

# ESG in Action

Report 2023





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This ESG report outlines our current position and our strategy for the years ahead.

It has been compiled to offer our stakeholders a clear insight into our future direction and the measures we are implementing today.

We value all feedback, comments and questions and requests for further information.

You can get in touch at [sustainability@adlerandallan.co.uk](mailto:sustainability@adlerandallan.co.uk)

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# We put ESG into action every day.

Adler and Allan is extremely proud to create better ESG outcomes, 365 days a year.



ENVIRONMENTAL RISK REDUCTION

# Message from our CEO

**I am pleased to present Adler & Allan's annual sustainability report. As a company we recognise that our responsibility extends far beyond delivering exceptional service to our customers.**

It encompasses a commitment to safeguarding the environment and supporting our customers to navigate and mitigate environmental risks effectively. Our focus on environmental risk reduction is at the forefront of our mission. In today's rapidly evolving landscape, businesses face multifaceted challenges posed by environmental risks. Whether it's addressing the impact of climate change, ensuring compliance with regulations or ensuring that our customers are supported on their energy transition journey, our team is focused in providing innovative solutions to our customers' diverse needs.

We firmly believe that our customers' success is intertwined with environmental sustainability. By collaboratively working with them to assess, manage and mitigate risks, we not only protect their assets and operations but also contribute positively to the preservation of our planet for future generations.

Moreover, as we champion environmental risk reduction for our customers, we recognise the imperative of practicing what we preach and its vital, therefore, that we place an equal focus on our internal ESG approach as well as that of our customers.

We will do this by being a responsible employer, protecting the environment, reducing our carbon footprint, while supporting the implementation of the UN's sustainability development goals across our group.

We have already made progress on a number of fronts and as you read this report, I invite you to delve into our achievements, milestones and on-going initiatives that underscore our commitment to environmental risk reduction for our customers and our dedication to our ESG program. Together we are charting a course towards a more sustainable future.

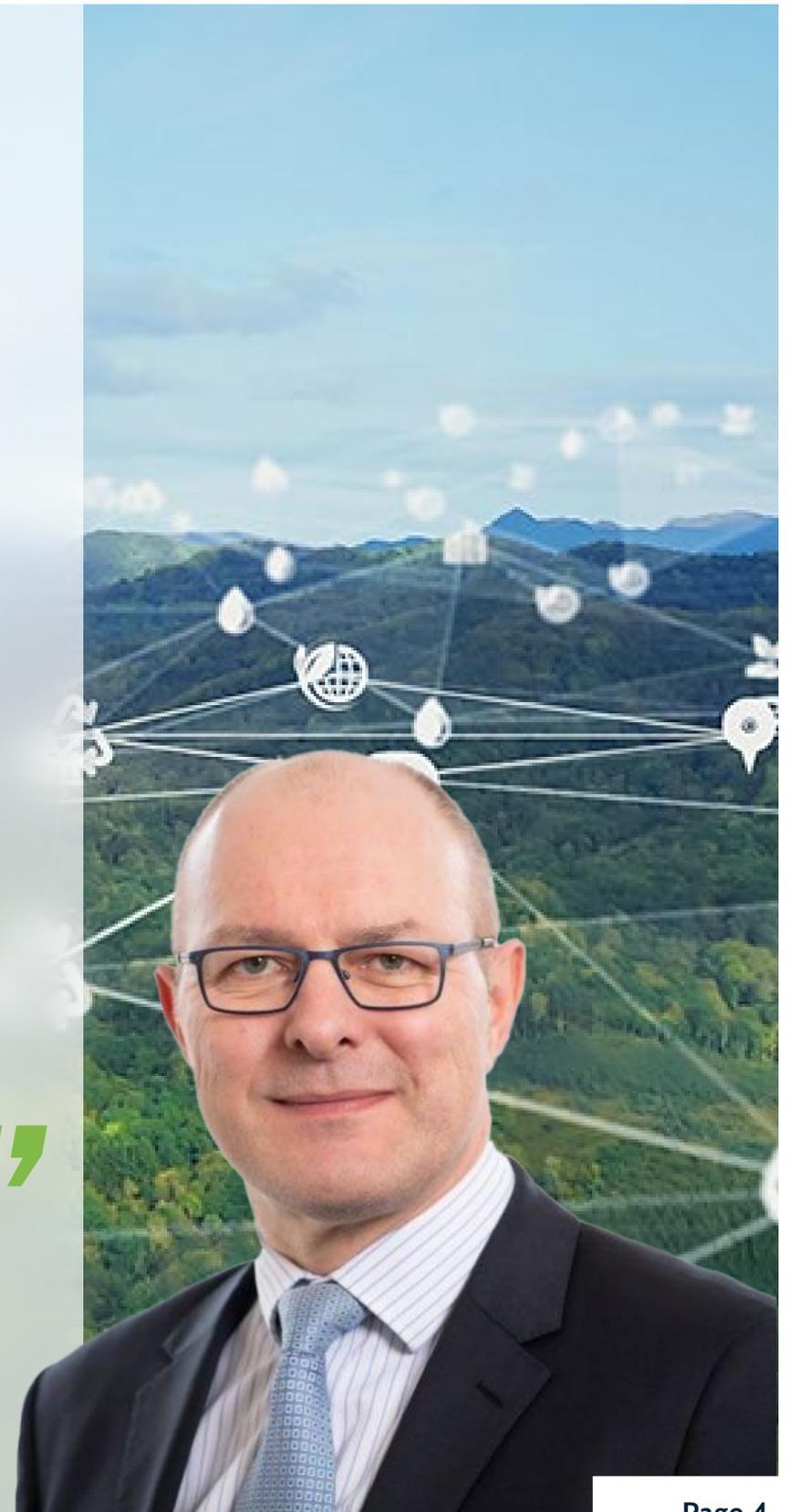
“

*ESG is at the core of our company, both in terms of how we operate and how we help our customers.*

*Being one of the best examples of ESG in action within our own business is something we recognise as critical.*

”

Henrik Pedersen,  
CEO, Adler and Allan



# About us

## Environmental compliance today. Creating a sustainable tomorrow.

As the UK's most trusted environmental services partner, our mission is to help organisations reduce risk to the environment, and their business by managing assets compliantly, while achieving commercial, ESG and Net-Zero goals.

We facilitate progress by enabling utilities, energy and industrial infrastructure owners to overcome the biggest environmental challenges of the 21st century. We are doing this by:

- Innovating and engineering solutions to enable compliant asset installation and maintenance; and
- Transitioning to new energy infrastructure whilst reducing environmental risk, operational downtime, reputation damage, and regulatory enforcement.

We envision a world in which we help our clients to:

- **Proactively prevent and mitigate pollution events** across all environments and contexts, placing a strong emphasis on tackling complex pollution challenges such as forever chemicals and PFAS, which are increasingly pervasive.
- **Effectively manage water resources**, especially in regions with ageing water infrastructure. We aim to enhance wastewater infrastructure to prevent sewer pollution events and develop sustainable freshwater supply systems to meet rising demand.
- **Enhance biodiversity** to not only bolster agricultural yields but also foster a sustainable world with a richer ecological landscape.
- **Facilitate the transition to new, clean energy sources**, supporting the journey towards Net-Zero and thereby curbing pollution.
- **Adapt and mitigate the impact of climate change**, ensuring our ability to thrive in a changing climate.

We are dedicated to helping our clients achieve better ESG outcomes.



**2,500+**  
Customers



**80+** specialised  
environmental  
services

### At a glance:

**40k+** Environmental jobs annually

**1200+** Employees across the group

**34** UK locations



# Our scope

We support customers at every stage of their asset management lifecycle, from the provision of advisory services, through to design, maintenance, decommissioning and ultimately restoration.

