



Environmental, Social and Governance (ESG) **Annual Report – 2023**

ANABAS[®]

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Executive Summary

EXECUTIVE SUMMARY

INTRODUCTION

In today's dynamic business landscape, Facilities Management plays a vital role in ensuring operational efficiency, cost-effectiveness, and sustainability within organisations. As stakeholders increasingly prioritise environmental, social, and governance considerations, this executive summary aims to provide a comprehensive overview of our facilities management practices aligning them with ESG principles.

ENVIRONMENTAL STEWARDSHIP

Our commitment to environmental sustainability is embedded in our facilities management strategy. We have implemented energy-efficient technologies, waste reduction programmes and sustainable procurement practises. By optimising resource consumption and investing in renewable energy resources in the future, we aim to minimise our environmental footprint. Continuous monitoring and improvement of our environmental performance are central to our ESG objectives.

SOCIAL RESPONSIBILITY

In our pursuit of excellence in Facilities Management, we recognise the social dimension of our operation. Ensuring safe, healthy, and inclusive workplaces is a top priority at Anabas. We prioritised employee well-being through ergonomic designs, safety protocols, and ongoing training programs. Additionally, our engagement with local communities emphasises social responsibility, promoting initiatives, and contributes positively to the societies in which we operate.

GOVERNANCE AND COMPLIANCE

A robust governance framework underpins our Facilities Management practices. We adhere to industry standards and regulations, ensuring transparency, accountability, and ethical conduct in all our operations. Regular audits and assessments are conducted to verify compliance, and any deviations are promptly addressed. This commitment to sound governance aligns with our broader ESG goals and reinforces our accountability to stakeholders.

INNOVATION AND FUTURE OUTLOOK

In an ever-evolving landscape, we recognise the importance of innovation in facilities management. Our investment in cutting-edge technologies and data analytics enables us to anticipate challenges, optimise processes, and stay ahead of industry trends. We are committed to staying in the forefront of sustainable FM practises, embracing emerging technologies, and adapting to the evolving ESG landscape.



Environmental Metrics & Initiatives

ENVIRONMENTAL METRICS AND INITIATIVES

We are committed to reducing the amount of waste we generate from within our operations. Working with our clients, we look to support their environmental targets, including the management of waste.

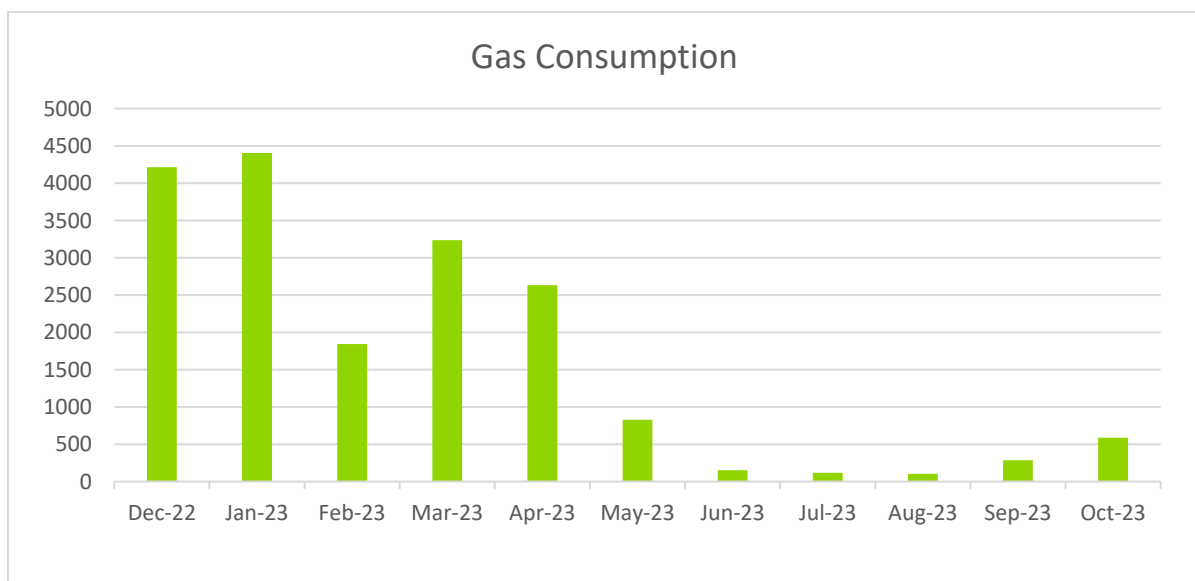
We continue to educate employees on Environmental Awareness via an e-learning programme to continue raising awareness of environmental matters among our staff and help support the reduction of energy waste at both the BSC (Business Support Centre) and our client sites.

