



# ESG Impact Report FY23





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We aim to not only make work better  
but the world better.

## Introduction

At IE, we are committed to being at the forefront of change. We have a responsibility as a furniture integrator to try and build a more sustainable, resilient future, and our clients and our people are pushing us for proactive and meaningful responses to these issues.

We want to embed more sustainable practices in our own business to meet global ESG targets, to protect and preserve our planet. We want to enhance the wellbeing and equality of all people, from our employees to customers to the wider community. And we want to ensure we run our business with integrity.

In doing so, we aim to not only make work better but the world better.

IE has embarked on an ambitious journey to create a more sustainable, resilient future. We have called it **Advancing ESG@IE**.

We're already at the forefront of our industry in working to minimise the impact that our clients' furniture requirements have on the environment. We achieve this by providing a range of sustainably focused services and products that help our clients to meet sustainability goals while advancing our own ambitions to make a positive impact on the planet.

However, we wanted to look at how we could do more and do better. This meant asking questions like:

- As we are principally a distributor, how can we move the dial significantly enough to reduce our carbon emissions to make real change?
- What more can we do to reduce the amount of office furniture going to waste?
- What more can we do to support our people and local communities?

- How can we measure and improve on our existing goals and embed them within the business?

We have learnt from the industry-leading ESG programme of our parent company Steelcase, a global office furniture manufacturer recognised for its commitments to people, the planet and its communities. But as their core operations have a different set of impacts to ours, we wanted to launch **Advancing ESG@IE** to identify and improve our individual impacts on the planet.

We are committed to ESG goals that add value to our customers, project partners and stakeholders. This translates into real-world benefits to the architects, designers, project managers and corporate clients we work with every day.

In this document, **we have outlined our vision and objectives for achieving those goals, and the progress we have made on our journey so far.**



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# About IE: 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.



## Work Smarter

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



## Work Healthier

Spaces that keep your people happy, engaged and productive.



## Work Sustainably

Environmentally and socially responsible approaches to furniture and design.

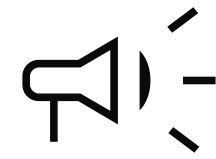
## Our Mission

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.

## Our Values

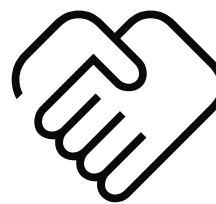
Using our core values to guide commitments and fuel action, we are shaping a future that continues to protect the environment, fosters transformational social impact and sustains a culture where all people feel empowered.



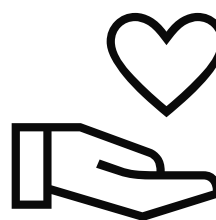
**Tell the Truth:** Making sure we act honestly in everything we do.



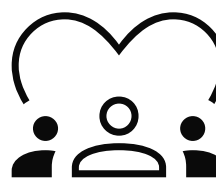
**Act with Integrity:** Everyone that we speak to we act with integrity to build trust and confidence at every opportunity.



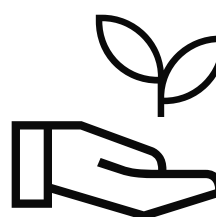
**Keep Commitments:** Never knowingly letting each other or customers down, respecting the commitments others make to you.



**Treat People with Dignity and Respect:** We have a shared purpose, and empathy / support for the people around us.



**Promote Positive Relationships:** We have a shared business purpose that nurtures the well-being of staff and supports the community around us.



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



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

# | Advancing ESG@IE

Advancing ESG@IE was launched at the start of FY23 to identify and improve our impacts on the planet.

Over the following months, we rolled out an ESG training course to everyone in the company to educate and inform them about why we were launching the program and how they could help.

We brought on board a new Chief Operating Officer to lead the program and accelerate progress on company-wide initiatives, as well as a Sustainability and Compliance Manager responsible for pushing us forward on our objectives.

We also sought the support of leading sustainability advisors, Quarter Penny Consulting and ClearLead Consulting. They have aided us in reviewing our ESG initiatives and have supported the management team in developing and implementing the program. We didn't just want to pay lip service to our goals of becoming more sustainable. We wanted to make sure we went about it in a methodical way.



# Advancing ESG@IE: Our Aim



Company long-service and achievement awards 2023.

We want to make tangible and measurable differences year-on-year in our sustainability performance.

From procurement and supply chain sustainability through carbon and energy reduction, waste avoidance and circular design, our ESG plan will deliver a series of practical actions across IE that will benefit our customers and help us meet our goals. We are using the same three pillars to report our ESG initiatives as our parent company.

Against all three pillars, we have set out some long-term goals for the next 3-5 years. Our goals are underpinned by our shorter-term objectives which we hope to achieve in the next 12-24 months.