We support customers at every stage of their operation and asset lifecycle, including strategy, design and maintenance through to decommissioning. By working in partnership with our customers we put ESG in action; by preventing and responding to pollution events; transitioning assets to more environmentally beneficial ones which use less resources and help emit less carbon. And we assist customers in driving their sustainability agenda, from identifying energy reduction programmes to carbon offsetting. Our focus is a blend of environmental advisory services and engineering solutions to make real change happen when it comes to ESG.

## Our key sectors

- |  |  |
|--|--|
|  Water                |  Built Environment & Infrastructure |
|  Utilities            |  Insurance                          |
|  Government & Defence |  Manufacturing                      |
|  Transport            |  Energy Transition                  |

## Our ESG objectives

These objectives are the cornerstone of our three year ESG strategy. They drive us to be the best version of our business and challenge us to place an equal focus on ESG internally and externally. They drive the change we want to see in our business just as much as the clients we help every day. We believe this will deliver the best outcomes for a more sustainable economy, healthier planet and vibrant communities.

- 1** Continue to put ESG into action – for our customers and our business
- 2** Reduce carbon emissions - by establishing benchmarks and adopting appropriate sustainable measures.
- 3** Promote a more diverse and inclusive workforce - by creating a culture and recruitment programme aligned to inclusivity.
- 4** Improve governance - by implementing clear structure and process as well as transparency and accountability in our decision making process.



# Our values

At our core, our values have consistently aligned with ESG principles.

We prioritise our people, placing them at the forefront of our efforts to create positive change. Our commitment extends to valuing team members and fostering their growth, enabling them to reach their full potential. As a result, we can significantly contribute to environmental betterment –both through our customers' ESG initiatives and our own.



**Service:** Putting the customer first; bringing together knowledge, expertise and equipment to provide a professional service; delivering on our commitments.



**Expertise:** Going beyond the ordinary; continually investing in training and development; developing and implementing innovative technologies and practices.



**Wellbeing:** Creating a happy and healthy workplace; identifying and providing opportunities for career development; recognising and rewarding achievements and contributions.



**Safety:** Continuously assessing risk and taking action to enable safe working; providing appropriate training and specialist equipment; always complying with H&S policies and procedures.



**Teamwork:** Working towards a common purpose; communicating effectively and sharing knowledge; respecting and valuing all contributions.



Helping our customers  
achieve better ESG outcomes.

# Protecting the environment is at the heart of everything we do

Improving ESG outcomes for our customers is the core purpose for the Adler and Allan group and something we are recognised for by many of the UK's biggest businesses. We help them achieve better outcomes in the following areas:



# 2023: Helping our customers achieve better ESG outcomes

## Reducing environmental harm following a major fuel leak

A significant diesel leak, totalling approximately 30,000 litres, occurred at a critical data centre. Investigation revealed that a backup generator was seeping diesel into the groundwater, subsequently infiltrating their drainage system, and ultimately reaching the River Test - a vital chalk stream and a community's source of drinking water. Swift action was taken: all diesel was promptly removed, and on-site infrastructure underwent upgrades. These measures have substantially mitigated the risk of a similar incident in the future.



## Preventing pollution from ageing infrastructure

A network of pipelines situated beneath a pier, which had historically facilitated fueling operations for military vessels, posed a significant environmental risk to both the harbour economy and the marine environment. By leveraging integrated services, we collaborated closely with the client to safeguard the upstream Sites of Special Scientific Interest (SSSI), marshlands, and the local marina. Simultaneously, we minimised operational downtime for the harbour, thereby supporting the local economy.



## Hazardous waste recovery

After a diesel leak, our team was tasked with retrieving approximately 3,000 litres of oily water from the on-site bund and interceptor. Our ongoing response along the canal has included deploying bubble barriers and utilising oleophilic absorbents to effectively contain and recover the spilled product. Regular surface water monitoring at strategic points along the canal has been instrumental in minimising the environmental impact.



## Dealing with hazardous food waste

In August 2023, two 40-foot Refrigerated ISO Containers arrived at Southampton Docks, but unfortunately, they were damaged. Each container held a hefty 25,000 kilograms of raw pork meat products. Due to being left unrefrigerated for an extended period, these containers posed significant health hazards and presented logistical challenges.

Our team swiftly took action. We meticulously decontaminated and disposed of the cargo, ensuring the safety of everyone involved. Importantly, we prevented any release of product into the environment. This proactive approach safeguarded both human health and the delicate balance of our surroundings.



# 2023: Helping our customers achieve better ESG outcomes

## Forever chemicals: PFAS incident at a major UK airport

After a fire broke out in a terminal car park housing 1,500 vehicles at a major UK airport, fifteen fire engines and over 100 firefighters employed substantial quantities of PFAS-containing fire-fighting foam to extinguish the flames. Our team provided consultancy and remediation services, effectively mitigating the impact of this 'forever chemical' on the client's infrastructure and the surrounding environment, including groundwater.



## Rapid environmental response to a major incident at Poole Harbour

In March 2023, Poole Harbour, the largest natural harbour in Europe and a Site of Special Scientific Interest (SSSI), confronted a significant environmental threat due to an oil spill incident that affected the shoreline and pristine island habitats. Through swift coordination with the client, we not only safeguarded the ecologically sensitive area but also preserved the delicate marine environment for the local community.



## PFAS clean up at major energy infrastructure

In August 2023, a fire erupted at a significant energy infrastructure site, resulting in the discharge of more than 14 million liters of PFAS-containing firefighting foam and water. Our pioneering end-to-end solution swiftly contained, treated, and processed the escaped pollutants. This proactive approach not only mitigated the environmental impact but also prevented a widespread power outage that could have affected the broader community and ensured the forever chemical was fully contained.



## Pollution prevention in ageing drainage infrastructure

We crafted a comprehensive strategy for a client grappling with an ageing drainage system that had a troubled history of pollution. This system serves 42 businesses, all of which discharge into a central mainline sewer that eventually flows into a protected river. Our swift action in addressing immediate concerns, coupled with a thorough investigation of underlying challenges, enabled the client to mitigate pollution risks and safeguard the very business community it served.



# Our approach: 2023 a look back



GREEN  
HYDROGEN

 **Adler &  
Allan**

ENVIRONMENTAL RISK REDUCTION

# 2023: A year of commitment and action

In the past year, we proactively addressed our carbon emissions by making solid commitments and measuring our progress. For our people, we placed significant emphasis on mental and physical wellbeing.

## Sustainability benchmarking

We have embraced the voluntary EcoVadis scheme, which meticulously assesses and benchmarks our sustainability endeavours. This proactive step ensures our unwavering commitment to our goals.



## Physical Health

We bolstered health measures for our colleagues and local communities. This involved the installation of multiple defibrillators across our depots and office locations. These life-saving devices are easily accessible to all our colleagues and even extend their reach to the surrounding communities. This vital initiative underscores our commitment to safeguarding lives within our business and communities.



## Pledge to Net-Zero

We have publicly committed to achieving Net Zero by enrolling our organisation in the Carbon Reduction Scheme and attaining Gold Standard Membership. Our active dedication aligns with the goal of achieving Net-Zero emissions by 2050 or earlier, and we have extended our reporting to include all material emission sources scope 1, 2 & 3.



## Pollution Advisory Group

We established our Pollution Advisory Group with a dedicated focus on addressing the intricate challenges posed by complex pollutants, including PFAS. Our approach is rooted in innovative and scientific methodologies, ensuring that we are at the forefront of combating environmental pollution effectively.