Anabas has committed to the Science Based Targets Initiative and is working on the targets to align environmental responsibility with the scientific consensus to limit global warming to well below 2 degrees Celsius above pre-industrial levels for a more sustainable and resilient future.

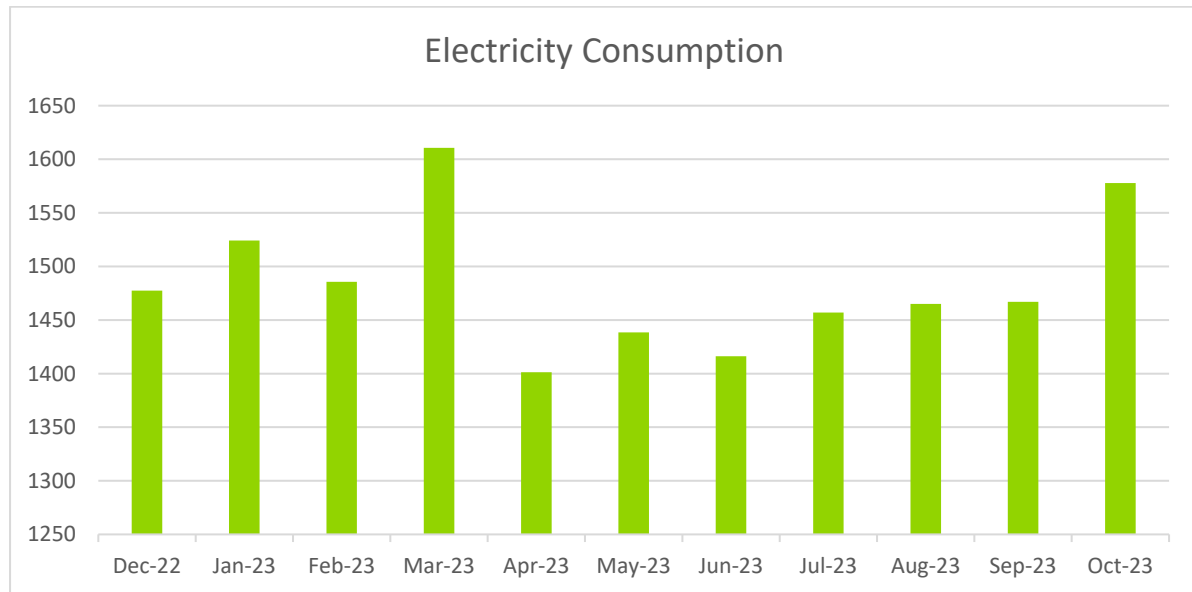
a) Energy Management:

AREA	DESCRIPTION	INITIATIVES	ACTION	METRICS	PROGRESS
Energy Efficiency	Continue promoting energy efficient technology at Client sites.	Employee training and randomly selecting sites for energy-efficient audits.	Support our clients to implement energy-efficient technologies.	Energy consumption per square foot (kWh/sq. ft); % reduction in energy consumption	Support 2 clients during 2024 with energy savings initiatives.

HEAD OFFICE GAS AND ELECTRICITY CONSUMPTION



Our Business Support Centre (Head Office) in Darlington is powered by an entirely renewable source tariff for electricity.



Anabas has also proposed at certain Client sites an opportunity for improvement for the following initiatives:

- > Upgrading all lighting to a more energy-efficient type which would reduce utility utilisation by a forecast estimated 40.44%
- > Addition of a boiler management unit to the existing heating system increasing efficiency of the boilers without compromising performance, this would reduce utility utilisation by a forecast estimated 12.27%
- > Addition of solar panels to the building creating green electricity to assist the load on the energy utilisation of the building. This would reduce utility utilisation by a forecast estimated 100%.

