



# SUSTAINABILITY

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# IMPACT REPORT

APRIL 2024- MARCH 2025



# EXECUTIVE SUMMARY

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

Arcus recognises fully that sustainability starts with 'us' and is continuing to drive forward with its sustainability agenda in line with the UN 2030 Agenda for Sustainable Development, Arcus does this by reflecting upon and taking positive action against seven of the UN Sustainable Development Goals (SDGs).

Those UN SDGs identified as being the most material to Arcus' operations are:

- 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.

Those impacts relative to energy, water, emissions, waste, supplier assessment, occupational health and safety, diversity and equal opportunity, information security and compliance are disclosed throughout this report, along with general disclosures and the supporting statement from our Chief Executive Officer detailing his continued commitment to sustainability.

Where relevant, other key Arcus produced resources, detailing important sustainability information, have been referenced.

Arcus is fully dedicated to embedding sustainability practices, along with an influential sustainability culture into the management and operations of the business, with a full adoption of environmental, social and governance (ESG) considerations and activities.

Arcus maintains continual improvement and takes actions that result in refined and positive, social, economic, and environmental impacts. Arcus's sustainability targets are our Science Based Targets which have undergone validation (achieved December 2024) in accordance with SBTi's strict criteria.:

- Arcus FM has committed to reducing absolute scope 1 and 2 GHG emissions 42% by FY2030 from a FY2022 base year. Arcus FM has also committed to reduce absolute scope 3 GHG emissions 42% within the same timeframe.
- In addition to this, Arcus FM has also committed to reducing absolute scopes 1 and 2 GHG emissions 90% by FY2040 from a FY2022 base year. Furthermore, Arcus FM commits to reduce absolute scope 3 GHG emissions 90% within the same timeframe. This target is supported by several other commitments, goals, and initiatives, both current and in development.

Current performance against the aligned targets, and details of the supporting mechanisms, are disclosed within the main body of the report.

## EXECUTIVE SUMMARY KEY HIGHLIGHTS/OUTPUTS FOR THE YEAR INCLUDE:

- 3.8% of our total waste has been sent to landfill in 24/25
- Adding 50 Electric Vehicles to our van fleet in 24/25
- An 82.2% increase of grey fleet mileage driven in battery electric cars from the previous year
- Total scope 1 emissions have decreased by 4.7% from the previous reporting year
- Accident Frequency Rates (AFR) have decreased from 20.06 to 17.99, and in addition RIDDOR Frequency Rates have also decreased from 2.02 to 1.37 since last year.

Arcus is proud to be a Sustainable FM Index (SFMI) partner and achieved the coveted Gold Award in 2024. Arcus continues its strong and consistent partnership with the SFMI 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 (GRI) standards, and parts of their content, have been selected and referenced when compiling this report to disclose specific sustainability related information, however a full report has not been prepared in accordance with all GRI standards.

The reporting period is from 1 April 2024 to 31 March 2025. The report scope is consistent with the themes and commitments identified in the Arcus Sustainability Policy.

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# A MESSAGE FROM CHRIS GREEN CEO

I'm pleased to present Arcus FM's fifth annual Sustainability Impact Report, showcasing our steadfast commitment to sustainable development. Sustainability is embedded across every facet of our operations, forming the foundation of how we conduct business.

This approach has enabled us to enhance resource and energy efficiency, reduce operational costs, and support long-term growth. It also reflects our core values—acting with integrity and delivering meaningful value to our customers and the communities we serve.

Our senior leadership plays a vital role in driving sustainability forward, utilising long-standing relationships with customers and suppliers to share insights, celebrate progress, and address challenges collaboratively.

We also work closely with external partners to benchmark our performance, gaining valuable perspectives on how we measure up against industry standards.

In December 2024, Arcus FM's near-term and net-zero carbon reduction targets were formally validated by the Science Based Targets initiative (SBTi), reinforcing our transparency and strategic commitment to addressing climate change and its interconnected environmental and societal challenges. Our ongoing transition to fleet electrification remains central to reducing Scope 1 emissions. We continue to balance our sustainability ambitions with operational requirements, ensuring that our shift to low-carbon transport solutions supports both environmental objectives and business performance.

Arcus FM is committed to advancing circular economy principles and improving air quality. Through responsible resource use and sustainable waste management practices, we aim to minimise waste generation and reduce our environmental footprint.

Throughout the year, we have implemented several impactful sustainability initiatives, delivering real value for both our business and our customers as they pursue their sustainability goals.

Our continued investment in our outstanding training centre reflects our belief in empowering people through knowledge. It not only ensures our colleagues are safe and skilled in their roles, but also helps us shape the future by developing new talent. We aim to offer employment to four key priority groups, building a workplace culture that champions wellbeing, inclusivity, and community.

We've also significantly improved our sustainability performance – retaining our prestigious Gold SFMI Award 2024 and enhancing our scores across multiple criteria. Given how close we are to attaining the coveted Platinum Award, we have accelerated our Platinum Plan timeline, and aiming to reach Platinum status ahead of our original 2030 target.

I am proud to endorse this report, which reflects the substantial progress we've made in embedding sustainability into our operations. This milestone marks a pivotal step in our ongoing journey toward sustainable development and further strengthens Arcus FM's reputation as a leader in sustainability within the facilities management sector.

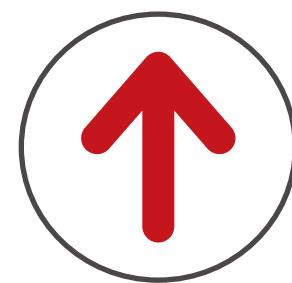


# ABOUT US

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.

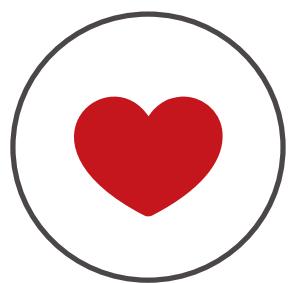
## OUR VALUES



DO IT  
SIMPLY



DO IT  
WELL



DO IT  
WITH PASSION

We strive to minimise complexity, delivering efficient and effective processes to our customers.

We are committed to the well-being and care of Arcus, our colleagues, our customers, and the communities we serve.

We are committed to focusing on safety, service, the environment, and our results.

Our commitment to sustainability is integral to the five pillars that underpin our vision to provide outstanding FM services – technology led, people driven.

These pillars are; People, Customers, Technology, Innovation, and Social Value.

We place particular focus on customer service, using it to deliver great value and sustainable solutions. This emphasis, combined with our dedication to technology and innovation, supports our customers in achieving their net zero and broader sustainability goals.

## THE SCOPE OF THIS REPORT RELATES TO:

- Arcus Solutions (Holdings) Limited – group company
- Arcus FM Limited
- Building Energy Management Services Limited – subsidiary

At the end of the reporting year, Arcus solely occupied five office/training centre locations with one of these being mothballed until the end of the lease, alongside four office spaces that were shared with other tenants.

All sites (herein after referred to as the 'Arcus Estate') are lease sites. The headcount figure at the end of the financial year was 3,445 colleagues. Please refer to the relevant annual reports and financial statements on the Companies House website for further information. The reporting period is from 1 April 2024 to 31 March 2025 inclusive – in line with the Arcus 2024/25 financial year (hereafter referred to as 2024/25).

We continue to report publicly on our sustainability performance, and progress against relevant UN Sustainable Development Goals, via our website ([arcusfm.com](http://arcusfm.com)).

Limited assurance over selected environmental and health & safety indicators for this reporting period has been obtained from Acclaro Advisory, in accordance with ISAE 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information. The scope and results of the engagement are set out in the independent assurance statement.

# CERTIFICATIONS & ACCREDITATIONS



SFMI Gold  
Award 2024



2024  
ROSPA  
Gold Award



2025  
ROSPA  
Gold Award



2024  
ROSPA  
Fleet Safety Award  
Silver



2025  
ROSPA  
Fleet Safety Award  
Gold



BESA  
BUILDING ENGINEERING  
SERVICES ASSOCIATION



Iwfm  
Institute of Workplace  
and Facilities Management



Carbon Footprint Standard  
CO<sub>2</sub>e  
Assessed  
Organisation



ADIA  
The Automatic Door Installation Association



FPA  
Fire Protection  
Association®



Raising Standards  
Advancing Safety



# 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

Arcus FM's sustainability commitments are shaped by the expectations of our stakeholders, the sustainability priorities of our customers, and evolving industry trends and best practices. We ensure that our approach remains relevant and impactful through ongoing engagement with key stakeholder groups:

- **Senior Leadership Team** – Engaged through UN SDG materiality assessments, and active participation in our Health, Safety, Quality & Environment (HSQE) and Sustainability Committees. They play a central role in shaping and ratifying our sustainability policies, strategies, and initiatives.
- **Colleagues** – Consulted via structured feedback mechanisms including HSQE and risk forums, operational focus groups, and employee surveys. This ensures that our internal culture and practices reflect the values and insights of our workforce.
- **Supply Chain Partners** – Engaged through regular conversations and review meetings. In 2024/25, this included a comprehensive review of our Waste Management Processes to support business growth and improve environmental performance.
- **Investors** – Informed and consulted during Board meetings, where sustainability performance and risk are key agenda items.
- **Customers** – Select customers participate in sustainability materiality assessments, helping us align our services with their environmental and social priorities.



