



APLEONA

UK & IRELAND

Sustainability Highlights 2022

This year we have launched One Apleona. One Apleona is our culture programme which focuses on enhancing the resilience of our people and in turn recognising customers needs.

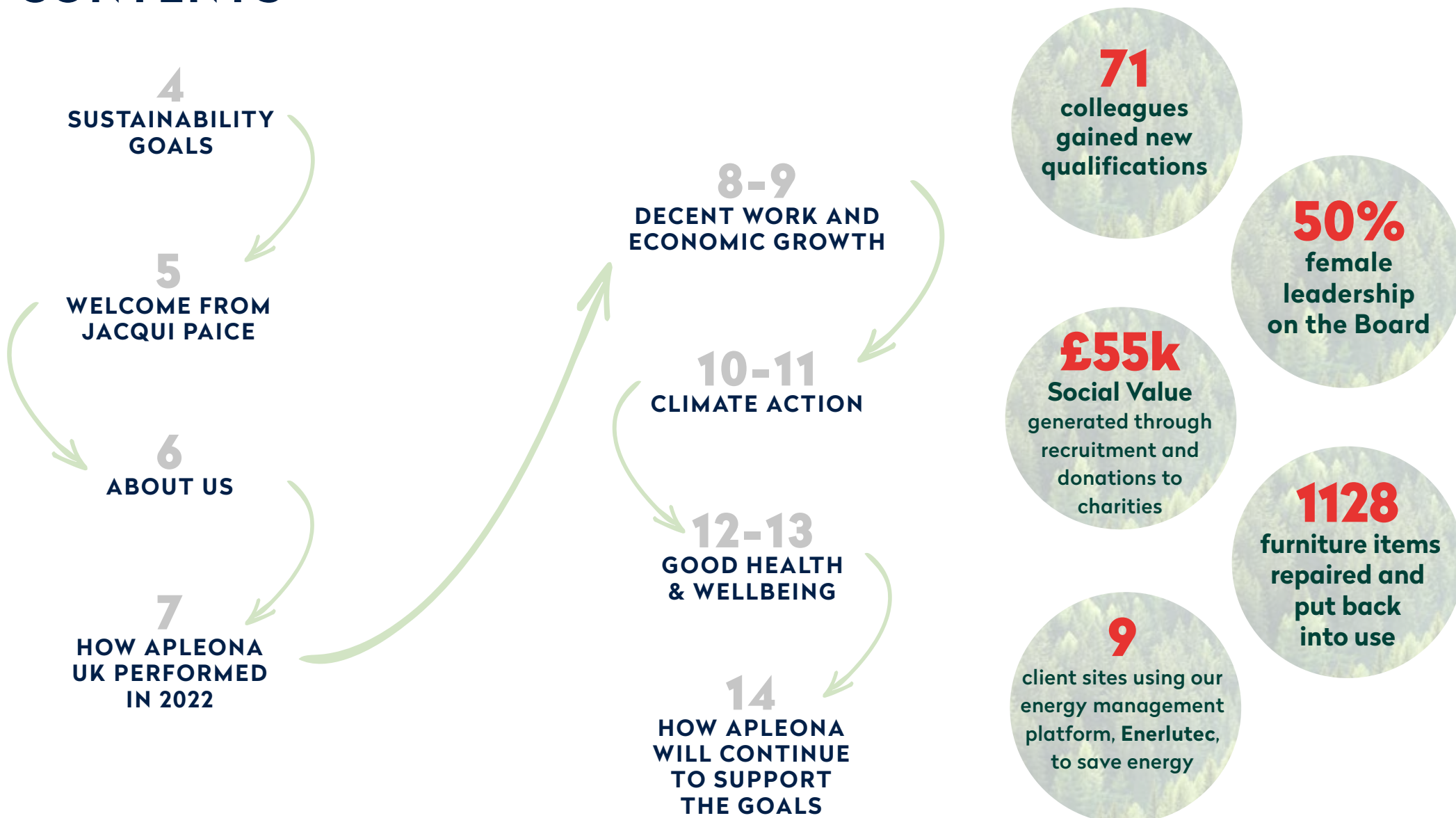
We wanted to combine these strengths to make us the best in the business. The One Apleona ethos is a way of life and strengthens our behaviours in our every day activities.

Our guiding principles and objectives embedded into the business fall under key components: **Culture**; **Value**; **Behaviour**.