b) Waste Management

AREA	DESCRIPTION	INITIATIVES	ACTION	METRICS	PROGRESS
Waste Reduction	Planning for Waste Reduction Strategies in 2024	To develop employee training on waste reduction	Continue with source separation and implement recycling programs	Reduction in waste generated	Aim for 20% reduction in overall waste generation by 2025. BSC recycle waste to % to increase to 60% by 2025
Hazardous Waste Management	Proper handling and disposal of hazardous waste	Hazardous waste awareness training for employees	Employee training: compliance with disposal regulations	Number of incidents of improper disposal	Aim for zero instances of improper hazardous waste disposal.

c) Water Management

AREA	DESCRIPTION	INITIATIVES	ACTION	METRICS	PROGRESS
Water Efficiency measures	Maintaining usage of water-efficient fixtures	To continue promoting installations of smart meters at Client sites	Regular assessment by site leads	Water consumption (m3); percentage reduction in water usage	Support 2 clients during 2024 with water savings initiatives.

SITE PROJECT

Water Saving Project was conducted in 2023 where various sites participated.

The winner of the project, who was able to maintain strict water consumption, shared the following best practices, and were communicated to all on the H&S and ESG Hub:

- > Micromanaging water consumption daily.
- > Optimising weekly flushing regimes and HVAC settings
- > Identifying leak detection promptly.

TARGET SETTING

Anabas (UK2) Limited commits to reduce absolute Scope1 and Scope 2 GHG emissions 33.6% by 2028 from a 2021 base year.

Anabas (UK2) Limited commits to continue annually sourcing 100% renewable electricity through 2028.

Anabas (UK2) Limited commits to reduce scope 3 GHG emissions from business travel by 51.6% per unit of value added (£ Revenue) by 2030 from a 2022 base year.

INITIATIVES TO SUPPORT GHG REDUCTIONS

In order to meet our reduction targets Anabas commit to the following:

Push more journeys to train rather than car. At an average of 41g/km rail services offer a more environmentally friendly solution to necessary business travel.

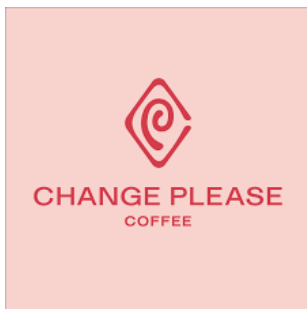
Offer an enhanced per/km expense claim rate (above the HMRC guidance rate) to employees with a car allowance who switch to a hybrid car with less than 120g/km before the target date.

Offer enhanced motivation for employees to uptake electric cars by offering a salary sacrifice style scheme to employees.

SUSTAINABLE PROCUREMENT

- > Anabas has replaced current T-Shirts with a more environmentally friendly brand that not only works towards the goal of sustainable procurement but also simultaneously generating a saving to the business. These garments are made from Global Recycled Standard (GRSTM) certified recycled polyester and Better Cotton and is made using GRS certified 100% recycled plastic which is recyclable.
- > Anabas also opted for chemical-free product which would help to completely move away from harmful chemicals and would also allow sites to save on plastic by utilising the Loop Box scheme. The use of chemical-free products will help in:
 - > Reducing Risk
 - > Reducing Costs
 - > Reducing Environmental Impact
 - > Increasing Efficiency
 - > Increasing Results

Anabas also supports social enterprises and has 6 certified social enterprises in the preferred supplier list, which contributes to social and environmental causes.





Social Metrics & Initiatives

SOCIAL METRICS AND INITIATIVES

EMPLOYEE WELLBEING

Over the past 12 months Anabas has formed a mental health first aid team, this is in addition to the company Employee Assistance Programme, and has been formed to:

- > Promote mental health awareness.
- > To foster a supportive and caring environment.
- > Early intervention – when signs of distress are identified early on our mental health first aiders can provide support before a situation escalates.
- > Creating a supportive environment – staff know there are colleagues trained to help, creating a sense of safety and support.
- > Increase presenteeism – having a nurturing work environment so staff see their workplace as a support and safe place to be when they may be struggling with other areas of their lives.
- > We have invested in keeping our employees safe and well, fitness challenges, with management training and our work with social enterprise Art of Being Brilliant.
- > Access internal company Mental Health First Aiders, Health Assured EAP, Pension is auto-enrol at 5%EE and 3%ER for those who are eligible.
- > Provide statutory holidays and sick pay,
- > Recognition & Reward schemes (Small Decencies, BeBrilliant, Star of the Month),
- > Life Assurance Benefit – 1 x salary for all employees (unless TUPE and different).
- > Introduced a Cycle to Work scheme to encourage the use of alternative travel opportunities, other than cars, buses, and trains.

