

ESG Impact Report

FY25

A review of our annual progress and performance



Contents



Introduction

At Insightful Environments, we recognise that our responsibility extends beyond the quality of the office furniture, design solutions and services we provide.

As a leader in our industry, we are committed to driving positive change by reducing our environmental impact and fostering a more sustainable future.

This is the third annual ESG report that we've produced, building upon the foundations we set in 2022. Since the publication of the first report, we have deepened our commitment to environmental stewardship, social responsibility, and ethical governance.

This year's report takes stock of our progress, reflects on the challenges we've faced and outlines the steps we've taken to improve.

We have made notable progress in reducing our carbon footprint, enhancing the sustainability of our supply chain, and promoting the wellbeing of our employees and communities.

Our efforts have been guided by a clear mission:

To create better work experiences for people in a socially responsible, ethical and sustainable way that positively impacts our customers, employees and stakeholders whilst minimising our impact on the planet.

We are proud of the strides we have made in 2025, yet we acknowledge that the road ahead is long. We are more determined than ever to lead by example, proving that sustainability, innovation and business success can work in harmony to shape the workplaces of the future, benefiting both our clients, the communities around us and the world we live in.

Thank you for joining us on this path toward a more sustainable future.

Klavs Henriksen

Sustainability & Compliance Manager



Our achievements at a glance

We've continued making great progress over the last year, including reducing our emissions from operational waste by 58%, raising thousands of pounds for charity, and becoming a Certified B Corporation™.

Certified



Corporation

GOLD | Top 5%

ecovadis

Sustainability Rating

OCT 2024



Environmental Healthy Planet

- Reduced GHG emissions 15% since our baseline year of FY23.
- Reduced emissions from operational waste by 58% since last year and no waste to landfill.
- Increased the percentage of waste recycled by 4%.
- We have bought carbon credits for the emissions from Scope 1, 2, and all of 3 (except for purchased goods and services).
- Future focus on halving carbon emissions by 2030 and becoming net zero by 2050.



Social Healthy People

- Raised £17,461 for Scleroderma & Raynaud's UK.
- Increased our volunteering hours by 6% during FY25.
- Training and development plans completed for all employees.
- Future focus to fund match up to £10,000 to charitable causes in 2026 and increase charity volunteering hours by 8%.



Governance Healthy Culture

- Training updates on anti-bribery and corruption, equity, diversity and inclusion and modern slavery act.
- Retained our gold Ecovadis rating.
- Attained B Corp™ certification.

Strategy: Advancing ESG@IE

We introduced our ESG strategy, Advancing ESG@IE, in March 2022, with a commitment to embed sustainability into every corner of our business.

During the first year, we worked with external sustainability experts to help us educate our teams and redefine our approach to ESG. Their guidance ensured that we not only made improvements but also reported our progress in a transparent and responsible way.

To help implement our strategy, we welcomed a new Chief Operating Officer and Sustainability & Compliance Manager who, along with our management team and ESG committee, have been pivotal in driving our company-wide ESG initiatives forwards and keeping us on track to meet our goals.

Together, this team has been the backbone of implementing our strategy, continually striving to fulfil the purpose of Advancing ESG@IE:

To make tangible and measurable differences year-on-year in our sustainability performance.



Environment
Healthy Planet



Social
Healthy People



Governance
Healthy Culture

Against the three pillars of ESG, we have set long-term goals for the next 3-5 years, along with shorter-term objectives which we hope to achieve in the next 12-24 months.

We review and update our ESG plan annually, ensuring we're in touch with our stakeholders through interviews and surveys. This helps us build a materiality matrix that identifies the most pressing issues. From there, we put together specific, actionable plans with clear, measurable objectives to ensure we address the things that matter most.

About us

Creating better work experiences

IE is one of the UK's largest furniture, design and workplace services providers. We deliver workplace transformations for some of the world's leading companies across the UK and internationally, creating environments where people and businesses can thrive.

Our 60-strong team supports clients from three locations across the UK:

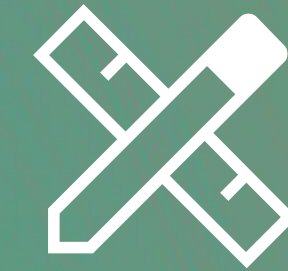
- London - Our design studio in Clerkenwell, the heart of the UK furniture industry.
- Rainham, Essex - Our customer service centre and logistics platform.
- Leeds - Our regional office.

We source office furniture from a network of more than 300 manufacturers across the UK and internationally. This gives our clients complete flexibility to meet design, budget and sustainability goals. We're committed to supporting local suppliers and continually exploring new innovations in materials and product design.

We're proud to be a Certified B Corporation™ and to hold an EcoVadis Gold rating.

Our Mission

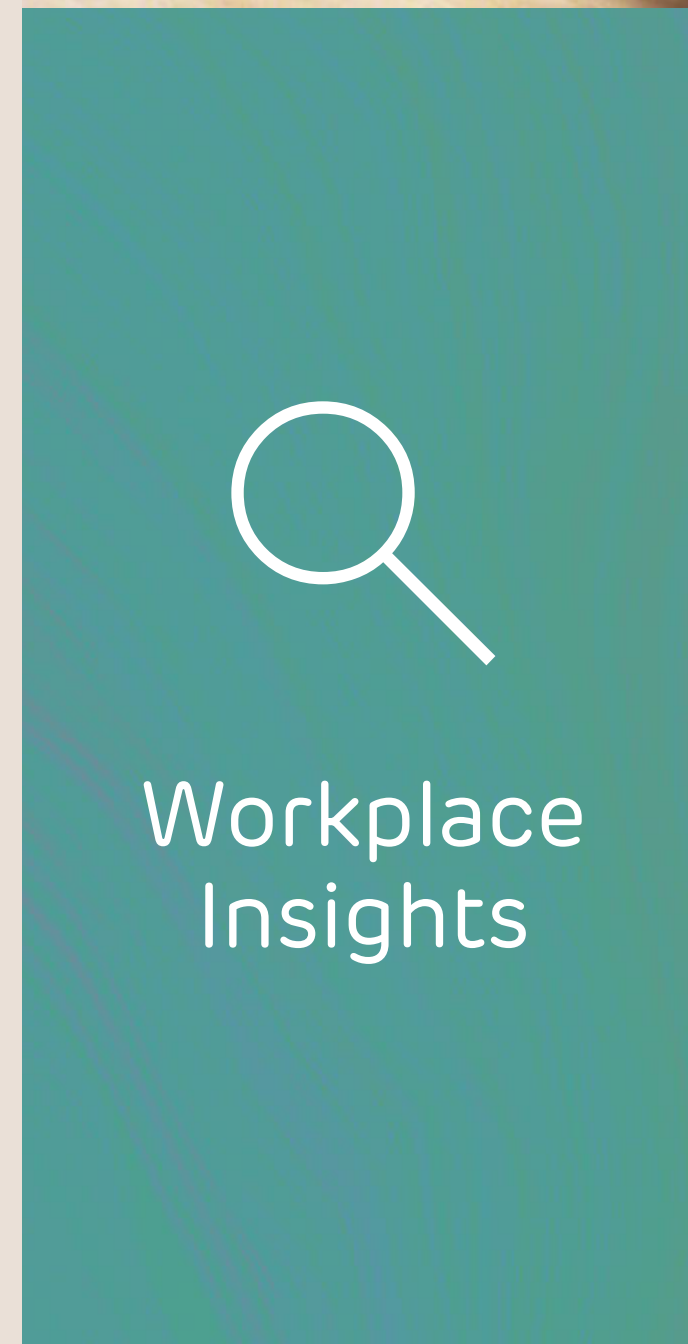
Our mission is to create better work experiences for people, wherever work happens. And to do it responsibly, in a way that positively impacts our customers, our people, and the planet.



Design &
Consultancy



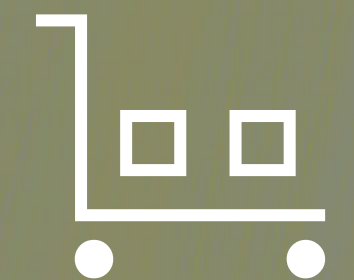
Furniture
Reuse



Workplace
Insights



Furniture
Solutions



Office
Moves

Our Values

Using our core values to guide commitments and fuel action, we are shaping a future that continues to protect the environment, fosters transformational social impact and sustains a culture where all people feel empowered.

1. Lead with integrity

We act with honesty, fairness, and accountability, earning trust and building lasting relationships by doing the right thing.

2. People first, always

We treat everyone with dignity and respect, fostering a culture where everyone feels seen, heard, and valued.

3. Collaboration fuels our best work

We believe better solutions come from thinking and creating together. Our curiosity leads us to listen, learn, and grow from each other.

4. We own our outcomes

By showing up fully, delivering consistently, and holding each other accountable, we take responsibility for ourselves and our work.

5. Designing for the future

We turn bold commitments into action, creating sustainable environments that support people and the planet.



We're very proud to have been awarded an EcoVadis Gold rating for the last two years.

At the very start of our ESG journey in 2022 we had received a bronze medal from EcoVadis, and it's a fantastic testimony to the improvements we've made in a very short period that we were awarded a gold rating in 2023, and retained it in 2024.

Due to heavy workloads, EcoVadis are delayed in publishing their results for 2025. We expect to retain our Gold rating and look forward to seeing how we have performed over the last 12 months against the other companies they assess.

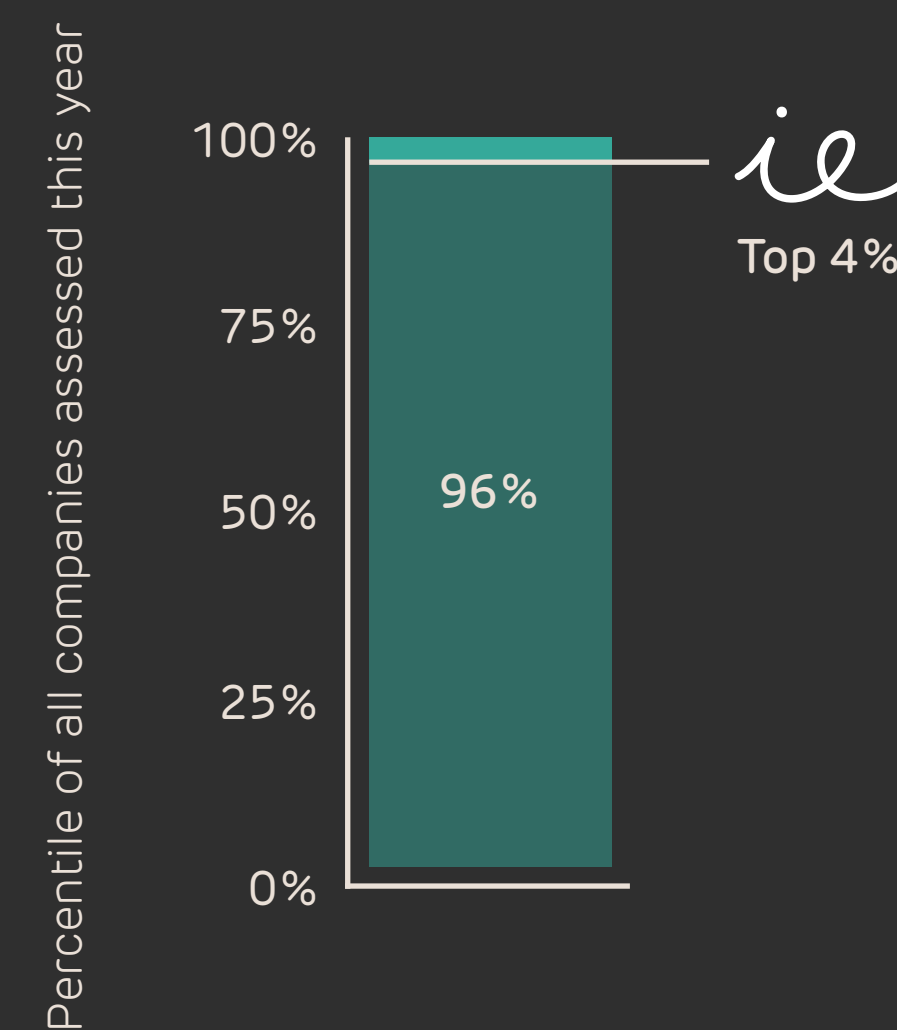
EcoVadis is the global standard for business sustainability ratings. The EcoVadis assessment evaluates 21 sustainability criteria across four core themes: Environment, Labour & Human Rights, Ethics and Sustainable Procurement.

EcoVadis Gold Award

A summary of the IE score against these themes can be seen below. In 2024, our overall score of 75/100 placed us in the top 4% of all the companies they assessed.