## 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)	
<b>1 NO POVERTY</b> 	<ul style="list-style-type: none"><li>• Social Value is one of the five Arcus pillars.</li><li>• Clear strategy on Social Value.</li><li>• Modern Slavery statement and controls.</li><li>• Supply Chain due diligence.</li></ul>	<ul style="list-style-type: none"><li>• Annual sustainability audits where 'sustainable communities' is part of the criteria.</li></ul>	<b>OUR PEOPLE AND THE COMMUNITY + OUR SUPPLY CHAIN</b>
<b>3 GOOD HEALTH AND WELL-BEING</b> 	<ul style="list-style-type: none"><li>• Getting Everyone Home Safely is one of Arcus' core competencies.</li><li>• ISO 45001:2018 Certified Health &amp; Safety Management System supported by a dedicated HSQE Team.</li><li>• Mental Health First Aiders &amp; Employee Assistance Programme (EAP).</li></ul>	<ul style="list-style-type: none"><li>• Range of safety, health and wellbeing resources on our Learning platform.</li><li>• Focus on air quality via energy use reduction and fleet decarbonisation.</li></ul>	<b>OUR PEOPLE AND THE COMMUNITY + OUR PLANET AND ENVIRONMENTAL PROTECTION + OUR SUPPLY CHAIN</b>
<b>4 QUALITY EDUCATION</b> 	<ul style="list-style-type: none"><li>• Training is a core focus for the business and every year we invest heavily in our people.</li><li>• External qualification via course sponsorship programmes.</li><li>• HSQE ROSPA approved training.</li></ul>	<ul style="list-style-type: none"><li>• Technical training &amp; career progression pathways.</li><li>• Technical &amp; non-technical apprenticeships.</li><li>• Leadership development programmes.</li><li>• External sustainability audits where 'employee development' is part of the criteria.</li></ul>	<b>OUR PEOPLE AND THE COMMUNITY</b>
<b>5 GENDER EQUALITY</b> 	<ul style="list-style-type: none"><li>• Equality, diversity &amp; inclusion agenda.</li><li>• Flexible working policy (formal requests).</li><li>• Ways of working policy (hybrid/blended working).</li><li>• Enhanced maternity and paternity pay.</li></ul>	<ul style="list-style-type: none"><li>• Talent programmes to widen and promote opportunity for development.</li><li>• Sponsorship programmes.</li><li>• External sustainability audits where 'diversity' is part of the criteria.</li></ul>	<b>OUR PEOPLE AND THE COMMUNITY</b>

SDG	Snapshot of Arcus Activities in relation to SDG	Link to Sustainability Theme(s)	
<b>7</b> <small>AFFORDABLE AND CLEAN ENERGY</small> 	<ul style="list-style-type: none"> <li>ISO 14001:2015 Certified Environmental Management System supported by a competent, multi-skilled HSQE Team.</li> <li>Internal energy and carbon monitoring and reporting process.</li> <li>External energy and carbon verification audits and certification.</li> </ul>	<ul style="list-style-type: none"> <li>Internal sustainability target and supporting initiatives.</li> <li>Delivering energy monitoring and reduction services for customers.</li> <li>Annual sustainability audits where 'energy' is part of the criteria.</li> </ul>	<b>OUR PLANET AND ENVIRONMENTAL PROTECTION</b> + <b>OUR SUPPLY CHAIN</b>
<b>12</b> <small>RESPONSIBLE CONSUMPTION AND PRODUCTION</small> 	<ul style="list-style-type: none"> <li>Certified Environmental Management System supported by a dedicated and passionate HSQE Team.</li> <li>Waste management, monitoring, and reporting processes.</li> <li>Duty of care processes.</li> </ul>	<ul style="list-style-type: none"> <li>Supply chain on-boarding and annual review process.</li> <li>Internal and external supply chain collaboration.</li> <li>External sustainability audits where 'circular economy' implementation is assessed.</li> </ul>	<b>OUR PLANET AND ENVIRONMENTAL PROTECTION</b> + <b>OUR SUPPLY CHAIN</b>
<b>13</b> <small>CLIMATE ACTION</small> 	<ul style="list-style-type: none"> <li>Certified Environmental Management System supported by a dedicated and passionate HSQE Team.</li> <li>Electric van phased roll-out &amp; electric car benefit scheme.</li> <li>Established scope 3 emissions baseline.</li> </ul>	<ul style="list-style-type: none"> <li>Climate change risk management.</li> <li>These are in addition to the activities outlined for SDG 7.</li> <li>Annual sustainability audits where 'transport' is part of the criteria.</li> </ul>	<b>OUR PLANET AND ENVIRONMENTAL PROTECTION</b> + <b>OUR SUPPLY CHAIN</b>



## OUR TARGETS & PERFORMANCE

Arcus' main sustainability targets set in the 24/25 financial year are our Science Based Targets which were validated with the SBTi in December 2024:

- Arcus FM commits to reduce absolute scopes 1 and 2 GHG emissions 42% by FY2030 from a FY2022 base year.  
Arcus FM commits to reduce absolute scope 3 GHG emissions 42% within the same timeframe.
- Arcus FM commits to reduce absolute scopes 1 and 2 GHG emissions 90% by FY2040 from a FY2022 base year.  
Arcus FM commits to reduce absolute scope 3 GHG emissions 90% within the same timeframe.

The HSQE team continue to be 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):** 7.9% (422.8 tCO2e) above our emission target for 24/25 required to remain on track with achieving our near-term carbon reduction target.
- **Scope 2 (Energy Indirect Emissions):** 89.6% (85.9 tCO2e) above our emission target for 24/25 required to remain on track with achieving our near-term carbon reduction target.
- **Scope 3 (Other Indirect Emissions):** 55.8% (4,647.8 tCO2e) above our emissions target for 24/25 required to remain on track with achieving our near-term carbon reduction target.

## OUR PLANET & ENVIRONMENTAL PROTECTION

Arcus continues to successfully demonstrate continual improvement and maintains its operation of an ISO 14001:2015 certified environmental management system.

We strive to remain compliant, ensuring that our colleagues understand their impact on the environment, and are equipped with the information and resources required to protect our planet beyond legal requirements.

Climate-related risks and opportunities are integrated into our enterprise-wide risk management framework and are actively tracked within our Corporate Risk Register. This enables Arcus to monitor progress, strengthen resilience, and maintain effective oversight and control of climate-related impacts across the business.



# 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 customers.

However, water used while on customer sites for landscaping, cleaning and overall maintenance services cannot be distinguished from customer usage. As a result, reporting is limited to water used directly at Arcus estate sites, predominantly for sanitary and kitchen facilities.

Water usage data at Arcus Estates sites is collated and reviewed annually. As part of our aspects and impacts under the EMS, suitable risk-based controls are in place, our 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 the Better Building Partnership.

Water Consumption	Megalitre (ML)
Total water consumption	2.064
Total water consumption from all areas with water stress	0.755

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



## WASTE REDUCTION & CIRCULAR ECONOMY

### 2024/25 HIGHLIGHTS

- All new Soft Services Uniform continues to be manufactured using 100% recycled materials.
- In 24/25 there was an increase in the total waste produced overall compared to 2023/24, this is due to new contracts and business growth
- We achieved 3.8% of waste being sent to landfill, which is a reduction from 2023/24
- 96.2% of our waste was diverted from disposal or recycled in 2024/25

Within our Sustainability Policy, waste reduction and circular economy is a key theme and commitment identified.

Waste data is received from our key waste providers at least monthly, largely via reports and waste supplier online portals. We also ask our waste suppliers to provide data on the proportions of waste, which is recycled, re-used or repurposed, diverted from landfill (i.e. energy recovery through incineration) or sent to landfill where possible.

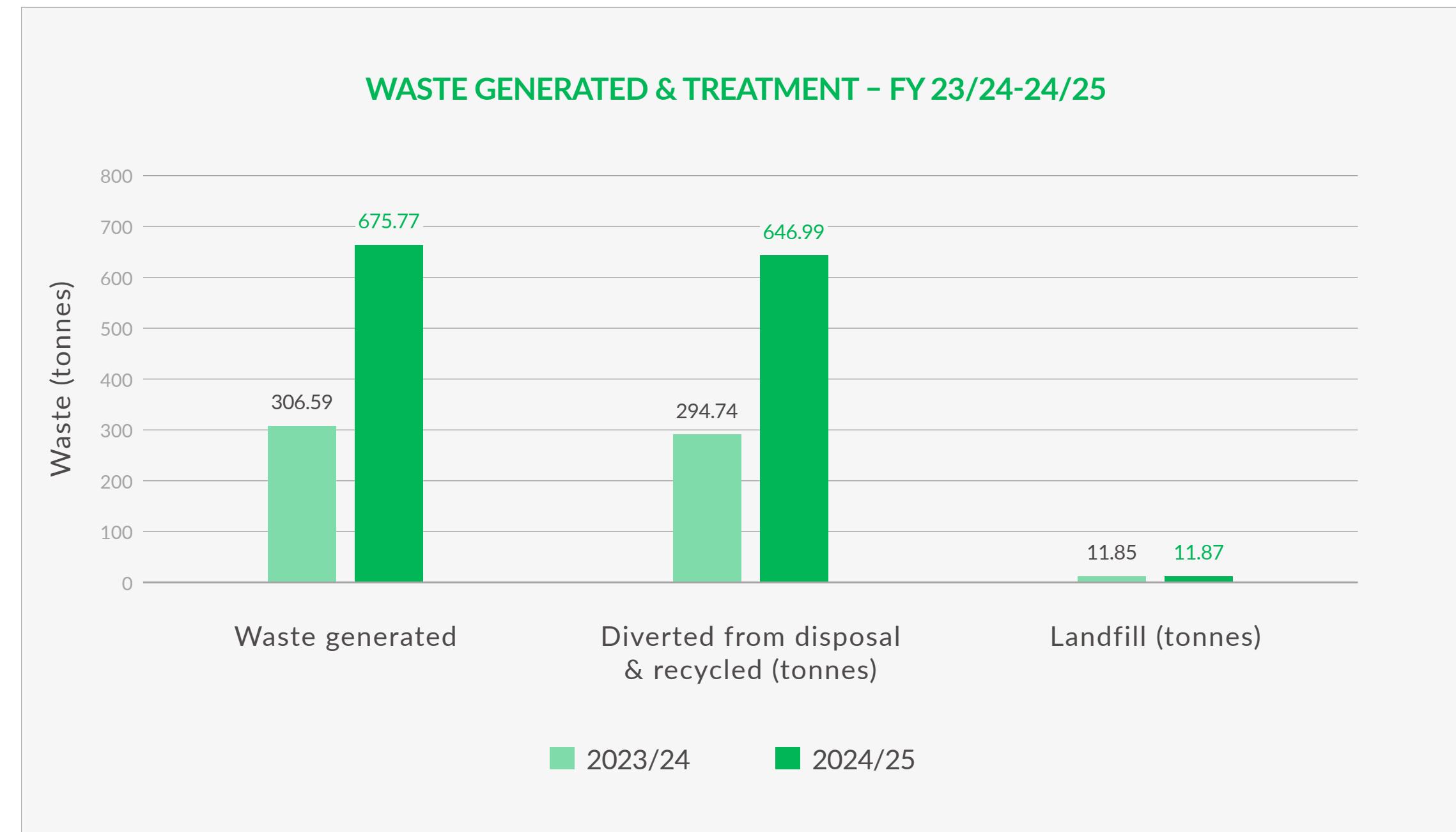
Most of the waste we produce is due to the service we provide to our customers, and the purchase of goods from our supply chain to deliver those services. A modicum of waste is produced as a result of the activities undertaken at our Arcus estate sites.

A duty of care process is in place, with regular checks carried out to ensure third party waste management suppliers are operating in line with contractual and legislative requirements.

Where waste management of Arcus estates is paid for by the landlord and actual waste data cannot be obtained, for 2024/25 estimations have been calculated based off usage at other Arcus offices.

We will continue to work closely with our waste management suppliers and encourage colleagues to be more aware of the waste hierarchy, focusing on maximising reuse before disposal, reducing overall waste and increasing recycling rates.

### WASTE GENERATED & TREATMENT - FY 23/24-24/25



We are continuously encouraging colleagues to recycle as much as possible and to reduce their consumption of single-use items.