Environmental  
Healthy Planet



Social  
Healthy People



Governance  
Healthy Culture



# Steelcase Global ESG Initiatives

Our parent company Steelcase has been making a difference for over a century.

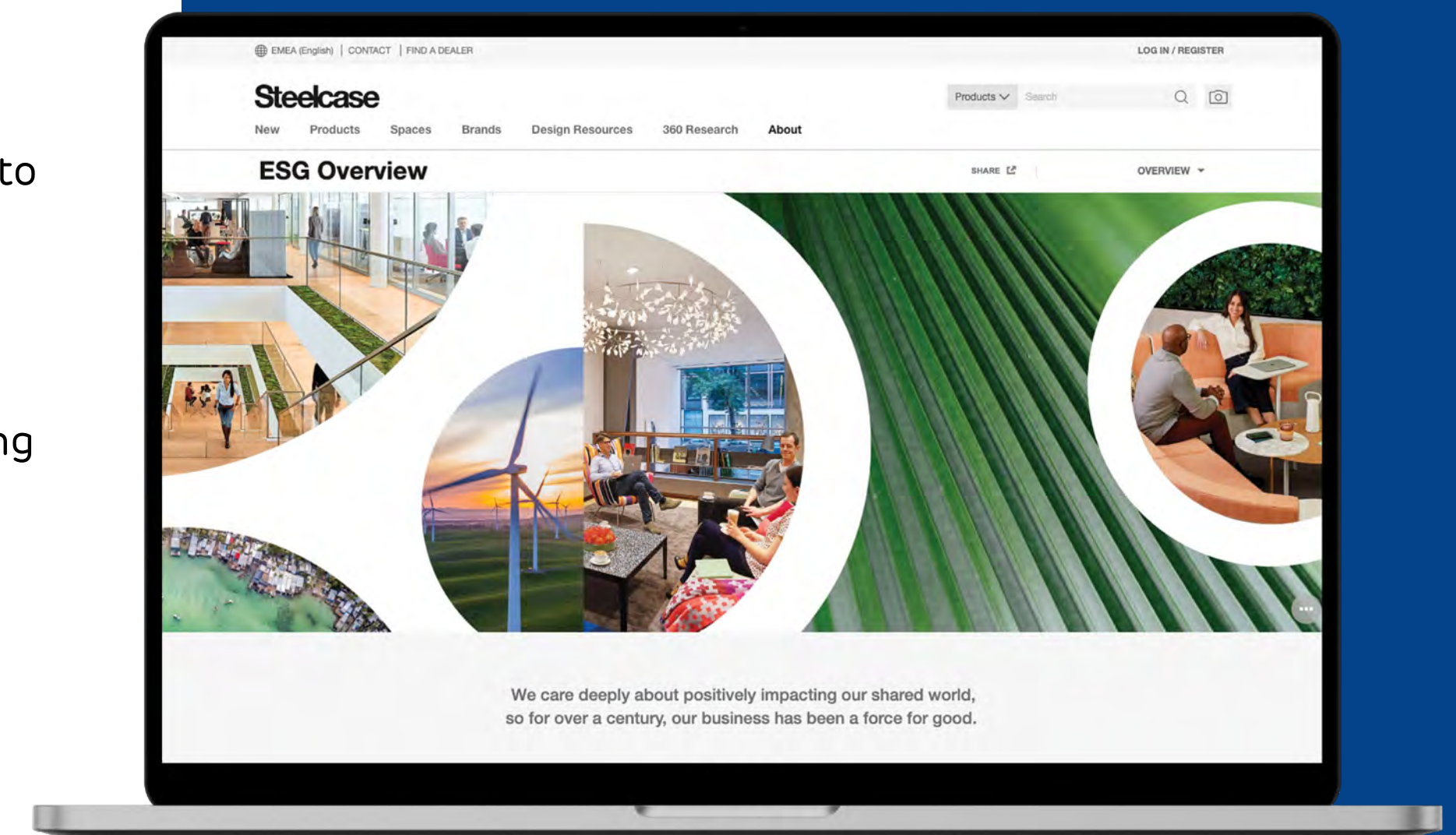
Its founders built a legacy on environmentalism, philanthropy, and giving back to communities. Today, it's continuing that tradition by living out its values to protect the environment, drive positive change in our communities, act with integrity and treat others with dignity and respect.

Harm to the planet is harm to us all, and that's why **Steelcase is proud to be carbon-neutral**. It's already set third-party verified science-based targets to go beyond Net Zero by 2030 and aims to reduce its own absolute emissions by 50%. Its supply chain partners are joining them in collective action by setting their own science-based targets too.

