



# CITY BUILDING ENGINEERING SERVICES

## Social Value Report 2024



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# 1.0 INTRODUCTION

Welcome to the CBES Ltd Social Value Report for 2024, which outlines our ongoing commitment to building a sustainable, fair, and responsible business.

At CBES, we recognise the importance of social value in driving long-term, inclusive growth. Our work extends far beyond delivering exceptional services—it's about making a measurable difference to people's lives, the environment, and the communities in which we operate.

We understand the challenges facing society, including inequality, climate change, and health disparities. Through our Social Value Framework, we remain focused on tackling these issues head-on, guided by our alignment with global sustainability goals such as the United Nations Sustainable Development Goals (SDGs).

CBES employs over 900 colleagues and supports a diverse and extensive supply chain and customer base. We are acutely aware of the positive contributions our people make every day and how their dedication, innovation and professionalism help shape the ongoing success of our business.

Our Social Value Framework underlines this impact, ensuring our people have a fair, inclusive, and enriching experience at CBES.

The growth and development of our people is central to our strategy. In 2024, we continued to invest in opportunities for learning and advancement through apprenticeships, structured training, and targeted development programmes.

This ensures our colleagues are empowered to excel in their roles and progress into technical, specialist, and leadership positions across the organisation.

We are also fully committed to our sustainability journey. Our net zero ambition by 2040 continues to drive strategic action across our business operations.

We recognise both our direct environmental impact and the influence we can exert through our value chain.

Our Carbon Reduction Plan, reviewed and updated annually, continues to inform our approach.

We committed to invest in decarbonising our fleet, rolling out electric vehicles through our salary sacrifice scheme where possible in our fleet, and adopting innovative technologies on-site to reduce or fossil fuel usage and drive efficiency.

Moreover, we support our customers in meeting their own sustainability objectives, particularly in areas such as decarbonisation. Our skilled building services engineers and subject matter experts bring invaluable insight and practical innovation, enabling us to add long-term value across customers' estates.

Throughout 2024, we remained focused on delivering against the pillars of our Social Value Framework: Sustainability, Health & Safety, People, Procurement, and Communities & Giving. Each area reflects our commitment to positive impact, continual improvement, and transparent accountability. I am proud of the progress we've made and immensely grateful to all our colleagues, partners and stakeholders who have contributed to our journey.

Together, we will continue to evolve, lead responsibly, and drive forward a purpose-led business that creates genuine value for everyone we work with and for.

Fraser Allan | Managing Director  
CBES Ltd



## 1.1 OUR APPROACH TO SOCIAL VALUE

CBES Ltd continues to build on a strong legacy of delivering social value through our operations. This commitment is structured around five strategic pillars that underpin our Social Value Framework and reflect our dedication to responsible, ethical, and sustainable business practices.

In 2024, we maintained close alignment with the United Nations Sustainable Development Goals (UN SDGs), reinforcing our focus on delivering measurable, positive outcomes across all aspects of our operations. We assess and quantify our impact using the **Social Value Portal**, a nationally recognised platform that enables transparent and robust measurement of social value contributions.

As of 2024, we have created over **£100 million** in social value through our activities—an achievement that, while yet to be formally verified at the time of writing, highlights the breadth of our contribution. However, we also recognise that not all value can be captured in monetary terms. Many of the most meaningful impacts—such as improved wellbeing, inclusive opportunities, or long-term community resilience—are qualitative in nature and no less important.

Our commitment remains focused on both measurable and intangible value, ensuring that our work leaves a lasting and positive legacy for our colleagues, customers, and communities.



Colleagues from the CBES Refrigeration team climbed Mt Snowdon in a military style challenge carrying a 60Kg log to raise funds for the Alzheimer's Society



## 1.2 OUR COMMITMENT TO INTERNATIONAL STANDARDS

AS A RESPONSIBLE BUSINESS, WE ARE COMMITTED TO THE UN SUSTAINABILITY DEVELOPMENT GOALS AGREED AND CREATED BY 193 COUNTRIES IN 2015 AND UNDERLINING THE VALUES OF THE INTERNATIONAL COMMUNITY TO CREATE A BETTER SOCIETY.

The goals recognise that ending poverty must go hand-in-hand with strategies that build economic growth and address a wide range of social needs including education, health, social protection, and job opportunities, while tackling climate change and environmental protection.

We view these as the benchmark in promoting prosperity and protecting the environments which we live, work and serve. We believe this commitment serves our ambition to create a more prosperous and efficient future for all.

We believe that our values embrace these goals and align with who we are, our stated commitment to establishing science-based targets and the 'Race to Zero' reinforces our ambition.



## SUSTAINABLE DEVELOPMENT GOALS





## 1.3 OUR SOCIAL VALUE PILLARS

**CBES LIMITED ARE PART OF CITY FACILITIES MANAGEMENT HOLDINGS, WHO ARE A GROWING MAJOR GLOBAL EMPLOYER, EMPLOYING OVER 5000 COLLEAGUES, WORKING WITH OUR CUSTOMERS ACROSS A RANGE OF SECTORS, DELIVERING SERVICES IN A RESPONSIBLE AND SUSTAINABLE MANNER.**

The Group has a longstanding commitment to delivering social value through its operations, underpinned by five core pillars that form our Social Value Framework. These pillars reflect our dedication to corporate social responsibility and guide our actions across the business.

Aligned with the United Nations Sustainable Development Goals (UN SDGs), we remain fully committed to advancing meaningful outcomes across each pillar—supporting, pursuing, and realising our social value objectives in a way that contributes positively to the communities and environments we impact.



### Sustainability:

We are committed to minimising our environmental impact and launched our net carbon zero roadmap in 2021 (being reviewed in 2025) with our commitment to reaching net zero carbon by 2040.



### HSE:

Nothing is more important to us than ensuring our people go home safely each day. We hold our HSE Values closely and strive every day to guarantee our colleagues and customers have the safest working conditions.



### People:

We are a people business; our people make us what we are. Our obligation is to ensure they receive the care, support, development, and opportunities to allow them to flourish.



### Procurement:

A key aspect of our approach to social value is operating smarter, leaner and more effectively in regard to sustainable procurement, working with and investing in our supply chain will secure social, economic, and environmental benefits to our customers and communities.



### Communities & Giving:

We are committed to helping those within the local and wider communities. By working with our communities and local charities we aim to create better opportunities and support networks for the people and environments around us.





## 1.4 OUR SOCIAL VALUE OBJECTIVES



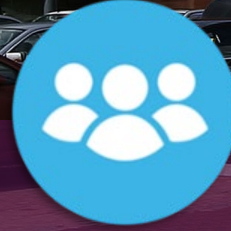
### Sustainability

- To be 'Net Zero' emissions by 2040, 5 years ahead of government targets and achieve interim targets for carbon reduction against our scoped activities.
- To ensure zero pollution events occur from CBES undertakings.
- To reduce waste generation and increase diversion of waste to landfill to 100% by 2030.



### HSE

- To ensure our all-accident statistics are below an Accident Frequency Rate (AFR) of 0.5.
- To aim for 0 RIDDOR events on an annual basis.
- To ensure our average HSE surveillance monitoring programme returns an average score >90%.
- To increase fleet safety performance by reducing speeding events and at fault claims.



### People

- To increase the percentage of women in first line, senior and middle management roles.
- To increase the number of apprentices progressing through apprenticeship schemes.
- To ensure all colleagues have access to suitable training and development pathways.



### Procurement

- To maintain a diverse spend with SMEs and VCSEs.
- To increase spend on supplier management frameworks.



### Communities

- To enhance the communities and environs where CBES undertake our work activities.
- To review, contribute and support charities and sponsorship opportunities including those identified by our colleagues and customers.



# 1.5 TARGETS Vs PERFORMANCE - SOCIAL VALUE SCORECARD/ OBJECTIVES.



YEAR:	2023 TARGET	2023 ACTUAL	2024 TARGET	2024 ACTUAL	ACHIEVED	2025 TARGET	2026 TARGET
<b>Sustainability</b>							
% of Hybrid Company Cars	58%	68%	100%	97.5%	NO	100%	100%
tCO <sub>2</sub> e Emissions (-10%)	2872	5203	2585	5164*	NO	2325	2093
Total Waste produced (Tons)	3922	2492	3530	1499	YES	3177	2799
Waste diverted from landfill %	99.6%	99.7%	99.7%	99.6%	NO	99.7%	99.7%



<b>HSE</b>							
Health + Wellbeing training hours	8812	17,448	9252	9425	YES	9715	10,201
% Road Speeding Events	-12%	83%	-13%	30%	YES	-15%	-20%
Accident Frequency Rate (AFR) <1	<0.5	0.56	<0.4	0.17	YES	<0.4	<0.4
RoSPA Gold H&S/Fleet Awards	Achieved	Achieved	Achieved	Achieved	YES	Achieve	Achieve
HSE Audit pass mark >90%	>90%	>90%	>90%	>90%	YES	>90%	>92%



<b>People</b>							
% of Women in first line management positions	14%	14%	15%	14%	NO	15%	16%
% of Women in Senior/Middle management roles	6%	6%	7%	6%	NO	7%	8%
Number of apprentices working through apprenticeship scheme	19	20	23	28	YES	23	24



<b>Procurement</b>							
% of Spend with SMEs	65%	68%	69%	75%	YES	69%	69%
% of Spend on Supplier Management Framework	70%	65%	62%	81%	YES	60%	59%
% Spend with VCSEs	0.01%	0.01%	0.02%	0.02%	YES	0.02%	0.03%



<b>Communities and giving</b>							
Increase Sponsorship funds	12%	30%	12%	15%	YES	15%	15%
Community volunteering*	Hrs	1817	1467	1907	850	NO	2002
	Day	242	163	254	106	NO	267
	YoY%	+5%	-29%	+5%	-58%	NO	+5%
Community projects	40	22	45	9	NO	48	55

**Business Growth**

**TRAINING HOURS:**

- 817 Delegates x 9 hrs (ave)  
Total = 7353hrs,
- 825 e-learning delegates x 2.5hrs  
Total = 2062hrs
- 10 hours of webinars.  
Total = 9425hrs.
- Overall training hours:  
Total = 17,040





## 2.SUSTAINABILITY

- Our Sustainability Vision
- Our Roadmap To Net Zero
- Our Fleet
- Carbon Reduction Programme
- Delivering On Our Customer's Energy Environment



# SUSTAINABILITY

CBES PROVIDES BOTH PROJECT AND SERVICE DELIVERY EXCELLENCE, WE ARE AWARE THAT OUR ACTIVITIES CAN CAUSE SIGNIFICANT CARBON EMISSIONS AND ARE COMMITTED TO THE PRINCIPLES OF ENVIRONMENTAL STEWARDSHIP, PLEDGED TO REDUCING OUR CARBON EMISSIONS THE AMBITION OF ACHIEVING CARBON NET ZERO BY 2040.