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, replace or return items to reduce waste.

We also are continuing to extend the circular economy opportunities we are engaging in, with refurbishment schemes set up for some of our most used items like PRVs, compressors, Carel Controllers, inverters, harness and lanyards, condenser fan motors and RDM data manager panels.



## NET ZERO ENERGY & AIR QUALITY

### 2024/25 HIGHLIGHTS

- Following the order placed in 2023/24, we have received and allocated the further 50 electric vehicles
- In the reporting period there has been an 82.2% increase in grey fleet mileage that is driven in electric cars compared to 23/24
- A scope 3 emissions baseline has now been in place for the last four reporting periods. Certain Scope 3 categories are estimated using spend-based or modelled data; results should be interpreted accordingly.

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 largest direct impact Arcus has is a result of the fuel consumption associated with the use of transport.

At the end of the reporting period, Arcus operates a diesel van fleet of over 900 vehicles (scope 1), and in addition to this there is a grey fleet operation involving colleagues who use their own vehicles for business use (scope 3).

Electricity and natural gas consumption across Arcus estate sites make a comparatively small contribution to overall energy consumption and emissions.

A continued reliance on diesel and petrol vehicles exposes Arcus to price volatility, supply and production uncertainty, and increasing regulatory pressures linked to net zero requirements.

Arcus are placing a significant focus on rolling out zero emission vehicles across its fleet. We now have an electric vehicle fleet of 70 EVs, and have future plans to order 50 more in the 25/26 financial year.

Energy consumption from fuel, electricity, and heating, and all scope 1, scope 2 and scope 3 emissions are calculated and reported on an annual basis.

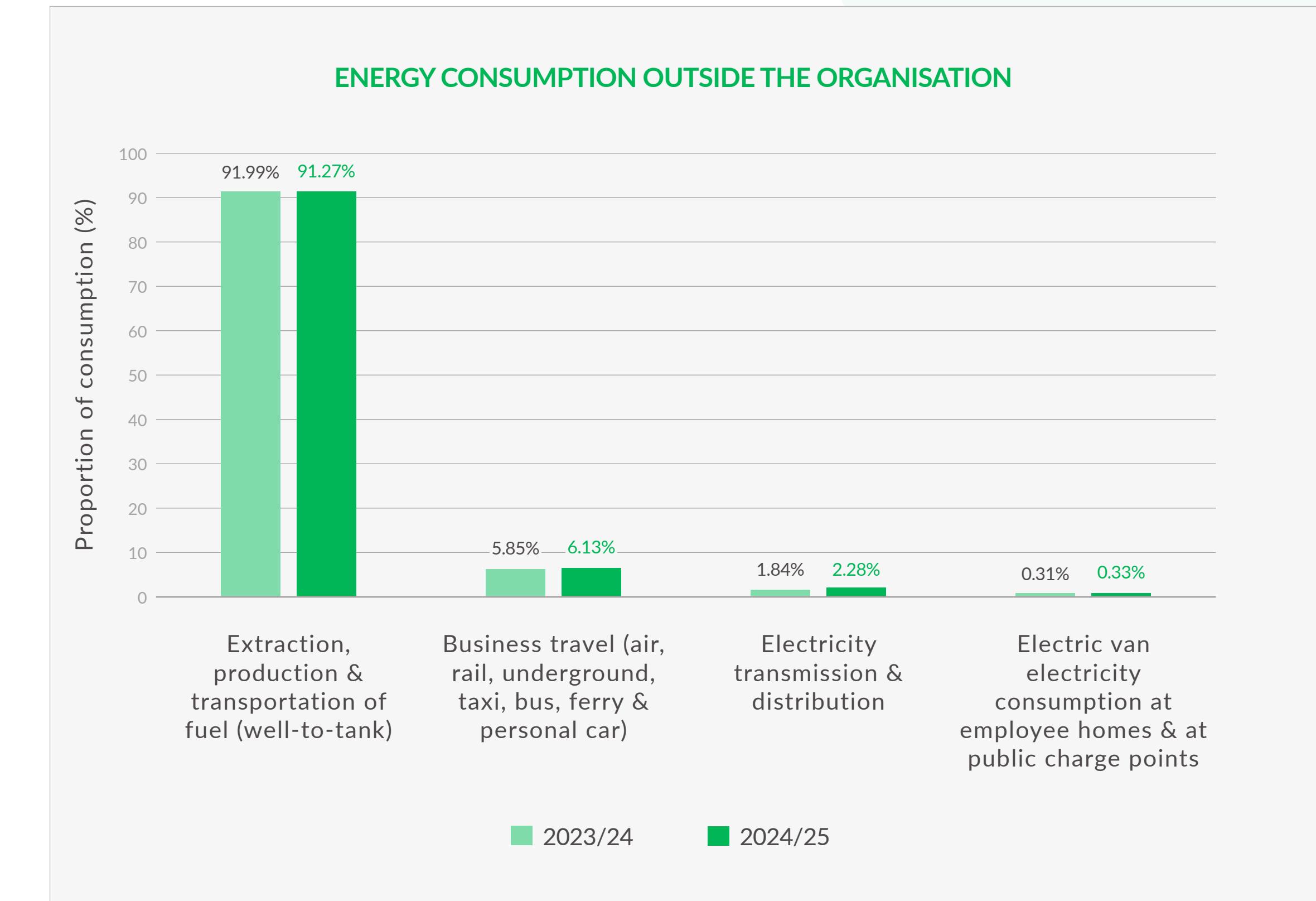
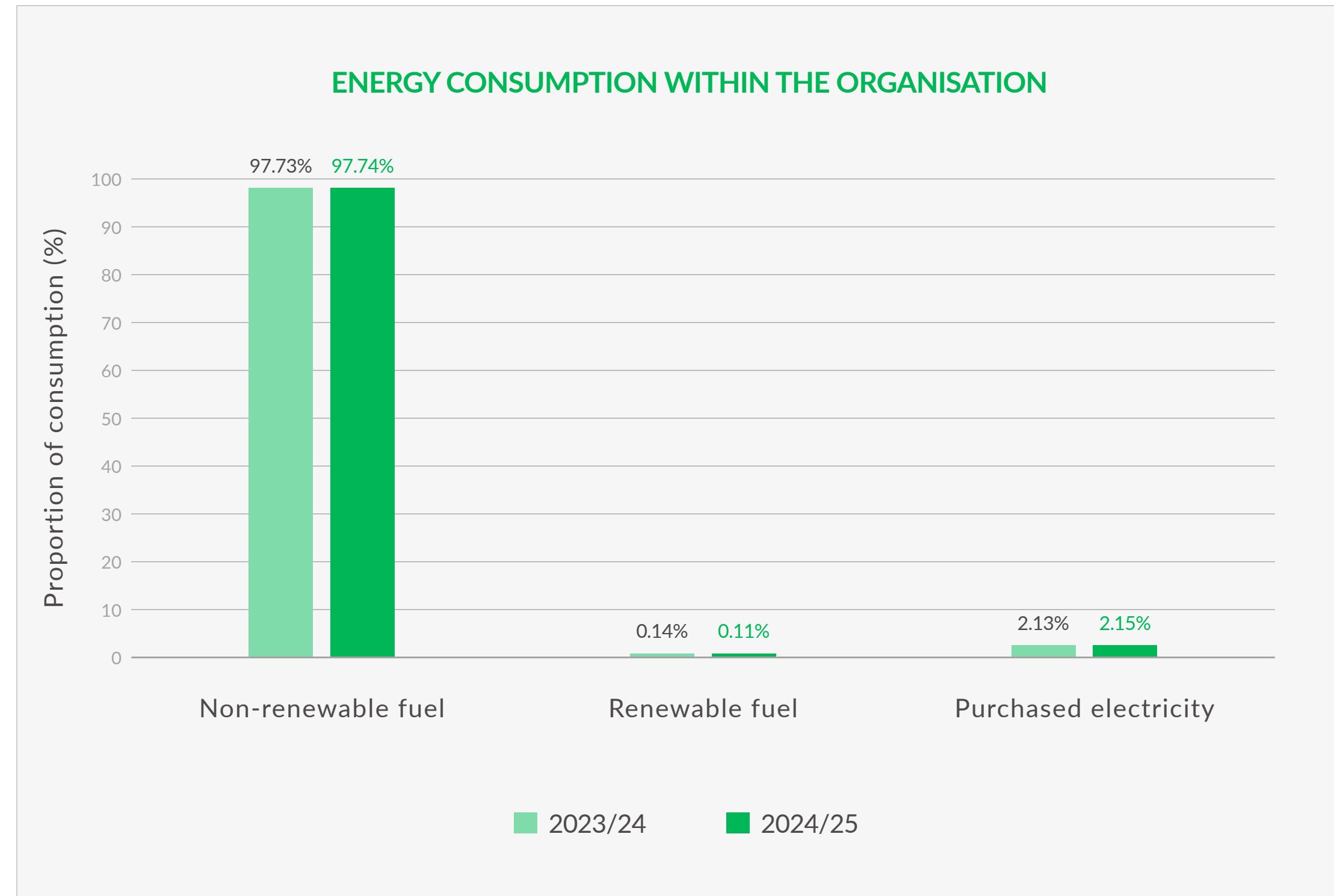
Arcus' greenhouse gas corporate accounting and reporting methodology aligns with ISO 14064 1:2018 Greenhouse Gases Part 1, alongside the Greenhouse Gas Protocol and the SECR guidance set out in the DEFRA Environmental Reporting Guidelines published in March 2019.

Data is collated from our travel expense system, utility invoices, online portals and landlords. In cases where actual data is not available, estimations are used.

The HSQE team monitor data monthly, identifying themes and trends, as well as spikes and opportunities for improvement. This ensures regulatory compliance as well as helping to drive our reduction beyond compliance.

## ENERGY CONSUMPTION

In 2024/25, Arcus consumed 97,379 (GJ) of energy within the organisation (426.7GJ/£m revenue) and 92,947 (GJ) of energy outside of the organisation (407.3GJ/£m revenue). The total energy consumption, based on the intensity ratio figures, has decreased by 12.6% compared to 2023/24.