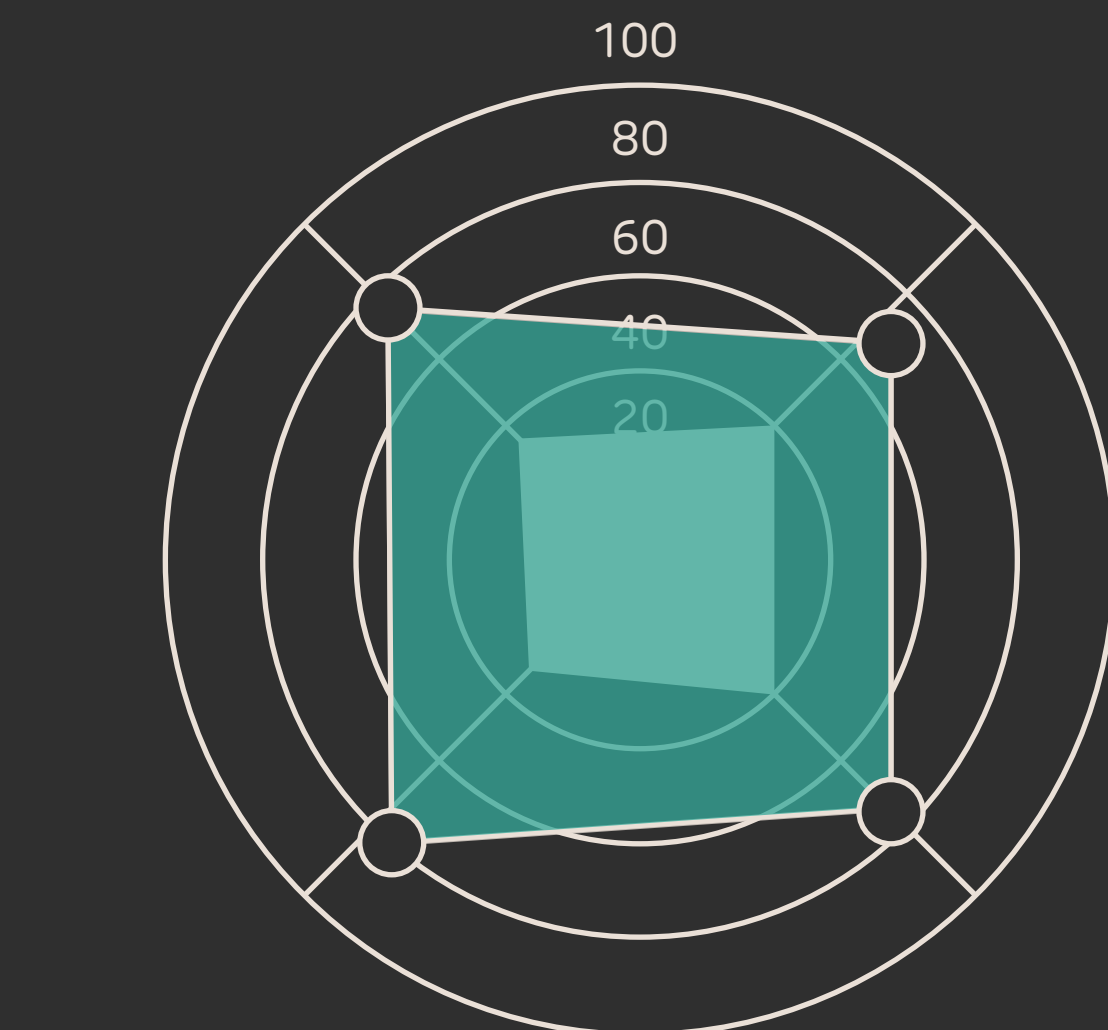


IE Score in the Top 4% of Companies Assessed



● All companies rated by EcoVadis

Theme Score Comparison



● Insightful Environments
● All companies rated by EcoVadis in this industry

The UN SDGs: A global framework

We believe that aligning our ESG goals with the **United Nations' Sustainable Development Goals (SDGs)** helps us contribute to a global framework that addresses some of the world's most pressing challenges.

The SDGs provide a clear, universal blueprint for achieving a better, more sustainable future for everyone. By connecting our own ESG objectives to these internationally recognised goals, we ensure that our efforts are meaningful within our business and part of a larger movement toward positive change on a global scale.

This alignment helps us prioritise initiatives supporting environmental protection, social equity, and responsible governance while creating long-term value for our stakeholders.

SUSTAINABLE DEVELOPMENT GOALS



Aligning our goals with the UN SDGs

We have focused our activities on the 7 SDGs where we feel our business can have the most impact:

Environment

Social

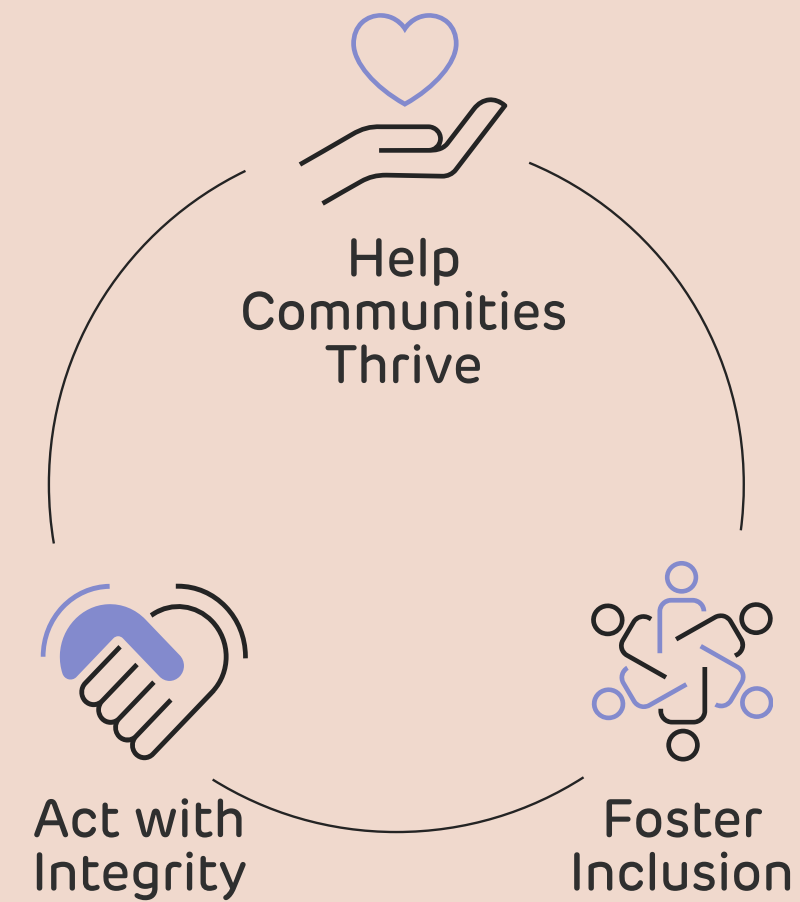
Governance

Steelcase

Working towards *better* futures

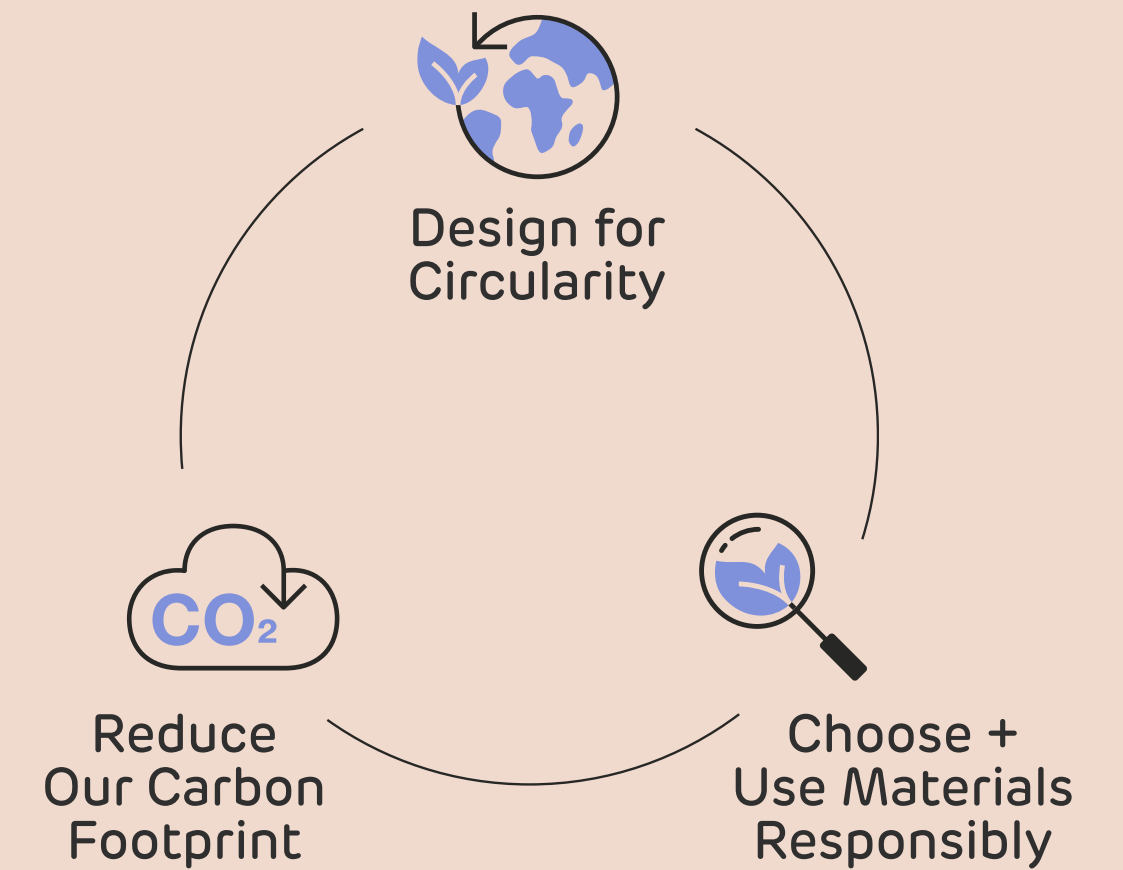
Our parent company, Steelcase, is a global design and thought leader in the world of work that has been making a difference for more than a century.

Steelcase works to design better futures for the wellbeing of both people and the planet. Their approach is holistic and thorough, embracing both the design and manufacturing of their products and their ecosystem of partners and suppliers. They have set aggressive goals and are leaders in their industry.



A commitment to designing better futures for **people**:

“We’re doing better for people by building community and belonging where everyone feels seen, heard and valued, in the workplace and the world.”



A commitment to designing better futures for the **planet**:

“We’re doing better for the planet by transforming our business and committing to a net-zero future to help build a more sustainable and resilient world.”

Steelcase

Working towards *better* futures

Reducing our Carbon Footprint:

- Steelcase was the first in its industry to become carbon neutral in 2020. Their goal is to get to net-zero emissions by 2050, and they are already on track to reduce emissions 50% in their operations by 2030.
- Steelcase was the first to offer carbon-neutral certified products, now including carbon-neutral offerings for their leading task chairs and height-adjustable desks.
- Steelcase has the industry's most aggressive goals to reduce carbon emissions from their suppliers, working hand-in-hand with them aiming to help them set science-based targets too.

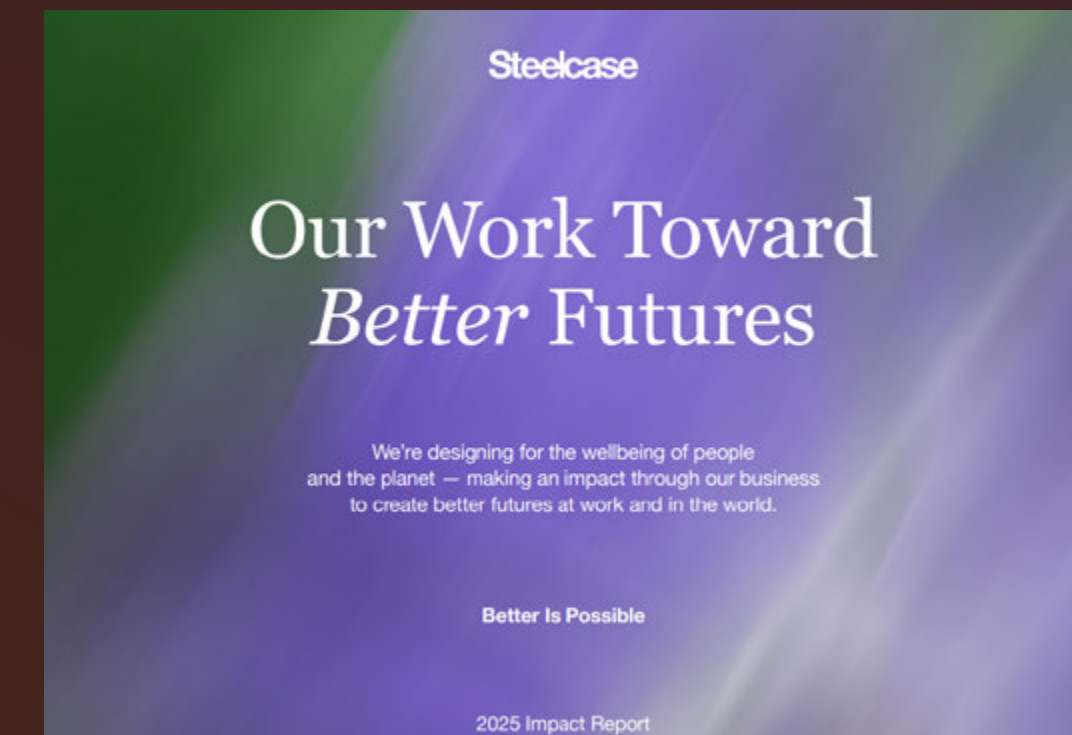
Designing for circularity:

- Steelcase offers customers ways to reuse, repair, remake and recycle its products when they reach end of use.
- Steelcase designs aim to reduce waste and emissions from the inception of the product - one example is the Steelcase Karman task chair, which weighs only 13kg because it was designed to use fewer materials.
- Steelcase is going further by aiming to eliminate all single-use plastics and increased recycled content in their packaging by 2030.