Similarly, people deserve to feel a sense of care and belonging, so it's pushing for change through social and governance efforts. It currently partners with over 90 global social organisations to combat inequalities at a systems level. Aligned with the United Nations Sustainable Development Goals, Steelcase Social Innovation uses a transformational - not transactional - approach to change for authentic, long-lasting impact that empowers people and equips them to use their voice in the world.

With people at the heart of all it does, it's building trust, doing good and unlocking human promise together.

Find out more about Steelcase Global ESG Initiative [here](#).



Steelcase

# Steelcase's Award-Winning Approach to ESG

Steelcase has consistently won awards for the ways it takes care of the planet and puts people first, some of which are referenced on this page.

In July 2020, ISS, an investor ratings agency that grades companies on their holistic commitment to ESG issues, rated Steelcase a B+ in their ESG corporate rating, making it the leader in its industry. Only two companies globally are rated at A- or higher.



# Aligning our ESG Performance

We have aligned our goals and objectives against the Sustainable Development Goals (SDGs) established by the UN in 2015.

The SDGs are a blueprint for creating a better and more sustainable future. Our world is becoming increasingly complex, challenged by political and economic instability, rising inequality, climate change and environmental degradation. The 17 goals address these global challenges and aim to end poverty, protect the planet, and ensure all people enjoy peace and prosperity. They recognise that action in one area will affect outcomes in others and that development must balance social, economic and environmental sustainability.

More than 190 countries have committed to achieving these goals by 2030. But it's not just down to governments. The only way for the SDGs to be realised is when everyone - governments, companies, people - all come together.

## Sustainable Development Goals (SDGs)





At IE, we recognise our responsibility as a business to contribute to the SDGs, and we have chosen seven goals that our operations have the greatest impact on.

## Environmental Healthy Planet



## Social Healthy People



## Governance Healthy Culture



# Environmental

## Healthy Planet



The environmental part of ESG considers how we perform as a steward of the physical environment. It takes into account how we utilise natural resources and the effect of our operations on the environment, both directly and indirectly across our suppliers.

### Environmental Goals

We will:

- Develop science-based and long-term net zero carbon targets in line with the UK Government's commitment to net zero by 2050.
- 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.

### FY23 Objectives

We will achieve our goals by:

- Establishing our baseline carbon emissions for scope 1, 2 and 3.
- Creating a Waste Management Plan, complete with metrics for measuring year-on-year reductions.
- Targeting zero environmental non-compliance findings in our ISO and 3rd party environment audits.
- Growing our workplace services supporting sustainable sourcing and product circularity.
- Developing a Supplier Sustainability Programme.

The latest global report from the UN paints a dire picture of the future if we don't take action to **slow global warming.**

The report predicts increases in extreme weather events - hotter temperatures, severe storms and increased drought - that will pose many risks to people, animals, ecosystems and economies.

The UN Paris Agreement 2015 set a global target to limit global warming to well below 2, preferably to 1.5 degrees Celsius, compared to pre-industrial levels. To achieve this long-term temperature goal, countries around the world are aiming to reach global peaking of greenhouse gas emissions as soon as possible to achieve a climate-neutral world by mid-century.

As a responsible business, we have an important role to play in helping to meet this target and create a healthy planet.

We have held an environmental management system certified to ISO14001 for the last 11 years, and our products and design services embody a range of sustainability credentials. For instance, we are constantly reviewing reuse and recycling options, increasingly specifying low-carbon products, and highlighting the circularity credentials of products to our customers.

However, our work is far from done. We wanted to be much more ambitious with Advancing ESG@IE and create a program that will drive us towards becoming a net zero company.

The starting point of our initiative was to analyse the impact we have as a business on the environment and identify the areas where we can make a meaningful difference.

We have identified three key topics in our Environmental pillar:

### 1. Our Carbon Footprint

- How can we reduce the energy usage and waste produced from our day-to-day operations at our three offices in Rainham, London and Leeds?
- How can we reduce the energy usage and waste produced from delivering projects to our clients?

### 2. Our Responsibility to our Clients

How can we influence our clients to procure sustainable products and adopt a circular economy approach to their furniture usage?

### 3. Our Responsibility to our Supply Chain

How can we ensure that the suppliers we use are committed to reducing their own impacts on the planet?



# 1. Our Carbon Footprint

We are committed to aligning with the UK Government's commitment to net zero by 2050.

To start on our journey to achieving this, we first needed to define and measure our company's environmental impact today.

We used the **GHG Protocol's** Scope model to identify and categorise the emissions produced in our own operations and in our wider 'value chain' (our suppliers and customers).

