

ESG Impact Report

FY24

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 second annual ESG report that we've produced, building upon the foundations we set last year. 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 2024, 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.

Alan Fawzy
Chief Operating Officer



Our Achievements at a Glance

We've made a lot of progress in the year, including the reduction of our GHG emissions by more than 25%, and retaining our EcoVadis Gold rating for the second year running.



For the 2nd year in a row, we've been awarded a gold medal from EcoVadis - one of the world's most trusted providers of business sustainability ratings. IE scored in the top 4% of all companies assessed this year.



Environmental Healthy Planet

- Reduced GHG emissions by more than a quarter in FY24.
- Measured and reported on Scope 1, 2 & 3 GHG emissions to ISO 14064 compliance.
- Reduced emissions from operational waste by 20% and had zero waste to landfill.
- Increased the percentage of waste recycled by 14.1%.
- Grew reuse services by 16%.
- Future focus on halving Carbon Emissions by 2030 and becoming net zero by 2050.



Social Healthy People

- Raised £17,488 for Scleroderma & Raynaud's UK.
- Increased our volunteering hours by 91% during FY24.
- Training and development plans completed for all employees.
- Employee survey carried out. 62% Employee Engagement Score.
- Future focus to fund match up to £10,000 to charitable causes in 2025 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.
- Future focus to become a B Corp certified company in 2025.

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

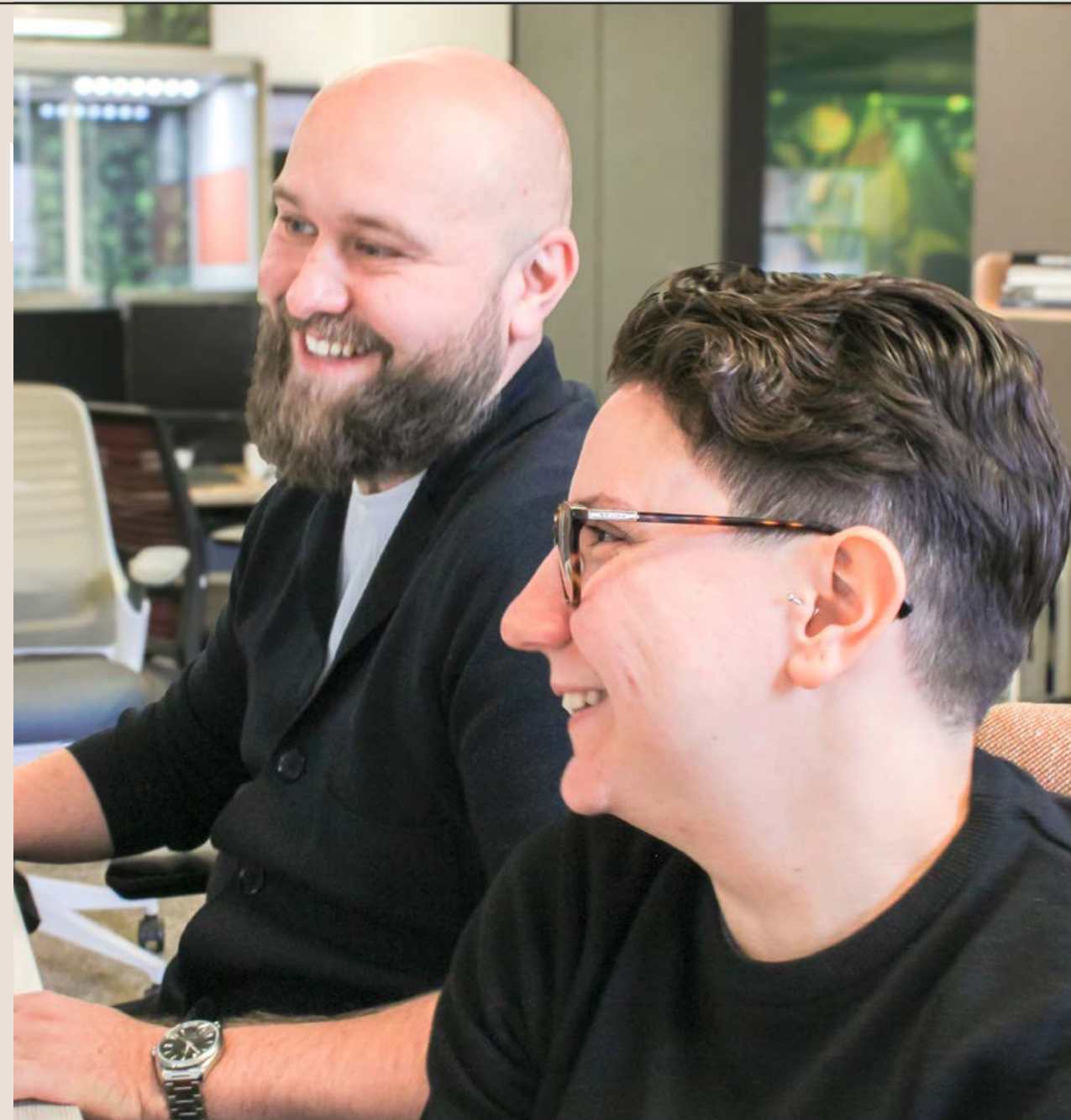
Insightful Environments is one of the UK's largest integrated furniture and workplace design companies. We are more than 60 workplace experts who leverage furniture, design and insights to create better work experiences wherever work happens.

We have a national presence across the UK operating from three locations: London, Rainham and Leeds. We partner with some of the largest companies in the world, helping transform interiors into desirable, sustainable and innovative working environments throughout the UK and across Europe.

Our Mission

Our mission is to create better work experiences for people, wherever they work.

We promise to do this in a socially responsible, ethical and sustainable way that positively impacts our customers, employees and stakeholders whilst minimising our impact on the planet.



Work Healthier

Spaces that keep your people happy, engaged and productive.



Work Smarter

Combining furniture, design and global insights to solve real business issues.



Work Sustainably

Environmentally and socially responsible approaches to furniture and design.

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. Tell the Truth

Making sure we act honestly in everything we do.

2. Act with Integrity

We act with integrity at all times, building trust and confidence at every opportunity.

3. Keep Commitments

Never knowingly letting each other or customers down, respecting the commitments others make to you.

4. Treat People with Dignity and Respect

We have a shared purpose, showing empathy and support for the people around us.

5. Promote Positive Relationships

We have a shared business purpose that nurtures the wellbeing of staff and supports the community around us.

6. Protect the Environment

Making sure everything we do is sustainable, to understand our clients and develop sustainable workplaces that work for them.

7. Excel

Always working hard and supporting each other, showing leadership and going the extra mile.



We're very proud to have been awarded an EcoVadis Gold rating.

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 have retained it in 2024.

Based on our performance in FY24, Insightful Environments scored 75/100, which places the company in the top 4% from all the companies they assessed in the last 12 months.

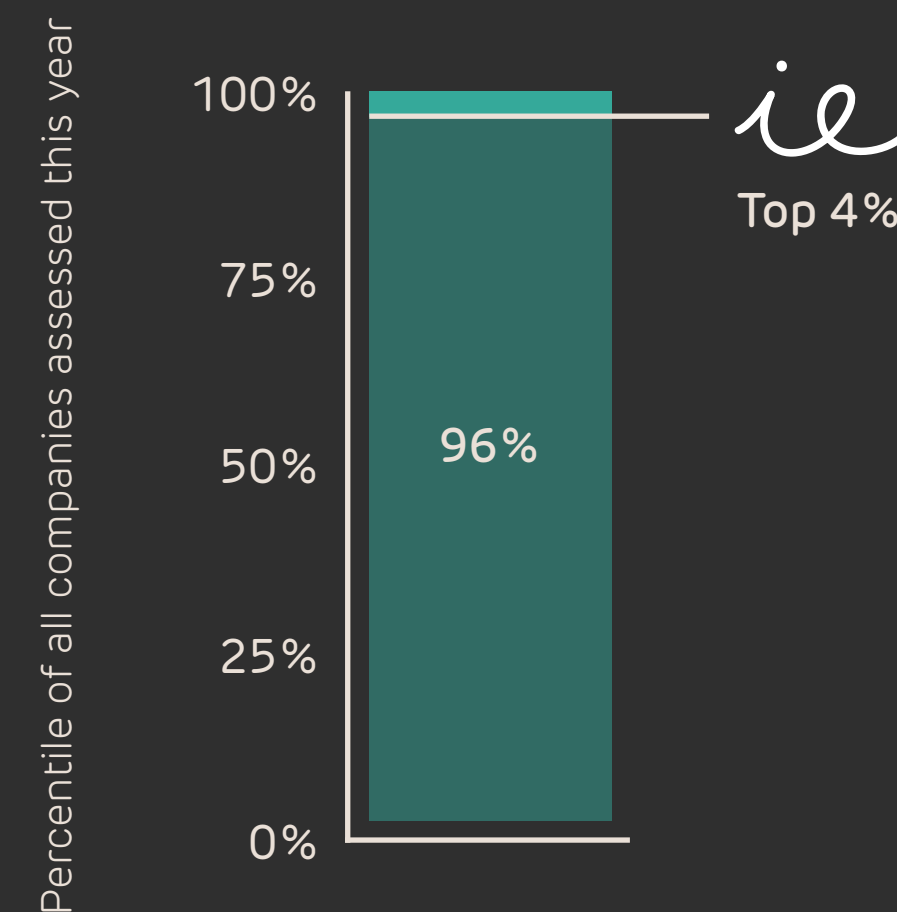
EcoVadis is the global standard for business sustainability ratings. The EcoVadis assessment evaluates 21 sustainability criteria across four core themes: Environment, Labour & Human Rights, Ethics and Sustainable Procurement.

EcoVadis Gold Award

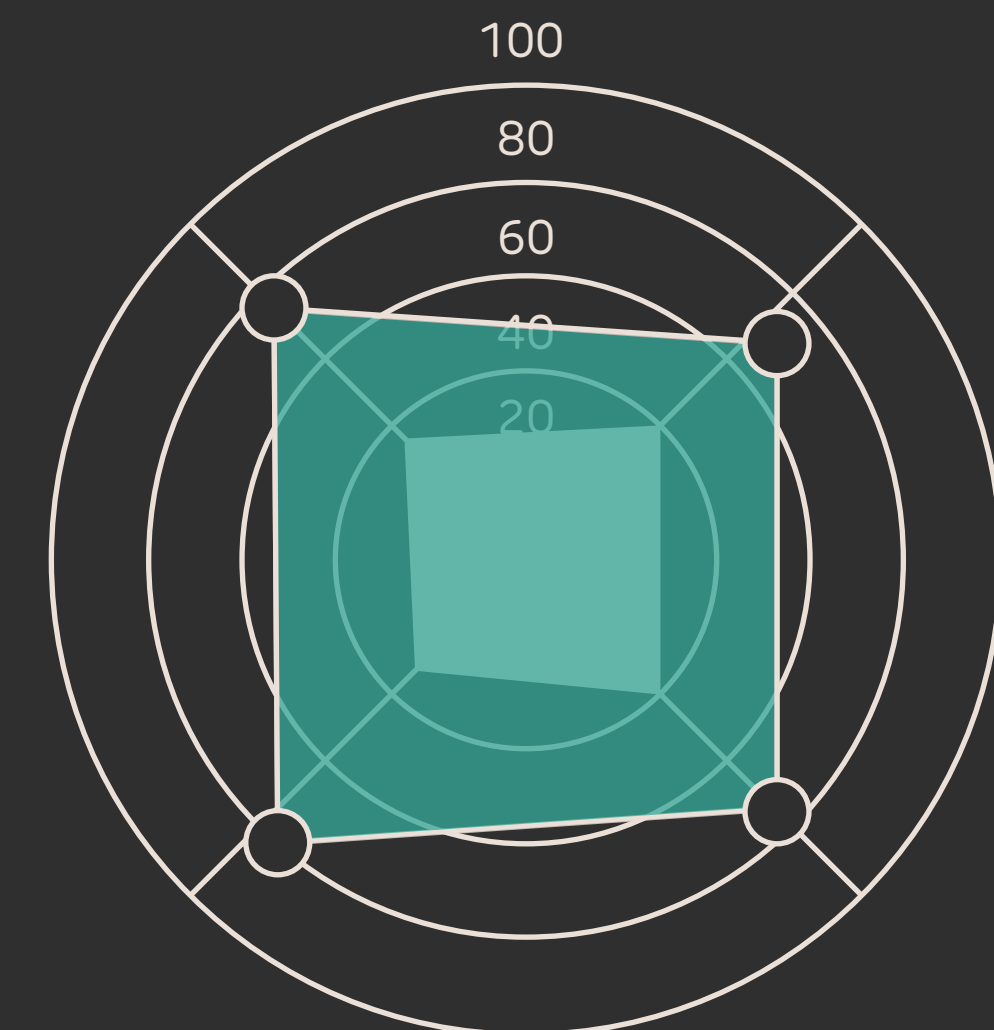
A summary of the IE score against these themes can be seen below:



IE Score in the Top 4% of Companies Assessed



Theme Score Comparison



● All companies rated by EcoVadis

● 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

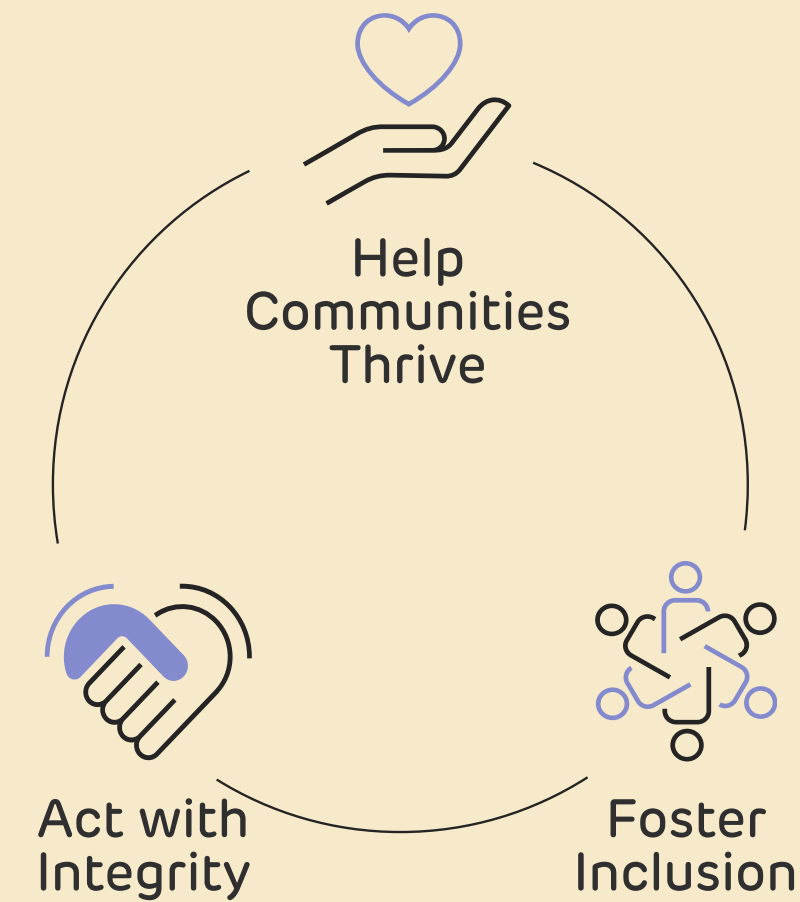
Governance

Steelcase

Working Towards *Better* Futures

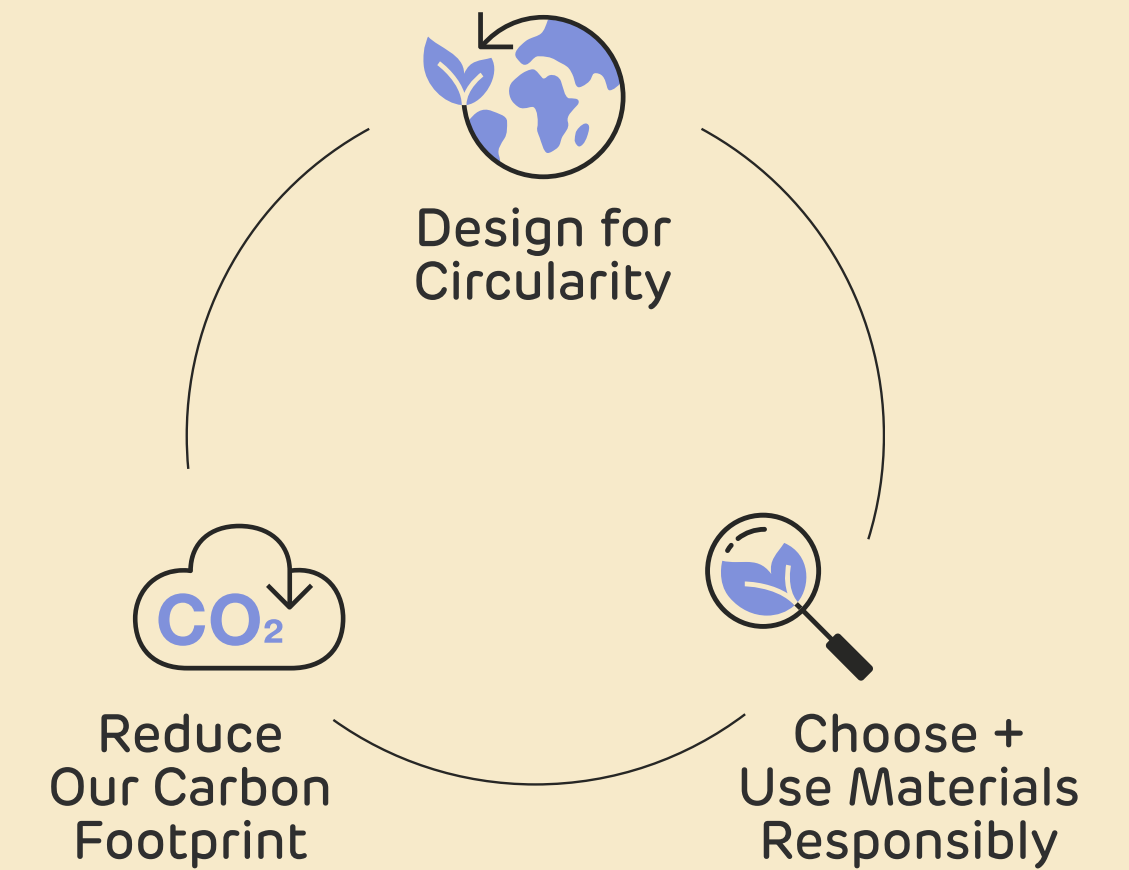
Our parent company, Steelcase, is a global design and thought leader in the world of work that has been making a difference for more than a century.

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 reduce their own operations' emissions by 50% by 2030 and get to net-zero emissions by 2050.
- Steelcase is the first to offer carbon-neutral certified products, now including a carbon-neutral offering for their leading task chairs.
- 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 Flex Perch stool, which is made of recycled incinerator-bound electronics plastic and the new 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 increase recycled content in their packaging by 2030.

Find out more about Steelcase's approach to ESG:



2024
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:



AMERICA'S CLIMATE LEADERS

— 2024 —

BEST EMPLOYERS FOR DIVERSITY

— 2024 —

MOST TRUSTWORTHY COMPANIES IN AMERICA

— 2024 —

BEST LARGE EMPLOYERS

— 2024 —

AMERICA'S GREATEST WORKPLACES FOR WOMEN

— 2024 —

CORPORATE EQUALITY INDEX PERFECT SCORE

— 2024 —





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.

FY24 Objectives

Reduce GHG emissions from operations by 8% in FY24.

Result: 25.14% reduction in emissions. 8.13% reduction in emissions per £million of turnover.

Zero waste to landfill.

Result: 100% of waste diverted from landfill.

Review all IE waste streams to optimise reuse and recycling and move waste up the waste hierarchy.

Result: We increased the percentage of our overall waste that was recycled rather than put through Waste to Energy Schemes by 73.9%.

Develop a tool to make informed sustainable procurement decisions.

Result: Ongoing.

FY25 Objectives

- Reduce GHG emissions from operations by 8% in FY25.
- Develop a tool to make informed sustainable procurement decisions.
- Continue Zero waste to landfill.
- Reduce overall waste by 8% and increase the percentage of our waste that is recycled.



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



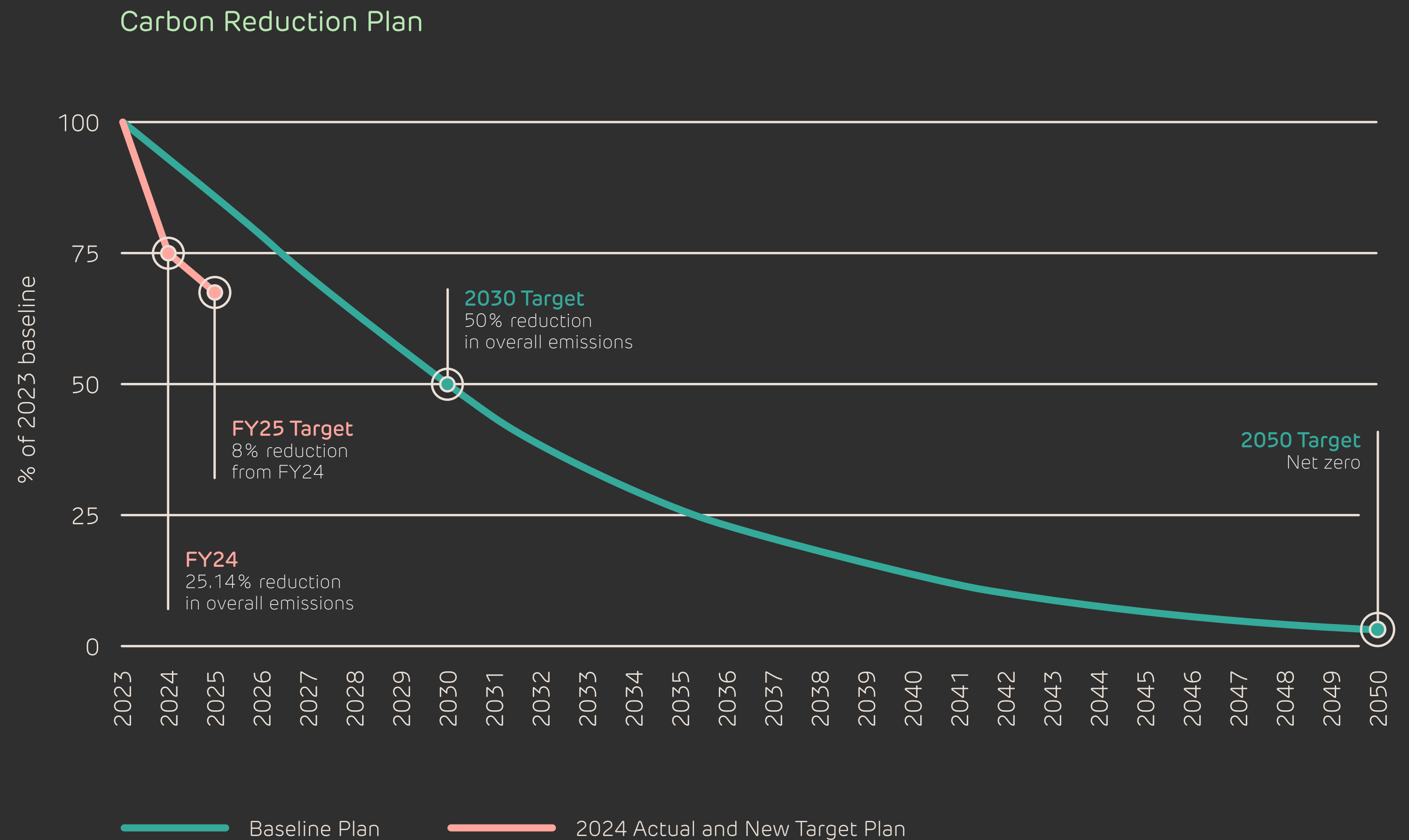
1. Reducing Our Carbon Footprint

After defining and collecting carbon emission data for Scopes 1, 2 & 3 for the first time in FY23, we have now set our carbon reduction plan goal to halve our carbon emissions by 2030 from a baseline taken in FY23.

This new goal has helped us set annual targets to benchmark our progress towards net zero emissions by 2050 for Scope 1, 2 & 3 emissions.

