



SUSTAINABILITY

IMPACT REPORT 2022-23



ARCUS

EXECUTIVE SUMMARY

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

Arcus is playing its crucial part in the UN 2030 Agenda for Sustainable Development, reflecting and acting upon 7 Sustainable Development Goals (SDGs). Those identified were assessed by Arcus as being most material to Arcus' 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 relative to energy, water, emissions, waste, supplier assessment, occupational health and safety, diversity and equal opportunity, information security and compliance have been disclosed throughout the report, with general disclosures and a supporting statement from our Chief Executive Officer detailing his commitment to sustainability.

Where relevant, other key Arcus resources, detailing important sustainability information, have been referenced. Arcus is fully committed to embedding sustainability practices into its business management and operation, with adoption of environmental, social and governance (ESG) considerations and activities.

Wherever possible, Arcus continues to take actions resulting in improved, positive, social, economic, and environmental impacts.

Arcus' 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. The target is supported by several other commitments, goals, and initiatives, existing and in development. Current performance against aligned targets, and details of supporting mechanisms, are disclosed within the report content.

KEY HIGHLIGHTS OF THE YEAR INCLUDE:

- 72.3% of our waste generated was recycled or re-used, increasing by 29.6% from 21/22
- Ongoing review of our Supplier Sustainability Questionnaires Responses to identify suppliers who are most aligned with our sustainability goals, and those who require support and engagement to assist them with their sustainability journey.
- All new soft services uniform is now made from 100% recycled fabrics.
- The roll-out of a further 18 electric vans resulting in an avoided 127.85 tCO₂e.
- A 200% increase in grey fleet mileage that is driven in battery electric cars.
- Maintaining the 'CO₂e Assessed Organisation' & 'CO₂e Assessed Supply Chain' Carbon Footprint Ltd standards.
- Completing the Carbon Disclosure Project (CDP) questionnaire for the third year, for which we are expecting our score from CDP in early 2024 for our climate change submission.
- Accident Frequency Rates (AFR) have risen from 11.53 to 13.47, whilst RIDDOR Frequency Rates have fallen from 1.82 to 0.9 since last year.
- A reduction of 25 workplace accidents since 2021/2022 (excluding RIDDORS).
- Our 'cycle to work' benefit scheme has 20 colleagues actively involved in the scheme.
- Maintenance of Cyber Essentials certification.

Arcus is proud to be a Sustainable FM Index (SFMI) partner, maintaining the silver award in 2022. Arcus continues its partnership to ensure that well-informed, experts can provide us with guidance, external benchmarking and industry collaborations, which in turn can be used to move us further forward with our sustainability efforts.

Several Global Reporting Initiative standards, and parts of their content, were selected/referenced when compiling this report, disclosing specific sustainability related information, however a full report has not been prepared in accordance with all standards.

The reporting period is from 1 April 2022 to 31 March 2023 and the scope is consistent with the themes and commitments identified 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 2022 to 31 March 2023 inclusive – in line with the Arcus 2022/23 financial year (hereafter referred to as 2022/23). We continue to 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 for this reporting period against a limited assurance level by Acclaro Advisory in line with ISAE 3000 (International Standard on Assurance Engagements Other than Audits of Historical Financial information).

Arcus takes great pride in acting responsibly in accordance with sustainability criteria and wants to act in such ways that positively impact our colleagues, clients, supply chain partners, the planet, and the communities within which we operate and work within. Arcus invests responsibly to achieve sustainable growth.

We are an industry leader, embracing the defined United Nations (UN) Sustainable Development Goals (SDGs), and we encourage colleagues to engage and align themselves with our business vision. At Arcus we are innovative in our delivery and we readily empower and support our colleagues.

Arcus are members of the Sustainable Facilities Management Index (SFMI) – who's assessment 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 2021/22 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' third annual Sustainability Impact Report.

Arcus is fully committed to sustainable development and is focused on embedding sustainability principles into the operation and management of the business. Not only because it's the right thing to do and something the whole business believes in – but because it supports our growth.

In facilities management, we excel if we don't just maintain a customer's estate but add value to their operations and the communities our customers operate in and serve. We have seen significant growth over the past year, and our approach to sustainability – and environmental, societal and governance – best practice has been key to this.

We strive for a culture that goes beyond legal compliance, and in to being a true leader in sustainability in the facilities management sector.

Our Senior Leaders are readily engaged in this approach and positive sustainability practices are sponsored at the highest levels of the business.

Throughout this year, we have implemented several impactful sustainability initiatives which continue to deliver real value. We're proud to have maintained our Silver SFMI award with a higher score than the previous year and we are pushing ourselves for more. This is our nature – we adopt a continuous improvement mindset across all areas of our business, and this applies to sustainability principles so that we can effectively deliver sustainable development in accordance with the UN Goals.

We are starting to see incremental progress in our efforts to decarbonise our fleet, with improvements in the global supply position enabling us to rollout a further 20 electric vehicles in this financial period.

50 more EVs are to be ordered in Autumn 2023, in line with the positive feedback we've had from stakeholders on our methodical approach to their introduction – ensuring the vehicles meet the needs of our business, and work for our customers, so that any changes we make are adopted and embedded so that this more sustainable mode of transport is permanent.

It gives me great pleasure to sign this report – a great year of progress. This reporting mechanism not only allows us to reflect on our successes but also give assurances to our many stakeholders, that we're working responsibly and taking a rigorous and transparent approach to enhancing our sustainability performance.





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 three office/training centre locations alongside three office spaces that were shared with other tenants. An additional site that was shared with other tenants stopped being operational in December 2022, another solely occupied site ceased being operational in July 2022 and Arcus former training centre stopped being operational at the end of December 2022. All sites are leased. Herein referred to as Arcus Estate sites.

The headcount figure at the end of the financial year was 3356 colleagues.

Please refer to the relevant annual reports and financial statements on the Companies House website for further information.

CERTIFICATES & ACCREDITATIONS





OUR COMMITMENTS & TARGETS

OUR SUSTAINABILITY POLICY & ISO CERTIFICATIONS

Our Sustainability Policy can be [viewed here](#).

ISO 45001: 2018 Occupational Health and Safety Management System Certification can be [viewed here](#).

ISO 14001: 2015 Environmental Management System Certification can be [viewed here](#).

ISO 9001: 2015 Quality Management Certification can be [viewed here](#).

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



SUSTAINABLE DEVELOPMENT GOALS





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)
<p>1 NO POVERTY</p>	<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. 	<ul style="list-style-type: none"> • Annual sustainability audits where ‘sustainable communities’ is part of the criteria. 	<p>OUR PEOPLE AND THE COMMUNITY</p> <p>+</p> <p>OUR SUPPLY CHAIN</p>
<p>3 GOOD HEALTH AND WELL-BEING</p>	<ul style="list-style-type: none"> • Getting Everyone Home Safely is one of arcus’s core competencies. • ISO 45001:2018 Certified Health & Safety Management System supported by a dedicated HSQE Team. • Mental Health First Aiders & Employee Assistance Programme (EAP). 	<ul style="list-style-type: none"> • The introduction of our ‘People Pages’. • Range of safety, health and wellbeing resources on our Learning platform. • Focus on air quality via energy use reduction and fleet decarbonisation. 	<p>OUR PEOPLE AND THE COMMUNITY</p> <p>+</p> <p>OUR PLANET AND ENVIRONMENTAL PROTECTION</p> <p>+</p> <p>OUR SUPPLY CHAIN</p>
<p>4 QUALITY EDUCATION</p>	<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. 	<ul style="list-style-type: none"> • Technical training & career progression pathways. • Technical & non-technical apprenticeships. • Leadership development programmes. • External sustainability audits where ‘employee development’ is part of the criteria. 	<p>OUR PEOPLE AND THE COMMUNITY</p>



UN SUSTAINABLE DEVELOPMENT GOALS


SDG	Snapshot of Arcus Activities in relation to SDG		Link to Sustainability Theme(s)
 <p>5 GENDER EQUALITY</p>	<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. 	<ul style="list-style-type: none"> Talent programmes to widen and promote opportunity for development. Sponsorship programmes. External sustainability audits where 'diversity' is part of the criteria. 	OUR PEOPLE AND THE COMMUNITY
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<ul style="list-style-type: none"> ISO 14001:2015 Certified Environmental Management System supported by a competent, multi-skilled HSQE Team. Internal energy and carbon monitoring and reporting process. External energy and carbon verification audits and certification. 	<ul style="list-style-type: none"> Internal sustainability 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
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<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. 	<ul style="list-style-type: none"> Supply chain on-boarding and annual review process. Internal and external supply chain collaboration. External sustainability audits where 'circular economy' implementation is assessed. 	OUR PLANET AND ENVIRONMENTAL PROTECTION + OUR SUPPLY CHAIN
 <p>13 CLIMATE ACTION</p>	<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. 	<ul style="list-style-type: none"> 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 2022/23 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):** 53.6% (35.78 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 (-26.6%, 33.7 tCO₂e/£m), despite fuel consumption in van fleet vehicles reducing, the carbon intensity of diesel increased hence our emission increase.

With the return to the office after the Covid-19 pandemic, working gas consumption has increased at Redditch by 2.17% (increase of 0.2 tCO₂e). At Arcus other main office site Upminster, consumption has decreased by 31% (decrease of 6.7 tCO₂e), due to an increase in homeworking.

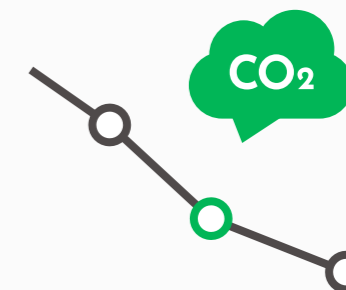
We projected a stronger performance, however the global vehicle production delays and semiconductor shortages experienced slowed our electric van roll out plans which in turn impacted our carbon reduction capabilities. Arcus has approval from the senior leadership team for 50 more electric vehicles to be purchased when the order bank opens in September/October 2023.

 **Scope 2 (Energy Indirect Emissions):** 0.4% behind where we projected our current performance should be at this moment in time to remain on track with achieving our carbon reduction target.

 **Grey Fleet Business Travel (Scope 3 – Other Indirect Emissions):** 7.6% (3.07 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. Despite still being on target this has decreased from the previous reporting year (32.1%, 2.6 tCO₂e/£m).

SETTING OF FUTURE TARGETS

Arcus will be undergoing the validation of its science based carbon reduction targets in 2023/24. These targets will align with our carbon reduction efforts and **limiting rising global temperatures to 1.5°C** to prevent the worst effects of climate change.



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.



SUSTAINABILITY THEMES

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.

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	1.21
Total water consumption from all areas with water stress	0.83

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 AND CIRCULAR ECONOMY

2022/23 HIGHLIGHTS

- Exceeding our target recycling rate of 60% being set in 2021/22 by 12.3%.
- Expansion of our waste reporting, including estimates of landlord managed Arcus Estates sites where we do not receive accurate waste data.
- All new Soft Services Uniform is now manufactured from 100% recycled materials.
- In 22/23 there was a reduction in total waste produced and waste sent to landfill from 21/22.

Within our Sustainability Policy, waste reduction and circular economy is a key theme and commitment identified. Waste data is received from our key suppliers at least monthly, largely via reports and waste supplier online portals. We also ask our suppliers to provide data on the proportions of waste, which is recycled, re-used/repurposed, diverted from landfill (i.e. energy recovery through incineration) or sent to landfill. Monthly monitoring of data allows for the identification of trends, spikes, improvement opportunities and circular economy implementation opportunities.