We worked with ClearLead Consulting, an energy and sustainability consulting company, to conduct an independently verified carbon and energy audit to establish baseline data for our Scope 1 and 2 emissions taken from FY22.

For Scope 3 emissions, the area where most carbon reduction opportunities lie, we held a workshop to identify and understand the relevant emission categories before establishing our baseline data for FY23.



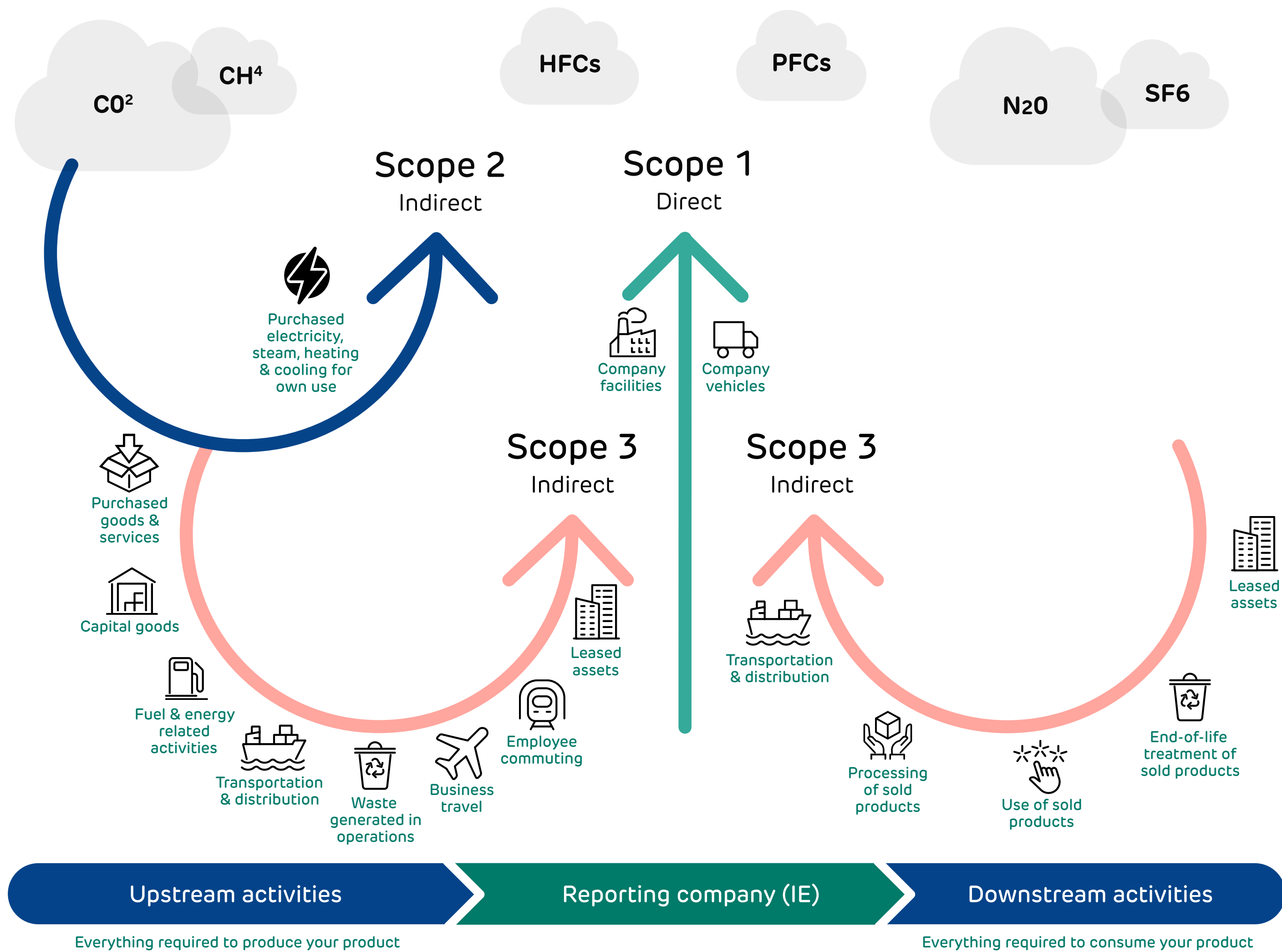
## Independently Verified

All of our FY23 carbon emissions data has subsequently been checked and independently verified by Neutral Carbon Zone to comply with its NCZ Silver certification standard.

This means we have quantified and reported on all organisational Scope 1, 2 and 3 emissions, following ISO 14064 compliance requirements for a full 12 month period.