Our first target in FY24 was to reduce our overall carbon footprint emissions by 8%. Our results showed a 25.14% reduction compared to our FY23 baseline figure.

Our next target for FY25 will now be a further 8% reduction on the FY24 emissions.





"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

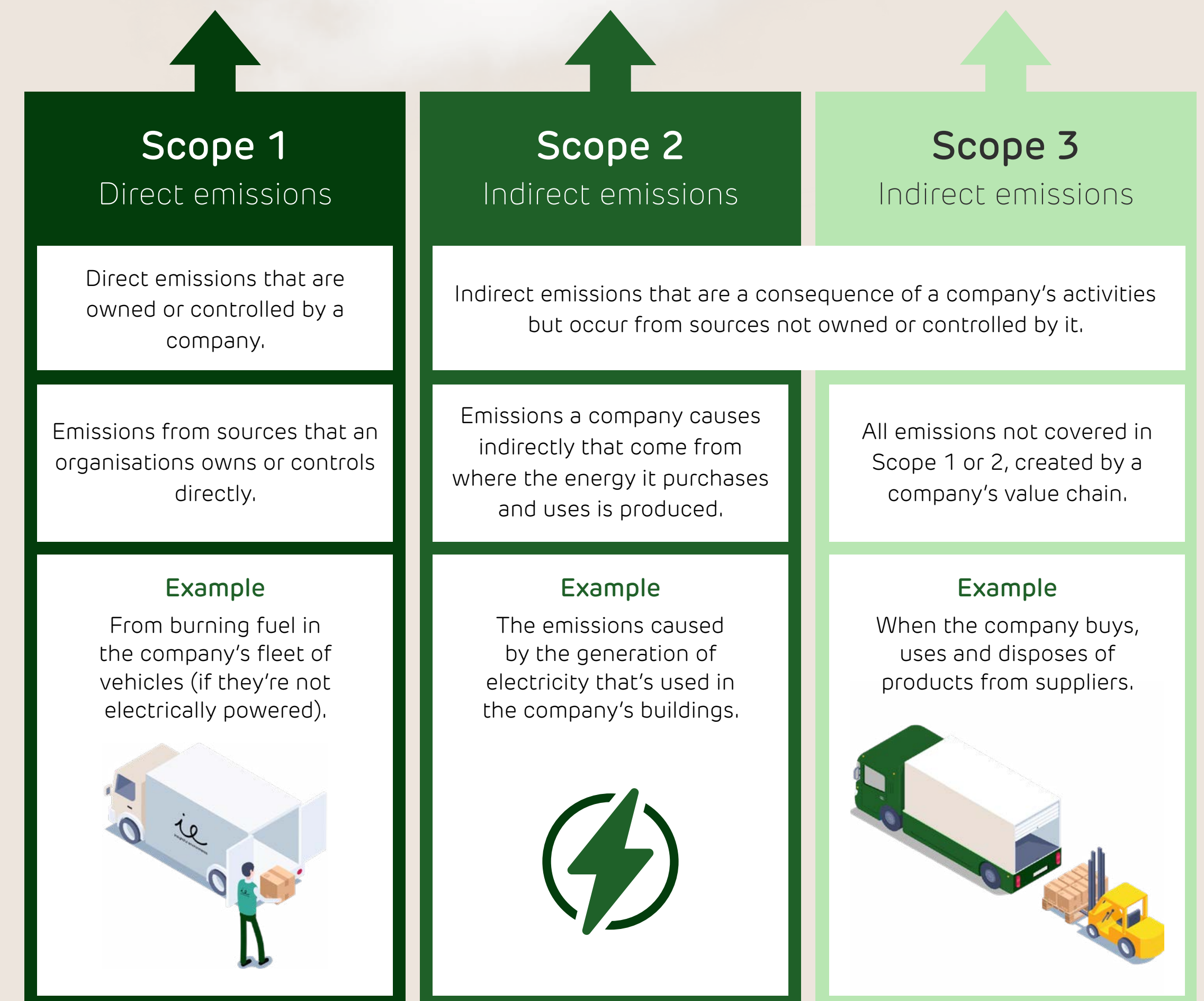
We have worked with [Neutral Carbon Zone](#), a leading carbon management company, to accurately measure our Scope 1, 2 & 3 emissions.

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: FY24 Data

Absolute Emissions

	Absolute Emissions (tCO ₂ e)		% Change
	FY23	FY24	
Scope 1	88.57	96.72	+9.20%
Scope 2	17.61	18.29	+3.86%
Scope 3	6948.16	5165.56	-25.66%
Total	7054.35	5280.56	-25.14%

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 2024 show an 8.13% reduction in emissions.

Intensity Metrics (tCO ₂ e)		
Scope 1+2+3 Emissions / Revenue (£ millions)		% Change
FY23	196.72	
FY24	180.72	-8.13%



Carbon Emissions: FY24 Data

In FY24, we saw a **25.12%** reduction in overall emissions. This was mainly due to a 31% reduction in emissions from purchased goods and services, which comprised 82% of our total footprint this year.

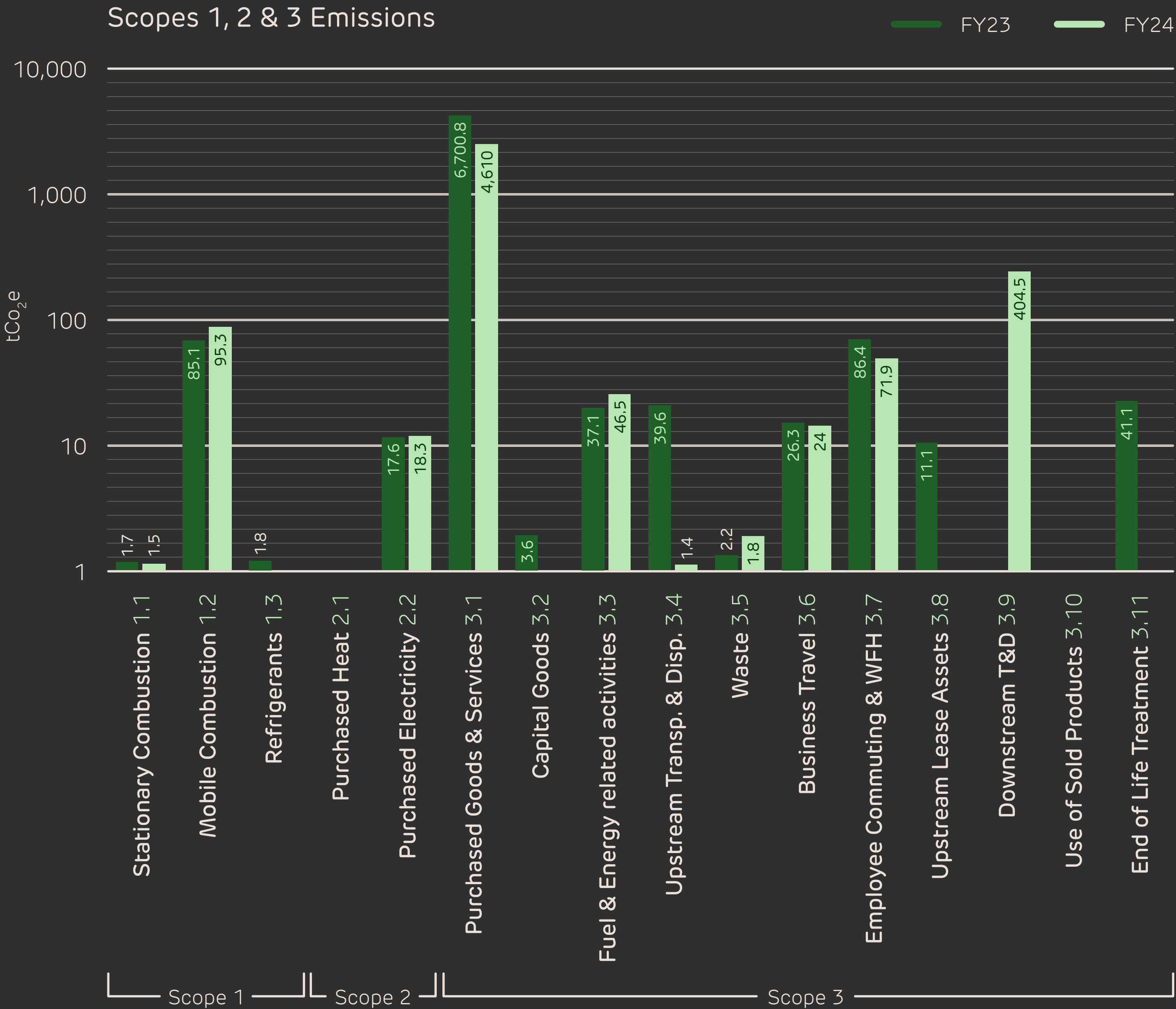
After analysing the results last year, it was clear that this was the largest emissions category by far and provided us with the most significant opportunities for reductions.

The reductions that we’ve seen can be attributed to several factors:

- Clients demanding more sustainable furniture.
- The industry producing more sustainable furniture.
- The increased focus on reusing furniture.
- Our efforts to educate clients on the environmental impacts of their choices and our push to choose more sustainable furniture options.
- A reduction in our turnover also means that fewer goods were purchased. (However, our intensity metrics still show a reduction of 9.93%, irrespective of turnover).

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 increased by 8.2% in FY24. We attribute this partially to a change in reporting methodology where electricity usage from our leased premises has been moved from Scope 3 to Scope 1. Additionally our emissions from vehicles also increased due to a shift in the profile of the services that we delivered. As part of the growth in the delivery of reuse services, we have been driving further to audit customers’ furniture stock. We have also moved from individual deliveries by third-party hauliers to multi-drops in our own vehicles.

From FY23 to FY24, IE changed to Neutral Carbon Zone for assessing our carbon footprint. This has no implications for our overall results, but some of the underlying items have been accounted for in different categories from FY23 to FY24.

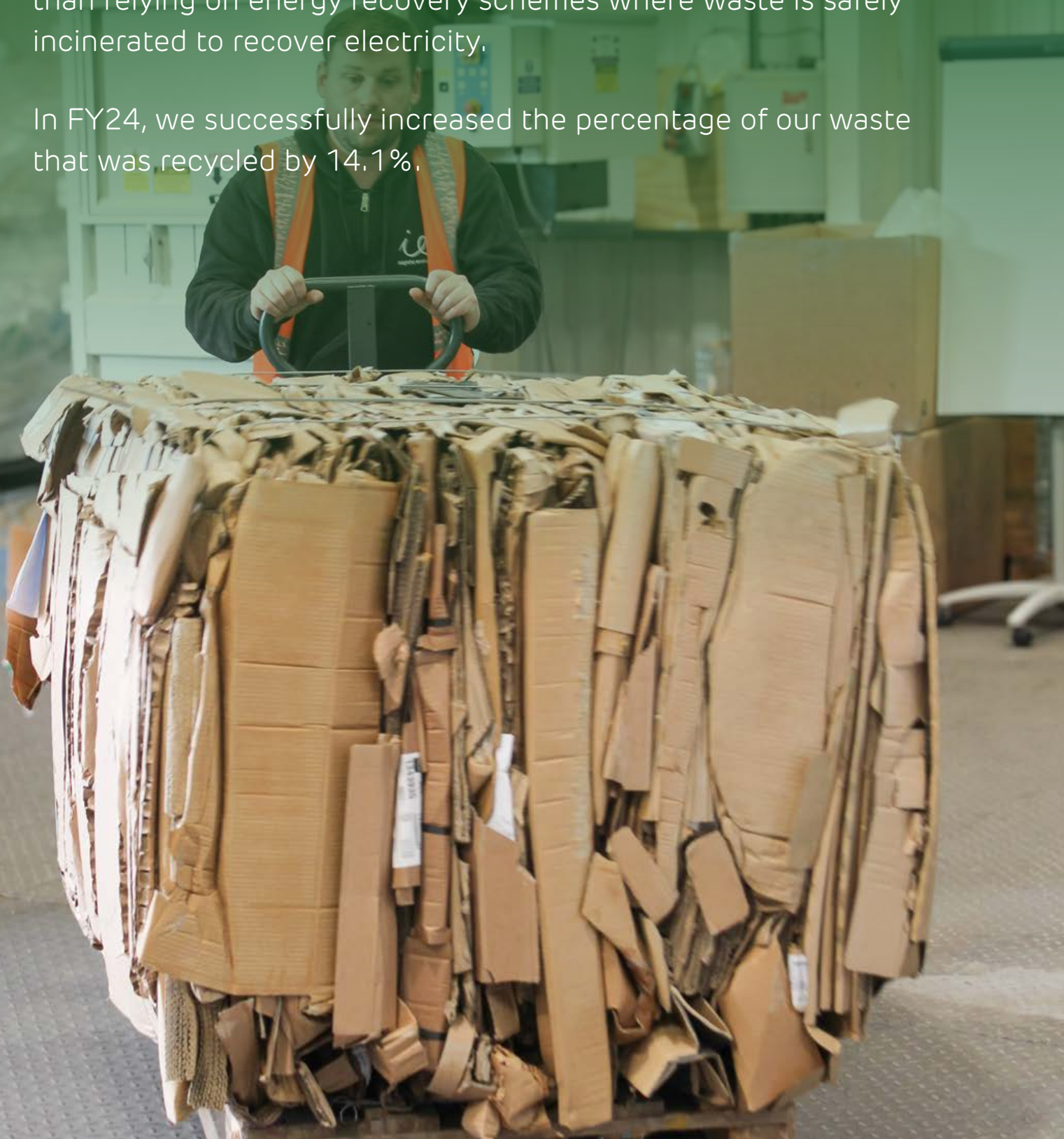


Moving Operational Waste Up the Waste Hierarchy

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

In FY24, 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 FY24, we successfully increased the percentage of our waste that was recycled by 14.1%.

