



Sustainability at Eurostar Global

ESG Report 2023 - 2024

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Introduction

As a business, we recognise we have a duty to our people, our customers, and the wider world. We value investing in our people as we value protecting our environment and being a good corporate citizen. Fostering openness, sustainability and respect are key objectives.

ESG is about assessing our impact in the world, and taking concerted, defined and measurable action to improve it. Our view on ESG is that it is a continuous process of aligning our operations and controls with our values as a company to do business both responsibly and sustainably.

ESG is fundamental to our reputation as a business and we want all our stakeholders, from customers and investors to our people, to be proud to be a part of our business. Part of that pride is understanding how our business makes a positive contribution to the world.

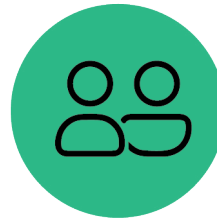
This report outlines what we are doing to meet our ESG objectives and be a business that we are all proud of.

Our ESG Commitments



To drive down our energy, carbon and waste impact and support environmentally sustainable initiatives.

Climate Change
Pollution & Waste Management
Sustainability



To provide a safe, inclusive and motivating workplace and support initiatives that benefit the environment, human welfare and education.

Health, Safety & Wellbeing
Equality, Diversity & Inclusion
Community Impact



To maintain high ethical standards, good corporate governance practices and promote workplace integrity.

Ethical Behaviour
Corporate Governance
Data Privacy & Security



Our Results:
A collaborative approach
to a more sustainable future



Environment



Carbon Emissions

116.7354 tCO₂e

- Carbon literacy training
- Data capture includes Scope 3 grey fleet commuting
- See CRP on website for more details

New for 2024 - 2025

- Moved to biofuel with main courier
- SBEN Membership (Staffordshire Business & Environment Network)

Carbon Intensity

by Number of Staff	1.71 tCO ₂ e per person
by Annual Turnover	0.98 tCO ₂ e per £1million
by Floorspace	0.02 tCO ₂ e per m ²



Paper Consumption

310 Reams

Ratio to HC 4 : 1

- Significant improvement from 2019 - 2020: 825 Reams / 14 : 1 HC ratio
- Projects to digitise a number of work and print routines have been started, including the move to Share Point

New for 2024 - 2025

- Review ways to re-use shredded paper internally / externally
- Revisit use of recycled printer paper (previous quality wasn't suitable)



Recycling

This Year

As Last Year plus

- New recycling bins to separate waste
- Recycled products / furniture prioritised/bought

Last Year

- Responsible WEEE disposal and e-waste recycling
- Focus on graded product sales channel - circular economy

New for 2024 - 2025

- Review and improve the recycled/recyclable content of packaging materials



Other Sustainability Initiatives

This Year

As Last Year plus

- Installed EV charging points
- Introduced staff Sustainability Incentives
- Single-use / plastics audit and packaging materials review under way
- Water-towers & recyclable paper cups implemented to remove plastic water bottles from within the workplace

Last Year

- ESG Training
- Local community litter picks
- Toner recycling
- Cycle to Work
- Remote working 1 day per week

New for 2024 - 2025

- Recycle or donate furniture/consumables from relocation and re-brand projects
- Select carbon-offset flights where possible
- ESG Ambassadors
- ISO14001 / Carbon Literate Organisation
- Single-use Plastics reduction
- Growth target set for Graded product sales and increasing customer awareness



Waste Volume

24,434 KG

- Major Warehouse relocation project
- Product diversification has contributed to increases
- 100% waste diverted from landfill and 76.75% waste was recycled



Water

287 m³ consumption

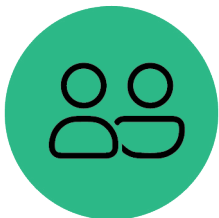
- We have an underground oil separator system installed at our new site to prevent vehicle oil in any surface and/or storm-water from polluting watercourse
- Increase due to size of new Warehouse and increased headcount



Electricity Consumption

47.3530 tCO₂e

- 300% increase in size of Warehouse and improved data capture
- All lighting is LED and sensor activated
- 76% renewable energy sources



Social



Charity & Community Activities

- £3,128 raised for The Dougie Mac & Cancer Ninjas
- We have raised over £91k for the Dougie Mac and Cancer Ninjas for Cancer Research UK
- £50k has come from our 3 fantastic Charity Balls and £41k+ has been raised through many staff activities
- As well as raising money, we have made numerous donations to local Food banks, Schools, the Salvation Army and local Charity Shops
- For over 7 years we have partnered with the Career Ready Program, mentoring many local students
- We also provide valuable opportunities to students on this Program by hosting paid internships