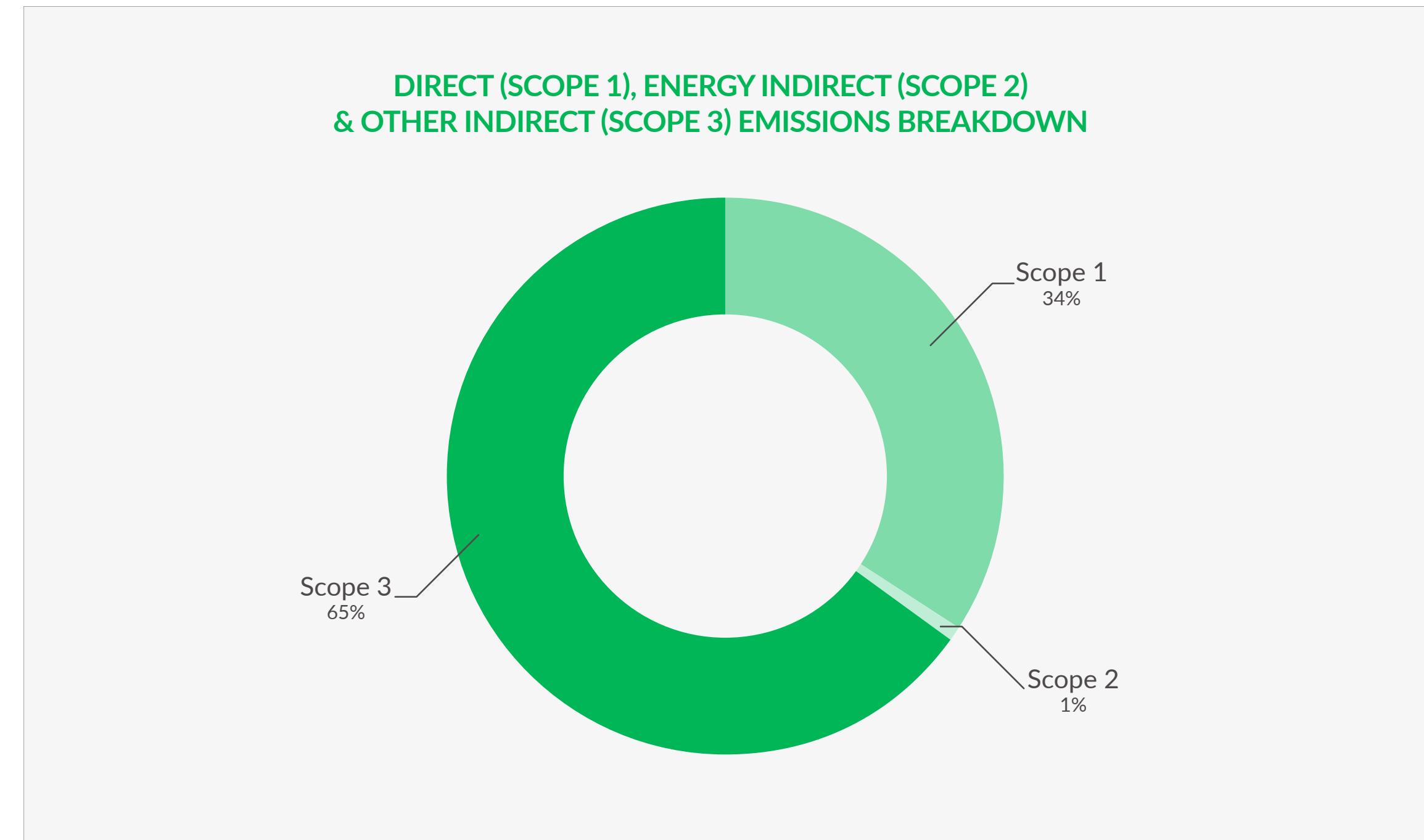
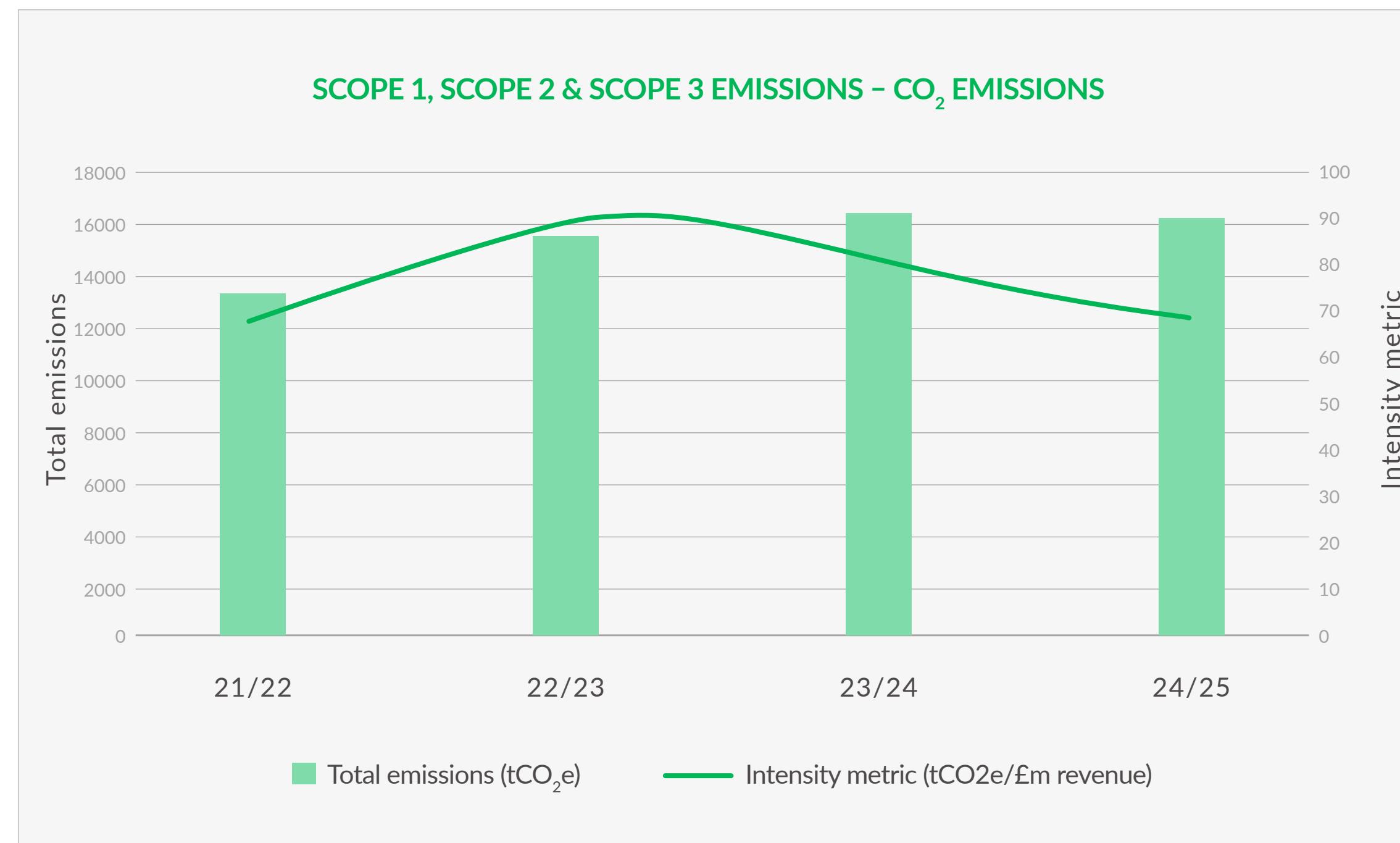
## EMISSIONS

Arcus's scope 3 emissions baseline remains 2021/22 and accounts for 7,122 tCO<sub>2</sub>e, and the total calculated emission for our baseline year equals 13,279 tCO<sub>2</sub>e. 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 baseline ensures that all Scope 3 emissions are included within the base year and will continue to be used when setting future targets. Some emissions accounting methods rely on estimated data, particularly in relation to supply chain and employee commuting emissions, and this should be taken into consideration when reviewing the figures.

For the current reporting year, our total calculated emissions equals 16,344 tCO<sub>2</sub>e. When comparing to our 21/22 base year, total emissions have increased by 23% (2,065 tCO<sub>2</sub>e).

In comparison to 2023/24, total scope 1 emissions have decreased by 4.7%, scope 2 emissions have increased by 7.8 and scope 3 emissions have increased by 2%.



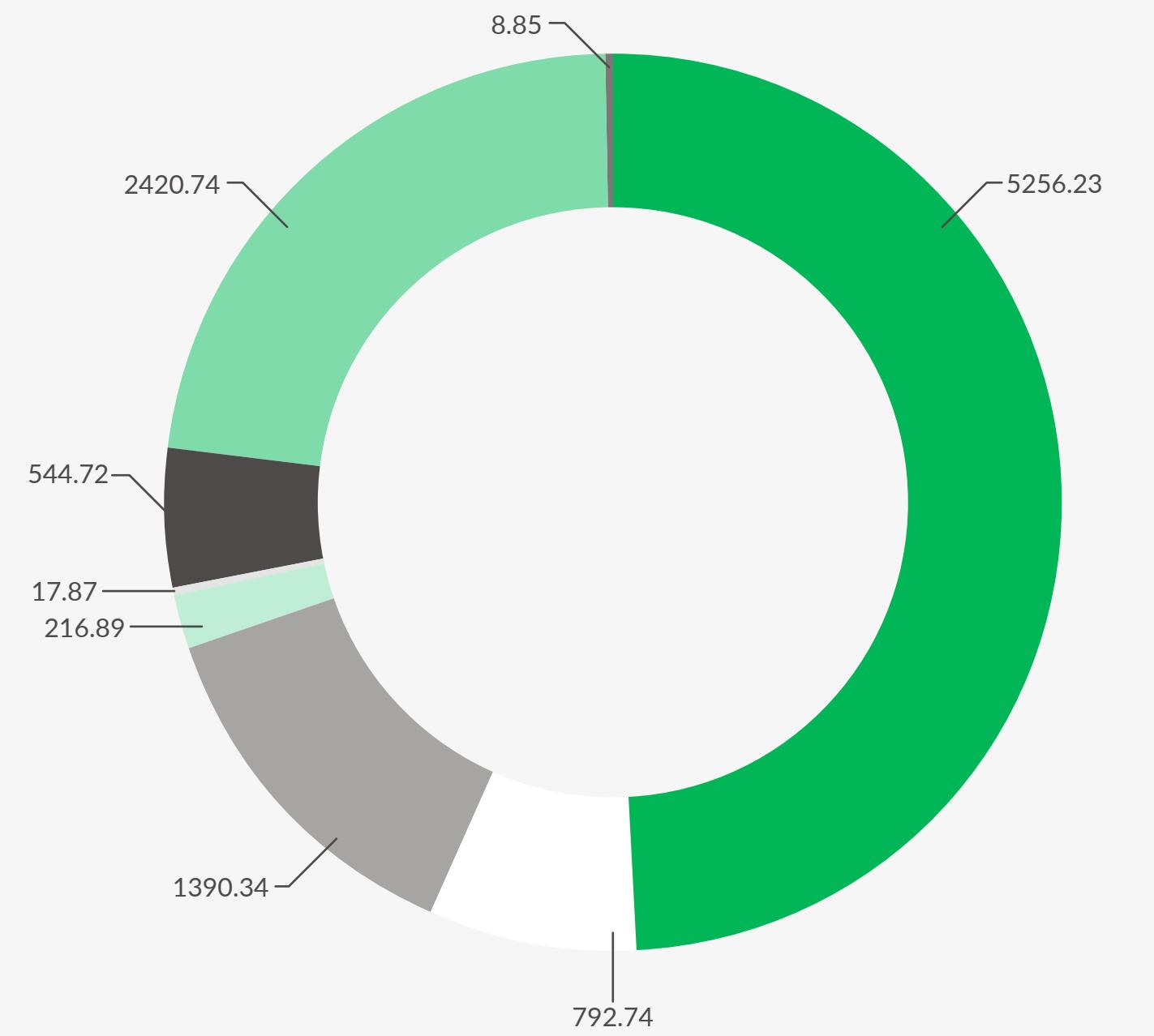
Scope 1 emissions for 2024/2025 were 5,557 tCO<sub>2</sub>e (previous year 2023/24: 5,830 tCO<sub>2</sub>e).

