

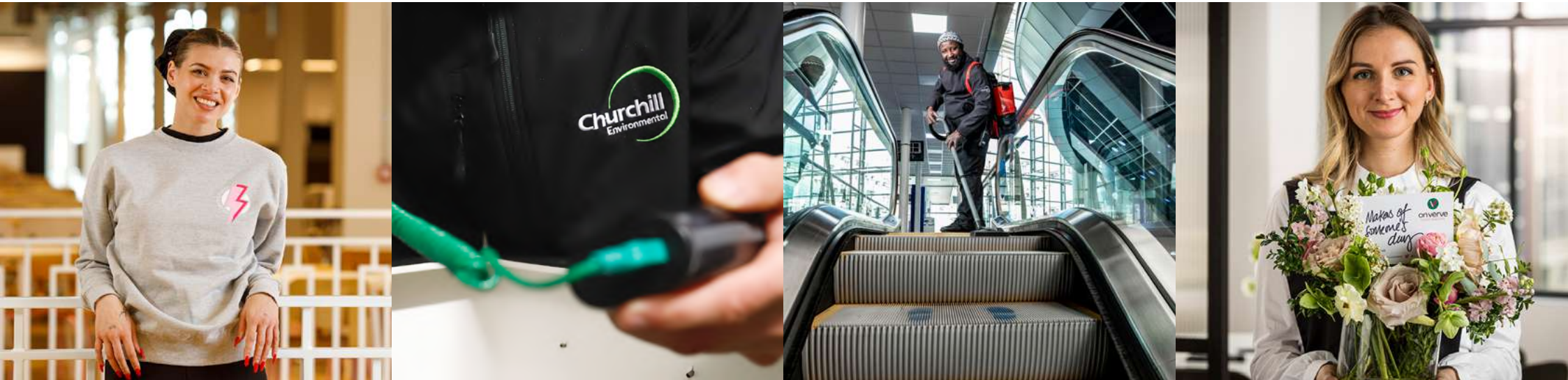


**Our commitment  
to people, planet  
and purpose.**

**ESG Report  
2024**



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# Our commitment to ESG

At Churchill Group, we are dedicated to embedding environmental, social, and governance (ESG) principles into every aspect of our operations. As a responsible and forward-thinking business within the facilities management (FM) industry, we understand the importance of fostering a positive impact on the environment, society, and the wellbeing of our people.



Our ESG approach is guided by our core values: Always do right, always seek better, and always put people first. These values drive us to evolve continuously, ensuring that our commitment aligns with the changing world and its pressing priorities. Since launching our Sustainability Charter in 2019, we have taken significant strides in strengthening our ESG strategy, embedding sustainability into our decision-making processes and delivering meaningful change.

Doing the right thing means ESG is central to our business. We take our environmental and social responsibilities seriously, whether that's reducing our carbon footprint, employing people from disadvantaged backgrounds, or enabling our teams to directly support local charities and social value projects. Our values and actions drive us to be the number one choice for people wanting to work in FM and to grow our business in the right way.

We are committed to reducing our environmental impact, integrating sustainable practices across our supply chain, and working towards net-zero carbon operations. Ethical and responsible sourcing remains at the heart of our approach, ensuring traceability, accountability and consideration of the highest environmental and social standards.



Our people are our greatest asset, and we are committed to fostering an inclusive and supportive workplace where everyone feels valued and empowered. Through our Social Value framework, we continue to invest in local communities, providing opportunities, resources and volunteering initiatives that drive positive change.

Innovation and strong corporate governance are key pillars of our ESG strategy. We hold ourselves to the highest standards of professionalism, integrity, and ethical leadership, ensuring transparency in our operations and decision-making.

Together with our colleagues, clients, and partners, we are determined to build a more sustainable and responsible future. This report provides an overview of our ESG journey, celebrating our progress and reaffirming our commitment to continual improvement.

- **Inaugural ESG roundtable:** Churchill Group hosted a roundtable with key clients to foster dialogue on ESG challenges and best practices, promoting collaboration and innovation
- **Alignment with sustainable development goals (SDGs):** Churchill continues to track and align its ESG targets with global sustainability goals, ensuring focus on long-term sustainability
- **Commitment to net-zero emissions:** Churchill Group is working toward achieving net-zero emissions by 2040, with a strong focus on transparency and accountability
- **Reduction in emissions:** Key achievements in 2024 include an 11% reduction in Scope 1 emissions and a 10% reduction in Scope 2 emissions
- **Fleet electrification and renewable energy:** The fleet electrification program contributed to a 15% reduction in emissions from company fleet, and all of our offices transitioned to renewable energy tariffs
- **The company achieved SBTi validation** for near term emissions reduction targets for all emission scopes
- **Waste management improvements:** Landfill diversion increased from 95% to 98%, and significant recycling efforts contributed to donations of 570 kg of clothing and shoes during Recycle Week
- **Sustainable supply chain and modern slavery risk management:** Efforts to engage suppliers in sustainability initiatives and modern slavery risk management, including Scope 3 engagement to reduce carbon emissions
- **Transition to sustainable products:** Introduction of eco-friendly cleaning products, such as ProEco floor pads and biodegradable cleaning cloths, along with water-soluble cleaning products to eliminate single-use plastics

## Who we are and what we do

Churchill Group is a UK-based specialist soft services facilities management business committed to enhancing spaces to enrich lives. Our purpose is to care for the inside and outside spaces that serve our public and private sector customers. From offices to stations, shopping centres to schools, social housing to the great outdoors, we help people love the spaces they are in.

Our expertise spans cleaning, security, guest services, window cleaning, water, hygiene and compliance, and grounds maintenance. Through these specialist services, we keep environments clean, safe and well-managed, creating positive impacts for our clients, colleagues and the communities we serve.

Our brands are trusted by organisations across the UK to clean, secure and enhance workplaces, education environments, public transport, leisure destinations, open spaces, communities, and the critical links that keep our country running.

### Our brands:

- Amulet
- Churchill
- Churchill Environmental
- Chequers
- On Verve
- Portfolio
- Price Support Services



At the heart of our operations lies our guiding value of doing the right thing, which permeates our businesses. This shared ethos fosters collaboration, innovation, and a collective force for good throughout all our specialisms.



## Employee Ownership at Churchill Group

As the second-largest employee-owned business in the UK, we take immense pride in the empowerment and engagement that comes with this structure. We believe that employee ownership helps us align with our shared goals, empowering everyone to shape the future of our business.

In 2024, we celebrated our first anniversary as an employee-owned business, marking a significant milestone in our journey. This transition was driven by our commitment to fostering a culture where every colleague has a genuine stake in our collective success. When our people succeed, our business thrives, and in turn, we create better outcomes for our clients, partners and communities.

Our vision is simple: to support our colleagues, customers, and the communities we work with, ensuring they prosper. Employee ownership reinforces this commitment, fostering long-term stability, sustainability, and positive change across our business.

By embracing employee ownership, we are building a more inclusive, engaged and motivated workforce, one where every decision we make contributes to a brighter, more sustainable future for all.



“The Employee Ownership Trust announcement just blew me away, such a proactive decision by the owners. I think the EOT should show each person here in Churchill that we are trusted, so much so that we have all been entrusted with the future of the business.”

**Thomas Farrell**  
Environment Manager



At Churchill Group, we know we play an integral role in creating sustainable environments and delivering lasting social impact. Our focus spans from enhancing operational efficiency and reducing waste to empowering future leaders through training programmes and creating innovative workspaces for our clients and their teams.



## Focused ESG progress

**Our success is driven by our ‘winning together’ model, which enables us to grow collectively through strong management practices and a clear vision for sustainable progress.**

At the heart of this approach is our “Set for Success” programme, which provides structured objectives for each local business unit, ensuring alignment with our shared organisational goals while allowing teams to harness their unique strengths. By balancing our entrepreneurial spirit with well-defined processes, we continue to enhance performance and drive long-term success.

A key pillar of this strategy is our commitment to becoming an impact-focused organisation where environmental and social considerations are embedded in everything we do. We actively measure, assess, and report on our ESG performance, ensuring continual improvement and accountability. Throughout this report, you will find insights into our initiatives and achievements over the past year, reflecting the tangible progress we are making towards a more sustainable future.

## Our ESG Governance Framework

**Effective ESG governance is fundamental to all our sustainability initiatives. It ensures that we create long-term, sustainable value for our people, communities, and the environment while simultaneously benefiting our clients.**

Churchill Group has established a governance structure to oversee the delivery of our ESG strategy across the Group. Strong governance is critical to advancing the ESG agenda and ensuring that we achieve positive outcomes for both people and the planet.

At the heart of this structure is our Board-Level ESG Committee, which is responsible for steering the ESG agenda at the highest level. This committee, comprising cross-functional leadership, meets biannually to assess progress, strategise next steps, and align efforts across the organisation.

In addition to the ESG Committee, Churchill Group has an ESG Working Group, which includes subject matter experts from various fields. This group is responsible for tracking the progress of the Group’s ESG strategy, developing, reviewing, and monitoring policies and standards, and ensuring alignment with our broader organisational goals. They work closely with the ESG Committee to ensure that our policies are both robust and effective in delivering long-term, sustainable value.

In the past year, the ESG Committee has undertaken key actions such as sponsoring the adoption of the Social Value Portal, and the adoption of strategic climate change risk and opportunity assessment. The ESG Working Group has worked to implement these priorities, delivering on the strategy as set by the committee.

# Reflections from James Bradley, CEO



**At Churchill Group, we believe that adopting strong ESG principles is fundamental to building a responsible and sustainable business. Over the past year, we've continued to weave sustainability into the fabric of our operations, always with the aim of creating positive, lasting change for our people, clients, and communities.**

This report reflects our commitment to transparency and accountability, showcasing the progress we've made, the milestones we've reached, and the areas where we're still growing. We're honoured to have received recognition for our ESG efforts, including a Gold rating in the 2024 Sustainable Facilities Management Index (SFMI) and a Bronze Medal from EcoVadis. These accolades serve as a reminder of the impact we can have as we strive to set new standards in the industry.

I'm incredibly proud of what our teams have achieved together, and I'm genuinely excited about the opportunities ahead. We've made great strides in our social, community, and environmental initiatives, and we continue to broaden our vision for the future. Central to this is our deep commitment to understanding and supporting the sustainability priorities of our customers.

A particularly special moment for me this past year was celebrating our first anniversary as an Employee-Owned Trust (EOT). Being part of one

of the UK's largest employee-owned businesses has reinforced our belief that our people are at the heart of our success. This structure empowers our teams, nurtures collaboration, and keeps us focused on long-term sustainability.

We've also made progress in environmental transparency, with the validation of our science-based targets by the Science Based Targets initiative (SBTi). Additionally, our ESG dashboard, now integrated with the Social Value Portal, has improved our ability to measure, track, and reflect on our impact, ensuring we remain accountable to our stakeholders.

