

SUSTAINABILITY

IMPACT REPORT

2021/2022



ARCUS

EXECUTIVE SUMMARY

The purpose of this report is to disclose the impacts Arcus FM have on key elements of the **environment** and **society**, and its overall contribution – both positive and negative – towards the goal of **sustainable development**.

As detailed within the report, Arcus is playing its part in the UN 2030 Agenda for Sustainable Development by acting on seven Sustainable Development Goals (SDGs) that Arcus has assessed as most material to its operations: SDG 1 – No Poverty; SDG 3 – Good Health & Wellbeing; SDG 4 – Quality Education; SDG 5 – Gender Equality; SDG 7 – Affordable & Clean Energy; SDG 12 – Responsible Consumption & Production; and SDG 13 – Climate Action.

Impacts in relation to energy, water, emissions, waste, supplier assessment, occupational health and safety, diversity and equal opportunity, information security and compliance have all been disclosed throughout the report, alongside general disclosures and a statement from our Chief Executive Officer detailing his commitment to sustainability. Other key Arcus produced resources, detailing other important sustainability information, have been referenced where relevant.

Arcus is committed to fully embedding sustainability into the management and operation of the business, adopting environmental, social and governance (ESG) considerations and activities. We are increasingly taking actions that result in improved, and where possible positive, social, economic, and environmental impacts.

Currently the main sustainability target is “to reduce scope 1, scope 2, & business travel greenhouse gas emissions by 40%, normalised by revenue, by 2025 from a 2019/20 financial base year”. This target is supported by several other commitments, goals, and initiatives, both current and in development. Current performance against this target, and details of many of the supporting mechanisms, is disclosed within the main body of the report.

KEY HIGHLIGHTS OF THE YEAR INCLUDE:

- The introduction of a Waste and Circular Economy Policy
- A partnership with a new ‘zero to landfill’ waste supplier to assist with our recycling goals
- Collaborations with waste contractors to broaden the scope of waste data collated
- The introduction of a more sustainable uniform on our largest contract
- The roll-out of two electric vans resulting in an avoided 27 tCO₂e
- A 1600% increase in grey fleet mileage that is driven in battery electric cars
- Establishing and reporting a full scope 3 emissions baseline for the first time
- Achieving the 'CO₂e Assessed Organisation' & 'CO₂e Assessed Supply Chain' Carbon Footprint Ltd standards
- Receiving a Carbon Disclosure Project (CDP) score of ‘C’ for our first climate change submission
- “Accident Frequency Rates have fallen from 22.07 to 11.53 & RIDDOR Frequency Rates from 4.18 to 1.82 since 2015/2016.
- A reduction of 22 workplace accidents since 2020/2021 (excluding RIDDORS).”
- The launch of our first ‘cycle to work’ benefit scheme
- Maintenance of Cyber Essentials certification

Arcus is proud to be a Sustainable FM Index (SFMI) partner and to have successfully maintained the silver award in 2021. We will continue our partnership with the SFMI so expert guidance, external benchmarking and industry collaborations can be used to make further advancements.

Several Global Reporting Initiative (GRI) standards, and parts of their content, have been selected and referenced when compiling this report to disclose specific sustainability related information, however a full report has not been prepared in accordance with all GRI standards. The reporting period is from 1 April 2021 to 31 March 2022. The scope of reporting has been broadened to include a wider range of ESG impacts and the report contents has been reformatted, so it is more closely aligned with the themes and commitments outlined in the Arcus Sustainability Policy.

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WELCOME

Our commitment to sustainability and environmental, social and governance (ESG) activities and standards has never been more important, nor more highly expected.

Through our activities and relationships, Arcus makes positive and negative contributions towards the goal of sustainable development. Arcus aims to shift this balance to increase the level of positive impact.

The purpose of this report is to disclose the impacts Arcus has on key elements of the environment and society, and hence its contribution – positive and negative – towards the goal of sustainable development. The reporting period is from 1 April 2021 to 31 March 2022 – in line with the Arcus 2021/22 financial year (hereafter referred to as 2021/22). We will report publicly on our sustainability performance, and progress against relevant UN Sustainable Development Goals, via our website (www.arcusfm.com).

The data (quantitative information), and statements relating to the data, contained within this report have been externally validated to a limited assurance level by Acclaro Advisory in line with ISAE 3000 (International Standard on Assurance Engagements Other than Audits of Historical Financial information).

We pride ourselves on being a responsible organisation and want to act in a way that positively impacts our colleagues, our clients, our supply chain partners, our planet, and the communities we work in; investing responsibly for sustainable growth. As an Industry leader, we have embraced the United Nations (UN) Sustainable Development Goals (SDGs), we encourage colleagues to be engaged and aligned with our business vision and drive innovation that makes them feel empowered and supported.

As a member of the Sustainable FM Index (SFMI) – the only assessment which rigorously benchmarks and validates FM companies on their demonstrable commitment to sustainability across environmental, social and governance criteria – we strive to embed sustainability into the management and operation of the business and are committed to becoming a net-zero organisation.

Improvements on our 2020/21 financial year report have been made by broadening the scope of our reporting to include a wider range of ESG impacts and reformatting the report contents. Going forward, the aim is to continue to broaden the scope of our reporting until all material ESG components are included.

A MESSAGE FROM CHRIS GREEN, CEO

I am delighted to introduce Arcus' second annual Sustainability Impact Report.

Within this year we were still experiencing some of the effects of the Covid-19 recovery period but largely saw a return to business as usual. Throughout the year, even with the challenges we had to overcome, our commitment to promoting a strong sustainability culture which stems far beyond legal compliance did not waiver. Arcus is committed to sustainable development and is working to fully embed sustainability principles into the operation and management of the business. This is sponsored at the highest levels of the business, and runs through all we do.

Arcus is striving to become a sustainability leader in the FM industry and is committed to ensuring an equal focus is placed on all elements of sustainability covering the natural environment, society, and business governance. Throughout this year, the team implemented a suite of amazing sustainability initiatives which delivered real progress. This is evidenced by successful maintenance of the Silver SFMI award.

We do not underestimate the level of action that is still required to effectively deliver sustainable development and the UN Goals. It's why we continue to partner with the SFMI – leaning on their expert guidance, external benchmarking and industry collaborations to deliver further sustainability advancements.

The challenges that will be faced along the way have already started to become apparent – global supply chains have slowed down the roll out of our EV fleet in the short term, this won't impact on our overall timeline of fleet decarbonisation planning and delivery, as we need the outcomes of the initial trial to better understand how we needed to adapt to the new way of working and ensure we keep providing outstanding service to our customers.

We continue to recognise that for Arcus to maintain growth and to be successful as a trusted partner, we need to regularly monitor and disclose the impacts that we are having as a business, both positive and negative, and to continuously improve our sustainability performance.

I look forward to updating you next year on the further sustainability progress that has been made.



ABOUT US

Arcus is an award-winning facilities management company primarily operating in the retail, food retail, hospitality, corporate offices, and distribution / logistics sectors. Our services include mechanical, electrical, HVAC, refrigeration, drainage, building fabric, helpdesk, soft services, energy auditing and management, connected building management, project management and deployment of IoT platforms.

ARCUS HAS THE FOLLOWING 3 VALUES:



DO IT
SIMPLY

Minimising complexity so that we deliver efficient and effective processes to our clients.



DO IT
WELL

Caring about Arcus, our colleagues, clients, and communities.



DO IT
WITH PASSION

Focusing on safety, service, the environment, and our results.

Our commitment to sustainability is woven throughout the five pillars that underpin our vision 'To provide outstanding FM Services – Technology Led, People Driven'. The five pillars being: People, Customers, Technology, Innovation and Social Value. We are particularly obsessed with customer service and use this to focus on delivering great value and sustainable solutions. This focus, along with our technology and innovation, will support our customers to meet their net zero and wider sustainability goals.

THE SCOPE OF THIS REPORT RELATES TO:

- Arcus FM Limited
- Arcus Managed Services Limited
- Arcus Solutions (Holdings) Limited – group company.

At the end of the reporting year, Arcus solely occupied four office/training centre locations alongside three office spaces that were shared with other tenants. One additional site that was shared with other tenants stopped being operational at the end of May 2021. All sites are leased. Herein referred to as Arcus Estate sites.

The headcount figure at the end of the financial year was circa 3,800 colleagues. Please refer to the relevant annual reports and financial statements on the Companies House website for further information.



OUR COMMITMENTS & TARGETS

OUR SUSTAINABILITY POLICY

Arcus' main sustainability framework and commitments are outlined in the Arcus Sustainability Policy which can be [viewed here](#). The layout of this report also mirrors the sustainability themes outlined within the policy. The policy also details how these commitments contribute towards the achievement of the UN Sustainable SDGs.

STAKEHOLDER EXPECTATIONS & ENGAGEMENT

Sustainability commitments have been prioritised in line with currently understood stakeholder expectations, our client sustainability focus areas towards which Arcus can have a positive impact, and industry / market trends, direction, and best practice. We have engaged with the major stakeholders as follows:

- Our senior leadership team via UN SDG materiality assessments and Health, Safety, Quality & Environment (HSQE) and Sustainability Committees, as well as sustainability policy, strategy and initiative development and ratification.
- Colleagues via conversations, HSQE/risk forums and feedback surveys.
- Supply chain partners via conversations and review meetings.
- Investors during Board meetings.
- Select clients via sustainability materiality assessments.



UN SUSTAINABLE DEVELOPMENT GOALS

Arcus is playing its part in the UN 2030 Agenda for Sustainable Development. Arcus has completed a materiality and impact assessment for the UN SDGs and has identified that the following seven SDGs fall most significantly within our scope of influence. Although the information covered in this report will also support several other UN SDGs.