## Mental Health

Prioritising the wellbeing of our team is paramount. We have trained 12 fully accredited Mental Health First Aiders across the organisation. Their role is to support team members and guide them to the most appropriate sources of assistance. Additionally, we have organised 5 mental health BBQ lunches at our largest depot, fostering a supportive environment for everyone.



# 2023: A year of commitment and action

## Employee Assistance Programme

We introduced our Employee Assistance programme using the award-winning health and wellbeing app, Help@hand, which provides comprehensive support for our colleagues and their family members. It offers services such as mental health consultations, medical appointments, financial and legal guidance, and more. Help@hand is dedicated to assisting colleagues facing challenges and meeting their wellbeing needs effectively.



## Medicash

We have recently introduced Medicash for all colleagues, providing support to team members in accessing health services and covering costs. Amidst the current cost of living crisis, this initiative has already made a significant difference for many colleagues and their families across the group.



## Charity

Our Group company, **Aqua Consultants**, organised a photography competition to raise awareness and funds for WaterAid on World Toilet Day. The focus was on Bangladesh, where clean water and sanitation are critical. This is something we intend to build on in the coming years.



## Diversity in recruitment

We have redoubled our efforts to cultivate a diverse workforce and are on a mission to discover the next generation of environmental champions. Our approach includes a variety of programs across the business, such as the Movement to Work initiative and engagement with Sanctuary Graduates to ensure these champions bring a diversity of self and thought to address the critical challenge of our environment.



## Community sponsorship

We are proud main sponsors of Witney RFC, a central community hub near one of our main depot locations. Our collaboration is dedicated to fostering a vibrant community culture and creating employment pathways into the business.



## Supporting Ex-forces personnel

SSAFA is the UK's oldest national military charity that provides lifelong support to serving personnel, veterans, and their families in their time of need. They aim to create a society in which the Armed Forces, veterans, and their families can thrive and we have an active relationship with them, both through regular donations and providing employment opportunities.



# Our future ESG approach

Creating sustained  
action and impact

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# Updating our approach to ESG

We aim to be stewards of ESG, being a shining example to all our stakeholders. Over the past year, we have collaborated with external advisors, KPMG, as well as internal experts to refine and enhance our approach to ESG. This has enabled us to establish clearer benchmarks and adopt a more rigorous approach.

## Our process

### Identifying material topics

We have determined material ESG topics through a review of peer ESG disclosures, consultations with management and external frameworks.

### Workshops

With the support of an external advisor, we have conducted workshops with key internal stakeholders to introduce, discuss and determine our ambition level, initiatives and KPIs around each of the material topics.

### Developing our approach

An ESG roadmap of selected initiatives and KPIs is in place reflecting the ambition level and investment requirements.

### Governance and reporting

We have enhanced our ESG governance and reporting processes to support us to continue to embed ESG across our operations and customer services.

Our newly formed ESG Action Group is responsible for overseeing the implementation of our programme and is accountable to the board of directors.



# Our approach to ESG

Our refreshed approach, aligning to the three pillars of ESG, enhancing our governance and defining material focus areas, KPIs and a clear roadmap.

## Environmental

Our commitment to environmental sustainability and protection is reflected in our robust strategies, policies, and procedures, which we have now aligned with the United Nations' Sustainable Development Goals.

We aim to reduce our carbon footprint in support of the implementation of the SDGs.

To achieve this goal, we have appointed a new Internal Sustainability Manager and recently launched several new strategies to help understand our environmental impact, decarbonise our operations, and take positive action towards a sustainable future.

## Social

We believe our people are crucial to our business, ensuring we deliver quality results to clients every time.

At Adler and Allan we are committed to fostering a safe and healthy working environment. We place safety before all else. We pride ourselves on providing conditions of work that are safe and healthy and that help to prevent physical and mental harm to workers. A leading approach to Health & Safety is a priority across our operations, with plans to expand our SHEQ function to include more investments, KPIs and targets.

We also prioritise supporting our employees through recognition, opportunities for career progression and improving diversity. We are taking steps towards building out our approach to employee engagement and development to ensure we are attracting and retaining the best talent and fostering a diverse and inclusive culture.

## Governance

Adler and Allan is committed to operating in an honest and transparent manner and in accordance with internationally recognised ethical, professional and legal standards and principles, across our own organisation and supply chain.

We aim to ensure we have a robust governance structure and the relevant policies and procedures in place to effectively manage corporate governance, supply chain transparency and cyber security across our business.

We work with a range of trusted suppliers which ensures we provide high quality services to our clients.

We aim to build long-term partnerships with our suppliers through which we can take them along on our journey as we aim to make our supply chain more sustainable.

Going forwards, we are taking steps to further bolster our existing processes towards ethical business practices in our organisation and supply chain.

# Our areas of focus

Our materiality exercise resulted in identification of the following topics to be of highest priority to our business.



The following pages outline our approach to each area of ESG.

# Environment



# We will reduce our own environmental impact

**We are taking significant steps towards reducing the negative impact our operations have on the environment, and will go further in the next three years.**

## Environmental Management

Our directors are actively involved in our environmental management system (EMS), certified to BS EN ISO 14001:2015.

Through the EMS, we are always aware of how our activities impact upon the environment, seeking to minimise any adverse effects and protect the environment. The EMS enables the identification of opportunities to reduce waste, improve the efficiency of our assets and demonstrate to clients our commitment to the environment.

## Climate Change

Key to minimising our environmental impact is the tracking and reduction of our carbon footprint.

Since 2012, we have measured, managed and reported on our carbon footprint.

Over the past five years, we have reduced our carbon intensity by 26% per £1m turnover.

Demonstrating our commitment to transparency and accountability, our climate data is externally assured by a third-party in accordance with ISO 14064-1: 2018, i.e. GHG Emissions Verification standard, and we also disclose to the Carbon Disclosure Project (CDP).

We are proud to have achieved Gold certification status as part of the Carbon Reduction Scheme.

### To date we have:

- Created a Group Carbon Emissions Reduction Policy;
- Installed tracking systems and speed limiters to improve vehicle routing and minimise diesel usage;
- Installed electrical vehicles charging stations at key sites; and
- Implemented video conferencing to reduce the need for employee commuting and business travel where possible.

## Our 12-month focus

### Environmental Management

- Enhance our approach to tracking and monitoring the positive impact of our client work.
- Perform waste audits and develop a supporting formalised waste management programme. We aim to integrate a broader suite of waste-related KPIs to ensure we are capturing the full environmental and financial benefit of improving our waste management approach.
- Review how our Detectronic and Flotech businesses approach Product Lifecycle Management (PLM), with a formal policy in place by the end of 2024.

### Climate Change

- Further develop our Climate Change strategy, and formalise a decarbonisation pathway to reduce our emissions footprint.
- Undertake a climate risk screening to map the risk exposure of our operations.
- Track and report KPIs related to energy consumption, and continue to develop Energy Efficiency improvement plans.

# Environmental commitments 2024

Our three year commitments will focus on setting further benchmarks and driving meaningful action on environmental issues.

## 1 Environmental Management – Biodiversity:

- We are committed to developing a comprehensive biodiversity policy.

## 2 Environmental Management – Waste Segregation & Management:

- We will create a clear and practical policy for waste segregation between clients and internal processes.
- After completing the waste segregation exercise, we will conduct Group-wide waste audits to identify efficiency improvements.

## 3 Environmental Management – Impact Metrics:

- We will implement a standard checklist for collecting ESG-related information on all key accounts.