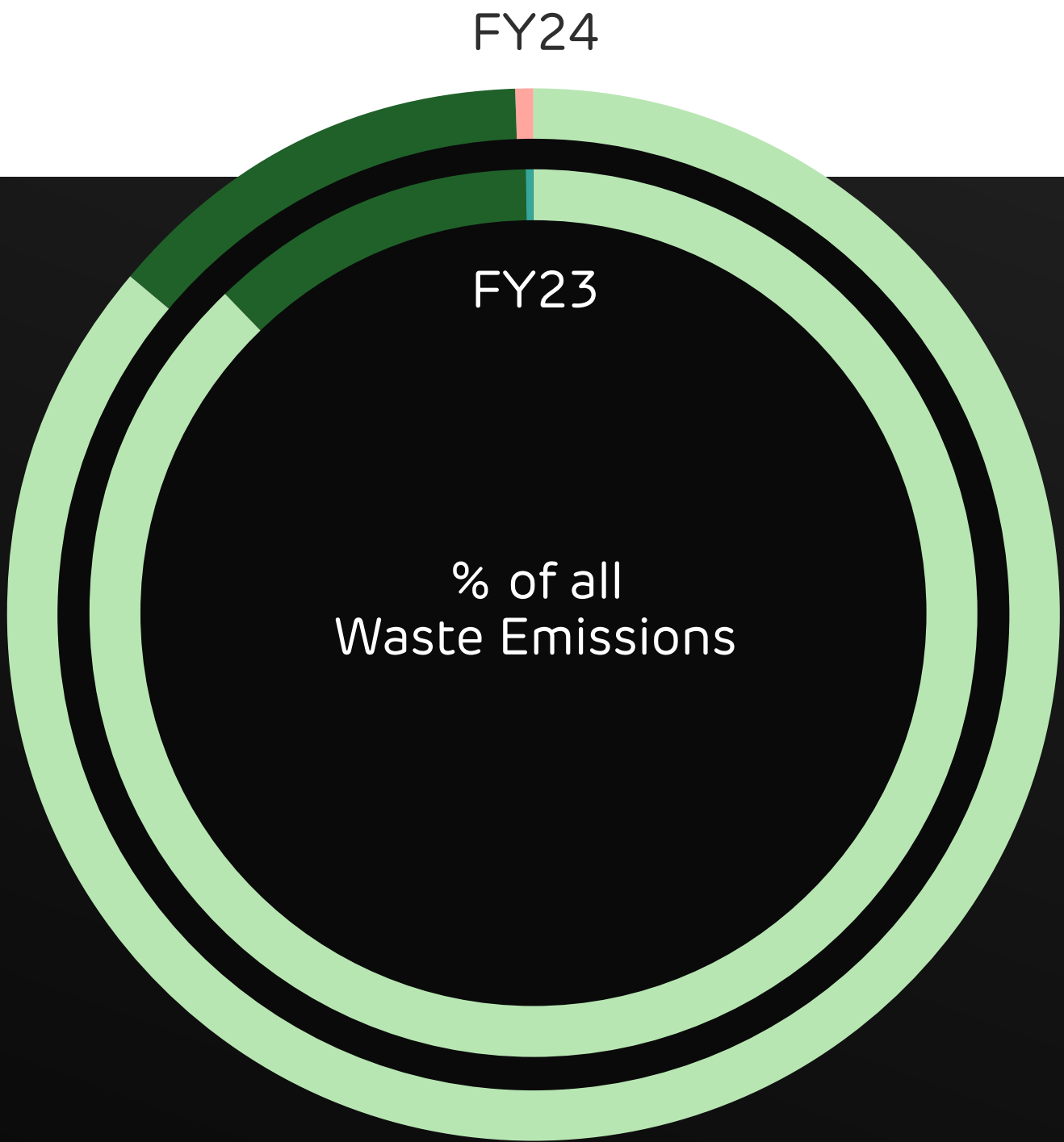


		FY23 % of Waste Emissions	FY24 % of Waste Emissions	Initiatives
Design & Service Offering	<div><div></div><div>Reduce</div></div>	N/A	N/A	<ul style="list-style-type: none">Introduced water saving devices on all taps.Worked with suppliers on key projects to reduce packaging waste.Encouraged sustainable furniture in projects.
	<div><div></div><div>Reuse</div></div>	N/A	N/A	<ul style="list-style-type: none">Donated more old furniture stock to charities rather than recycling.Provide service to reuse and repurpose old furniture
Operations	<div><div></div><div>Recycle</div></div>	12.1%	13.8%	<ul style="list-style-type: none">We carried out more training with our teams to increase awareness of what waste can be separated and recycled. This led to a 14.1% increase in the percentage of our waste that was recycled.
	<div><div></div><div>Recovery</div></div>	87.8%	86.2%	<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%	<ul style="list-style-type: none">None of our operational waste goes to landfill.

Operational Waste Data

During FY24, our total emissions from waste were 20% lower than in FY23. When looking at our intensity metrics (a measure that gives an emissions figure per £million of turnover, irrespective of total turnover), the figure is reduced to a 1.8% reduction in FY24.

Waste Stream	Treatment Type	Total Weight (Tonnes) FY23	Actual Emissions (tCO ₂ e) FY23	Total Weight (Tonnes) FY24	Actual Emissions (tCO ₂ e) FY24
Paper & Board	Closed-loop Recycling	11,9	0,253	10,76	0,229
Plastics: Average Plastics	Closed-loop Recycling	0	0	0,2	0,004
Metals	Closed-loop Recycling	4,4	0,004	0	0
Commercial & Industrial Waste: Rainham	Waste to Energy Scheme	87,360	1,859	61,600	1,311
Commercial & Industrial Waste: London & Leeds ¹	Waste to Energy Scheme	N/A ¹	N/A ¹	N/A ¹	0,149 ¹
Total Operational Waste		103,66	2,117	72,56	1,693



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

¹ For FY24, 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.

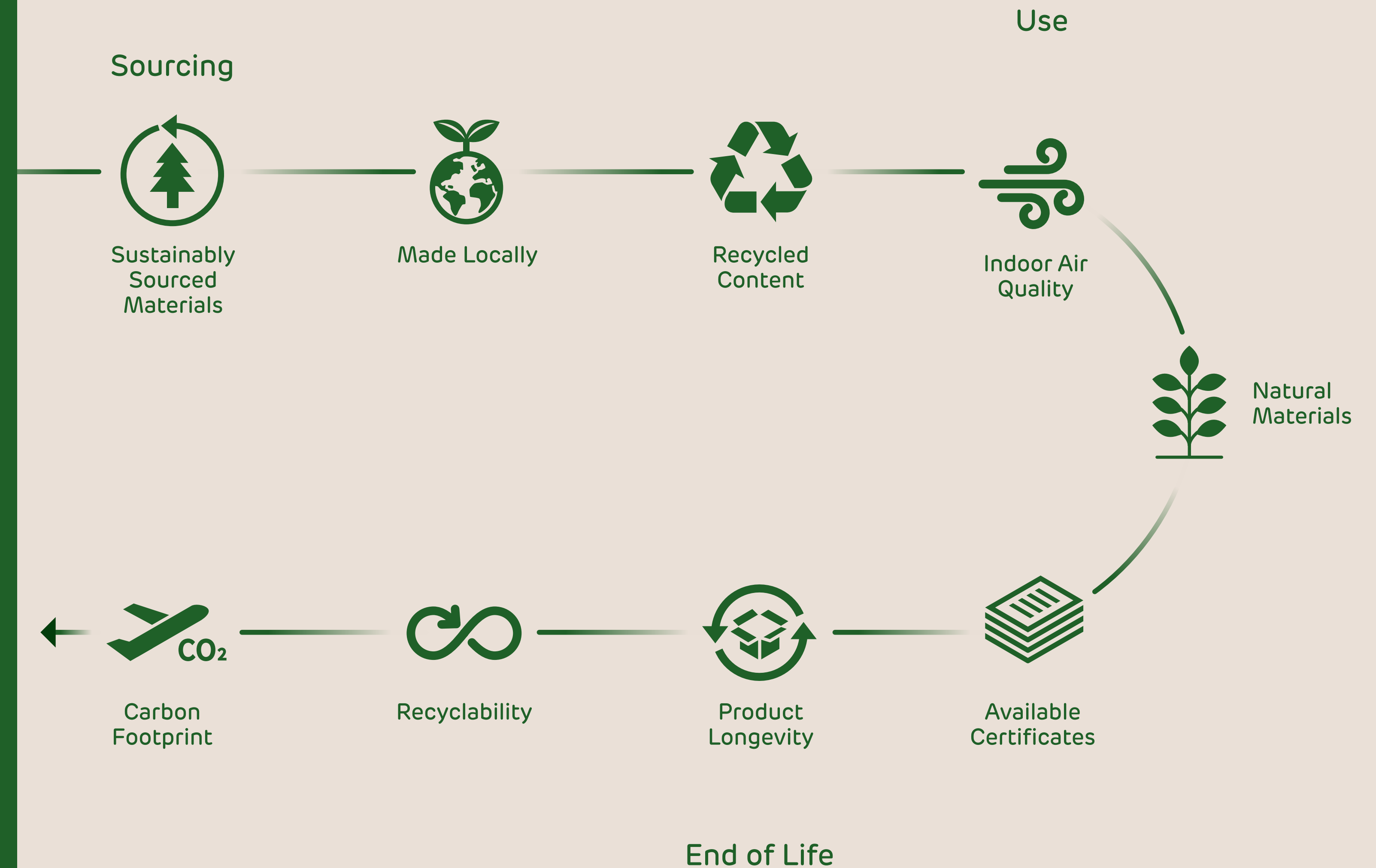
2. Helping Our Clients Make Sustainable Choices

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 focusses 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.

In FY24, we grew revenue from our reuse services by 16%.

In FY25, we are also actively looking to grow our second-hand furniture service that sources the best second-hand furniture items for use in our clients' projects.



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.