## Our Operational Reach and Sustainability Ethos

Founded in 2005, CBES Ltd manages a portfolio of over 4000 properties, covering millions of square metres of space and supporting environments through which more than five million people pass daily.

Through our technical expertise and culture of innovation, our operational divisions and Energy & Innovations teams have delivered substantial value—achieving multi-million-pound cost savings and eliminating thousands of tonnes of carbon emissions for our customers.

Our ethos is rooted in a whole lifecycle approach to the built environment. We work collaboratively with customers, design teams, and specifiers to embed environmental responsibility into every project. Our tailored, practical solutions are driven by sector experience and continuous improvement.

From pilot trials to full-scale rollouts, we have helped clients achieve carbon efficiency gains of up to 80% in some instances.

We continue to minimise unnecessary energy use and waste across our operations, supporting our customers and supply chain in doing the same. In doing so, we reduce CBES's environmental impact while advancing broader decarbonisation goals across the built environment.



## ENVIRONMENT

Our operational delivery within the service and maintenance sector inherently involves interaction with the broader natural environment, carrying potential impacts across land, water, and air.

To minimise these effects, we implement a range of proactive mitigation measures. These include the development of pollution prevention plans, and the commissioning of ecological, archaeological, and biodiversity surveys where appropriate, ensuring that our activities are informed, responsible, and aligned with environmental protection standards. This approach supports the preservation of natural habitats and the safeguarding of local ecosystems throughout the lifecycle of our works.

## ENERGY

Our Carbon Reduction Plan and established reporting mechanisms provide clear insight into our current emissions profile and enable us to set progressive, evidence-based targets that support our long-term decarbonisation goals.

Both CBES and our customers recognise the critical role of innovation and technology in reducing energy consumption and impact on our decarbonisation projects. We continue to leverage our in-house expertise and strong supply chain partnerships to deliver sustainable, forward-thinking solutions that drive efficiency and support the transition to a low-carbon future.

## FLEET

Cognisant that mobile fuel usage is a significant carbon emitter for CBES, accounting for 59% of total emission out with our supply chain we are actively seeking ways to reduce CO<sub>2</sub>e in this areas in tandem with continued growth.

Our strategy remains to increase our fleet decarbonisation commitment to ensure:

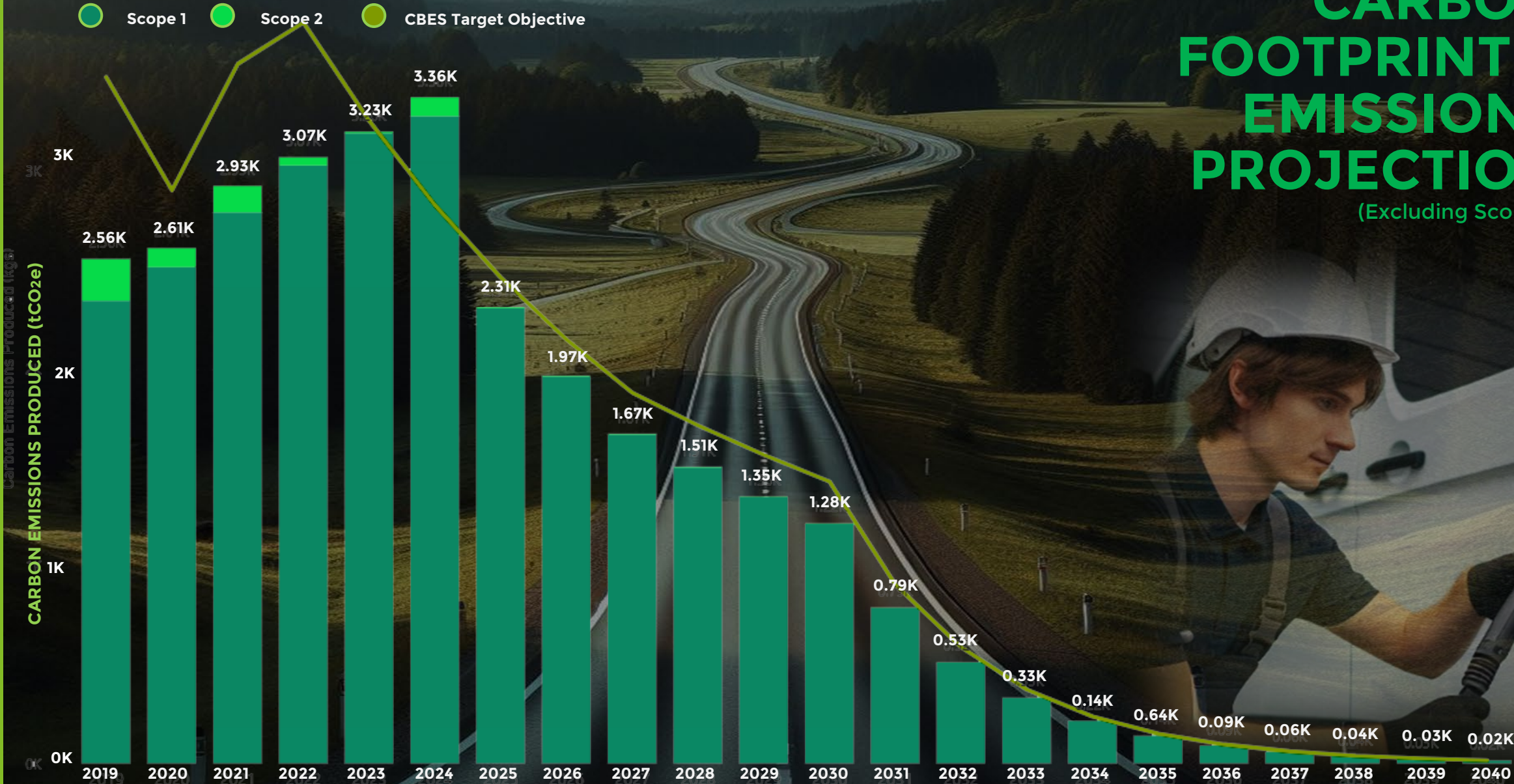
- Company issue cars are hybrid powered whilst offering a fully electric range as part of a salary sacrifice scheme.
- Where diesel powered vehicles are used, that lifecycle thinking, including embodied carbon, is intrinsic to our procurement decisions.
- That we utilise the best effect software and telematics that coordinates our fleet teams to respond to our customers' needs in the most efficient way, in the shortest distance, using less fuel.
- We continue, where appropriate, our flexible working policies and hybrid approach to working where conditions permit limiting business travel to justified business needs.





# CBES CARBON FOOTPRINT & EMISSIONS PROJECTION

(Excluding Scope 3)



CBES Target





## 2.1 OUR COMMITMENT TO ENVIRONMENTAL LEADERSHIP

At CBES Ltd, we recognise that our operations have a direct impact on the environment – and with that comes a responsibility to act with urgency, integrity, and ambition. We don't just aim to meet minimum expectations; we seek to exceed them by setting bold targets and delivering real progress.

- A fundamental part of our approach is understanding our environmental baseline. By partnering with independent experts and leveraging our internal sustainability expertise, we have undertaken a full review of our carbon footprint.
- This has enabled us to quantify our Scope 1 and 2 emissions, alongside selected Scope 3 activities, giving us clarity on where we stand and where we must improve.
- Rather than relying on generic targets, CBES has made firm, science-based commitments. We are proud to have aligned our decarbonisation goals with the **Science Based Targets initiative (SBTi)**, having these validated in 2024, ensuring our trajectory is aligned with global climate science.
- We have also endorsed and remain pledged to the **Construction Leadership Council's Carbon Reduction Code** and are active participants in the **Construct Zero** programme – further reinforcing our leadership in the transition to Net Zero within the built environment sector.
- To remain accountable, our Net Zero Strategy is subject to regular review and adjustment. This ensures our actions remain responsive to data, aligned with emerging technologies, and ambitious enough to meet the scale of the challenge.
- Environmental performance is more than compliance at CBES – it is central to how we operate, plan, and grow. Through transparency, collaboration, and ongoing innovation, we are committed to reducing our environmental impact and supporting a lower-carbon future for our customers, communities, and the wider industry.



## Our milestones and trajectory.

2040	<ul style="list-style-type: none"><li>• Be Net Zero for Scope 1, 2 and 3 emissions.</li></ul>
2030	<ul style="list-style-type: none"><li>• Decrease Scope 3 Emissions by 60%</li></ul>
2030	<ul style="list-style-type: none"><li>• Be Net Zero for Scope 1 &amp; 2 Emissions</li><li>• Decrease Scope 3 emissions by 30%</li></ul>
2026	<ul style="list-style-type: none"><li>• Decrease Scope 1 &amp; 2 Emissions by 50%</li></ul>
2022	<ul style="list-style-type: none"><li>• Commit to Science Based Targets Initiative</li><li>• Pledge to CLC carbon Reduction Code</li></ul>
2021	<ul style="list-style-type: none"><li>• Establish CBES Carbon Footprint</li><li>• Develop Carbon reduction Plan against scoped emissions update annually</li></ul>



The Science Based Targets initiative (SBTi) is a corporate climate action organization that enables companies and financial institutions worldwide to play their part in combating the climate crisis.