Building community and belonging:

- Steelcase is committed to creating a culture where their employees, partners and customers can feel seen, heard and valued.
- Their commitment to foster inclusion strives to create community through talent strategies, designing for inclusion, nurturing wellbeing and cultivating learning.

Find out more about Steelcase's approach to ESG:



2025
Impact Report



Net-Zero
Plan

Steelcase

Award-winning approach

Steelcase's commitments to people and the planet have earned the company numerous awards and recognition from industry experts and sustainability organisations:



NET ZERO LEADERS

— 2025 —

WORLD'S MOST
ADMIRED COMPANIES

— 2025 —

MOST TRUSTWORTHY
COMPANIES IN AMERICA

— 2025 —

AMERICA'S MOST
RESPONSIBLE COMPANIES

— 2025 —

AMERICA'S GREATEST
COMPANIES

— 2025 —

AMERICA'S GREATEST WORKPLACES
FOR MANUFACTURING

— 2025 —





Environment

Healthy Planet

Environment

Long-term Goals

- Develop science-based and long-term net zero carbon targets in line with the UK Government's commitment to net zero by 2050.
- Halve carbon emissions by 2030.
- Be environmentally compliant with applicable laws and regulations.
- Minimise waste to landfill.
- Promote circular product principles.
- Work with clients & partners to drive product circularity and sustainable procurement.

FY25 Objectives

- Reduce GHG emissions from operations by 8% in FY25.

Result: 11% increase in FY25 mainly due to increased workload, 1.63% reduction per £million turnover.

- Zero waste to landfill.

Result: 100% of waste diverted from landfill.

- Reduce overall waste by 8% and increase the percentage of our waste that is recycled.

Result: 48% reduction of overall waste and 4% increase in recycling.

- Develop a tool to make informed sustainable procurement decisions.

Result: The tool has been developed and is currently being implemented within the business.

FY26 Objectives

- Reduce GHG emissions from operations by 8% in FY26.
- Continue zero waste to landfill.
- Reduce overall waste by 8% and increase the percentage of our waste that is recycled.
- Continue implementing our tool to make informed sustainable procurement decisions within the business.



The environmental impact of businesses has become a critical component of tackling the Paris Agreement's long-term goal of keeping global warming "well below" 2°C and aiming to limit it to 1.5°C. This goal has become the benchmark for success in action against global climate action. Yet, the world is currently on a path to warming that is double the aspirational 1.5°C limit.

So, with climate change accelerating, natural resources depleting, and biodiversity under threat, individuals and

companies alike must come together to act as stewards of the planet if we are going to make a difference.

Consumers, investors, and regulators are demanding transparency and accountability regarding environmental practices. The stakes have never been higher—businesses that fail to address their environmental footprint risk reputational damage, financial losses, and regulatory penalties. However, companies that embrace sustainable practices can unlock

new opportunities for innovation, cost savings, and market leadership.

This section of the ESG impact report highlights the importance of reducing environmental impact, outlining the steps we are taking to minimise our footprint and contribute to a more sustainable future.

We have chosen to focus our work for the Environment on these three significant impact areas:

1. Reducing our Carbon Footprint
2. Helping our clients to be more sustainable
3. Our Responsible Procurement Programme



Bruntwood SciTech
West Village, Leeds

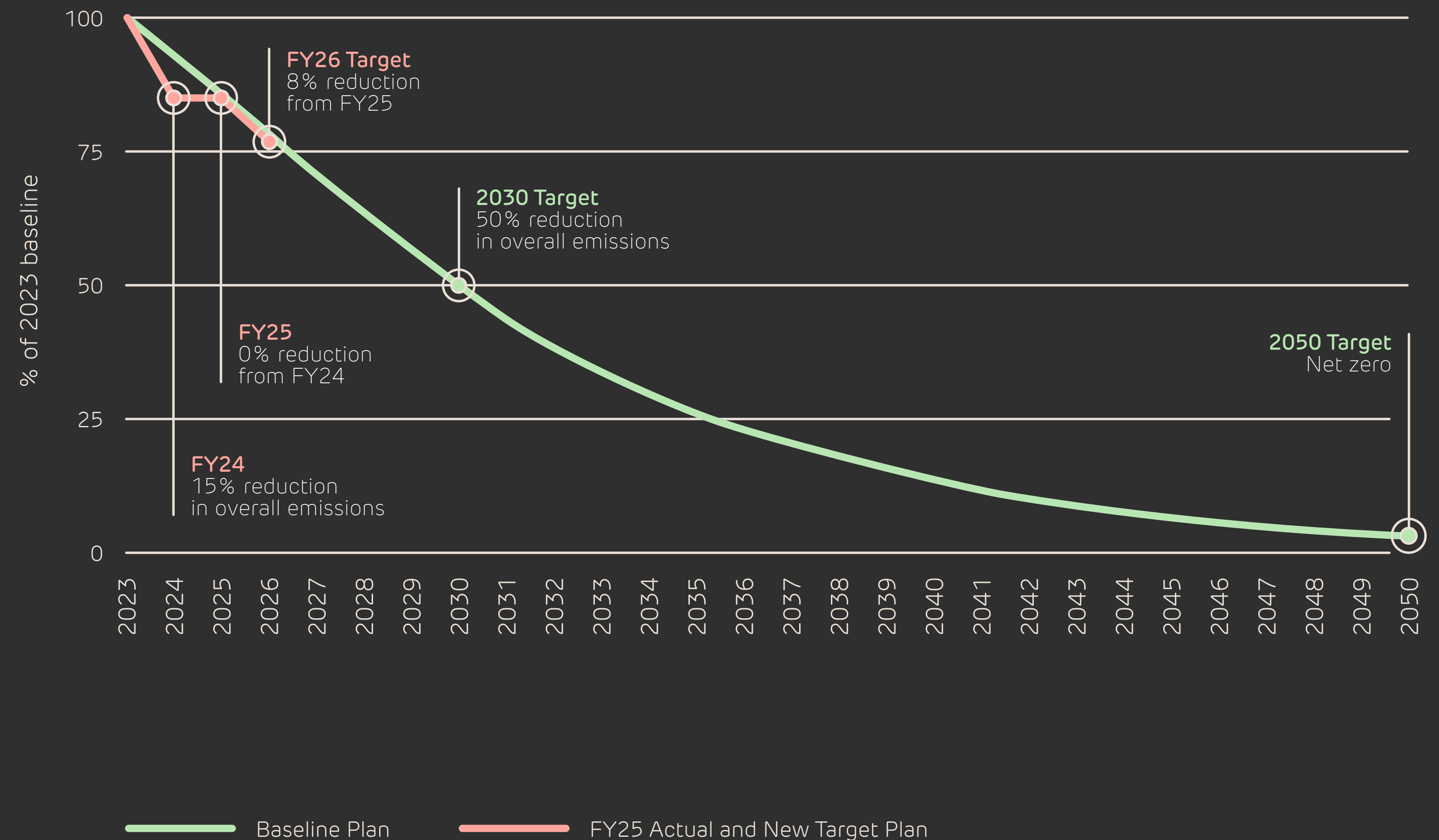
1. Reducing our Carbon Footprint

After defining and collecting carbon emission data for Scopes 1, 2 and 3 for the first time in FY23, we set a carbon reduction goal to halve our emissions by 2030, using FY23 as our baseline.

This goal has enabled us to establish annual targets to track progress towards net zero emissions by 2050 across Scopes 1, 2 and 3.

- In FY24, our target was to reduce our overall carbon footprint by 8%. We exceeded this, achieving a 15% reduction compared to our FY23 baseline.
- In FY25, we set a further target of an 8% reduction. While this reduction was not achieved, the outcome has helped shape our focus and priorities for the year ahead.
- Our FY26 target is a further 8% reduction on FY25 emissions.

Carbon Reduction Plan





"It's been a real pleasure working with IE in helping to enhance their emissions reporting. Having worked with Klavs and the team for two years now, we're delighted to see significant changes that have ultimately resulted in a reduction of their total footprint of almost 26% year on year. I have also been extremely impressed with the commitment to following a best practice approach and am very much looking forward to continuing to support these efforts and to help drive a successful outcome on their journey to net zero."

Alan Stenson
CEO, Neutral Carbon Zone

1. Reducing our Carbon Footprint

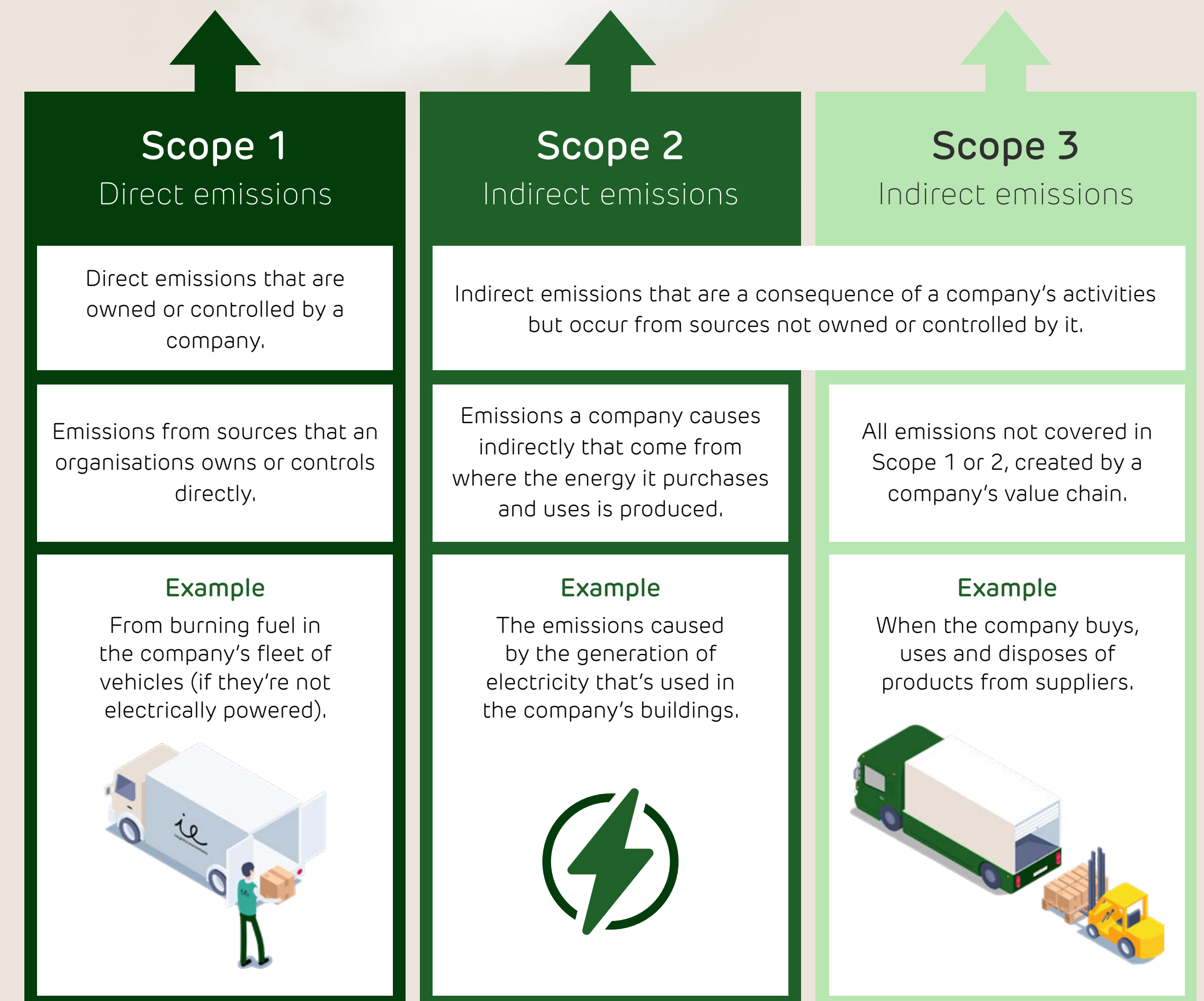
We have worked with **Neutral Carbon Zone**, a leading carbon management company, to accurately measure our Scope 1, 2 & 3 emissions.