Repurposing Service Case Study

Leading UK Bank

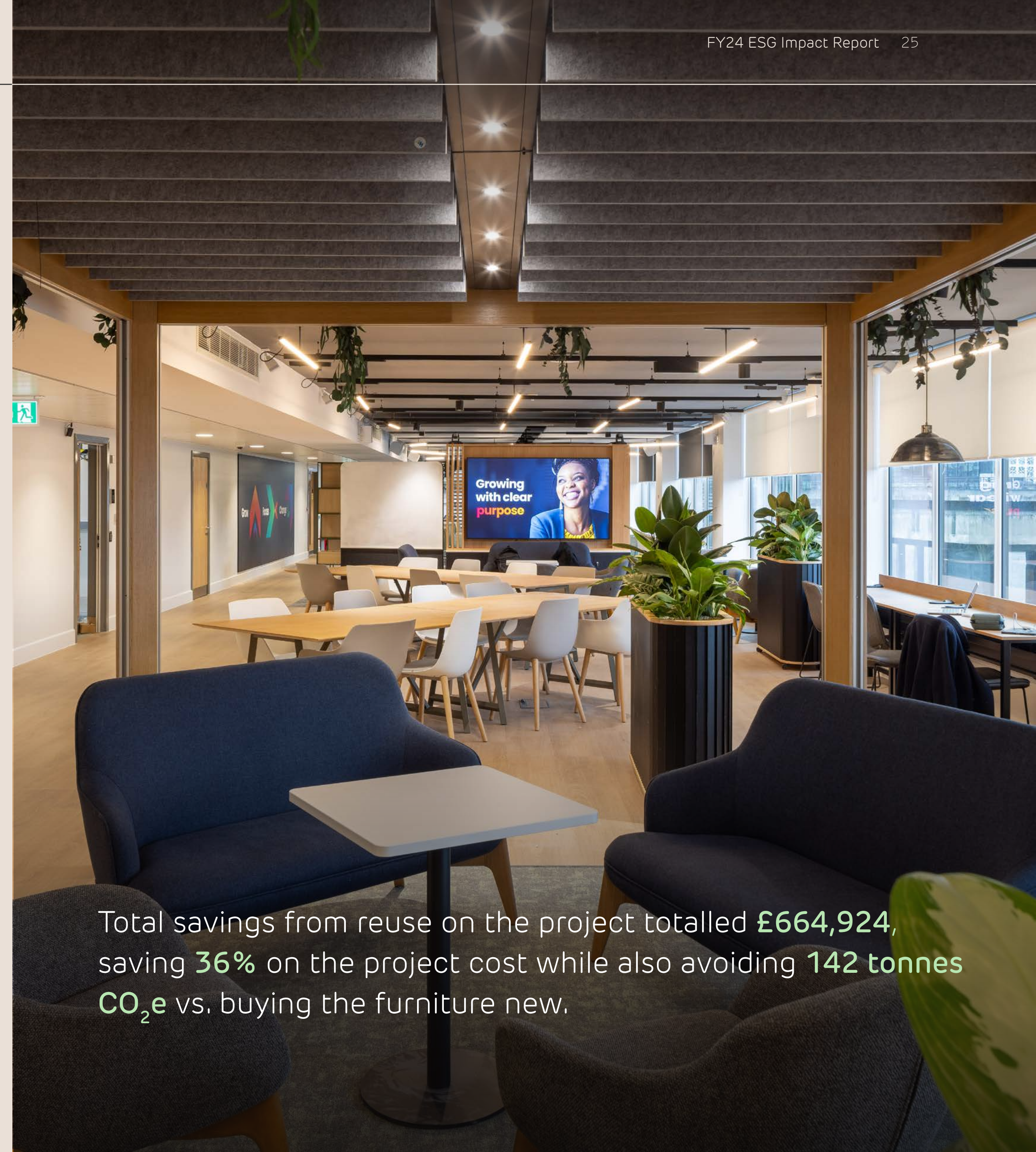
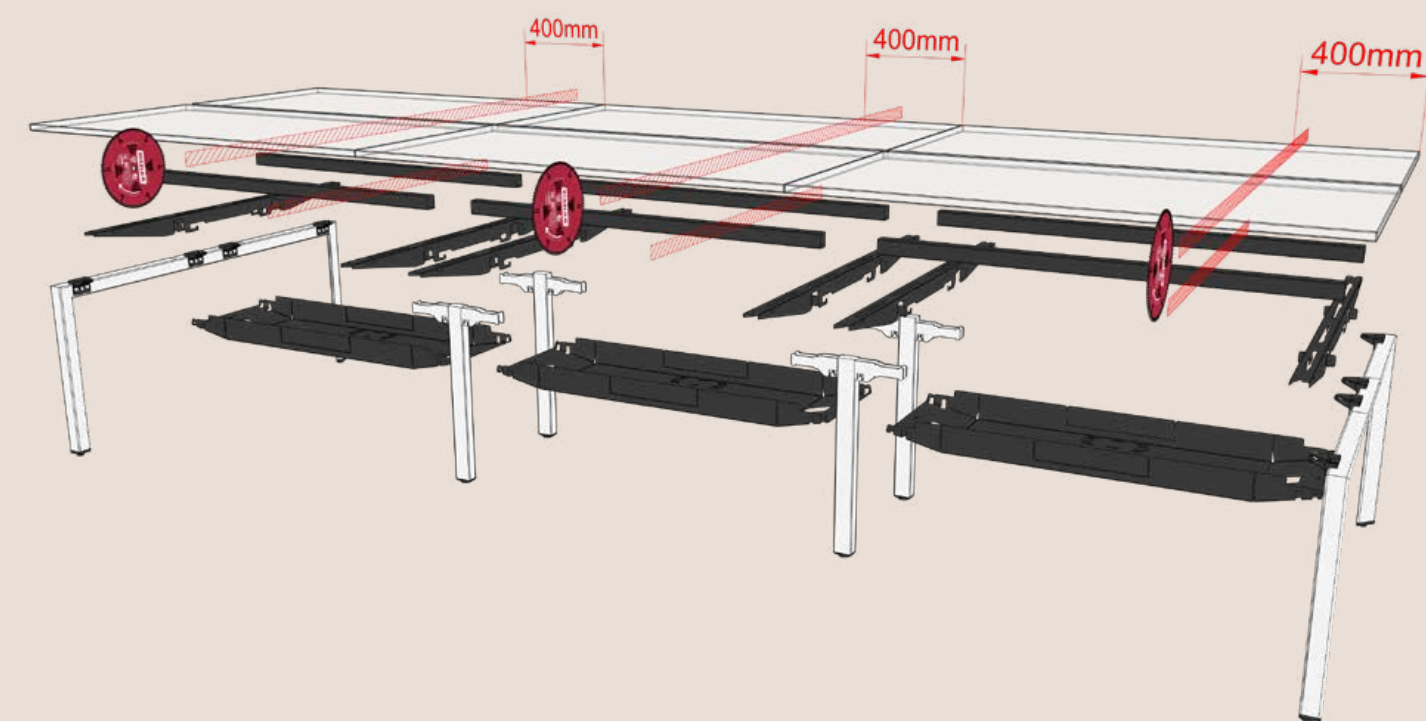
We've been working closely with a leading UK Bank, helping with their real estate transformation by being responsible for all furniture across their UK corporate and retail offices.

Furniture sustainability and reuse are integral to every project as we support our clients journey towards net zero. An excellent example of this is the reuse story for the refurbishment of their 2,000-person Manchester office in FY24.

We worked with the client to create a furniture schedule for the design of their refurbished office. Then we matched the proposed furniture to used furniture in storage that the client had collected and catalogued from previous projects. We reupholstered 111 high-value soft-furnishing items to match the design scheme and, in total, reused 1,387 items, creating project savings of £556,000 and 98,337 kgs CO₂e vs. buying new items.

We also repurposed their 1600mm workstations to cut them down to 1200mm for reuse on the project. We dismantled the frames and tops, took them off-site, cut the tops and under-structure beams down by 400mm, and then reassembled them back on-site with new cable baskets.

Reusing the 544 cut-down workstations saved an additional £108,924 and 44,064 kgs CO₂e on the project.



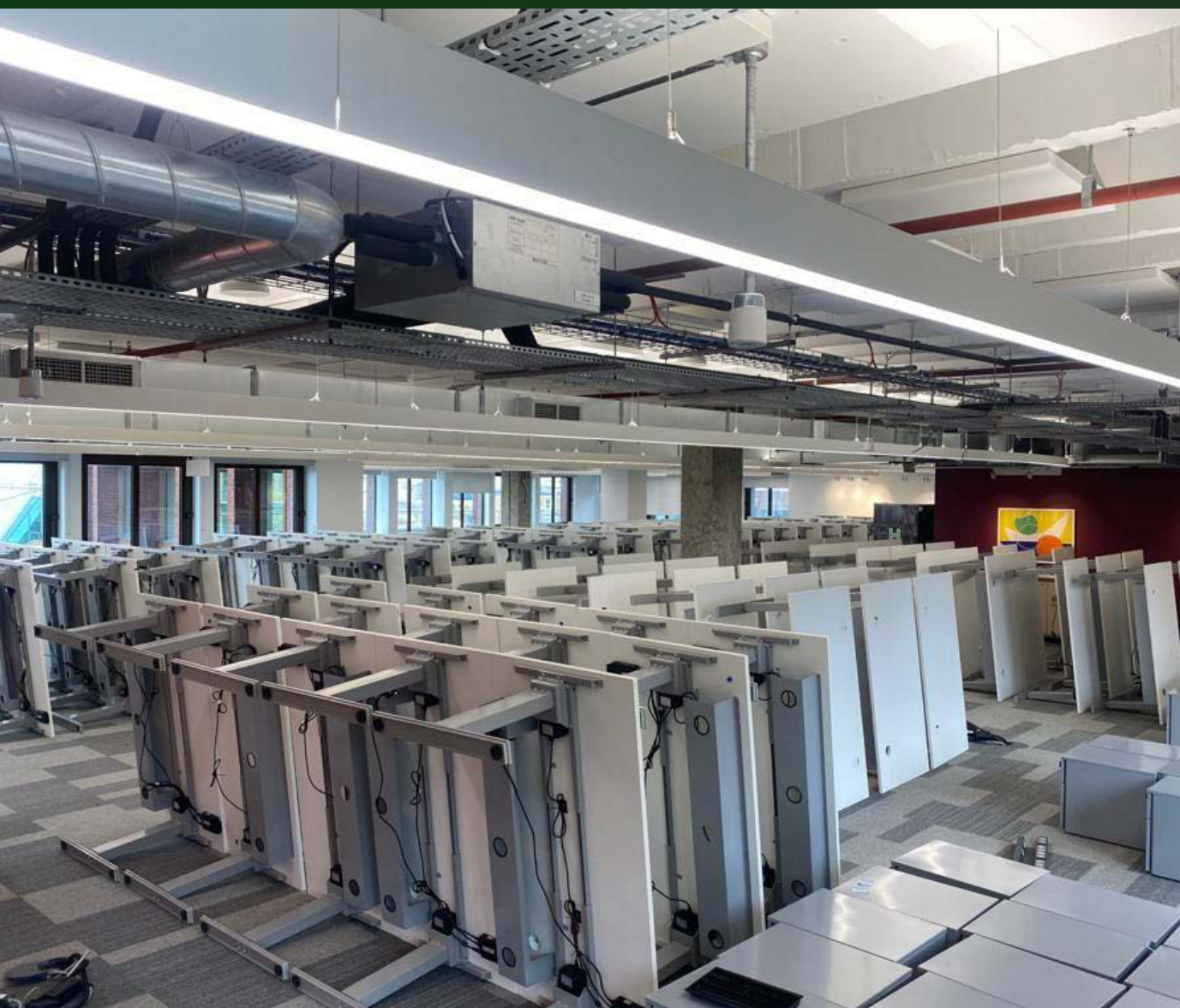
Total savings from reuse on the project totalled **£664,924**, saving **36%** on the project cost while also avoiding **142 tonnes CO₂e** vs. buying the furniture new.

Sustainable Clearance Case Study

Global Social Technology Company

We have been helping one of our clients to extract the remaining value out of their unwanted furniture whilst making sure as much as possible gets reused in the circular economy.

- More than 4,600 height adjustable workstations, 2,500 task chairs and other loose furniture items were taken away, refurbished and resold.
- All furniture was reused, not recycled or disposed of.
- The client received a buyback payment in excess of £300,000.
- Furniture from Dublin and Brussels was resold within the EU to avoid customs charges.
- The client received a report showing the total carbon saved and the total weight of furniture diverted from landfill.



Impact Report Summary

Dublin 1 & 2

Kilos diverted from landfill

203,050 kg

Carbon Saving

214,500 kgCO2e

Furniture Reused

5,450

London

Kilos diverted from landfill

46,636 kg

Carbon Saving

41,756 kgCO2e

Furniture Reused

1,174

Brussels

Kilos diverted from landfill

5,500 kg

Carbon Saving

7,350 kgCO2e

Furniture Reused

100

Dubai

Kilos diverted from landfill

24,323 kg

Carbon Saving

20,015 kgCO2e

Furniture Reused

640

Totals

Kilos diverted from landfill

279,509 kg

Carbon Saving

283,621 kgCO2e

Furniture Reused

7,364

Total Buyback Payment: £300,000+

3. Responsible Procurement Programme

In FY24, 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.