*Your **vision**, **one team**, **our service**. We join the dots to deliver the **best solution**, keeping our **business safe, sustainable, compliant and financially strong***

CONTENTS



APLEONA AND SUSTAINABILITY

Sustainability is integral to what we do and the decisions we make. This document brings an overview of our key programmes and what we achieved, covering the period of January - December 2022.

Additional information can be found in the Sustainability Report of the wider Apleona Group on the website <https://www.apleona.com/en/about-apleona/responsibility/>. The report provides a detailed perspective on our ESG strategy as well as our GHG accounts.

Head to our UK website <https://uk.apleona.com/> where you can download our **Carbon Reduction Plan, Gender Pay Gap Data, Slavery and Human Trafficking Statement** and our **Annual Sustainability Report**.

OUR SUSTAINABILITY STRATEGY



Apleona's Sustainability strategy is underpinned by our three priority Global Goals:



**DECENT WORK
and ECONOMIC
GROWTH**



**CLIMATE
ACTION**



**GOOD HEALTH
and WELL-BEING**

Other Sustainable Development Goals we contribute to are:



**REDUCED
INEQUALITIES**



**RESPONSIBLE
CONSUMPTION
and PRODUCTION**

WELCOME FROM JACQUI PAICE

I'm incredibly proud of what we have achieved in 2022 and through this publication we want to share with you the progress we're making to support our sustainability commitments and more specifically our priority Global Goals: Decent Work & Economic Growth, Good Health & Wellbeing and of course Climate Action.



There is a lot of work to do and we understand that we play a crucial role in delivering significant carbon reductions to limit global warming. We are innovating and developing solutions all the time in our service delivery. We use energy management digital platforms, Artificial Intelligence and we promote robotics. We want to deliver on our promise to our clients to keep their energy bills low and reduce waste as well as produce opportunities to our employees and local economies.

We know that the success of our business is very closely linked to sustainability. As we go forward, we will continue to focus on technological solutions for our customers, on staff development and supply chain engagement to meet our ambitious targets set for 2023 and beyond.

We hope you enjoy reading this report.



Jacqui Paice

MD Apleona UK





OUR SERVICES

Apleona provides a full facility management service, including soft and hard services, security, cleaning, catering and ground-maintenance.



Sustainable Solutions



Water Technology



Digital Solutions



Workspace



Mechanical & Electrical



Hybrid Working Solutions



Energy Solutions



Project Services



Cleaning



Security



Waste Management



Catering

ABOUT US

Globally we employ **20,000** employees in **34** countries

1151 employees in the UK and **1600** in Ireland

350 managed sites in the UK



HOW APLEONA UK PERFORMED IN 2022

Our Sustainability Committee is chaired by our Managing Director and meets every six weeks. The committee drives improvements across our Global Goals. We are proud we have exceeded many of our targets set last year.

DECENT WORK and ECONOMIC GROWTH



- Recruit **5** additional employees from disadvantaged backgrounds or with disability
- Invest in **20** staff gaining new qualifications
- Deliver at least **8 hours of training**/employee
- Launch **new training** on Equality Diversity & Inclusion
- Support **5 additional apprentices** or apprenticeship courses
- Increase the number of tablets/handhelds to **support efficiency and customer satisfaction** through digitisation
- Increase our spend with SMEs** (£) and map our spend with Social Enterprises (CICs)
- Conduct **10 modern slavery assessments** in our supply chain

GOOD HEALTH and WELL-BEING



- Reduce accident/incident** occurrences by 2%
- Deliver **4 Health & Safety campaigns** throughout the business in 2022
- Complete **80 safety walks** (UK and IRE)
- Capture the number of conversations held by **Mental Health First Aiders**
- Roll out an internal wellbeing initiative '**Well @ Work**'
- Avoid 2000 litres** of cleaning chemicals by using non-chemical product

CLIMATE ACTION



- Launch of **Net Zero Target** and develop a roadmap
- Quantify **energy efficiency savings** delivered for clients
- Enhance waste reporting through a digital platform: **waste arising; recycled; reduction**
- Achieve external certification to **ISO 50001** by 2023 *On target*
- Engage and implement **new environmental improvements** on 6 key contracts
- Engage with fleet providers and review the Company's fleet in line with the **Group environmental ambitions**
- Refurbish** and put back into use 40 items of cleaning equipment

DECENT WORK AND ECONOMIC GROWTH



We are committed to ensure that all our employees have access to further development and gain new skills, so they can realise their potential. We actively support innovation and digitalisation which supports growth and enhance the way we deliver our services. We also encourage diversity in our business and actively promote employment opportunities for disadvantaged people supporting the Goal of 'Reduced Inequalities'.



