45%** are female

We are members of the UK Living Wage Foundation and our aim is to secure 100% of our employees being paid at this rate. **75%** are currently paid either at the Living Wage rate or above

**77%** of our supply chain spend was with micro, small and medium enterprises. This included all our preferred suppliers and subcontractors and top 100 approved suppliers. Our aim is to further support social enterprises through our procurement strategy.

In 2021, Apleona supported **17** apprenticeships across UK & Ireland

We also **pledged £100k to Total People** over the last year and **we're supporting 30 apprentices in other businesses.**

Over **36,500** training hours completed across UK & Ireland

**DISABILITY CONFIDENT LEADER LEVEL 2**

We engage with the **Supply Chain Sustainability School** and use their resources to fully embed sustainability in our procurement decisions

**shaw trust**

Throughout 2021 we have recruited **5** new employees via **Shaw Trust**.

We are very proud to be engaging with this charity and to offer employment opportunities to a diverse pool of people, including those with disabilities, from disadvantaged backgrounds, or someone looking for a fresh start in life.

As a result of this specific recruitment initiative, we have generated **Social Value of £29K**

*“Shaw Trust are thrilled to be continuing our partnership work with Apleona. They are supporting individuals on our employability programmes into sustainable work. We are excited to see where this partnership leads next as we support Apleona in exploring the wider Shaw Trust offer.”*

**GAVIN LAWRIE**, Employer Services Director, Shaw Trust.

**144** handhels issued to digitise our service. This increases efficiency and helps target services, for example - cleaning - using traffic analytics. By knowing when and where our services are needed we can dedicate more time to critical tasks that affect quality.

CLIMATE ACTION



We are developing innovative solutions for buildings to enhance their energy efficiency, comfort and reducing any wastage. We are also committed to reducing our own carbon footprint, following our plan to Net Zero.

We want to achieve **NET ZERO CARBON BY 2045**, to ensure that our carbon reductions contribute to keeping global temperatures below 1.5 degrees.

In 2021, our carbon footprint was **798 TONNES OF CARBON, 22% LESS COMPARED TO LAST YEAR** as a result of less travel in our diesel vehicles.

86% of our carbon emissions arise from business travel in company and non-company vehicles, therefore the focus to decarbonise is through our fleet.

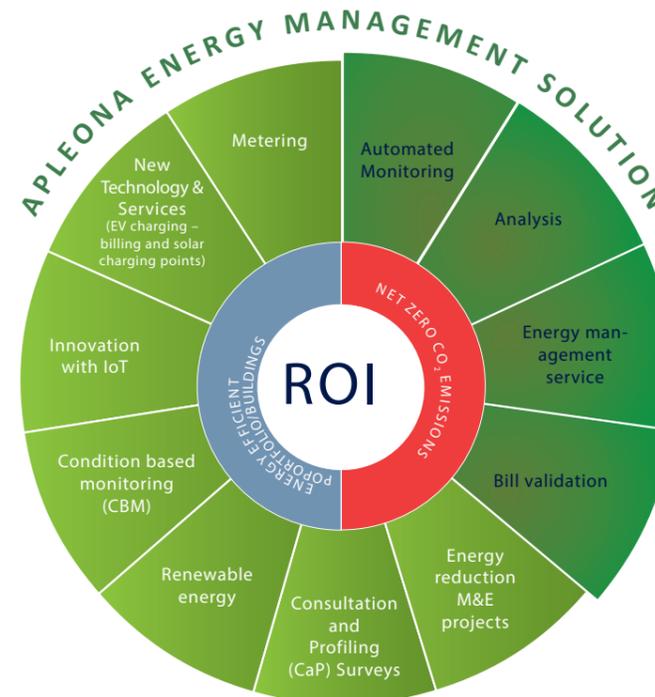


Note: UK ONLY

**18%** of our UK company fleet are electrified vehicles

- either fully electric or electric hybrid and this will continue to increase over time.

We have introduced **1** Electric Vehicle in Ireland



**€2.5 MILLION ENERGY COST SAVINGS DELIVERED IN 2021**

Working closely with a major life sciences client since 2016, we have improved their energy efficiency by **21%**, implemented **ISO 50001** across their 6 manufacturing sites and their best performing site is now 92% decarbonised.