SDG	Snapshot of Arcus Activities in relation to SDG	Link to Sustainability Theme(s)
1 NO POVERTY 	<ul style="list-style-type: none"> Social Value is one of the five Arcus pillars. Clear strategy on Social Value. Modern Slavery statement and controls. Supply Chain due diligence. Annual sustainability audits where 'sustainable communities' is part of the criteria. 	OUR PEOPLE AND THE COMMUNITY + OUR SUPPLY CHAIN
3 GOOD HEALTH AND WELL-BEING 	<ul style="list-style-type: none"> Getting Everyone Home Safely is one of the Arcus 9 Enablers. ISO 45001:2018 Certified Health & Safety Management System supported by a dedicated HSQE Team. Mental Health First Aiders & Employee Assistance Programme (EAP) Range of safety, health and wellbeing resources on our Learning platform. Focus on air quality via energy use reduction and fleet decarbonisation. Annual sustainability audits where 'wellbeing' and 'health and safety' are part of the criteria. 	OUR PEOPLE AND THE COMMUNITY + OUR PLANET AND ENVIRONMENTAL PROTECTION + OUR SUPPLY CHAIN


SDG	Snapshot of Arcus Activities in relation to SDG	Link to Sustainability Theme(s)
4 QUALITY EDUCATION 	<ul style="list-style-type: none"> Training is a core focus for the business and every year we invest heavily in our people. Award-winning digital learning platform, The Learning Space. External Qualification via course Sponsorship Programmes. HSQE ROSPA Approved Training. Technical Training & Career Progression Pathways. Technical & Non-Technical Apprenticeships. Leadership Development Programmes. Annual sustainability audits where 'employee development' is part of the criteria. 	OUR PEOPLE AND THE COMMUNITY
5 GENDER EQUALITY 	<ul style="list-style-type: none"> Equality, Diversity & Inclusion agenda. Flexible Working Policy (formal requests). Ways of Working Policy (hybrid/blended working). Enhanced maternity and paternity pay. Talent Programmes to widen and promote opportunity for development. Sponsorship Programmes. Annual sustainability audits where 'diversity' is part of the criteria. 	OUR PEOPLE AND THE COMMUNITY
7 AFFORDABLE AND CLEAN ENERGY 	<ul style="list-style-type: none"> ISO 14001:2015 Certified Environmental Management System supported by a dedicated HSQE Team. Internal energy and carbon monitoring and reporting process. External energy and carbon verification audits and certification. Internal carbon reduction target and supporting initiatives. Delivering energy monitoring and reduction services for clients. Annual sustainability audits where 'energy' is part of the criteria. 	OUR PLANET AND ENVIRONMENTAL PROTECTION + OUR SUPPLY CHAIN
12 RESPONSIBLE CONSUMPTION AND PRODUCTION 	<ul style="list-style-type: none"> Certified Environmental Management System supported by a dedicated and passionate HSQE Team. Waste management, monitoring, and reporting processes. Duty of care processes. Supply chain on-boarding and annual review process. Internal and external supply chain collaboration. Annual sustainability audits where 'circular economy' implementation is assessed. 	OUR PLANET AND ENVIRONMENTAL PROTECTION + OUR SUPPLY CHAIN
13 CLIMATE ACTION 	<ul style="list-style-type: none"> Certified Environmental Management System supported by a dedicated and passionate HSQE Team. Electric van trial & Electric Car Benefit Scheme. Established scope 3 emissions baseline. Climate change risk management. These are in addition to the activities outlined for SDG 7. Annual sustainability audits where 'transport' is part of the criteria. 	OUR PLANET AND ENVIRONMENTAL PROTECTION + OUR SUPPLY CHAIN

OUR TARGETS & PERFORMANCE

Arcus' overarching target throughout 2021/22 remains as **"To reduce scope 1, scope 2, & business travel greenhouse gas emissions by 40%, normalised by revenue, by 2025 from a 2019/20 financial base year"**. The HSQE team are responsible for the target monitoring and reporting processes, however the achievement of the target is the responsibility of every Arcus colleague, driven by the Board and relevant departmental leaders.

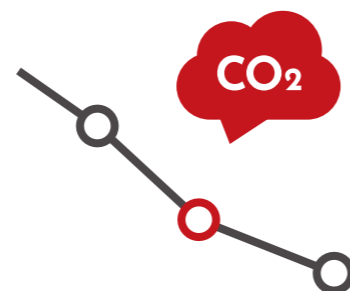
 **Scope 1 (Direct Emissions):** 26.6% (33.7 tCO₂e/£m) below where we projected our current performance should be at this moment in time to remain on track with achieving our carbon reduction target. This has fallen from the previous reporting year (-4.3%, 31.3 tCO₂e/£m), due to a return to business-as-usual operations post the Covid-19 pandemic. Consequently, van fleet mileage, which constitutes 98.8% of all scope 1 emissions, has increased despite the decrease in volume of Arcus' diesel van fleet. Additionally, with the return to office, working gas consumption has increased by 35% (53 tCO₂e) across Arcus' two main office sites Upminster and Redditch. We projected a stronger performance, however the global vehicle production delays and semi-conductor shortages experienced slowed our electric van roll out plans which in turn impacted our carbon reduction capabilities.

 **Scope 2 (Energy Indirect Emissions):** 74.6% (0.12 tCO₂e/£m) above where we projected our current performance should be at this moment in time to remain on track with achieving our carbon reduction target. This has increased from the previous reporting year (48.0%, 0.28 tCO₂e/£m). More information is included in the Net Zero, Energy and Air Quality section of the report.

 **Grey Fleet Business Travel (Scope 3 – Other Indirect Emissions):** 32.1% (2.6 tCO₂e/£m) above where we projected our current performance should be at this moment in time to remain on track with achieving our carbon reduction target. This has decreased from the previous reporting year (59.5%, 1.73 tCO₂e/£m). This can be attributed to the removal of a mandatory working from home policy implemented by the UK government, which has resulted in an increase in business travel.

SETTING OF FUTURE TARGETS:

Arcus will be implementing science-based carbon reduction targets. These targets will align carbon reduction efforts with **limiting rising global temperatures to 1.5°C** to prevent the worst effects of climate change.



SUSTAINABILITY THEMES

OUR PLANET AND ENVIRONMENTAL PROTECTION

Arcus operates a ISO 14001:2015 certified environmental management system. As such we strive to remain legally compliant at all times and to ensure that our colleagues understand how they impact our planet and are equipped with the information and resources required to protect our planet beyond the legal minimum.





WATER

Although not explicitly covered by the commitments in our Sustainability Policy nor identified as a material SDG, water use and pollution prevention forms part of our environmental management system (EMS) controls, our scope 3 emissions, and is material for many of our clients. However, water used while on client sites for landscaping, cleaning and overall maintenance services cannot be distinguished from water used by the client therefore we have only reported water used directly by Arcus Estate sites (used predominantly for sanitary and kitchen facilities). Water usage data at Arcus Estate sites is collated and reviewed annually. As part of our aspects and impacts under the EMS, suitable risk-based controls are in place. Colleagues are trained on the impacts of water use, and how to reduce them.

Occasionally Arcus must apply for Trade Effluent Discharge consents when effluent is being released into the sewage system. In 2021/22 Arcus are aware of one instance in which water was discharged. This was a heating/cooling system drain down where 300-400 litres of water and 5L of Sentinel x400 were released. The heating/cooling system was found to have calcium levels that indicated that scale formation had taken place in the boiler and level of inhibitor was found to be too low for the volume of system water.

Where water usage is paid for by the landlord and actual usage figures cannot be obtained, water consumption has been estimated using recent benchmarks from Better Buildings Partnership.

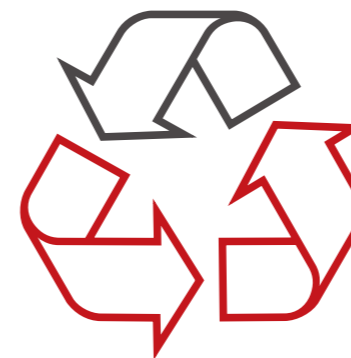
Water Consumption	Megalitre (ML)
Total water consumption	1.135
Total water consumption from all areas with water stress	0.553

Areas with water stress have been identified using the Water Stress Indicator of the World Resources Institute Aqueduct Water Risk Atlas. Areas with a water stress rating of 'High (40-80%)' or above were included in the calculation.

WASTE REDUCTION & CIRCULAR ECONOMY

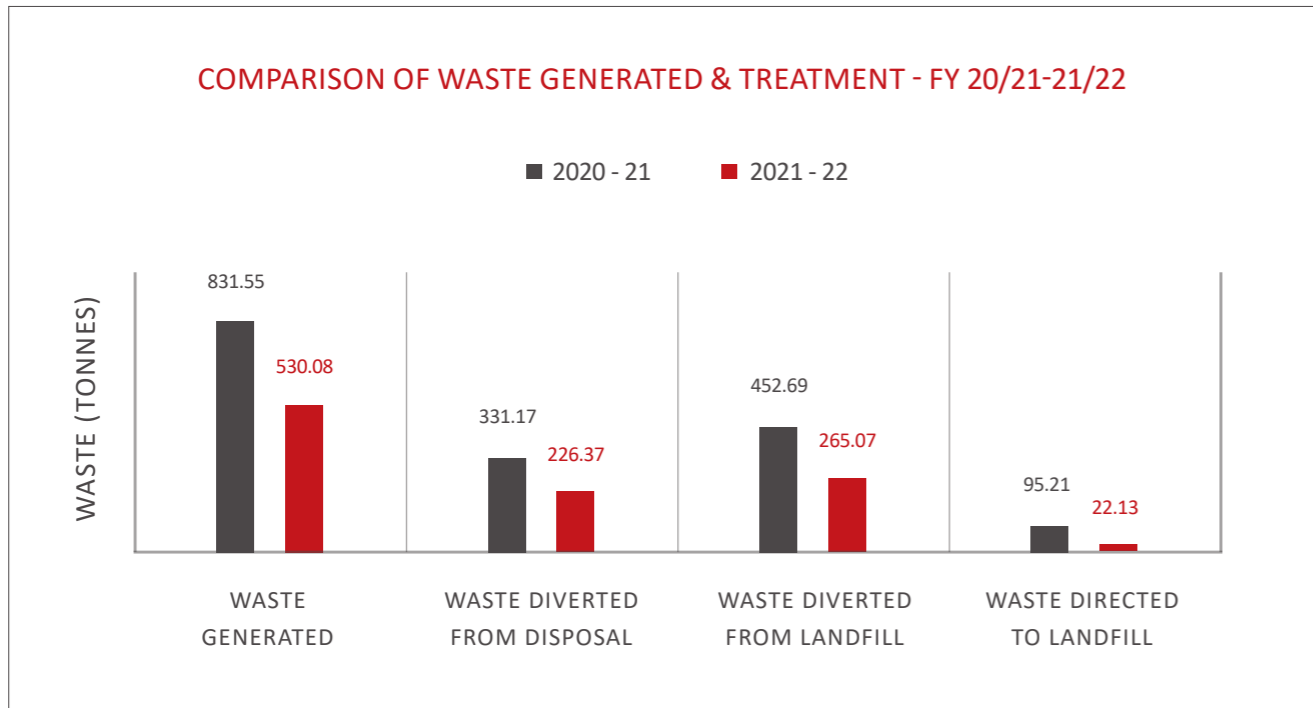
2021/22 HIGHLIGHTS

- Partnered with a new zero to landfill waste supplier to assist with our recycling goals.
- We have collaborated with waste contractors to broaden the scope of waste data collated.
- Introduction of more sustainable uniform on our largest contract:
 - *Packaging made from recycled plastic material and is recyclable.*
 - *The garments are manufactured from 100% recycled material.*
- A Waste and Circular Economy Policy was introduced.