Developing a full, verified emissions inventory incorporating Scope 1, Scope 2 and Scope 3 emissions therefore enables us to understand our full value chain emissions and focus our efforts on the greatest reduction opportunities.

# Scopes 1, 2 and 3 Explained



From the **GHG Protocol's** scope model we identified the following emissions categories that apply to our operations and wider 'value chain'.

## Scope 1

Direct emissions from our operations:

- IE facilities.
- IE vehicles.

## Scope 2

Indirect emissions from purchased energy:

- Purchased electricity.

## Scope 3

All other emissions associated with our business that we do not own or control:

- Purchased goods & services.
- Capital goods.
- Fuel & energy-related activities.
- Transportation and distribution.
- Waste generated in operations.
- Business travel.
- Employee commuting.
- Leased assets.
- Manufacturing and processing of sold products.
- End of life treatment of sold products.



# | Scopes 1, 2 and 3: Our Actions

## Scope 1

Direct emissions from our operations.

Actions:

- We have conducted an independently verified carbon audit to measure scope 1 emissions.
- We have started a move to electric vehicles, with our first electric van arriving in July 2022. In FY23 this contributed to a 6% reduction in fuel usage across the company.



## Scope 2

Indirect emissions from purchased energy.

Actions:

- We have conducted an independently verified carbon audit to measure scope 2 emissions.
- We have installed low-carbon LED lighting throughout our 20,000 sq ft office and operations hub in Rainham. The installation was completed in Q2 of FY23 and was responsible for a 23% reduction in electricity use across the company, which should reduce carbon emissions each year by around 7 tonnes Co<sub>2</sub>e. That's the equivalent of planting more than 42 trees every year.