**25**

EV charging points installed on client sites in the UK and **1** at our office in Ireland

**4**

**ENERGY AUDITS**

with an estimated 5 year cumulative savings of over 50GWh and 10,741 t of CO<sub>2</sub>

KEEPING IT LOCAL

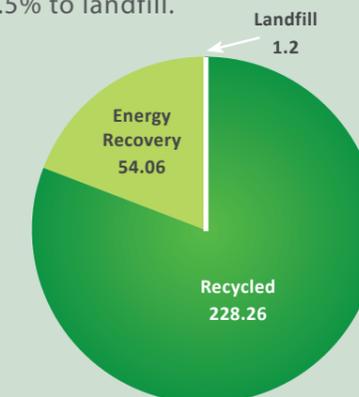


When decommissioning a site, the Workspace team will ensure that all unwanted furniture is reused, donated or recycled.

**824** items of furniture were repaired by our team last year, extending the lifespan of office furniture and avoiding unnecessary waste. This involved repairs, cleaning and re-upholstering of office chairs, sofas or stools, and manufacturing tables and office screens.

At our locations we have generated 283 tonnes of waste through our activities, including furniture repair.

Over **80%** is recycled and remaining waste is sent for energy recovery, with less than 0.5% to landfill.



**GOOD HEALTH AND WELL-BEING**



We believe that a positive HSEQ culture that runs through all levels of the operation is key to a successful business. Effective management of HSEQ matters in everything we do, from small tasks to large projects, is and does remain a priority.

**79**

**SAFETY WALKS**

completed across UK and Ireland. Safety Walks are conducted by our Senior Directors and Managers to promote safe working practices and provide practical insight into employees' experiences.

To make reporting of Safety Walks easier, we have gone digital using the Safety Walk Application.

In addition, **156 SITES** were audited against ISO HSEQ standards.



We have **12 Mental Health First Aiders** trained across the business to support others when they need it the most. The First Aiders are here to signpost and assist anyone who may be struggling with a mental health condition. Their role is to help people find their way to professional services who can help diagnose and treat conditions and be a general advisor for anyone in the business who may have questions about mental health.



In 2021 we avoided using **1000** litres of cleaning chemical by using chemical-free cleaning product - this has also benefited in avoiding using over **1000** plastic bottles.

Our cleaning teams are proud to be using chemical-free products. This benefits anyone with skin allergies, eczema, rashes, respiratory problems and headaches, possibly caused by exposure to chemicals.

Our health and safety campaigns and communications help us drive the best practice and improvements.



We have obtained RoSPA Presidents Gold Award for Occupational Health & Safety for the **13<sup>th</sup> consecutive year**

All our staff have access to confidential support and counselling via **Employee Assistance Programme**, to help them deal with any issues impacting their health & wellbeing.

Apleona is partnered with 3 chosen charities - Mind, SAMH and Pieta House. In 2021 we raised over **£6,000/ €7000** for these charities.

Our EHS committee includes colleagues from all levels of the business, developing new ideas and innovative thinking.

In 2021 we have introduced a new digital system for accident and near miss reporting.

Report a hazard, near miss or accident

# Our Vision

We have an important role to play in supporting our Net Zero carbon pledge through the services we provide to our clients. Thus the core of our sustainability strategy is driving energy efficiency, innovation and circular economy through the services we provide.

We aim to be the Employer of Choice by investing in the training opportunities of our people and the next generation of FM professionals. We will continue to enhance diversity within our teams and work with our recruitment partners helping any disadvantaged individuals into employment.

## OUR TARGETS FOR 2022

| <b>DECENT WORK and ECONOMIC GROWTH</b><br> | <b>GOOD HEALTH and WELL-BEING</b><br> | <b>CLIMATE ACTION</b><br> |
|--|---|--|
| <p><b>ACHIEVE LEVEL 3 IN DISABILITY CONFIDENT LEADER BY 2023</b></p>   | <p><b>Reduce accident / incident occurrences</b></p>  | <p><b>LAUNCH OUR NET ZERO TARGET</b></p>   |
| <p><i>Recruit additional employees from disadvantaged backgrounds or with disability</i></p>                                 | <p><b>CAPTURE THE NUMBER OF CONVERSATIONS HELD BY MENTAL HEALTH FIRST AIDERS</b></p>                                    | <p><i>Deliver further energy efficiency savings for our clients</i></p>                                      |
| <p><b>Support additional apprentices or apprenticeship courses</b></p>   | <p><i>Roll out a wellbeing initiative 'Well@Work'</i></p>   | <p><i>Implement initiatives supporting circular economy and waste reduction</i></p>                          |
| <p><b>INCREASE OUR SPEND WITH SMALL MEDIUM ENTERPRISES</b></p>   |   | <p><b>ACHIEVE EXTERNAL CERTIFICATION TO ISO 50001 BY 2023</b></p>  |

Our Sustainability Committee will continue to monitor our performance and generate ideas to drive further improvement across these areas.