## 4 Climate – Decarbonisation Strategy:

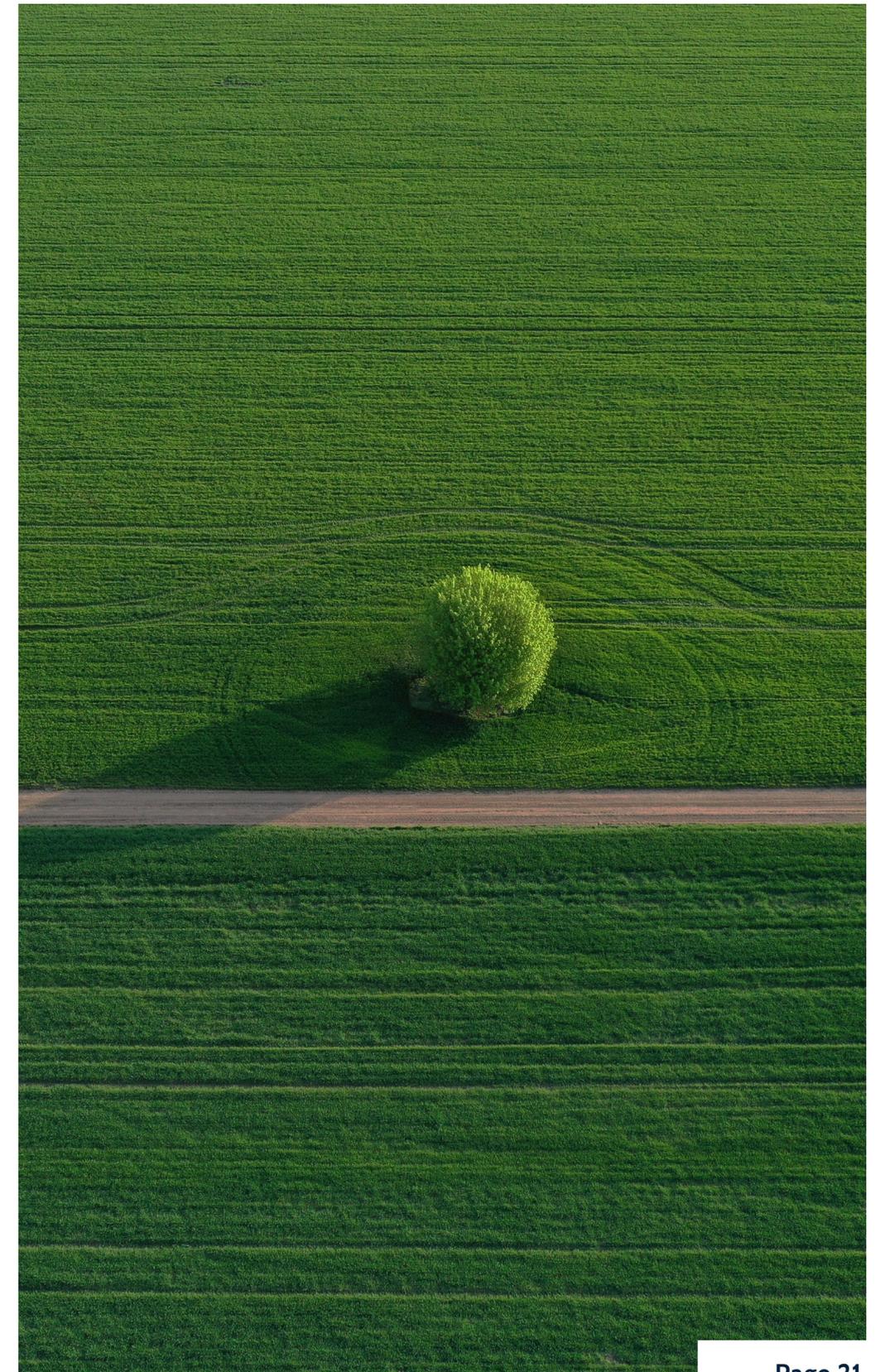
- Our focus will be on achieving Net Zero by 2050.
- We will integrate the costs associated with this strategy into A&A's formalised Business Plan document.
- Additionally, we will incorporate the results of the TCFD gap analysis.

## 5 Climate Risk Screening:

- We will identify both physical and transitional risks to our operations and communicate these clearly both internally and externally.

## 6 Waste Disposal Information:

- All our product manuals will include instructions on the proper disposal of product components.
- This includes considerations related to the disposal of batteries, as outlined in product manuals and data sheets delivered to clients.



# Social



# Employees are at the heart of what we do

Our commitment focuses on excellence around SHEQ, engaging our people around ESG principles and creating a workplace where everyone can be the best version of themselves.

## Safety, Health, Environment and Quality

We are fully committed to a safe workplace with a 'zero harm' goal. Our executive team visit our depots through the year to emphasis and check that health and safety is our prime focus above all else.

In addition, our Integrated Safety, Health, Environment and Quality (SHEQ) Management Systems have been designed to meet the requirements of UK legislation and international standards for quality, environmental, and health and safety management (ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018).

Our SHEQ committee meets monthly to discuss improvement opportunities and reports quarterly to board. We conduct periodic risk assessments for health

and safety. Our partnership with The Confidential Incident Reporting & Analysis Service (CIRAS) allows employees to report on H&S incidents confidentially. Last year, we achieved a significant accident reduction rate through the implementation of our manual handling campaign.

## Employee Engagement

We are committed to developing engaged and motivated employees, recognising talent, and providing opportunities for career progression.

To understand our employee feedback further, we conducted our first employee engagement survey in 2022, which saw a 70% completion rate, and in 2023 we conducted another survey with an 86% completion rate. Based on the survey results, we developed a programme of

actions, including plans for a salary review in 2024 and a process to better manage learning and development.

Following our second employee engagement survey in 2023, we are in the process of working through the survey results and associated follow ups.

As a direct result of the feedback, we have set up working groups to find solutions and opportunities from a broad spectrum of people, teams and backgrounds.

## Diversity, Equality and Inclusion (DEI)

We recognise the value of diversity and are committed to improving diversity of thought across our organisation. Our DEI policy applies to all employees and contractors. We have a range of partnerships in place to support our goals around DEI.

## Our 12-month focus

- 1 **Mental Health and employee safety:** We are working on better supporting our employees' mental health needs through forums / events and training. We are also in the process of devising H&S related targets to support continued improvement.
- 2 **Evolving our employee engagement survey:** We plan to evolve the topics and areas by including SHEQ and DEI questions. In addition we will add in more engagement checkpoints to ensure we are on track and link these to our working groups.
- 3 **Training and career development:** We plan on introducing manager and department specific training over the next year to support career progression and address skills gaps.
- 4 **Social mobility:** We are going to continue our work to employ apprentices and support social mobility throughout our organisation and remove the barriers to success.
- 5 **Team Champion Groups:** We are planning to launch a range of employee working groups as a result of the survey and cover topics around DEI to support and strengthen our current approach to making our workplace more diverse and inclusive.



# A closer look: Listening to our teams and acting on it

As a responsible business, we conduct an annual comprehensive survey across the entire organisation.

This survey serves a dual purpose: **identifying areas for improvement** and celebrating our achievements. In our most recent survey, we achieved an impressive participation rate, and the overall scores are a testament to our collective efforts.

During this process, we also pinpointed specific areas where enhancements are needed. These areas include **compensation and benefits, work-life balance, and communication**.

To proactively address these crucial aspects and drive meaningful change, we are introducing **Team Champion Working Groups** and **focus groups in 2024**. These groups will represent a diverse cross-section of our teams and actively contribute to shaping the future of our business.

We will report on the progress of various initiatives at each executive meeting.