Waste reduction and circular economy is a key theme and commitment identified within the Sustainability Policy. Waste data is currently received from our key suppliers who deal with the majority of our waste, largely via monthly reports and waste supplier online portal access. Waste is ultimately produced as a result of the services that we provide to clients, the purchase of goods from our supply chain to deliver those services, and the activities undertaken at our Arcus Estate sites. To ensure our third-party waste management suppliers operate in line with contractual and legislative obligations we have a duty of care process in place which ensures annual checks are completed.

Since the last report we increased the scope and accuracy of data collection which we will continue to progress. Simultaneously the amount of waste produced in comparison to last year has reduced and we believe this is a result of colleagues being more aware of the waste hierarchy and maximising use before disposal. Monthly monitoring of data allows for the identification of trends, spikes, improvement opportunities and circular economy implementation opportunities.



We are continuously encouraging colleagues to **recycle where possible and reduce single-use items**. For our colleagues that are field based, we are working closely with suppliers to find opportunities in which items can be **repaired, replaced, or returned** to reduce waste.

In 2020/21, 37.8% of waste was recycled/recovered, however this **increased to 42.69% in 2021/22**. To encourage this trend further, we are seeking Board approval to set a **target of a 60% recycling rate by the end of 2023/24**. We have arrived at this target by considering our transition to a zero to landfill waste contractor as well as Circular Economy opportunities we hope to adopt in 2022/23.

NET ZERO, ENERGY & AIR QUALITY

2021/22 HIGHLIGHTS

- Two electric vans were introduced into our fleet resulting in an avoided 27 tCO2e.
- A 1600% increase of grey fleet mileage driven in battery electric cars.
- A full scope 3 emissions baseline has been established and reported for the first time.
- Achieved the 'CO2e Assessed Organisation' & 'CO2e Assessed Supply Chain' standards from Carbon Footprint Ltd.
- A Carbon Disclosure Project (CDP) score of 'C' was received following our first climate change questionnaire submission. Information on CDP responses can be [found here](#).

Net zero, energy and air quality are key sustainability themes due to the current climate emergency, air pollution crisis, and the strengthening regulatory stance in this area. These are key themes and commitments identified within the Sustainability Policy. **The biggest direct impact Arcus has in this space is because of the fuel consumption associated with the use of transport.**



Arcus operates a diesel van fleet of over 800 vehicles (scope 1), and in addition to this there is a grey fleet operation involving over 370 colleagues who use their own vehicles for business use (scope 3). Electricity and natural gas consumption at Arcus Estate sites minimally contribute to our energy consumption and emissions figures. There is also a minimal impact resulting from diesel used for emergency generators at two of our offices, as well as fugitive emissions from air conditioning units.



The current reliance on diesel and petrol vehicles exposes Arcus to price volatilities, supply and production uncertainties, and ever-increasing regulatory controls related to net zero. **Therefore Arcus are placing a significant focus on trialling and rolling out zero emission vehicles across its fleet.** As well as the two electric vans already mentioned, **another 18 electric vans** have been on order since June 2021, however due the global delays we had not received delivery of the vans at the time of writing this report.

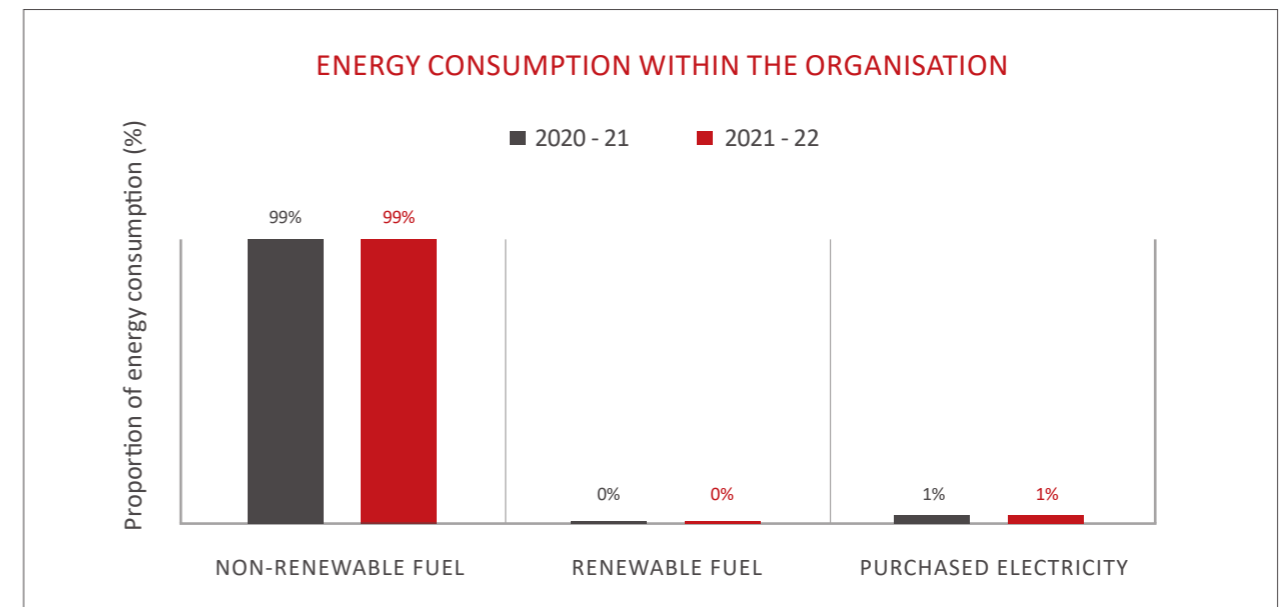
Energy consumption from fuel, electricity, and heating, and all scope 1, scope 2 and scope 3 emissions are calculated and reported on an annual basis. Arcus' greenhouse gas Corporate Accounting and Reporting Methodology uses 'ISO 14064-1:2018 - Greenhouse gases — Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals' along with the Greenhouse Gas Protocol as a guideline, and the SECR guidance in the 'DEFRA Environmental Reporting Guidelines March 2019'.

Data is collated from fuel cards, travel expense systems, utility provider online portals/invoice records, and landlords. Monitoring is also carried out on a monthly basis which allows for the identification of trends, spikes and improvement opportunities. This is to ensure both regulatory compliance and to drive **reductions** that extend **beyond compliance.**

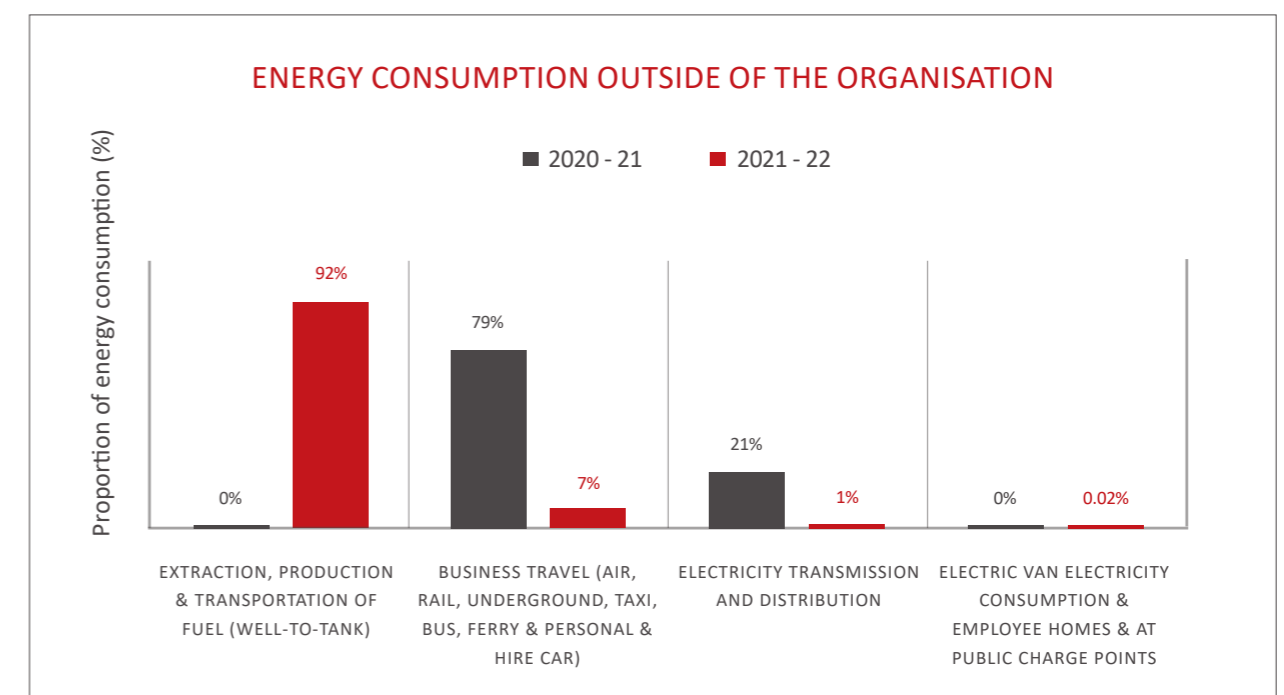
Aside from its own operations, Arcus also contributes to the reduction of energy consumption and emissions through its service delivery, by providing energy monitoring and reduction and other sustainable solutions to our clients, i.e. improving the energy efficiency of buildings and client use of renewable energy. Energy is a material issue for all Arcus clients, particularly in the retail and food retail sectors, where many of Arcus' clients operate.