COMMUNITY ENGAGEMENT

- > BSC, Comic Relief, Red Nose Day in March, raised £100.
- > One of our employees supported the local charity 'Sharing Kam's Cuddles' and collected Easter Eggs for Birmingham's Children's Trust.
- > Run the river, organised by one of our employees at the client site, where some of our London team took part in the annual run along the river Thames to raise money for disadvantaged school children in the UK and raised £460.
- > Wear it Pink organised at one of the client's sites.
- > Christmas Toy Appeal organised by one of our team from BSC, donating 238 toys to vulnerable children in the northeast UK this Christmas, working with Family Action.
- > Christmas Jumper Day supporting Action for Children, raised £80.

TARGET	2023	TARGET
Anabas donations to charity	£1358.50	£2000
Employee led charitable donation projects	£1547	£2000

DIVERSITY AND INCLUSION

Anabas employs over 700 people in the United Kingdom.

- > 46% of the total employees are female.
- > 25% of the Anabas Senior Leadership Team are female.
- > 40% of our Operational Management Team are female.
- > 33% of our Board members are female.
- > 62% of our employees took part in our Employee Engagement Survey, with an 86% engagement score.
- > 78% of employees directly employed by Anabas receive the Living Wage foundation rate or above.
- > 69.30% of staff eligible are part of the auto-enrolment pension scheme. This is provided by NOW pensions.
- > We continue to develop and deliver both online and face-to-face training in areas such as health and safety, employment law, and management skills to ensure our employees are safe and competent.
- > 3 staff have completed an Apprenticeship programme as part of their personal development.
- > 100% of employees are enrolled onto the company Life Assurance scheme through AVIVA.
- > 110 thank you badges issued to staff by colleagues.
- > £3,910 has been awarded to staff under the Small Decencies Award scheme.

TARGETS

TARGET	2023	TARGET
Employee engagement survey response rate	62%	80%
Women in management roles	46%	50%
Number of staff on client contracts on Living Wage Foundation Rate or above	78%	90%

LABOUR AND HUMAN RIGHTS

- > Our people are our business and are integral in achieving our business objectives. We believe an engaged workforce is vital to achieving our aims, and supporting their health and well-being is a top priority. We strive to create a diverse workplace in which everyone is treated with fairly, with dignity, and equal respect.
- > Our respect for human rights underpins our operations as a responsible business. Any instances of forced labour are unacceptable.
- > Anabas is committed to preventing and addressing Human rights violations.
- > Through measurable initiatives, transparent actions, and continuous progress, Anabas remains dedicated to creating a workplace where dignity, respect, and fairness prevail.

STAKEHOLDER ENGAGEMENT AND COMMUNICATION

- > Employee Engagement Survey to be launched through the new company intranet, allowing for better access and reporting.
- > Key company documentation to be translated to improve communications to staff who have limited English language skills.
- > “My Anabas” intranet to enable all staff to access information and news on the business.
- > Hosting all company policy, process, and documentation on PeopleHR so ALL staff can access.
- > Employee Experience Manager also conducts regular site visits, aiming to train & develop the employees in raising awareness.
- > Talking team’s run forum to discuss various specialisms, which includes well-being, Equality & Diversity, Health & Safety, Sustainability, and Corporate Responsibility.

The team comes together once per month to discuss ideas that are then presented to our SLT which will turn into projects once approved.



Governance Metrics & Initiatives

GOVERNANCE METRICS AND INITIATIVES

ETHICAL CONDUCT, ETHICS AND COMPLIANCE:

Trading ethically and doing business responsibly is a fundamental cornerstone of our business – we want our products to be made by workers who are treated fairly and whose safety, human rights, and well-being are respected.

Our governance framework is built on transparency, accountability, and ethical decision-making. We prioritise the establishment of clear lines of responsibility and robust oversight mechanism to mitigate risk and safeguard stakeholder interests.

RISK MANAGEMENT

Our risk management approach, coupled with strong governance practises, is integral to our commitment to sustainability and responsible business operations. Through targeted initiatives, adherence to key metrics, and continuous improvement, we aim to navigate potential challenges, uphold stakeholder trust, and contribute to long-term value creation.