**86%** participation in 2023 survey

**82%** happy / somewhat happy

**4/5** overall score



LET YOUR VOICE  
**BE HEARD!**

Share your views on your experiences at work to help improve our workplace. It's easy to do and confidential.

Complete your survey by the 12th December for your chance to win £500 of Amazon vouchers!

*\*Internal poster used to drive engagement during survey*

# A closer look: Supporting people and communities in 2024 and beyond

## Strengthening Mental Wellbeing: Our Ongoing Commitment

In 2021, we launched a comprehensive initiative with a singular focus: enhancing the mental wellbeing of our team members. As part of this program, we assembled a dedicated team of **12 individuals**, each equipped with essential training to guide anyone navigating mental health challenges towards the right resources. These individuals not only actively participate in the MHFAider community in the UK, but also proactively stay informed about the latest advancements in mental health support.

Looking ahead to 2024, we remain steadfast in our commitment. Here's what's on the horizon:

- **Advanced Training for Mental Health First Aiders:** Our existing team members will receive additional training, ensuring they stay abreast of the latest thinking and best practices. By continuously updating their knowledge, they'll be better equipped to provide unwavering support to our colleagues across the business.
- **Expanding Our Reach:** Beyond our core team, we will train an additional **five team members**. This ensures that every corner of our organisation has full access to our mental health first aider team.
- **Wellbeing calendar:** We are introducing a comprehensive workshop program aimed at enhancing our teams' understanding of current health issues. As part of this initiative, we have partnered with Mind and the Samaritans to provide specialised training. Our goal is to equip our teams with the skills needed to effectively support vulnerable individuals both on-site and in home settings.



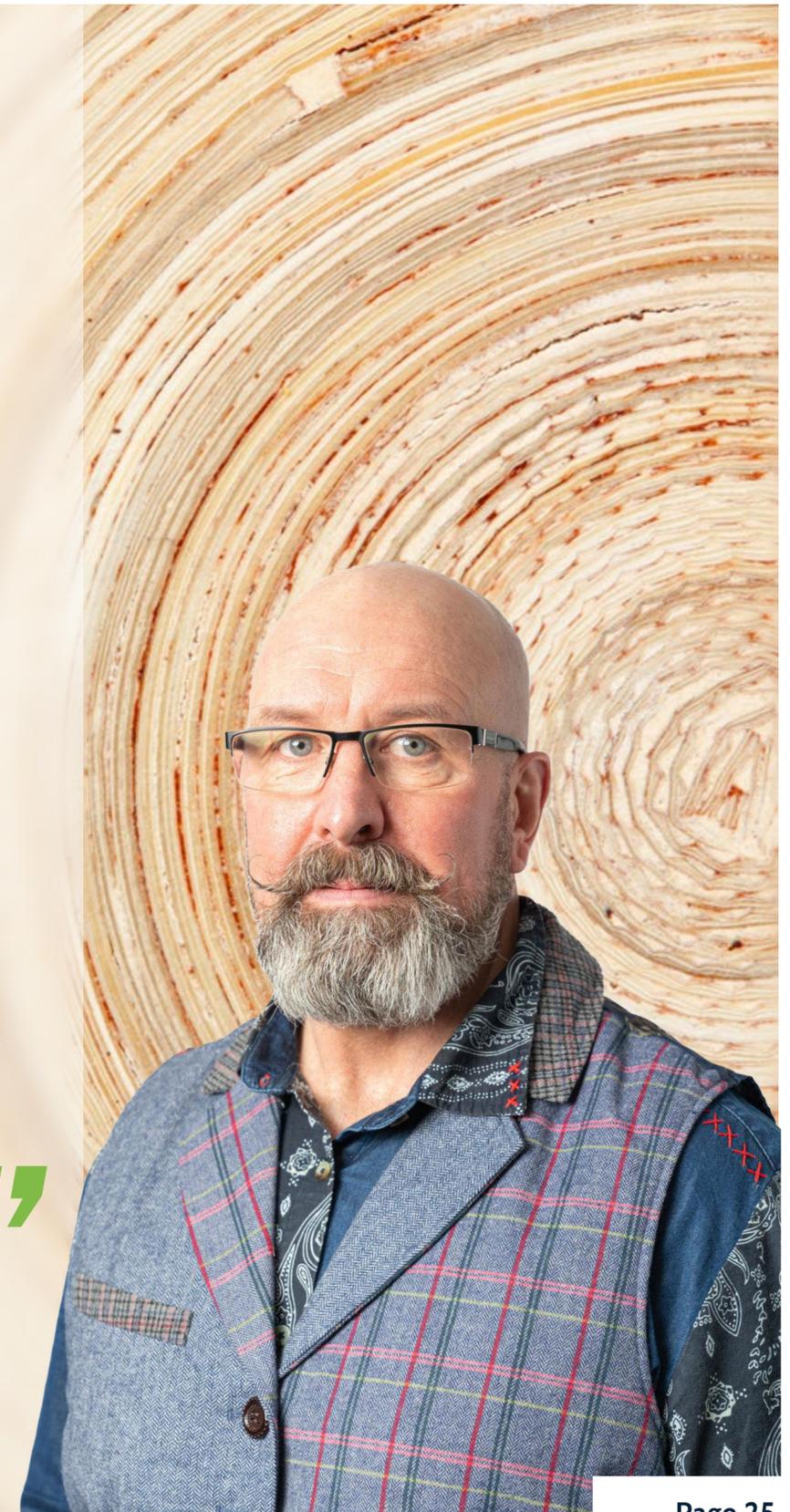
*Our Wellbeing Calendar places the critical topics that resonate with our teams front and centre.*

*We actively collaborate with external charities and experts to implement impactful initiatives that positively transform the health and wellbeing of our people.*



**Paul Kennedy**

Director of SHEQ



# A closer look:

## Supporting people and communities in 2024 and beyond

### Empowering Wellbeing with Help@hand & Medicash

We launched Medicash in 2023 and it offers our team members a range of health and wellbeing benefits including Health cash plans. It helps reduce the time employees have to wait for their treatment and improve their overall access to healthcare. By providing access to services such as Virtual GP, digital healthcare tools like Physiotherapy, and cover for private diagnostic tests and treatments, Medicash's health cash plan is able to provide meaningful cost of living support.

We also take immense pride in our award-winning health and wellbeing application, **Help@hand**, which was introduced in 2022. Designed to provide comprehensive support for our colleagues and their family members, it serves as a vital resource for medical, financial, and overall wellbeing services.

Over the next twelve months, our focus will be on driving increased usage of Help@hand and Medicash. Our goal is to ensure that every member of our group is not only aware of its benefits but also actively takes advantage of its features.

To achieve this, we have planned the following initiatives:

- **Quarterly Updates:** We will include regular briefings about Help@hand and Medicash in our quarterly updates. This way, everyone stays informed about the latest enhancements and offerings.
- **Weekly Huddles:** During our weekly huddles, we'll emphasise the importance of utilising Help@hand and Medicash. Whether it's accessing medical advice, financial planning tools, or wellbeing resources, we want our colleagues to make the most of this valuable platform.
- **Monitoring and Optimisation:** We'll closely monitor access and usage across the group. By analysing data, we can identify areas for improvement and tailor our approach to meet the specific needs of our colleagues.