ENERGY CONSUMPTION

In 2021/22, Arcus consumed 196,202 (GJ) of energy within the organisation (1,038GJ/£m revenue) and 111,920 (GJ) of energy outside of the organisation (592GJ/£m revenue). The total energy consumption, based on the intensity ratio figures, has increased by 98% compared to the base year 2019/20. Much of this can be attributed to the expansion of our reported scope 3 emissions.



Fuel types used are natural gas, diesel, and petrol where diesel represents 98.4% of total fuel used. The diesel is mainly used for the van fleet.



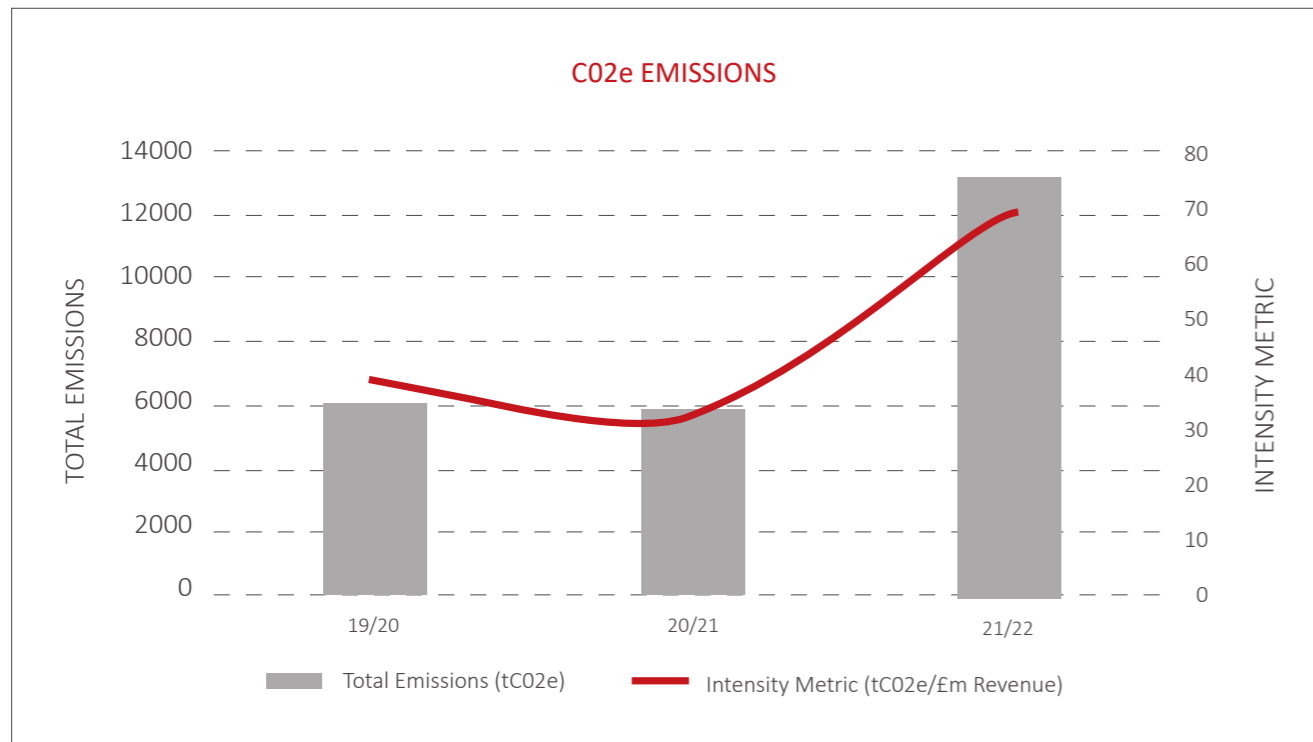
The highest energy consumption can be apportioned to extraction, production, and transportation of fuel (well-to-tank), followed by business travel.

The new scope 3 emissions baseline accounts for 7,122 tCO2e (349 tCO2e in 2020/21 which only related to business travel in private cars and hired cars, water use and treatment, and transmission & distribution emissions). Meaning that total calculated emissions equalled 13,279 tCO2e (2020/21 figure was 5,789 tCO2e).

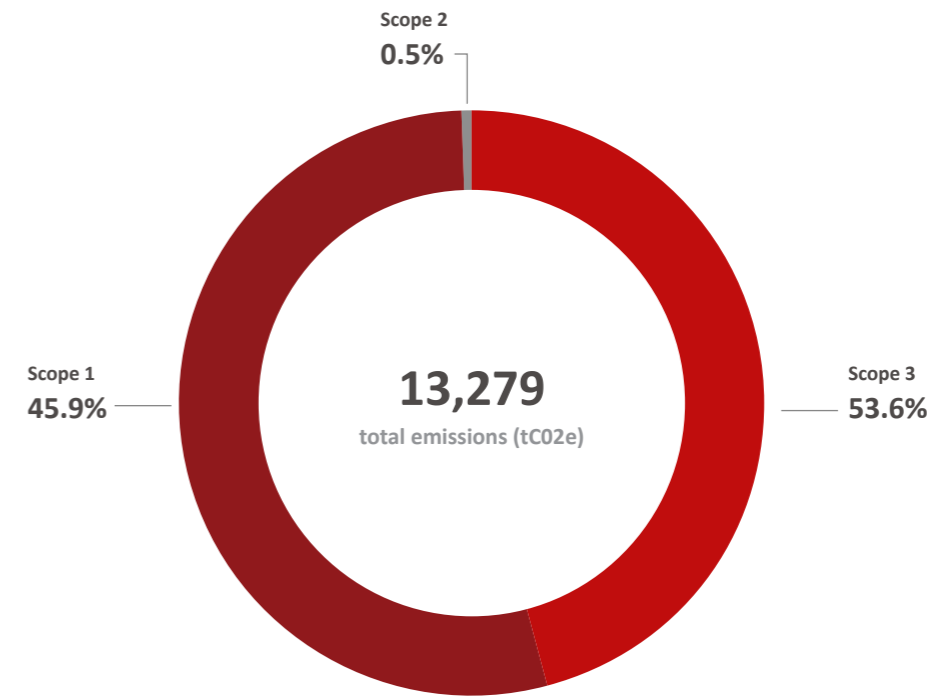
The scope 3 baseline is an integral milestone towards net zero which we can use to implement targeted scope 3 emission reduction strategies, however some of the emissions accounting methods rely heavily on estimation. This particularly relates to Supply Chain and employee commuting emissions. Over the coming years we will work on improving the accuracy of this emissions data.



When comparing to our current base year of 2019/20, total emissions increased by 120% (7,254 tCO2e), scope 1 by 17%, and scope 3 by 861%, but scope 2 emissions reduced by 33%. As such, when setting targets going forward our new base year will be set as 2021/22 to ensure the additional scope 3 emissions are included in the base year.



The CO2e intensity-based emissions have increased 116% from 33 tCO2e/£m revenue in 2020/21 to 70 tCO2e/£m revenue. This is due to both operations returning to business-as-usual post the COVID-19 pandemic, and the broadened scope 3 accounting.



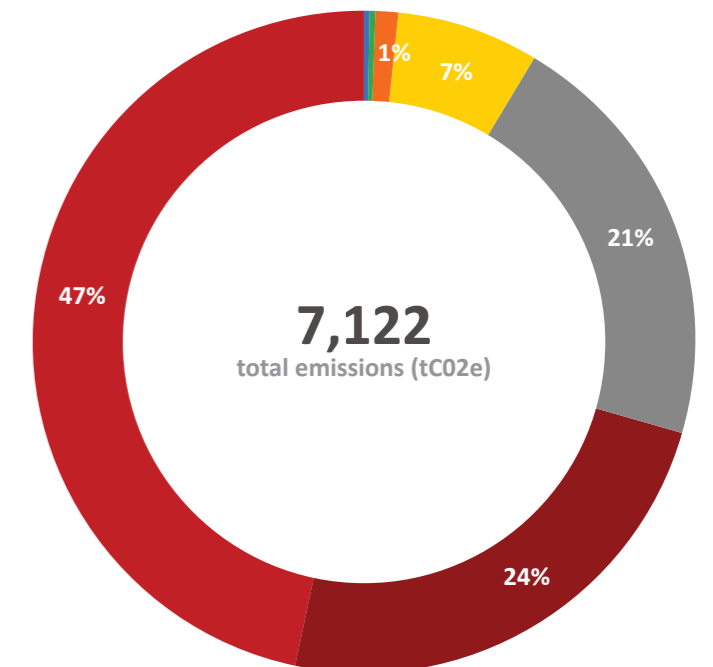
Scope 1 emissions for 2021/22 were 6,094 tCO2e (previous year 2020/21: 5,376 tCO2e). 0.77% (47 tCO2e) were offset via carbon credits for the natural gas. The GHG's accounted are based on direct measurement of activity data and conversion to CO2e.