The GHG accounted are based on direct measurement of activity data and conversion to CO<sub>2</sub>e.

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

- Location-based emissions= 139 tCO<sub>2</sub>e (previous year 2023/24: 129 tCO<sub>2</sub>e)
- Market-based emissions = 72 tCO<sub>2</sub>e (previous year 2023/24: 115 tCO<sub>2</sub>e)

### OTHER INDIRECT (SCOPE 3) EMISSIONS BREAKDOWN



Arcus has received third-party verification of scope 1, scope 2 and scope 3 emissions.

## ENERGY CONSUMPTION, EMISSIONS EFFICIENCY & REDUCTION MEASURES

### EXAMPLES OF INITIATIVES CURRENTLY IN PLACE

**Electric Car Benefit Scheme:** Arcus offer a 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. At the end of the reporting period, we have 46 employees enrolled on the scheme.

**Grey Fleet Mileage Reduction:** During this reporting period, a reduction of 982,054 miles, or 38.6%, was achieved against the 2019 to 2020 baseline year. This initiative supports the reduction of carbon emissions from business travel undertaken in private vehicles. Arcus continues to promote a culture of reduced travel through the Drive Down CO2 by Dialling In initiative, launched in May 2021 to support delivery of a one million business mile reduction target. In 2023 to 2024, this initiative resulted in a reduction of 987,526 miles, or 38.8%, from the 2019 to 2020 baseline. Activity will be further strengthened in 2025 to 2026 to support achievement of this target. During the current reporting period, there has also been an 82.2% increase in grey fleet mileage undertaken in electric vehicles.

**Efficient Scheduling:** The development and deployment of proprietary scheduling software has continued to reduce engineer's mileage and time spent in the company vehicle by optimising work order allocation and routes taken during any working day.

**Green Energy Schemes – Arcus Estates:** In addition to Upminster, Stevenage and Redditch, our solely occupied office in Cirencester is now backed by 100% renewable electricity contracts (supported by renewable electricity Guarantee of Origin Certificates).

### REDUCTIONS IN ENERGY REQUIREMENTS OF PRODUCTS & SERVICES

Based on energy efficiency interventions and projects tracked and verified by the Arcus Energy Team, a 159,882 GJ reduction in energy consumption for services provided was achieved during the 2024-25 reporting period.

Arcus continues to implement condition-based maintenance interventions across its customers' estates through the Smarter Maintenance and Real-time Technology (SMaRT) hub. Energy baselines are maintained within the Arcus IoT platform, Helix, and associated BILL database, combining energy, weather, and operational data to ensure accuracy and repeatability.

Over the past year, the SMaRT Hub team has expanded the use of automation tools, including an Automated Savings Calculator to standardise savings validation, and enhanced Node-RED alerting workflows for quicker identification of inefficiencies. The introduction of Virtual Energy Meters has improved visibility across non-metered loads, enabling faster detection of drift and more targeted interventions across refrigeration, HVAC and lighting systems.



# OUR PEOPLE & THE COMMUNITY



## SOCIAL VALUE

Our Social Value Strategy and action plan focus our work on two action areas:

1. Employability and;
2. 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, prospects, and the lives of their family.

We grew our number of Social Value partners to 23 and supported 78 people into employment in 2024 to 2025, exceeding our target of 46. Of those supported, 30 had been unemployed for 12 months or longer, one was a returning citizen, four had a disability, 15 were NEETs (Not in Employment, Education or Training) and nine identified as being from a global majority background.

Our growing reputation as an inclusive employer has meant we recruited more individuals from disadvantaged backgrounds who directly applied for our jobs. This led to an additional 65 individuals employed not via social value partners: x13 veterans, x6 ex-offenders and 46 individuals with a disability. Therefore, the total number of colleagues recruited via Social Value partners as well as colleagues recruited who fall into one of our four priority groups and were not recruited via a Social Value partner is  $78+65 = 143$ .

We offered 21 individuals work experience and supported 12 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 £9,085.69 to local causes, exceeding our target of £4K. Our annual Christmas Raffle raised a further £9,656 for Forces Employment, a charity that supports veterans and their families when adjusting to life after serving in the forces. They particularly focus on supporting veterans to find employment.

Arcus supported two community-based causes. The first was a community project at Normandy Cricket club, this cause was nominated through our Arcus in the Community scheme. We provided DIY support to reduce the club's energy bills. The second is an ongoing project, still in its early stages, whereby Arcus will deliver a DIY project working with one of our customers. The project will be delivered to a charity college for young people with special educational needs and disabilities, and our work will focus on making the site more accessible to its users.



## HEALTH & SAFETY

Accident Frequency Rates (AFR) have decreased from 20.06 to 17.99, and RIDDOR Frequency Rates have also decreased from 2.02 to 1.37 since last year.

The plan implemented last year to reduce accidents and incidents will be reviewed on issue of the Annual Incident Report to ensure that it is still sufficient.

Arcus' commitment to Health & Safety is reflected in business values and in one of the supporting enablers 'Getting Everyone Home Safely'.

Arcus's HSQE Functional Strategy was reviewed in 2024 with amendments made to further focus on personal responsibility through visible leadership. The Strategy is currently under further review to ensure it is aligned to the group business plan, this will take us forward for the next five years up to 2030.

The dedicated HSQE function plays a central role in promoting a culture of safety and responsibility across the business. The team leads, guides, supports and advises operational functions, helping colleagues take ownership of their own health and safety and that of others. Specialist roles within the team also support risk, sustainability and quality.

Performance continues to be monitored and reported into senior teams through the quarterly HSQE Committee, Corporate Risk Management Meetings and Board Meetings.

In addition any emerging risk items that are relevant to Health and Safety continue to be identified at our Horizon Group meeting with line management from all settings/remits within the business. Furthermore, any significant risks pertaining to health and safety can also be documented, managed and monitored within the Corporate Risk Register and reviewed at the Corporate Risk Management meetings with our senior leadership team.

Data trend analysis methods are used to identify common themes and trends pertaining to accidents, near misses, hazard spots and audit results. This enables the team to target where further support or preventative actions are required in line with our Incident Reduction Plan. These can be delivered via local engagement as well as campaigns including examples such as the roadshows conducted in the Soft Services division.

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. Activities out of scope of the management system include; BEMs Ltd (acquisition of Arcus Holdings Solutions Ltd), Design, Cirencester, Leeds Office 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 ensures any additional hazards are identified at point of work.

Colleagues are encouraged and empowered to report and act on the management of hazards, and 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 and 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 are 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)
- Contractors
- Legionella
- Slips, Trips & Falls
- Fire
- Lone working
- Driving
- Working at Height
- Electrical
- Tools/Equipment/Plant
- Hazards which pose a risk of ill-health from workplace exposure are Musculoskeletal Disorders (mainly from Manual Handling or DSE), potential exposure to Asbestos from work activities, noise & vibration from use of tools/equipment and mental health

## COLLEAGUE PARTICIPATION, CONSULTATION & COMMUNICATION ON HEALTH & SAFETY

Arcus completed bi-annual HSQE Focus Groups throughout 2024 which included HSQE Champions from various disciplines and levels throughout the business. The outputs of the Focus Groups are fed into the HSQE Committee meetings.

The business also has a Colleague Engagement Network (CEN) with five constituencies represented across the organisation. This forum supports two way communication, consultation and continuous improvement. To simplify processes, Arcus is integrating HSQE Champion feedback and involvement into this network rather than continuing with separate focus groups. Champions will attend quarterly Colleague Engagement Network meetings, where HSQE will form a key part of the agenda, giving wider attendees the opportunity to contribute feedback. Outputs from these meetings will continue to feed into the HSQE Committee.

To further support the sharing of information, technology is used to provide all colleagues with access to relevant systems and communications. This includes Viva Engage forums, weekly Arcus Essentials email communications and newsletters, and monthly Toolbox Talks. These channels provide timely access to HSQE related updates and information.

### RIDDOR STATISTICS & INFORMATION

- There were seven RIDDORs in 2024/2025, which represented a 30% reduction from the previous fiscal year
- There were no specified injuries: all seven RIDDORs related to over seven-day incapacitation of a worker.
- Manual Handling and Slips, Trips, Falls were the top causes.

### ACCIDENT STATISTICS & INFORMATION, INCLUDING RIDDORS

Throughout 2024 to 2025, there were 85 accidents or injuries reported, 53 work related near misses and 6,881 hazard spot incidents. Accident and injury figures decreased by 6% compared with the previous year, reflecting the positive impact of accident and incident initiatives introduced in the last financial year. The business also saw a 31% increase in reported hazards.

There was a 244% increase in non work related near misses, alongside a 28% decrease in overall near miss figures. It has been recognised that further improvement is required, and this area remains a continued focus within the incident reduction plan.



# WELLBEING

## POLICY & STRATEGY ALIGNMENT

Arcus' Wellbeing Policy and strategy set out a clear vision, aims, objectives and responsibilities for supporting colleague health and wellbeing. Wellbeing is embedded into day-to-day practices and organisational culture.

Arcus has significantly strengthened its wellbeing, occupational health, and benefits offering over the last year, with a marked increase in employee engagement, uptake, and health-related support.

Arcus continues to expand and enhance its benefits offering to support physical health, mental wellbeing, financial resilience, and environmental sustainability. All benefits are centrally accessible via the People Pages intranet, enabling colleagues to easily understand eligibility, sign-up processes, and contacts for support.

Managers and teams are encouraged to consider wellbeing in decision-making, workload planning, and operational design to integrate wellbeing into daily operations.

## PHYSICAL & MENTAL WELLBEING

Arcus continued to expand initiatives promoting health, activity, and work-life balance:

- Cycle to Work Scheme remains a cost-saving and activity-boosting benefit.
- Gym partnerships (Nuffield Health/Hussle) continue to offer discounted memberships.
- Active workday breaks encouraged, especially for desk-based teams.
- AXA Private Medical Insurance membership rose from 63 to 76 (+21%).