We are a member of the UK Living Wage Foundation. The Living Wage is a voluntary UK rate of pay, reflecting actual living costs.

We became a **gold member** of the **Supply Chain Sustainability School**. We use the learning resources and self-assessment tool to embed sustainability in our supply chain.



We use a number of bespoke in-house digital platforms for service delivery, warehouse management and energy management.

This creates efficiency and enhances customer satisfaction.

There are **157** handheld devices in use by our employees, a **9%** increase on last year.



71
new qualifications completed



15
new apprenticeships started

6880

TRAINING HOURS COMPLETED



We have
50%
female leadership on the Board and
30%
female leadership in the Senior
Management Team.



Social Value generated through
employing **5** new employees via Shaw Trust.

*Shaw Trust is a national charity that helps people
who have been long-term unemployed, have
disabilities or face other barriers, back into work.*

64% of our spend
is with **SMEs**.



Our supply chain partners are involved with
our Innovation Committee, leading to new
trials with a focus on efficiency and carbon.

6 new starters declared
a disability in 2022.



49%
female
51%
male
gender split

Over **20%** of employees are from a non-UK ethnic background.

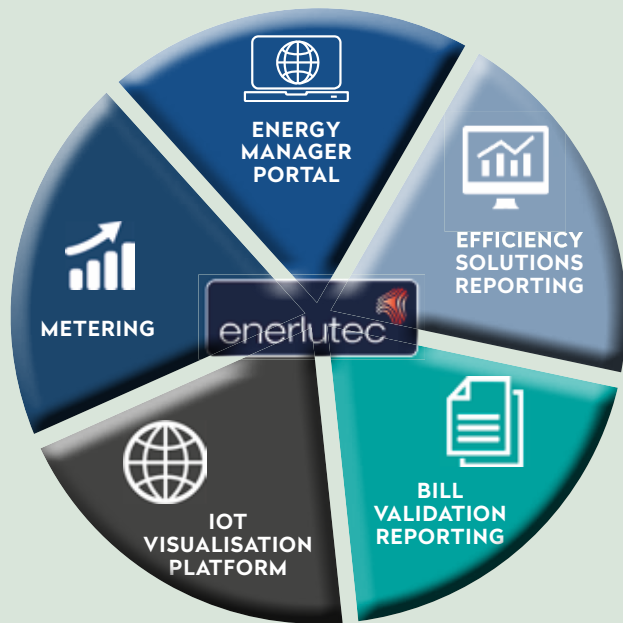
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**REDUCED
INEQUALITIES**

Realising Potential.



We are developing innovative solutions for buildings to enhance their energy efficiency, comfort and reducing any wastage. We are also committed to reducing our own carbon footprint, following our plan to Net Zero. One of our key missions is to achieve Net Zero Carbon by 2045, so we can ensure that our carbon reductions contribute to keeping global temperatures below 1.5 degrees.



9

client sites using our Energy management platform, **Enerlutec**, to save energy by using real-time usage data and to validate their bills.

5300
light fittings were changed to LEDs at Gloucester and Hull PHV hospitals saving over **174** tonnes of CO₂e/annum. The work commenced in 2018 and has realised annual savings of **£337k** on energy bills.

Our energy projects delivered for our clients in Ireland included heat pump installations and LED upgrades displaying more than

500
tonnes of CO₂e/annum.

We also installed **15 EV** charging points.

10.5
Carbon intensity in 2022

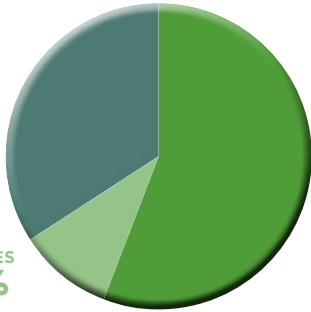
844
tonnes of CO₂e in 2022, UK

SUSTAINABILITY HIGHLIGHTS 2022

OUR CARBON EMISSIONS

BUSINESS TRAVEL
IN NON COMPANY
VEHICLES, RAIL
& AIR

34%



COMPANY OWNED
VEHICLES
56%

PROPERTIES
10%

25%

of our company fleet are electrified vehicles, either fully electric or electric hybrid.