- We're working with our staff and landlords to reduce energy usage at our three locations.

## Scope 3

All other emissions associated with our business that we do not own or control.

Actions:

- We have completed a workshop to understand our scope 3 emissions fully and have conducted an independently verified carbon audit to measure scope 3 emissions.
- We are growing our workplace services that support sustainable sourcing and product circularity, such as our furniture audit and buy-back schemes for unwanted furniture items.
- We have developed a Supplier Sustainability Programme to give our customers confidence that they are working with reputable and sustainable suppliers when partnering with IE.
- We are working with suppliers to reduce the amount of packaging used.
- We have created a Waste Management Plan where all furniture is reused, resold, or broken down into components for recycling.

# Carbon Emissions: FY23 Data

At the end of the first full year of Advancing ESG@IE we have now defined and collected carbon emission data for scopes 1, 2 and 3.

The initiatives we have introduced this year have succeeded in reducing the Scope 1 and 2 emissions by 9.3% compared to FY22.

Total carbon emissions for Scope 1, 2 and 3 amounted to 7,054.35 tCO<sub>2</sub>e.

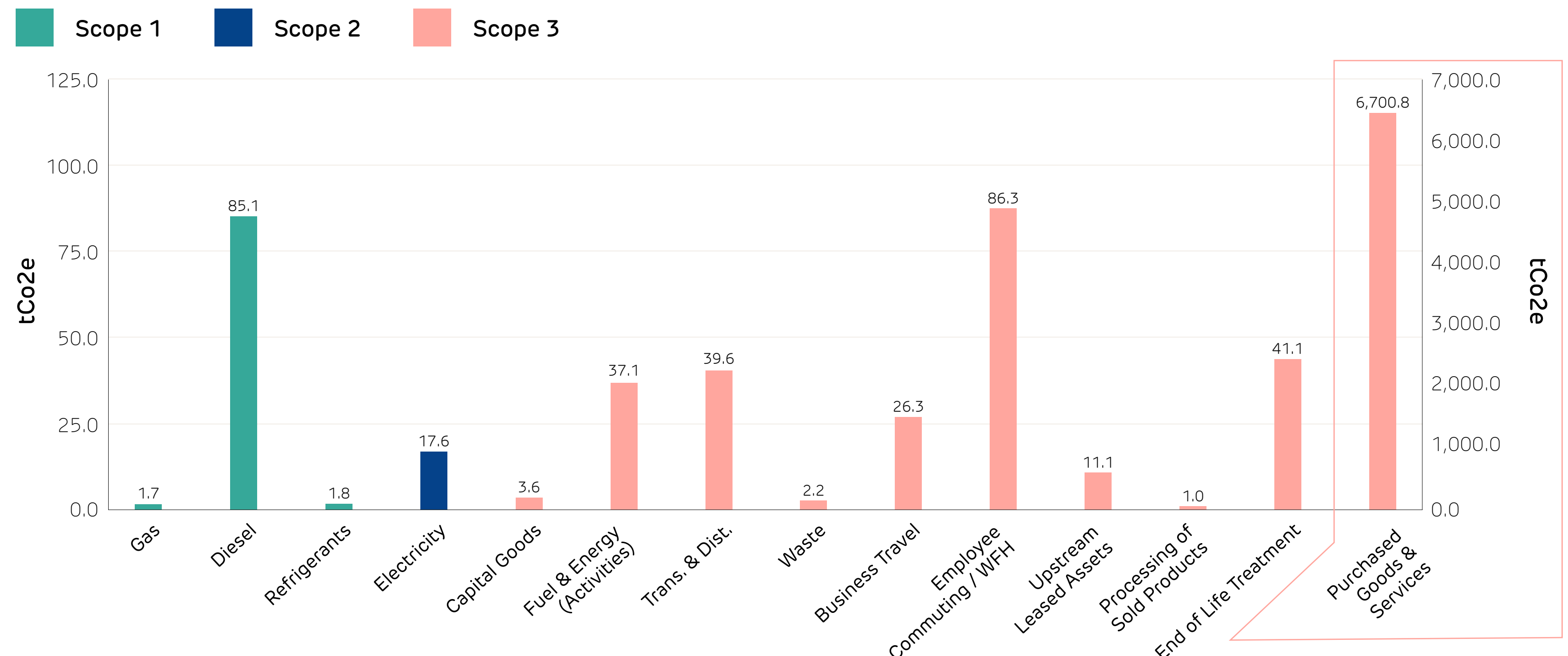
The largest category of emissions by far was the purchased goods and services in scope 3 (95% of all emissions). This includes all of the furniture and other items that we procure on behalf of our clients. This area provides us with the greatest opportunities to reduce emissions going forwards and so our focus will shift further towards working with suppliers, encouraging sustainable furniture procurement and on increasing the reuse and refurbishment of existing furniture assets.