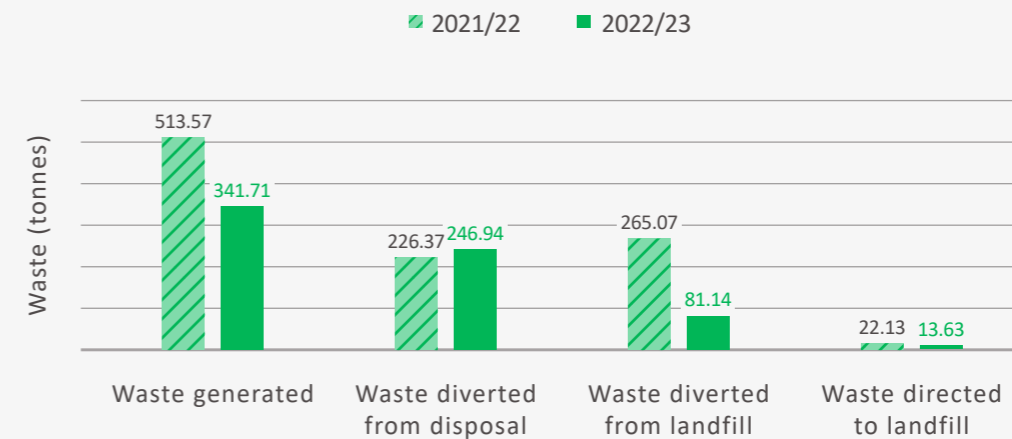
Most of the waste we produce is because of the service we provide to our clients, and the purchase of goods from our supply chain to deliver those services. A smaller amount of waste is produced because of the activities undertaken at our Arcus Estate sites.

We have a duty of care process in place, ensuring annual checks on suppliers are completed to make sure our third-party waste management suppliers are operating in line with contractual and legislative obligations.

There has been further increase in the scope and accuracy of data collection since the last report. Where waste management of Arcus estates is paid for by the landlord and actual waste data cannot be obtained, for 2022/23 estimations have been calculated based off usage at other Arcus offices meaning this is the first full year all Arcus estates are included in the waste reporting.

Simultaneously, we believe these collaborations with waste management suppliers, and colleagues being more aware of the waste hierarchy and maximising use before disposal has led to the amount of waste being produced reducing in comparison to last year. Similarly, the amount of waste which has been sent to landfill has reduced since last year.

COMPARISON OF WASTE GENERATED & TREATMENT – FY 21/22-22/23



We are continuously encouraging colleagues to recycle as much as possible and reduce their consumption of single-use items. For World Environment Day 2023, Arcus ran the initiative 'Ditch food and drink single-use plastics for the day!' in line with the theme of beating plastic pollution, to encourage employees to be conscious of their everyday choices.

To support reducing waste in our field-based activities, we are working closely with suppliers and looking for new opportunities to embed circular economy principles within our practices. This involves engaging in schemes to repair, replaced or return items to reduce waste.

In 2022/23 72.3% of waste was recycled or re-used, increasing from 42.7% in 2021/22. This trend has been encouraged by a target recycling rate of 60% being set in 2022. This target was set considering our transition to a zero to landfill waste contractor, as well as considering the circular economy opportunities we are engaging in.

NET ZERO ENERGY & AIR QUALITY

2022/23 HIGHLIGHTS

- A further 18 electric vans were introduced into our fleet for this reporting period resulting in an avoided 127.85t CO₂e. A further 50 electric vehicles have been approved by the senior leadership team to be ordered when the order bank opens in September/October 2023
- A 200% increase of grey fleet mileage driven in battery electric cars.
- A full scope 3 emissions baseline has now been in place for the last two reporting periods.
- Continued to maintain the achievements of 'CO₂e Assessed Organisation' & 'CO₂e Assessed Supply Chain' standards via our preferred partner Carbon Footprint Ltd.

Completing the Carbon Disclosure Project (CDP) questionnaire for the third year, for which we are expecting our score from CDP in early 2024 of for our climate change 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 850 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.

A reliance on diesel and petrol vehicles exposes Arcus to price volatilities, supply and production uncertainties, and ever-increasing regulatory controls related to net zero.

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 in place (2020/21), a further 18 electric vans went live in this reporting period. A further order for 50 electric vans have been pre-approved by our senior leadership team and an order will be placed when the order book opens in September/October 2023.

Energy consumption from fuel, electricity, and heating, and all scope 1, scope 2 and partial 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 our travel expense systems, utility providers invoices/online portals and landlords. In cases where actual data is not available, estimations are calculated.

The HSQE team monitor data monthly, looking to identify trends, spikes and opportunities for improvement. This ensures regulation compliance as well as helping us drive our reduction beyond compliance.

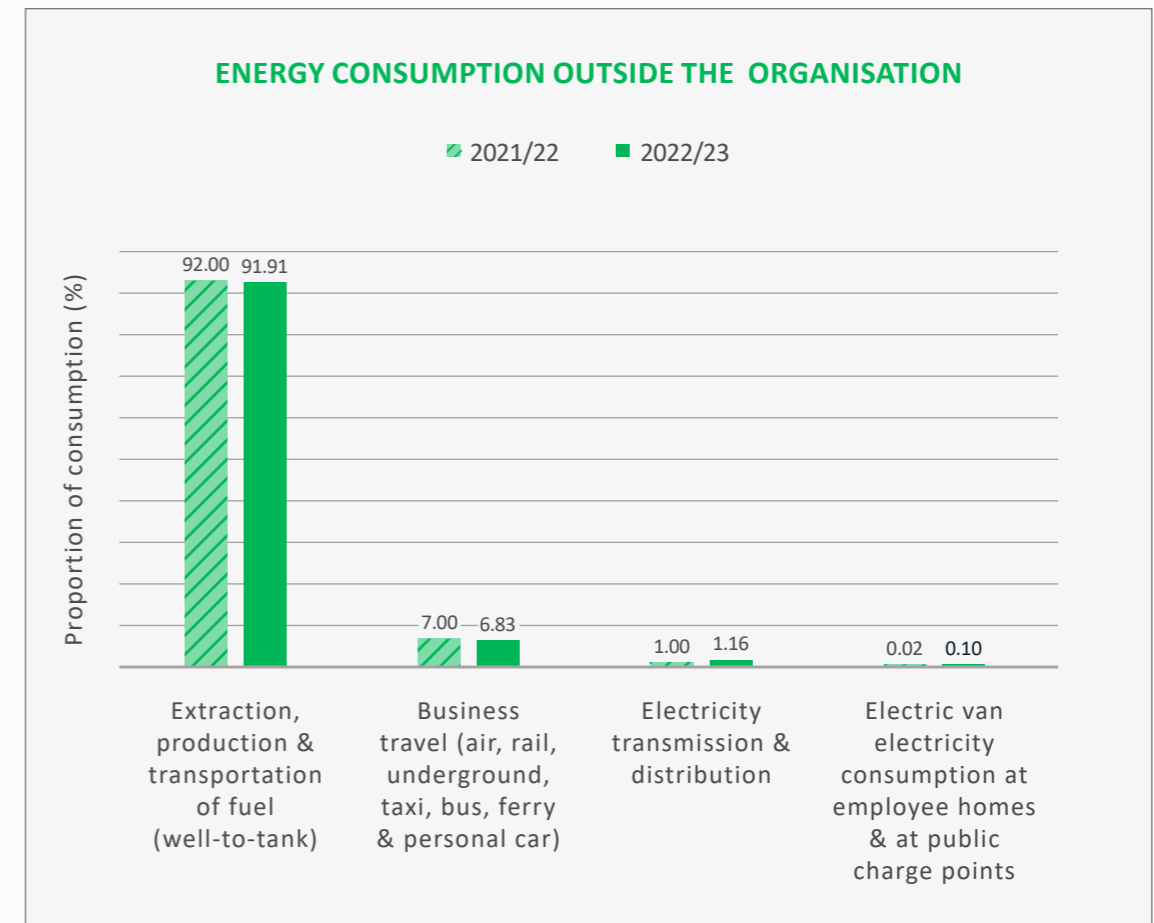
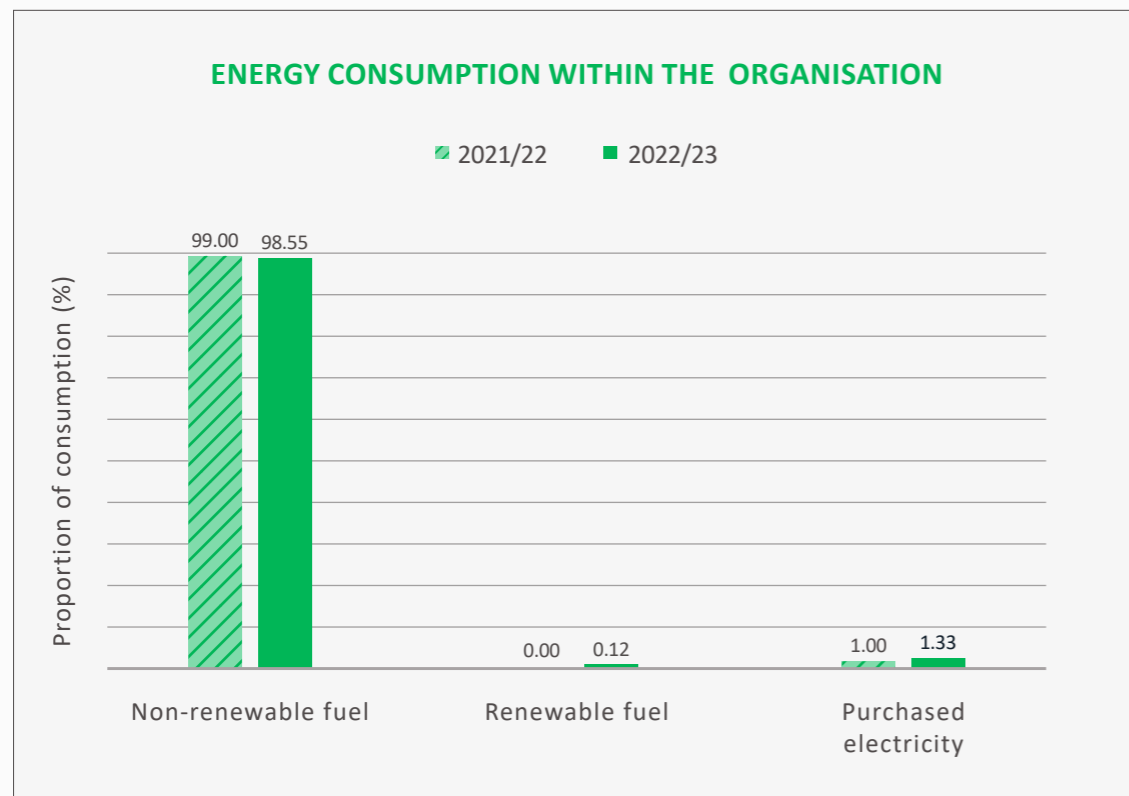
As well as reducing energy consumption and emissions within our own operations, Arcus supports our clients' reduction through our service delivery. This includes providing energy monitoring and reduction and providing sustainable solutions to our clients. Last year Arcus suggested a potential energy savings opportunity at a client site; it was calculated that by changing the chiller configurations and replacing aged assets, the energy savings could equate to 1.2264 KWh a year, and the eventual payoff saving over 10 years would be £15,000.