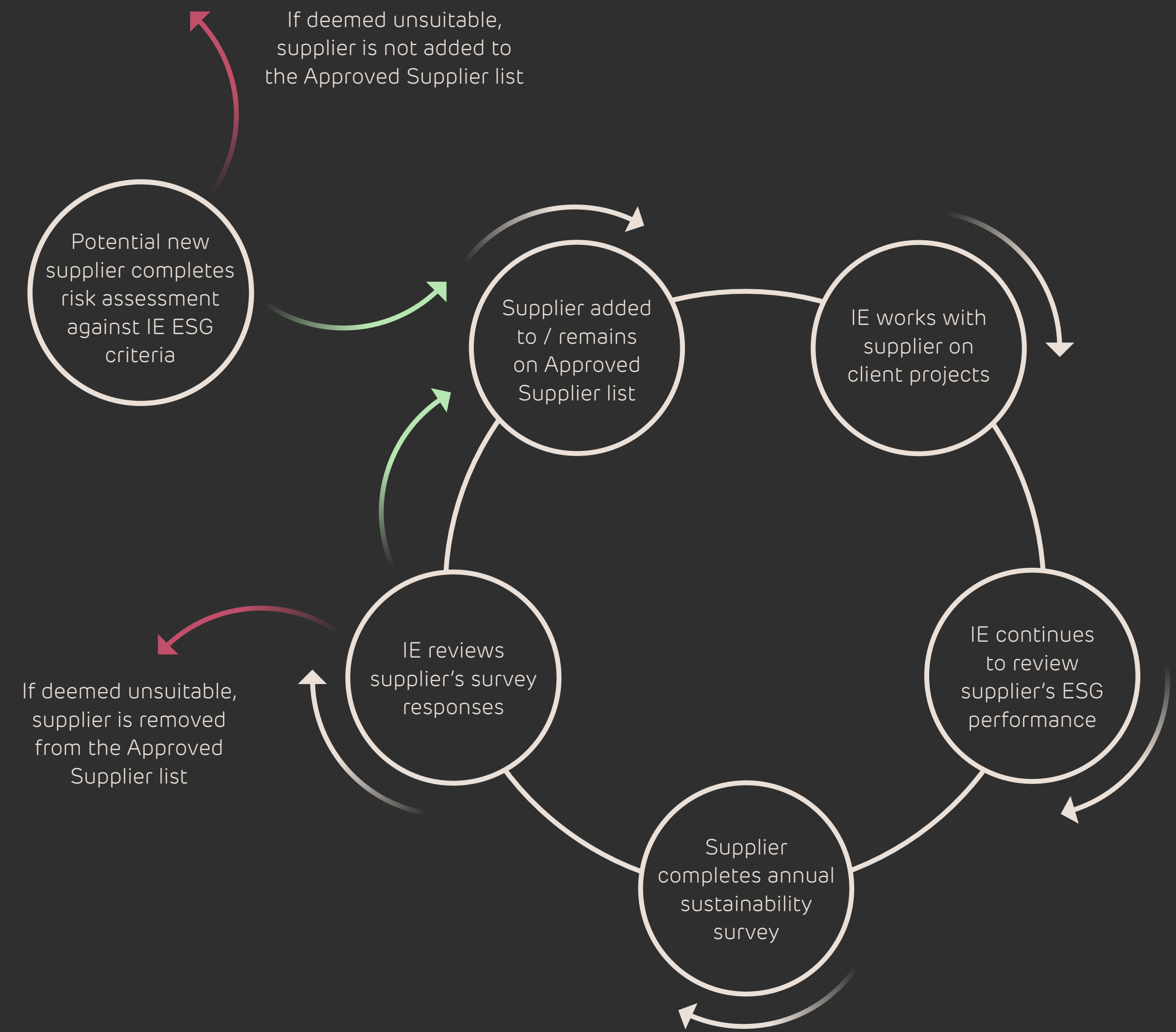
Our Sustainable Procurement Policy +

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.

FY24 Objectives

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

Result: Match-funded £8,744 to make a total charitable donation of £17,488.

Commitment to double our employee volunteering/charity hours.

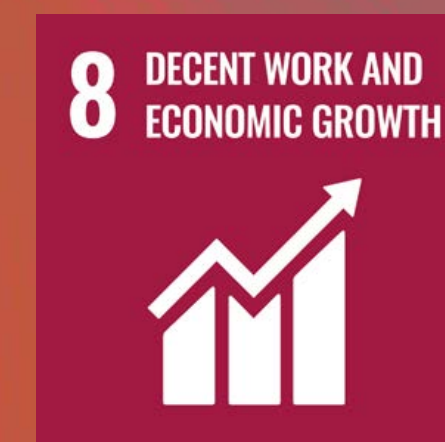
Result: We increased our volunteering hours by 91% during FY24 from 55 to 105 hours.

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

Result: External audit complete with no issues.

FY25 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 FY24, we chose to focus our community engagement work with two 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, autoimmune condition that causes the immune system to become overactive and attack healthy tissue within the body. We decided as a company that we wanted to remember 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.

In November 2023, around 40 IE employees and friends took part in a sponsored 15-mile walk along the Thames Path, raising £8,744 for the charity. IE had decided that any monies raised up to £10,000 would be match-funded, bringing the total raised to £17,488.



1. Community Engagement & Social Impact

In FY24, we chose to focus our community engagement work with two causes that are close to the people at IE.

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 three 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. In 2023, we were also joined by some of our amazing clients from Lloyds Banking Group, who helped to pack food parcels.



2. Supporting Rainham Foodbank

As the Christmas donations roll in, IE's volunteers help to keep donations moving through the system and into the hands of those in need.

But as Yolene Ganga told us, the IE team reflect and contribute to the energy and drive of the charity as a whole:

"The IE team really helps with the huge challenge of moving donations through the system at Christmas, but they bring more than that to our charity. They give their time so willingly and selflessly, it's a joy to have them in the building."

Yolene Ganga
Operations Manager, Rainham Foodbank



"IE is very much part of the community in Rainham, and it's important for us to help with the foodbank's mission to improve the lives of those most in need here. It's humbling to be a small part of this crucial work."

Richard Tant
HR Manager, IE



1. Community Engagement & Social Impact

Helping in every way we can.

As the charity continues to help families in need with ongoing counselling, training and reskilling programmes, we've also helped support the team in Rainham to deliver their services in other ways. This year, IE has donated office chairs, filing cabinets and other pieces of furniture to the centre, ensuring the team can serve and counsel their clients more efficiently and effectively.



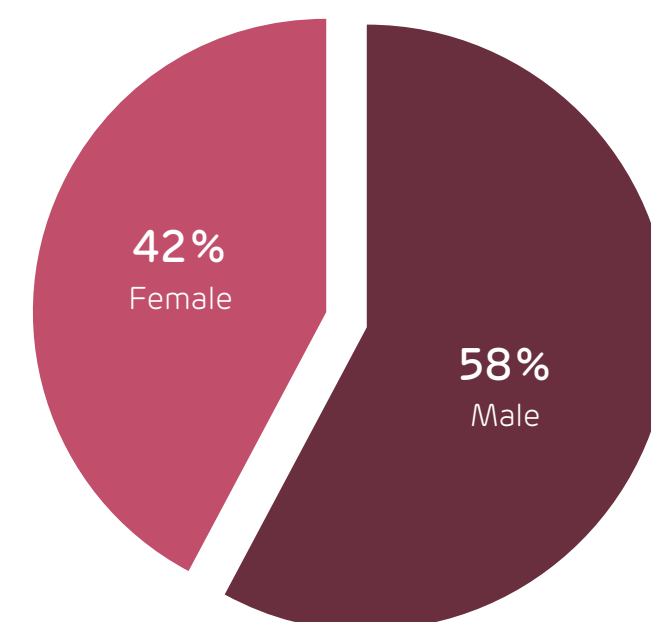
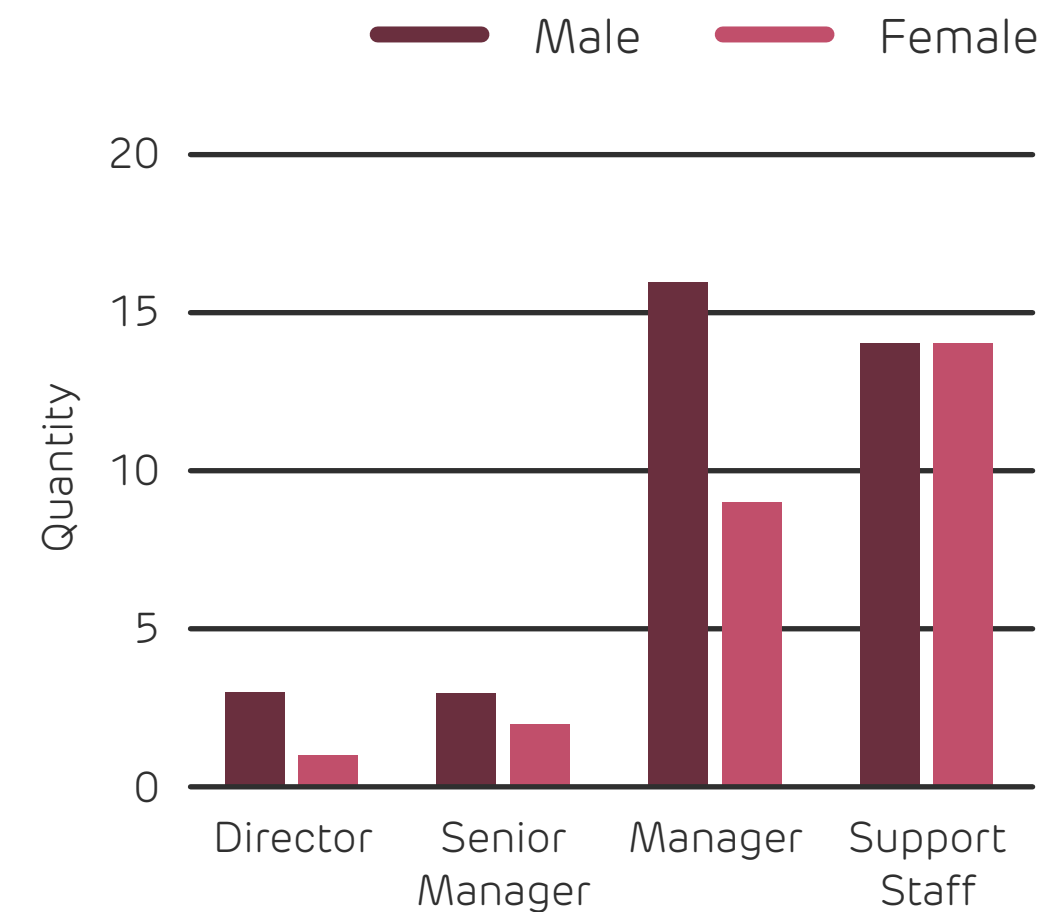
2. Diversity, Equity & Inclusion (DEI)

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.

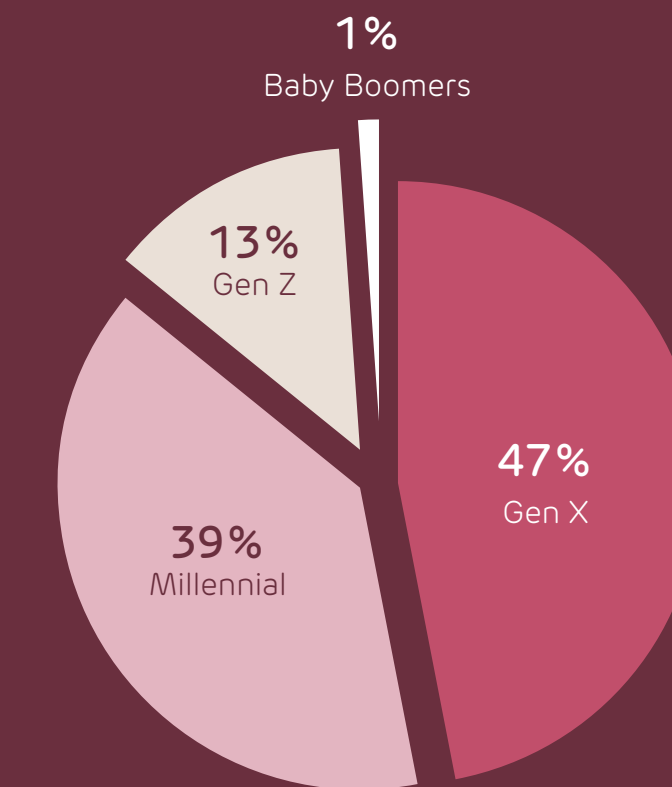
We are committed to creating a diverse environment and are proud to be an equal opportunities employer. We seek to ensure that individuals are selected, promoted and treated on the basis of their individual skills and abilities regardless of race, colour, nationality, creed, ethnic or national origins, 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, and in FY24, we supplemented this with a half-day, in-person training session held by ACAS trainers on the subject of DEI and understanding what constitutes inappropriate behaviours in the workplace.