## SUSTAINABILITY & COST OF LIVING BENEFITS

- EV Scheme: Growth from 27 members in 2023/24 to 46 in 2024/25 (+70%), driven by increased promotion and cost savings (no deposit, reduced BiK tax, maintenance included).

## FINANCIAL WELLBEING – WAGESTREAM LAUNCH

Arcus transitioned from Salary Finance to Wagestream on 3 January 2025. Within three months:

- 31% workforce participation (1,016 active users).
- 87% enrolment in the budgeting tool ("Track") with average usage 12.5 times per month.
- 64% savings account uptake (653 employees).
- Flexible pay usage by 52% of employees, with 26% using it for groceries.
- Loan service saw 288 applications, 57% approval rate, average loan £1,684
- Government benefit checks completed by 362 employees, identifying £232,404 in estimated entitlements.

## Behavioural Impact (taken from Wagestream colleague surveys):

- 46% more aware of spending.
- 60% more aware of earnings.
- 23% report sleeping better.
- 40% can perform better at work.
- 46% have stopped borrowing from friends/family.

## OCCUPATIONAL HEALTH & ABSENCE MANAGEMENT

### Provider: Health Partners Group

- Delivered full occupational health management system, including holistic health solutions via GPs, psychologists, psychiatrists, physiotherapists.
- Referrals increased from 264 to 366 (+38%).
- Management referrals rose from 87 to 100 (+15%), with 61% being non-work-related.
- Physician resource use rose from 25% to 58%.
- Avoidable fees at 14% (benchmark 10%) – £36,304 cost.
- Reduced “appointments not attended” compared to last year

### ABSENCE MANAGEMENT

Integrated mental and physical health services are in place, including immunisations, screenings, GP access, ergonomics support and physiotherapy. Additional support is provided through dedicated disability and neurodiversity services, including assessments, training and specialist equipment. A structured stress management pathway supports early intervention through line managers, the We Care programme and Mental Health First Aiders.

Arcus continues to partner with Health Partners Group to deliver a wide range of preventative, proactive and reactive services designed to help colleagues remain healthy, manage illness effectively and return to work safely. This includes:

- National network of clinicians – psychologists, psychiatrists, CBT therapists, counsellors, and counselling psychologists providing mental health support.
- Integrated care model – combining physical and mental health services for a holistic wellbeing approach.
- Accessible primary care – immunisations, vaccinations, screenings, treatment, GP (virtual/online) services, first response, and preventive care.
- Tailored return-to-work services – ergonomics, physiotherapy, guided exercises, and training to support recovery.

## DISABILITY & NEURODIVERSITY SUPPORT

- Arcus actively works to ensure that hidden disabilities (e.g., hearing/vision loss) and neurodivergence (e.g., ADHD, autism, dyslexia, dyspraxia) are not barriers to employment.
- Specialist assessments and training – workplace needs assessments, neurodiversity screening/diagnostics, fitting of specialist equipment, and management awareness training.
- Collaboration with Health Partners' Neurodiversity Team – creation of personalised programmes to enhance inclusivity.
- Outcome – strengthened position as one of the UK's leading inclusive employers through proactive workplace adjustments and support.

## MANAGING STRESS

- Arcus applies a structured approach to managing workplace stress, focusing on early identification and intervention:
- Early manager engagement – colleagues encouraged to contact line managers promptly if experiencing stress.
- Work Impact Checklists – used to identify workplace factors contributing to stress.
- Clear policy guidance – adherence to absence policies, including GP “fit notes” for absences over 7 days.
- Additional support routes – referrals to the We Care programme and access to trained Mental Health First Aiders.

## YEAR-ON-YEAR PERFORMANCE METRICS

Metric	2023/24	24/25	Change
OH Referrals	264	366	+38%
Management Referrals	87	100	+15%
AXA PMI Members	63	76	+21%
EV Scheme Members	27	46	+70%
Wagestream Workforce Engagement	-	31%	New
Physician Resource Use	25%	58%	+132%
Avoidable Fees	-	£36,304 (14% above benchmark)	

## OCCUPATIONAL HEALTH SUPPORT

Our OH provider delivers targeted interventions to:

- Facilitate colleagues remaining in work where possible.
- Support safe, effective transitions back to work following illness or injury.
- Recommend and coordinate reasonable adjustments.
- Arcus liaises directly with OH and, where relevant, external medical professionals to maintain and improve employee health.

Reference: OH data for FY 2024/25 is presented in People-Related Data Appendix

## ACCESS TO WELLBEING RESOURCES

Colleagues can self-serve wellbeing information via the People Pages SharePoint platform, including:

- Private Medical Insurance (PMI) for eligible colleagues, with optional self-funded upgrades.
- Neurodiversity support for colleagues and their dependents.
- Health Cash Plan (Health Shield) available to all colleagues at a subsidised cost, including:
- MyGP Anytime 24/7 phone consultations with prescription delivery.
- Access to a broad wellbeing package.

## SPECIALIST WELLBEING SERVICES

Arcus provides access to additional services designed to address specific health and life events:

- Bereavement support and will writing services.
- Second Medical Opinion service – international consultant access to verify diagnoses and treatment plans.
- Mental Health First Aid (MHFA) – trained colleagues provide confidential support.
- Stress risk assessments – conducted where required, with follow-up action plans.
- Mental wellbeing app – guided meditation, sleep improvement tools, and personalised wellbeing activities.

## MONITORING & CONTINUOUS IMPROVEMENT

The HR team supplies anonymised management information on ill-health and absence trends to inform targeted wellbeing action plans.

All colleagues have access to a Wellbeing e-learning pathway to promote proactive health management and resilience.

Compared to the previous reporting period, Arcus has:

- Expanded access to self-service wellbeing tools and resources.
- Increased mental health support capacity through MHFA training and digital app integration.
- Strengthened occupational health processes by leveraging SEQOHS accreditation standards.
- Enhanced inclusivity through neurodiversity and family-dependent support.
- Added financial wellbeing support, with measurable behaviour change among colleagues within the first year of introduction.
- Broader Clinical Reach – increased use of integrated mental and physical health services, including virtual GP and physiotherapy support.
- Strengthened Neurodiversity Provision – expanded workplace needs assessments and screening diagnostics in 2025 compared with 2024.
- Proactive Stress Management – wider promotion of early intervention steps and tools (Work Impact Checklists, MHFA referrals).
- Holistic Return-to-Work Support – greater focus on tailored physical recovery programmes to reduce absence duration and recurrence.

## ONGOING DEVELOPMENT AREAS

- Reduce avoidable OH fees to meet 10% benchmark.
- Further cut “appointments not attended” to maximise resource efficiency.
- Maintain engagement momentum for Wagestream beyond first 12 months.
- Explore additional health screening and early intervention tools.
- Further analysis of absence trends to identify root causes and prevent repeat instances.
- Continued promotion of neurodiversity awareness across all managerial levels.
- Increased colleague awareness of early reporting pathways to avoid escalation of stress-related absence.

# TRAINING & DEVELOPMENT

Arcus is committed to supporting its people and their development. We recognise that every colleague performing at their best every day is central to our continued success and we provide a comprehensive range of learning and development (L&D) opportunities to enable our colleagues to reach their full potential.

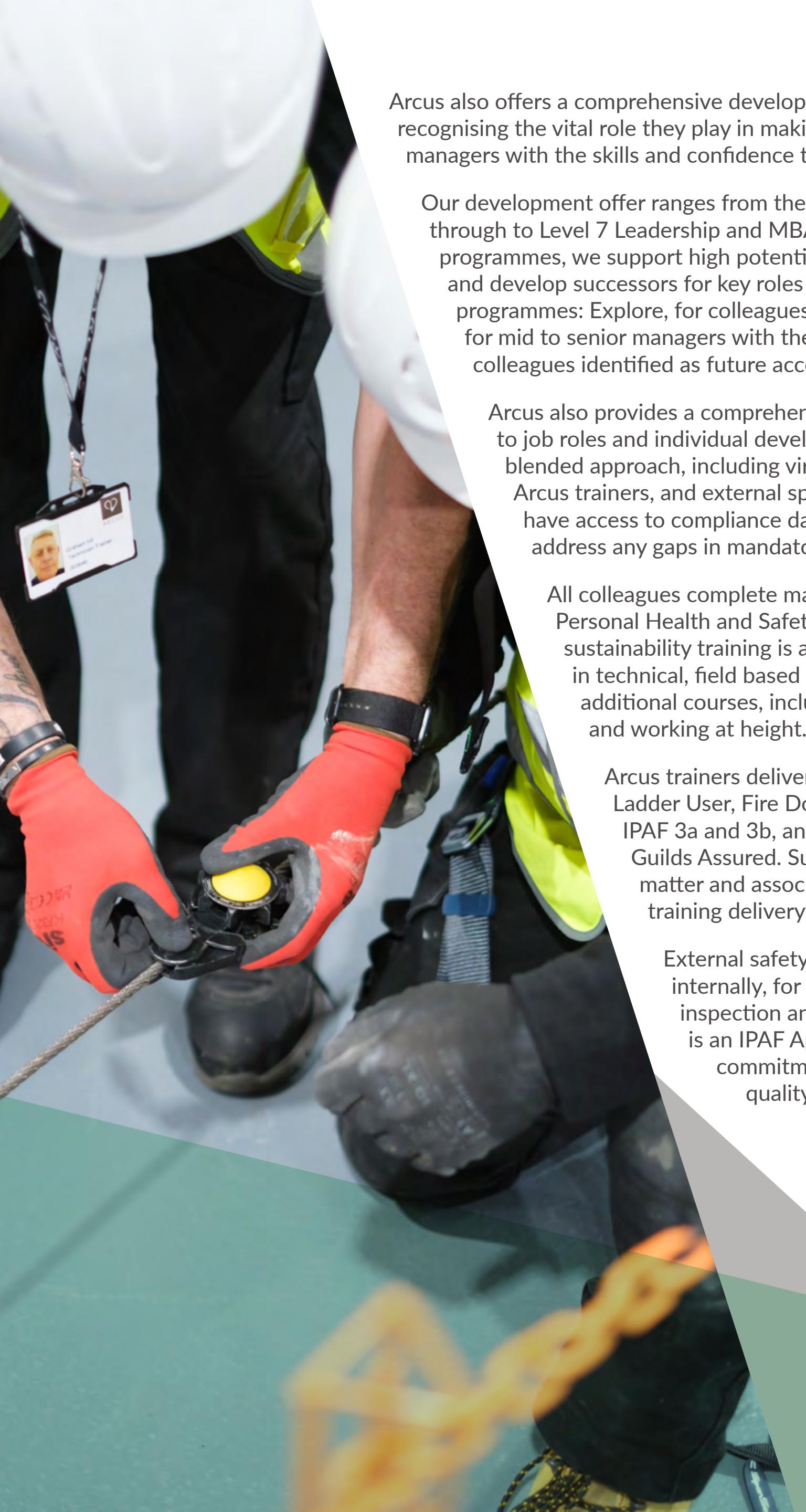
Every colleague takes part in a Performance and Development Review twice a year, which includes a mandatory development planning conversation. Additionally, managers hold separate career development conversations with those colleagues who wish to progress their careers which includes completing a career development form, helping colleagues plan for and work towards future career aspirations.