Similarly, Arcus have installed approximately 4000 solar panels on the roof of a large distribution centre located at a client site. There is the potential for 1MW of energy to be drawn from these units, leading to both a huge financial saving and a reduction of emissions. 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 2022/23, Arcus consumed 93,452 (GJ) of energy within the organisation (530.2 /£m revenue) and 112,967 (GJ) of energy outside of the organisation (640.95GJ/£m revenue). The total energy consumption, based on the intensity ratio figures, has decreased by 28% compared to the 2021/22.



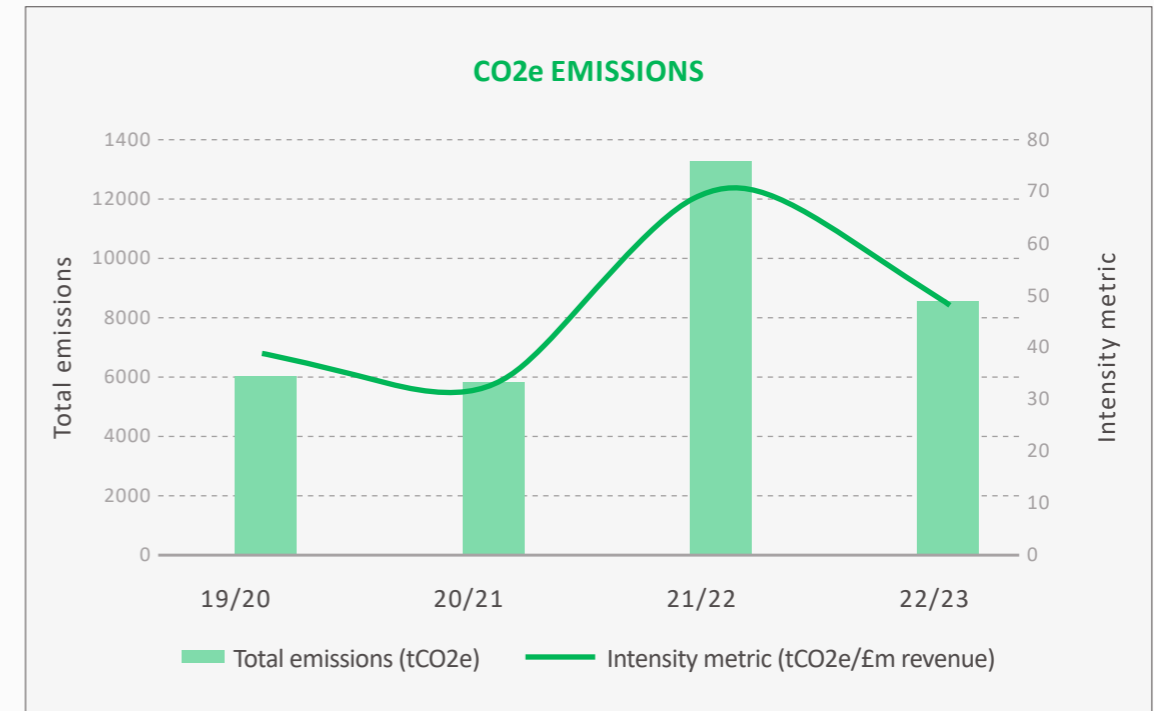
EMISSIONS

Arcus's scope 3 emissions baseline remains the same as last year and 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), the total calculated emission for our baseline year equals 13,279 tCO₂e.

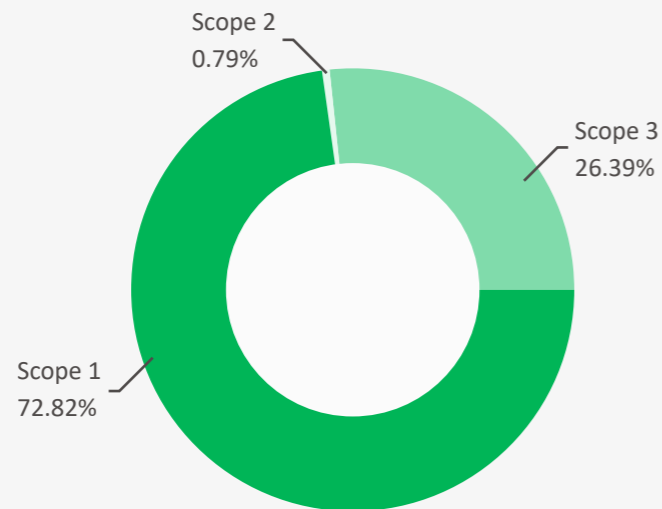
This year our total calculated emissions equals 8,349 tCO₂e, as full scope 3 emissions were not calculated. Categories which were not calculated within scope 3 in 22/23 include supply chain (purchased goods and services, capital goods and upstream leased assets), fuel-and-energy related activities, upstream transportation and distribution and employee commuting.

The scope 3 baseline set in 2021/22 is an integral milestone towards net zero, which has been used to implement targeted scope 3 emission reduction strategies. This new baseline ensures the additional scope 3 emissions are included in the base year and will be used when setting targets going forward. Some of the emissions accounting methods rely heavily on estimation, particularly Supply Chain and employee commuting emissions and this should be considered.

When comparing to our 21/22 base year, total emissions have reduced by 36.4% (4,840 tCO₂e), however this is because full scope 3 emissions were not calculated for 22/23. Total scope 1 emissions have increased by 0.84% and scope 2 emissions have increased by 6.3%. Total scope 3 emissions have decreased by 68.7% however this is again due to full scope 3 emissions not being calculated.



DIRECT (SCOPE 1), ENERGY INDIRECT (SCOPE 2) AND OTHER INDIRECT (SCOPE 3) EMISSIONS BREAKDOWN

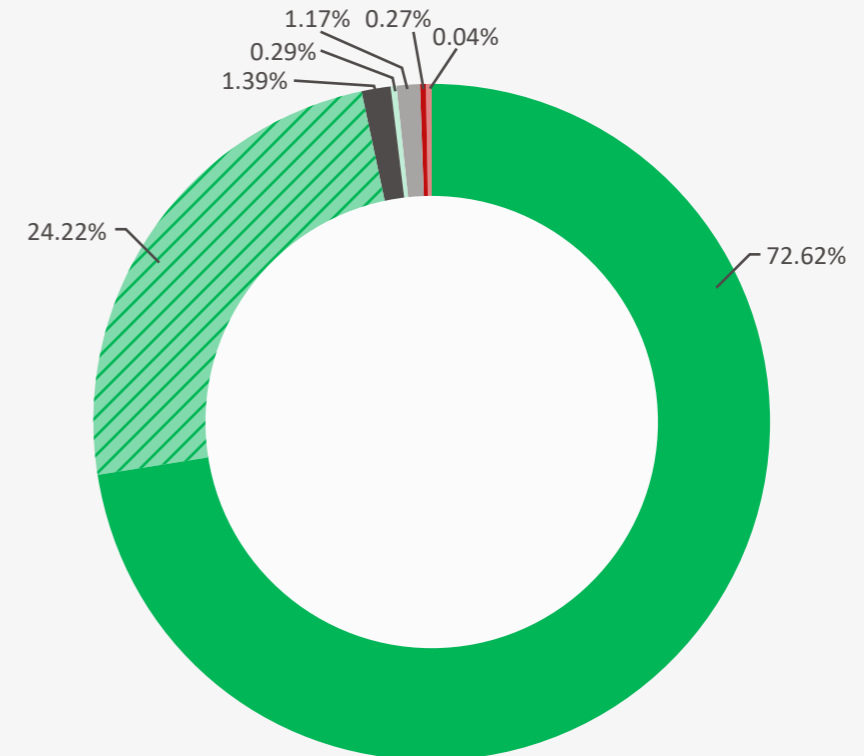


Scope 1 emissions for 2022/23 were 6,145 tCO₂e (previous year 2021/22: 6,094 tCO₂e). 0.68% (42 tCO₂e) were offset via carbon credits for the natural gas. The GHG accounted are based on direct measurement of activity data and conversion to CO₂e.

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

- Location based emissions= 67 tCO₂e (previous year 2021/22: 63 tCO₂e)
- Market-based emissions = 18 tCO₂e (previous year 2021/22: 28 tCO₂e)

OTHER INDIRECT (SCOPE 3) EMISSIONS BREAKDOWN



- Extraction, production & transportation of fuel (well-to-tank)
- Business travel (air, rail, underground, taxi, bus, ferry & personal car)
- Waste disposal
- Electricity transmission & distribution
- Hire van refuel charge
- Electric van electricity consumption at employee homes & at public charge points
- Water supply & treatment



ENERGY CONSUMPTION, EMISSIONS EFFICIENCY

& REDUCTION MEASURES

THE FOLLOWING ARE EXAMPLES OF INITIATIVES CURRENTLY IN PLACE:

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 607,730 miles (23%) 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 back in May 2021 to support in the delivery of our million (business) mile reduction target. In 2021/22 this initiative resulted in the reduction of 718,778 miles (28%) from the 2019/20 baseline year, therefore we are looking to boost this initiative in 2023/24 and increase communications to employees. Despite this, we have seen a 200% increase in grey fleet mileage that is driven in electric cars.

Engineer Self-Scheduler Portal – The engineer self-scheduler portal tool enables the mobile engineers to continue 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 – Upminster and Redditch have continued to be backed by 100% renewable electricity contracts (supported by renewable electricity Guarantee of Origin certificates) and we have a guaranteed this will be continued until at least 2024 when we will look to renew our certificates.

Further to this our National Training Centre in Stevenage since May 2022 has been backed by Zero Carbon Electricity certificate

Similarly, 10% of the gas supply in Upminster, Redditch and Stevenage Arcus Estates is backed by Renewable Gas Guarantee of Origin certificates and 90% backed by carbon credits from qualified and registered projects, which guarantees us green gas until 2024 when we will look to renew the certificates.

REDUCTIONS IN ENERGY REQUIREMENTS

OF PRODUCTS AND SERVICES

Based on energy efficiency operational interventions and projects that are tracked, and the resulting reductions verified, by the Arcus Energy Team, a 214, 477 0 GJ reduction in energy consumption for services provided was achieved.

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

Our Social Value Strategy and action plan focus our work on two action areas – **Employability and Community Work**. As an inclusive employer we aim to offer employment to individuals in our four priority groups i.e., young people with a focus on care leavers, individuals in touch with the justice sector, veterans and individuals with health conditions. We recognise this is a life changing intervention Arcus has the power to make and that every job offer made will have a positive ripple effect on that individual’s life and future prospects, and the lives of their family.

We grew our number of social value partners from ten to nineteen and offered 72 people employment in 2022 - 2023 exceeding our target of 40, thirty of whom had been unemployed for 12 months or longer, seven were returning citizens, three were veterans and ex-service people, two were NEETs and one a care leaver. We offered 12 individuals work experience and supported 24 career fairs including five in-prison events helping prepare participants re-enter the workforce upon release

Through our Arcus in the Community scheme we donated £7,400 to local causes, exceeding our target of £4K. Our annual Christmas Raffle raised a further £7,958.00 for TACT who provide fostering and adoption services. We met our target two charitable DIY projects including a decoration project for a care leaver supporting his transition to independent living ([see LinkedIn post](#)).

Working with a supplier we delivered another home project for a care leaver where we fitted a carpet and erected curtain poles to help reduce her heating bills ([see LinkedIn post](#)).

HEALTH, SAFETY & WELLBEING

2022/23 HIGHLIGHTS

- Accident Frequency Rates have risen from 11.53 to 13.47 & RIDDOR Frequency Rates have fallen from 1.82 to 0.9 since last year.
- A reduction of 25 workplace accidents since 2021/2022 (excluding RIDDORS).

Our first cycle to work benefit scheme was launched last year.