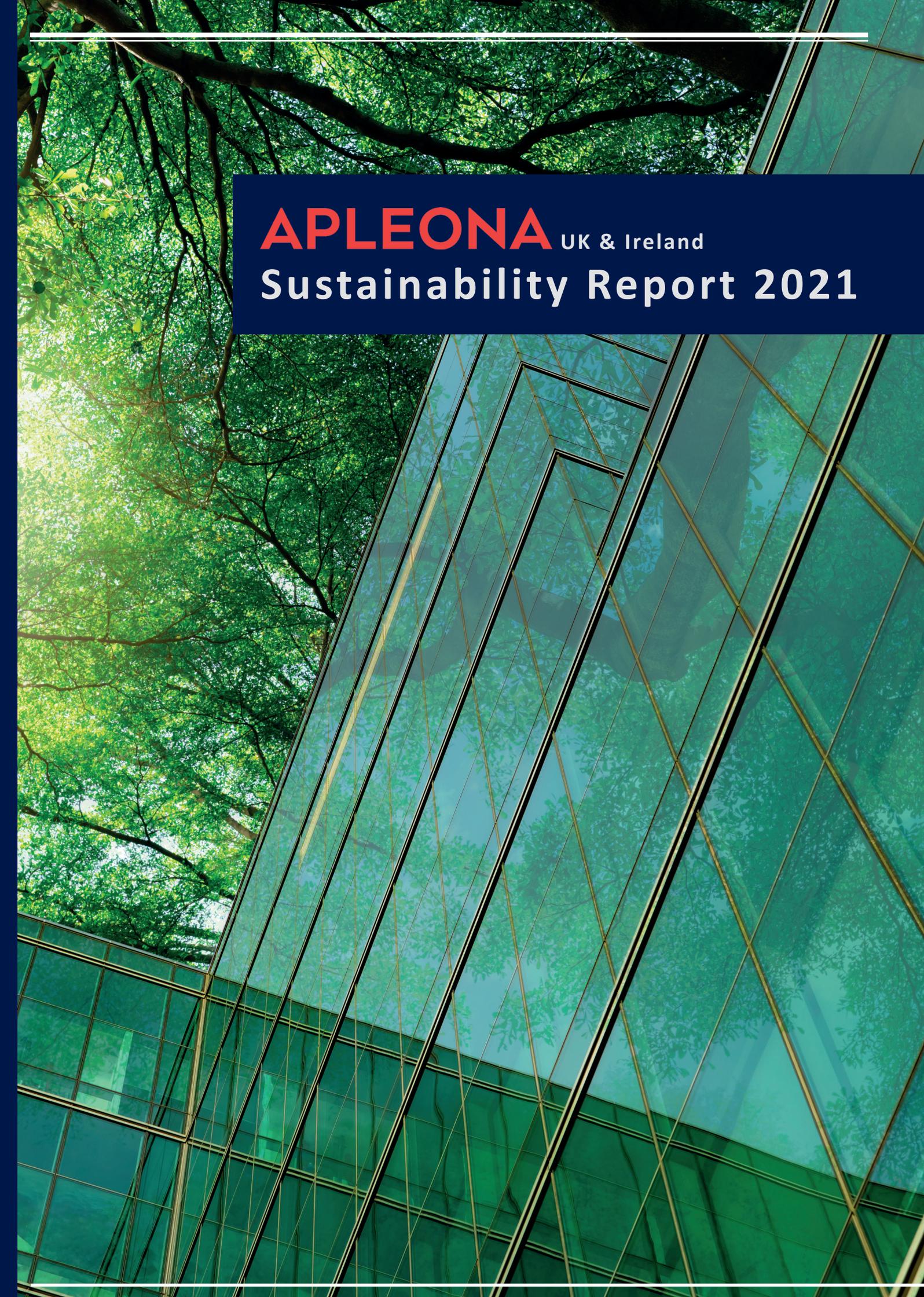


**We would like to hear your views to inform our sustainability strategy, so please get in touch with any feedback or questions you may have:**

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