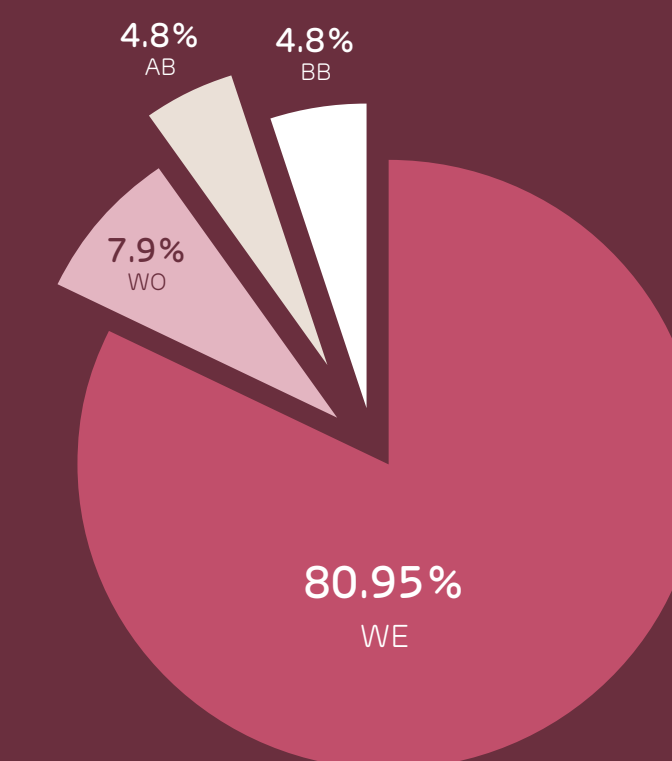
Our DEI statistics across the company:



Gender Split

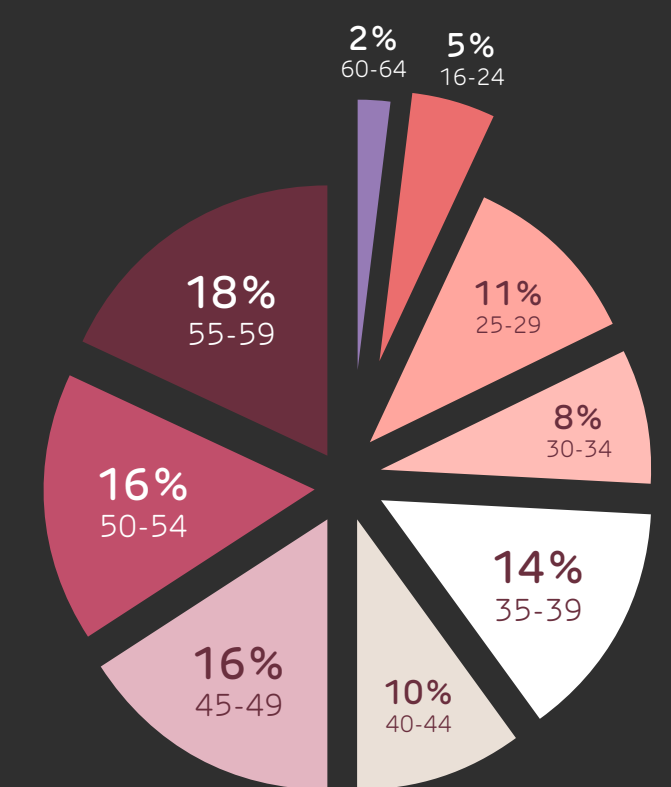


Generation Information

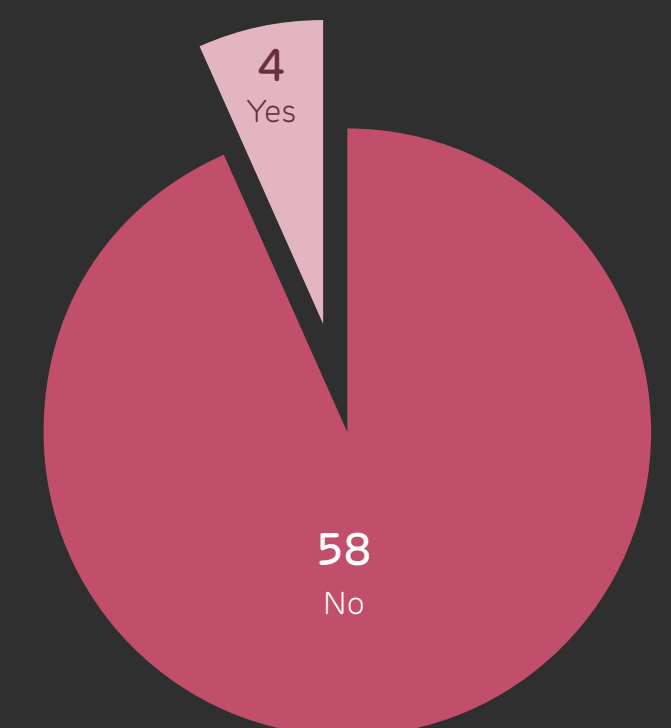


Equal Opportunities

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



Age Demographic



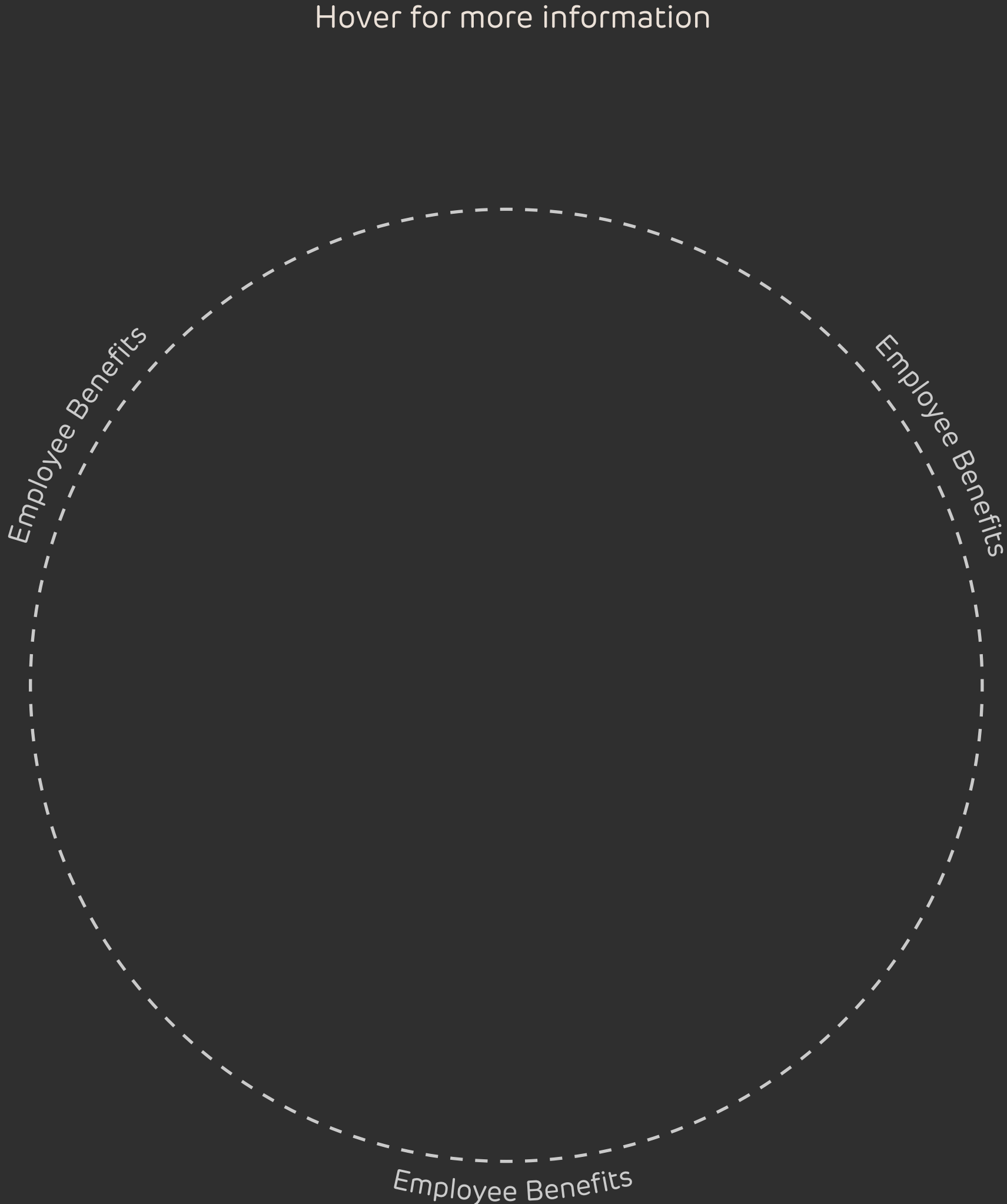
Disability

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

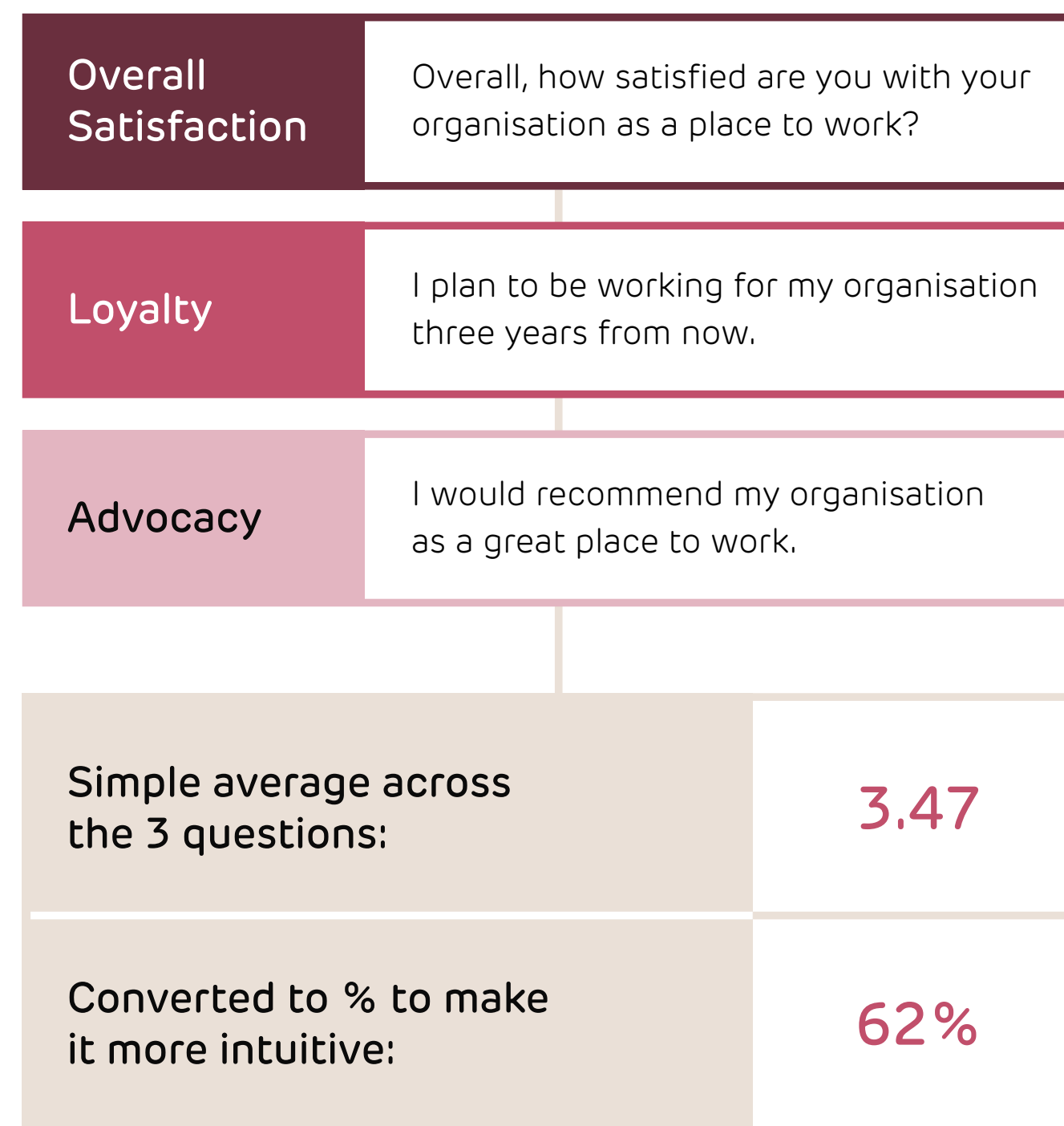
To gain a deeper understanding of how our team members feel about their work environment, opportunities for growth, leadership, and overall satisfaction, we conduct a yearly employee satisfaction survey.