- Arcus’ commitment to Health & Safety is reflected in business values and in one of the core competencies ‘Getting Everyone Home Safely’.

- Twenty employees had opted into this benefit effective 31 March 2023.
- Requested benefit uptake during the FY (Halfords) and feedback from colleagues.
- This is also reinforced by ‘People’ being one of the businesses 5 pillars.

Arcus has a HSQE Functional Strategy covering (2021-2024) that sets out our approach, with a key focus on all colleagues taking personal responsibility.

There is a dedicated HSQE function whose team members’ roles are to lead, guide, support, and advise business functions in taking responsibility and ownership of theirs and others’ health and safety. Within this team we also have embedded specialist roles that pertain to Risk and Sustainability.

Performance continues to be monitored and reported into senior teams through the quarterly HSQE Committee, Risk Management Meetings and Board. In addition any emerging risk items that are relevant to Health and Safety can also be identified at our Horizon Group meeting with line management from all settings/remits within the business and furthermore any significant risks pertaining to health and safety can also be documented, managed and monitored for within the Corporate Risk Register and reviewed at the Evaluation of Corporate Risk Management meetings with our senior leadership team.

Trend analysis methods are adopted in order to identify common themes and trends in the data pertaining to accidents, near misses, hazard spots and audit results. This enables the team to home in on where further support or preventative actions are required. These can be delivered via campaigns including examples such as the recent roadshows conducted in the Soft Services arena. Such initiatives focus on continual improvement and demonstrate the clear commitment and efforts that the company has in ensuring a positive health and safety culture prevails. Arcus operates and continues to improve and maintain a ISO 45001:2018 certified occupational health and safety system.

The scope is the provision of facilities managing agent, maintenance services, technical maintenance services, cleaning activities, and training services. Workers within scope: Circa 3600 – 11% managers; 9% Support staff; 78% Operatives. Activities out of scope include; BEMs Ltd (acquisition of Arcus Holdings Solutions Ltd), Design, and outsourced activities.

HAZARD IDENTIFICATION RISK ASSESSMENT

& INCIDENT INVESTIGATION

Arcus adopts a robust risk assessment process whereby all scopes of work, activities and environments are considered to ensure hazards are identified, assessed and that a suitable and sufficient hierarchy of controls is applied.

An electronic point of work Dynamic Risk Assessment supports this process, and this ensures any additional hazards are identified at point of work.

Colleagues are encouraged and empowered to report and take action in the management of hazards and where required will seek further support where required from our skilled teams. Where business regions or divisions are identified as having a higher number of accidents a more detailed analysis ensues which considers root cause analysis, and this can be clashed against more holistic data sets which identify specific themes and trends as they arise.

We have an Accident/Incident Reporting and Investigation Policy in place with initial investigations completed by Line Managers, 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 and 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 AND SAFETY

Arcus completed bi-annual Focus Groups throughout 2022/23, 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 championed, and electronic access and equipment is available to all 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 5 RIDDORs in 2022/2023, which represented a substantial decrease in RIDDORs against the previous fiscal year.
- 3 related to over 7-day incapacitation of a worker, 1 related to an over 3-day incapacitation of a worker and the remaining RIDDOR related to a specified injury (broken ankle).
- This is a reduction from specified injuries the previous year.
- Slips, Trips & Falls (STF) same level, were the top cause, closely followed by Manual Handling (MH), & Fall from Height.

ACCIDENT STATISTICS AND INFORMATION, INCLUDING RIDDORS

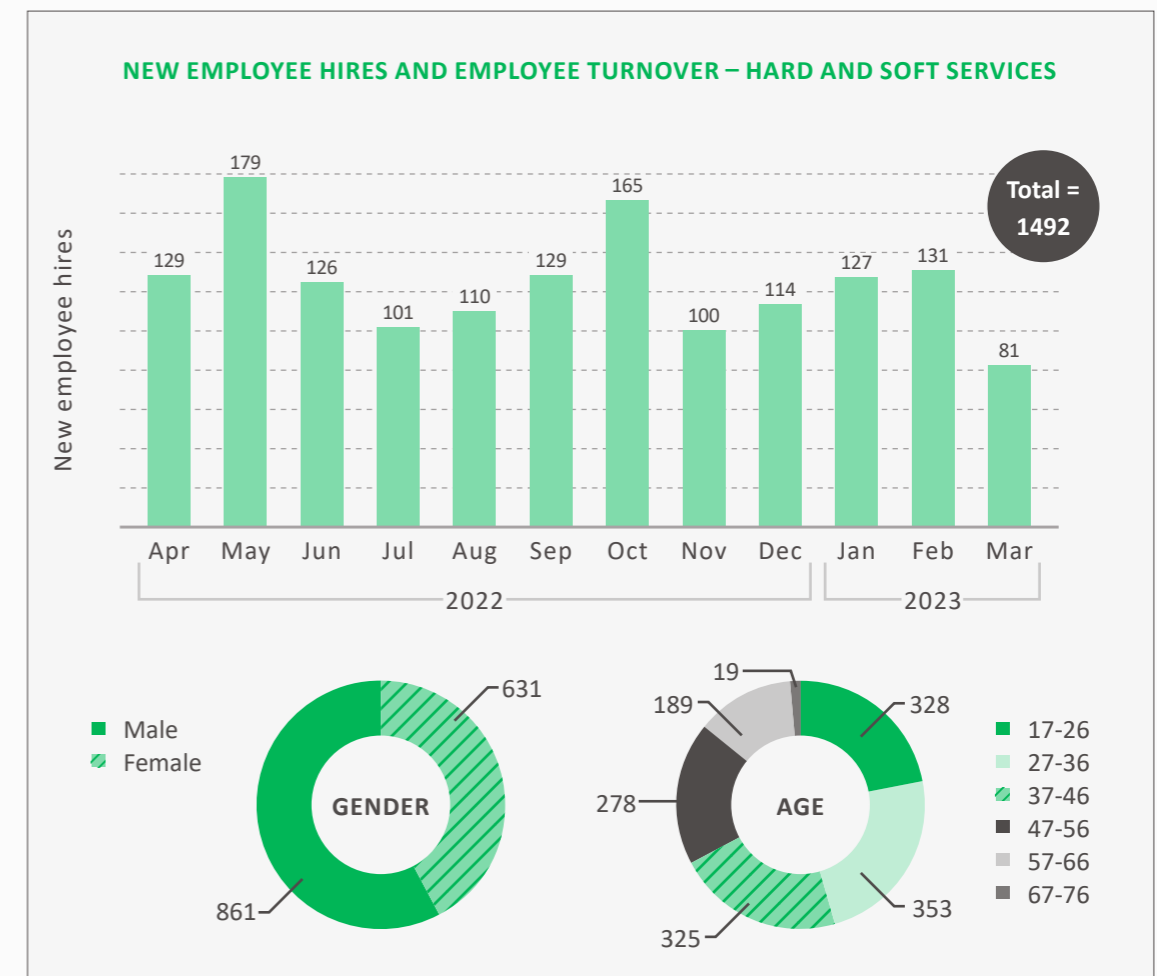
Throughout 2022-23 there were 5 RIDDORS, 70 accident/injury, 42 near misses and 2534 hazard spots incidents reported. The RIDDOR occurrences reduced by 67% and accident/injury incident figures were also down by 15% from the previous year. These reductions demonstrate a positive indicator of an improved safety culture movement towards an interdependent safety profile across the business. There is further good news, the business increased the reported volume of hazards by 46%. There has been a 7% increase in the near miss figures however further improvement is required to encourage the business to identify and report near miss events. This has already started with the near miss campaign which was first communicated to the business on Tuesday 25 April as part of World Health and Safety at Work Day 2023.

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 identifying 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.

This year, our People team launched an internal web page which provides our colleagues with direct and self-service access to information about the wellbeing support they can receive through Arcus. For health and wellbeing issues or concerns, Arcus offer support and counselling via our Employee Assistance Programme as well as time off for appointments and our fully trained Arcus Mental Health First Aiders can provide confidential personal support. Stress risk assessments are undertaken where required to identify causes and action plans to alleviate. The Arcus HR team provide anonymised management information relating to the reasons for ill-health and absence to inform our actions plans.

Arcus works with several health benefit providers to offer colleagues access to a variety of health support. This includes; health and wellbeing support apps; support to receive second medical opinions on diagnostics and treatment recommendations; free and remote access to dental and GP services; and guidance on bereavement and probate processes. Positive psychology and wellbeing e-learning pathways are available to all colleagues.



NEW HIRE TURNOVER RATE

SOFT SERVICES

Count at start date: 1492

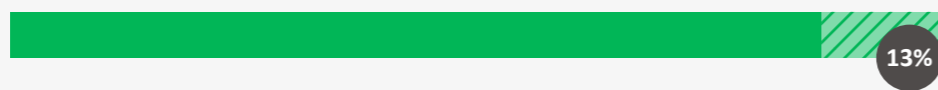
Count at leave date: 833



HARD SERVICES

Count at start date: 416

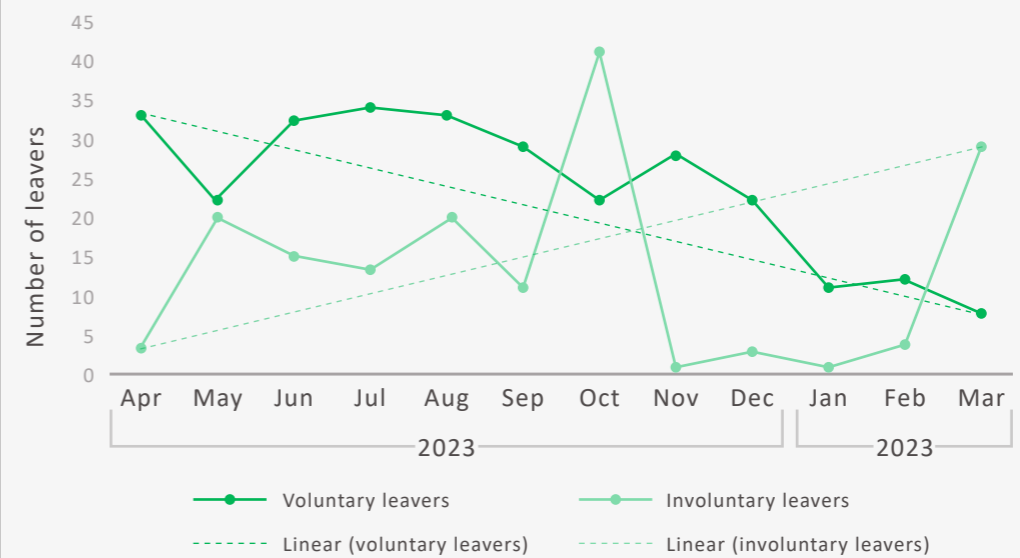
Count at leave date: 55



Hard Services Turnover has been steadily reducing for the FY April 2022 to March 2023.

As at 31 March voluntary turnover for hard services was 23%, a reduction from April 2022 at 32%. The average over the year was 30%.