While we take pride in what we've achieved, we're mindful that there's always more to do. Sustainability is a journey, and we're dedicated to evolving our approach, building stronger partnerships, and discovering new ways to create a better future for all.

At Churchill Group, we're driven by the principle of doing the right thing-whether that's reducing our carbon footprint, supporting local communities, or fostering an inclusive workplace. As we look to the future, we'll continue challenging ourselves, seizing new opportunities, and leading with purpose. Our entrepreneurial spirit ensures that we remain agile, innovative, and never bound by a fixed set of rules-allowing us to push boundaries, rethink sustainability, and create lasting impact.

## Sustainable Facilities Management Index

Churchill Group has made significant strides in advancing our ESG initiatives, as demonstrated by our recognition in the 2024 SFMI. We are proud to have received the prestigious 'Gold' award, alongside securing the 'Rising Star' award for the second consecutive year. As ESG standards become more rigorous, these accolades reflect our ongoing progress across all 23 categories assessed in the SFMI.

Our success in this latest assessment is a testament to the tangible improvements we've made in key areas of our operations. Notably, the integration of our ESG dashboard with the Social Value Portal has been recognised for its ability to track real-time progress and deliver measurable social impact.

Other key achievements include:

- **Embedding wellbeing into health and safety strategy:** We have taken a comprehensive approach to integrate employee wellbeing as a central element of our company's culture, ensuring it remains a priority across all aspects of our operations.
- **Advanced emissions reporting:** Our

commitment to transparency and accountability in environmental performance has been demonstrated through enhanced emissions reporting, setting a new standard for openness within the industry.

- **Integrating ESG and social value into contracts:** We have successfully embedded sustainability into our client partnerships, ensuring that every service we deliver aligns with our long-term commitment to ESG principles.
- **Proactive collaboration on ESG with clients:** By actively collaborating with clients, we continue to drive mutual value through shared ESG goals, showcasing our forward-thinking approach to sustainability and responsible business practices.

These milestones underscore our continued dedication to advancing sustainability and creating meaningful impact through our ESG efforts.



## EcoVadis

In 2024, Churchill Group proudly received a Bronze Medal from EcoVadis, a leading global sustainability platform. EcoVadis evaluates companies based on a comprehensive set of sustainability criteria, including environmental, social, ethical, and supply chain practices. Achieving the Bronze Medal and scoring among the top 23% of companies assessed underscores our commitment to continuous improvement across these critical sustainability areas.

## CDP

As part of our annual disclosures, we report on our climate change performance through the Carbon Disclosure Project (CDP). The CDP is a global platform where companies disclose their environmental impacts, with a focus on climate change, water security, and deforestation.

Our annual CDP submissions reflect our dedication to transparency in environmental performance and drive our ongoing climate initiatives.





## Finalist, Edie Awards – Sustainable Business of the Year

In 2024, Churchill Group was honoured to be shortlisted as a finalist for the 'Lloyds Bank Sustainable Business of the Year' award at the Edie Awards. This prestigious recognition highlights businesses at the forefront of sustainability, and we are proud to stand alongside five other companies who are driving change in their sectors. This nomination reflects our ongoing commitment to sustainability and our pursuit of a better future for both our company and the communities we serve.



## RoSPA Gold Medal

We are proud to announce that Churchill Group was awarded the prestigious RoSPA (Royal Society for the Prevention of Accidents) Gold Medal in 2024. This award is given to organisations that demonstrate exceptional commitment to health and safety. Churchill has now received the RoSPA Gold Award for eight consecutive years, marking a significant achievement in our ongoing efforts to foster a culture of safety.

The award recognises:

- Our comprehensive health and safety systems and policies
- Senior leadership's active involvement in safety initiatives
- Employee engagement and consultation
- Our thorough accident investigation and remediation practices
- Adherence to enforcement records
- This recognition highlights our unwavering commitment to maintaining high health and safety standards across various sectors.



## Gold Member Status, Social Recruitment Advocacy Group (SRAG)

In 2024, we were accredited as a Gold-level member by the Social Recruitment Advocacy Group (SRAG). This prestigious accreditation acknowledges our dedication to social value and inclusive recruitment practices. Through collaboration with community organisations, investment in skills development, and creating sustainable employment opportunities for disadvantaged groups, Churchill Group has established an inclusive and diverse workplace that supports social mobility and development.



## Science-Based Targets

In April 2024, Churchill Group achieved a significant milestone when the Science Based Targets Initiative (SBTi) validated our near-term greenhouse gas (GHG) reduction targets. These targets align with the 1.5°C Business Ambition trajectory, confirming our commitment to science-based climate action. Tackling climate change is a vital part of our sustainability strategy, and having validated science-based targets places us at the forefront of the FM sector in the pursuit of a sustainable economy.

## Management System Accreditations

Churchill Group continues to uphold its commitment to best practices and quality by maintaining several key ISO certifications. Our Integrated Management System (IMS) is certified to the following standards:

- ISO 9001 (Quality Management)
- ISO 14001 (Environmental Management)
- ISO 45001 (Occupational Health and Safety)

Additionally, we have maintained approvals for ISO 50001 (Energy Management) and ISO 27001 (Information Security). These certifications reflect our commitment to continual improvement and ensure that our systems remain sustainable, reliable, and consistent.

In 2024, our management system underwent 21 external audit days, further demonstrating our dedication to maintaining robust management frameworks.



# Our ESG strategy

At Churchill Group, our ESG strategy is built on the foundation of making a meaningful and lasting impact. We embed sustainability into every aspect of our business, ensuring that our operations, partnerships, and decision-making align with our core values of integrity, responsibility, and progress. Our approach is structured around four key pillars: Environment, Social Value, Governance, and Wellness, Diversity, Equality and Inclusion, each underpinned by clear commitments that guide our actions and shape our future.



## Environment

We are committed to minimising our environmental impact and operating as a responsible, sustainably managed business. By embedding environmental considerations at the heart of our operations, we strive to safeguard our planet for future generations.

Our commitment:

- Reduce our carbon footprint and move towards net-zero carbon operations
- Build strong, ethical, and environmentally responsible supply chains
- Create a positive impact on nature and the environments in which we work
- Ensure the efficient use of natural resources across all operations
- Maintain transparency and integrity in reporting our environmental progress



## Social Value

We believe in the power of collaboration; by working with our colleagues, clients, and partners, we can create sustainable opportunities that uplift communities and drive meaningful change. Our Social Value framework ensures that we make a tangible difference where it matters most.

Our commitment:

- Empower our colleagues to volunteer by providing time, structured opportunities, and resources
- Support communities through impact-driven initiatives aligned with Churchill's Social Value framework
- Build strong relationships to enhance our reputation as a trusted partner
- Share our successes with our teams, clients, and stakeholders to foster collaboration and engagement
- Maintain accountability by reporting on our social impact with transparency

## Wellness, Diversity, Equality & Inclusion

Our people are our greatest asset. We are committed to fostering a workplace culture where every individual feels valued, supported, and empowered to bring their authentic selves to work.

Our commitment:

- Provide safe and healthy working environments for all colleagues
- Foster a culture where everyone feels heard, seen, and truly valued
- Promote psychological safety and overall well-being
- Create equal opportunities for career growth and development

## Governance

Strong governance is the backbone of responsible business. At Churchill, we uphold the highest standards of professionalism, integrity, and ethical leadership, ensuring that sustainability is fully integrated into our strategy and operations.

Our commitment:

- Conduct business in a transparent, honest, and ethical manner
- Embed sustainability into business planning and decision-making
- Balance corporate priorities with the needs of employees, clients, society, and the planet
- Collaborate with our clients to address environmental and social challenges specific to their industries
- Operate under ISO-certified management systems to drive continual improvement

**Our ESG strategy reflects our commitment to making a positive impact. As we continue our journey, we will evolve, innovate, and hold ourselves accountable to the highest standards, ensuring a sustainable and responsible future for all.**

# Sustainable Development Goals (SDGs)

At Churchill, we align ourselves with the United Nations Sustainable Development Goals (SDGs). For each section of this sustainability report, we highlight how our objectives and targets relate to the UN SDGs.



UN Sustainable Development Goals (SDGs)



Link to Set for Success strategy

Financial responsibility and business governance

Focus on environmental and social factors

Create a people and performance based culture

Focus on environmental and social factors

Section reference:

• Social value

• ESG accreditations and awards  
• Employee wellbeing

• Social value

• Employee wellbeing

UN Sustainable Development Goals (SDGs)



Link to Set for Success strategy

Focus on environmental and social factors

Focus on environmental and social factors

Financial responsibility and business governance

Financial responsibility and business governance

Section reference:

• Safeguarding our environment

• Safeguarding our environment

• Social value

• ESG accreditations and awards  
• Safeguarding our environment

UN Sustainable Development Goals (SDGs)



Link to Set for Success strategy

Create a people and performance based culture

Focus on environmental and social factors

Focus on environmental and social factors

Focus on environmental and social factors

Section reference:

• Employee wellbeing  
• Social value

• ESG accreditations and awards  
• Social value

• Safeguarding our environment

• Safeguarding our environment



## UN Sustainable Development Goals: 6, 7, 9, 12, 13

**At Churchill Group, we are a purpose-driven organisation that places environmental responsibility at the core of our operations. Our commitment to sustainability is built on transparency, credibility, and a long-term vision to safeguard the environment for future generations.**

Our aspiration for a cleaner, more sustainable future is backed by meaningful action. We are dedicated to reducing our carbon footprint, fostering collaboration with our supply chain and clients to drive sustainable solutions, and ensuring the responsible management of natural resources across all aspects of our business.

## Our 2024 progress

In 2024, Churchill Group continued to drive ambitious and transparent environmental improvements, reinforcing our commitment to sustainability. We recognise the vital role we play in addressing climate change and remain steadfast in our goal of achieving net-zero emissions by 2040. A key milestone in our journey was the validation of our near-term science-based targets, underscoring our dedication to meaningful action.

Our efforts have already delivered measurable results-direct emissions have reduced by 11% since our baseline year, reflecting the impact of our sustainability initiatives. Our fleet electrification programme gained momentum, leading to a 15% reduction in fleet-related emissions, while we have also decreased our reliance on natural gas across our offices. Additionally, we have successfully transitioned all company-controlled offices to renewable energy tariffs, further reinforcing our commitment to a cleaner, more sustainable future.

## Green House Gas (GHG) Inventory

Churchill Group conducts an annual GHG inventory across all business units and emission scopes, aligning with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard and the Corporate Value Chain (Scope 3) Standard. The findings from our FY2024 assessment are detailed in Table 1 in the Data Appendix.