The charitable organisation develop standards, tools and guidance which allow companies to set greenhouse gas (GHG) emissions reductions targets in line with what is needed to keep global heating below catastrophic levels and reach net-zero by 2050 at latest.



## APPROVED NET-ZERO SCIENCE-BASED TARGETS



The Science Based Targets initiative has validated that the science-based greenhouse gas emissions reductions target(s) submitted by City Facilities Management Holdings (UK) Ltd VA3000 conform with the SBTi Corporate Net Zero Standard.

**SBTi has classified your company's scope 1 and 2 target ambition as in line with a 1.5°C trajectory.**

The official net-zero science-based target language:

**Overall Net-Zero Target:** City Facilities Management Holdings (UK) Ltd VA3000 commits to reach net-zero greenhouse gas emissions across the value chain by 2040.

**Near-Term Targets:** City Facilities Management Holdings (UK) Ltd commits to reduce absolute scope 1 and 2 GHG emissions 49.7% by 2030 from a 2019 base year. City Facilities Management Holdings (UK) Ltd also commits to reduce absolute scope 3 GHG emissions 46.2% within the same timeframe.

**Long-Term Targets:** City Facilities Management Holdings (UK) Ltd commits to reduce absolute scope 1 and 2 GHG emissions 99.6% by 2040 from a 2019 base year. City Facilities Management Holdings (UK) Ltd also commits to reduce absolute scope 3 GHG emissions 99.6% within the same timeframe.



## APPROVED NEAR-TERM SCIENCE-BASED TARGETS



The Science Based Targets initiative has validated that the science-based greenhouse gas emissions reductions target(s) submitted by City Facilities Management Holdings (UK) Ltd VA3000 conform with the SBTi Criteria and Recommendations (Criteria version 5.1).

**SBTi has classified your company's scope 1 and 2 target ambition as in line with a 1.5°C trajectory.**

The official near-term science-based target language:

City Facilities Management Holdings (UK) Ltd commits to reduce absolute scope 1 and 2 GHG emissions 49.7% by 2030 from a 2019 base year. City Facilities Management Holdings (UK) Ltd also commits to reduce absolute scope 3 GHG emissions 46.2% within the same timeframe.

DATE OF APPROVAL  
6 September 2024

“City & CBES are proud to have aligned our decarbonisation goals with the Science Based Targets Initiative (SBTi), having these validated in 2024, ensuring our trajectory is aligned with global climate science.”



# CBES CARBON FOOTPRINT & EMISSIONS PROJECTION

BREAKDOWN PER SCOPE (tCO2 e / %)

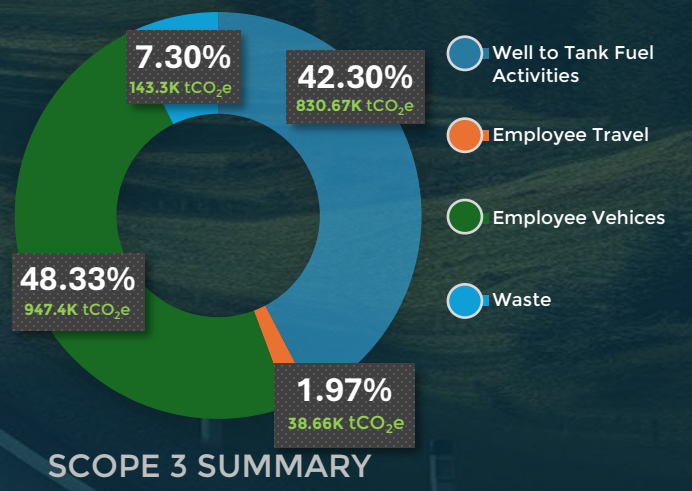
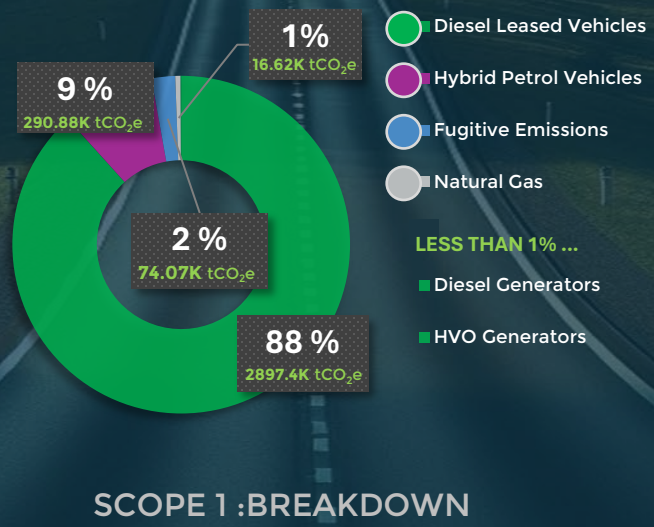
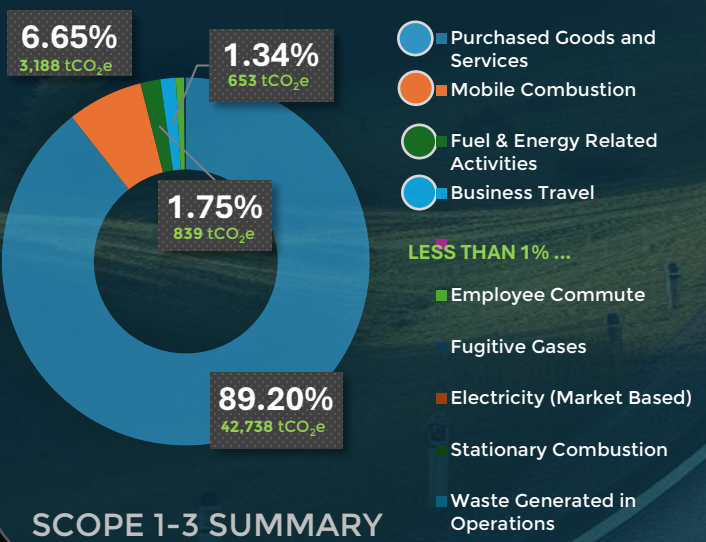


REDUCTION INDICATOR - EXCLUDING SUPPLY CHAIN

2019	2020	2021	2022	2023	2024
27.19	23.38	26.23	23.86	24.25	29.29

Carbon Intensity (/£m To. Excluding Supply Chain)

FULL SCOPED ACTIVITIES





## ACHIEVING NET ZERO

Our decarbonisation strategy is shaped around a clear roadmap, setting out structured, incremental targets that guide our environmental actions year-on-year.

We take a proactive and data-led approach to managing our carbon impact. Each year, we conduct a full carbon footprint assessment covering Scope 1, Scope 2, and Scope 3 emissions. These results are benchmarked against our Net Zero trajectory and reviewed regularly to ensure we remain on track and responsive to change.

As part of our compliance obligations and commitment to transparency, we publish annual Streamlined Energy and Carbon Reporting (SECR) disclosures. These include detailed figures on our energy consumption, carbon emissions, and energy efficiency initiatives, alongside relevant intensity metrics.

Our Carbon Reduction Plan (CRP), approved at group board level and made available on our website, consolidates the findings of these assessments. It highlights key emission sources – including our vehicle fleet, energy usage, business travel, and waste – and sets out targeted actions to address each area. Risks and opportunities associated with the transition to a low-carbon future are also captured, supporting long-term resilience.

To ensure our climate commitments are in line with best practice and global standards, we have adopted the Science Based Targets initiative (SBTi). We have submitted our near-term and Net Zero emissions reduction targets aligning and reinforcing our ambition and helps us demonstrate credible climate leadership.

## 2.2 OUR FLEET

The CBES Ltd vehicle fleet – comprising approximately 410 vehicles – remains our most significant direct source of carbon emissions outside of our supply chain. In 2024, fleet operations accounted for around 62% of our total emissions footprint, underscoring the importance of this area within our overall decarbonisation strategy.

To drive emissions reductions, we have undertaken a full review of our fleet profile, assessing vehicle types, operational usage, and route demands. This analysis has informed a targeted approach to reducing emissions, with particular emphasis on transitioning to lower-carbon and zero-emission vehicles via EV trials and similar initiatives.

We are proud to report that in 2024, 98% of our company car fleet is now made up of hybrid vehicles with further transition programmed for company vans. This achievement reflects a significant milestone in our commitment to climate responsibility and marks a substantial shift in how we manage our transport-related environmental impacts

Our approach goes beyond procurement – we continue to evaluate new fleet options using a whole-life carbon and cost assessment model. This includes consideration of **embodied carbon**, **total cost of ownership**, **market availability**, and the scale and reliability of the **national EV charging infrastructure**. These factors are critical in ensuring our transition is both environmentally responsible and commercially viable.

As we progress toward our 2040 Net Zero target, ongoing fleet decarbonisation remains a central pillar of our Scope 1 emissions reduction strategy. Regular performance reviews and investment in new technologies will continue to underpin our commitment to continuous improvement and environmental leadership.







## 2.3 DELIVERING FOR OUR CUSTOMERS' ENERGY

CBES delivers a fully integrated approach to helping organisations reduce carbon emissions, improve energy performance, and futureproof their built assets.

Operating through a number of specialist divisions covering engineering services, installation, maintenance, and building fabric, we bring extensive experience and technical depth to the delivery of sustainable, energy-efficient solutions.