The survey aimed to capture insights into key areas such as job satisfaction, workplace culture, communication, and the effectiveness of company policies and initiatives. It also provided employees with an anonymous platform to share feedback and suggestions, allowing us to identify both our strengths and areas for improvement.

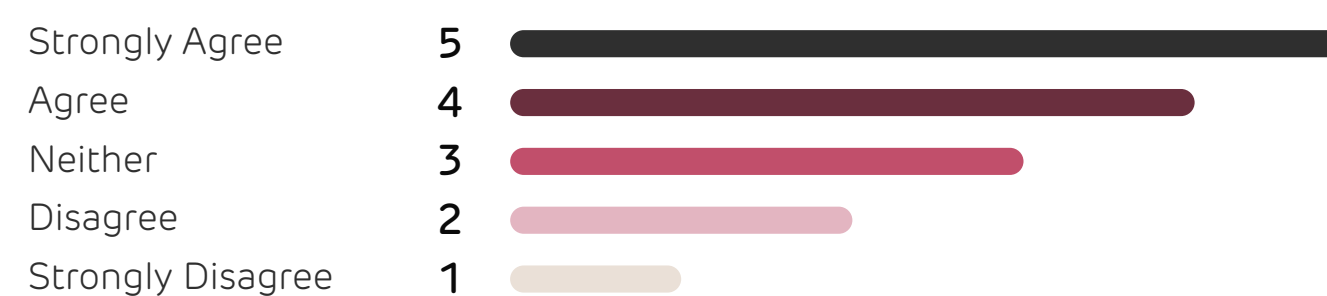
To measure an overall level of Employee Engagement, we use the **Engage For Success** Index as an industry benchmark to measure ourselves against.

The index takes scores from within three standard questions in our survey and uses the average as a benchmark employee engagement score.

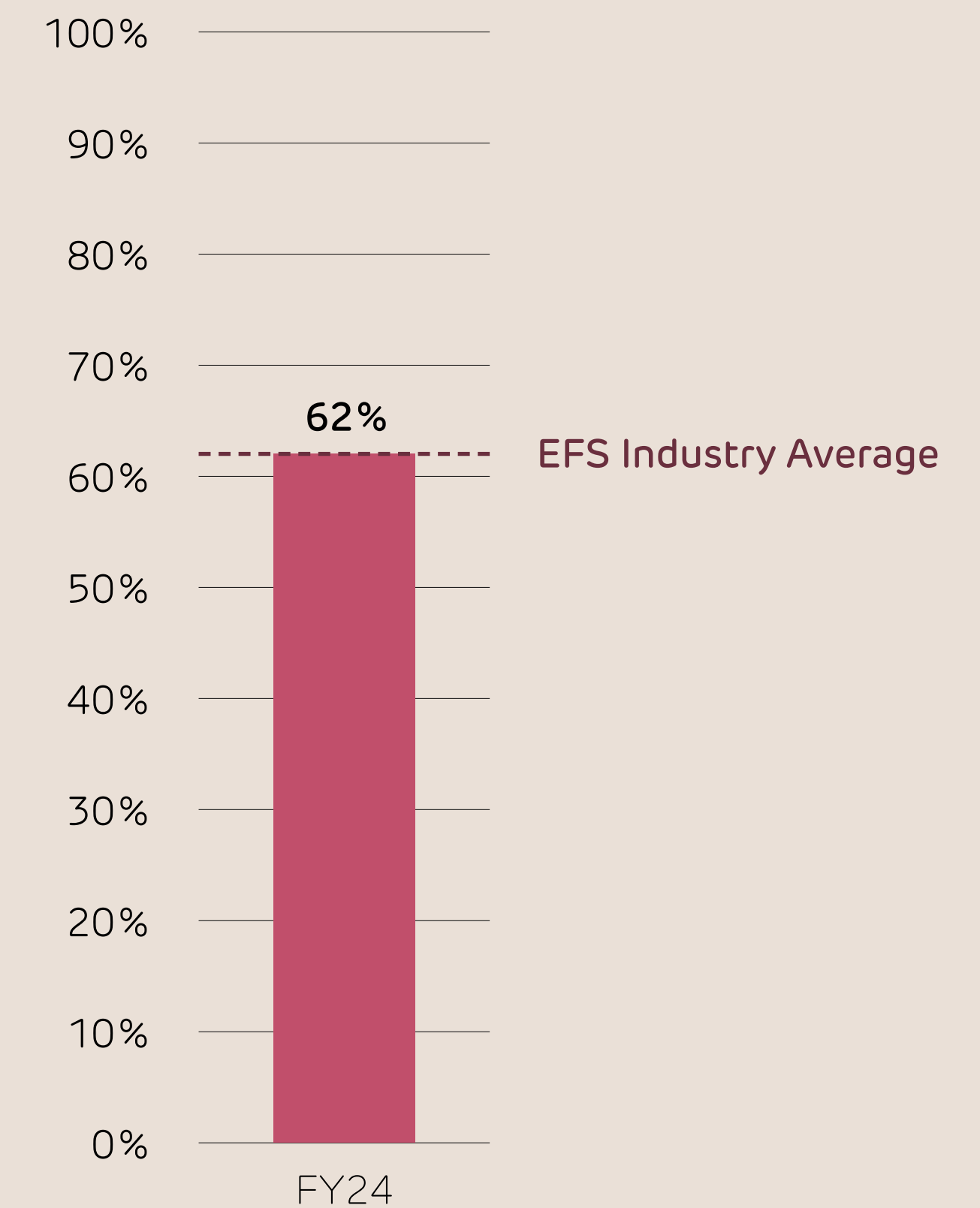
IE's average scores from these three questions for our FY24 survey scored us at 62%, equal to the industry average from the sample gathered by EFS.



Question Rating:



IE Employee Engagement Score FY24





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 manner, 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.

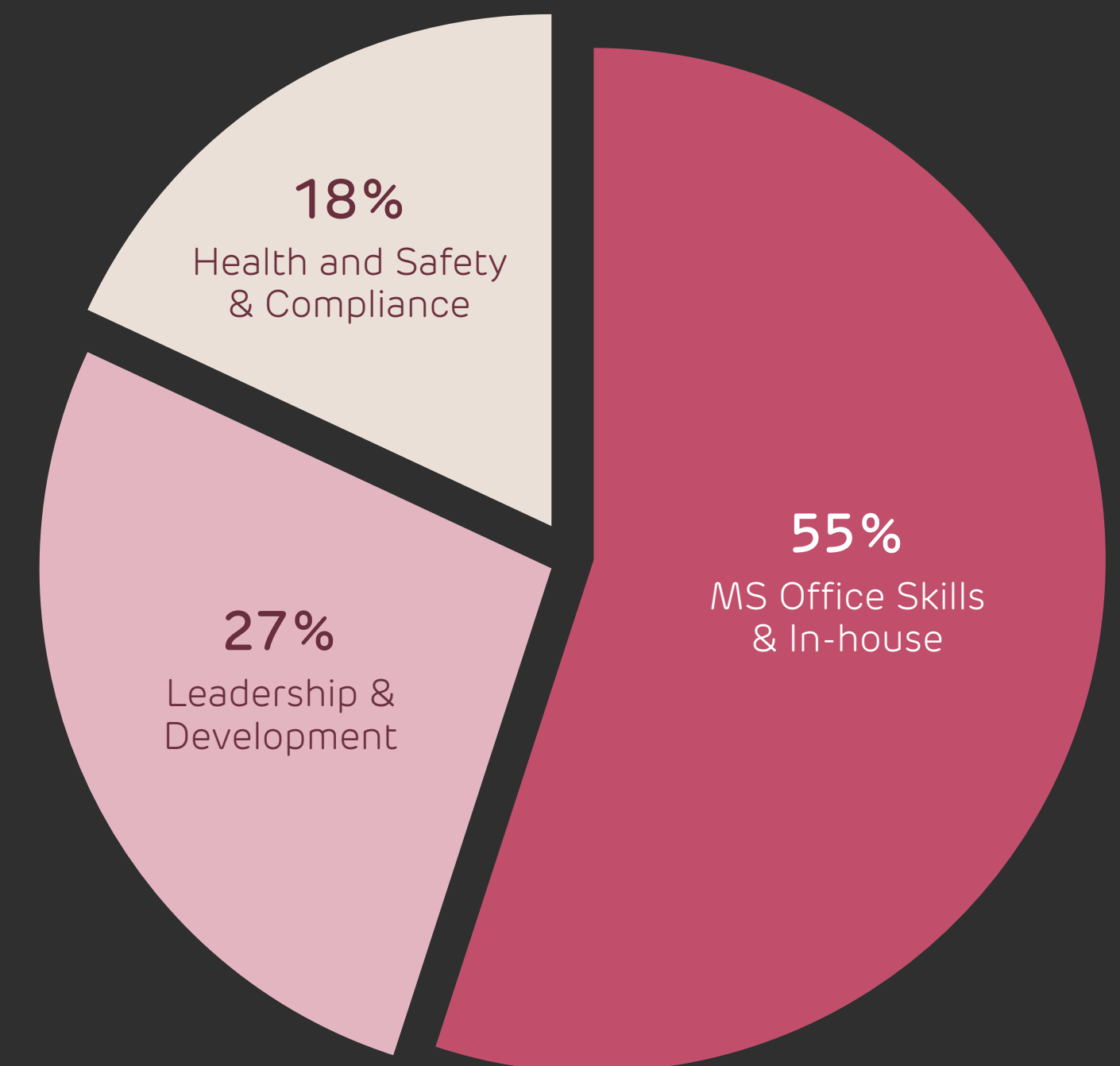
In FY24, we also helped two of our employees through continuing education courses supporting them with tuition and study leave for their accountancy exams.

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 FY24, our employees spent an average of 13.9 hours in training courses.



Development Training FY24



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.

FY24 Objectives

Delivering annual training for:

- Anti-bribery & Corruption.
Result: Complete.
- Diversity, Equity & Inclusion.
Result: Complete.
- Modern Slavery Act.
Result: Complete.

Deliver the FY24 Business Plan.

Result: Complete.

Become B Corp Certified.

Result: Ongoing.

FY25 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 FY25.
- Deliver the FY25 Business Plan.
- Become B Corp Certified.
- 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 Employee 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 FY24 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 FY24 we have focussed 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 developed (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.



In FY24, 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.

In FY25 we are targeting to retain our EcoVadis gold Medal.

B Corporation

We had also targeted B Corp certification for FY24. After analysing and addressing any gaps in our ESG programme that are needed to achieve this objective we were delayed in being able to submit our application due the internal governance procedures needed to change our Company Articles of Association to meet the B Corp legal requirements.

We have therefore moved this objective forwards and are confident that we will become a B Corp company in FY25.





Creating Better
Work Experiences

Wherever Work Happens