In 2024, we undertook a rebaselining exercise of our FY2022 baseline year due to improved data availability and greater accuracy in emissions reporting, which had a material impact on our emissions profile. As anticipated, our overall emissions have slightly increased in line with company growth. However, emissions intensity (tCO<sub>2</sub>e per £m turnover) has decreased from 72.9 to 68.0, demonstrating improved efficiency despite expansion.



Key findings from our FY2024 inventory include:

- Scope 1 emissions have decreased by 11% and Scope 2 emissions by 10% since baseline, driven by fleet efficiency improvements and enhanced energy management across our estate
- Plant and machinery emissions have increased due to the growth of our grounds and maintenance division, though they remain a small portion of total emissions (0.4%)
- Scope 3 emissions have risen by 32%, primarily due to business growth (36% increase since FY21/22). The most significant increases were observed in waste managed at client sites and upstream transport & distribution, reflecting both expansion in these areas and enhanced data accuracy

A key achievement within our Purchased Goods & Services (PG&S) category is the increase in supplier-specific emissions factors, rising from 27% in the baseline year to 49% in FY2024. This reflects our ongoing commitment to sustainable supplier engagement, which remains a priority in our long-term ESG strategy (see page 18 for further details).

Moving forward, we remain committed to driving efficiency, reducing emissions intensity, and fostering sustainable practices across all aspects of our operations.

## Environmental initiatives

### Science-based targets

In April 2024, Churchill Group achieved a significant milestone by receiving validation for our near-term science-based emissions reduction targets from the Science Based Targets initiative (SBTi). This validation underscores our commitment to decarbonisation, ensuring that our emissions reduction strategy is aligned with the latest climate science and the 1.5°C global warming pathway.

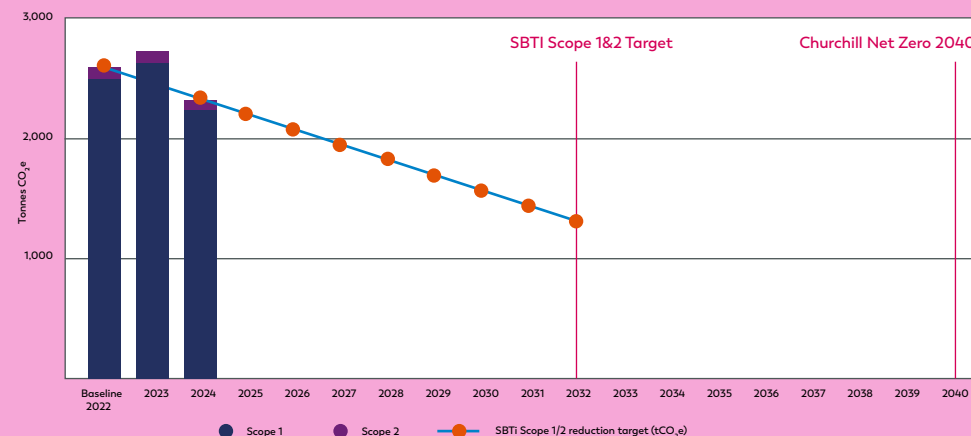
Our SBTi-approved targets serve as the foundation for our net zero roadmap, guiding our efforts across all divisions, regions, and activities. These targets reaffirm our responsibility to minimise environmental impact and integrate sustainability as a core business priority.

Our Science-Based Targets:

- **Scope 1 & 2 Reduction:** We commit to reducing absolute Scope 1 and 2 GHG emissions by 50.4% by FY2032, using FY2022 as the baseline year
- **Supplier Engagement:** By FY2027, we commit that 95.3% of our suppliers (by emissions) across purchased goods & services, capital goods, and upstream transport & distribution will have science-based targets in place

The graph below illustrates our progress against our Scope 1 and 2 reduction targets, and we are pleased to report that we are currently on track to achieve the required reductions by FY2032. However, we acknowledge that we are early in this journey and will maintain rigorous monitoring to ensure sustained progress toward our ambitious targets. (See Table 1 in the Data Appendix for our full GHG emissions statement for FY2024.)

Group direct emissions vs targets



To support our Scope 3 science-based target, we launched a targeted supplier engagement programme in winter 2024, designed to assist our supply chain in setting their own science-based targets. This initiative is crucial in fostering a collective approach to decarbonisation across our value chain. (see page 19 for further details on our Vendor Engagement Programme).

## Our electric vehicle transition

Fleet electrification is central to our emissions reduction strategy, and our Group journey to net zero. Electrifying our fleet not only aligns with global efforts to combat climate change but also enhances operational efficiency, reduces fuel dependency, and mitigates the risks associated with fluctuating fossil fuel prices. In 2023, Churchill Group initiated a fleet electrification programme across our company car and van fleet. During FY23/24, the number of EVs in the main fleet increased by 34%. As a result, emissions from our fleet have reduced by 15% since the baseline, saving 365 tCO<sub>2</sub>e.

Moving forwards, we are committed to supporting both our drivers and our clients on their EV journey. By enabling access to vehicles and charging infrastructure Churchill Group will build on our considerable success in year-on-year carbon emission reductions. Utilising bespoke journey analysis tooling we will identify opportunities for reducing vehicle numbers, along with the right EV for the job in hand.

“Having joined Churchill Group in the last 12 months, I’m really excited for the journey ahead. With a growing number of electric vehicles on our fleet, Churchill Group is committed to reducing our carbon emissions through fleet rationalisation, journey analysis and embracing new technologies. Come along for the ride!”

**Helen Brislane**, Group Procurement Manager, Fleet Category Lead



## Fleet case study: Eurostar

- Churchill provides services to Eurostar, which involves shuttling staff from the public transport system to the Temple Mills International depot.
- All four minibuses in use on the contract are fully electric, and have driven a combined 90,000 miles to date, which is equivalent to approximately a 65 tonne carbon saving.
- Operations Delivery Manager Roy Trilochun said: “It’s fantastic to be able to run a fully electric staff shuttle service on the Eurostar contract. One of the things I appreciate most is the quiet and cleanliness of an EV. It’s amazing to see the positive impact it has on the environment compared to traditional fuel vehicles. I’ve also noticed that the staff I drive around share similar sentiments; everyone seems to value the sustainability that comes with using electric vehicles. Looking forward to more rides in our EVs!”

## Waste

This year, the total waste produced at our own premises increased again, largely due to the addition of three new locations. As in previous years, we have prioritised enhancing the quality of waste data from our waste service providers, including for leased offices where waste management is handled by third parties. This effort has led to an improvement in our landfill diversion rate, rising from 95% to 98%.

However, some locations still lack confirmed final waste treatment data. To maintain transparency and accuracy, we have taken a precautionary approach by applying national waste fate rates, which account for a small fraction of waste going to landfill.

During the year, new Welsh waste legislation introduced stricter waste separation requirements for commercial premises. These regulatory changes had minimal impact on our operations, and we welcomed the much-needed new Code of Practice. Since then, we have also worked with our waste service partners and prepared our customers for a seamless introduction of the English Simpler Recycling changes in April 2025.

We have also continued to strengthen partnerships with our preferred waste service providers, who manage over 2,000 tonnes of mixed municipal waste from our client sites. These partnerships provide detailed, site-specific waste

reporting, enabling site managers and clients to excel in waste reduction and recycling efforts. This year, average municipal waste recycling rates across our client sites exceeded 45%, alongside a 100% landfill diversion rate.

Our washroom services partner, PHS, reported an increase in washroom waste collection this financial year. As this waste is processed in specialist energy-from-waste facilities, it contributed to the recovery of 187 MWh of energy-enough to power approximately 50 UK homes.

Through data-driven decision-making, regulatory preparedness, and supplier collaboration, Churchill Group continues to drive progress in waste reduction, recycling, and circular economy initiatives.

## Recycle Week

**The 2024 Recycle Week theme was ‘Rescue Me’, focusing on saving recyclable items from being thrown away. To mark the occasion, we partnered with Bunzl, our cleaning and consumables supplier, and Emmaus, our charity partner, to provide a recycling scheme for our staff and clients.**

Recycling stations were set up to collect unwanted clothes, shoes, and bags, which Bunzl picked up as part of their routine delivery services. These items were then donated to Emmaus for reuse or recycling, supporting their work in helping people rebuild their lives.



Emmaus is a homelessness charity that provides housing, training, education, and meaningful work in social enterprises. There are currently 29 Emmaus communities across the UK, providing support to more than 750 formerly homeless individuals.

As a result of our 2024 Recycle Week campaign, we were pleased to donate approximately 570 kg of clothing and shoes, preventing them from being discarded and instead giving them a second life.



## ESG Roundtable

We place great importance on knowledge sharing and collaboration with our clients, recognising that meaningful ESG progress is best achieved through collective action.

In February 2024, we were proud to host the inaugural Churchill Group Client ESG Roundtable, facilitated by our National Accounts Team. This event went beyond our own ESG initiatives, fostering an open dialogue on shared challenges and best practices across the industry. Bringing together representatives from Acacium, CBRE, JLL, Oasis Learning Trust, the University of Law, and EY Foundation, the roundtable provided a valuable platform for collaboration, innovation, and driving positive change together.



## Upcoming focuses

**Looking ahead, our environmental priorities for the coming year will continue to centre on driving emission reduction efforts. Specifically, fleet decarbonisation will remain a major focus, alongside the ongoing goal of decoupling company growth from emissions.**

We will also maintain our active engagement with our supply chain to support them on their own sustainability journeys, helping to address scope 3 emissions as part of our broader strategy.

In 2025, we plan to undertake a double materiality assessment to deepen our understanding of both financial and non-financial risks of an array of sustainability issues. The findings will be embedded into our business strategy to better align our actions with sustainability goals.

We are also excited to continue collaborating with our clients and supply chain partners to develop innovative solutions, share knowledge, and advance the ESG agenda. We are eager to place a greater emphasis on biodiversity and ecology, exploring new opportunities for value creation and positive environmental impact.



## UN Sustainable Development Goals: 8, 10, 12, 16

Churchill Group is firmly committed to managing its supply chain in a responsible, sustainable, and ethical manner. Our procurement practices are aligned with our ESG Charter and supported by key certifications such as ISO 14001 (Environmental Management) and ISO 50001 (Energy Management). These frameworks help guide our approach, ensuring that we meet the highest standards in environmental stewardship and sustainability.

Vendors are expected to meet rigorous criteria encompassing safety, quality, social responsibility, as well as sustainable and technical innovation. They must comply with our Vendor Code of Conduct, Sustainable Procurement Policy, and legal obligations. All supply chain contracts contain clauses to ensure vendors adhere to environmental, labour, and human rights standards. This affirms that our vendors share our commitment to ethical practices, including fair wages, safe working conditions, and a zero-tolerance approach to corruption, modern slavery, and human trafficking.