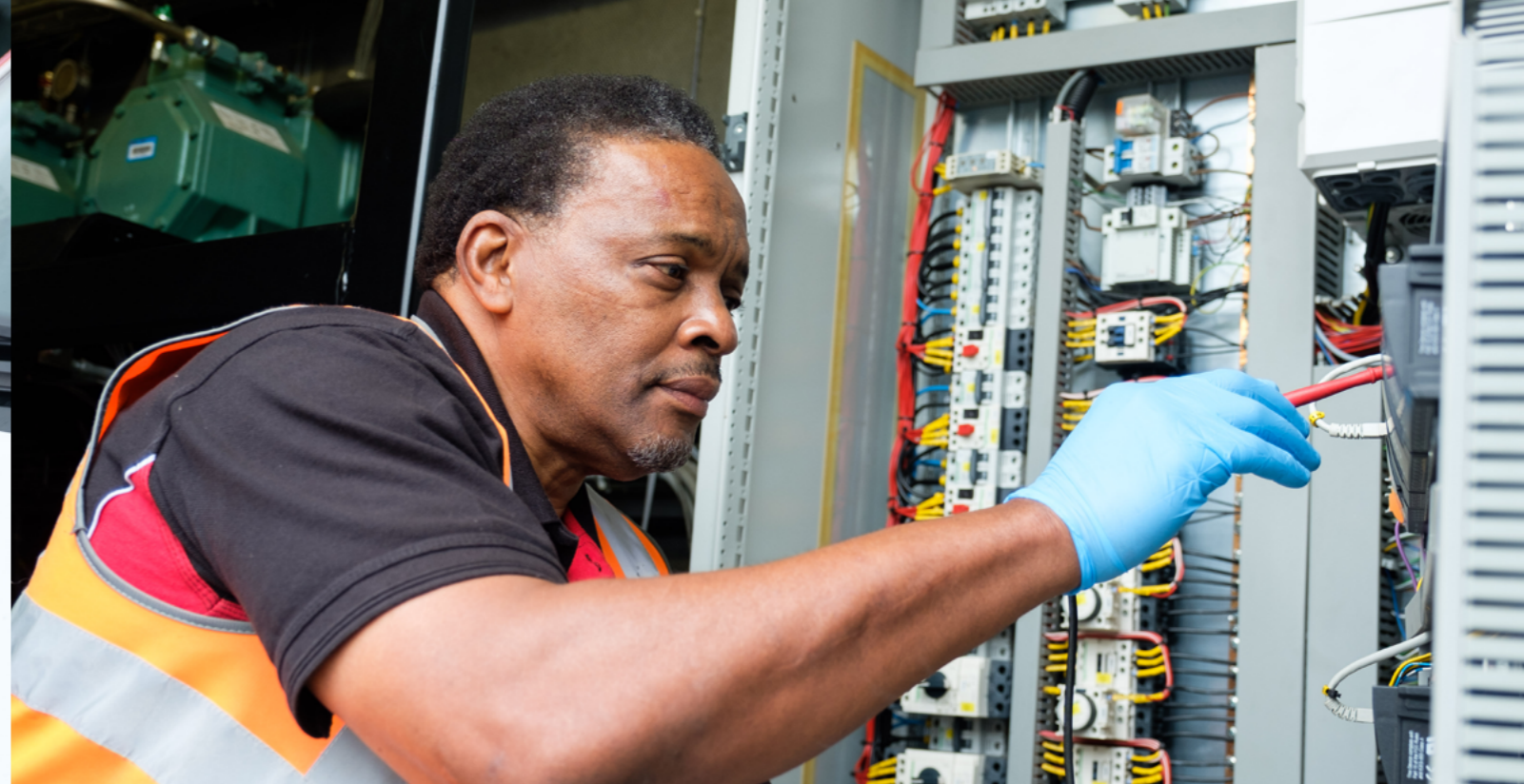
Scope 2 emissions were calculated based on the GHG Protocol Scope 2 Guidance for a location-based and marked-based method.

- Location-based emissions = 63 tCO2e (previous year 2020/21: 63 tCO2e).
- Marked-based emissions = 28 tCO2e (previous year 2020/21: 30 tCO2e).

OTHER INDIRECT (SCOPE 3) EMISSIONS BREAKDOWN

- Supply chain (purchased goods and services, capital goods and upstream leased assets)
- Extraction, production and transportation of fuel (well-to-tank)
- Employee commuting
- Business travel (air, rail, underground, taxi, bus, ferry and personal and hire car)
- Homeworking
- Waste Disposal
- Electricity transmission & distribution
- Electric van electricity consumption at employee homes and at public charge points
- Water supply and treatment





ENERGY CONSUMPTION, EMISSIONS EFFICIENCY & REDUCTION MEASURES

THE FOLLOWING PROVIDES A SAMPLE OF INITIATIVES THAT WERE IMPLEMENTED:

Electric Car Benefit Scheme - The voluntary electric vehicle salary sacrifice scheme, which allows eligible colleagues to lease an electric vehicle at a lower cost when compared to a conventional internal combustion engine private lease, remained available. The aim of this initiative is to help reduce the carbon emissions resulting from our business travel undertaken in private vehicles. Arcus Board approval was also obtained to expand the eligibility criteria so a wider range of colleagues can benefit from the scheme.

Grey Fleet Mileage Reduction - A 718,778 miles (28%) reduction was achieved from the 2019/2020 baseline year. This is a trend and culture that Arcus aims to continue via our 'Drive Down CO2 by Dialling in' initiative which was launched in May 2021 to support in the delivery of our million (business) mile reduction target.

Engineer Self-Scheduler Portal - The introduction of an engineer self-scheduler portal tool enables the mobile engineers to view all client jobs that are yet to be completed at the same location to the work order they have been planned, allowing them to allocate jobs to themselves. This decreases the amount of time spent driving their van, which not only increases productivity but decreases mileage and fuel use, having a direct positive impact on emissions.

Arcus Estates - This was the first full year where the Arcus Estate sites at Upminster and Redditch have been backed by 100% renewable electricity contracts (supported by renewable electricity Guarantee of Origin certificates). Similarly, 10% of the gas supply is backed by Renewable Gas Guarantee of Origin certificates and 90% backed by carbon credits from qualified and registered projects. Furthermore, Arcus' newly leased Leeds office (as of 01/12/2021) is also backed by a 100% renewable electricity contract.

REDUCTIONS IN ENERGY REQUIREMENTS OF PRODUCTS & SERVICES

Based on energy efficiency operational interventions and projects that are tracked, and the resulting reductions verified, by the Arcus Energy Team, a 335,090 GJ reduction in energy consumption for services provided was achieved comparing with 99,883 GJ for the previous year.

Arcus utilises several energy saving strategies implementing condition-based maintenance interventions for its clients' facilities. Within Arcus' Smarter Maintenance and Real-time Technology (SMaRT) Hub, energy baselines are calculated to measure variation in energy consumption that may have an adverse effect on client's consumption. These baselines are incorporated with high temporal and spatial resolution energy, weather, and operational data to achieve the greatest accuracy. A couple of key energy saving projects are outlined below:

Refrigeration Global Command - A project which oversees refrigeration temperature setpoints being increased during hours of high peak energy tariffs in turn reducing both energy consumption and accounting for financial savings.

PV - A project which oversees the remote monitoring and optimisation of photovoltaic (PV) for clients, ensuring renewable energy generation is at its peak minimising our client's dependence on non-renewable sources of energy.





OUR PEOPLE & THE COMMUNITY

SOCIAL VALUE / ARCUS IN THE COMMUNITY



All information and data relating to our social value agenda and Arcus in the Community initiative can be found in the separate Arcus Social Value Report April 2021 – April 2022.



OUR PEOPLE

HEALTH, SAFETY & WELLBEING

2021/22 HIGHLIGHTS

- Accident Frequency Rates have fallen from 22.07 to 11.53 & RIDDOR Frequency Rates from 4.18 to 1.82 since 2015/2016.
- Despite an additional RIDDOR in the reporting year, there was a reduction of 22 accidents since 2020/2021 (excluding RIDDORs).
- Our first cycle to work benefit scheme was launched.

Arcus' commitment to Health & Safety is reflected in business values and in one of the supporting enablers 'Getting Everyone Home Safely'. This is also reinforced by 'People' being one of the businesses 5 pillars. Arcus has a HSQE Functional Strategy that sets out our approach, with a key focus on all colleagues taking personal responsibility. There is a dedicated HSQE team whose role is to lead, guide, support, and advise business functions in taking responsibility and ownership of theirs and others' health and safety. Performance is monitored and reported into senior teams through the quarterly HSQE Committee, Risk Management Meetings and Board. We use trend analysis from accidents, near misses, hazard spots and audit results to provide a focus of where additional support and actions may be needed and actively carry out campaigns and initiatives to focus on continual improvement.

To support this, Arcus operates a ISO 45001:2018 certified occupational health and safety system.

The scope is: the provision of facilities managing agent, maintenance services, technical maintenance services and training services. Workers included within scope are 1660- 20% Managers; 20% Support staff; 60% field operatives. Activities out of scope include: Cleaning – Retail & Depots, BEMs Ltd (recent acquisition), and contractors or outsourced activities.



HAZARD IDENTIFICATION, RISK ASSESSMENT & INCIDENT INVESTIGATION

Arcus has a robust risk assessment process where all scopes of work, activities and environments are considered to ensure hazards are identified, assessed and that a hierarchy of controls is applied. An electronic point of work Dynamic Risk Assessment supports this process. Colleagues are empowered to report and action hazard spots or raise for further support if needed. Where business regions are identified as having a higher number of accidents, a plan is currently being written to understand the root cause and action required to support the regions and improve safety.

We have an Accident/Incident Policy in place with initial investigations completed by Line Mangers, supported by online resources and the HSQE team. RIDDOR or formal investigations will be led by the HSQE team. Causes are considered to identify any immediate actions required, as well as opportunities for wider learnings and improvements to our controls and processes.

Through the above-mentioned processes, it is deemed that significant work-related hazards are Exposure to Substances (COSHH), Legionella, Fire, Lone working, Working at Height, Electrical, Tools/Equipment/Plant, Contractors, Slips, Trips & Falls, and Driving.

Hazards which pose a risk of ill-health from workplace exposure are Musculoskeletal Disorders (mainly from Manual Handling or DSE), potential exposure to Asbestos from work activities, noise & vibration from use of tools/equipment and mental health.



COLLEAGUE PARTICIPATION, CONSULTATION & COMMUNICATION ON HEALTH & SAFETY

Arcus completed bi-annual Focus Groups throughout 2020/21, which involved a spread of nominated HSQE Champions from various disciplines and levels throughout the business. All Champions are engaged and encouraged to provide input and feedback from their respective business areas. The outputs of the Focus Groups are fed into the HSQE Committee meeting.

As an Arcus pillar, Technology is embraced and electronic access and equipment is available to all Technical & Support Service employees. This utilises Yammer forums, dedicated HSQE groups, weekly Arcus Essentials email communications / newsletters, monthly Toolbox Talks etc. The provision of such technology provides immediate access to fresh HSQE related communications and relevant information.

RIDDOR STATISTICS AND INFORMATION

- There were 15 RIDDORs in 2021/2022, an increase of 1 RIDDOR from the previous fiscal year.
- 13 related to 'over-7-day incapacitation of a worker'. 2 due to a bone fracture (specified injury).
- This is a reduction from 4 specified injuries the previous year.
- Slips, Trips & Falls (STF) same level, were the top cause, closely followed by Manual Handling (MH), & Fall from Height.
- *A safety footwear trial is currently underway within the business division most affected by STF*

ACCIDENT STATISTICS AND INFORMATION, INCLUDING RIDDORS

- 95 accidents were reported. An improvement from 2020/2021 which saw a total of 116.
- The main accidents and RIDDOR hazard categories were Manual Handling, STF (same level) and Sharps.
- Injury sustained predominantly related to lacerations, bruising/contusion, and muscular strain.
- *Following detailed analysis identifying the number of accidents involving cuts to hands/arms in one business division, cut proof gloves and more suitable equipment was issued to all colleagues.*
- 4 accidents involved contractors whilst working on behalf of Arcus for Project Services. 1 resulted in an over 7-day RIDDOR. Incidents related to exposure to substance, struck against something, tools/equipment; and fall from height.
- There were 6 incidents where colleagues experienced ill-health/injury whilst driving for work. The only trend was that 3 were caused due to collisions with other vehicles, non-Arcus colleague fault.