ANNUALISED PERCENTAGE TURNOVER (EXCLUDING SOFT SERVICES)



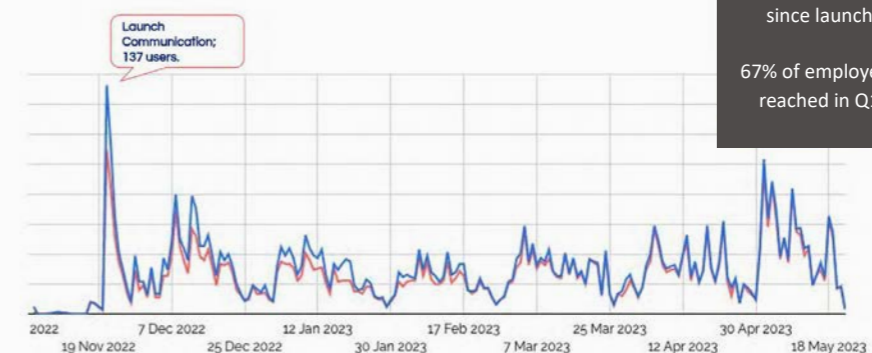
FINANCIAL WELLBEING

During November 2022 Arcus partnered with our Financial Wellbeing provider Salary Finance to support colleagues with the Cost of Living Crisis.

Salary Finance has been working with Arcus to provide four products to help colleagues with their money goals (loans, salary advance, savings, education) to ensure any action we take is sustainable and affordable for the long term

During the H.E.L.P launch colleagues were offered a wide range of independent external advice free of charge.

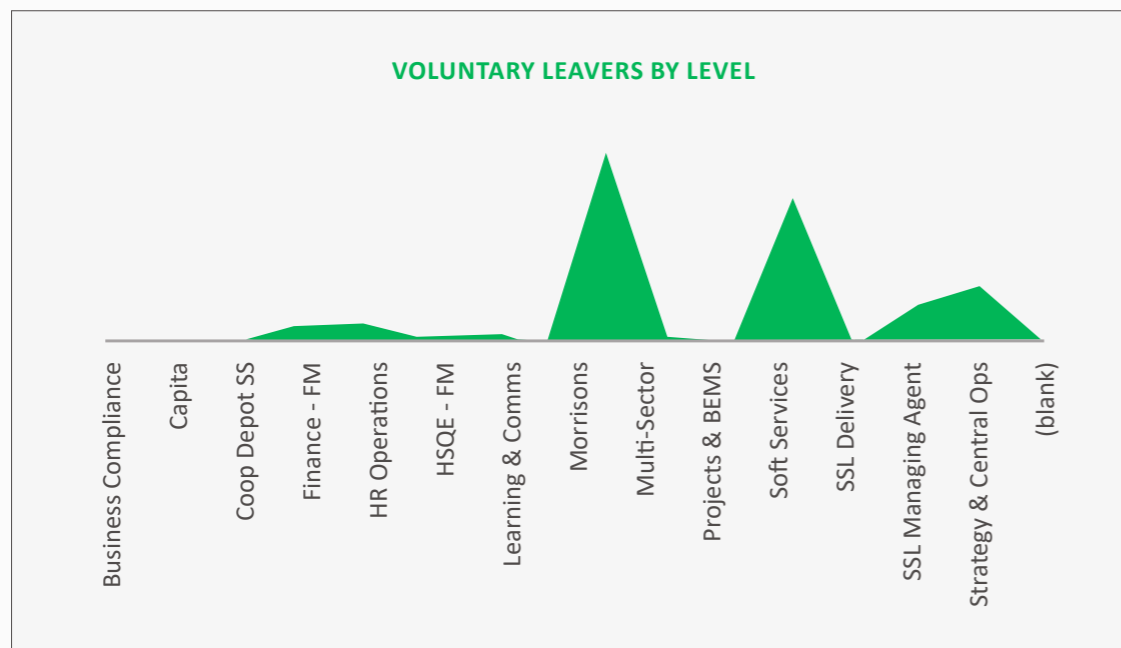
Engagement - Since Launch



Other support we encourage includes:

- [Money Saving Expert.com](https://www.moneysavingexpert.com) – product comparison on mortgages, insurance and broadband
- [Citizens Advice](https://www.citizensadvice.org.uk)
- [Money Helper.org.uk](https://www.moneyhelper.org.uk)
- [WeCare](https://www.wecare.org.uk) – Financial and legal guidance.

VOLUNTARY LEAVERS BY LEVEL



At Arcus we are committed to the long-term health and wellbeing of our colleagues. We recognise that people are our most valued resource and health and wellbeing are essential to effective work performance.

Our wellbeing policy is built on strategic values derived from legislation, guidance and good practice; these are reflected in the responsibilities and duties everyone has for their own safety, health and wellbeing.

This policy applies to all Arcus employees.

We constantly strive to encourage feedback from our colleagues, to enable opinions to shape and improve the wellbeing of Arcus colleagues. Together with the launch of the People SharePoint we have recently embarked upon Reward and Benefit Campaigns.



COST OF LIVING INCREASE DECEMBER

Arcus further committed their support to Arcus colleagues during the Cost of Living Crisis by bringing forward the normal pay review process by four months to provide a pay rise for Arcus colleagues effective from 1 December 2022.

With the wellbeing of Arcus colleagues being our priority, we were able to provide colleagues with an additional level of income for the last 4 months of the Financial Year.

During this time Arcus encouraged employees to talk to peers and line managers, or friends and family, about concerns – be they financial or otherwise – and to seek help when you needed it.

HARDSHIP FUND

In previous years Arcus had supported colleagues with shopping vouchers if their earnings have been impacted due to furlough or Coronavirus absence. Since the start of lock down 885 vouchers were provided to those colleagues.

Given the events of this year with the Cost of Living crisis, Arcus has continued to provide support through the hardship fund for those colleagues that are most in need, who find themselves in unexpected financial circumstances through no fault of their own. Whether it is due to long term illness causing reduced earnings or having unforeseen urgent expenditure that cannot be met in any other way.

FROM OCTOBER 2022 TO MARCH 2023 5 APPLICATIONS WITH A VALUE OF £7,595 WERE APPROVED AND PAID TO COLLEAGUES IN NEED.

PENSION

In terms of financial benefits, eligible employees have access to the ArcusGroup Pension Plan provided by our partner at 3D-IFS who are always on hand to provide advice and guidance around colleague's pension. But we recognise this is part of our offering that we needed to enhance further in 2023/24, particularly at the current time. In Q3 2023 communication was shared through Arcus Essentials to encourage employees to download the Scottish Widows App which has a very intuitive smartphone application to support pension management, and our IT team have now made the app available on company devices.

To support the engagement plan the Arcus Marketing team incorporated our digital screens in Redditch offices to promote our benefits and people pages

IN 2023/24 WE WILL BE BUILDING THE PLAN FOR POTENTIAL ENGAGEMENT OPPORTUNITIES.

From our suite of engagement material:

- Screens in office.
- Pension Basics and wider video content / pre-recorded bespoke presentations / QR codes and info slides.
- App promotion video.
- App QR Code.
- On site visits to host a meet and greet, where colleagues can come and find out more about the benefits on offer.

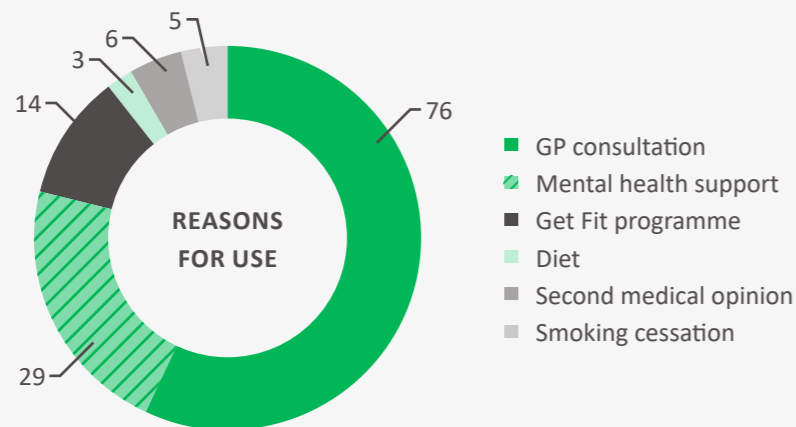
WECARE

We continued to provide colleagues with one of the best physical and mental wellbeing products in the industry. Through our WeCare Employee Assistance Programme, we have provided colleagues with 24/7 access to GPs; a second medical opinion service; mental health support in terms of advice, guidance and counselling; and wellbeing expertise for fitness, diet and help stopping smoking. This has been backed up by our fantastic network of Mental Health First Aiders across the business, providing colleagues guidance when they need it most. This benefit is available to employees, their spouse/partners and dependents under 21 years old.

WECARE USAGE REPORT

REGISTRATIONS

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2022	0	0	0	0	136	95	22	11	12	5	17	4	302
2023	4	11	10										25
Total	4	11	10	0	136	95	22	11	12	5	17	4	327



As part of the 23/24 Wellbeing Strategy we will be campaigning this impactful wellbeing benefit in Q3, together with the Tooth fairy product offered by Canada Life, to all Arcus employees.

TOOTH FAIRY

Tooth Fairy instantly connects employees with real UK dentists - a highly valuable benefit with UK dentists at a 10 year low and 22% of people unable to see an NHS dentist.

1.2 million working days are lost to dental problems each year and dental problems can have a negative impact on physical and mental wellbeing.

Seven out of ten queries are resolved through the app.

Arcus will be launching communication in Q3 to all Arcus employees for the Tooth Fairy service, and to measure the success of the Benefit ROI we will monitor the uptake, review our communication strategy where required, evaluate colleague feedback and report on sickness and absence MI.

MYSTRENGTH

Arcus MyStrength is a mental wellbeing app designed to help employees overcome life's challenges. Employees can learn from hundreds of evidence-based activities at their own pace, from guided meditation to improving sleep, helping them to make simple everyday changes to improve their mental wellbeing.

BEREAVEMENT SUPPORT

The Bereavement Counselling service provides employees and their families with expert bereavement counselling support when they experience the loss of a loved one.



WILL WRITING SERVICES

We have also partnered with James McKenzie who offer a personalised and bespoke will writing service that is tailored to your individual needs, paid for via a salary deduction over the course of 12 months.

CYCLE2WORK

Colleagues were communicated of this scheme by email which provided details of who to contact to get involved in this scheme. We have received both positive and negative feedback from those involved in the scheme, and as of 31 March 2023 there were 20 colleagues that were active in the Cycle2Work scheme.

ELECTRIC VEHICLE SCHEME

This scheme was delivered through Hub Comms. Part of our Wellbeing Strategy has been to provide comprehensive marketing available to employees with a car allowance who may be eligible to join the electric vehicle scheme. With the Tusker Scheme colleagues could be provided with a brand-new leased vehicle substantially cheaper than a privately leased car, without paying an upfront deposit. The scheme includes maintenance and servicing (including tyres), breakdown cover, road tax, and comprehensive insurance. This is a fantastic way to drive a new fully serviced and maintained car as well as contributing to our sustainability and carbon footprint reduction. Employee Uptake: There were 17 employees who had opted into the Scheme as at the end of March 2023.

WELLBEING STRATEGIC OBJECTIVE

- To provide tools and practices to promote colleagues physical & mental health
- Equip our managers to manage and enhance colleague's wellbeing and Mental Health
- Ensuring all management can create the culture necessary to support a healthy organisation.

In December 2022 we worked to increase engagement of wellbeing benefits with our Soft Services team by now including personal emails for communication and access to Cintra Self Service.

BENEFITS

BENEFITS PROVIDED TO FULL-TIME EMPLOYEES THAT ARE NOT PROVIDED TO TEMPORARY OR PART TIME EMPLOYEES

3 select directors at Arcus are covered by disability and invalidity cover, and 3 select directors at Arcus are owners of stock.

The following tables detail the active employees in various benefits schemes at Arcus.