Recognising that each customer has unique operational needs and environmental objectives, we tailor our approach to ensure decarbonisation strategies are both practical and impactful. Our expertise in delivering low-carbon retrofit programmes and energy-led asset upgrades is supported by a strong network of specialist partners and is underpinned by our commitment to industry best practice.

As part of our continuous improvement, we are currently progressing towards PAS 2038 accreditation, reinforcing our capabilities in non-domestic retrofit and our commitment to delivering robust, compliant, and future-ready solutions across the built environment.





## DELIVERING ENERGY SAVING INITIATIVES FOR OUR CUSTOMERS: SELECTED CASE STUDIES



Our HVAC & Construction team upgraded the heating systems of a large secondary school in Huddersfield to a much more modern energy efficient system.

The team have designed and delivered multiple energy efficiency upgrade projects within the education sector via our public sector framework arrangements,



CBES was engaged to repurpose the former, disused ticket office at Burscough Train Station into a functional office space for Burscough Bridge Town Council. As part of the refurbishment works, we installed a photovoltaic (PV) system to support the Council's energy efficiency objectives—delivering long-term cost savings and tangible environmental benefits through the generation of renewable energy on site.



As part of a wider programme to improve building efficiency and comfort within the education sector, CBES undertook a retrofit project at Merrydale Primary School. Central to the works was the integration of two high-capacity air source heat pumps, designed to lower energy consumption and create a more comfortable learning environment.

To maximise performance and insulation value, the project also included the installation of thermally efficient glazing systems throughout the school, along with upgraded ceiling insulation to further reduce heat loss and improve overall environmental conditions within the building.



At Alderman Richard Primary the team went over and above to deliver a difficult window efficiency upgrade project involving historic high-level windows which had been affected by building movement in the past,

The team strategically scheduled their working times in classrooms to 'out of hours' periods to minimise any potential disturbance to the childrens' learning environment.



CBES was engaged by ASDA to upgrade the electrical infrastructure at six of their major distribution centres across the UK, enabling the transition to electric charging for lorry trailers. This investment replaced the previous diesel-powered systems, eliminating the need to run vehicle engines for power. As a result, the project delivered significant reductions in carbon emissions, improved operational efficiency, and supported ASDA's wider ambition to achieve net-zero emissions.



Net-zero isn't just for our customers, we are of course, fully committed to it as a business ourselves and have a detailed roadmap we are currently working through towards our own net zero goals.

At the moment we are switching our fleet over to EVs and installing EV charging points at our own offices.





## 2.4 ENVIRONMENT

**WE ACKNOWLEDGE THE SIGNIFICANT IMPACT OUR SERVICES HAVE ON THE ENVIRONMENT AND ARE ACTIVELY ADDRESSING KEY CHALLENGES SUCH AS ENERGY CONSUMPTION AND CARBON EMISSIONS. IN ADDITION TO THESE EFFORTS, WE REMAIN COMMITTED TO UNDERSTANDING AND MINIMISING OUR BROADER INFLUENCE ON THE BUILT ENVIRONMENT THROUGHOUT THE DELIVERY OF OUR ACTIVITIES AND SERVICES**

At CBES, we take a proactive approach to managing environmental risks across all our sites. Our on-site practices are designed to reduce environmental impact while promoting sustainability in every aspect of our operations.

### Energy & Carbon Management:

We actively monitor and reduce energy use and carbon emissions on-site. This includes selecting materials based on lifecycle performance and working closely with design teams to lower embodied carbon where can

### Efficient Site Operations:

in 2024 we undertook enhanced paperless project trials to limit paper usage and drive efficient work practices

### Environmental Management Systems:

All our sites operate under our certified BS ISO 14001:2015 Environmental Management System, which ensures robust environmental controls. We develop site-specific environmental and pollution prevention plans tailored to each project.

### Legal Compliance & Risk Awareness:

We maintain an up-to-date environmental legal register and conduct regular assessments to identify and manage environmental risks and opportunities specific to each site.

### Sustainable Procurement:

Our procurement practices prioritise environmentally responsible sourcing. We ensure that materials and resources used on-site meet our sustainability standards and minimise environmental harm.

### Environmental Stewardship

in Practice: On our sites, we actively manage and mitigate risks in areas such as:

### Archaeology and Heritage Protection

- Ecological conservation and biodiversity
- Noise, dust, and nuisance control
- Water use and pollution prevention
- Resource and energy efficiency
- Soil, land, and waste management

### Local Sourcing:

We support local economies and reduce transport-related emissions by sourcing materials and engaging contractors from the vicinity of our project sites.

## OUR KEY ENVIRONMENTAL PERFORMANCE INDICATORS AND OUTPUTS FROM 2024

- ZERO POLLUTION EVENTS RECORDED IN 2024
- 2024 CARBON FOOTPRINT ESTABLISHED: 5,164 tCO<sub>2</sub>e EXCLUDING OUR SUPPLY CHAIN
- 2024 CARBON FOOTPRINT ESTABLISHED: 47.902 tCO<sub>2</sub>e INCLUDING OUR SUPPLY CHAIN
- REDUCED CARBON INTENSITY PER PERSON BY 5% YOY AND 9% VS 2019 BASELINE, DESPITE A 38% HEADCOUNT INCREASE
- REDUCED SITE FOSSIL FUEL USAGE BY 90% YOY AND 97% VS. 2019 BASELINE
- MAINTAINED USE OF CARBON REDUCTION SITE ACCOMMODATION UNITS
- MAINTAINED USE OF PV LIGHTING AND BIOFUELS (HVO) WELFARE UNITS
- WASTE DIVERSION FROM LANDFILL 99.6%, OF WHICH 20% WAS REUSED OR REPROCESSED
- CONTINUED USE OF TELEMATICS FOR COORDINATION AND EFFICIENCIES FOR SERVICE AND FM ENGINEERS ATTENDING OUR CUSTOMER PREMISES.
- CONTINUED TO DELIVER INDUSTRY RECOGNISED (CITB) SITE ENVIRONMENTAL AWARENESS TRAINING TO OUR PROJECT LEADS.

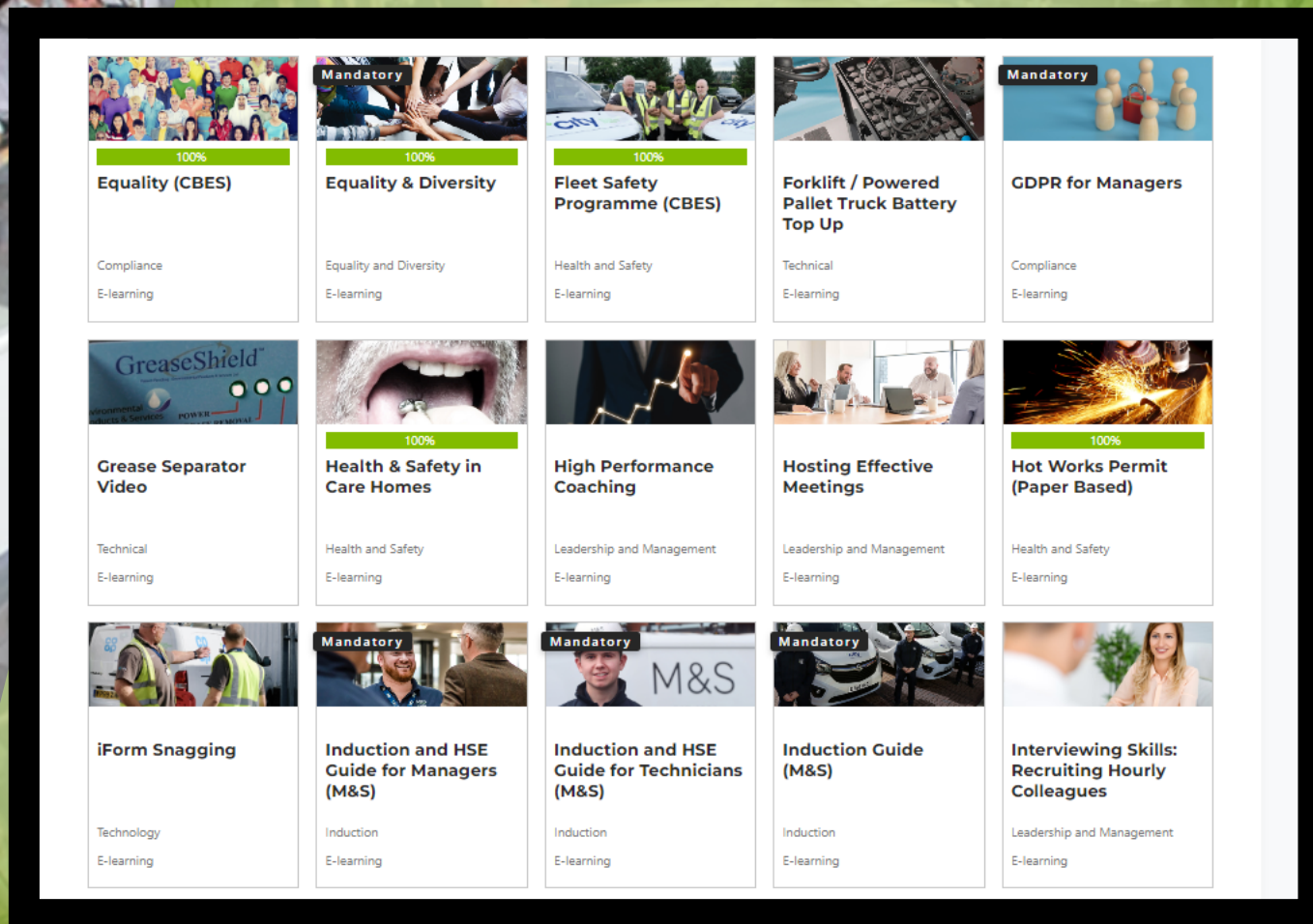


# SUSTAINABILITY TRAINING & EDUCATION



Our Education around developing environmentally and sustainably is established and executed via our in-house training department and online learning portal, which includes provision of accredited CITB environmental training.