### Focusing on Heart Health

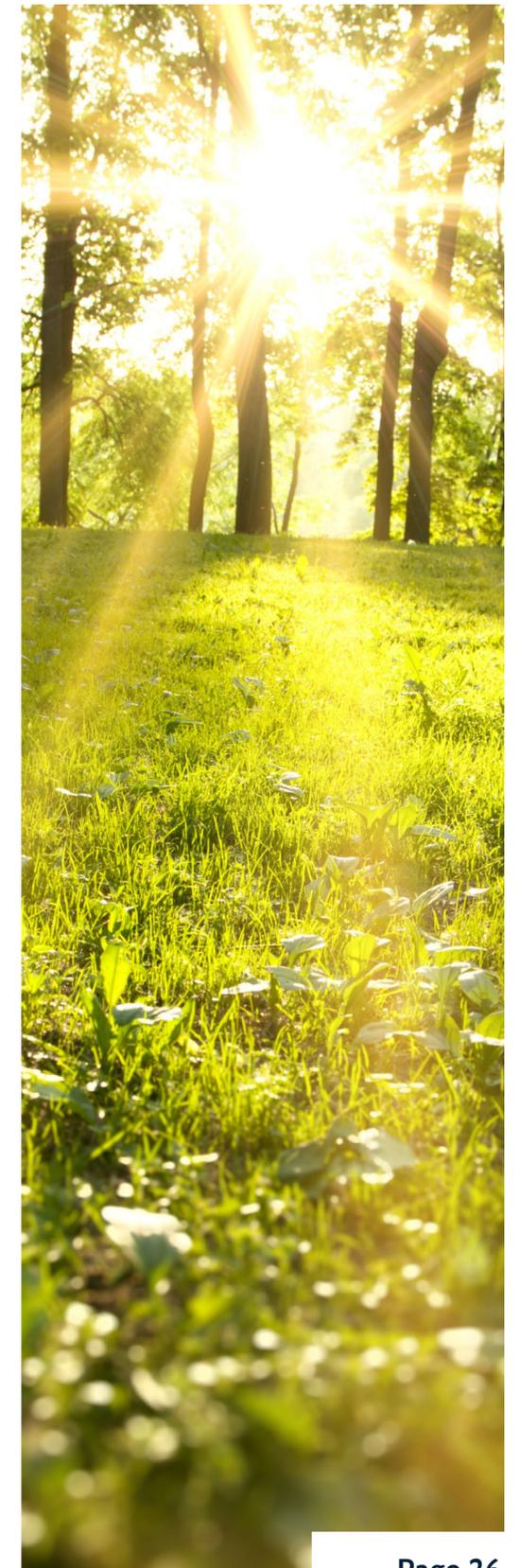
We took immense pride in the successful installation of 20 **Automated External Defibrillators (AEDs)** across our depot network in 2023. These life-saving devices serve as a crucial

first line of defence during heart emergencies, benefitting both our colleagues and local communities. These are all active on the British Heart Foundation's network 'The Circuit'.

But our commitment to heart health doesn't stop there. In 2024, we're excited to join forces with the **British Heart Foundation** to take this critical initiative one step further. Our focus will shift towards **preventative heart-health**, empowering and educating our team members.

Here's what's in store:

- **Monthly Heart Health Tips and Advice:** Each month, we'll share practical insights on leading a healthier lifestyle. From nutrition to exercise, we'll cover it all.
- **'Lunch and Learn' Sessions:** All Team members will be invited to participate in engaging sessions where we delve deeper into heart health. These digital gatherings in collaboration with the British Heart Foundation will equip our teams with knowledge and actionable steps to safeguard their wellbeing.



# We will further foster diversity and inclusion.



We are advocates for nurturing young talent from diverse backgrounds and shaping them into the future leaders of our organisation. We understand that younger generations are deeply passionate about mitigating climate change and making a positive and significant impact on our planet.

In 2023 we established a positive relationship with Sanctuary Graduates and over the next few years we intend to deepen this relationship. Sanctuary Graduates are renowned for their leadership in promoting social mobility and diversity in early career recruitment. This partnership aims to ensure consistency across all our entry-level hires, supporting not just our ESG strategy but also our social purpose. Additionally, we will be partnering with the Social Mobility Foundation, an organisation dedicated to creating opportunities for and amplifying the voices of young people from lower socioeconomic backgrounds.

Our aim is to bring in talent from a range of backgrounds, fostering diversity and inclusivity, and driving social mobility as a key part of our strategy. We are committed to developing the environmental leaders of tomorrow, both within our business and our communities.

We are committed to establishing a company composed of individuals from diverse backgrounds, each playing a vital role in transforming our environment. These individuals will represent all segments of our communities and society.



We are implementing a tailored program to support ex-forces personnel joining our business. Our goal is to ensure a positive transition and provide the necessary support during this important phase.

We proudly employ over 20 ex-forces personnel through our partnership with Career Transition Partnerships of SSAFA (Soldiers', Sailors', and Airmen's Families Association) and BFRS (British Forces Resettlement Services). Our collaboration with BFRS & CTP ensures that adequate help, support, and advice are provided to individuals transitioning into future careers.

Over the next three years, we are committed to launching a comprehensive engagement program. This program will involve even closer collaboration with these organisations, facilitated through our bespoke online portal. Additionally, we actively participate in specific charity events aimed at assisting ex-forces personnel as they transition into commercial and other roles after their service. Our webinars and recruitment fairs provide potential applicants with insights into what life could be like in new roles.



*For us, it's all about inclusion first, and then diversity. Why? Because we firmly believe that when everyone feels included, diversity naturally follows.*

*When individuals feel free to bring their authentic selves to work, our collective strength flourishes.*



**Carla Murray**  
HR director



# ... we will put a specific focus on social mobility



Our Apprentice Programme, which began in 2023 will be expanded significantly over the coming years. Apprenticeships help us to cultivate a workforce that is not only skilled but diverse, inclusive and fosters teams invested in the company's success. By taking on apprentices, we tailor our training to specific needs, ensuring that the apprentices develop the skills that are most relevant to the future environmental challenges we face.

We are also putting an increased focus on upskilling our own teams and finding apprenticeship opportunities for those already in role. Our apprenticeships will contribute to a positive company culture and will bring fresh perspectives and new ideas to the table, fostering an environment of continuous learning and innovation.

Finally, apprenticeships are helping us to build strong ties with our local communities and we have built strong relationships with local colleges and learning centres.



We will partner with Movement to Work which is a registered UK charity that helps us deliver high-quality employability opportunities for young people aged 16-30 who are facing barriers to work. We believe in investing in young people, and with almost 800,000 young people not in education, employment, or training, we feel a collective responsibility to help set them up for success.

Since 2013, the Movement to Work community has helped to deliver more than 155,000 opportunities with the support of some of the biggest employers in the UK, with more than 89% (based on 2022 delivery) of young people going on to secure employment or further education and training.



*Adler and Allan's approach to social mobility is not just about levelling the playing field; it's about unleashing the untapped potential of individuals from all backgrounds.*

*By creating opportunities for advancement, we not only enrich our company culture but also empower our employees to reach new heights.*

*This commitment to social mobility not only transforms lives but also fuels innovation and drives sustainable growth.*

Carla Murray  
HR director



# Social Commitments 2024

These are our specific commitments in the years ahead.