Life assurance Cover	No. of employees
1x basic salary	994
4x basic salary	279
2x basic salary	33
3x basic salary	8
£5k fixed sum	1779
Not eligible/not enrolled	87
Total	3181

Private health insurance	No. of employees
Single	57
Married	9
Family	6
Single parent	1
Not eligible/not enrolled	3108
Total	3181

Retirement provision	No. of employees
AFM Scottish Widows AE S/S	749
AFM SW GPP Salary Sacrifice	264
AFM SW AE QE	1148
AFM SW AE TUPE S/S QE	15
AFM Scottish Widows A/E	10
Not eligible/not enrolled	995
Total	3181

Arcus's uptake of other benefit schemes such as our electric vehicle scheme and 'Cycle 2 Work' scheme are detailed below.

Electric vehicle scheme	No. of employees
Enrolled	15
Not enrolled	3166
Total	3181

Cycle 2 Work	No. of employees
Enrolled	20
Not enrolled	3161
Total	3181

PARENTAL LEAVE

Within Arcus there are 2131 males and 1050 females which are eligible for parental leave. In 22/23 parental leave was taken by 29 males and 1 female. Of those who took parental leave 28 males and 1 female returned to work, with an overall 98% return to work rate. The retention rate of employees after parental leave was 81%



OCCUPATIONAL HEALTH REFERRALS

A total of 148 Occupational Health Referrals occurred in 2022 - 2023, however only 45 (31%) were related to work. There were 3 referrals relating to workplace accidents (2% of all referrals). It should be noted that some employees were referred more than once to Occupational Health.

The occupational health management system that Arcus has been implemented is the Health Partners Group

The scope of the provision of Occupational Health Services includes:

- **Management Services** – Nominated Chief Medical Offer including one meeting per annum, Support Team, Relationship Manager, CMO Telephone Support Line, Online Portal services, maintenance and storage of new medical records.
- **Referrals** – Telephone and Video Assessments by an OH Physician and OHA Case Manager, GP Report, Treating Specialist Report, booking management.
- **Risk Management Services** – screening questionnaires and investigation.
- **Health Surveillance and Fitness for Work** – remote review of data provided in exposure matrix, provision of clinician Health Surveillance data, OH Technician and Mobile health assessment unit.
- **Records Management** – storage of historical records, indexing, filing, retrieval & management.
- **Equipment Consumables Management**

Health Partners Group has been implemented based on recognised risk management and management system standards/guidelines.

The occupational health professionals responsible for the management system engaged as **consultants** are:

- 375 medical professionals is comprised of GPs, first responders, psychologists and psychiatrists, offering a wholistic health solution across the spectrum.
- OH Technician and Mobile Unit Assessment , Onsite Clinician, OHA Case Manager and OH Physician.

- Chief Medical Offer, Support Team, Relationship Manager, CMO Telephone Support Line, Online Portal services.

WITHIN ARCUS:

People Team who partner with the Health and Wellbeing Service Providers, First Aiders, Senior and HR Business Partners.

Continual improvement of the management system ensures the achievement of improvements in overall occupational health performance.

The Health Partners award-winning wellbeing and health coaching programmes approach healthcare in the round, factoring in people's communities and lifestyles, as well as their workplaces. This holistic approach, underpinned by data, results in bespoke packages which help colleagues successfully manage life events, return to health following illness or reach personal goals.

Changing Health is a digital health platform, providing programmes for chronic disease management by utilising behavioural & data science, delivering lasting outcomes that stand up to rigorous evaluation.

Psych Health, improves wellbeing through the provision of a comprehensive, end-to-end mental health service which matches the right support to individual patient need, integrated with support for physical wellbeing and lifestyle.



NEURODIVERSITY

Health Partners designed a holistic package of assessments, training and guidance for the company, including workplace needs assessments, neurodiversity screening and diagnoses, the fitting of specialist equipment where needed and awareness training for management. Working closely with the company, the Neurodiversity Team created a personalised programme that has helped transformed the business into one of the leading inclusive employers in the UK.

OUR INTERNAL PROCESS

Our internal process is as follows: After an employee is off sick for 4 weeks, we supply OH Provider with employee email address (personal preferred), a nurse or doctor will call the employee and do a referral over the phone and the HR Business Partner usually will send a job description to give an idea of employee job role. The OHA sends us a report and we have a meeting with the colleague and manager to discuss the return date. Arcus will try and buddy people up for phased return and look to reduce hours. Other options include checking if they run out of SSP and if so, look at job board for job they could do from home rather than medical capability, and pay in lieu of notice and holiday. HSQE do personal risk assessments to look to provide specialist equipment.

To ensure Worker participation, consultation, and communication on occupational health and safety, the colleagues have a forum or council, no unions. Arcus utilizes committees and has a Health and Safety committee. Other methods used include hazard spotting, risk assessment and RAMS.

Regarding worker training on occupation health and safety, we utilize our e-learning platform the learning space, toolbox talks, We Are Arcus Inductions, our Stevenage training facility and biannual and annual training alerts, our lone working app and Myplace where colleagues can find guides to occupational health.

To promote worker health, we have 30+ colleagues trained as mental health first aiders and our WeCare system. WeCare, from Canada Life, is a virtual health and wellbeing service that offers colleagues and their family 24/7 access to expert guidance.

This is available during working hours where colleagues can:

- Speak to a 24/7 UK-based GP through a video or phone call, anytime it's needed.

- Private prescriptions are delivered to employees' homes.
- A second opinion from a consultant on a diagnosis, treatment, or the need for surgery.
- Support to quit smoking with access to guidance and resources throughout.
- Mental Health support.
- Up to 10 sessions with our team of mental health practitioners including psychologists and psychotherapists.
- Coping mechanisms and stress reduction techniques to help prevent burn-out.
- Life events counselling to help with a range of traumatic experiences.

Arcus ensures that the Health Partners Group respect colleagues' right to privacy.

Colleague participation is not used in services and programs, or the health data derived therefrom, as criteria for their decisions regarding the employment or engagement of colleagues, including termination, demotion, promotion or offering of prospects, compensation, or any other favorable or unfavorable treatment

The Arcus quality of occupational health services is ensured where the services are provided by competent individuals with recognized qualifications and accreditations that complies with legal requirements and/or recognized standards/guidelines.

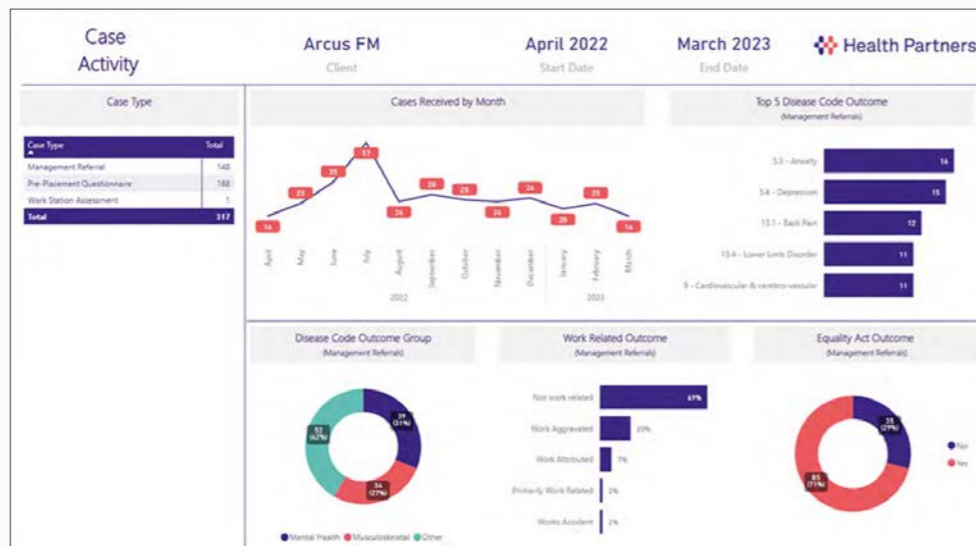
Arcus facilitates workers' access to occupational health services in the following ways:

- Provides Occupational Health services at the workplace and during working hours; (this is usually done by telephone).
- Arcus don't usually provide transport to health clinics as the OHA will request access to medical records from their GP/Consultant.
- Arcus do provide guide documents for managers and employees on the company intranet and colleagues get access to a portal where they can find the information. We also email the employees with the information they require in a language that is understandable to them.



METRICS USED TO EVALUATE THE EFFECTIVENESS OF THESE SERVICES, AND THE APPROACHES USED TO RAISE AWARENESS ABOUT THEM AND ENCOURAGE PARTICIPATION:

- Mental Health Guidance
- Colleague and Managers Guide to Occupational Health
- MI provided from Bhavna Parmer, the Arcus Client Relationship Associate below, as well as the Full Annual Report received for the period: Mar 2022 – Feb 23.



The total cases received to the Health Partner group in the reported period is 325, 156 management referrals, 168 pre-placement questionnaires and 1 workstation assessment.

Work aggravated was the highest work-related outcome at 19%. The highest resource used was OHA (nurse) 48.9% appointments follow by OHP (doctor) 36.2% appointments. Mental health and MKS cases were more predominant in the top 5 disease outcomes for referrals, 12% anxiety, 12% depression, 10% back pain and 8% lower limb disorder. DNA shows a high of 17% costing the business £9575.00 in avoidable costs, there has been 7 late cancellation costing the business £11216.00.



HELPING MANAGE ABSENCE

Health Partners provide a wide range of preventative, proactive and reactive services to help clients support their employers in returning to health and remaining well and in work.

MENTAL HEALTH

Their national network of psychologists, psychiatrists, CBT therapists, counsellors and counselling psychologists can help your people through any mental health challenge. Health Partners integrated treatment model incorporates physical health and wellbeing into our mental health services, providing clients a holistic overview of the health and wellbeing of their employees.



WORKPLACE PRIMARY CARE

Their outstanding network of clinicians and healthcare teams provides integrated, accessible primary care for large, complex organisations – ranging from immunisations and vaccinations to screening, treatment and medication, GP services (online and virtual), first response, emergency care and preventive care.

MUSCULOSKELETAL

The clinical experts provide a full suite of services designed to help people remain in work or return to work safely. Health Partners approach includes tailored support, advice and assessment services including ergonomics, physiotherapy, guided exercises and training.

DISABILITY AND NEURODIVERSITY

Having a hidden disability, such as hearing and vision loss, or neurodivergence, such as ADHD, autism, dyslexia and dyspraxia, should never be a barrier to work. Through the extensive service offering, organisations are helped to develop an understanding and appreciation of diversity and equality in the workplace. This helps to break down barriers and create an environment in which each individual is celebrated, supported and able to be their best.

OCCUPATIONAL HYGIENE

Good occupational hygiene is vital in reducing workplace health risks and encouraging healthy lifestyles for employees. Their hygiene team, Hygiene Partners Ltd, specialises in the identification, prevention, treatment and control of workplace health risks, both on a consultancy basis and through holistic service packages.

HEALTH RISK MANAGEMENT

Health Partners clinicians offer expert advice on the planning and delivery of health surveillance, fitness-to-work assessment programmes and associated health risk management services. We deliver a wide range of online and face-to-face services, including occupational health advice, new starter and workplace assessments, travel health, immunisations and vaccinations, drug and alcohol testing, overseas medical support, biological monitoring, laboratory services and more.

Health Partners are committed to providing our services in a sustainable and responsible way, creating 'value with purpose.' Using an ESG-based model, they believe through hard work, creative innovation and responsible decision-making, they have founded a business that plays a vital role in our economy and gives back to our communities in a positive way.

With Canada Life we provide access to the myStrength wellbeing app.