Local Opportunities

- 81% workforce live local to the workplace
- Non-local roles include specialist skills, remote or field working or staff living just beyond county boundary
- We prioritise local companies within the Supply Chain wherever possible
- We offer work experience and internships to local students

New for 2024-2025

- Host workplace visits for students with additional learning needs
- R&D collaboration with Staffordshire University students



Accidents

5

- Better reporting & training
- H&S outsourced - managed with, and indemnified, by 3rd party
- Minor incidents only (none reportable to RIDDOR)



Product Safety

0 issues

- We recognise and adhere to all Trading Standards and BSI criteria relevant to our industry



Absence & Wellbeing

- 0.96%
- 2.33 days per Employee

- Our absence levels are well beneath the 2023 UK average of 7.8 days per Employee (Source CIPD)
- All staff have access to an EAP, eye-care benefits and Mental Health First Aid training
- We were able to implement all requests for Flexible Working made this year
- To support financial wellbeing and stability, we have never used Zero hours contracts we always pay above NMW.
- We also offer enhanced pension contributions to all staff as well as a free personal review with a Pensions Advisor each year



Training & Development

- Training Spend £86 pp
- Staff Development 14

This Year

- Increased use of our external training portal
- Access to more free training
- Last year saw a big focus on H&S and FLT/PPT training ahead of the Warehouse relocation
- Fewer apprenticeships vs Last Year

New for 2024-2025

- New Apprenticeships to be offered



Engagement

- 82% Staff engagement
- 16% Staff Turnover
- 69% Xmas Party Turnout

- Over the last 8 years, 100% of new employees feel welcomed and a part of the work family on joining – all stating that our Induction process is the best they have ever experienced
- We organise a monthly Teambuilding event with staff across the business to enjoy a few hours off work together
- Following a staff survey, Company Benefits were improved this year
- Communication and flexibility are current focus areas
- Recruitment & retention has been challenging in recent years due to Covid, increased cost of living and skills shortages
- Despite seasonal illness and snow, Dec 2023 was our highest Xmas Party turnout since records began!



Equality, Diversity & Inclusion

- 98.55% White workforce
- Average age 41
- 69% Male : 31% Female

- Our drive to increase diversity continues with more females employed than ever before
- While we are less ethnically diverse than regional 2021 Census data (93.6%) and there is work to do to attract more diverse candidates, we do employ significantly more non-UK white staff than the regional demographic (15.63% vs 3.80%)
- We welcome and celebrate all ages within the workplace, with a number of staff choosing to work beyond retirement age

New for 2024-2025

- Becoming a Disability Confident Employer



Customer Satisfaction

This Year

- Came 2nd to Exertis by just 1 point in the MNA Best Distributor Category
- New Customer Satisfaction Surveys introduced as part of ISO9001
- 2023 Winners of MNA Best Devices Distributor and MIA Best Distributor

**£91k+ raised
for Charity
to date**



Governance



Financial Independence

This Year
As Last Year

Last Year

- All statutory, tax and legal obligations met and signed off by external Accountants
- Independent 3rd party audit
- Compliance records and annual report to stakeholders
- External. independent legal, financial and specialist advice
- Formal business forecasts shared with the Bank and other Financial Institutions, and reported against throughout the year
- Comprehensive and careful due diligence checks completed on all new customers and suppliers

New for 2024 - 2025

- Recruitment of an FD



Data Privacy & Security

- Cyber Essentials certification gained



Corporate Structure

This Year

As Last Year plus

- New ESG Committee formed with Director and Senior Managers

Last Year

- Monthly Board Meetings & Quarterly Business Review meetings with Senior Managers
- New Senior Leadership Team & communication structure created

New for 2024 - 2025

- FD to join the Board



Ethical Behaviour & Workplace Integrity

This Year

As Last Year plus

- ISO9001 Project started
- New EE Code of Conduct
- New Supplier Code of Conduct
- 6% improvement in due diligence compliance
- Increase of Senior Management training
- Updated Enterprise Risk Assessment
- Carbon Literacy Training for ESG Committee

Last Year

- H&S outsourced - managed with, and indemnified, by 3rd party
- Modern Slavery Statements & Registry compliance
- Full suite of Policies and training already in place including H&S, Modern Slavery, Anti-Bribery, Fraud, Cybercrime, Money- Laundering, Anti-Harassment, Equality
- Use of specialist external consultants and lawyers
- ID verification & security checks for all workers
- Minimum 4-eye recruitment process with HR includes scoring and skills assessments
- Member of the Staffordshire Chamber of Commerce for 15+ years
- Relevant professional qualifications and accreditations by role
- Membership and subscriptions to relevant professional bodies

New for 2024 - 2025

- ISO9001 Accreditation

Here are just a few of the partners we are proud to work with...