In 2024, our primary focus has been to enhance ESG awareness throughout our supply chain and help embed sustainability into the core values of our partners. To further this goal, we have established a dedicated supply chain role within the procurement team, tasked with leading these efforts and supporting suppliers who have not yet begun their net zero journey. This role aims to guide and encourage suppliers to take meaningful steps toward sustainability, ensuring that our supply chain is aligned with the highest standards of environmental and social responsibility.

## Our 2024 progress

At Churchill Group, we are committed to managing a responsible supply chain that drives positive social impact across all areas of our business. In 2024, we placed a strong emphasis on fostering inclusive and sustainable procurement practices. Our key focus has been on the following initiatives:

### Supporting smaller, diverse, and VCSE vendors

We implemented a dedicated relationship programme to support diverse vendors, small and medium-sized enterprises (SMEs), and voluntary, community, and social enterprises (VCSEs). This initiative aimed to simplify procurement requirements reduce barriers to entry, and provide direct support to prospective supply partners to help them understand and meet our standards.

To ensure we are fulfilling our commitment, we tracked our spend with SMEs, diverse vendors, and VCSEs and actively promoted their products and services both internally with our operational teams and externally with our clients.

As a result of this focused approach, we have significantly expanded our partnerships within the SME, VCSE, and diverse ownership communities, reinforcing our commitment to building a more inclusive and responsible supply chain.

FY24 Supply Chain Progress	Target	Achievement	FY25 Target
Reduction in vendor waste	5%	7%	8%
Increase in diversity of supply partners	15%	21%	25%
Increase partnering with small medium enterprises	20%	54%	60%
Increasing spend with VCSEs	£0.5m	£0.6m	£0.75m

# Launch of scope 3 supply chain engagement project

We have launched a dedicated Scope 3 supply chain engagement project aimed at identifying, managing, and advancing our supply chain contributions to our carbon reduction goals. As Scope 3 emissions associated with our suppliers account for approximately 81% of our total organisational footprint, reducing these emissions is vital for achieving our net zero ambitions.

In 2024, we began a sustainable supply chain engagement programme to better understand where our suppliers are in their sustainability journeys. This initiative focuses on working closely with vendors to reduce their environmental impact and ensure that every link in the supply chain aligns with our sustainability objectives.

By prioritising our top vendors based on spend and emissions, we engaged with them on topics such as science-based targets, emissions reporting, and workforce diversity. As we continue to enhance our ability to track and measure emissions across our supply chain, the data provided by vendors will enable us to track progress and report on carbon reductions through their activities and initiatives.

To support this project, we have appointed a dedicated Procurement Lead with expertise in vendor engagement and sustainability. This role will oversee the project's execution, develop strategies to reduce Scope 3 emissions, and provide webinars and support materials to ensure vendors can actively contribute to our long-term environmental goals.

Looking to 2025, we will continue to focus on engaging with our supply chain and prioritise supporting vendors in achieving science-based targets. We will offer resources and guidance to vendors and hold direct discussions with our largest suppliers to review progress, discuss plans, and explore opportunities for collaboration.



## Enhancement of Our Supply Chain Modern Slavery Strategy

We have undertaken a comprehensive review of our modern slavery strategy and processes, ensuring a robust approach to mitigating risks within the supply chain. By enhancing the risk assessment process during vendor onboarding, we have categorised vendors into low, medium, and high-risk groups, enabling more effective monitoring and oversight.

For high-risk vendors, we conduct physical audits to ensure compliance with ethical standards and identify any areas for improvement.

Alongside this, we have strengthened our education and guidance support, empowering vendors to improve their processes and promoting long-term, transparent relationships. We also provide internal awareness training across the Group, equipping employees to identify and address risks within the supply chain.

This comprehensive approach reinforces our commitment to combatting modern slavery and ensures continuous improvement in maintaining supply chain integrity.

## Development of Our Electric Vehicle Transition

Our electric vehicle (EV) transition continues to be a core part of our sustainability strategy. This year, we created a new dedicated role in the supply chain with the appointment of a Fleet Specialist to lead the programme and manage the integration of EVs into our fleet.

We also launched a tri-party initiative with our fleet management partner and a consultancy

firm specialising in electric fleet optimisation. By combining our expertise and using vehicle telematics data, we have identified further opportunities to transition to EVs, particularly where existing charging infrastructure is available. In 2024, we increased the number of EVs in our fleet by 34%, contributing to our ongoing commitment to reduce emissions. Through this multi-faceted approach, we are ensuring the transition to a fully electric fleet is efficient, sustainable, and scalable, aligned with our long-term goals.



**34%**  
increase in  
our EV fleet  
in 2024



### Sustainable supply chain initiatives

#### Carbon emission reductions

We continue to make significant progress in reducing our carbon emissions through our partnership with Bunzl Cleaning & Hygiene Supplies and the use of their Carbon Forecast tool. Designed to optimise delivery and ordering profiles, the tool helps our operational teams make more efficient ordering decisions, leading to a reduction in carbon emissions associated with deliveries of cleaning and client consumable supplies.

This year, we have successfully avoided 12,851 kilograms of CO<sub>2</sub>e, and a total of 80,302 kilograms since adopting this carbon-focused initiative. This achievement is equivalent to 80 acres of trees absorbing carbon over a year or powering 10.4 million mobile phone charges.

#### Reduction of virgin, single-use plastics

We have made significant strides in reducing single-use plastics with the transition to the CleanWorks ProEco floor pad range. These high-performance floor pads are made from 100% post-consumer recycled PET fibre, with each 13" pad incorporating 11 plastic bottles (500ml size). By repurposing plastic materials that would

We have successfully avoided

**12,851**  
kilograms of  
CO<sub>2</sub>e

Equivalent to  
**10.4m**  
mobile phone  
charges

otherwise end up in landfills, we contribute to a circular economy while also reducing waste. Through our full transition to CleanWorks ProEco floor pads, we have recycled 292,000 plastic bottles, demonstrating our commitment to environmental stewardship. The pads not only offer sustainability benefits but also deliver enhanced performance, superior durability, and come with unique antimicrobial properties, providing an effective and eco-friendly solution for floor care.

Biodegradable and compostable cleaning cloths  
Alongside the CleanWorks ProEco floor pads, we have introduced ProEco compostable cloths to our core range of cleaning products. Made from 100% responsibly sourced Viscose fibres derived from PEFC-certified sources, these cloths are biodegradable and compostable in accordance with DIN EN 13432:2000-12, ensuring they break down safely and efficiently in composting environments.

Each pack of 50 cloths saves 250g of plastic waste, and the cloths are also FCC Certified, reinforcing their sustainability credentials. These cloths provide an eco-friendly cleaning option without compromising on quality or performance, making it easier than ever to maintain clean spaces with minimal environmental impact.

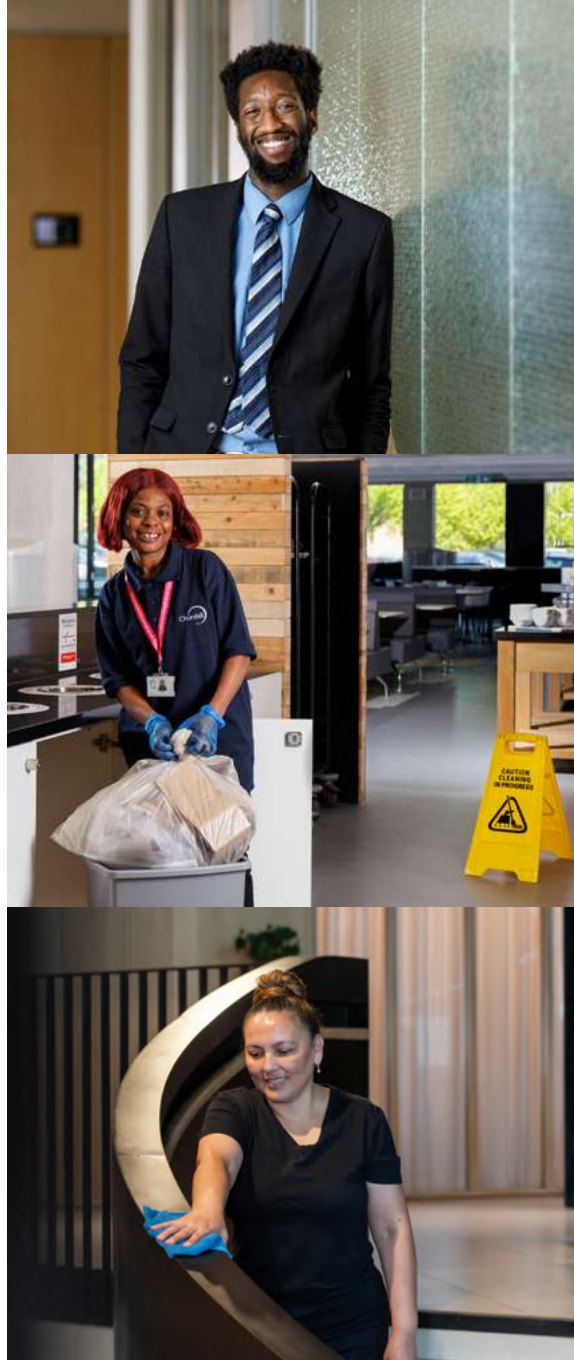
# Responsible supply chain

## Cleaning chemicals

At the heart of our environmental strategy is the minimisation of impact, and our ongoing partnership with PVA Hygiene continues to support our goal of reducing plastic waste. By using water-soluble cleaning products, we eliminate the need for single-use plastics—each packet of 20 sachets eliminates requirement to use 20 trigger spray bottles, resulting in a 90% reduction in waste. These sachets provide customers with biodegradable, pre-dosed formulations, helping to eliminate the risk of overdosing and minimising harm to the environment.

The packaging for these products is fully recyclable and planet-friendly. This collaboration has enabled us to reduce our carbon footprint on cleaning chemical deliveries by 95%, making a significant contribution to a more sustainable future while maintaining the highest cleaning standards.

In addition to the chemical sachets, the Odorbac cleaning product launched in 2022 has further enhanced its sustainability credentials with the introduction of a closed-loop recycling system. The Odorbac product is 100% biodegradable, free from chemical hazards, and highly versatile across a wide range of surfaces. The new closed-loop system eliminates single-use plastics and enables the recycling and reuse of containers, ensuring zero plastic waste and significantly reducing CO2 emissions. This makes Odorbac not



only a safe and effective cleaning solution but also an integral part of our broader environmental commitment.

## Cleaning equipment

Churchill Group has continued its partnership with Numatic, a leading supplier of award-winning sustainable vacuums. This year, Numatic launched a new range of cleaning equipment featuring ReFlo Technology, a sustainable innovation we have incorporated into our core equipment offering. This technology uses recycled, post-industrial materials sourced from the automotive industry, diverting materials from landfill or incineration. A minimum of 45% recycled plastic is used in the construction of the equipment and accessories, reflecting our commitment to reducing waste and promoting sustainability.