They have independently verified our emissions data and have certified us with a NCZ Gold award.

This means we have:

- Measured, quantified, and reported on all company Scope 1, 2 & 3 GHG emissions to ISO 14064 compliance.
- Set a baseline for all organisational and operational emissions for a targeted carbon reduction approach.

What are Scope 1, 2, & 3 emissions?



Carbon Emissions: FY25 Data

Absolute Emissions

	Absolute Emissions (tCO ₂ e)			% Change FY24 to FY25
	FY23	FY24	FY25	
Scope 1	88.57	96.72	89.68	-7.28%
Scope 2	17.61	18.29	18.21	-0.43%
Scope 3	6948.16	5165.56	5879.34	11.82%
Total	7054.35	5280.56	5987.23	11.43%

Intensity Metrics

In addition to reviewing the absolute footprint, we have benchmarked our emissions produced per £million of revenue. This intensity metric provides a relative tCO₂ figure that will allow comparison between yearly emission figures irrespective of growth.

The intensity metrics results for 2025 show a 1.63% reduction in emissions.

Intensity Metrics (tCO ₂ e)		
Scope 1+2+3 Emissions / Revenue (£ millions)		% Change
FY23	196.72	
FY24	183.89	-6.52%
FY25	180.88	-1.63%



Carbon Emissions: FY25 Data

In FY25, we saw a 11.4% increase in overall emissions. This was mainly due to a significant increase in business. We did see a 1.6% reduction in our intensity adjusted emissions, which shows us that we are moving in the right direction.

After analysing the results last year, it was clear that Purchased Goods and Services (Scope 3.1) was the largest emissions category by far and provided us with the most significant opportunities for reductions.

For Scope 3.1, our focus is therefore on:

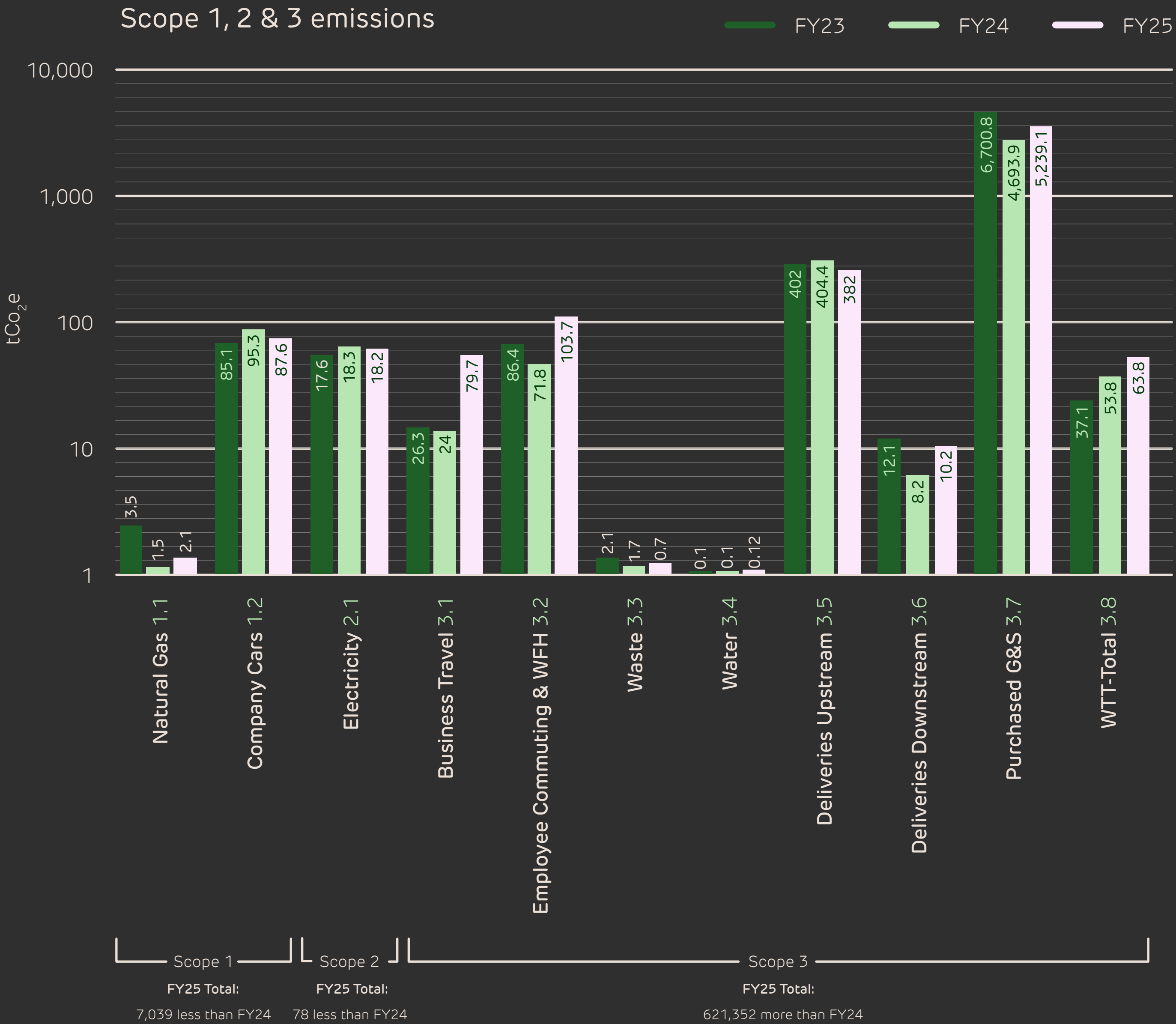
- Engaging suppliers to encourage emissions measurement and disclosure.
- Promoting emissions reduction initiatives within the supply chain.
- Integrating environmental performance into procurement decisions.
- Supporting a transition towards lower-carbon goods and services.

While focusing on reducing the emissions from purchased goods and services in Scope 3 has been our priority, we note that emissions from our operations in Scopes 1 & 2 has seen a reduction both measured as an absolute measure as well as intensity adjusted measure. We attribute this to a change in our vehicle fleet where we have changed from diesel to hybrid vehicles as well as energy saving projects in our premises in Rainham.

We have also moved from individual deliveries by third-party hauliers to multi-drops in our own vehicles. We have 100% of its Scope 1 and Scope 2 emissions, as well as all Scope 3 categories except Scope 3.1 – Purchased Goods and Services.

We have chosen not to offset Scope 3.1 emissions because these emissions largely arise from activities outside of IE’s direct operational control. Purchased goods and services are delivered through a diverse and global supply chain, where emissions are generated by suppliers’ own processes, energy sources, and operational decisions.

We have purchased carbon credits through Verra, an independent, non-profit organisation that develops and manages global standards for climate and sustainable development action. It administers the Verified Carbon Standard program, under which Verified Carbon Units are issued and retired, ensuring carbon credits are credible, transparent, and not double counted.



Moving Operational Waste up the Waste Hierarchy

When managing our waste, we follow the waste hierarchy principles, aiming to reduce and reuse materials wherever possible before looking to recycle.

In FY25, we set ourselves an objective to move our waste up the hierarchy, principally to separate and recycle more waste rather than relying on energy recovery schemes where waste is safely incinerated to recover electricity.

In FY25, we successfully increased the percentage of our waste that was recycled by 29.7%, and recovered 70.3%.



Design & Service Offering

Operations

		FY23 % of Waste Emissions	FY24 % of Waste Emissions	FY25 % of Waste Emissions	Initiatives
Design & Service Offering	<div><div></div><div>Reduce</div></div>	N/A	N/A	N/A	<ul style="list-style-type: none">• Worked with suppliers on projects to reduce packaging waste.• Encouraged sustainable furniture in projects.
	<div><div></div><div>Reuse</div></div>	N/A	N/A	N/A	<ul style="list-style-type: none">• Donated more old furniture stock to charities rather than recycling.• Provided service to reuse and repurpose old furniture.
Operations	<div><div></div><div>Recycle</div></div>	12.1%	13.8%	29.7%	<ul style="list-style-type: none">• Carried out more training with our teams around recycling, which led to a 29.7% increase in the percentage of our waste that was recycled.
	<div><div></div><div>Recovery</div></div>	87.8%	86.2%	70.3%	<ul style="list-style-type: none">• All operational waste that could not be recycled was compacted and taken away to be reused in waste to energy schemes.
	<div><div></div><div>Disposal</div></div>	0%	0%	0%	<ul style="list-style-type: none">• None of our operational waste goes to landfill.

Operational Waste data

During FY25, our total emissions from waste were 58.61% lower than in FY24. When looking at our intensity metrics (a measure that gives an emissions figure per £million of turnover, irrespective of total turnover), this means we achieved a 63.44% reduction in FY25.

Waste Stream	Treatment Type	Total Weight (Tonnes) FY23	Actual Emissions (tCO ₂ e) FY23	Total Weight (Tonnes) FY24	Actual Emissions (tCO ₂ e) FY24	Total Weight (Tonnes) FY25	Actual Emissions (tCO ₂ e) FY25
Paper & Board	Closed-loop Recycling	11.9	0.253	10.76	0.229	11.2	0.248
Plastics: Average Plastics	Closed-loop Recycling	0	0	0.2	0.004	0	0
Metals	Closed-loop Recycling	4.4	0.004	0	0	0	0
Commercial & Industrial Waste: Rainham	Waste to Energy Scheme	87.360	1.859	61.600	1.311	26.5	0.493
Commercial & Industrial Waste: London & Leeds ¹	Waste to Energy Scheme	N/A ¹	N/A ¹	N/A ¹	0.149 ¹	0	0
Total Operational Waste		103.66	2.117	72.56	1.693	37.7	0.741



	FY23	FY24	FY25
Commercial & Industrial Waste	87.9%	86.2%	66.5%
Paper & Board	12.0%	13.5%	33.5%
Plastics: Average Plastics	0.0%	0.3%	0.0%
Metals	0.2%	0.0%	0.0%

Operational Waste Intensity Metrics (tCO ₂ e)		
	Waste Emissions (tCO ₂ e) per £million of revenue	% Change
FY23	0.059	
FY24	0.058	-1.8%
FY25	0.021	-63.44%

¹ For FY24 and FY25, IE used Neutral Carbon Zone to assess our carbon footprint. This had no implications for our overall results, but some underlying items have been accounted for in different categories compared to FY23. Example: Waste from our London and Leeds offices was previously accounted for in Scope 3: Upstream Leased Assets and has now been moved to Scope 3: Waste, using a management-based decision for the consumption median for recycling waste.