This provides colleague support needed to get personalised guidance to help overcome life's challenges. From guided meditation to improving sleep, colleagues can learn from hundreds of activities at their pace, helping them make everyday changes to improve their mental wellbeing.

This is available to all employees and their immediate family at no cost.

- Up to 10 sessions with our team of mental health practitioners including psychologists and psychotherapists.
- Coping mechanisms and stress reduction techniques to help prevent burn-out.
- Life events counselling to help with a range of traumatic experiences.

WELLBEING & HEALTHY LIVING

Personalised four or eight-week get-fit programmes based on a balanced diet and workout regime.

Improve diet, lose weight, and adapt to medical conditions with our team of nutritionists.

Nutritious meal ideas for lunchtime, ideal snacks for work, and support for making healthy choices on the go.



FINANCIAL & LEGAL WELLBEING

Expert guidance on a wide range of financial issues including reducing outgoings, budgeting advice, and where to access debt management support.

Specialist guidance from their team of legal experts who can help with divorce, property, consumer disputes, and more.

The effectiveness of these services and programs metrics include:

- Reduced short and long term absence.
- In 2023 Arcus launched the People Intranet Pages which is a dynamic source of information around colleague health and wellbeing.
- Participation has been further encouraged with the Reward Communication Campaign in the last quarters of 2023.

Pay and benefits include:

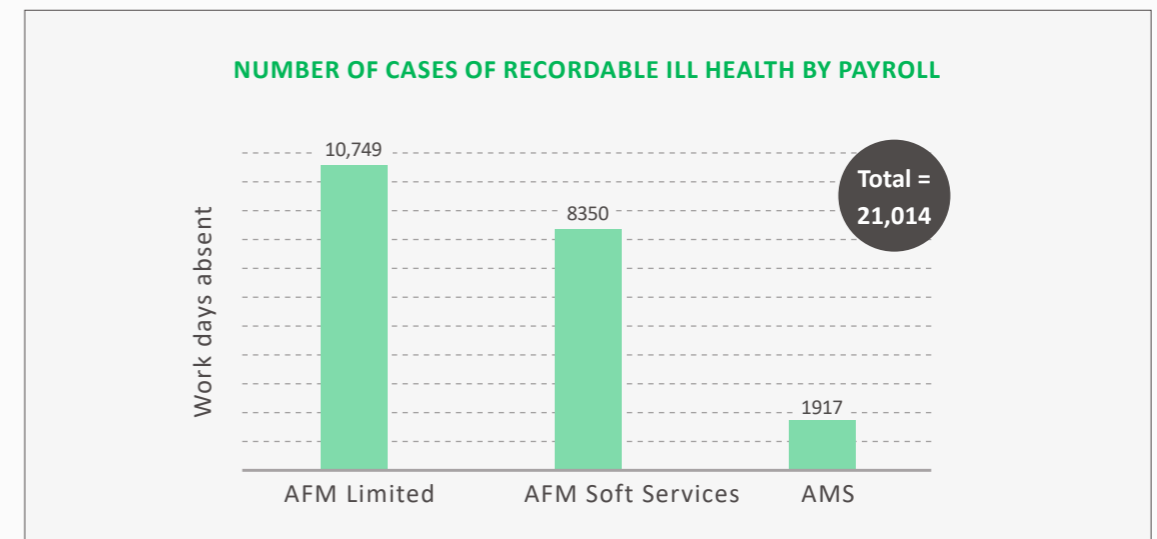
- Bonus Scheme
- Expenses and credit cards
- Flexible Working
- GEMS
- Offers and Discounts
- Pensions and Life Cover
- Private Medical Insurance
- Salary Sacrifice Schemes

WELLBEING – SUPPORTING SUSTAINABILITY

	REWARD COMMS				
	Aug	Sep	Oct	Nov	Dec
Salary Finance – Financial WB		✓		✓	✓
WeCare – Mental WB		✓			
Pension – SW App	✓				
Toothfairy – Health & WB		✓			
Electric Vehicles – Sustainability			✓		

100% of the Arcus workforce is covered by an occupational health management system based on legal requirements and/or recognized standards/guidelines.

All types of colleagues are covered by an occupational health management system. This includes full-time and part time, fixed term contract and permanent colleagues.

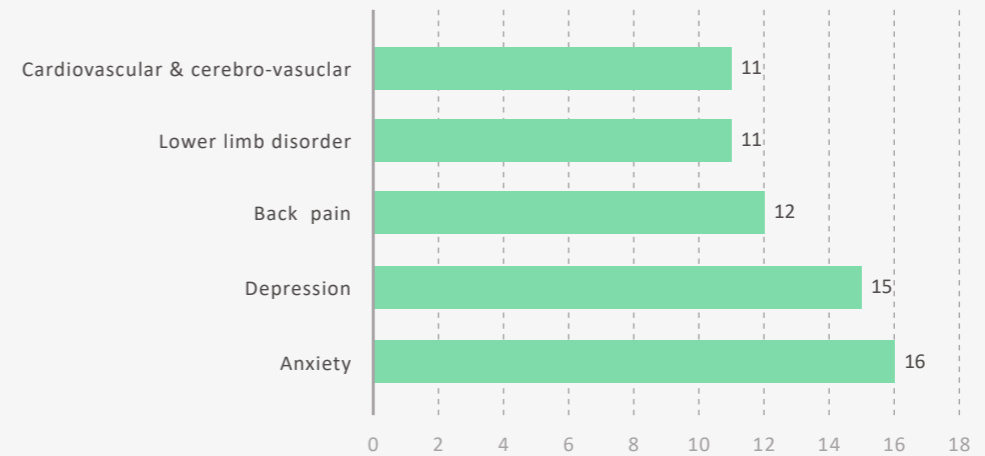




HEALTH PARTNERS IMPACT 2022

- 32% reduction in CO2 emissions per headcount from 2019 to 2021
- Planted 3898 trees in 2022 to offset our emissions for 2021 for business travel and gas usage
- 100% renewable electricity sources at head office
- 46% reduction of waste produced at head office
- Zero waste going to landfill from head office
- 6 Environmental Champions in the business
- Achieved a 'Committed' status to the Inclusive Employers Standard
- Launched our 'Inclusion Allies' network
- Sponsored 4 nurses to achieve their occupational health degrees
- Launched our Training Academy to train clinicians to become OH case managers
- Recruited 4 veterans as part of our commitment to the Armed Forces Covenant
- Put 23 new managers through structured leadership training
- Held wellbeing weeks and monthly health related activities for our employees
- Undertook due diligence on our business partners to ensure compliance with the MSA and ILO requirements
- Published a MSA statement
- Launched our Health Partners Foundation with a grant of £100,000.

WORK RELATED/AGGRAVATED CONDITIONS



Musculoskeletal conditions account for 27% of management referrals, whilst mental ill health accounts for 31%.



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, and we therefore provide a comprehensive range of learning and development opportunities.

Every colleague must have a Performance and Development Review – we recently overhauled our PDR framework and processes to include monitoring PDR completions from October 2022 – and every colleague must have a development plan as part of their PDR review. Additionally, colleagues wishing to progress their career complete a career development form which helps them to plan for and work towards their future career aspirations. Our annual Learning and Development Programme details a wide range of internal training courses which the Learning and Development team self-deliver categorised into mandatory, professional development and technical training.

All colleagues can access a wide variety of learning content on our online learning platform. Other development options available are:

- **Apprenticeships** – we offer a wide range of apprenticeships to support our colleagues' development, these are open to existing colleagues to learn alongside their existing job.
- **Sponsorship** – we invite colleagues to apply for funding for external training that is relevant to their job roles.
- **Talent programmes** – we work with our most talented colleagues to ensure we retain their skills and develop successors for key areas within our business. Our two active talent programmes are Explore (for colleagues who aspire to be a line manager) and Accelerate (for mid-senior managers who demonstrate potential to progress further in their career).
- **Technical training** – this includes for our refrigeration, M&E, and building fabric colleagues a series of technical development pathways which explain the training required to progress through these disciplines.
- **Leadership and management development** – we recognise the vital role managers play in helping Arcus be a great place to work and supporting their teams to be at their very best. Therefore, we provide a comprehensive range of development opportunities for our managers, from our initial mandatory New Arcus Manager (NAM) workshop right through to Level 7 Leadership and MBA qualifications.

HSQE TRAINING

Arcus offers a comprehensive suite of Health and Safety training courses which are provided dependant on job role or specific needs identified for development. These are delivered virtually, internally face to face using Arcus' internal trainers or through external providers.

Line Management and Directors have access to their team's overall mandatory training compliance data so completion gaps can be addressed.

SAFETY E-LEARNING

Every 2 years colleagues are required to complete a suite of RoSPA approved e-learning awareness courses via The Learning Space.

All colleagues receive mandatory safety awareness courses including Personal Health & Safety, Manual Handling and DSE etc. Environmental Sustainability training is also delivered to as a mandatory requirement. Colleagues in more technical field-based roles such as Engineers and Technicians also receive a further 5 courses including Asbestos, Legionella, Working at Height etc.

INTERNAL SAFETY TRAINING

Dedicated Arcus trainers deliver several internal safety courses, including Ladder User, Fire Door Awareness and Abrasive Wheels, all of which are City & Guilds Assured.

Sustainability, and how it relates to the training subject matter and subsequent activities being undertaken, is also discussed as part of the overall training delivery.

EXTERNAL SAFETY TRAINING

External safety training is provided where it cannot be delivered internally. This includes UKPIA SPA, PASMA, and Racking Inspection and Maintenance. Although historically provided solely by external specialists, we have recently been given approval to deliver IPAF 3a/3b and Rooftop Safety internally to our colleagues, which further demonstrates Arcus' commitment to safety, the development of our colleagues and the quality and competence of our internal trainers.



EQUALITY, DIVERSITY & INCLUSION

We understand and will always comply with our statutory obligations which are to eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010. We recognise that each of us brings our whole selves to work, we don't leave our sexual orientation or our marital status or our religious beliefs at home when we come to work, we bring ALL of ourselves. This is why Arcus' EDI vision, as described in our recently revised and relaunched EDI Strategy, goes beyond the legislative minimum requirements.

Our EDI vision is 'to create a diverse workforce and an inclusive workplace culture where every Arcus colleague feels included, that they can be themselves and they can achieve their full potential.' It's important each of us feels free to show up as our true selves to work and that we can be the best version of ourselves every day without the need to hide anything that is different about ourselves. Our EDI Strategy includes the following four action areas which we use to manage diversity and equal opportunity, alongside our EDI action plan:

- Understand our EDI improvement areas
- Review policy and procedure
- Ensure an inclusive environment
- Increase workplace diversity.

COMMUNICATION AND AWARENESS

We have issued a few EDI related communications to all colleagues raise awareness, enlist and or offer support, many of these linked to our EDI data. For example, we supported Movember in 2022 (and will do so again) given that 67% of our workforce is male. Other communications issued include: Dyslexia Awareness week an article explained Dyslexia facts and ways to support and Ramadan Mubarak.

As an inclusive employer in the FM industry; we understand women are still underrepresented in the engineering industry. There are many reasons why fewer girls than boys choose a career in STEM, including a lack of female role models. Arcus was proud to support a female colleague celebrate her part in addressing this lack of representation, as part of International Women's Day, as she took part in a 'Stemazing' program whereby she taught STEM content to children aged 6-7 ([see article](#)).

Arcus was very proud to announce the winner of our Apprentice of the Year as a female apprentice engineer ([see LinkedIn post](#)).