All learning and development opportunities are available on our People Pages, which can be accessed by all colleagues. This includes a link to our annual Learning and Development programme, outlining a wide range of internal training courses delivered by the Learning and Development team and grouped into mandatory, professional development and technical training. Colleagues can also access a wide variety of learning content through our online learning platform, including both formal courses and shorter modules, as well as information on additional development options.

Arcus offers a wide range of apprenticeships to support colleague development. These are available to new colleagues entering apprenticeship roles, as well as to existing colleagues who can learn alongside their current job. In addition to technical traineeships, which provide a structured approach to ongoing technical training and career progression tailored to our skills needs, we also deliver a broad range of role specific compliance and technical training. This ensures colleagues remain safe, compliant and competent.

Training is delivered through a blended approach. We use digital learning through The Learning Space and face to face training led by our specialist trainers at our dedicated facility in Stevenage. External specialist training providers are also used where appropriate.





Arcus also offers a comprehensive development programme for leaders and managers, recognising the vital role they play in making Arcus a great place to work. We aim to equip managers with the skills and confidence to support their teams to perform at their best.

Our development offer ranges from the mandatory New Arcus Manager programme through to Level 7 Leadership and MBA qualifications. Through our tailored talent programmes, we support high potential colleagues, helping to retain critical skills and develop successors for key roles across the business. We have three talent programmes: Explore, for colleagues aspiring to become line managers; Accelerate, for mid to senior managers with the potential to progress further; and Account, for colleagues identified as future account managers.

Arcus also provides a comprehensive suite of Health and Safety training, tailored to job roles and individual development needs. Training is delivered through a blended approach, including virtual sessions, internal face to face delivery by Arcus trainers, and external specialist provision. Line managers and directors have access to compliance data for their teams, allowing them to identify and address any gaps in mandatory training completion.

All colleagues complete mandatory safety awareness training, including Personal Health and Safety, Manual Handling and DSE. Environment and sustainability training is also delivered on a mandatory basis. Colleagues in technical, field based roles such as engineers and technicians receive additional courses, including asbestos awareness, Legionella awareness and working at height.

Arcus trainers deliver a range of internal safety courses, including Ladder User, Fire Door Awareness, Safe Isolation, Rooftop Safety, IPAF 3a and 3b, and Abrasive Wheels. Some of these are City and Guilds Assured. Sustainability and its relevance to the subject matter and associated activities are also discussed as part of the training delivery.

External safety training is provided where it is not delivered internally, for example UKPIA SPA, PASMA and racking inspection and maintenance. Arcus' National Training Centre is an IPAF Approved Centre, further demonstrating our commitment to safety, colleague development 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, victimisation and other conduct prohibited by Equality Act 2010.

We recognise that each of us brings our whole selves to work, we don't leave our sexual orientation, 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 is supported by four action areas which guide how we 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

Our EDI Action Plan 2024-25 details our planned EDI interventions for the year. Our EDI Report 2023-24 summarises the actions delivered. the report was shared both internally to colleagues and externally.

A key outcome in 2024-25 was Arcus achieving the Inclusive Employers Standard Silver award, surpassing the EDI Strategy objective of attaining Bronze. This Silver accreditation reflects the positive impact of our ongoing efforts towards becoming a more inclusive employer, and our commitment to building an inclusive and supportive workplace environment. This was a significant achievement, particularly as it was our first time participating. Arcus scored consistently above the Construction and Engineering sector average across all six pillars, or focus areas, measured by the standard.

Preparing for the assessment also strengthened our EDI processes, including formalising the recording of our 'EDI at Arcus' meetings and actions. The valuable feedback received will directly shape our EDI Action Plan for 2025-26, as outlined in our EDI Strategy.

Having complete and reliable diversity data on the demographics of our workforce remains a work in progress. However we saw a big increase in disclosure rates across 2024-25, driven by our ongoing I Am Arcus EDI data disclosure campaign. Disclosure rates improved from 7 percent in April 2024, covering EDI, emergency contact and home address data, to 45 percent EDI disclosure in March 2025.



Other key achievements in 2024-25 include the launch of our first special interest group (SIG) 'Women at Arcus', which forms part of our wider Colleague Engagement Network, and our support for the following EDI-themed national days, projects, and events highlighting our commitment to inclusion:

**Autism Acceptance Week:** A colleague wrote an open letter about his experience with neurodiversity and organised a fundraising event to support the National Autistic Society (NAS), including a Charity Bikers ride out which started from our Redditch office to raise awareness. [Over £300 was raised for the NAS](#).

**Kimberly-Clarke Golden Service Awards:** Arcus won the [Kimberly-Clark Golden Service award](#) in the social impact category. This reflects our commitment to social value, our strategy prioritises four disadvantaged groups, including individuals with long-term health conditions

**National Inclusion Week:** For National Inclusion week the theme was 'Impact Matters' and we showed our support by: releasing our first EDI report 2023-2024, shared the experience of a colleague being pregnant whilst working for Arcus and introduced 'Women at Arcus' special interest group (SIG).

**International Women in Engineering Day:** Arcus spoke to two female engineers about why they love the engineering industry. As Arcus operates in a predominately male industry, it is important to recognise and celebrate our female engineers as role models and encourage more women to join the engineering field.

**Career Coaching:** Through an employability and educational programme funded by the Violence Reduction Unit at The Mayor of London's Office (via SV partner Catch22), Arcus offered a career coaching session to a young person who was facing barriers to employment as a software developer, she believed due to her gender and race.

**Eid:** At our Redditch office, colleagues celebrated Eid by decorating the office and provided food and drinks for colleagues to enjoy.

**International Women's Day 2025:** We hosted an [IWD2025 event](#) at Arcus' National Training Centre aimed at colleagues who want to play a part in helping make Arcus more inclusive. The event offered a range of inspiring speakers including female engineers sharing their career journeys and experiences, and the opportunity to learn practical skills specifically lock picking and how to put up a shelf and hang a picture. Attendees were able to donate to the women's charity Smart Works, who aim to give women who have been referred from refuges/safe houses, homeless shelters, etc. the confidence they need to reach their full potential and find employment. Over 35kg of workwear was donated by our colleagues.

**Movember:** Arcus' demographic is two thirds male, as the health and wellbeing of our colleagues is a priority we continue to support Movember.

# Golden Service Awards



## EDI TRAINING

Colleagues complete mandatory EDI training covering our strategy; the nine protected characteristics; discrimination harassment and bullying; and unconscious bias in stereotyping and prejudice. This training is completed as part of onboarding and re-done every two years.

We evolved and improved our EDI training for managers by introducing follow-up EDI training which is optional for line managers. The session covers our EDI strategy and responsibilities, Equality Act 2010, inclusive recruitment, reward, and behaviours at team and individual level, as well as how we measure and track progress. These topics provide a 'big picture' understanding of why inclusion is important and help our managers to identify local actions they can take to further inclusion in their teams.

As part of our journey towards becoming an inclusive employer, it is important to grow a shared understanding at our senior leadership level of the importance of EDI. Members of the C Suite and other senior leaders attended an Inclusive Leadership workshop focused on their role in delivering our EDI vision and understanding the lived experiences of underrepresented groups, including content on privilege, psychological safety and intersectionality.

Additionally, our People team attended specialist EDI themed training delivered by our EDI advisers Inclusive Employers, and used the knowledge gained to help shape our communications, our policies and our approach to managing employee relations.

This is the summary of Inclusive Employers training attendances in financial year April 2024 – April 2025:

Date	Webinar	No. of Delegates
10/09/2024	Get ready for National Inclusion Week – 2 weeks to go!	1
23/09/2024	NIW 2024 Launch Event: Impact Matters Round Table	1
24/09/2024	Using Diversity Data to Understand Inclusion Impact	3
25/09/2024	Preparing Your Business for the Future: Impact and the Tipping Point in Business Accountability	4
07/01/2025	Ethnicity Pay Gaps	3
06/02/2025	Time to Talk Day 2025: Understand and Support Mental Health at Work	3
11/02/2025	Ethnicity Pay Gaps – Where to Start?	3
18/02/2025	Sexual Harrassment – Changes to the Workers Protection Act	4
19/02/2025	Human Sustainability – The Intersection of Inclusion; Growth; and a Sustainable Legacy	1
27/02/2025	Creating an Effective Anti-Bullying Policy – Advice for HR Professionals	1
06/03/2025	International Women's Day – #InspireInclusion	1
11/03/2025	Equip – Making Your Policies Work for You	1
20/03/2025	Internal Day for the Elimination of Racial Decrimination	1
TOTAL ATTENDANCE		27

## 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 tailored advice and support, including guidance during preparation for the Inclusive Employers Standard assessment and advice on legislative developments such as Ethnicity and Disability Pay Gap reporting.

Arcus FM has proudly had Level 2 Disability Confident Employer status since July 2021. We continued our Disability Confident journey by renewing our Disability Confident self-assessment in May 2024, confirming that we meet the core actions required to be a Disability Confident employer and are committed to enabling disabled people to fulfil their potential and realise their aspirations at Arcus FM.

Our Head of Inclusion is a member of a Disability Confident Network and attends network sessions focused on raising awareness, supporting the implementation of the Disability Confident Scheme, sharing best practice and helping to remove barriers for disabled employees and applicants.