TRAINING AND DEVELOPMENT

- > New appraisal system to be launched in 2024 to identify development needs and career progression ambition.
- > An environmental Awareness e-learning programme has been launched to raise awareness of environmental matters among our staff and help support the reduction of energy waste at both the BSC and our client sites.
- > Anabas pays for Top Up training & licencing for Security staff.
- > Anabas also has HR bite-size training that run throughout the year, which includes all skills that the managers need to perform their duties.
- > We can also accommodate ad-hoc training, and the HR team creates the content.
- > On top of that, Anabas offers a wide range of apprenticeships at all levels in FM, Security.
- > We have various providers to supply us with specific training courses. Examples – IOSH – Legionella – Food Hygiene and IWFM as they offer short courses and apprenticeships



Health & Safety

HEALTH AND SAFETY

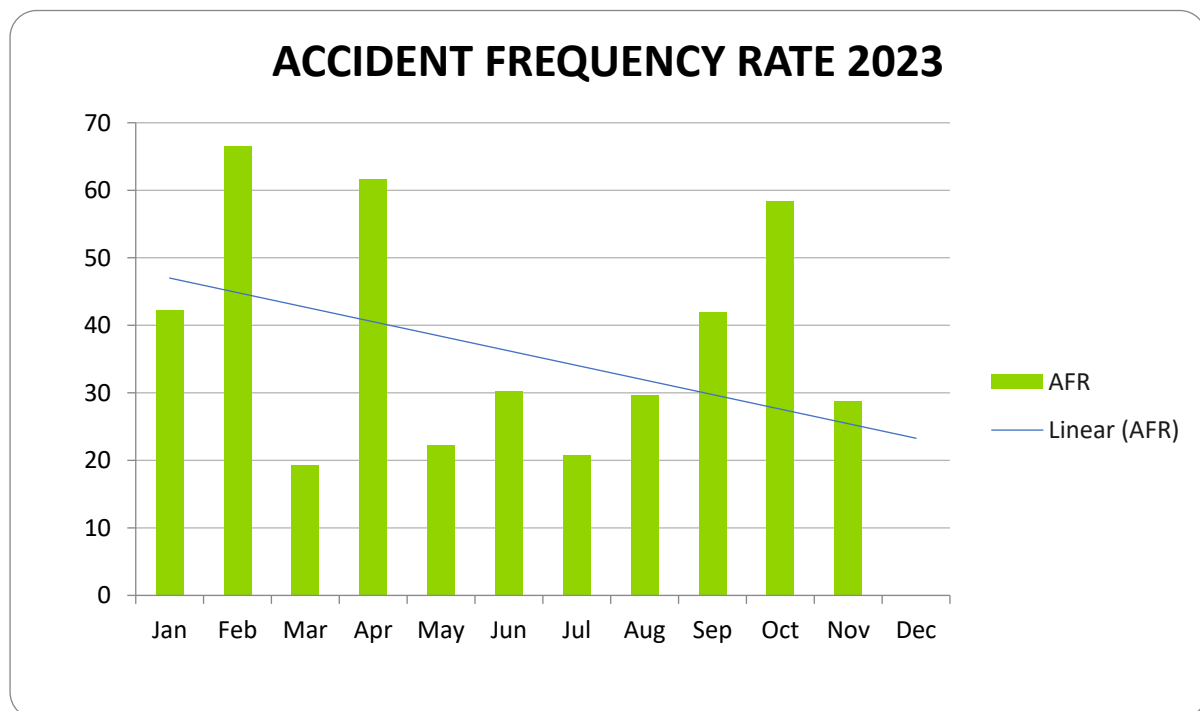
Our goal is to ensure a healthy and safe environment for everyone. Our people are expected to manage all aspects of our business safely. Our safety statement and objectives are reviewed annually for the business.

- > Our people are trained and competent to work safely.
- > We effectively communicate, across all levels, health & safety matters. Health & Safety is everyone's responsibility.
- > We have effective procedures in place to manage risk.
- > Ensure our staff return home safe and well at the end of their working day.

We report work-related accidents in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR).

ACCIDENT PERFORMANCE

The graph below shows the accident frequency rate for 2023. The linear line shows the overall trend for the year and a steady decrease in the frequency of accidents over the year.