Our colleagues also have access to the Supply Chain Sustainability School learning materials, of which we maintained our SCSS Gold Member status in 2024.







### 3. HSE

- Our HSE Values
- Leadership
- HSE Metrics & Targets
- HSE Initiatives
- Fleet Safety



## 3.1 OUR HSE VALUES

AT CBES, OUR VISION IS SIMPLE - TO PROTECT OUR COLLEAGUES, OUR STAKEHOLDERS & THE ENVIRONMENT WHILST MAINTAINING A BUSINESS THAT SENDS EVERYONE HOME SAFELY EVERY DAY.

### 3.2 LEADERSHIP

Ownership of our HSE values is all our responsibilities from board level to coal face delivering our operational activities, safety and risk is always at the forefront of our thinking.

### MATURITY

Delivering constructive solutions for our people, customers, the environment and health and safety for almost 20 years, our teams are well equipped and informed about managing risk and this is upheld in our KPI output for 2024.

We hold and maintain globally recognised management system certifications to support our operations, namely ISO 9001, ISO14001 and ISO 45001.

We are recognised each year for our successes in health and safety performance, and in 2024 we received an Order of Distinction award from RoSPA recognising our 17th consecutive Gold health & safety achievement awards to add to our 12th consecutive fleet safety award.

### 3.3 2024 TARGETS & METRICS

By setting targets and reporting metrics, we believe this allows us to clearly demonstrate our HSE performance and ensure our objectives stretch our business to achieve continual improvement.

In 2024 we again maintained a high level of operational monitoring, conducting 427 internal audits on 243 sites and operational places of work.

A key measure of success is the internal inspection score, which for 2024 was 97%, testimony to the vigilance and dedication of our operational teams. In addition, we were audited by a range of external bodies such as Achilles & BSI, and other industry organisations such as BESA, NACOSS and NICEIC. Through each audit we successfully retained all our registrations and accreditations.

**Call it  
Out**

**Do the  
Right  
Thing**

**Don't  
Compromise**

**Send  
Everyone  
Home  
Safely  
Everyday**





DURING 2024 WE EXPERIENCED A HIGH DEGREE OF CUSTOMER ENGAGEMENT, WITH 79 AUDITS UNDERTAKEN ON OUR SITES THROUGHOUT THE YEAR. THESE RETURNED AN AVERAGE SCORE OF 94%, OUR INTERNAL SCORE WAS 97%. A STRONG INDICATOR THAT OUR HSE MANAGEMENT SYSTEMS ARE STRONG AND ROBUST.

Our balance of proactive and reactive monitoring helps us understand our compliance status regarding HSE performance. Our external audit programme, delivered over around 20 days per year, gives us and our clients confidence in our compliance status.

### KEY HSE METRICS

2.3  
MILLION  
HOURS  
WORKED

13  
MINOR  
ACCIDENTS  
SUSTAINED

1  
RIDDOR  
ACCIDENT

1138  
NM/PI  
REPORTED

0.17  
ACCIDENT  
FREQUENCY  
RATE

0.00  
INCIDENT  
INJURY  
RATE  
(CONSTRUCTION)

Our IIR was 0.00 for our construction related activities and 240 for our Services to Buildings (FM) activities. Injury Incident Rates are published by the HSE annually allowing for benchmarking within industries. Notably we had 0 HSE recordable incidents within our highest risk activities.

The 14 accidents sustained in 2024 represented our lowest accident count on record, a significant marker and testament to the hard work and effort demonstrated by our operational and site teams to plan for and manage risk.





# 3.4 HSE INITIATIVES

THE DELIVERY OF HSE INITIATIVES ALLOWS US TO CREATE AN ENVIRONMENT WHERE WE CAN SEND OUR COLLEAGUES HOME SAFE EVERY DAY.

Through our Engagement Calendar, we continued to support charities such as 'Mates in Mind', 'Stop. Make a Change' and 'Brake! Road Safety Week', promoting our occupational health, safety and wellbeing campaigns.

## IN-HOUSE TRAINING

Last year we delivered 109 in house training courses to 817 delegates with 3,035 eLearning training sessions undertaken via our online in-house training portal 'Evolve'.

## COMMUNICATION

Effective safety communication is essential to our delivery, at all levels. HSE is discussed at each of our senior management, national and operational team meetings. A range of HSE communications are distributed to our on-site teams through regular Alerts and Bulletins, our monthly CBES Update Bulletin (CUB) and quarterly circular Heads Up. In addition, our HSE team plan and deliver our monthly Risk Management Webinar Series, presenting on a range of topical subjects.

## WELLBEING SUPPORT

We ensure that our people continue to have access to occupational health and wellbeing support via our retained occupational health providers 'Wellness International' and our Employee Assistance Programme.







### 3.5 FLEET SAFETY

WE ARE CONSCIOUS OF OUR EVER-INCREASING FLEET SIZE AND THE NEED TO ENSURE BOTH OUR VEHICLES AND DRIVERS ARE SAFE ON THE ROAD. IN 2024 WE ENSURED THAT KEY METRICS WERE ESTABLISHED AND MEASURED IN THIS REGARD..

In 2024, our fleet size was on average 433 vehicles and this figure includes vans and company cars.

Our business realised a **30% reduction in speeding events** from 2023, resulting from our continued focus on engagement with our drivers and driver-managers. Along with this, we demonstrated another 30% decrease in the number of speeding events per 100 miles travelled, and a 34% reduction in speeding events per vehicle.

The above represents a real improvement, especially since our distance travelled remained broadly the same as that recorded in 2023.

### OUR DRIVER IMPROVEMENT PROGRAMME:

To encourage positive behaviours we successfully implemented Driver Improvement Plans (DIPs), and increased and enhanced our educational programmes to ensure our drivers are best equipped to influence occupational road safety.

- We continued our fleet behavioural training courses with our management teams
- We issued 57 driver safety awards in recognition of our colleagues' behaviours.
- We continue to support of Brake's Road safety week
- We continue to act as RoSPA Fleet Safety Ambassador.
- We operate as members of ScORSA and form part of their Steering Group.
- We continue our active membership of the Driving for Better Business campaign.

We continue to seek improvements in fleet safety and environmental performance, actively participating and benchmarking with industry partners.

In 2024 we continued to inform industry via our collaboration with RoSPA as a Fleet Safety Ambassador, presenting on national forums such as the NEBOSH conference alongside other industry professionals.

We will further seek continuous improvement within our business by supporting the 'Driving for Better Business' Initiative a national government-backed programme promoting the reduction in occupational road risk and associated costs whilst maintaining legal compliance and adherence to guidance.

Utilisation of these programmes and acting within our current forums will assist our business in areas such as training, education and benchmarking ensuring we are well placed to manage road risk.



## 4. PEOPLE

- Diversity, Inclusion & Belonging
- Gender Pay Gap
- Modern Slavery
- Social & Community
- Nurturing Talent
- Culture of Continuous Learning
- Road Map of Improvement



## 4.1 OUR PEOPLE

WE PROMOTE SKILLS AND EMPLOYMENT OPPORTUNITIES FOR ALL. WE DO EVERYTHING WE CAN TO ENSURE WE ARE A DIVERSE AND REPRESENTATIVE BUSINESS. HOWEVER, WE CONTINUE TO FACE THE SAME CHALLENGES AS OTHER EMPLOYERS IN THE FM, ENGINEERING AND CONSTRUCTION SECTORS WHERE OCCUPATIONAL SEGREGATION CAN BE A KEY CHALLENGE MEANING MEN OR WOMEN CAN BE UNDER-REPRESENTED IN CERTAIN JOB ROLES.

### DEVELOPING PEOPLE

Developing our people is a crucial component of what we do at CBES. Through our various development programmes our desire to advance our people can be highlighted.

We had initially achieved the Investors in People (IIP) accreditation in 2018, were awarded 'Silver level' accreditation in 2021 and were delighted to be awarded 'Gold level' accreditation in 2024, which reflects significantly improved compliance with the IIP framework. We identify key objectives each year to ensure we are able continuously improve our people processes and engagement within the business and are working towards achieving 'Platinum level' accreditation upon renewal in 2027.

### ENGAGING PEOPLE

Each year, our colleagues have the opportunity to give anonymous and constructive feedback in our 'Your Say' survey.

Honest feedback can highlight the areas where improvement and action is needed as well as ways to simplify and improve what we do.

We share the results with all colleagues each year and identify key targets with each division to ensure we can continue to make CBES a great place to work. Our engagement score is currently 80%, an increase of 1.5% on our previous survey poll.



# PEOPLE ARE OUR BEST ASSET

## DEVELOPMENT, REWARD & RECOGNITION



INVESTORS  
IN PEOPLE





**city****Your Say  
Survey**

## DIVERSITY

CBES are committed to eliminating discrimination and encouraging diversity amongst our colleagues.

Our aim is that our colleagues will be truly representative of all areas of society, and that each colleague feels respected and able to give their best.

## MODERN SLAVERY

We have a zero-tolerance approach to modern slavery, and are committed to acting ethically, and with integrity in all our business dealings and relationships.

We are also committed to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or in our supply chains.



## 4.2 EQUAL/GENDER /FAIR PAY

WE ARE COMMITTED TO BEING A DIVERSE AND INCLUSIVE EMPLOYER. AS WELL AS UNDERSTANDING OUR PAY GAP, WE COMMIT TO TAKING THE RIGHT STEPS TO REDUCE IT AND ACCELERATE THE PACE OF CHANGE.