## 1 Health and Safety

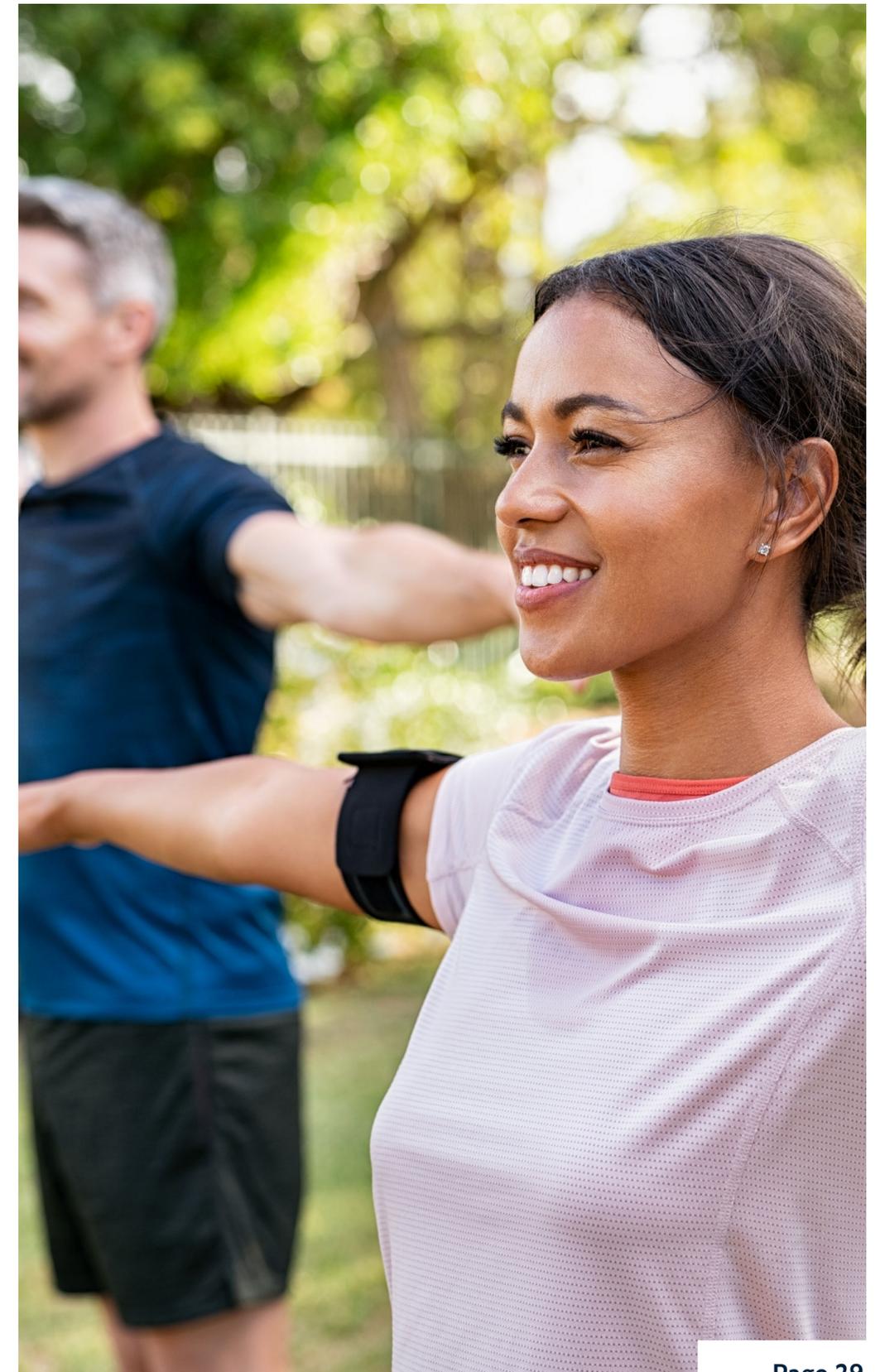
- We will prioritise risk management, including creating comprehensive risk assessments and ratings.
- Our accident analysis will inform a customised driving policy based on identified risks.
- Mental health is a key focus. We will extend our Employee Assistance Programme (EAP), offering 24/7 helpline support and drop-in clinics.
- All Line Managers will receive mandatory mental health awareness and support training.
- Additionally, we'll implement a mental health support plan specifically for men across the business.
- Regular executive health and safety training will be integrated into our safety leadership tours.

## 2 Engaging Our Teams

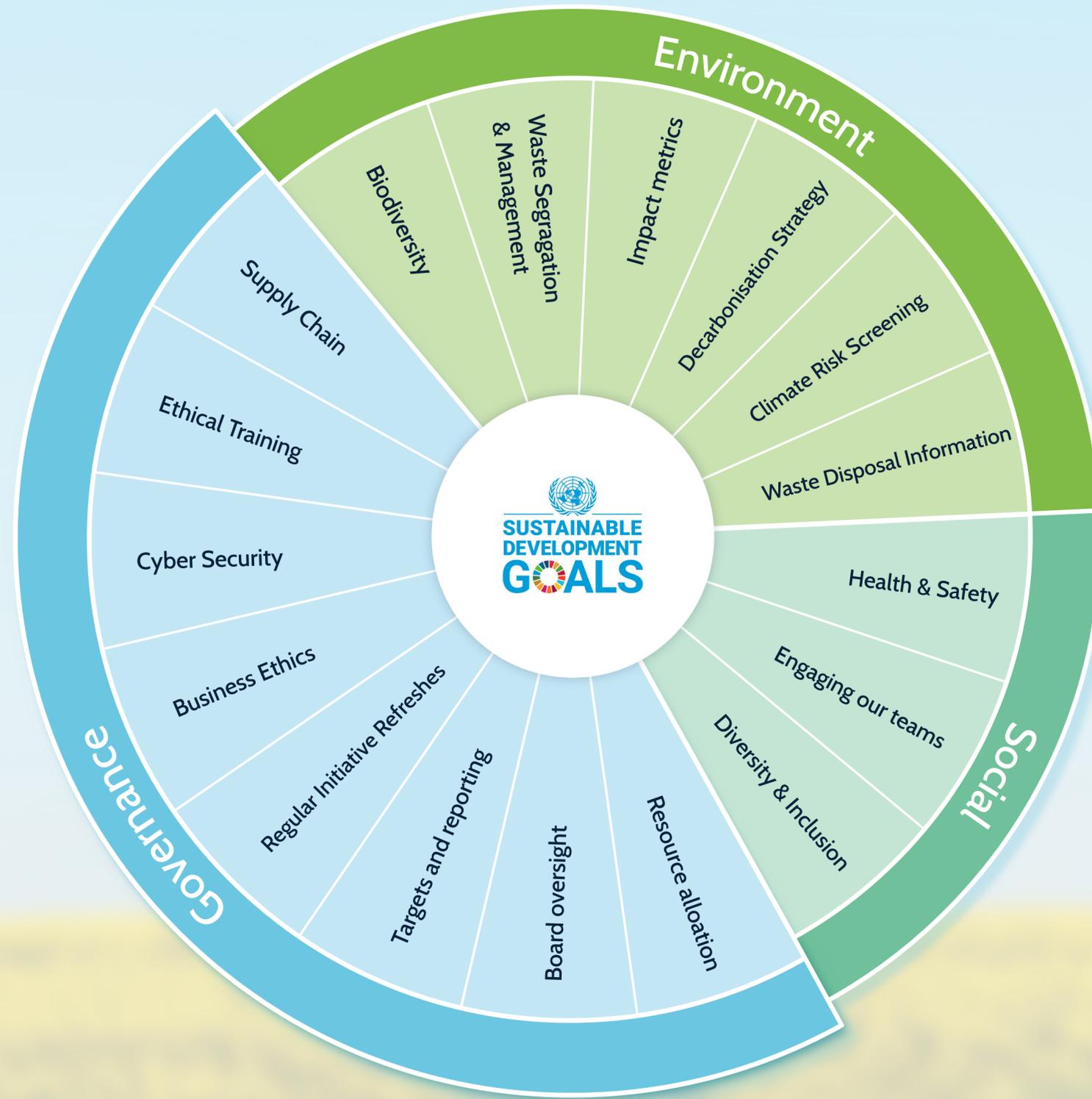
- To enhance employee communications, we will leverage channels such as Reward Gateway and quarterly all-hands calls.
- These platforms will provide visibility on initiatives related to employee engagement.
- Topics covered will include the Employee Referral Scheme, family-friendly policies, and ESG updates.
- Annual Employee Engagement Surveys will incorporate ESG-related questions.
- Additionally, we'll conduct more frequent pulse surveys on specific topics between annual surveys.
- These efforts will be linked to salary reviews, ensuring fair and market-based compensation.
- We'll also create a dedicated Careers and Talent section on our intranet for clearer career progression.