The new range also features a lower-watt 420W motor, which reduces power consumption by up to 30%, making the ERP vacuum the most sustainable tub vacuum available. This innovative solution ensures that cleaning is efficient, with less environmental impact, while still maintaining high performance.



# Responsible supply chain

## Dispose with Dignity campaign

We believe that everyone should have access to hygienic and adequate washroom facilities, and we are committed to creating inclusive and supportive environments through various initiatives to achieve this. One of our most significant collaborations this year has been with phs Washrooms and the introduction of male incontinence disposal bins.

Men's washrooms are often overlooked in discussions about workplace facilities. The Dispose with Dignity campaign supports men with incontinence and aims to achieve washroom equality. Our commitment to installing phs Male Incontinence Bins reflects this dedication, driven by our focus on inclusivity and dignity, ensuring that everyone feels supported and respected when using washroom facilities.

As part of phs' BOG STANDARD Charter, Churchill Group has been awarded a BRONZE tier, signifying our commitment to creating washroom environments equipped with essential disposal methods. This initiative not only enhances the washroom experience but also underscores the joint effort to foster inclusivity and dignity for men.





## Water conservation in the washroom

Water is a precious resource, and we are committed to helping our clients reduce their water consumption. In partnership with phs Washrooms, we have implemented a range of water-saving solutions for our clients this year, including urinal cisterns and water-saving taps, which have led to a reduction of water usage by 70%.

## Responsible disposal of client waste

Our partnership with phs goes beyond washroom hygiene, encompassing robust waste management solutions. We have further reduced environmental impact by collaborating with phs and utilising their phs LifeCycle Strategy, ensuring the hygiene waste collected from our clients is diverted away from landfill. This year, we have successfully diverted 5,000 tonnes (99.3%) of our client washroom waste away from landfill, with 94.4% processed via an Energy from Waste plant. Our two contractor partners for wider waste disposal at client premises, The First Mile and Veolia, have diverted 100% of all waste collected away from landfill throughout 2024. In total, 62.6 tonnes of CO<sub>2</sub>e has been avoided.

Several of our London-based clients are serviced by The First Mile's ultra-low emission vehicles and a growing number of electric vehicles. For those



The First Mile and Veolia have diverted  
**100% of all**  
waste collected away from landfill throughout 2024



clients who prefer a kerbside service provision, The First Mile uses cargo bicycles, positively impacting noise and air pollution, as well as reducing traffic congestion in Central London.

## Assisting informed choices

To empower informed decision-making, we have adopted the Sustainable Solutions Product Award tool from our strategic supply partner Bunzl Cleaning & Hygiene Supplies. This visual indicator helps both our operational teams and clients select cleaning and hygiene products that align with our shared sustainability goals. This independent, assured award system takes an objective approach to assessing product sustainability, awarding Gold, Silver, or Bronze ratings to qualifying products.

By incorporating this award system, we can cut through greenwashing and make it easier for our colleagues and clients to trust the environmental credentials of the products they choose. We are proud to lead in sustainable product selection, with 89% of our cleaning and hygiene products earning an award rating, and 80% of those products being awarded either a Gold or Silver. This year, our focus on sustainability has resulted in a remarkable 167% increase in the purchase of Gold-rated products, driving significant environmental benefits and reinforcing our commitment to sustainability.



# Establishing relationships with social enterprises

This year, we have placed a strong emphasis on establishing relationships with social enterprises that align with our sustainability and social impact goals.

### Grace & Green

Grace & Green is a female-founded social enterprise business supplying certified 100% organic, ethical, and sustainable ranges of period products. These products provide a safe and effective choice for consumers while promoting environmental responsibility. Grace & Green also support the nationwide Period Dignity initiative, collaborating with hundreds of businesses, educational facilities, and public sector organisations to provide sustainable period products and educational resources.

In addition to their commitment to environmental sustainability, 30% of their revenue is donated to tree planting and charitable product donations. Their products are made from organic cotton and bamboo, using biodegradable materials and free from any chemical ingredients. Grace & Green are B Corp and Carbon Neutral certified and donate 2% of their revenue in products to tackle Period Poverty,



making them an exemplary partner in our efforts to foster positive social and environmental change.

### Serious Tissues

Serious Tissues is committed to tackling climate change and deforestation through sustainable washroom products. Their toilet paper, hand towels, and soap products are designed to have a minimal footprint and maximum eco-impact. 50% of profits go towards environmental purposes, including their extensive tree planting programme and the recovery of ocean-bound plastic, creating employment opportunities for people in areas of poverty.



Churchill Group is proud to partner with Serious Tissues - the brand that won the Most Sustainable Toilet Roll Award in 2022 and 2023. Their product is the UK's first carbon-neutral toilet paper, made from 100% recycled materials and manufactured entirely in the UK. It is a zero-plastic product that supports both sustainability and the reduction of waste. For every box sold, one tree is planted, with planting efforts coordinated within the UK in collaboration with the Tree Council, as well as globally through Veritree. Over the past 24 months, more than 1.1 million trees have been planted, further solidifying the brand's commitment to environmental responsibility.

### Amplify Goods

Churchill Group proudly supports Amplify Goods, a skin care product brand committed to creating positive change through their focus on mental and physical health resources. Amplify Goods helps quiet changemakers by providing access to mental and physical health support, as well as backing rewilding projects across the UK. Their products are formulated with natural-based ingredients and designed with circular-enabled packaging to reduce environmental impact.

At least 51% of Amplify Goods' profits are reinvested into mental health and wellbeing initiatives across the UK. A significant portion of profits from their RE:MIND hand and body wash goes towards organisations such as Wilderness

## Responsible supply chain

Foundation UK, working to improve physical and mental wellbeing through outdoor activities, inclusive educational programs, and therapy. The remaining profit supports the Quiet Changemaker project, which focuses on the health of individuals working on the frontlines of climate breakdown, crucially supporting those in our communities.

Amplify Goods' mission is to help businesses reduce single-use plastic and carbon emissions, offer affordable luxury hand and body care in washrooms, and encourage individuals to connect with and protect the natural environment—ultimately fostering better physical and mental wellbeing in the process.



## Client consumables

**We are excited to continue our strategic partnership with Metsä for the supply of our core range of paper towels and toilet tissue. Both businesses are aligned in their focus and commitment to conducting operations in a responsible and sustainable manner, recognising the social, environmental, and economic impacts of our actions.**

Metsä holds an Ecovadis Platinum certification, placing them in the top 1% of companies worldwide, and they exclusively work with sustainable suppliers. The raw materials they use originate from responsibly managed forests, with every part of the tree utilised, ensuring zero waste and four new seedlings planted for every tree harvested. Their efficient logistics processes significantly reduce CO2 emissions, and Metsä is on schedule to transition all global mills to fossil-free production by 2030, utilising biofuel derived from tree waste. Their commitment to sustainability and innovation here in the UK will see their first fossil-free mill being constructed through 2026 and in production in 2027.

## Upcoming focuses

**Collaborating with and supporting our supply chain on ESG matters will remain a priority for the coming year. In particular, we look forward to progressing our Scope 3 emissions project, providing direct support to our supply chain to manage and reduce their emissions. We will continue to decarbonise our fleet, utilising bespoke journey analysis tooling to identify opportunities to both reduce vehicle numbers and increase the transition to appropriate EVs for the job in hand.**

We look forward to encouraging and welcoming more social enterprises into our supply chain, recognising the important part they have to play in both our supply chain and sustainability journey. We will also continue to seek out and actively encourage innovation in our supply chain, ensuring we provide the best possible sustainable service.



## UN Sustainable Development Goals: 4, 8, 10, 11

**At Churchill, our vision is to create sustainable opportunities for everyone to thrive and help people in our local communities through the support of our colleagues, collaboration with our clients, and the partnerships we create.**

Our commitment to delivering meaningful social value is not only a reflection of our corporate responsibility but is also seen as a driving force for our long-term success, fostering positive relationships with the communities we serve and enhancing our overall impact.

Our Social Value Framework outlines how we will achieve our vision through two core pillars:

- Employability & life skills
- Social value in the community

## Social Value focuses

### Employability and life skills

We understand that one of the biggest areas where we can create a meaningful impact is by providing employment opportunities and developing skills, not only for our colleagues but also within the wider community. This involves reviewing how we attract, recruit, and support individuals while fostering career growth.

We will offer employment and development opportunities, including apprenticeships, through our partnerships and social value commitments, supporting local employment and those who have faced barriers to work.

In addition, we will deliver outreach activities such as employability skills workshops and mentoring, helping to equip individuals with the skills needed to improve their employment prospects and build a stronger, more skilled community.

### Case studies

#### West Lea: Championing workplace inclusion through Supported Internships

At Churchill Group, we are committed to fostering an inclusive and supportive work environment where everyone has the opportunity to thrive. Our partnership with West Lea's Supported Internship Programme has been instrumental in helping young

people with special educational needs gain valuable work experience and develop essential skills.

One inspiring example is Ellie, a young woman with dyslexia and epilepsy, who joined Churchill Group as part of the programme. Initially, she faced challenges, including learning how to commute independently and adjusting to new responsibilities in the workplace. However, with the dedicated support of her job coach, Djanila, and the encouragement of our team, Ellie quickly gained confidence and developed new skills.

Through structured guidance and a nurturing environment, Ellie was able to overcome obstacles and make meaningful contributions to our team. Her journey highlights the impact of patience, adaptability, and the right support in empowering individuals with additional needs.

Our partnership with West Lea reflects our ongoing commitment to workplace inclusivity. By creating opportunities for individuals like Ellie, we continue to build a diverse and supportive workforce where everyone has the chance to succeed.

[Read more here](#)



## Deaf Umbrella: Enhancing workplace inclusion through partnership

At Churchill Group, we are committed to breaking down barriers and creating inclusive employment opportunities. We have continued to work with Deaf Umbrella, who provide guidance to deaf individuals, helping them prepare for work, understand employer expectations, and thrive in the workplace.

One success story from this collaboration is Kevin, a valued member of our cleaning team. Through the support of Deaf Umbrella and Churchill Group, Kevin has been able to grow in confidence and excel in his role. His managers have provided clear communication and proactive support, ensuring that expectations are well understood and that he feels empowered in his work.

Rachel Hubbard, Director at Deaf Umbrella, highlighted the significance of this partnership, stating that Kevin's growth has been inspiring and has given hope to others seeking employment.

[Read more here](#)



## Social value in the community

**Our commitment to social value is rooted in making a tangible difference in the communities where we work. By building strong partnerships with charities, schools, and local organisations, we create meaningful and lasting impact.**

This approach is at the heart of our social commitment, enabling us to engage directly with communities and charity partners to drive positive change.