	Absolute Emissions (tCO <sub>2</sub> e)		
	FY22	FY23	% Change
Scope 1	94.33	88.57	-6.1%
Scope 2	22.79	17.61	-22.7%
Scope 3	N/A	6948.16	N/A
<b>Total</b>	<b>N/A-</b>	<b>7,054.35</b>	

## Intensity Metrics

In addition to reviewing the absolute footprint, we have also benchmarked our emissions produced per £million of revenue. This intensity metric provides a relative tCO<sub>2</sub> figure that will allow comparison between yearly emission figures irrespective of growth.

Intensity Metrics (tCO <sub>2</sub> e)	
Scope 1+2+3 emissions / revenue in £ millions	
<b>FY23</b>	<b>200.71</b>

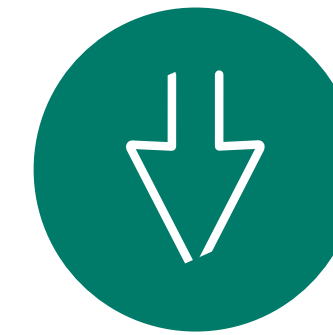
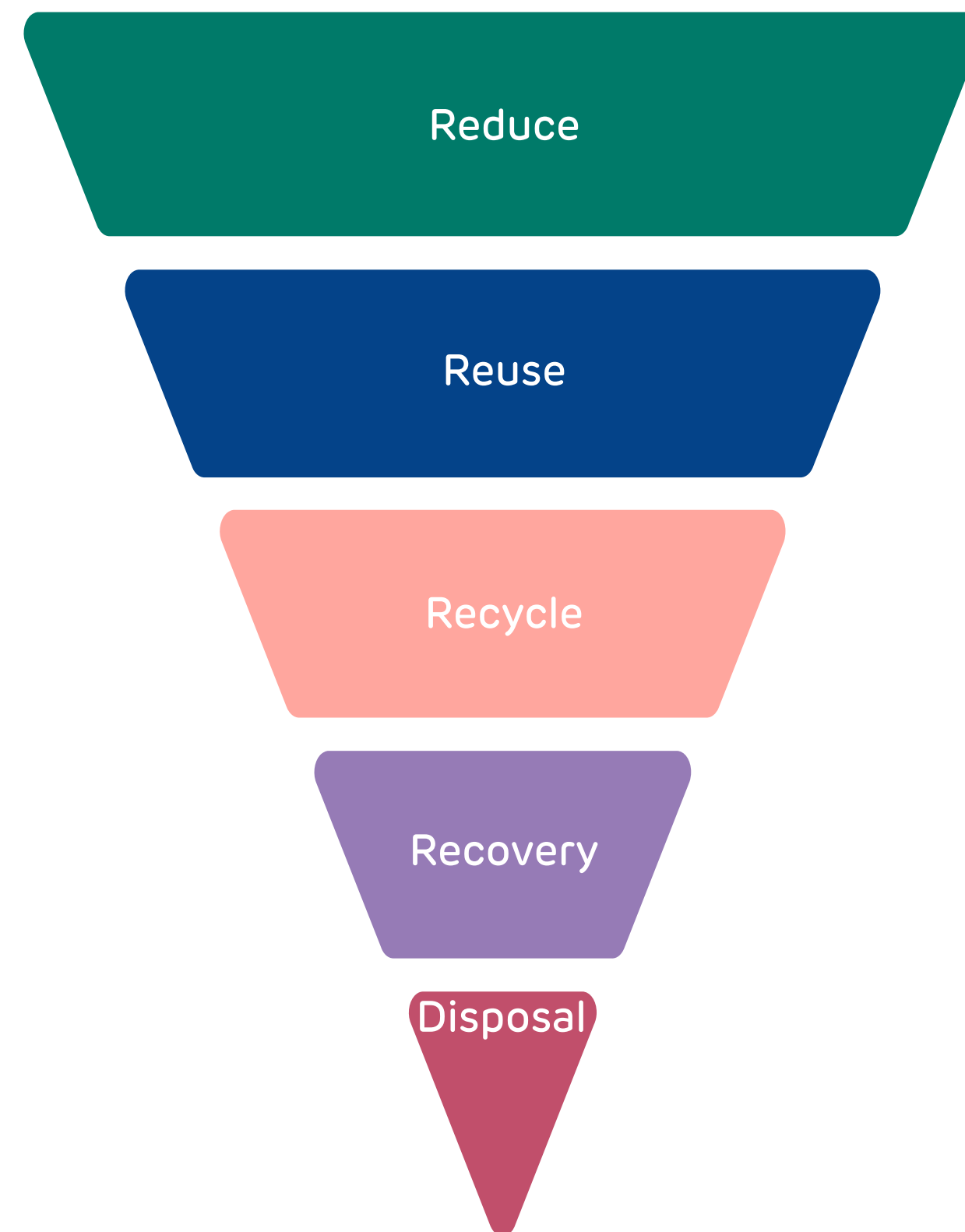


# Waste Management

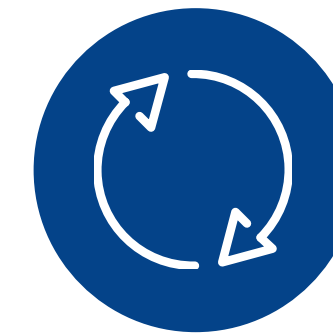
When developing our waste management plan, we followed the principles of the waste hierarchy giving top priority to what we can do to prevent waste in the first place. We now have procedures in place to ensure that ALL of our operational waste is reused, recycled or recovered through waste to energy schemes and that we can report on the different materials we recycle so that we can compare our performance year-on-year.



Registered Waste Carrier



We reduce the amount of waste produced by working with suppliers to ensure that products and packaging contain less material and by helping clients choose furniture that will last longer.



Where possible we will refurbish and reuse furniture with a client or make sure the furniture has a second life somewhere else. Most furniture can be resold or donated to charity for reuse.



If an item can't be reused, it's returned to our operations centre for recycling. We dismantle items, sort and collect the cardboard, paper, plastics and metal which is taken away to recycling centres.



All other operational waste is compacted and taken away to be reused in waste to energy schemes.