Similar to many organisations in our industry , we also have fewer women than men in our more senior positions and those roles that receive higher levels of pay. Our bonus gap is also influenced by currently having more men than women in senior roles, which attract higher levels of bonus in line with market rates.

This does not mean that we can use industry performance as an excuse and as such we are committed to increasing the number of suitably qualified and experienced women who apply for roles and progress their career with CBES



## Gender Balance

# 33%

Of our UK Group Senior Team are women

## OUR ACHIEVEMENTS

- We achieved Gold level Investors in People accreditation
- We continued our focus on increasing the number of females in historically male-dominated roles through promoting female colleagues to engineering, technical management and commercial positions.
- We have invested significantly in the technical, professional and personal development of our female Management Apprentices throughout 2024 to support their progression to the position of Trainee Design Manager.

We have established links to assist engagement with local schools close to all CBES offices and the Co-op Academies Trust to provide the platform for female pupils and pupils from ethnic minority groups to consider a career within the Construction and Engineering industries through trades apprenticeships and trainee positions.



## GENDER PAY GAP DATA 2024

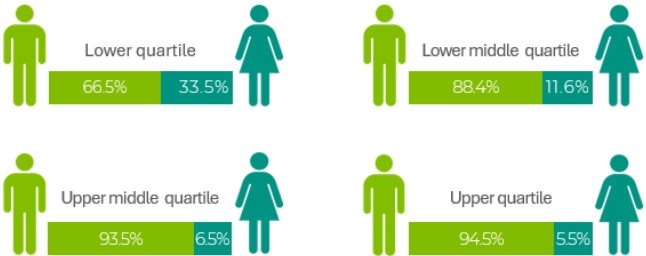
CBES LTD

CBES provides a wide range of construction and engineering services. Our multi-disciplined capability allows us to provide our clients with a flexible and highly skilled approach operating across six divisions, refrigeration, fire & security, mechanical & electrical, construction, food services, and Total Risk Solutions.

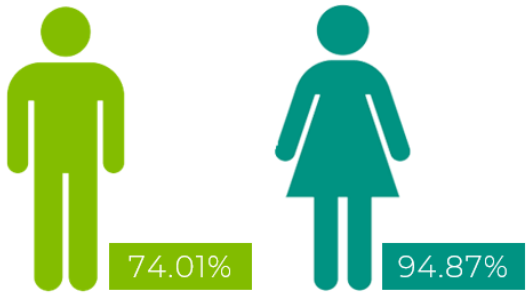


### PAY QUARTILE HEADCOUNT GENDER %

This is the percentage of male and female employees in four quartile pay bands (dividing our workforce into four equal parts)



### COLLEAGUES RECEIVING A BONUS



## 4.3 GENDER PAY GAP METRICS OUR PLANS TO CLOSE THE GAP

We are committed to being a diverse and inclusive employer and understanding our pay gap in order to take the right steps to reduce it and accelerate the pace of change. To demonstrate our commitment to closing the gap, we have outlined the various activities we are undertaking below.

### RECRUITMENT

We are supporting the improvement of gender diversity through further improving our recruitment policies, processes and practices including:

- Increasing the number of suitably qualified & experienced female candidates shortlisted for vacancies.
- Reviewing our adverts and recruitment documentation to ensure they are gender neutral.
- Increasing our access to a diverse talent pool through our recruitment sources.
- Working with our preferred recruitment agencies to ensure our shortlists have a greater gender balance.

To affect a real change in the number of women in non-traditional roles, we believe it starts at an early age. As a result, we have engaged with schools to highlight the wide variety of careers available within engineering, construction and FM.

We will also continue to build on attracting women into our successful apprenticeship and graduate programmes through building on our existing relationships with our network of FE providers

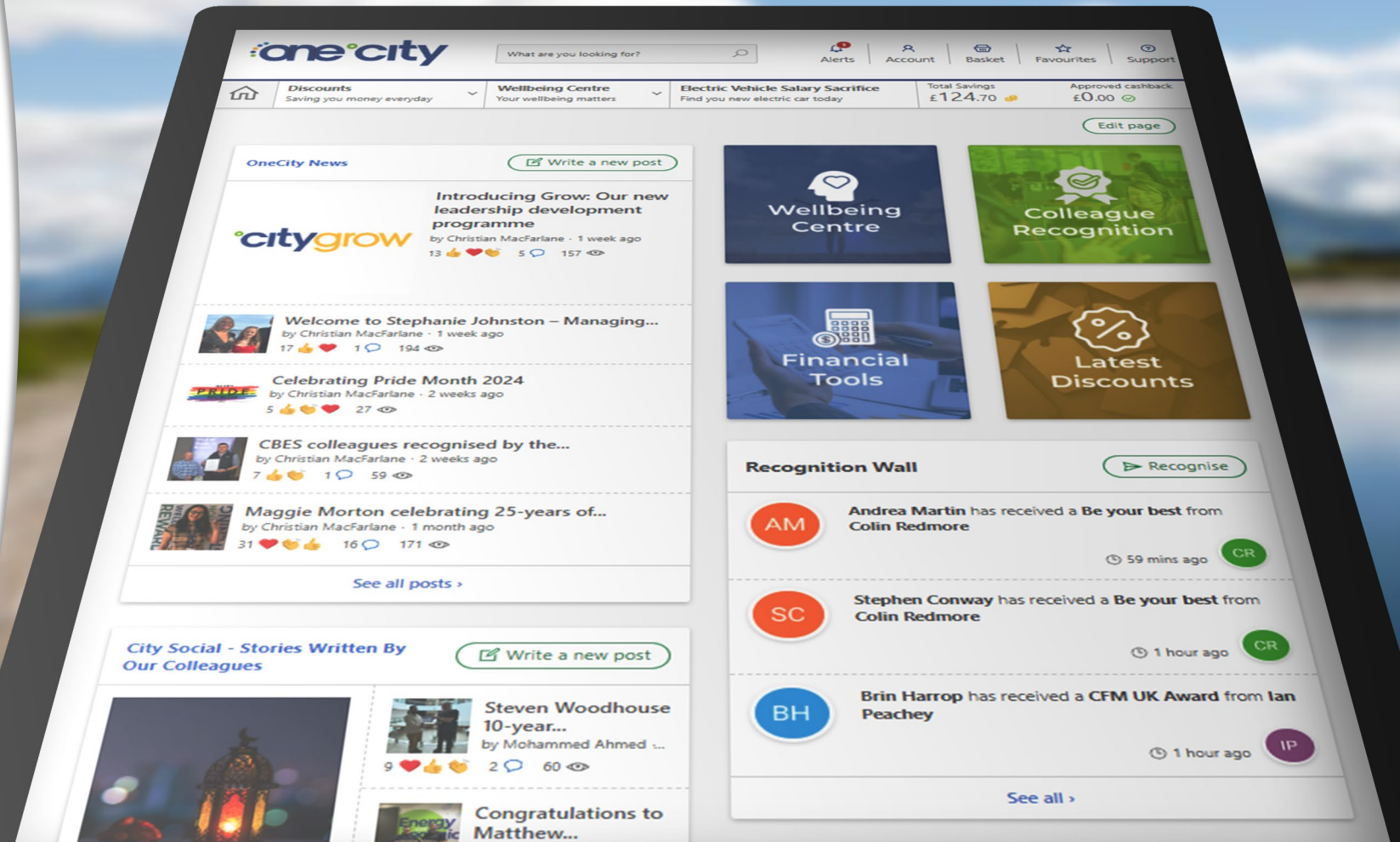


## 4.4 DIVERSITY & INCLUSION

Our Diversity, Inclusion and Belonging working party focus on key aspects in raising the profile of Gender (and other forms of diversity) within City with targets being set to increase the number of female appointments into traditionally male-dominated operational management roles.

City have partnered with the Employers Network for Equality and Inclusion (ENEI) to support our diversity, belonging and inclusion strategy, which provides City colleagues the opportunity to register with ENEI and access their library of resources, training and events. Through the partnership with ENEI, City have acknowledged Neurodiversity Celebration week, International Women's Day and LGBT & History month.

We have committed to being a 'Menopause Friendly Employer' and have arranged a variety of webinars and menopause cafes to raise awareness our business to support our journey towards achieving full 'Menopause Friendly' accreditation in the future.





## 4.5 OUR VALUES & BEHAVIOURS

OUR VALUES EPITOMISE OUR PEOPLE AND OUR CULTURE, UNDERPIN HOW WE DO THINGS EVERY DAY AND ARE SUPPORTED BY ROBUST, ACTIONABLE AND MEASURABLE BEHAVIOURS, THUS SUPPORTING OUR COLLEAGUES TO DELIVER HIGHER PERFORMANCE.

Our values are derived from our common language and how we do things.

Our leadership behaviours not only compliment the Everyday Values, they also set out our additional expectations for our leadership teams.

### Our Leadership Behaviours are:

- WE ARE PROGRESSIVE
- WE ARE TENACIOUS
- WE VALUE PEOPLE
- WE INSPIRE TRUST
- WE ARE CITY

These behaviours are also supported by clear and measurable descriptions, enabling our leaders to recognise and drive their own performance.



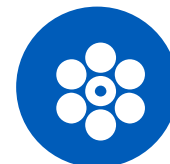
### Strive to improve

We seek and act on feedback  
We speak up to make things better  
We welcome change



### Make it happen

We never gave up  
We deliver solutions  
We give great service



### We are One City

We are all in, one team  
We are inclusive  
We share a vision and work collectively



### Show you care

We look out for one another  
We listen and treat each other with respect  
We don't compromise on safety



### Be your Best

We do what we say  
We are open and honest  
We take pride in what we do



## 4.6 DEVELOPING PEOPLE

AT CBES, WE HAVE BUSINESS WIDE LEARNING STRATEGIES TO MEET OUR CURRENT & FUTURE PERFORMANCE NEEDS.