Key initiatives include volunteering, fundraising, charitable donations, and collaborative projects with our clients, supply chain, and charity partners.

We empower our colleagues to make a difference by providing dedicated volunteering time and supporting their fundraising efforts through We Back U, our match funding programme.

Our dedication to supporting clients and communities is reflected in the initiatives we champion, including the example below.

### Case studies

#### Supporting the local community with Oasis

Our commitment to social value came to life when we spent a day volunteering at one of Oasis's community kitchens in Lambeth. Oasis works in communities affected by poverty and

inequality, providing vital support through education, housing, justice, health, youth, and family services.

This inspiring partnership began earlier this year at our ESG roundtable, where we brought together clients and partners to explore ways to drive social value. It was here that Oasis connected with The University of Law, leading to the donation of industrial kitchen equipment from the university's Guildford site to Oasis's Living Rooms in London, warm, welcoming spaces that support vulnerable individuals during winter. We didn't stop at making the connection. A group of us from Churchill Group joined forces with Prof Ladwa, head of procurement at the University of Law, to see the impact of that donation firsthand. We arrived early to help set up, then welcomed around 75 residents with breakfast, including bacon rolls, porridge, and hot drinks. We took on everything from serving food and distributing groceries to preparing for an upcoming Christmas event.

After breakfast, we helped residents collect 15–20 kilograms of free groceries each, making sure the process was smooth and respectful. At the end of the day, we cleared the space, leaving behind a clean hall-and, more importantly, a sense of community and connection.

For us, this experience was a powerful reminder of the impact we can have by embedding social value into our daily work. Whether it's connecting



organisations or volunteering our time, we're proud to play a role in supporting communities. As Diana Steele from Oasis said, "Churchill's ESG roundtable let us workshop new ideas to support vulnerable communities. Their volunteering further exemplifies their commitment to making a difference."

We look forward to continuing our work with Oasis and supporting even more community initiatives in the years ahead.

## **Social value in action: volunteering at London Zoo**

As part of our collaborative approach to social value, our colleagues used their volunteering leave to support the team at London Zoo.

A group of volunteers spent the day assisting the Penguin and Flying Birds team, helping to renew the gravel in the Macaw enclosure and remove pebbles from the penguin beach.

Together, they moved over 13 tonnes of material. The Penguin and Birds team were so appreciative of the support that they have invited us back for future projects. We look forward to returning next year to continue making a positive impact.



## **CommunityMe Ambassadors**

**At Churchill, our CommunityMe Ambassadors play a vital role in delivering social value within our local communities.**

They drive awareness and lead key initiatives, directly engaging with communities by creating volunteering opportunities, delivering employability skills sessions, fundraising, supporting environmental projects, and working with community groups and charity partners. They also play an important part in helping unemployed individuals into meaningful employment, reinforcing our commitment to making a lasting impact.



## Our social value commitments

At Churchill, we have made a series of pledges and commitments to help us deliver our social value vision, all aligned with our Social Value Framework. These commitments are embedded within our business, guiding our operations and decision-making processes.

### Social recruitment covenant

In November 2024, we took another step forward in our social value journey by signing the Social Recruitment Covenant, reinforcing our commitment to inclusive recruitment and making the workforce a fairer place.

This pledge strengthens our existing commitments, complementing the Armed Forces Covenant, Employers Domestic Abuse Covenant, and Care Leavers Covenant. It reflects our dedication to creating a workplace where everyone has equal access to opportunities. Over the next year, we look forward to working closely with the Social Recruitment Advocacy Group (SRAG) and People Plus to enhance our recruitment practices, promote inclusivity, and empower individuals to build meaningful careers.



### Armed Forces Covenant

At Churchill, we recognise the immense value and skills that serving personnel, reservists, veterans, and military families bring to our business. Since 2019, we have been committed to supporting veterans as they transition into civilian employment, providing structured career opportunities that enable long-term success for them and their families.

### Case study: Supporting veterans in facilities management

At Churchill Group, we recognise the invaluable skills and experience that ex-military personnel bring to the workplace. Transitioning from military to civilian life can be challenging, and we are committed to providing veterans with the support and opportunities they need to build successful careers. In 2024, we reinforced our dedication to this cause by creating tailored career pathways within the FM sector, helping veterans apply their leadership, problem-solving, and strategic thinking skills in a new professional environment.

One of the highlights of our veteran support initiative was our collaboration with Ben Coleman, a former Warrant Officer with 24 years of Army service. Through a week-long work experience placement delivered in partnership with CBRE and United Utilities, Ben gained firsthand insight into FM operations, discovering how his military-acquired skills could seamlessly transfer into this dynamic



industry. Leadership, strategic planning, and problem-solving skills honed in the Armed Forces are invaluable assets within FM, making veterans highly sought-after professionals in the sector.

Churchill Group is proud to be recognised with a Gold Award from the Armed Forces Covenant Employer Recognition Scheme, a testament to our dedication to supporting veterans. By creating employment pathways, offering mentorship, and ensuring a smooth transition into civilian careers, we continue to champion those who have served their country.

Looking ahead, we remain committed to expanding our veteran initiatives, working closely with key partners to provide ex-military personnel with rewarding career opportunities and fostering an inclusive, skills-driven workforce.

## Employers Domestic Abuse Covenant

At Churchill we are proud to be a member of EDAC, demonstrating our commitment to both our employees and the wider community who are affected by domestic abuse. Through a range of practical measures, resources, policies, and support systems, we aim to provide a safe and supportive workplace.



## Care Leavers Covenant

Churchill is committed to supporting care leavers by offering opportunities, services and support to help young care leavers thrive as they transition into adulthood. Our commitment to the CLC is aligned to our social value strategy, with four core pillars, designed to provide targeted support, remove obstacles, and empower individuals to overcome challenges and succeed.



## Reporting

In 2024, we began our collaboration with Social Value Portal, enabling us to measure, manage, and report on the social, economic, and environmental benefits we deliver in our communities using the TOMs System.

At Churchill, we record all activities in our ESG Register, our in-house reporting tool, to track our impact across these three areas—particularly our social impact. By leveraging the measures from the TOMs System, we can quantify the positive outcomes generated within Churchill and across our supply chain in clear, monetary terms.

We launched our reporting by assessing local employment levels to evaluate the opportunities we create for our communities.

Over £366 million in social value through local employment.

## Governance

### Internal governance

To provide strategic oversight and guidance on social value, we have established a Social Value Working Group. This group is dedicated to advancing our commitment to delivering meaningful and measurable social impact. Our CEO, James, plays an active role in embedding social value across the business, ensuring it remains a core priority.

### External governance

To uphold transparency and data integrity, our social value data will undergo annual validation by Social Value Portal as part of our recent collaboration. This process ensures accuracy in measuring and reporting the impact we generate.

Additionally, our social value pledges and commitments provide a framework for accountability, reinforcing our dedication to delivering positive change.

## Upcoming focuses

In 2025, we will focus on embedding social value reporting across the business, utilising our internal ESG Register alongside the Social Value Portal TOMs System. The 2024/2025 reporting year will be the first in which we fully integrate TOMs data, allowing us to better understand our current impact while identifying areas for growth and development.

We will continue to strengthen our Social Value Framework, designing initiatives and programmes unique to Churchill to enhance the value we bring to our clients and communities. This will include action plans and commitments linked to the Social Recruitment Covenant, Armed Forces Covenant, Care Leavers Covenant, and Employers Domestic Abuse Covenant.

A key priority for 2025 will be the development and pilot of a social recruitment programme, working in collaboration with SRAG and our charity partners to create pathways into long-term, meaningful employment.





## UN Sustainable Development Goals: 3, 5, 8, 10

At Churchill Group, people are at the heart of everything we do. They are our greatest asset, our driving force, and the foundation of our success. That's why we are committed to fostering a workplace where everyone feels valued, heard, and empowered to thrive. Our goal is to create an environment where our people don't just work- they feel a true sense of belonging.

Diversity, equity, and inclusion (DEI) are not just policies or initiatives; they are embedded in our culture. Over the past year, we have taken meaningful steps to ensure that every individual has the opportunity to grow, contribute, and succeed. From enhancing our hiring practices to fostering inclusive leadership, we continue to drive progress that benefits both our people and our business.

We recognise that meaningful change takes time, but we remain committed to evolving, learning, and leading by example. Together, we are building a workplace that not only embraces diversity but celebrates it.



Our DEI strategy is built on four key pillars: developing an inclusive culture, positive people practices, career pathway opportunities, and amplifying colleague voices.

## WellMe Programme



The WellMe Programme is a cornerstone of Churchill Group's commitment to enhancing employee wellbeing across multiple dimensions. Built around five key pillars-Mental, Physical, Financial, Workplace, and DEI-this initiative is designed to address the diverse needs of the workforce and ensure colleagues are supported in a holistic way.

Over the past year, the WellMe Programme has made a significant impact. There has been increased participation in activities such as the annual WellMe Walk, and internal surveys have shown higher engagement scores, indicating that the programme is positively influencing employees. The initiative has garnered strong support, and the results demonstrate its effectiveness in fostering a more engaged workforce.

Looking ahead, Churchill Group is excited to expand the WellMe Programme further. Plans include integrating advanced technology to

enhance wellbeing support and expanding mental health initiatives. The goal is to provide employees with even more resources to support their personal and professional growth.

As a key component of the ESG strategy, the WellMe Programme underscores Churchill Group's ongoing commitment to fostering a thriving, inclusive workplace. By prioritising the health and wellbeing of employees, the company aims to ensure a sustainable and successful future for both its workforce and the business. Our goal is to create an environment where our people don't just work—they feel a true sense of belonging and love the space they work in.

## Developing our talent

### 'Own Your Future'

'Own Your Future' is our bespoke management development programme, created in partnership with a credited external training provider. The training provider has worked closely with our internal project team to understand our business needs and the role of our Front-Line Managers (FLMs).

The programme has been designed to equip our FLMs whose role is both business-critical and diverse with the essential soft skills and tools needed to excel in client and colleague relationships. The aim is to elevate our culture, inspiring and empowering people, ultimately resulting in stronger, more lasting connections with both colleagues and clients. 'Own Your Future' consists of six modules, delivered face-to-face over 12 weeks, with each module supported by individual coaching sessions with the training provider. These modules cover topics such as self-awareness, building relationships, communication, leadership, commercial awareness, and problem-solving. The comprehensive nature of the programme ensures that each delegate is equipped with the skills to grow professionally and personally.