INITIATIVES

- > New QHSE manager employed in 2023.
- > Leadership safety tours carried out by all members of the SLT.
- > A web-based electronic H&S management system name ASSURE has been implemented which helped in reducing paper usage and provided an efficient and proactive reporting system.
- > Hazard spotting promoted across the business to improve culture and reduce accidents/incidents.
- > Simply Safety is an operational delivery safety document to provide concise information to site-based teams on what they need to know and where to save records.
- > The Toolbox Talk program was established and a running order in place to ensure consistency across the organization. TBTs have been translated into the 5 main languages in the business.

Targets and Objectives

- > We will reduce and mitigate the risk of accidents and incidents as far as reasonably practicable. This is measured by Hazard Observations recorded in Assure (Health and Safety Software).
- > We are committed to reporting and investigating all accidents, incidents, and safety observations. This is measured by Accident and Incident statistics found in Board Reports and Assure (Health and Safety Software).
- > We will ensure that continual improvement and development of the OH and S management system is in line with the PDCA (Plan, Do, Check, Act) process. This is measured by Internal Audits, Management Review and Project Improvement workshops.
- > We will reduce Accident Frequency Rates by 10% on the previous year.

INCIDENT MANAGEMENT



We capture and investigate incidents, learn from your data and prevent recurrences.

RISK MANAGEMENT



We manage risk proactively across your organisation. We empower a safer workplace.

AUDITS & INSPECTIONS



We audit and inspect your safety processes to ensure they are effective.

ENVIRONMENT



We monitor your performance and audit your environmental management system.

MANAGE CONTRACTORS



We induct contractors to your specific site safety requirements and issue any access permits they require. All to ensure safer contractors and safer workplaces.

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STRATEGIC GOALS & COMMITMENTS

We are committed to full legal compliance in all that we do.

- > We aim to provide our people with a safe, clean, and fulfilling work environment.
- > We shall uphold the principles and guidelines laid out in our Equal Opportunities policy. We will continue to develop our community involvement through partnership and support to community organisations.
- > We shall support and encourage our employees to help local community organisations and activities.
- > We will, where possible offer opportunities to our clients to improve their environmental performance.
- > We shall encourage suppliers and contractors to adopt responsible business policies and practices for mutual benefit.
- > We will continually benchmark, monitor and evaluate our CSR performance to aid improvement.
- > Our commitment is to provide high-quality facilities services to occupiers of corporate office occupiers who value the service experience.

ANABAS CORE VALUES



WE'RE THERE
FOR **EACH OTHER**



ALWAYS LOOKING TO
IMPROVE WHAT WE DO



WE **DELIVER** OUR
PROMISES



WE MAKE OUR
CUSTOMERS **SMILE**



External Audits and Certifications

EXTERNAL AUDITS & CERTIFICATIONS

- > Anabas has successfully maintained a comprehensive suite of international certification, underscoring our commitment to excellence, sustainability, and responsible business practises. Our company has attained the ISO 9001, ISO14001, ISO 45001 and ISO 27001 certifications, as well as the prestigious EcoVadis gold level recognition. This collective accomplishment reflects our dedication to meeting the higher standards in quality management, environmental sustainability, occupational health and safety, information security, and corporate social responsibility.



- > Our certifications and Ecovadis Gold level achievement align seamlessly with the Environment, Social, and Governance Framework. By upholding the principles of ESG, we contribute to a sustainable future, promote social responsibility, and adhere to ethical governance practices.



- > Anabas have been independently audited by CD & Associates who have provided an ESOS Energy Assessment Report, the findings from the report have helped to define company environmental objectives, with information being submitted to the Environment Agency in line with the requirement of the Energy Savings Opportunity Scheme (ESOS). Anabas is currently in the process of completing our ESOS phase 3 submission.



Conclusion

CONCLUSION

In conclusion, Anabas proudly affirms its commitment to sustainability, encapsulated by our achievements in ESG practises. From attaining ISO certification and quality, environmental, health and safety, and information security, to securing the ECOVADIS gold level, and commitment to SBTi (Science Based Target Initiatives), our dedication to responsible business is evident. This journey is not merely about compliance but a strategic choice to integrate Environmental, Social and Governance principles into our core operations.

As we move forward, our pledge remains unwavering to continually innovate, collaborate, and set higher standards in the pursuit of a sustainable resilient future.

We express gratitude to our stakeholders and our employees, for the integral role in this journey, and together we stride confidently towards a future where responsible practises define our success.



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Small Decencies... Great Experiences