- As a progressive business, with an inclusive learning culture, we continually invest in the development of colleagues at all levels.
- We are focused on maintaining a strong culture of continuous learning to build on and enhance individual and collective capabilities.
- Our learning strategy is developed to align with our business ambition, ensuring that we have people who are capable of contributing to the successful achievement of objectives.
- We recognise that the education and development of our people is an essential contribution to an innovative and dynamic business, delivering excellent services across all of our customers.
- Our commitment is therefore to provide a diverse range of learning opportunities which allow our people to reach their fullest possible potential.



### Talent Succession

Talent reviews  
Realising aspirations  
Technical development programmes  
Grow (leadership development)



### Continuous Personal Development (CPD)

Legal & Compliance  
Technical training & upskilling  
Leadership development  
Management & soft skills  
Appraisal & performance reviews



### Induction

Role specific development  
City culture & values  
Customer culture & values  
Compliance & legal obligations  
Review & probationary evaluation



# NURTURING TALENT

WE HAVE LONG ESTABLISHED AND WIDELY ACCESSIBLE DEVELOPMENT PROGRAMMES FOR ASPIRATIONAL COLLEAGUES. OUR 'GROW' LEADERSHIP PROGRAMME IS OPEN TO ALL COLLEAGUES, IN ALL LOCATIONS AND DISCIPLINES AND IS FLEXIBLY DELIVERED TO ENSURE ACCESSIBILITY.

Our 'Grow' programmes are open to frontline and support colleagues of all levels. Delivered in a blended style and supported by a mentor, programmes are designed to be both practical and vocational in their approach to helping aspirational colleagues meet the expectations and requirements of the next level of role.

There are four different programmes...

- Leadership Essentials,
- Leadership Growth,
- Leadership Excellence
- Executive Leadership.

Diversity in our talent pool is fundamental to a successful and forward-looking business.

Our Grow programme has resulted in over 60 colleagues being promoted to Supervisory/Manager roles and around 20 colleagues to Middle Management roles.





## APPRENTICESHIPS

### CBES HAS A LONG HISTORY OF SUPPORTING APPRENTICES WITHIN THE BUSINESS.

Our commitment to providing opportunities includes 28 colleagues enrolled on our apprenticeship programmes, which we believe is an essential and fundamental investment in attracting and developing talented people, whilst supporting them to develop technical skills and real work experience through structured learning both academically and practically on the job.

We have established strong partnerships with colleges and universities nationally and have a robust network of support in place with apprenticeship providers.

Our apprentices are partnered with a mentor for the duration of their programme, ensuring that they are developed by a specialist on the job, and have an appropriate support network in place.

Undertaking our apprentice induction programme, and quarterly reviews with their line manager and mentor ensures that we can identify and provide the right level of support to ensure that they are able to maintain progress.

This network of support, our relationships with providers and continuing performance progress reviews ensures we are able to sustain our ethos of developing young people and creating lasting careers at CBES.

We are proud of the achievements of our people. Several of our apprentices have gained awards for the quality of their work and achievements, including C&C Apprentice of the Year Award and College Apprentice of the Year Awards.

Our continued investment in talent has led to a number of apprentices progressing beyond their technical specialist roles within the business into roles such as Design Manager, Project Manager and National Refrigeration Manager.



### AMY COWAN

Trainee Design Manager  
Refrigeration Division

"I am proud of all the qualifications I have achieved during my CBES apprenticeship and now have the ability to complete a complex design project from cradle to grave for our partners."





## TRAINING & DEVELOPMENT

CBES offer a wide variety of accredited training solutions including e-learning modules (including business ethics), in person and virtual classroom courses, bespoke technical videos and online knowledge assessments approved by our awarding bodies, giving colleagues access to guides and tutor support.

We have recently invested in a new Learning Management System to support our colleagues through a combination of professional, technical and vocational training across a wide range of disciplines.

In 2024 our colleagues attended over 800 technical and soft skills training courses and completed 3,200 e-learning courses. Of which, over 300 were undertaken as Business Ethics

Our leadership development programme delivered over 30 days of training to our current and future leaders via our internal training commitments and external partners.

**Mandatory**



**City Safety Leadership**



100%

**Colleague Welfare and Wellbeing**



**Conducting Effective Appraisals**



**Conducting Effective Reviews.**



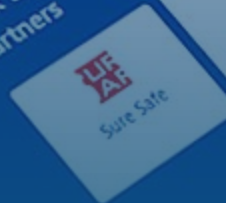
## CBES Site Set-Up Catalogue

The CBES Site setup catalogue lists approved products, services and service providers for a range of important equipment including... signage, posters, skips, segregation resources, welfare equipment, fire & emergency equipment, display equipment, sundries and much more.



Site Set-Up Rev 40 Oct 2024

Click to Access Live Portals with our Key Supply Chain Partners



## 5. PROCUREMENT

- Ethics
- Finance
- Chain of Custody



AT CBES, MAKING SURE WE HAVE FAIR, ACCOUNTABLE AND CONSISTENT BUSINESS PRACTICES IS FUNDAMENTAL TO ACHIEVING GOOD GOVERNANCE AND SOCIAL VALUE. BY STRIVING TO UPHOLD THESE VALUES WE SUPPORT LOCAL SUPPLY CHAINS AND COMMUNITIES TO GROW AND REDUCE INEQUALITIES CREATING SUPPLY CHAIN RESILIENCE AND CAPACITY.

## ETHICAL STANDARDS & RESPONSIBLE PRACTICES

At CBES Ltd, we are committed to upholding the highest ethical standards across our operations. Ensuring that our workforce and supply chain are treated with fairness, respect, and dignity a core priority. We actively promote safe and secure working environments and align our practices with recognised sustainable and ethical principles. By embedding these values into our business, we foster a culture of accountability, transparency, and integrity throughout our organisation and beyond.

Embedding Ethical and Sustainable Procurement CBES Ltd places strong emphasis on ensuring that the materials and products we use are responsibly sourced and aligned with recognised sustainability standards. Through robust material traceability procedures, we are able to verify the origin and certification of key resources, such as timber and steel, supported by our suppliers independently accredited schemes including FSC® and PEFC™. This not only safeguards supply chain integrity but also reflects our commitment to ethical construction practices.

Our approach to procurement is underpinned by a formal Sustainable Procurement Policy, providing a clear framework for selecting goods and services based on environmental and ethical criteria. We engage proactively with our supply chain—undertaking supplier audits and verifying credentials—to ensure that responsible sourcing principles are embedded at every stage. By applying lifecycle thinking to our purchasing decisions and operational planning, we aim to reduce environmental impact, enhance transparency, and contribute to a more sustainable built environment.

## FINANCE

CBES is committed to fair financial practices that strengthen our supply chain and support long-term value for our customers. We recognise the importance of reliable cashflow, particularly for SMEs, and the role it plays in maintaining service quality.

As part of this commitment, we aim to pay at least 90% of approved invoices within agreed terms, with a target to reach 95% by the end of 2025.

Our continued investment and use of integrated market leading platforms helps streamline transactions and improve transparency.

We regularly engage with supply chain partners to review project needs and adapt commercial terms where appropriate. Fair conduct and prompt payment are priorities in how we do business, and we continue to strengthen these principles across all supplier relationships.



## CHAIN OF CUSTODY

At CBES we believe in fairness and honesty and that these values reflect onto our supply chain. As such it is imperative that our supply chain partners offer the same fair payment terms to their respective supply chains.

## EMPOWERING A DIVERSE AND COMPETENT SUPPLY CHAIN

At CBES Ltd, the strength of our operations is built on the depth, diversity, and capability of our supply chain. We rely on an extensive network of trusted partners—ranging from large national suppliers to specialist SMEs—to ensure we deliver high-quality, efficient, and sustainable services across the UK.

A significant proportion of our UK spend—over 50%—is consistently directed toward small and medium-sized enterprises (SMEs), reflecting our continued commitment to supporting innovation, flexibility, and local economic value. This approach not only aligns with, but often exceeds, public sector procurement benchmarks. By partnering with a broad mix of suppliers, we enhance our resilience, broaden our capabilities, and ensure agility in response to evolving customer needs.

We actively collaborate with our supply chain to encourage shared innovation, improve service delivery, and foster sustainable development. Our supplier relationships are based on mutual respect, transparency, and a joint commitment to excellence—ensuring our customers benefit from best-in-class delivery and localised value creation.

To drive further efficiency and oversight, we integrate digital tools into our procurement processes and remain committed to continuous improvement. Our teams are expected to make decisions that reflect not only commercial priorities but also the wider moral, social, legal, and environmental responsibilities of the business.

In a globally dynamic and often challenging commercial environment, CBES is proud to lead with a supply chain strategy that promotes resilience, supports local economies, and delivers long-term social value. By investing in a capable and diverse supplier base, we are better equipped to tackle inequality, promote sustainability, and contribute positively to the communities we serve.





## ETHICS

### ETHICAL STANDARDS & SUPPLY CHAIN INTEGRITY

CBES Ltd is committed to conducting business with the highest levels of integrity and professionalism. We expect our supply chain partners to uphold the same values, promoting ethical practices across all aspects of their operations. Our Ethical Trading Policy reinforces this commitment, aligning with our internal standards on anti-corruption, anti-bribery, and whistleblowing to safeguard transparency and responsible conduct.

We believe that strong, ethical relationships built on trust and mutual respect are fundamental to long-term success. By setting clear expectations for business behaviour, we aim to foster a culture of continuous improvement and shared accountability within our supplier network.

Ethical governance is central to how we operate. It defines our responsibilities not only to our people, clients, and partners but also to the wider communities we serve. Through our ethical leadership, we strive to set a benchmark for integrity in the industry.