SAFE EFFECTIVE QUALITY OCCUPATIONAL HEALTH SERVICE (SEQOHS)

Arcus has developed a wellbeing strategy which sets out our vision, aims and objectives and responsibilities. Our colleague's wellbeing is integrated into day-to-day practices and activities. A SEQOHS accredited occupational health (OH) provider is utilised to help colleagues stay in work, or to transition back into work following physical or mental ill-health, including any reasonable adjustments. Arcus liaises as appropriate with our OH provider and other medical professionals to support colleagues to maintain good physical and mental health and wellbeing.

For health and wellbeing issues or concerns, Arcus offer support and counselling via our Employee Assistance Programme. Stress risk assessments are undertaken where required to identify causes and action plans to alleviate. Colleagues are provided with time off for appointments and fully trained Arcus Mental Health First Aiders can provide confidential personal support. The Arcus HR team provide anonymised management information relating to the reasons for ill-health and absence to inform our actions plans.

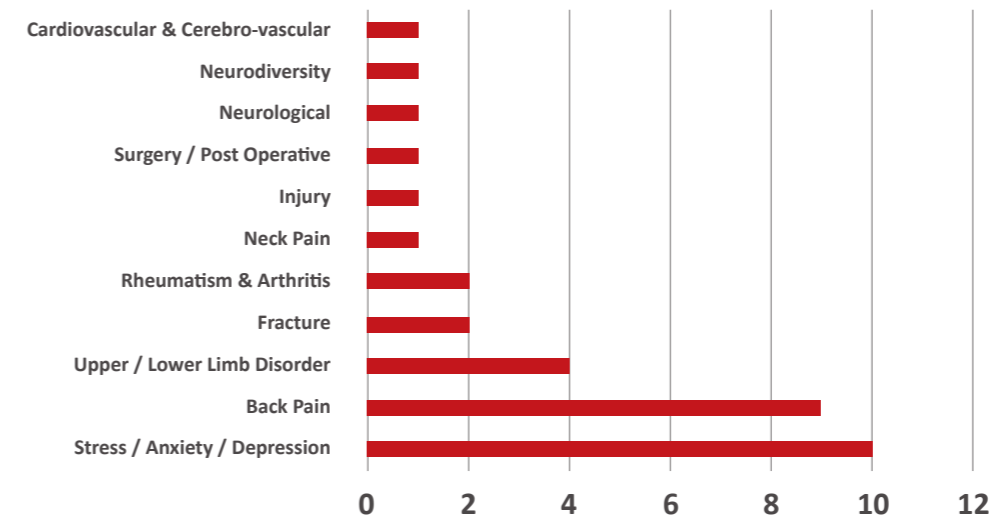
Arcus offers a Corporate Health Cash Plan to all colleagues, as well as well as a Healthcare Insurance plan to eligible colleagues. Positive psychology and wellbeing e-learning pathways are available to all colleagues. Arcus has also introduced a 'cycle to work' benefit which can offer a cost-effective way to purchase new cycling equipment.

A 'Back Care Campaign' launched in October 2021 to promote good manual handling practices and back care at work following an increase in Manual Handling injuries and absence from work.

OCCUPATIONAL HEALTH REFERRALS

A total of 147 Occupational Health Referrals occurred in 2021-2022, however only 33 (22%) were work related. There were 4 workplace accidents (2.7% of all referrals). It should be noted that some employees were referred more than once to Occupational Health.

WORK RELATED / AGGRAVATED - CONDITIONS



Back complaints account for 27% of work-related ill-health conditions, and mental health issues account for 30% of all work-related ill health concerns.

FOCUS FOR 2022 / 2023

A full review of the findings of the 2021/2022 analysis will be undertaken by the HSQE Leadership team to outline risk reduction focus areas.



TRAINING

At Arcus we are passionate about our people and their development. We recognise that every colleague performing at their best every day is key to our continued success. We understand that continuing to invest in our people in the right ways will keep us agile and flexible. **This helps us deliver a winning service.**

Each year Arcus' Learning and Engagement Team releases a Learning and Development Programme which is categorised as follows:

1. **Professional Development** – learning opportunities designed to help colleagues be at their brilliant best in their role which are delivered virtually either via Arcus' The Learning Space or Microsoft Teams.
2. **Technical Training** – internally delivered, face-to-face and via The Learning Space, courses which are open to our field-based colleagues only.

HSQE TRAINING

In addition to the above, ensuring delivery of quality and comprehensive health and safety training is of paramount importance to the business. Every 2 years, colleagues are required to complete a suite of RoSPA approved e-learning awareness courses via The Learning Space. All colleagues receive 7 safety awareness courses (Risk Assessment, Manual Handling, DSE etc), with those in more technical field-based roles receiving a further 5 courses, (Asbestos, Legionella, Working at Height etc). They include completion of a pre and post module quiz to demonstrate effective learning and to enable identification of common trends to support with annual course review/updates. Line Management and Directors have access to their team's overall compliance data so completion gaps can be addressed.

Environmental awareness e-learning training is also delivered to all colleagues every 2 years. A sustainability awareness training module is currently in development to support this. External safety training is also provided where required for a job role or client and statutory requirements (e.g. UKPIA SPA, IPAF, PASMA, Rooftop Safety etc).

EQUALITY, DIVERSITY & INCLUSION

There was a significant focus on driving the equality, diversity, and inclusion (EDI) agenda internally with our colleagues during 2021/22. In addition **our EDI strategy** was launched by our CEO stating its importance and focus for the business. We are passionate about promoting EDI in all its forms, its importance, and benefits, and doing so beyond the legal minimum. Arcus is striving to create an inclusive workplace where diversity is valued, respected, and celebrated.

Arcus is all about people - our colleagues, our customers, their customers, and the services that we deliver. We hope to create a more inclusive and diverse environment that brings even more success for our colleagues and the wider business. We recognise that for Arcus to continue to grow and to be successful, we need diverse talents and experiences to develop more robust solutions for our customers and to bring together wider and more varied perspectives to develop an innovative and creative culture. As a business, we want everyone to feel that they can be themselves and bring their whole selves to work.

To achieve this, we need all employees to play their part in understanding and creating a culture characterised by inclusive behaviours in everything we do – behaviours built on respect and appreciation for diversity in all its forms. Arcus has therefore delivered specific interventions to help achieve our goals and support our colleagues with developing this culture.





PEOPLE (TALENT ATTRACTION AND ENGAGEMENT)

- We have an executive Sponsor for all EDI activity at Board level
- Our EDI policy has been established and our Strategy launched (the strategy was launched at the beginning of 2022/23 so details of which will not be included in this report).
- We have a clear commitment to tackle EDI and address racism with pledges made from Board level and throughout Arcus.
- We embed EDI best practice when preparing new and reviewing existing policies/procedure.



COMMUNICATION AND AWARENESS

- We have engaged in campaigns for #mynameis, The Big Promise and International Women’s Day, making commitments and pledges
- We embed Equality and Inclusion initiatives and considerations when undertaking communications.
- Pro-nouns and Phonetic Spelling have been introduced in colleague communications.



LEARNING AND DEVELOPMENT

- Our EDI vision is articulated to all new staff during induction training
- EDI External Training has been provided to all Board and Senior Managers within Arcus



EXTERNAL PARTNERSHIPS

- We have signed up to Inclusive Employers- the UK’s first and leading membership organisation for employers looking to build inclusive workplaces.



DATA AND MONITORING

- We have employee baseline data on EDI that will enable us to look at trends and report progress
- We have introduced systems to collect data through our recruitment process and staff surveys
- We have included EDI questions in ‘Have Your Say’ – our annual colleague feedback survey.

BASELINE DATA

Despite all this positive work, we recognise that there is a lot to be done and we aim to continue making progress towards shaping a fully inclusive environment and increasing diversity at all levels, so that we widen our appeal to people and become an employer of choice.

Gender (All Colleagues)	Female	Male	Not Declared		
	32.72%	67.25%	0.03%		
Gender (C-Suite)	Female	Male	Not Declared		
	33%	67%	0%		
Disability / Medical Condition Requiring Adjustment	Yes	No	Not Declared		
	3.78%	10.23%	85.99%		
Sexual Orientation / Gender Identity	LGBTQ+	Heterosexual	Not Declared / Prefer Not To Say		
	0.23%	6.12%	93.58%		
Ethnicity	Black, African, Caribbean, Black British	Asian/Asian British	White	Mixed, Multiple or Other Ethnic Groups	Not Declared
	5.34%	1.86%	40.08%	3.32%	51.26%
Age	Under 30 Years Old		30-49 Years Old		50 Years Old and Over
	15.77%		43.53%		40.65%

Due to data limitations, we are currently only able to report gender diversity (and not age/other indicators of diversity as per the GRI standard reporting requirements) at a C-Suite level. We also recognise the extent of undeclared information (i.e. incomplete data) relating to the Disability / Medical Condition Requiring Adjustment, Sexual Orientation / Gender Identity and Ethnicity which we will work to improve. Good quality data allows us to address issues of underrepresentation in certain areas or roles. It gives an indication to potential or actual bias and barriers facing our employees. The use of the data will also give us an understanding of where we are currently and where we want to be in the future.

OUR BUSINESS GOVERNANCE & GROWTH



ETHICS & INTEGRITY

Arcus has numerous policies which outline the ethical principles that govern the business and apply to all colleagues regarding compliance, ethical business operation, reporting wrongdoing, and anti-bribery. Honesty and transparency are also valued, which are principles that are embedded into Arcus' 9 Enablers.

COMPLIANCE

2021/22 HIGHLIGHTS

Arcus has achieved and maintained Cyber Essentials certification since 2020. Cyber Essentials is the recognised baseline standard for cyber security, developed by HM Government. The scheme demonstrates the company's clear statement of our controls to demonstrate internally, to our customers and other stakeholders a robust approach to mitigating the risks from common cyber threats.