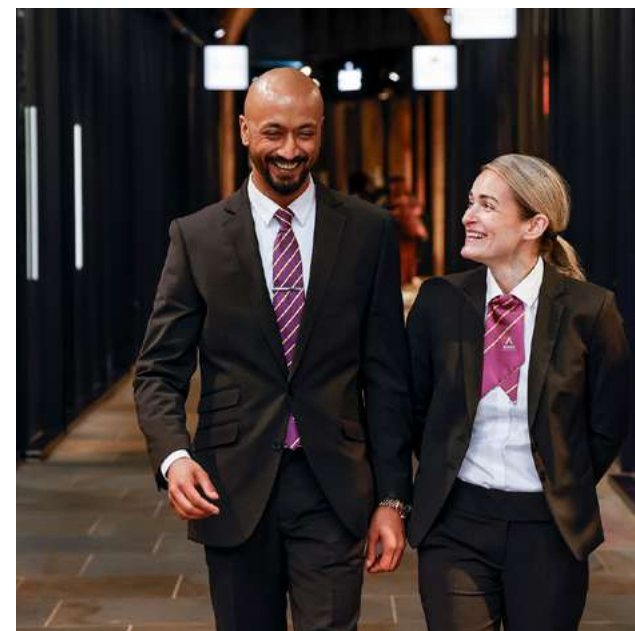
To date, two full cohorts have successfully completed the programme. The first cohort, which commenced on 23/04/24 with 12 delegates, has already led to four promotions from within our account manager teams to Key Account Managers and Operations Managers. The second cohort began on 10/09/24, also with 12 delegates, and has resulted in a promotion from a Cleaning Duty Manager to Operations Manager.

Cohort 3 concluded in May and we have secured cohorts 4- 7, taking us through to 2026. Due to the programme's success, we are now tailoring a bespoke version for Amulet, specifically for

their FLMs, with a launch date set for April 2025. Furthermore, we are developing a 'Leader of Leaders' version to cater to our senior leadership team, with the possibility of launching between June and September 2025.

### Apprenticeships

As of January 2025, we have 44 people currently enrolled on our apprenticeship programme. Since we began enrolling apprentices in 2018, 37 individuals have successfully completed their apprenticeships. However, during the same period, 63 individuals enrolled but did not progress, and 123 apprentices started but ultimately did not continue with the programme. Despite this, we remain committed to the apprenticeship programme as a key part of our strategy for developing talent and providing opportunities for personal and professional growth.



# From apprenticeship to award winner

**Gemma Clay, a Junior ER Advisor at Churchill Group, has proven that with determination, hard work, and a supportive environment, you can overcome challenges and achieve great success. Gemma's apprenticeship journey is a shining example of personal and professional growth, and her achievements have earned her the coveted Apprenticeship Extraordinaire award.**

Gemma embarked on her apprenticeship to advance her career in Human Resources. She chose the Level 3 HR Support apprenticeship with CIPD, a decision that allowed her to gain both formal qualifications and hands-on experience. What motivated her was a clear desire to take her career to the next level without the financial strain that full-time college courses would impose on her family. Gemma appreciated the apprenticeship format, which enabled her to study while working full-time, making it an ideal choice as she could learn in real-world scenarios. The flexibility of the programme, including 20% off-the-job training to attend workshops and work on assignments, was a key factor in her decision to pursue this route.

Gemma's apprenticeship was not without its challenges. Despite being competent in Maths and English, she had to resit both subjects to meet the requirements of the apprenticeship. She quickly adapted to the new learning methods and

found support when needed. However, the most significant challenge came when her daughter, who has a disability, underwent major surgery during the course. This forced Gemma to take a break in her learning to focus on her family. During this time, she felt left behind as her peers moved ahead, but after a six-month break, Gemma

returned with renewed determination. She made a commitment to herself that she would finish the apprenticeship and succeed, regardless of the setbacks life had thrown at her.

The completion of her End Point Assessment (EPA) was the moment of pride that Gemma





cherishes most. She reflected on how much she had learned throughout the journey-not just about her field, but about herself. “Self-reflection is a tool you can carry with you through any role,” she says. For Gemma, the apprenticeship wasn’t just about gaining a qualification, but also about growing as an individual, becoming more resilient, and developing a deeper understanding of her own capabilities.

Gemma’s hard work paid off when she was nominated for the Annual Shining Star Award for Apprenticeship Extraordinaire. At first, she was in shock-she couldn’t believe she had been nominated. For Gemma, the apprenticeship had always been a personal journey, so the recognition came as a pleasant surprise. When her name was called out as the winner, she was overwhelmed with emotion. “I never expected to win. I was just grateful to be part of the ceremony,” Gemma shares. But when her name was called, it was a moment of immense pride-not only in herself but also in her role at Churchill Group.

Winning the award significantly boosted Gemma’s confidence. “I suppose we all have those moments of imposter syndrome, but I don’t feel like an imposter anymore. I know I can do my job,” she says. This experience reminded Gemma that we are all capable of more than we often give ourselves credit for, and it reinforced the value of investing in personal growth.

Gemma’s advice to anyone considering an apprenticeship is simple: Do it. She encourages others to take the leap because, in addition to the professional knowledge gained, apprenticeships provide a valuable opportunity for self-discovery. “Once you get through and pass, the self-satisfaction is amazing,” she says. Gemma is passionate about the apprenticeship route, knowing that the journey might not always be easy, but the rewards-both personal and professional-are more than worth it.

Gemma’s apprenticeship journey is a testament to the power of perseverance, learning, and support. Her story continues to inspire colleagues and peers at Churchill Group, showing that with determination, a supportive environment, and a commitment to growth, anything is possible.

## Wellbeing apprenticeship

**We are excited to announce the launch of a new Wellbeing Champion Apprenticeship, an initiative aimed at improving workplace wellbeing and performance.**

This year, we launched our first-ever Wellbeing Apprenticeship, reinforcing our commitment to colleague health and wellbeing as a top priority. We recognise that a healthy, supported workforce is essential to both individual and business success. This pioneering programme equips colleagues with the knowledge and skills to navigate wellbeing challenges, access the right support, and confidently assist each other. As the first of its kind within our company, the apprenticeship also creates new career pathways, opening opportunities for professional growth while fostering a culture of care and inclusivity. Designed to support our diverse, multi-generational workforce, it ensures that every colleague, regardless of role or career stage, feels empowered to thrive.





## Attracting and retaining a diverse workforce

### Shining Stars

The Shining Stars awards scheme is a key element of Churchill Group's culture, designed to recognise and celebrate employees who demonstrate exceptional behaviour and live by Churchill's core values. These values—Always Do Right, Always Seek Better, and Always Put People First—serve as the foundation of the business and guide the actions of every member of the team.

The awards are unique in that nominations come not only from managers but also from colleagues and clients, allowing a truly collaborative approach to recognising the outstanding contributions made by individuals. This inclusive nomination process ensures that everyone at Churchill has the opportunity to acknowledge the dedication, commitment, and integrity of their peers.

The Shining Stars ceremony, held annually, is an inspiring event where we come together to celebrate those who have gone above and beyond. In 2024, around 150 Churchill colleagues, clients, and suppliers gathered at the prestigious Institute of Directors in Pall Mall, London, to



recognise the outstanding achievements of our finalists and winners.

At this ceremony, we celebrated individuals who have set the standard for exceptional commitment and integrity, all while embodying the spirit of Churchill. Their contributions make a significant impact on our company culture and are an integral part of our success.

We congratulate everyone who was honoured at the event and thank them for their continued dedication to making a positive difference at Churchill Group. Their efforts inspire us all to strive for excellence and uphold the values that make Churchill a great place to work.

## Upcoming focuses

### Menopause in the Workplace

As part of our ongoing commitment to supporting the wellbeing of all employees, we have made significant progress in raising awareness around menopause in the workplace. We have now trained 22 Menopause Advocates who are actively leading the way in promoting awareness, fostering open conversations, and supporting colleagues across the business. These advocates are also playing a key role in developing the skills of our managers, ensuring they are equipped to provide meaningful support to team members experiencing this transition.

With over 50% of our workforce being female, and a significant proportion aged between 40 and 45, menopause awareness is vital. Historically considered a taboo topic, we are working to break down these barriers and create an environment where employees of all genders feel safe and supported when discussing menopause.

We are also progressing toward achieving Menopause in the Workplace Accreditation, which will help us formalise inclusive policies and practices that support everyone going through this stage of life.

## Mental Health First Aid

At Churchill Group, we place a strong emphasis on mental health. Our WellMe programme provides access to mental health resources, including trained Mental Health First Aiders (MHFA) and Wellness Recovery Action Plans (WRAP). We believe in providing employees with practical support, and we use the programme to introduce additional resources such as Able Futures and NHS-approved mental health apps like Hub of Hope and My Possible Self. As part of our commitment to this cause, we have become members of the Association of Mental Health First Aiders, ensuring we continue to offer comprehensive mental health support.

We have also held MHFA lunch and learns throughout Mental Health Awareness Week to raise awareness of the support available, what to expect when contacting an MHFA and how to become one.

## Domestic Abuse Awareness

Domestic abuse affects a significant portion of the population, and it is a topic that requires greater awareness in the workplace. According to 2022 ONS data, one in five adults will experience domestic abuse in their lifetime, with one in four women and one in every six to seven men affected. Recognising this, we are equipping our managers with tools to address and support colleagues who may be experiencing domestic abuse. We have signed the

Employer's Initiative on Domestic Abuse, which provides us with best practices for creating supportive policies. Additionally, we are raising awareness of the Domestic Violence Disclosure Scheme (Clare's Law) and the Bright Sky app, which offers multilingual domestic abuse support. By partnering with Respect, a pioneering domestic abuse charity, we are developing training initiatives that aim to educate employees on recognising and addressing domestic abuse. We also work with our specialist security provider, Amulet, which collaborates with White Ribbon UK to prevent harassment, abuse, and violence against women and girls.

## Disability Inclusion

At Churchill Group, we believe that an inclusive workplace is a stronger, more innovative one. As a Disability Confident employer, we are committed to creating accessible environments where everyone can thrive. In 2024, we proudly joined the Neurodiversity in Business Charter, reinforcing our commitment to inclusivity from a neurodiversity perspective.

We continue to implement strategies that foster a culture where individuals with disabilities feel valued, supported, and included. This includes inclusive recruitment practices designed to attract and retain talent from a broad range of backgrounds. Through partnerships with disability-focused organisations, we are offering supported internships and career development opportunities that empower individuals with disabilities to succeed.

## Memberships/ Partnerships



We are now members of BASE (the British Association for Supported Employment), with plans to form a formal partnership. BASE is supporting us with our submission for Disability Confident Level 3 and will be a key collaborator in advancing our inclusive employment practices.

Looking ahead to 2025, we will expand our company-wide disability awareness training, incorporating interactive workshops that promote disability etiquette and empathy. In addition, we will equip our managers with the tools and knowledge needed to effectively support team members with disabilities.

Our approach to Wellbeing, Diversity & Inclusion (WD&I) goes beyond initiatives, it reflects a continuous commitment to the health, safety, and belonging of all employees.