LEARNING AND DEVELOPMENT

Every colleague completes mandatory EDI training covering our strategy; the 9 protected characteristics; discrimination harassment and bullying; and unconscious bias in stereotyping and prejudice. This training is completed as part of onboarding and is then re-done every 2 years. As well as this, our People and Marketing team members are invited to attend specialist EDI themed training delivered by our EDI advisers Inclusive Employers. Refer to our EDI training report for training data.

EXTERNAL PARTNERSHIPS

Inclusive Employers are the UK's first and leading membership organisation for employers looking to build inclusive workplaces. Through our Inclusive Employers' membership we access support and advice tailored to our needs e.g., they supported us to rebuild our strategy and in our ongoing work to improve our EDI data disclosure rates.

Arcus FM has proudly had Level 2 Disability Confident Employer status since July 2021.

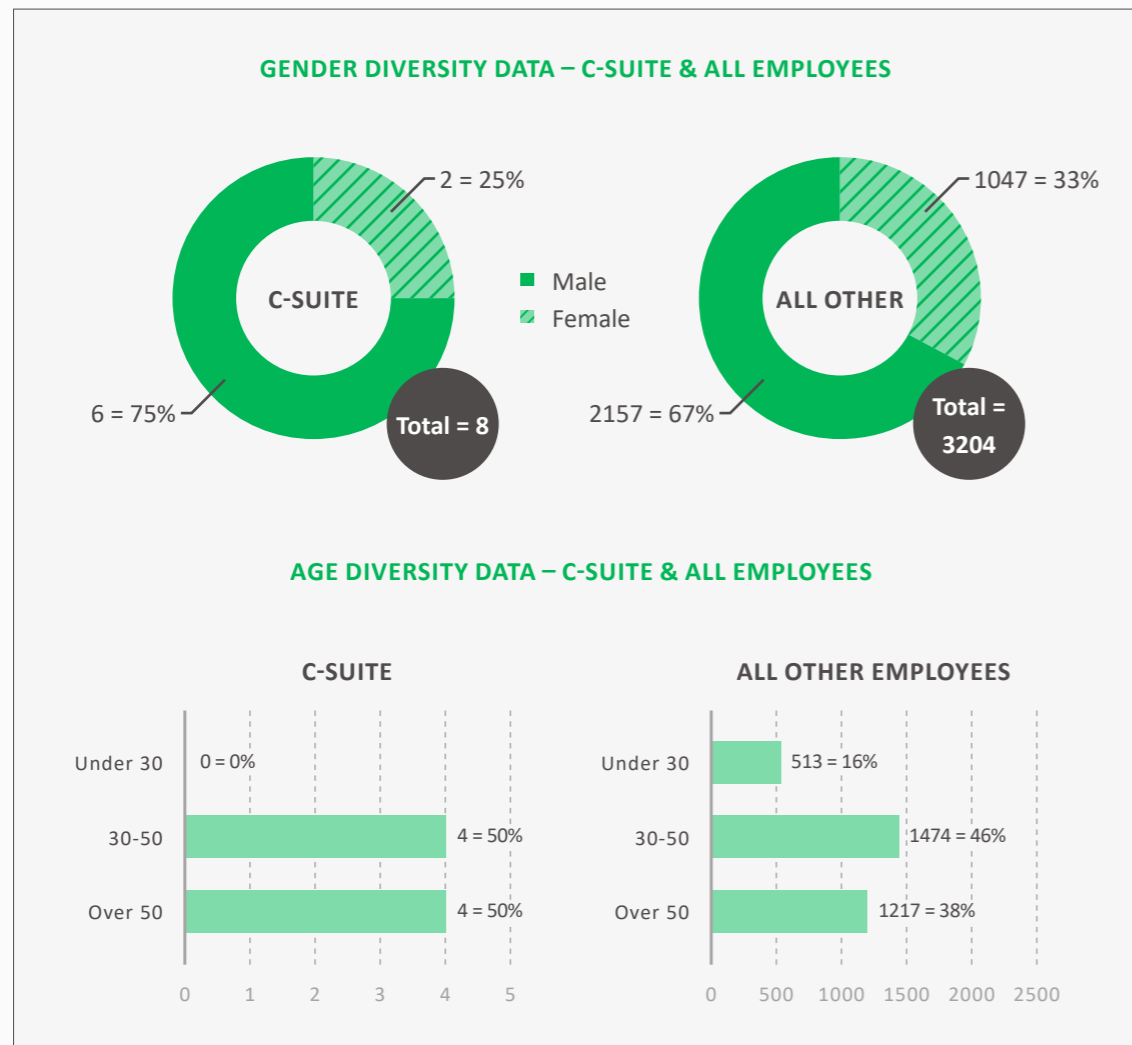
DATA AND MONITORING

We recognised the extent of undeclared information (i.e. incomplete data) and that our EDI data disclosure rates are low. For example, as of August 2023 Sexual Orientation is unknown for 92% of our colleagues. We therefore recently embarked on the EDI campaign I Am Arcus to increase disclosure rates for our EDI fields, at the same time updating the drop-down options for respondents. I Am Arcus will be an ongoing disclosure campaign and will link to social value in that for each fully completed profile, Arcus will make a £1.00 donation to an EDI related charity. By early 2023 our baseline EDI data should help us understand the demography of our workforce so we can identify and address potential inequalities, champion specific groups and / themes and start to measure progress.

Despite all this positive work, we recognise there is a lot still 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 potential new customers and become an employer of choice.



The following charts report (as of August 2023) against GRI Disclosure 405-1 a and b i.e. Gender and Age diversity data for Arcus' C-Suite and All Employees.



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' competencies.

COMPLIANCE

2022/23 HIGHLIGHTS

Arcus continues to achieve and maintain its 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 AND CUSTOMER PRIVACY

Customer privacy, data protection and information security remain a significant focus for Arcus as by the nature of our business we will often collect and hold sensitive/ 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 and be able to demonstrate this to stakeholders. To support this for sensitive projects, we now require DBS checks to be included for all colleagues involved.

We are now at the final stages of achieving the latest internationally recognised standard ISO/IEC 27001:2022 with the planned certification by the end of September 2023.

Within the current legislation there are general principles that give overarching guidance to the provision of information security and data privacy, and these key points have been used to enable Arcus's management of information security across the business through an effective information security management system. Our information security management system is overseen with a rolling 3-year internal audit programme and an annual external surveillance audit to ensure our system remains suitable, effective and compliant, and is embedded with a series of approved and communicated policies and procedures.

The system is managed by our Information Security Manager and their team with overall accountability being held with the Chief Executive Officer and Chief Technology Officer. This ensures security and privacy is embedded and supported from the top and included in all key functions that we do.

Arcus monitor activity and the involvement in breaches of the legislations identified by maintaining registers of indirect and direct breaches, and have a robust security incident response process and plan.

Arcus have demonstrated commitment to privacy by ensuring that the DPO and the Information Security Manager have gone through CIPP/E training and also the Information Security Manager has undertaken ISO 27701 Lead Implementation training to support the privacy management approaches. Furthermore, in any developments, security and privacy by design is embedded within our secure software development lifecycle to ensure it is given a key priority in the application work we undertake.

Information Security Champions have been assigned in each department to keep information secure and to report any potential breaches of data. All Arcus colleagues complete annual Information Security Awareness and GDPR e-learning and we have embedded specific courses around phishing awareness and ISO 27001. This is supported with monthly phishing simulation tests, ensuring our approach is effective and colleagues are kept aware of the risks. Some colleagues have also received ISO 27001 Internal Auditor training, and our Information Security Manager is an accredited ISO 27001 Lead Auditor. 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, Evaluation of Corporate Risk Management Meeting, Horizon Group Risk meeting, Business Continuity meetings and Information Security Meeting.
- Benchmarking.
- Evaluation of Compliance Obligations programme.
- Internal reviews and testing including information security 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 focused on the HSQE screening of suppliers who are engaged to deliver subcontracting activities on the behalf of Arcus.

We started work on strengthening our environmental, social and governance reviews of our suppliers of goods and have developed 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 2023/24 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 size 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 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, information security and we continue to strengthen further our corporate governance and risk management processes, however Arcus has ambitious plans to ensure that 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 & recycled*	Waste diverted from landfill**	Waste directed to landfill***
Totals	341.71	296.94	81.14	13.63

* 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 is included in these figures.

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.

DATA APPENDIX (CONTINUED)

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 $AFR = \text{Accident (inc Riddor)} / \text{Headcount} \times 1,000,000$.

The below table shows incident group statistics from 2021/22 and 2022/23. There have been no fatalities.

Year	Headcount	Hours worked	RIDDORs	Accidents	AFR	RFR	AFR industry standard	RFR industry standard
2021/22 (FY)	4210	7,067,147	15	80	10.62	1.7	13.1	1.47
2022/23 (FY)	3194	5,569,393	5	70	13.47	0.9	13.1	1.47

DATA APPENDIX (CONTINUED)

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 Organisation		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

DATA APPENDIX (CONTINUED)

GRI #	Disclosure	Why a material topic?	Location in report or response
GENERAL DISCLOSURES (CONT.)			
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		
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		
	Energy consumption outside of the organisation		
302-2	Energy intensity		
302-3	Reduction of energy consumption		
302-4	Reductions in energy requirements of products and services		
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		
303-5	Water consumption		

DATA APPENDIX (CONTINUED)

GRI #	Disclosure	Why a material topic?	Location in report or response
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		
305-2	Energy indirect (Scope 2) GHG emissions		
305-3	Other indirect (Scope 3) GHG emissions		
305-4	GHG emissions intensity		
305-5	Reduction of GHG emissions		
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		
306-2	Management of significant waste-related impacts		Data Appendix
306-3	Waste generated		
306-4	Waste diverted from disposal		
306-5	Waste directed to disposal		
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		

DATA APPENDIX (CONTINUED)

GRI #	Disclosure	Why a material topic?	Location in report or response
ENVIRONMENTAL COMPLIANCE			
103	Management Approach Disclosure	<ul style="list-style-type: none"> Affordable & Clean Energy UN SDG 12 – Responsible Consumption & Production UN SDG 13 – Climate Action Sustainability Policy Commitment Compliance 	Our Business Governance & Growth
307-1	Non-compliance with environmental laws and regulations		
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		
OCCUPATIONAL HEALTH & SAFETY			
103	Management Approach Disclosure	<ul style="list-style-type: none"> HSQE Policy Commitment Sustainability Policy Commitment Compliance 1 of 9 Arcus Competencies UN SDG 3 – Good Health and Wellbeing UN SDG 4 – Quality Education 	Our People
403-1	Occupational health and safety management system		
403-2	Hazard identification, risk assessment, and incident investigation		
403-3	Occupational health services		
403-4	Worker participation, consultation, and communication on occupational health and safety		
403-5	Worker training on occupational health and safety		
403-6	Promotion of worker health		

DATA APPENDIX (CONTINUED)

GRI #	Disclosure	Why a material topic?	Location in report or response
OCCUPATIONAL HEALTH & SAFETY (CONT.)			
403-8	Workers covered by an occupational health and safety management system	<ul style="list-style-type: none"> • HSQE Policy Commitment • Sustainability Policy Commitment • Compliance • 1 of 9 Arcus Competencies • UN SDG 3 – Good Health and Wellbeing • UN SDG 4 – Quality Education 	Our People
403-9	Work-related injuries		Data Appendix
403-10	Work-related ill health		Our People
DIVERSITY & 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		
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 website Risk for incidents of forced or compulsory labour		
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		

DATA APPENDIX (CONTINUED)

GRI #	Disclosure	Why a material topic?	Location in report or response
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		



TECHNOLOGY LED, PEOPLE DRIVEN



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