OUR SHORT AND MID-TERM GOALS:



We're upgrading and electrifying our fleet



We procure renewable energy where possible



We're improving energy efficiency in our premises



We're collating carbon data from our top supply chain partners to include in Scope 3

We have developed award-winning programmes to deliver on the promise to avoid waste, save resources and make items last longer. This is supported by our Waste Portal which tracks waste avoided.



1128

items of furniture were fixed, re-purposed or re-upholstered by our team and put back to use.



387

items of furniture were donated to charities.



£23,831

value of furniture rehomed in the community.



51

items, such as vacuum cleaners, have been refurbished, PAT tested and put back into use.

We actively promote chemical-free cleaning and installed 8 Clean Zero units in 2022, eliminating over **2000** litres of cleaning chemicals and plastic packaging.



At our locations we have generated **308** tonnes of waste



LANDFILL
1 TONNE



RESPONSIBLE
CONSUMPTION
and PRODUCTION

Realising Potential.



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

50 HSEQ surgeries completed in the UK and **31** in Ireland to engage and discuss any H&S issues and concerns with staff on site.



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



2820 hours of H&S training hours in the UK and **4372** hours in Ireland.



77 safety walks carried out by our Account Managers and Directors across UK and Ireland.



During 2022 Apleona maintained its industry recognised accreditation schemes such as CHAS, Constructionline and SafeContractor.



Our **14 Mental Health First Aiders** promote mental health in monthly CPD sessions where they discuss popular topics. We raised awareness of low mood, financial worries and men's health.



118
volunteering hours
litter-picking in
support of Million
Mile Clean campaign.



Our Sustainable Catering Charter sets out standards to deliver local, seasonal, organic and ethical produce.

Last year we have delivered the following standards in our restaurants:

SUSTAINABILITY CATERING CHARTER

£4,500 of catering spend diverted to Social Enterprise suppliers

No plastic disposables and **90%** reduction in salt, pepper, sauce and sugar sachet use

Only **British** milk, flour, cheddar, butter and cooking oil

Only **fairtrade** or rainforest alliance coffee, tea, sugar, hot chocolate and cacao

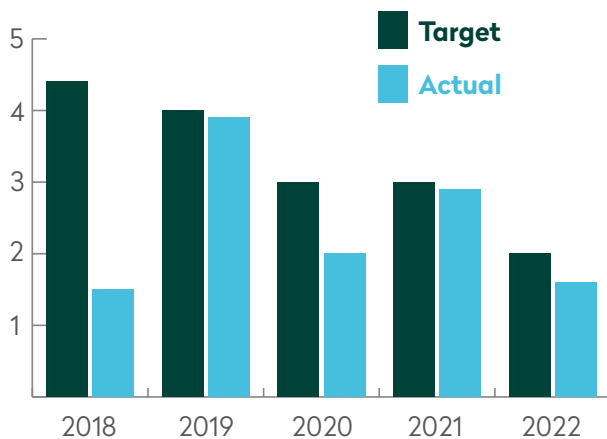
Only **responsibly sourced** fish

APLEONA



LOST TIME INJURY FREQUENCY

UK & IRELAND



Over **£4355** raised for our UK mental health charity, Papyrus. This involved company-wide auction, raffles as well as local bake-offs and challenges.



89

Mental Health training hours delivered

HOW APLEONA UK WILL CONTINUE TO SUPPORT THE GOALS

DECENT WORK and ECONOMIC GROWTH



Recruit **10 additional employees from disadvantaged backgrounds** and/or with disability

Support **10 additional apprenticeship** courses

Invest in **30** staff gaining new qualifications

Complete **5000** hours of training

Launch **Equality Diversity Inclusion forum** and training

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

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

Triple our spend with SMEs (£) for catering supplies

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

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

GOOD HEALTH and WELL-BEING



Reduce accident/incident occurrences by 1%

Complete 80 safety walks

Deliver **four H&S campaigns** throughout the business

Avoid 10,000 litres of cleaning product by using 6 Clean Zero units on new contracts

Raise a total of £6,000 for a mental health charity, Papyrus, throughout our partnership 2022-23