We are also taking proactive steps to address modern slavery. Within the FM industry, many roles are isolated or involve non-traditional hours, increasing risk. To counter this, we have partnered with Unseen, a leading charity supporting anti-slavery strategies in organisations. In support of our multilingual workforce, we are making colleague surveys available in multiple languages and enhancing the language capabilities of our internal systems to ensure better communication and engagement for all.

## Health and Safety

Churchill believes that the management of QHSE (Quality, Health, Safety and Environment) activities is of paramount importance as we have a moral and legal obligation to protect our employees from injury or ill health, protect our environment, operate to the highest standards and uphold our company values.

### Vision Zero

Vision Zero is Churchill's approach to prevention, and our vision of a safer, healthier, better workplace and environment. It is our way of showing how we can all achieve the best outcomes for the environment, safety, and wellbeing, and act in line with our core values - Always do right, Always seek better and Always put people first.

The seven golden rules of Vision Zero are how we will build a culture of prevention that integrates safety, health and well-being and the environment at work.

### Reporting

During 2024 Churchill has been focusing on proactive hazard observation reporting. We have prioritised embedding a cultural shift to reporting all hazard observations as part of Vision Zero. We believe that a safer culture starts with awareness of all hazards and have employed a companywide campaign to encourage such reporting. As a result of the campaign, there was a 409% increase in hazard observations.

See [Table 4](#) in the Data Appendix for more detail on our health and safety performance.

## Vision Zero – seven golden rules:

- 1 Take leadership**  
– demonstrate commitment
- 2 Identify hazards**  
– control risks
- 3 Define Targets**  
– develop programmes
- 4 Ensure a safe and healthy system**  
– be well-organised
- 5 Ensure safety and health** in machines, equipment and workplaces
- 6 Improve qualifications**  
– develop competence
- 7 Invest in People**  
– motivate by participation

## Table 1. Group GHG Emissions statement

Scope	Category	2023 - 24		2022-23*		2021 - 22*		% change vs last year	% change vs baseline
		Total Emissions (tCO <sub>2</sub> e)	% of Total Emissions	Total Emissions (tCO <sub>2</sub> e)	% of Total Emissions	Total Emissions (tCO <sub>2</sub> e)	% of Total Emissions		
Scope 1	<b>Total Scope 1</b>	<b>2,232</b>	<b>9%</b>	<b>2,661</b>	<b>17%</b>	<b>2,506</b>	<b>12%</b>	<b>-16%</b>	<b>-11%</b>
	Natural gas	1	0.0%	9	0.1%	11	0.1%	<b>-83%</b>	-87%
	Plant/Machinery Fuel	110	0.4%	44	0.3%	7	0.03%	<b>148%</b>	1546%
	Refrigerants	-	0.0%	-	0.0%	2	0.0%	<b>0%</b>	-100%
	Company Vehicles	2,121	8.2%	2,609	16.8%	2,486	12.1%	<b>-19%</b>	-15%
Scope 2	<b>Total Scope 2</b>	<b>81</b>	<b>0.3%</b>	<b>69</b>	<b>0.45%</b>	<b>90</b>	<b>0.4%</b>	<b>17%</b>	<b>-10%</b>
	Electricity (Location based)	81	0.3%	69	0.4%	90	0.4%	<b>17%</b>	-10%
	Electricity (Market based)	37		-		45			
Scope 3	<b>Total Scope 3</b>	<b>23,702</b>	<b>91%</b>	<b>12,762</b>	<b>82%</b>	<b>17,895</b>	<b>87%</b>	*	<b>32%</b>
	Purchased Goods & Services	16,918	65.0%	8,124	52.4%	13,105	64.0%	*	29%
	Capital Goods	2,364	9.1%	973	6.3%	1,109	5.4%	*	113%
	Fuel & Energy Related Activities	1,364	5.2%	710	4.6%	1,118	5.5%	<b>92%</b>	22%
	Upstream Transportation and Distribution	426	1.6%	465	3.0%	125	0.6%	<b>-8%</b>	241%
	Waste generated in operations	4	0.01%	3	0.02%	9	0.0%	<b>32%</b>	-60%
	Waste managed at client sites	50	0.2%	40	0.3%	8	0.0%	<b>26%</b>	537%
	Business travel	433	1.7%	376	2.4%	348	1.7%	<b>15%</b>	24%
	Employee commuting and remote working	1,719	6.6%	2,061	13.3%	1,727	8.4%	*	-0.43%
	Use of sold products	424	1.6%	10	0.1%	345	1.7%	*	23%
<b>TOTAL</b>	<b>ALL</b>	<b>26,015</b>	<b>100%</b>	<b>15,493</b>	<b>100%</b>	<b>20,490</b>	<b>100%</b>	*	<b>27%</b>

\* Table note: 21-22 data has been rebaselined due to significant business divergence and improved data availability, which had a material impact on 'Purchased goods & services', 'capital goods', 'employee commuting and remote working', and 'use of sold products' in the scope 3 emission categories. 22-23 data has not been rebaselined, and as a result comparison is not appropriate between 23-24 and 22-23 for some data categories.



## Table 2. GHG Emission statement - intensity metrics

Intensity metric	Current year (2023 – 24)	Baseline year (2021 – 22)	Change vs baseline
Scopes 1-3 Intensity (tCO2e/Employee)	1.7	1.4	13.4%
Scopes 1-3 Intensity (tCO2e/£m Revenue)	68.0	72.9	-7.1%

## Table 3. Environmental reporting metrics

Metric		Financial year			Change from last year
		23-24	22-23	21-22	
ENERGY	Overall Energy Consumption (MWh)	10,147.30	12,295.2	10,159.5	-17%
	Total electricity consumption (MWh)	343.10	372.8	362.4	-8%
	Renewable Electricity consumption (MWh)	291.6	316.9	272.8	-8%
	Renewable Electricity Share (%)	85%	85%	74%	0%
	Energy Intensity (kWh/Employee)	647.5	781.3	713.0	-17%
	Energy Intensity (MWh/£m Revenue)	26.5	37.8	36.1	-30%
WASTE	Total overall waste (t)	40.6	35.8	16.2	14%
	Total hazardous waste (t)	-	-	-	0%
	Waste diverted from landfill (t)	39.7	33.9	9.7	17%
	Waste converted to energy (t)	24.7	19.3	5.4	28%
	Waste recycled (t)	15.1	14.6	4.3	3%
	Waste diverted from landfill (%)	98%	95%	60%	3%
	Recycling rates (%)	37%	41%	27%	-9%
	Waste Intensity kg/Employee	2.6	2.3	1.1	14%
	Waste Intensity (kg/£m Revenue)	106.2	110.0	57.6	-3%
WATER	Water Consumed (m3)	2,351.3	1,878.4	2,174.0	25%
	Water Intensity (m3/£m Revenue)	6.1	5.8	7.7	6%
	Water Intensity (m3/ Employee)	0.15	0.12	0.15	26%

## Table 4. Health and safety reporting metrics

Health and Safety Statistics	23/24 Performance
Percentage of operational sites for which an employee health and safety risk assessment has been conducted	100%
Number of hours worked	10,009,408
Number of hazard observations per million hours worked	221
Number of regional safety committee meetings held	8
Number of people given training on addressing stress and psychological wellbeing in the workplace	807 individuals have completed mental health awareness training (78% completion rate)
IOSH Managing Safely Qualified Staff	50 colleagues qualified in year

## Table 5. ESG KPIs

	ESG Charter Objective	FY 23/24 KPIs	FY23/24 Progress
Environment	Reduce our carbon footprint and move toward zero carbon operations	10% reduction of scope 1 & 2 emissions below baseline	11%
	Reduce our carbon footprint and move toward zero carbon operations	80% of electricity consumed in own estate to be from renewable sources	85%
	Ensure efficient use of natural resources within our operations	Divert 95% of Churchill waste from Landfill	98%
	Create a positive impact on nature and our working environments	Enable 150 hours of colleague environmental volunteering initiatives	317
	Build strong, long-lasting relationships with our suppliers	Engage with top 85% of suppliers (by emissions) as part of targeted, phased scope 3 engagement programme	85%
	Report on our progress with transparency and integrity	Achieve Gold in the Sustainable Facilities Management Index (SFMI)	Gold Award 2024
Wellness & EDI	Provide safe and healthy work environments for all colleagues	Establish a culture of reporting all hazards. 80 reported hazards per million hours worked	221
	Foster an environment where all colleagues feel heard, seen and truly valued	Achieve a response rate of 75% in the annual EnagageMe survey	77%
	Promote a culture of positive psychological safety	Increase Mental Health First Aiders by 50%	Complete
	Create equal opportunities for colleague growth	Launch "Own Your Future" program	Complete

## Table 5. ESG KPIs

	ESG Charter Objective	FY 23/24 KPIs	FY23/24 Progress
Governance	Conduct business in a transparent, honest and ethical manner	Provide training relating to corruption and bribery to 85% of M&A staff	100%
	Integrate sustainability both into business planning and all our business operations	All business divisions to set annual sustainability targets	100%
	Integrate sustainability both into business planning and all our business operations	Provide training relating to environment and sustainability to 75% of M&A staff	79%
	Balance corporate economic priorities between staff, customers, society and planet	Develop a Climate Risk and Opportunity Register which recognises all relevant affected communities.	Complete
	Work with clients to address E&S issues specific to their business	Host at least 30 person-hours of combined supplier and client ESG Working Groups	45
	Operate to ISO certified management systems ensuring continual improvement	Maintain ISO 9001, 14001, 27001, 45001, 50001 approvals.	Complete
Social Value	Empower our people to volunteer by giving time, opportunities and resources	Revise our Volunteering Policy with an enhanced volunteering application process for volunteering leave, to encourage and support our people to volunteer for causes they care about	Complete
	Support communities to create a positive impact, in line with our SV Framework	Establish our Churchill Social Value Framework to outline and describe how we will achieve our vision, creating sustainable opportunities for everyone to thrive and help people in our local communities	Complete
	Foster great relationships to build on our reputation and become a trusted guide	1) Sign up to the Social Recruitment Covenant, announcing our commitment to social recruitment and making the workforce a fairer, more inclusive place	Complete
		2) Become a member of Social Recruitment Advocacy Group and undergo their Charter Mark Assessment	Complete - Awarded Gold Level
	Share our successes across the business, with our clients and partnerships	Each year, we will publish a Group sustainability report with ESG targets and progress made.	Complete
	Dedicate ourselves to report on our activity and impact	1) Start reporting on social value, through partnering with Social Value Portal and utilising their TOMs System, to understand the social value we are delivering in our communities	Complete
		2) Understand our local economic impact by capturing and reporting our local employment data with Social Value Portal	£366 million of social value