To further strengthen these commitments, we host annual Supply Chain Engagement Days, which serve as a platform to reinforce our ethical trading expectations and raise awareness of modern slavery legislation and other ethical issues. These events provide a collaborative forum for sharing best practice, promoting transparency, and ensuring our partners fully understand their role in maintaining legal and ethical standards across all tiers of the supply chain.

Our supply chain days further provide an opportunity to provide promote and give access and to the Supply Chain Sustainability School of which we are Gold members, helping us ensure our value chain are suitably informed of sustainable best practice.

Our supplier onboarding process includes rigorous pre-qualification through our Supply Chain Management (SCM) system, which assesses the ethical standards of potential partners.

This process is aligned with the Common Assessment Standard (CAS) and incorporates evolving best practices in supply chain security and assurance. By doing so, we ensure our suppliers are both competent and aligned with our expectations for ethical and responsible business conduct.

### LABOUR STANDARDS, GOVERNANCE AND INCLUSIVE PRACTICE

CBES Ltd operates within a robust governance structure designed to uphold ethical business conduct and safeguard labour rights across all areas of our operations. Our distinctive tripartite framework ensures that key standards, policies and programmes are subject to continuous review, with oversight and input from designated representatives across the business. This framework is aligned with internationally recognised labour standards and provides strategic direction to our management board on policy development and operational conduct.

We adhere to the core conventions of the International Labour Organization (ILO) and expect our supply chain to demonstrate the same level of compliance. This collective commitment enables us to promote fair, safe, and inclusive working conditions—both internally and across our wider network. We also require our partners to align with the Ethical Trading Initiative (ETI) Base Code, supporting our efforts to build a more equitable and representative workforce.

To enhance transparency and accountability, we carry out ethical performance assessments across our supply chain and use third-party verification tools such as EcoVadis to identify opportunities for continual improvement in sustainability and ethical sourcing. In 2024 we retained our Gold Medal status placing the business in the top 3% of business audited by Ecovadis.

Furthering our commitment to inclusivity, in 2024 CBES maintained our Fairness, Inclusion and Respect (FIR) Ambassador through the Supply Chain Sustainability School. This role supports our ambition to foster a more respectful and diverse industry, ensuring everyone—regardless of background—is treated fairly and has equal opportunity to thrive.







## 6. COMMUNITIES & GIVING

- Engagement
- Giving
- Sponsorship & Charity
- Armed Forces Covenant



# COMMUNITIES & GIVING

WE UNDERSTAND THE IMPORTANCE OF COMMUNITY ENGAGEMENT AND CHARITABLE SUPPORT AS ESSENTIAL ASPECTS OF OUR CORPORATE SOCIAL RESPONSIBILITY.

We believe that supporting the communities in which we operate is not only the right thing to do, but it also helps to build strong, healthy, and vibrant communities. By engaging in charitable giving, we can give back to our community and help to address some of the most pressing social and environmental issues facing our society.

These principles of providing support and generous giving are embedded within our corporate DNA, along with a strong moral desire to always ‘do the right thing’.

Furthermore, community engagement and charitable giving also help to foster a positive relationship with our customers, employees, and stakeholders, who value our commitment to making a positive impact in the world.

Overall, our business prioritises community engagement and support because we believe that it is an integral part of our responsibility to help create a more sustainable and equitable future.

During 2024 our charitable efforts involved over 25 people over approximately >850 hours and a value of over £140,000



>25  
colleagues involved



>850 hours  
of Social value activity



>£140,000  
donations & in-kind  
donations to  
communities & charities





# COMMUNITY & CHARITY ENGAGEMENT & SUPPORT PROJECTS

## PROVIDING PATHWAYS TO EMPLOYMENT

### CASE STUDY: HOLYROOD SCHOOL

As part of City's People Planet Place strategy, we have provided ongoing support to Holyrood Secondary School, a school local to our Glasgow head office.

Our goal was to work with young people in our communities to ensure they have appropriate support and insight into the world of work, focusing on their development of green skills.

#### OUR ACTIVITY.

We have developed this partnership as part of our commitment to the Developing the Young Workforce 'My Climate Path' programme over the course of the last year, City colleagues presented several sessions to over 800 Holyrood pupils covering a vast range of topics.

#### OUR IMPACT.

By engaging young people at this stage in their school journey, we have helped educate them on the roles of the future and the skills that are required for those roles. This we hope, will drive a sustainable economic growth in our circular net zero economy.



CBES QS Claire McDonald hosted a 'Women in Construction' session to S1-S3 girls at Holyrood Secondary encouraging them to consider a career in the Construction Industry.



Our Fire and Security Ops. Manager, John Richmond and his son, held a highly interactive session at a school's Career's fair in Preston, Lancs to showcase a career in Fire & Security.



Our Fire and Security Division started 4 young apprentices into the discipline this year. The lads have been placed on a comprehensive training plan including both practical and theoretical elements which will take them 3 years to complete.



David Hewitt & Henry Ashworth promoted the benefits of a career in Construction to the students at the Co-op Connell Academy in Manchester



# COMMUNITY & CHARITY ENGAGEMENT & SUPPORT PROJECTS

We believe in giving back to the communities in which we work, being a good neighbour and helping wherever we can.

We are always exploring options for support and engagement to add value wherever we operate.



Five colleagues from our Refrigeration team climbed Mt Snowdon in a military style challenge carrying a 60Kg log to raise funds for the Alzheimer's Society



Our Glasgow HQ colleagues held a charity funday event raising over £700 for 3 charities nominated by our colleagues





## COMMUNITY & CHARITY ENGAGEMENT & SUPPORT PROJECTS

- CBES colleagues gave of their time to assist Newburn Sea Cadets with repairs to their building & cutting back over-hanging foliage from their site .
- CBES | Co-op colleagues held 2 charity car wash events in support of the Barnados Childrens' Charity
- Colleagues from our refrigeration division undertook the challenge of carrying a large log to the summit of the UK's second highest mountain: Snowdon in support of the Alzheimer's Society
- CBES & Co-op colleagues teamed up to deliver a community project at Biggar Primary School in Scotland to enhance the playground area and create a wide range of new and exciting activities for the school's pupils.
- Members of our Construction team volunteered their time and skills to Improving school grounds at a Peterborough school for Autistic children, for the benefit of pupils and staff.







## COMMUNITY & CHARITY ENGAGEMENT & SUPPORT PROJECTS

- During 2024 we were able to provide Kilbryde Hospice with approximately 16 hours of support. This helped keep their retail operations compliant and secured their shops for both staff and customers, enabling critical revenue generation to help them maintain the palliative care within the Hospice.
- CBES colleagues created a fun play area including mud-kitchen at Inverness Gaelic School.
- Members of our Construction | Co-op team partnered with Co-op & supply chain colleagues in Kirkcaldy to renovate and enhance a space adjacent to the local Funeralcare branch for the benefit of the local community.
- CBES & the Co-op Property team members joined forces for the benefit of a local community to complete charitable works on this at 'Bullionfield' Village Hall in Invergowrie near Dundee
- CBES were invited by M&S to take part in a Five-A-Side football tournament for Young Minds Trust. 10 of CBES's footballing finest put their names forward and boots on the turf for this great cause
- Colleagues at our Chadderton office held a summer funday charity event, with home baking and lots of games throughout the day to support the British Heart Foundation and raised over £200.
- And many more,,,







## COMMUNITY & CHARITY ENGAGEMENT

### ARMED FORCES COVENANT

We recognise the value serving personnel, reservists, veterans and military families bring to our business and to our country. CBES seeks to uphold the principles of the Armed Forces Covenant by:

- Promoting the fact that we are an Armed Forces-friendly organisation, to our staff, customers, suppliers, contractors and wider public.
- Supporting the employment of veterans, recognising military skills and qualifications in our recruitment and selection process.
- Actively support serving personnel with work placement experience prior to leaving the forces, which has resulted in placement for a number after leaving the forces.
- Attending forces refrigeration technical training upskilling courses to present on industry opportunities and emphasising the skills / work ethics, forces personnel have, that employers are looking for in an ideal employee.
- Working with the Career Transition Partnership (CTP) support the employment of Service leavers.
- Supporting our employees who are members of the Reserve Forces; granting additional paid/unpaid leave for annual Reserve Forces training; supporting any mobilisations and deployment.
- Actively encouraging members of staff to become Reservists.
- Supporting Armed Forces Day, Reserves Day, the Poppy Appeal Day and Remembrance activities.
- Supporting Armed Forces charities with fundraising and supporting staff who volunteer to assist.



One of the ex-service-people who recently undertook a work experience engineer placement with CBES in the Inverness area.





SUMMARY...

# “MAKING A DIFFERENCE”



**OUR ROOTS IN SOCIAL VALUE REMAIN FIRMLY EMBEDDED IN OUR FOUNDER’S MENTALITY AND FORM AN ESSENTIAL PART OF THE DNA OF THE CITY GROUP.**

As a key business unit, CBES has used this annual report to set out our social value aspirations, expectations, achievements, and future targets. We are committed to being a sustainable and ethical business, and this report reflects our progress and our continued ambition to do more.

- Over the past year, we have prioritised initiatives that enhance community well-being, support local economies, and advance environmental sustainability. These efforts are not only aligned with our business goals but reflect our deeper responsibility to the people and places we impact.
- At the heart of our progress are our people. The milestones captured within this report would not have been possible without the passion, dedication, and shared purpose of our colleagues across the business. Their commitment drives our ability to make a real and measurable difference.
- We have made meaningful progress by delivering against the five key pillars of our Social Value Framework. While challenges remain, these pillars continue to strengthen our social impact and ensure that climate change remains a central focus of our ESG strategy.
- This year’s achievements give us both pride and purpose. It is vital that we acknowledge and celebrate the collective contribution of everyone at CBES in delivering social value through our daily operations. We remain committed to enhancing our impact year on year—for our colleagues, our customers, and the communities we proudly serve.





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