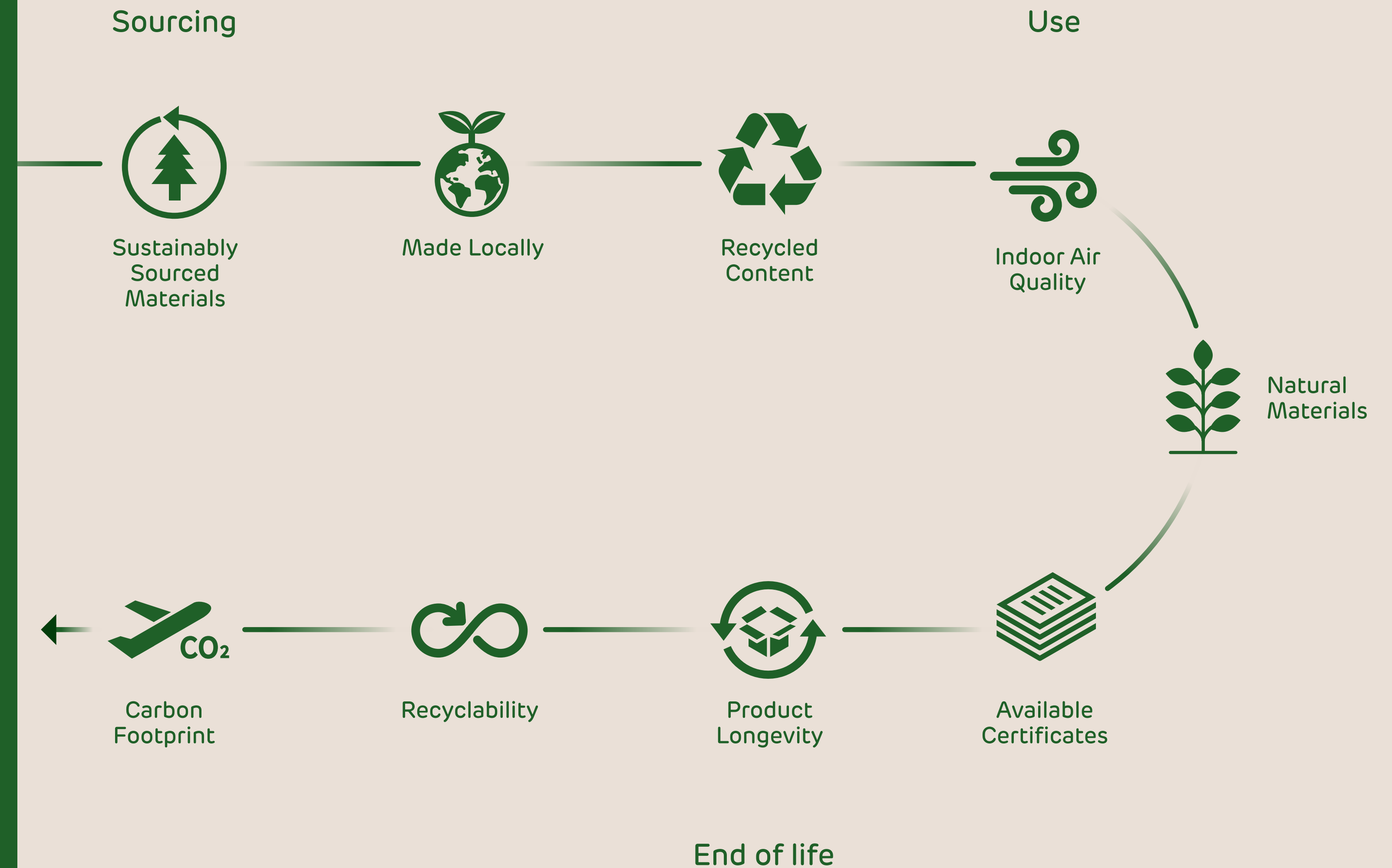
2. Helping our clients make sustainable choices

We are committed to helping our clients make more sustainable choices around their furniture assets.

While the UK furniture industry is becoming increasingly aware of the environmental impacts of its products and the demand for sustainably sourced furniture from clients is growing, there remains a disparity of data available from manufacturers. With different manufacturers reporting about their products' sustainability credentials in various ways, we help our clients compare apples to apples and understand the true environmental implications of their furniture choices.

To simplify our approach, we identified nine key areas that encompass the most important aspects of furniture sustainability, from raw materials and manufacturing to the end of furniture's life.

We work with customers to identify and focus on the areas of furniture sustainability that are most relevant and important to them, allowing them to see the impact of their choices before they make them, setting goals and suggesting suitable furniture options to help achieve them.



Growing our Reuse Services

One of our key focuses as a business has been growing our range of services that go beyond space design and the procurement of new furniture, providing services specifically aimed at keeping furniture within the circular economy.

While every client project we work on is different, we take a common approach to always present the best options available to maximise the reuse of their existing furniture assets first.



Furniture Reuse

Sustainable Clearance

We clear offices of unwanted furniture and other items, extracting the remaining value from those items by reselling or donating them to charities and schools.

We keep as much furniture as is possible in the circular economy and stop any items going to landfill. All unusable items are stripped, materials separated and recycled.

Refurbishment & Repurposing

We repair, refurbish and repurpose our clients' existing furniture and reuse it, saving them money and reducing their carbon footprint.

We provide carbon and cost estimates vs. buying new to help our clients make informed decisions.

Asset Management

We audit and track furniture assets for our clients to help them take control of their furniture strategy, make the most of the assets that they own and ensure that they are ready to be deployed across their estate when needed.

Reuse & Donation Case Study

Global University

We supported a global university with the relocation of its London academic centre - a 75,000 sq ft space designed to enhance study, wellbeing and sustainability.

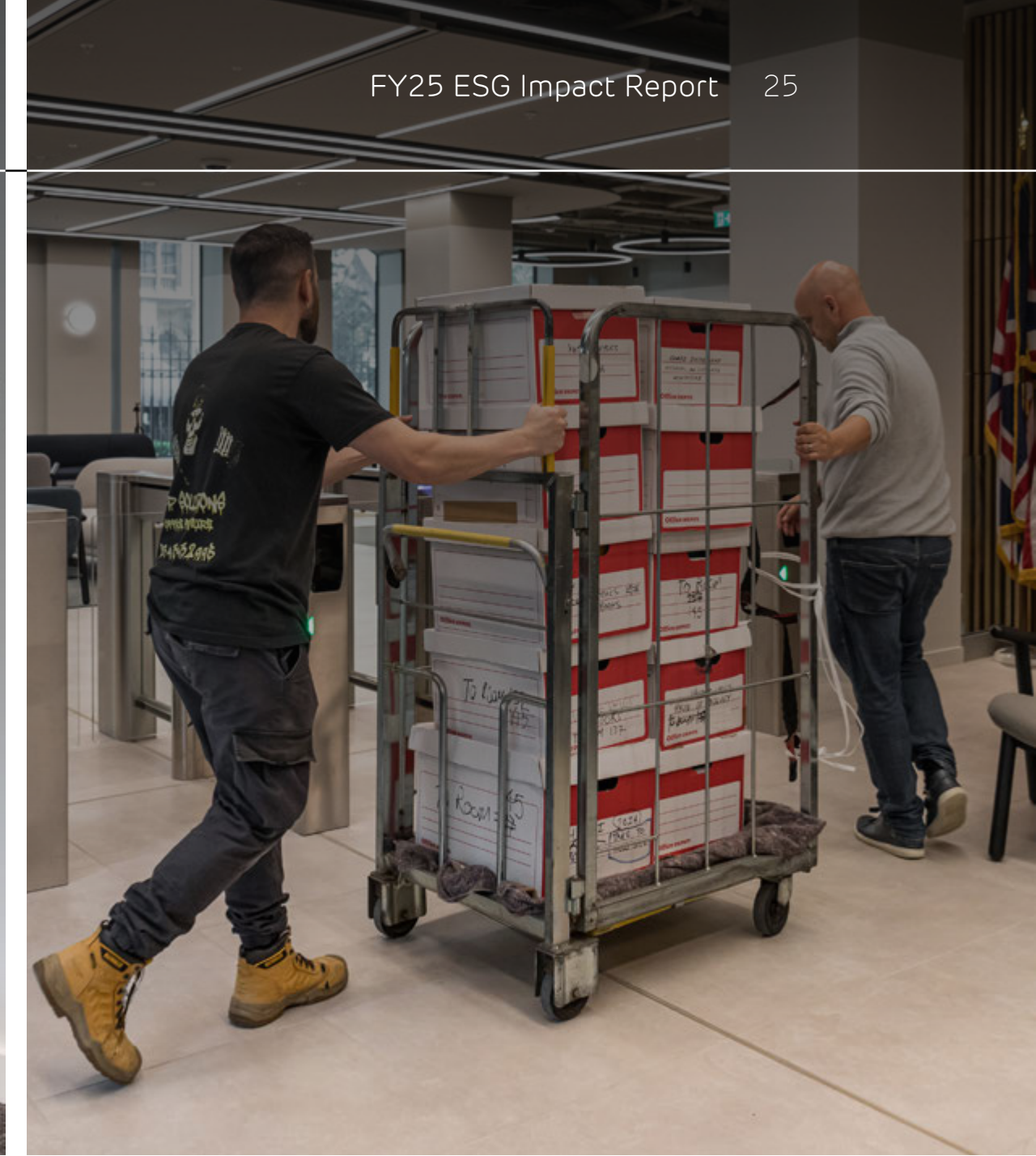
Working with international stakeholders, we developed a furniture reuse and donation strategy, auditing existing assets to identify items suitable for reuse, refurbishment or donation.

High-quality furniture was donated to Olive Academies, a trust that runs schools for young people at risk of exclusion. Remaining assets were reused or refurbished for the new campus, significantly reducing embodied carbon and waste to landfill.

Impact:

- **34,462 kg** of CO² emissions avoided through furniture reuse and donation.
- **28,592 kg** of furniture diverted from landfill.
- **1,332** items reused, refurbished, donated, or ethically recycled.
- Total savings from reuse on the project totalled **£6,681**.

This project demonstrates how a structured reuse and donation strategy can deliver measurable carbon reduction, minimise waste to landfill, and create positive social impact.



3. Responsible Procurement Programme

In FY25, we continued to develop our responsible procurement programme to assess the 300+ manufacturers on our approved suppliers list that we work with to ensure we can select the right products to meet our clients' budgetary, aesthetic, environmental and functionality requirements.

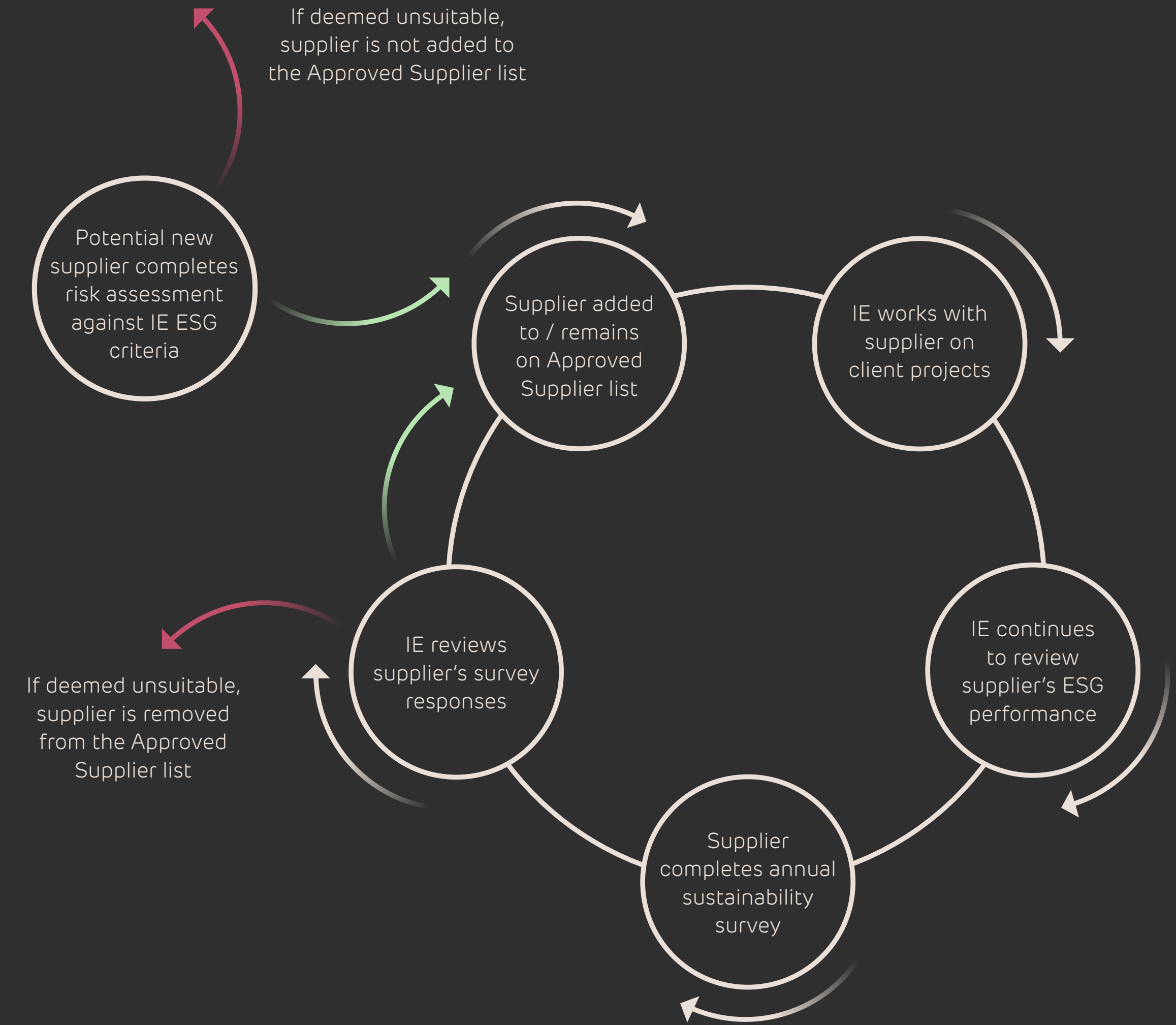
Our Sustainable Procurement Policy +

Our programme of continuous assessment allows our clients to be confident that any supplier we purchase from on their behalf complies with all legal and ethical standards.