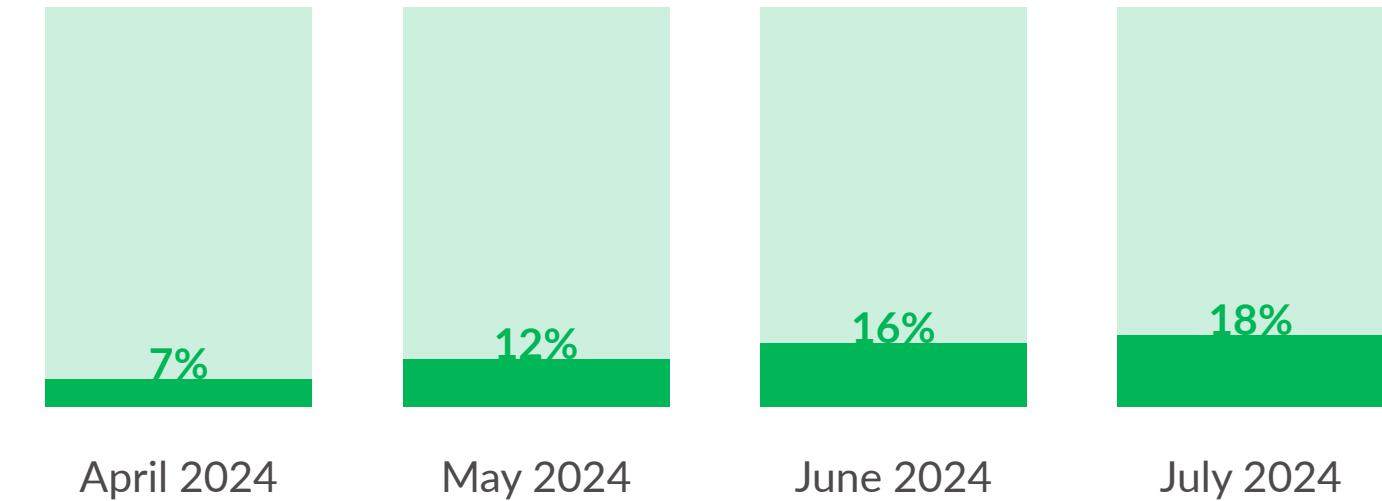


## DATA & MONITORING

Achieving complete, reliable and accurate EDI data for our workforce, and using that data to identify areas for improvement and inform representative decision making, is a key action within our EDI Strategy. While progress continues, having fully complete and reliable diversity data across workforce demographics remains a work in progress.

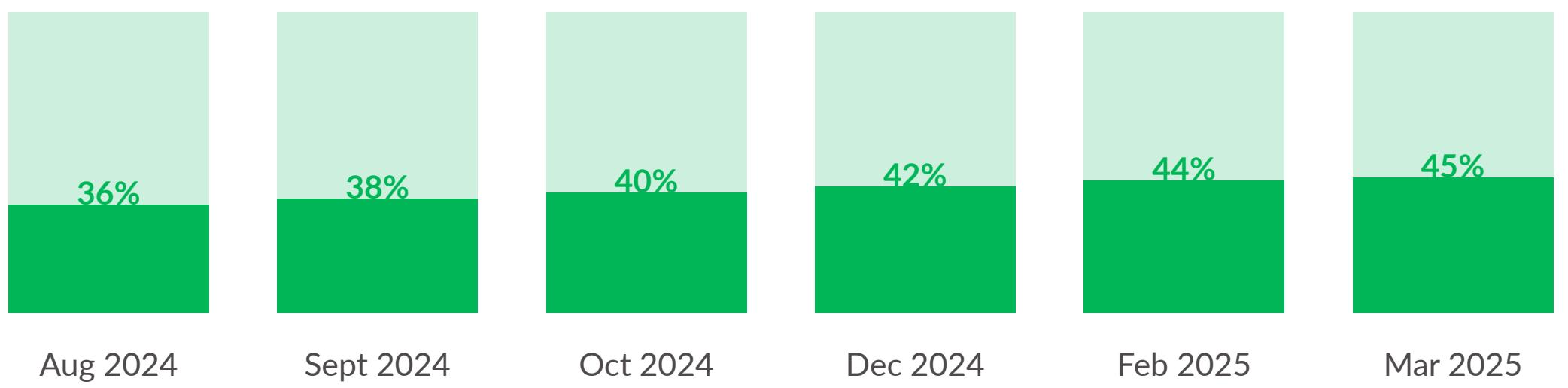
In May 2024, Arcus implemented phase two of the I Am Arcus campaign. This provided the senior leadership team with EDI disclosure data in the form of team level league tables and encouraged leaders to ask their teams to review and complete their EDI information. The campaign resulted in a steady increase in disclosure rates across 2024 to 2025, rising from 7 percent in April 2024, covering EDI, emergency contact and home address data, to 45 percent EDI disclosure in March 2025.

### EDI + Contact + Home Address Disclosure Rates



From August 2024, we refined our disclosure campaign and updated our reporting methodology to report specifically on EDI fields, excluding details like emergency contact and home address. Disclosure rates for EDI data continued to improve as follows:

### EDI Disclosure Rates



As we've not yet reached the 50% minimum disclosure rate, we were unable to achieve the objective of reporting on promotions, leavers, talent programme nominations, etc. by EDI characteristics. Working towards this objective will form part of our 2025-26 EDI Action Plan and is reliant on reaching and maintaining the minimum 50% EDI data disclosure rate.

The below EDI tables report (as of February 2025) Gender and Age diversity data for Arcus' C-Suite and All Employees:

C-Suite		
Male vs Female		
Male	5	71%
Female	2	29%
Age Groups		
Under 30	0	0%
30-50	4	57%
Over 50	3	43%

All Other Employees		
Male vs Female		
Male	2334	67%
Female	1149	33%
Total	3483	
Age Groups		
Under 30	581	17%
30-50	1610	46%
Over 50	1292	37%
Total	3483	

## PEOPLE-RELATED DATA APPENDIX

We have provided a People-Related Data Appendix which can be found [here](#).

# OUR BUSINESS GOVERNANCE & GROWTH

## ETHICS & INTEGRITY

Arcus has a range of policies that set out the ethical principles governing the business and apply to all colleagues. These cover compliance, ethical business operation, reporting wrongdoing, and anti-bribery. Honesty and transparency are at the core of the principles that are embedded into Arcus's competencies.

## COMPLIANCE

Arcus FM's commitment to compliance remains central to its Health, Safety, Quality, and Environmental objectives. The organisation maintains certification to internationally recognised standards, including ISO 14001:2015 for environmental management, ISO 9001:2015 for quality management, ISO 45001:2018 for occupational health and safety, and ISO 27001:2022 for information security.

These certifications form the framework of Arcus' integrated management system, which requires the identification of relevant legal and regulatory obligations and the systematic evaluation of compliance. This approach ensures robust governance, continual improvement, and accountability across all operational areas.

## INFORMATION SECURITY & CUSTOMER PRIVACY

### 2024/25 HIGHLIGHTS

Customer privacy, data protection and information security remain a key focus for Arcus. By the nature of our business, we often collect and hold sensitive and confidential information relating to colleagues and customers. It is essential that we comply with legislative requirements in how this data is collected and processed, and that we can demonstrate this compliance to stakeholders. For sensitive projects, we now require DBS checks for all colleagues involved.

Arcus have achieved the internationally recognised standard ISO/IEC 27001:2022 certification and continue to undergo maintenance audits to ensure compliance and demonstrate continual improvement against the requirements of the standard.

Current legislation sets out general principles that provide overarching guidance on information security and data privacy. These principles inform Arcus' approach to managing information security across the business through an effective information security management system.

Arcus has a suite of anti-virus and data protection software that monitors for malicious activity, keeping employee and customer data secure. In addition Arcus has a robust security incident response. Our information security management system is embedded with a series of approved and communicated policies and procedures.

Our information security management system is overseen with an internal audit programme and an annual external surveillance audit to ensure our system remains suitable, effective and compliant.

The system is managed by our IT Director and wider team, with overall accountability being held with the Chief Executive Officer and Chief Technology Officer. This ensures that security and privacy are embedded at leadership level and supported across all key business functions.

Arcus have demonstrated commitment to privacy by ensuring that the organisation has a registered competent Data Protection Officer, supported by a dedicated Information Security team. Any key changes to data processing or infrastructure are reviewed through a 'Change Authorisation Board', ensuring that security and privacy are embedded by default and by design.

All Arcus colleagues are mandated to carry out an annual Information Security Awareness and GDPR e-learning. To further prevent social engineering, Arcus perform phishing simulation tests to sample the vigilance of Information Security. Arcus' internal auditors are trained to ISO 27001 Internal Auditor standard to ensure that internal audits are conducted effectively.

Any findings from internal or external audits are thoroughly investigated to identify root causes and implement preventative measures to avoid recurrence.

## SUSTAINABILITY APPROACH EVALUATION

### HOW ARCUS EVALUATES ITS SUSTAINABILITY APPROACH:

- External integrated management system audits
- Internal audit programmes across all business functions, reviewing compliance with ISO 45001:2018, ISO 14001:2015, ISO 9001:2015 and ISO 27001:2022
- Monitoring and reporting of performance against targets
- Oversight through relevant meetings and committees including the HSQE Committee, Sustainability Committee, Corporate Risk Management Meeting, Horizon Group Risk meeting, Business Continuity meetings and Information Security Meeting
- Benchmarking activities
- Evaluation of Compliance Obligations programme
- Internal reviews and testing, including information security penetration tests
- External verification through audits, assessments and reviews, including those undertaken by customers and SFMI.

The results of these evaluations are used to identify any additional actions required for continual improvement and are reported at a senior level within the business.

Arcus also publishes an annual Social Value Report and an Equality, Diversity and Inclusion Report. These review progress against agreed action plans, setting out which actions have been fully achieved, partially achieved or not achieved, supported by detailed narrative.

## OUR SUPPLY CHAIN

Sustainability risk management within our supply chain is key because we rely on suppliers to deliver our service effectively.

We therefore ensure that our supply chain is operating in line with legislation and sustainability good practice.

Arcus' HSQE team screen suppliers delivering subcontracted activities on the behalf of Arcus, ensuring 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
- GDPR/Data Protection
- Anti-bribery and Corruption
- Modern Slavery

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

In addition, in 2024/25 equality, diversity and inclusion was added to our Supplier Code of Conduct to reflect Arcus' EDI Strategy 2023-28.

# CONCLUSION



Arcus's annual sustainability impact report sets out the organisation's environmental and social impacts, outlining both positive and negative contributions towards sustainable development.

The report highlights Arcus's strategic alignment with the UN 2030 Agenda for Sustainable Development, focusing on seven Sustainable Development Goals identified as most material to its operations. This reflects a targeted and considered approach to sustainability within the facilities management sector.

Commitments to the environment, colleagues and the wider community are set out in Arcus's Sustainability Policy and continue to evolve as the organisation's sustainability journey progresses. Ongoing progress is being made across key areas including climate action, social value, health and wellbeing, equality, diversity and inclusion, and information security, alongside the continued strengthening of corporate governance and risk management processes.

The report reinforces Arcus's commitment to continual improvement and transparency. Looking ahead, the organisation intends to deepen its impact and broaden its focus, and will report on further progress in the next annual sustainability impact report.

# DATA APPENDIX

The data and graphics identified throughout this report covers elements comprising:

- Waste
- Air Quality
- Health and Safety: RIDDORs, Accidents, AFRs and RFRs
- GRI Data Appendix

We have provided this supporting data in the Data Appendix of this document which can be found [here](#).

Please also find the People-Related Data Appendix in this document which can be found [here](#).





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