## 3 Diversity and Inclusion:

- Our program will ensure that employees are well-versed in the guidelines outlined in the DEI policy and effectively implement them.
- Internal working groups will champion various topics, including gender, sexual orientation, and ethnicities.
- We'll establish a mechanism to report key findings to the Board and senior leadership, driving meaningful action in this crucial area.
- We will develop manager training on the important topics of DEI and unconscious bias.



# Governance



# We operate with integrity and transparency

**Adler and Allan is committed to operating in an honest and transparent manner and in accordance with internationally recognised ethical, professional and legal standards and principles.**

Our business procedures ensure we operate with integrity and transparency. We have an anti-bribery and corruption policy which is applicable to employees, subsidiaries, contractors, subcontractors and business partners and is reviewed annually. We have a whistleblowing and grievance procedure in place and require all employees to undergo regular compliance training.

## Supply chain management

Adler and Allan employs a rigorous process for approving new suppliers to the group prior to them undertaking any work on our behalf to ensure we mitigate supply chain risks.

We are committed to preventing modern day slavery and human trafficking within our own business and supply chains. We provide training

for all employees on issues relating to slavery and human trafficking and ensure that any concerns can be raised through our whistleblowing procedure. Going forward we plan to engage our tier 1 suppliers on ESG matters to enhance the environmental and social performance of our supply chain.

## Cybersecurity and Data Protection

To protect our customers' data we have an information security and GDPR policy which is reviewed annually through the use of internal audits, penetration testing and training. In addition, we are ISO 27001 certified, demonstrating our commitment to managing risks related to data and cybersecurity. Additionally, we have Cyber Essentials Certification and employ an information

security manager as well as operating an information security management system (ISMS). To ensure these various components are working effectively we have an Information Security Council which meets regularly to ensure compliance to all security protocols and looks for opportunities to further strengthen our approach.

Additionally, we have introduced a new role to the group, Group IT director. This will help us have tighter governance and proactive controls in place.

Information security awareness training is delivered to all staff at least once a year. Employees are given training in the classification and protection of data to ensure they are responsible for, and able to demonstrate compliance with, the principles.



## Our 12-month focus

### Business ethics

- Have a formal Code of Conduct in place, which is implemented across the Group
- Integrate business ethics training into our current ihasco system and roll this out across the Group

### Supply chain management

- Conduct supplier audits
- Devise supplier selection criteria based on ESG factors
- Develop training and inductions on supply chain management for employees and new acquisitions to support a single Group-wide approach to supply chain management
- Track and disclose KPIs on supplier engagement and approach to material ESG issues

# Our ESG Governance structure

This year, we have embarked on a journey to strengthen our approach to ESG, building on the work we performed to draft our Social, Corporate and Environmental Sustainability Strategy in 2020.

As a starting point we have formalised an ESG governance structure through the creation of an ESG Action Group. This will meet monthly and reports directly to board. It will focus on delivering the projects, actions and outcomes outlined in this document.

This Group will meet regularly throughout the year and be responsible for the implementation of our ESG programme. The Group will discuss progress on KPIs set throughout the organisation to track progress and propose corrective actions when needed.



# ESG Action Group

**Our ESG Action Group is dedicated to achieving positive outcomes through concrete initiatives.**

On a quarterly basis, they present a comprehensive report to the board, who take an active part in supporting these critical ESG initiatives.

This approach ensures our commitment to meaningful transformation across our organisation.



**Maisie Axon**

Group Sustainability Manager



**Bill Atkinson**

Chief Scientific Advisor



**Katy Murray**

Group Financial Controller



**Shaun Milner**

Head of Procurement



**Carla Murray**

Human Resources Director



**Richard Taylor**

Group Waste Compliance Manager



**Matt Hanson**

Head of Marketing and Communication



**Paul Kennedy**

Director of SHEQ



**Michael McNamara**

Director of Engineering - Aqua Consultants



**Gavin Wagstaff**

Product & Data Director - Detectronic



**Emma Louise Currie**

Group Environmental Compliance Manager

# Governance commitments 2024

These are the firm commitments for the years ahead.

## 1 Resource Allocation:

- We will dedicate a resource to lead our ESG strategy, coordinate efforts across the group, and report to the ESG Council.

## 2 Board Oversight:

- Our board is responsible for approving and overseeing the implementation of the Group's ESG strategy and roadmap.
- Our CEO holds overall responsibility for the ESG program.
- ESG performance is reviewed by the board on a monthly basis, with clear terms of reference.

## 3 Setting Targets:

- In 2024, we will focus on setting targets for key performance indicators (KPIs) and establishing a baseline for all ESG initiatives.

## 4 ESG Reporting:

- We are committed to creating a centralised ESG data collection and reporting system.

## 5 Key ESG Topics:

- We will review critical ESG topics such as emissions data, health and safety, and biodiversity and integrate relevant requests within our overall ESG program.

## 6 Case Studies:

- We will showcase positive ESG impact resulting from client work and internal operations.

## 7 Regular Initiative Refreshes:

- To stay aligned with market practices and stakeholder expectations, we will periodically undertake ESG peer benchmarking and refresh our initiatives based on the results.

## 8 Business Ethics:

- We are committed to ensuring that all team members are not only aware of but also actively implementing our Anti-Money Laundering Policy.

## 9 Cyber Security:

- Our IT security policy will undergo enhancements.
- We will develop a comprehensive cyber security roadmap to further strengthen our position.

This roadmap includes:

- Regular third-party penetration testing.
- Developing follow-up actions to fortify our approach against external cyber attacks.
- Conducting an annual review of our cyber and data security approach to identify improvement opportunities.

- Establishing an incident response process and maintaining an incident log for both security and privacy-related incidents.

## 10 Ethical Training:

- We will seamlessly integrate full business ethics training into our ihasco platform.
- Employees and contractors will have easy access to training materials, the Code of Conduct, and other relevant documents in one centralised location.
- Periodic mandatory training on the Code of Conduct, cybersecurity, and all other governance policies will be required for all employees, and we will incentivise participation.

## 11 Supply Chain:

- Our human rights policy will align with international standards such as the Universal Declaration of Human Rights and the United Nations Guiding Principles on Business and Human Rights.
- During supplier onboarding, we will consider ESG factors beyond compliance in our current supplier questionnaires.
- We will consolidate and streamline the questions asked during the onboarding process.

# Looking forward

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# Being a responsible and sustainable business in everything we do

## Our commitments

- At our core, we are dedicated to putting ESG into action. Our mission is clear: to provide cutting-edge solutions that not only benefit our customers but also protect the environment and uplift communities.
- We are focused on being a great ESG business ourselves, as well as for our customers.
- We aspire to be the destination for employment—a place where talent thrives, ideas flourish, and clear purpose around the environment, community and our people drives everything we do.
- We will forge a path toward a brighter, greener future—one where action aligns seamlessly with our ESG responsibility.





# Adler & Allan

ENVIRONMENTAL RISK REDUCTION