All our suppliers must sign up to our **IE Supplier Code of Conduct**. Since the beginning of 2023, all new suppliers have also completed our ESG risk assessment survey, which allows us to flag any higher-risk activities that need further investigation.

We focus on:

- **Ethical Practices:** Verify that suppliers adhere to ethical business practices, including anti-bribery and anti-corruption.
- **Human Rights & Labour Standards:** Ensure that suppliers respect human rights and comply with labour laws, including no use of forced labour, child labour, or exploitative working conditions. This includes verifying compliance with modern slavery regulations.
- **Environmental Impact:** Evaluate suppliers' environmental practices, including their commitment to reducing emissions, waste, and resource consumption.
- **Supply Chain Transparency:** Assess the traceability of suppliers' supply chains, ensuring they can disclose the origin of materials and demonstrate adherence to ethical sourcing standards. This is crucial for high-risk sectors like timber, minerals, and textiles.
- **Regulatory Compliance:** Verify that suppliers comply with regulations relevant to their industry, such as health and safety laws, trade regulations, and certifications (e.g. ISO standards).





Social

Healthy People

Social

Long-term Goals

- Develop a workforce that is highly engaged with our ESG journey and our community / social investment plan.
- Create a culture of inclusion - that embraces diversity & enables equity.
- Ensure a safe and healthy workplace.
- Promote continual learning and development.

FY25 Objectives

- Commitment to fund match up to £10,000 to charitable causes.

Result: Match-funded £8,730 to make a charitable donation of £17,461.

- Commitment to increase our employee volunteering charity hours by 8%.

Result: We increased our volunteering hours by 6% during FY25 from 106 to 113 hours.

- Having zero health and safety non-conformance findings in our ISO and other external audits and no reportable incidents.

Result: External audit complete with no issues.

FY26 Objectives

- Commitment to fund match up to £10,000 to charitable causes.
- Commitment to increase our employee volunteering charity hours by 8%.
- Having zero health and safety non-conformance findings in our ISO and other external audits & no reportable incidents.



At IE, we recognise that our success is deeply intertwined with the wellbeing and empowerment of the people we interact with - our employees, customers, partners, and the wider community.

The social component of our ESG strategy is designed to ensure that we cultivate an inclusive and supportive workplace, contribute positively to the communities in which we operate, and create value for all stakeholders.

This section of the report outlines the steps taken to enhance employee development, foster diversity and inclusion, ensure health and safety, and contribute to social initiatives. Our commitment to social responsibility remains a key pillar in our overall sustainability efforts as we continue to uphold our company values and ensure that IE is a great place to work.

We have focused our efforts around the following areas:

1. Community Engagement & Social Impact
2. Diversity, Equity, & Inclusion (DEI)
3. Employee Wellbeing & Development



1. Community Engagement & Social Impact

In FY25, we chose to focus our community engagement work with three causes that are close to the people at IE.



1. Fundraising for Scleroderma & Raynaud's UK (SRUK)

In 2023, we lost our friend and colleague Danielle Turner, to complications caused by Scleroderma, a rare, chronic, auto-immune condition that causes the immune system to become overactive and attack healthy tissue within the body.

Since then we have honoured her by supporting SRUK, a small charity that had provided support to Danielle while she was alive and is the only UK charity dedicated to improving the lives of people with Scleroderma & Raynaud's phenomenon.

For the second year running, IE employees completed a sponsored 15-mile walk along the Thames Path, raising £8,730. As with the previous year, IE had decided that any funds raised up to £10,000 would be match-funded, bringing the total raised to £17,461.



1. Community Engagement & Social Impact

In FY25, we chose to focus our community engagement work with three causes that are close to the people at IE.



2. Supporting Rainham Foodbank

"It is an honour for IE to support a worthwhile cause and the local community. The experience is both humbling and inspiring."

Klavs Henriksen
Sustainability & Compliance Manager

Food banks are lifelines for many families, ensuring they have access to basic necessities during challenging times.

Every year, the Rainham Foodbank helps hundreds of families in need put food on their tables. As demand for their services grows, we've been supporting the charity's vital work in the community through our ongoing volunteering programme.

For the past four years, IE has been helping to raise awareness of their cause, collecting food donations outside local supermarkets. We also help out in their warehouse, packing food parcels and special Christmas hampers, helping families who would otherwise struggle to feed themselves over the festive period.



1. Community Engagement & Social Impact

In FY25, we chose to focus our community engagement work with three causes that are close to the people at IE.

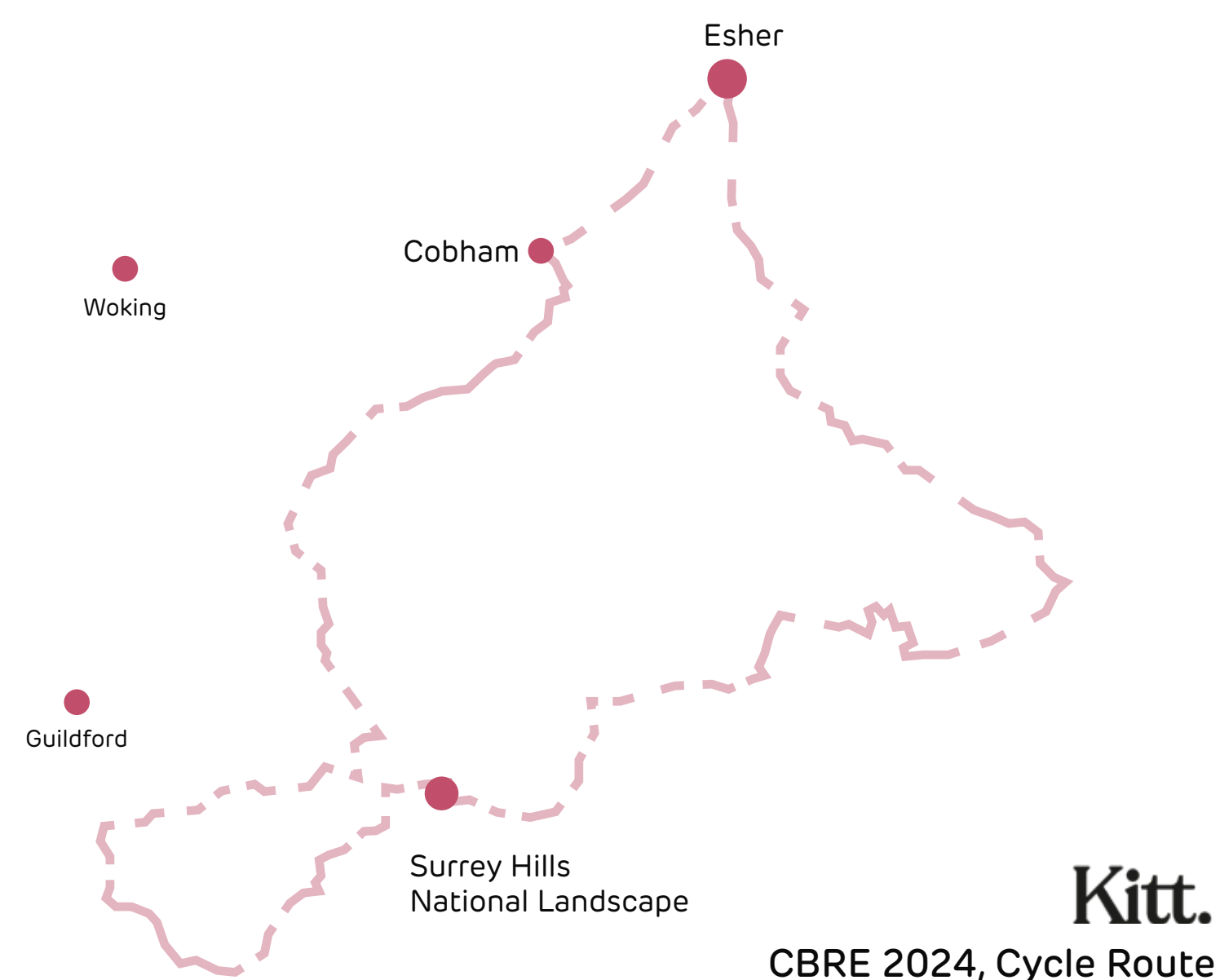


3. Supporting Alzheimer's Society



This year, three members of the IE team took on CBRE's Great Property Bike Ride to raise money for Alzheimer's Society - a charity that works to improve the lives of people affected by dementia and their families. They fund groundbreaking research, working towards a world where dementia no longer devastates lives.

Neil Hallam, Marc Aston and Nick Stewart rode 78km alongside friends from Kitt, each raising **£150** for the charity.



Kitt.
CBRE 2024, Cycle Route

1. Community Engagement & Social Impact

Helping in every way we can.



As part of our efforts to reduce waste and move materials up the waste hierarchy, we identified an opportunity to divert waste timber and timber-related products to the Riverside Timber Recycling Project.

The project focuses on collecting non-hazardous wood waste from Northeast London and surrounding areas, diverting it from landfills. The wood waste is stored on their site and is disassembled so the wood is clean from nails the wood can be sold or used for other projects.

On the site is also a workshop for ACE, which is part of Voluntary Action Epping Forest. RTR provides workspace, materials, and guidance for woodworking projects. This initiative supports individuals facing challenges or disabilities, offering opportunities to learn essential skills by upcycling furniture and creating items from the reclaimed wood.

The timber is used in three main ways:

- Sale of timber and joinery, sheet materials to the public as well as businesses and a few products they tailor make. Examples mentioned were repairing broken pallets, constructing bespoke down-sized pallets to fit a single oil drum, and constructing garden furniture.
- Passing materials on to ACE for their needs,
- Chipping and sale of residual wood for energy.



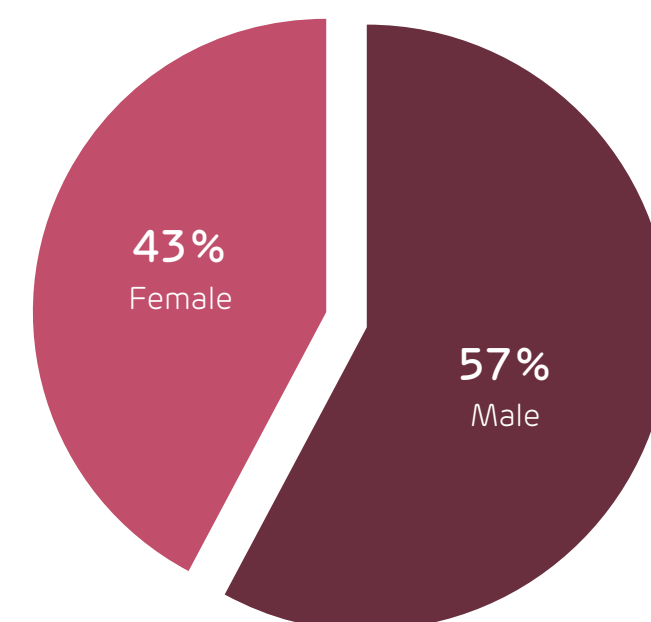
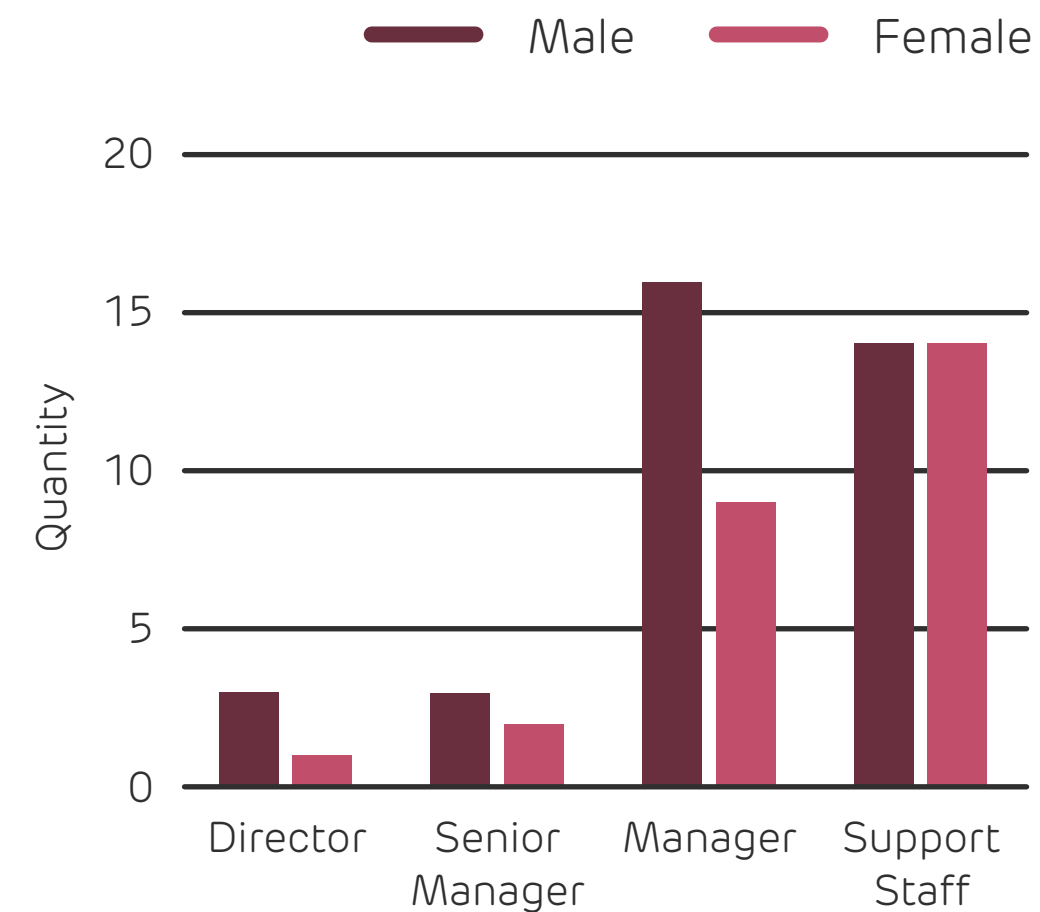
2. Diversity, Equity & Inclusion (DEI)

Our commitment to diversity, equity, and inclusion is at the heart of everything we do. We strive to create an environment where every individual feels valued and can contribute to their fullest potential. By embracing different perspectives and fostering an inclusive culture, we aim to build a workplace where all voices are heard, and everyone has the opportunity to succeed and thrive. Together, we are continually evolving to promote belonging in all aspects of our work and the broader communities we serve.