Arcus is not aware of any non-compliance with laws and/or regulations. Arcus' commitment to compliance is demonstrated in the HSQE Strategy 2021-2024 where 'Demonstrating effective legal compliance' is outlined as one of the nine HSQE strategic objectives. It is also evidenced via our externally certified integrated management system (ISO 14001:2015, ISO 9001:2015 and ISO 45001:2018) which requires the identification of legal, policy and other requirements, maintenance of a compliance obligations register, implementing operational planning and control, evaluation of compliance processes, internal auditing, and external review.



INFORMATION SECURITY & CUSTOMER PRIVACY

Customer privacy, data protection and information security is a huge focus for Arcus as by the nature of our business we will often collect and hold sensitive and confidential information relating to our colleagues and customers. It is critical that we comply with the requirements of legislative standards in the way that we collect and process such data. We are working towards the internationally recognised standard ISO/IEC 27001:2013. Within the current legislation there are general principles that give overarching guidance to the provision of information security, and these key points have been used to enable Arcus's management of information security across the business. Arcus monitor activity and the involvement in breaches of the legislations identified by maintaining registers of indirect and direct breaches.

Information security is maintained by a series of approved policies and processes. Arcus holds a quarterly information security meeting to discuss the progress of ISO 27001 implementation which is chaired by Arcus' Information Security Manager. This will become the Information Security Committee following successful certification. Overall accountability is held with the Chief Executive Officer and Chief Strategy Officer.

Arcus have demonstrated commitment to privacy by obtaining accreditation in cyber security (Cyber Essentials plus). Also, Information Security Champions have been assigned in each department to keep information secure and to report any potential breaches of data.

All Arcus colleagues are mandated to carry out GDPR e-learning developed internally. However, some colleagues have received ISO 27001 internal auditor training to ensure that internal audits are conducted effectively. Any findings from audits that are conducted either externally or internally are thoroughly investigated to locate the root cause and provide preventative measures to prevent reoccurrence.



SUSTAINABILITY APPROACH EVALUATION

ARCUS EVALUATES OUR APPROACH TO SUSTAINABILITY THROUGH:

- External integrated management system audits.
- Internal audit programmes across all business functions (which review compliance with ISO 45001:2018, ISO 14001:2015, ISO 9001:2015 and ISO 27001:2013).
- Monitoring and reporting of performance against targets
- Relevant meetings and committees including the HSQE Committee, Sustainability Committee, Corporate Risk Management Meeting, Horizon Group risk meeting, and Information Security Meeting.
- Benchmarking
- Evaluation of Compliance Obligations programme
- Internal reviews and testing including information penetration tests
- External verification via audits, assessments and reviews including clients, SFMI, CDP.

Results from evaluation are used to determine any additional actions required for continuous improvement and are reported at a senior level within the business.

OUR SUPPLY CHAIN

Sustainability risk management in our supply chain is key because we are heavily reliant on suppliers to deliver our service effectively. We therefore want to ensure that our supply chain is operating in line with legislation and sustainability good practice.

In the context of this report, we will focus on the HSQE screening of suppliers who are engaged to deliver sub-contracting activities on the behalf of Arcus. In 2022, we started work on strengthening our environmental, social and governance reviews of our suppliers of goods and have started to develop engagement frameworks and collaborative relationships with key suppliers to drive sustainability improvements throughout our value chain. The progress made on this will be shared within our 2022/23 Sustainability Impact Report.

Arcus ensures that every sub-contractor utilised is screened in accordance with strict and relevant HSQE criteria. Sub-contractors are also required to answer wider sustainability questions.

Arcus continues to partner with Alcumus Safe Contractor who offer a Contractor Management System Portal. Annual audits provide compliance, HSQE and sustainability assurances.

THESE AUDITS INCLUDE QUESTIONS ON:

- Environmental Management
- Equality and Diversity
- GDPR / Data Protection
- Anti-Bribery and Corruption
- Modern Slavery.

An internal On-Boarding HSQE Questionnaire is released for sub-contractors who are of a smaller and more niche market and do not hold Safe Contractor certification.



CONCLUSION

The purpose of this report is to disclose the impacts Arcus has on key elements of the environment and society, and hence its contribution – positive and negative – towards the goal of sustainable development. As detailed within the report, Arcus is playing its part in the UN 2030 Agenda for Sustainable Development by acting on seven SDGs that Arcus has assessed as most material to its operations.

Arcus is striving to become a sustainability leader in the FM industry and is committed to sustainable development. The commitments to our planet, our people, and to the wider community are enshrined in our most recent Sustainability Policy, which will only strengthen as our sustainability journey continues. Substantial progress continues to be made in areas such as climate action, social value, health and wellbeing, diversity and inclusion, and information security, however Arcus has ambitious plans to ensure we continue to make significant advancements in these areas and others where more focus is required. Arcus looks forward to sharing further progress made in this space in next year’s report.

DATA APPENDIX

WASTE

The figures outlined below include waste from client contracts and Arcus occupied office sites where Arcus are responsible for the management of waste.

Waste produced by Arcus colleagues which has been mixed with any waste produced by client colleagues is excluded from this report. As is waste produced at Arcus Estate sites that the landlord is responsible for managing waste.

Table 1. Waste by composition, in metric tons (t)

	Waste generated	Waste diverted from disposal*	Waste diverted from landfill**	Waste directed to disposal***
Total	530.08	226.37	265.07	22.13
Non-hazardous waste	478.30	195.40	256.50	23.8
Hazardous waste & WEEE	51.76	30.96	8.69	0.07
from all areas with water	0.553	0.553	0.553	0.553

* Only waste that we are certain has been recovered or recycled is included in these figures.

** Unable to specify whether this waste falls into the ‘other recovery operations’ in ‘diverted from disposal’ or if it has been incinerated under the ‘directed to disposal’ category. To avoid double counting this excludes waste that has been prepared for reuse or recycled.

*** Only waste that we are certain has been landfilled or incinerated is included in these figures.

Table 2. Waste diverted from disposal by recovery operation, in metric tons (t)

	Onsite	Offsite	Total
Hazardous waste & WEEE			
Recycling	11.50	19.10	30.46
Other recovery operations	0	0.14	0
Total	12.20	19.14	30.60
Non-hazardous waste			
Recycling	6.39	189.02	195.41
Total	6.39	189.02	195.41

Table 2 summarises data for which the third-party waste management supplier has confirmed diversion from disposal and the recovery operation involved.

Table 3. Waste diverted from landfill, in metric tons (t)

	Total
Hazardous waste & WEEE	8.688
Non-hazardous waste	256.52
Total	265.07

Table 3 summarises data for which the third-party waste management supplier has confirmed diversion from landfill but has not specified the recovery or disposal operation involved.

Table 4. Waste directed to disposal by disposal operation, in metric tons (t)

	Onsite	Offsite	Total
Hazardous waste & WEEE			
Landfilling	0	0.07	0.07
Total	0	0.07	0.07
Non-hazardous waste			
Incineration (with energy recovery)	0	0.83	0.83
Landfilling	0	23.79	23.79
Total	0	23.80	23.80

Table 4 summarises data for which the third-party waste management supplier has confirmed direction to disposal and the disposal operation involved.

AIR QUALITY

Arcus main source of air pollutants comes from the van fleet, followed by our grey fleet (business travel in personal and hire cars) and a minor contribution from natural gas combustion in boilers for heating.

Emission Type	Quantity (kg)
NOx	20,975
SOx	1.2
Particulate Matter (PM10)	242
Particulate Matter (PM2.5)	242
Volatile Organic Compounds (VOC)	696

The transport figures were calculated based on published emission factors from the National Atmospheric Emissions Inventory for road transport. The boiler emission factors were from the DEFRA/European Environment Agency.

HEALTH AND SAFETY

This data relates to injuries and ill-health of Arcus FM employees and contractors working on behalf of Arcus (where reported to Arcus).

GRI 403, is an American standard, therefore the required criterion slightly differs to that utilised within the UK. Statistics detailed relate to UK HSE reporting requirements. It details RIDDORs as defined within the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

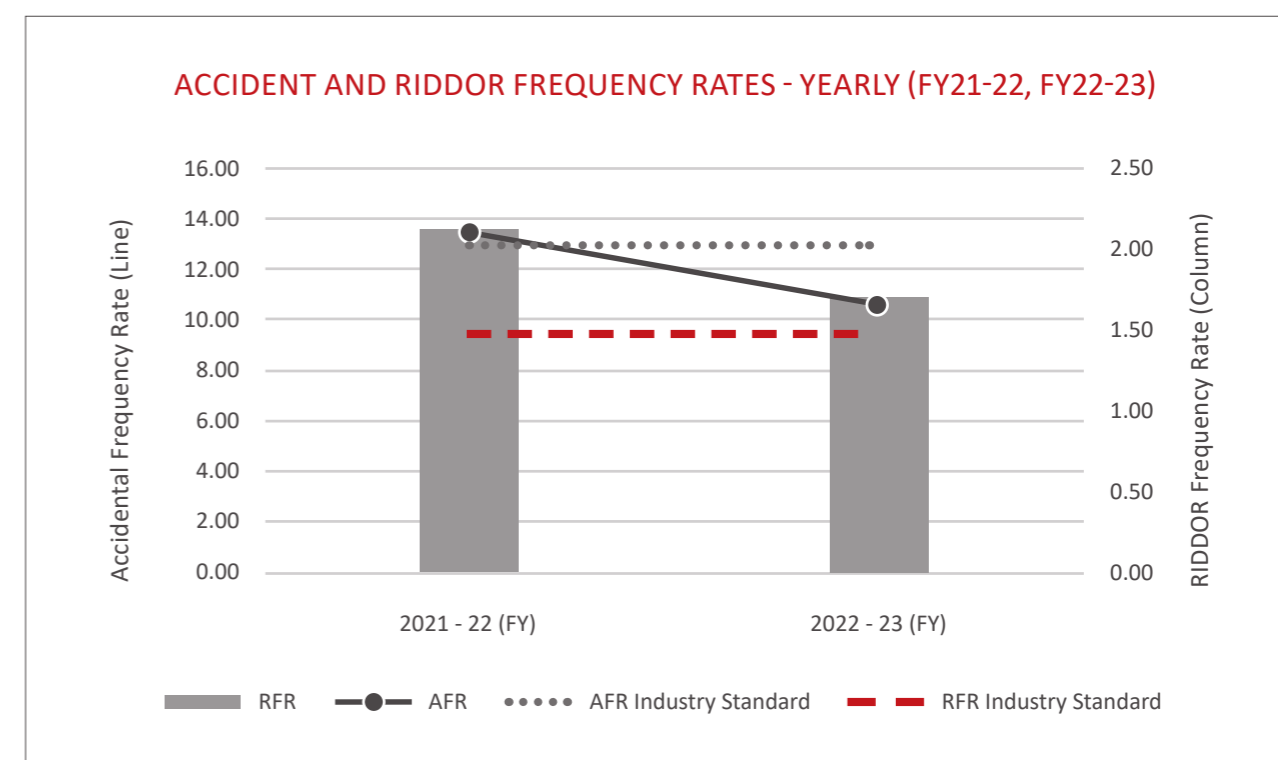
It also includes non RIDDOR reportable incidents where injury occurred whilst undertaking work activities, including driving and events where harm was not caused but had potential to cause injury or ill health, including dangerous occurrences (near misses & hazard spots).