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

Increase the **usage of EAP** by 20%

Conduct **4 awareness campaigns** on mental health

CLIMATE ACTION



Reduce CO₂e emissions per turnover by 5% per annum

Deliver 500,000 kWh for our clients

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

Achieve external certification to **ISO 50001**

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

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

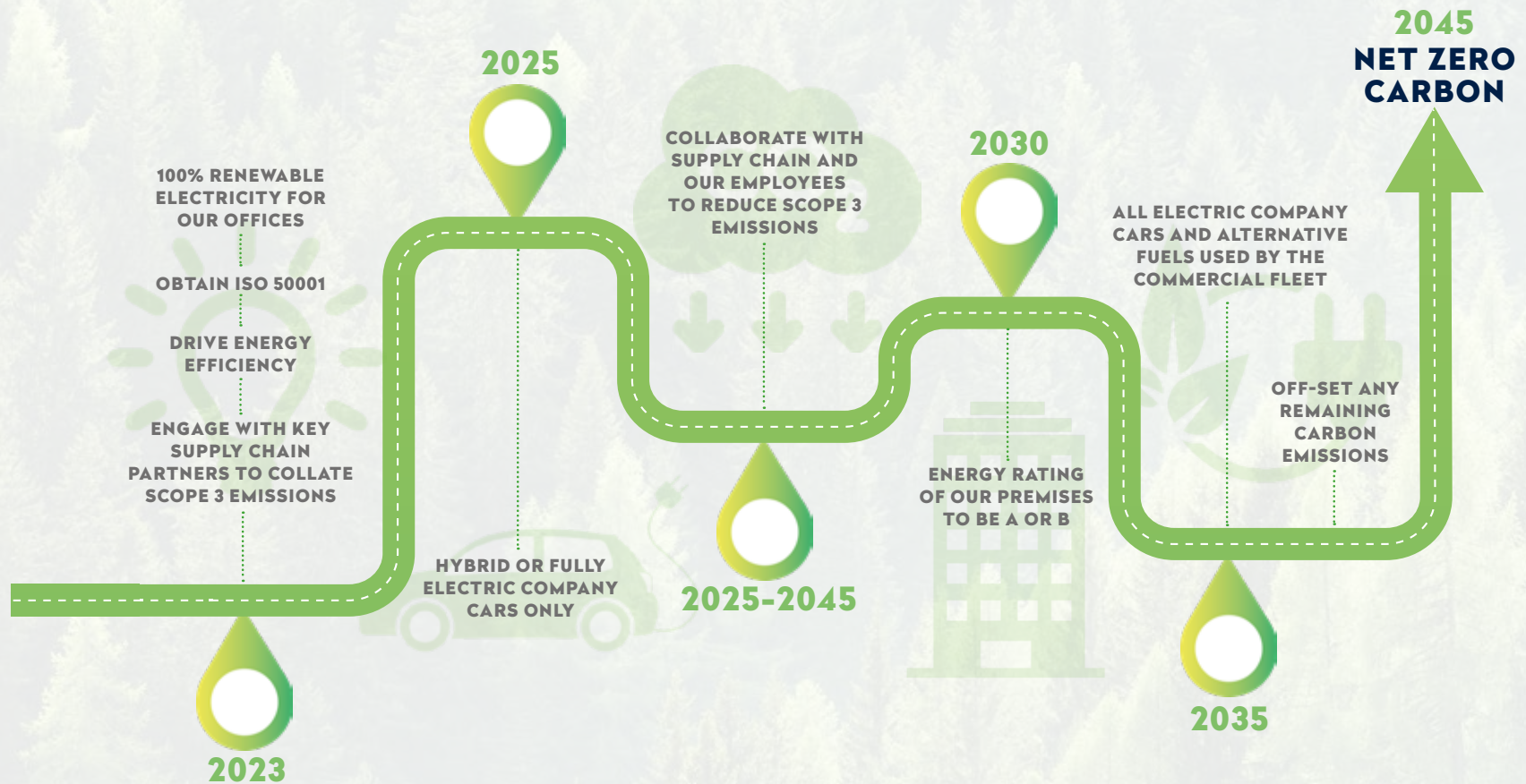
Recycle 82% of our office waste at our properties

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

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

Our roadmap to

NET ZERO



**WE VALUE YOUR FEEDBACK.
PLEASE EMAIL [KATERINA.ROBINSON@APLEONA.COM](mailto:katerina.robinson@apleona.com) WITH YOUR THOUGHTS
[WWW.UK.APLEONA.COM](http://www.uk.apleona.com)**

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