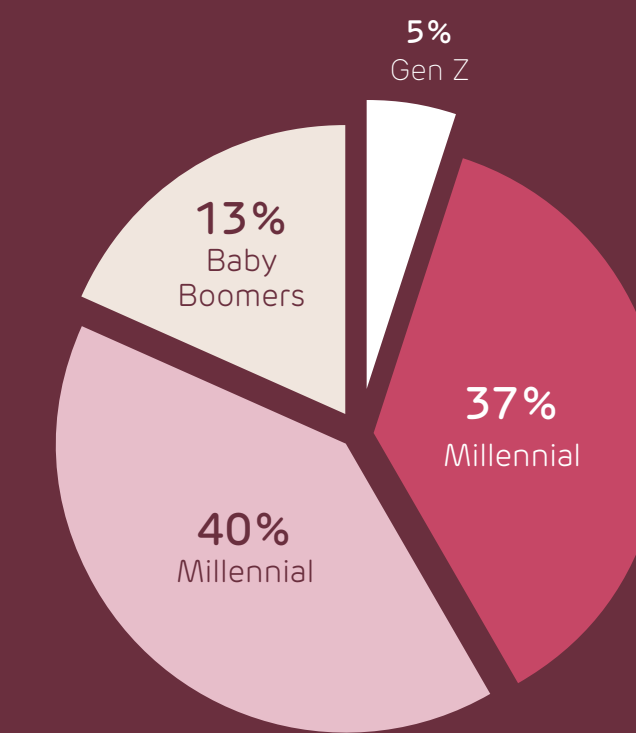
We are committed to creating a diverse environment and are proud to be an equal opportunities employer. We seek to ensure that individuals are selected, promoted and treated on the basis of their individual skills and abilities regardless of race, colour, nationality, creed, ethnic or national origins, sex or sexual orientation, marital status, or disability.

As part of our DEI education programme, all employees go through online DEI training courses each year.

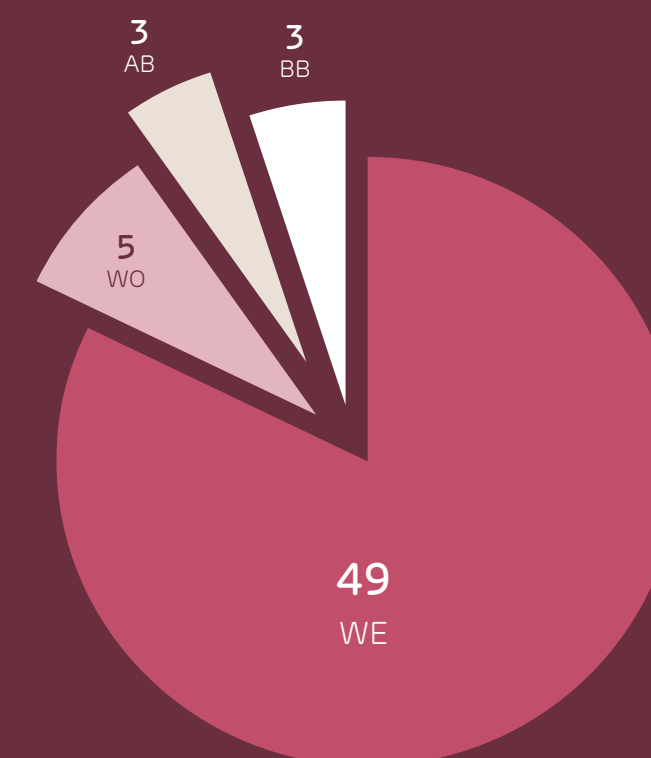
Our DEI statistics across the company:



Gender Split

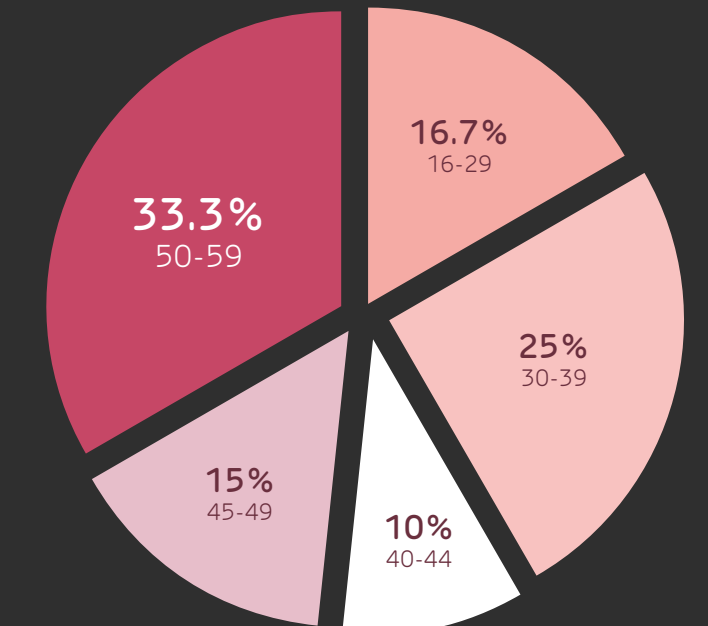


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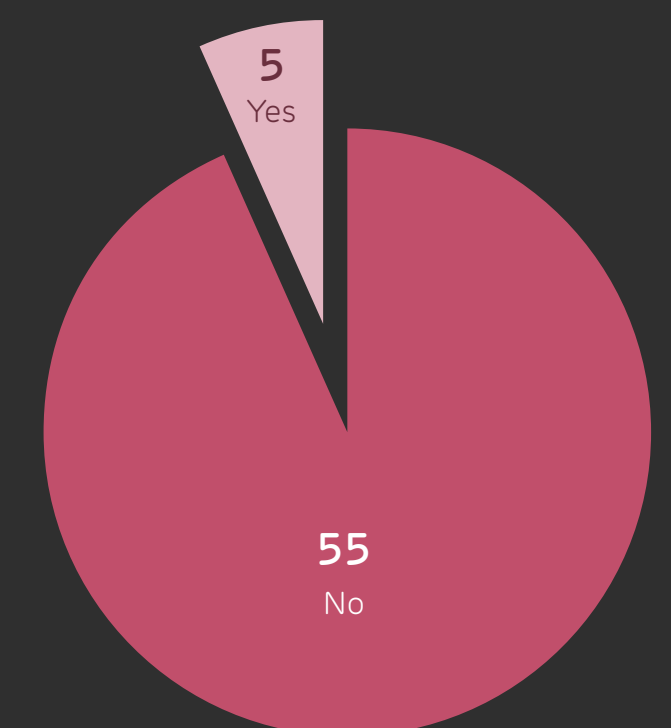


Equal Opportunities

WE: White English
WO: White Other
AB: Asian / Asian British
BB: Black / African / Caribbean / Black British



Age Demographic



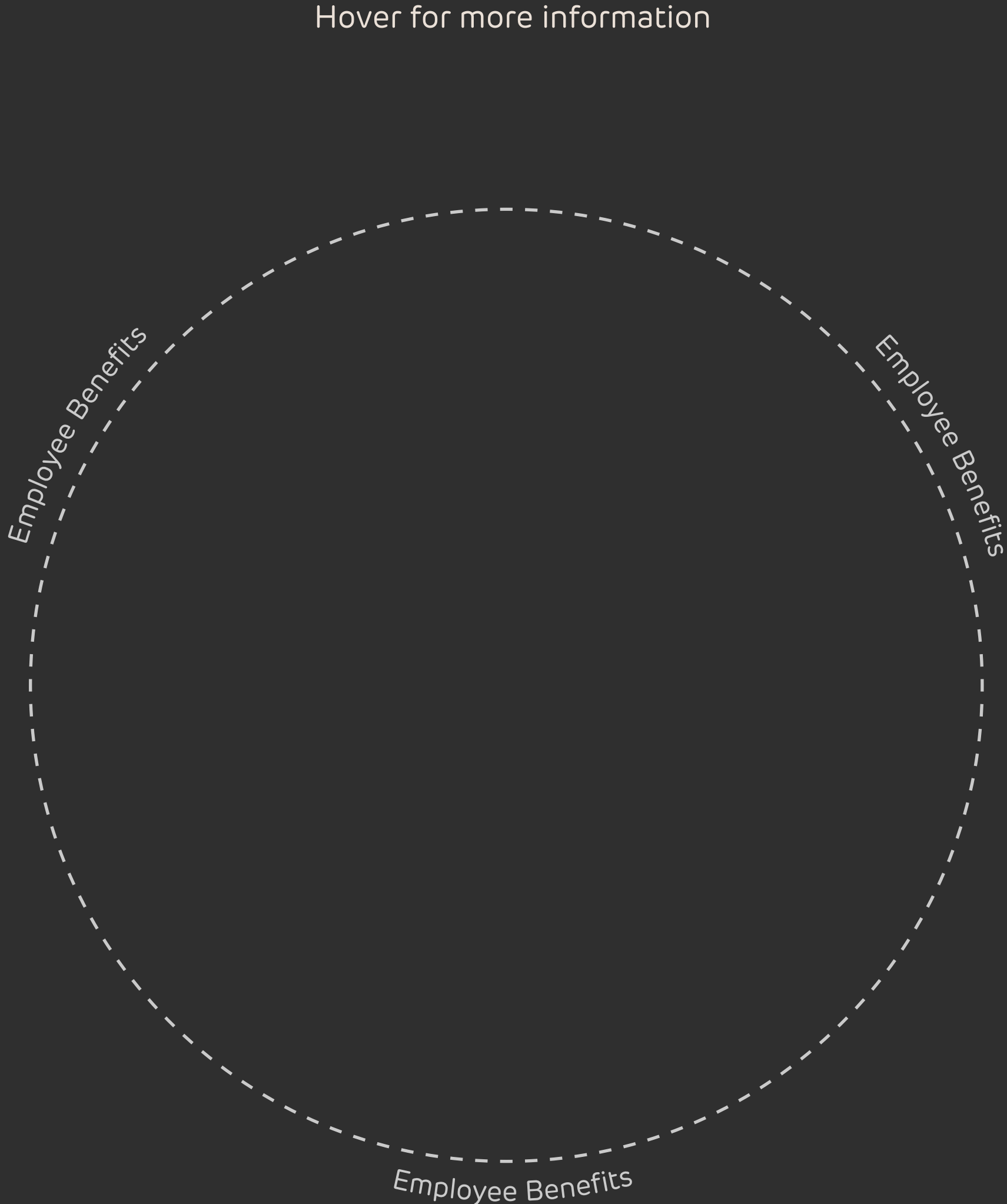
Disability

3. Employee Wellbeing & Development

We're here to help our employees through life's ups and downs, making sure they feel happy and healthy both at work and at home.

Supporting our team has always been a priority, but with the rising cost of living, it's more important than ever. The UK is facing its toughest financial period in recent times, with inflation, fuel, and energy prices putting a real strain on people. As an employer, we know we need to step up and do more to support our team during this tough time.

That's why we've set up various programs to help, whether it's with challenges at work or in their personal lives.





Listening to our employees

Your Voice: Our employee forum

As well as the employee survey, we hold quarterly meetings of our employee forum – Your Voice. Representatives from different departments cross the company meet to discuss a range of issues focused on improving the working experience at IE. Employees can raise any issues through their representative with the meeting minutes being discussed and responded to by the IE management team after each meeting.