Ill health includes diseases, illnesses, & disorders, including mental health. Information provided relates to reports of ill health following exposure to workplace hazards.

The Frequency rate is calculated as $AFR = \frac{\text{Accident (inc Riddor)}}{\text{Headcount}} \times 1,000,000$.

The below table shows incident group statistics from 2015 to date. There have been no fatalities. Hours worked slightly differ for both years. 2021/2022 recorded 8,238,013 hours, with 8,991,840 recorded in 2020/2021.

Year	Headcount	Hours Worked	RIDDORs	Accidents	AFR	RFR	AFR Industry Standard	RFR Industry Standard
2021-22 (FY)	4210	7067147	15	80	13.44	2.12	13.1	1.47
2022-23 (FY)	4210	2353405	4	21	10.62	1.70	13.1	1.47



The data below identifies the behavioural, physical, chemical, biological, and ergonomic hazards highlighted via the reporting of all incidents. Where hazards contributed to injuries, they are highlighted red.

	Slips, Trips, Falls on the same level	Behaviour (of others)	Fire	Premises Condition	General Access	Electrical	Working Environment	Tools / Equipment / Plant / PPE	Fall from height	Hygiene	Sharps	Manual Handling	Biological	Exposure to Substance	Road Traffic Accident / Vehicle	Pests	Struck against an object	Asbestos	Waste / Environment	Gas	Hit by an object	Process	Noise
RIDDOR	5	0	0	0	0	0	0	1	2	0	1	4	0	1	0	0	0	0	0	0	0	0	0
Accidents	12	0	0	4	0	0	0	8	0	0	16	13	0	3	6	0	12	0	0	0	6	0	0
Environmental Incident & Near Miss	0	0	0	0	0	0	0	0	0	0	0	0	2	4	0	0	0	0	0	0	0	0	0
Near Miss	10	8	4	5	0	7	0	3	3	0	0	0	0	1	0	0	0	0	0	5	0	0	0
Hazard Spots	310	97	184	165	162	95	18	25	29	29	12	1	16	8	10	14	0	10	9	2	0	4	2
Total	337	233	188	186	162	102	49	37	34	29	29	18	17	17	16	14	12	10	9	7	6	4	2

GRI DATA APPENDIX

Several Global Reporting Initiative (GRI) standards, and parts of their content, have been selected and referenced when compiling this report to disclose specific sustainability information, however a full report has not been prepared in accordance with all GRI standards.

THIS REPORT REFERENCES:

- GRI 102 General Disclosures 2016
- GRI 103 Management Approach 2016
- GRI 203 Indirect Economic Impacts 2016
- GRI 302 Energy 2016
- GRI 303 Water and Effluents 2018
- GRI 305 Emissions 2016
- GRI 306 Waste 2020
- GRI 307 Environmental Compliance 2016
- GRI 308 Supplier Environmental Assessment 2016
- GRI 403 Occupational Health and Safety 2018
- GRI 405 Diversity and Equal Opportunity 2016
- GRI 409 Forced or Compulsory Labour 2016
- GRI 414 Supplier Social Assessment 2016
- GRI 418 Customer Privacy 2016
- GRI 419 Socioeconomic Compliance 2016



The GRI KPIs detailed in the table below have largely been chosen to report on due to their materiality to Arcus and their linkage to that 7 SDGs outlined at the beginning of this report.

GRI #	Disclosure	Why a Material Topic?	Location in report or response
General Disclosures			
102-1	Name of the organisation	N/A	Arcus Solutions (Holdings) Limited
102-2	Activities, Brands, & Services		About us
102-3	Location of Headquarters		Enterprise House, 168-170 Upminster Road Upminster Essex RM14 2RB
102-4	Location of Operations		United Kingdom
102-5	Ownership and Legal Form		Arcus is a private limited company (Ltd).
102-6	Markets Served		About us
102-7	Scale of the organisation		About us
102-12	External Initiatives		Certifications, Memberships & Awards
102-14	Statement from Senior Decision-Maker		A Message From Our CEO
102-16	Values, principles, standards, and norms of behaviour		Our Business Governance & Growth
Indirect Economic Impacts			
103	Management Approach Disclosure	<ul style="list-style-type: none"> • UN SDG 1 – No Poverty • Social Value is 1 of 5 Arcus Pillars 	Separate Social Value report
203-2	Significant indirect economic impacts		

GRI #	Disclosure	Why a Material Topic?	Location in report or response
Energy			
103	Management Approach Disclosure	<ul style="list-style-type: none"> UN SDG 7 – Affordable & Clean Energy Sustainability Policy Commitment Compliance 	Net Zero, Energy & Air Quality
302-1	Energy consumption within the organisation		Net Zero, Energy & Air Quality
	Energy consumption outside of the organisation		Net Zero, Energy & Air Quality
302-2	Energy intensity		Net Zero, Energy & Air Quality
302-3	Reduction of energy consumption		Net Zero, Energy & Air Quality
302-4	Reductions in energy requirements of products and services		Net Zero, Energy & Air Quality
Water			
103	Management Approach Disclosure	<ul style="list-style-type: none"> Material to clients 	Our Planet & Environmental Protection
303-1	Interactions with water as a shared resource		Our Planet & Environmental Protection
303-5	Water consumption		Our Planet & Environmental Protection
Emissions			
103	Management Approach Disclosure	<ul style="list-style-type: none"> UN SDG 3 – Good Health & Wellbeing UN SDG 13 – Climate Action Sustainability Policy Commitment Compliance 	Net Zero, Energy & Air Quality
305-1	Direct (Scope 1) Greenhouse Gas (GHG) emissions		Net Zero, Energy & Air Quality
305-2	Energy indirect (Scope 2) GHG emissions		Net Zero, Energy & Air Quality
305-3	Other indirect (Scope 3) GHG emissions		Net Zero, Energy & Air Quality
305-4	GHG emissions intensity		Net Zero, Energy & Air Quality
305-5	Reduction of GHG emissions		Net Zero, Energy & Air Quality
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions		Data Appendix

GRI #	Disclosure	Why a Material Topic?	Location in report or response
Waste			
103	Management Approach Disclosure	<ul style="list-style-type: none"> UN SDG 12 – Responsible Consumption & Production Sustainability Policy Commitment Compliance 	Waste Reduction & Circular Economy
306-1	Waste generation and significant waste-related impacts		Waste Reduction & Circular Economy
306-2	Management of significant waste-related impacts		Waste Reduction & Circular Economy
306-3	Waste generated		Data Appendix
306-4	Waste diverted from disposal		Data Appendix
306-5	Waste directed to disposal		Data Appendix
Environmental Compliance			
103	Management Approach Disclosure	<ul style="list-style-type: none"> Minimum standard expected by all stakeholders 	Our Business Governance & Growth
307-1	Non-compliance with environmental laws and regulations		Our Business Governance & Growth
Supplier Environmental Assessment			
103	Management Approach Disclosure	<ul style="list-style-type: none"> UN SDG 7 – Affordable & Clean Energy UN SDG 12 – Responsible Consumption & Production UN SDG 13 – Climate Action Sustainability Policy Commitment Compliance 	Our Supply Chain
308-1	New suppliers that were screened using environmental criteria		Our Supply Chain

GRI #	Disclosure	Why a Material Topic?	Location in report or response
Occupational Health & Safety			
103	Management Approach Disclosure	<ul style="list-style-type: none"> • HSQE Policy Commitment • Sustainability Policy Commitment • Compliance • 1 of 9 Arcus Enablers • UN SDG 3 – Good Health and Wellbeing • UN SDG 4 – Quality Education 	Our People
403-1	Occupational health and safety management system		Our People
403-2	Hazard identification, risk assessment, and incident investigation		Our People
403-3	Occupational health services		Our People
403-4	Worker participation, consultation, and communication on occupational health and safety		Our People
403-5	Worker training on occupational health and safety		Our People
403-6	Promotion of worker health		Our People
403-8	Workers covered by an occupational health and safety management system		Our People
403-9	Work-related injuries		Data Appendix
403-10	Work-related ill health		Our People
Diversity and Equal Opportunity			
103	Management Approach Disclosure	<ul style="list-style-type: none"> • UN SDG 5 – Gender Equality • Sustainability Policy Commitment • Compliance 	Our People
405-1	Diversity of governance bodies and employees		Our People
Forced or Compulsory Labour			
103	Management Approach Disclosure	<ul style="list-style-type: none"> • UN SDG 1 – No Poverty • Sustainability Policy Commitment • Compliance 	See Arcus' Modern Slavery Statement found here on our website.
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour		

GRI #	Disclosure	Why a Material Topic?	Location in report or response
Supplier Social Assessment			
103	Management Approach Disclosure	<ul style="list-style-type: none"> • UN SDG 1 – No Poverty • UN SDG 3 – Good Health and Wellbeing • UN SDG 5 – Gender Equality • Sustainability Policy Commitment • Compliance 	Our Supply Chain
414-1	New suppliers that were screened using social criteria		Our Supply Chain
Customer Privacy			
103	Management Approach Disclosure	<ul style="list-style-type: none"> • Compliance • Stakeholder expectations 	Our Business Governance & Growth
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		No complaints from customers or regulatory bodies for the breach of customer privacy, and there have been no identified leaks, thefts or losses of customer data.
Socioeconomic Compliance			
103	Management Approach Disclosure	<ul style="list-style-type: none"> • Minimum standard expected by all stakeholders 	Our Business Governance & Growth
419-1	Non-compliance with laws and regulations in the social and economic area		Our Business Governance & Growth



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