Whistleblowing

If employees wish to report anything more serious in a confidential manor, we have a 24 hour whistleblowing hotline operated on behalf of our parent company Steelcase by an independent company that specialises in dealing with workplace concerns. A communication specialist who works for this third-party, will listen to any concerns and create a confidential report that follows the process outlined in our whistleblowing policy.

Training & Development

We're committed to providing ongoing learning and development opportunities for our employees to help them grow and feel fulfilled in their work. We know that everyone here plays a crucial role in IE's success, and it's our responsibility to make sure they have the tools and skills they need to do that.

To support this, we have personal development plans that are updated twice a year as part of our appraisal process. These plans help identify areas of interest and self-improvement where we can invest in training. We see this as essential to both the growth of our employees and the overall success of the company. By allowing our team members to prioritise their development, we believe they'll feel more fulfilled, both professionally and personally.

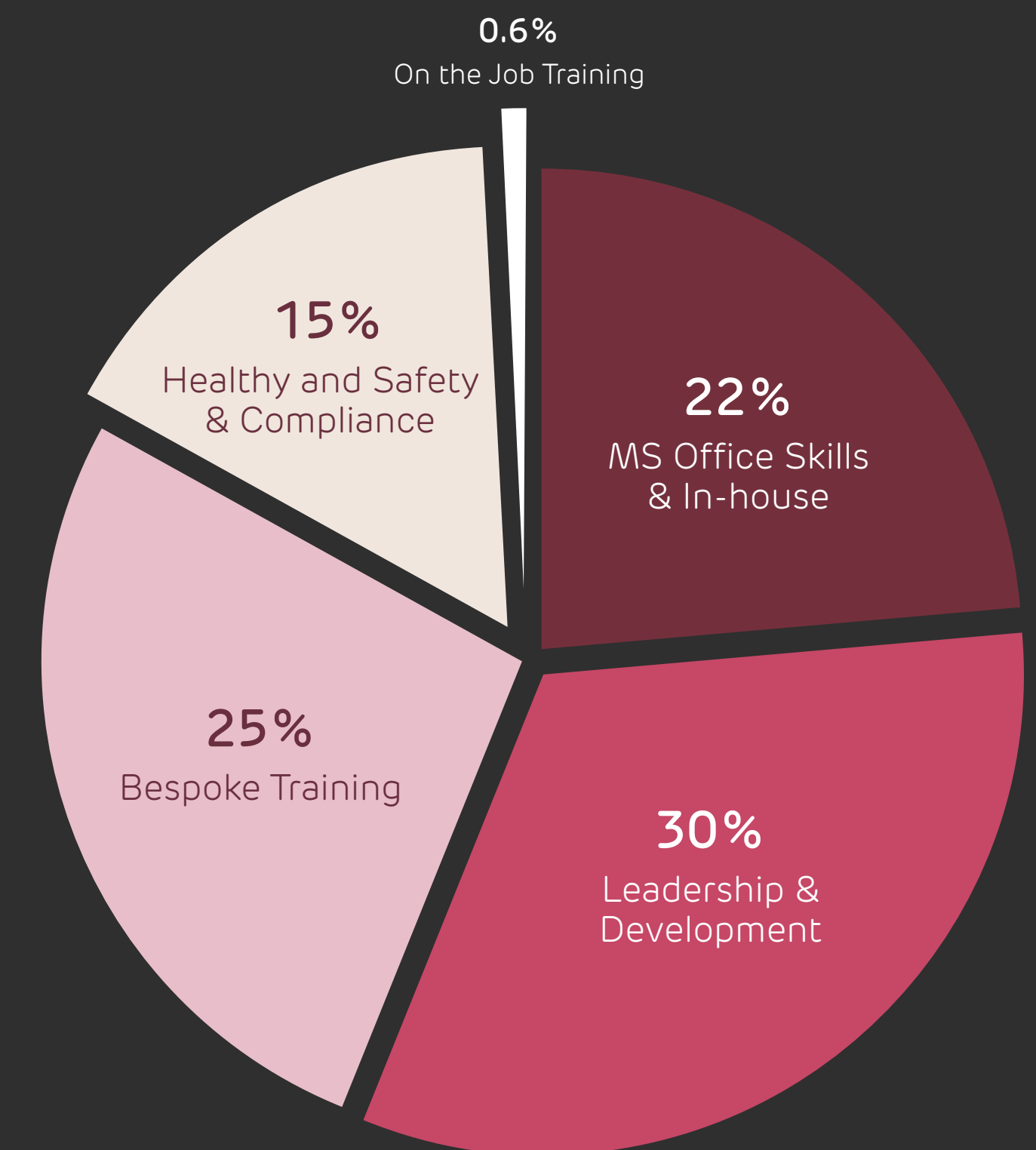
The outcome of these plans is a customised training and development plan for each employee, outlining their specific training needs for the year. This often includes a blend of formal and informal training, like working in other departments or going on-site visits to gain a broader understanding of our business.

Development Training

Alongside our customised training plans and job specific training, we have a number of online and in person training courses that cover a range of topics to help our employees grow their skills and knowledge:

- Leadership, Management & Development.
- Anti-bribery & Corruption.
- IT Security, Scams & Phishing.
- Equity, Diversity & Inclusion.
- Modern Slavery Act.
- ESG.
- Health & Safety.
- Compliance.
- Computer & Office Skills.
- All employees have access to LinkedIn online training.

In FY25, our employees spent an average of 13.9 hours in training courses.



Development Training FY25



Governance

Healthy Culture

Governance

Long-term Goals

- Meet best practice in governance matters.
- Continue to be compliant with existing and new UK legislation.
- Deliver acceptable & sustainable ROI to our Shareholders.
- Achieve an external recognised international sustainability certification.

FY25 Objectives

- Delivering a plan for annual training updates for:
 - Carbon Awareness.
Result: Complete.
 - Product Declaration.
Result: Complete.
 - Greenwashing.
Result: Complete.
- Develop a voluntary disclosure plan via our statutory accounts for FY25.
Result: Complete.
- Deliver the FY25 Business Plan.
Result: Complete.
- Continue to be EcoVadis Gold rated.
Result: Complete.
- Become B Corp™ Certified.
Result: Complete.

FY26 Objectives

- Delivering a plan for annual training updates for:
 - Carbon Awareness.
 - Product Declaration.
 - Greenwashing.
 - Sustainable IT Use.
 - Responsible Procurement.
 - Waste Management.
- Developing a voluntary disclosure plan via our statutory accounts for FY26.
- Deliver the FY26 Business Plan.
- Continue to be EcoVadis Gold rated.



Effective governance is at the core of our Environmental, Social, and Governance (ESG) strategy, ensuring that we uphold transparency, accountability, and ethical conduct in all aspects of our business. Our approach to governance is designed to align our operations with best practices, meet the expectations of stakeholders, and support our long-term sustainability goals.

This commitment is reflected in our robust governance framework, active leadership engagement, and a strong focus on integrating ESG principles throughout our decision-making processes.



We have identified three key topics in our Governance pillar:

1. Governance Structure

Successful integration and effective management of sustainability at a company requires committed leadership, clear direction, and strategic influence - and none of this will happen without a robust governance structure.

2. Compliance

By ensuring all activities meet all our compliance obligations, IE will always act in good faith.

3. External ESG Assessment

An assessment will ensure that we are transparent and accountable.

1. Governance Structure

We commit to following best practices in governance matters and delivering acceptable and sustainable ROI to our shareholders.

Governance at IE

As a wholly owned subsidiary of Steelcase, we have responsibility and accountability for operating a safe and efficient business.

Governance at IE is based on the principle of bringing together empowered, distributed decision-making and empathic leadership. We believe curating this culture while simultaneously encouraging employees to find their voice drives a unique culture consistent with our core values of treating people with dignity and respect. Moreover, it brings our purpose to life, paving the way to unlock human promise for all employees.



1. Governance Structure

IE strives to maintain the highest ethical standards in our operations. We want to do not only what is right but what is best. And we want everyone we engage with to know this is how we do business.

The IE executive team and Board of Directors strive to continuously maintain our values as we cultivate and grow this culture throughout the organisation.

The Board of Directors meets every quarter. As part of their agenda, they are constantly reviewing opportunities at the highest level, from succession planning to disaster recovery, to ensure we have business continuity. The senior management team meet monthly to discuss strategy and weekly on operational topics.

ESG Governance

ESG Governance at IE is based on three principles:

- Commitment begins at the top - The statutory directors are responsible for ESG, and relevant topics are discussed at board meetings and senior management meetings.
- Accountability must be established and communicated clearly - Accountability is managed throughout IE, and sustainability and environmental issues are integrated with other business goals.
- Governance is aligned with our business imperatives – Sustainability is ingrained in the existing business model, organisational structures and decision-making processes.

We have a full-time Sustainability and Compliance Manager reporting to the COO to ensure that all aspects of ESG are implemented and understood across IE.

ESG is also the responsibility of every individual of IE. For example, in our warehouse, our staff will pay attention to environmental or health and safety matters, our planners will plan deliveries in a fuel-efficient way, and our buyers will monitor non-compliant suppliers.





Employee Committees

Employee Engagement

We have created two employee committees to improve engagement, foster communication, and support specific goals. The two committees have distinct separate roles one focussing on general employee engagement, and health and safety and the other focussing on our ESG journey. These committees encourage employee input, promote innovation, and help manage change.

Role of The Voice

We have established an employee committee dedicated to promoting colleague welfare as well as Health and Safety. This committee serves as a forum for discussing wellbeing initiatives, addressing safety concerns, and fostering a supportive workplace environment, ensuring that employee needs and safety standards are consistently met across the organisation.

Role of the ESG Committee

To ensure specific focus on our ESG commitment, we have established an employee ESG Committee that is chaired by our COO to ensure top management sponsorship and commitment. This committee serves as a vital component of our governance structure, providing a platform for employees to actively contribute to the development and implementation of our ESG initiatives.

2. Compliance

We commit to continued compliance with existing and new UK legislation.

In FY25 we were successfully recertified to:

- Quality (ISO 9001),
- Environment (ISO 14001),
- Health and Safety (ISO 45001).

These certifications remain the cornerstone of our compliance initiatives.

Internal Audits

We have set up an internal audit function within IE, led by our Sustainability and Compliance Manager, to ensure we conform to the ISO requirements that we have implemented and that our managers and staff understand and follow those requirements.

This year, in our drive to meet best practices in governance matters, we identified several areas where we have improved our company policies, ensuring that we are at the forefront of meeting our compliance obligations.

View our policies and certifications online [here](#) +



Integrated Management System

IE has an integrated management system certified by BSI. In this, we manage our quality, as well as our environmental and social responsibilities.

We recognise that respect for society and the environment are critical success factors. As well as being the right thing to do, we apply the principles of ISO 26000 to our day-to-day management of IE within our integrated management system.

Using our core business values to guide commitments and fuel action, we are shaping a future that continues to protect the environment, fosters transformational social impact, and sustains a culture where all people feel empowered.

Compliance & Ethics

During FY25 focused on further strengthening our governance structures around compliance and ethics.

All staff have had intensive training on Anti-bribery & Corruption, Equity, Diversity & Inclusion, as well as Modern Slavery Act and recognising the signs of modern slavery. We have also improved our processes around supplier due diligence to minimise the risk of modern slavery as well as illegal logged timber in our supply chain.



Risk Management

Comprehensive risk management in IE involves a systematic approach to identifying, assessing, and mitigating risks across all aspects of the business. It integrates strategic, climate change, operational, financial, compliance hereunder modern slavery, and reputational risks into a cohesive framework that allows us to anticipate and manage potential challenges effectively.

To maintain accountability, IE's top management reviews progress and updates on risk mitigation efforts, involving cross-functional teams and key stakeholders. This approach ensures that risks are managed proactively, allowing us to respond quickly to challenges while maintaining operational resilience and supporting long-term growth.

3. External ESG Accreditation

We are committed to demonstrating our ESG performance and improvements through the use of external, recognised international ESG certifications.



EcoVadis

In FY24/25, we were able to demonstrate our improvements in ESG by successfully gaining a gold EcoVadis medal, going from being in the 50th percentile of top performing companies from our application in 2022 to the 96th percentile in FY24.

This was a giant leap forwards for us in a short space of time and provided recognition of all the hard work that has gone in to transforming our business.

Our target for FY26 is to retain our EcoVadis gold rating.

Certified



B Corporation™

In FY25 we officially became a certified B Corporation™. This certification represents a global movement of organisations using business as a force for good.

Achieving B Corp status requires meeting some of the most rigorous standards for environmental stewardship, ethical governance and community impact.

For us, it also reflects the journey we've been on for many years, continuously strengthening the way we operate, serve our clients, and contribute to a more sustainable and equitable future of work.





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Certified



Corporation