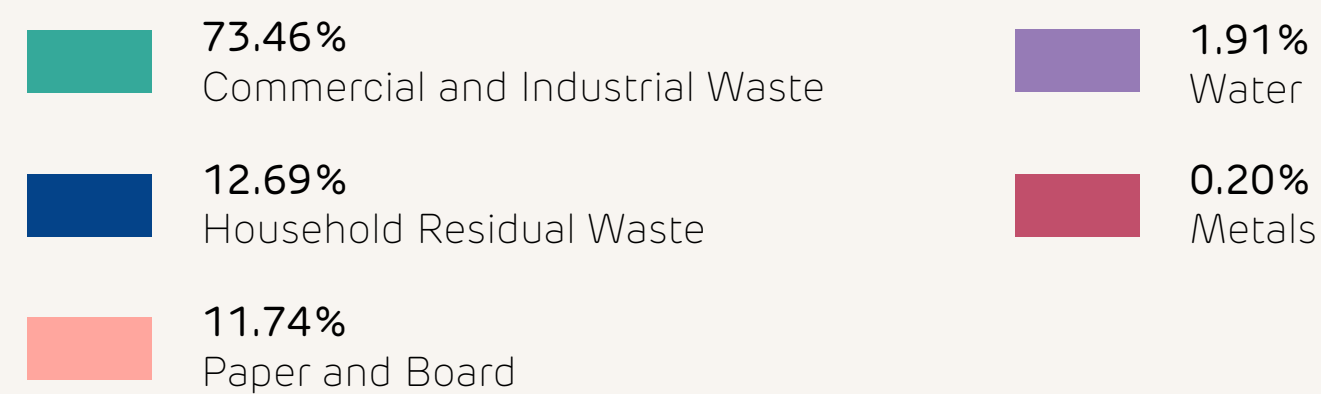
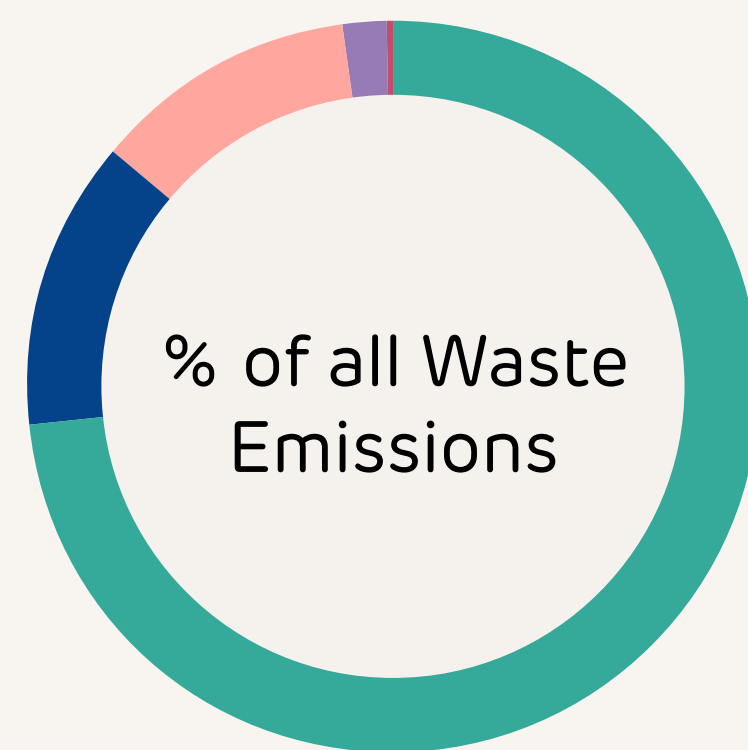
None of our operational waste goes to landfill.

# Waste Data

Our waste management plan has allowed us to gather statistics on our different waste streams, and on the equivalent carbon emissions from recycling them.

In FY23, we recycled 103.66 tonnes of waste from our operations. We will use this as our benchmark going forwards.

We estimate that sending our waste to recycling schemes instead of to landfill saved more than 50 tonnes of Co2e in FY23, the equivalent of planting 300 new trees.



## Baseline measurement of waste data from FY23

Waste Stream	Treatment Type	Total Weight (tonnes)	Actual Emissions (tCo2e)	Emissions if waste was sent to landfill (tCo2e)
Paper and Board	Closed-loop Recycling	11.9	0.253	12.398
Plastics: Average Plastics	Closed-loop Recycling	0.00*	0	0
Metals	Closed-loop Recycling	4.40	0.004	0.006
Household Residual Waste	Waste to Energy Scheme	12.87	0.274	5.74
Commercial and Industrial Waste	Waste to Energy Scheme	74.49	1.585	34.787
<b>Total Waste</b>		<b>103.66</b>	<b>2.117</b>	<b>52.933</b>
Water	Treatment Type	Total Volume (m <sup>3</sup> )	Actual Emissions (tCo2e)	
Wastewater	Water treatment	168.08	0.041	
<b>Total emissions from waste</b>			<b>2.158</b>	

\* Plastics were compacted and baled for recycling in FY23 but they are still stored in our warehouse until we have enough to warrant a pickup for transport to the recycling facility.



We are committed to helping our clients make **sustainable choices**.



## 2. Our Responsibility to our Clients

We are committed to helping our clients make sustainable choices around office furniture usage and procurement, minimising waste to landfill and promoting circular product principles. We can drive positive change by offering insights that allow them to make informed decisions.

The workplace is a rapidly changing environment; the results of which see over three million tonnes of office furniture go to landfill each year. As one of the leaders in our industry, we want to be part of the solution to reduce this figure and promote ways to keep furniture in the circular economy for longer.

We will continue to:

- Promote our sustainably-focused services to clients to promote product circularity and reduce the impact of our operations on the planet.
- Specify and offer low-carbon products and highlight the circularity credentials of products to our customers.

# Furniture Lifecycle

We are uniquely positioned to guide our clients through every part of the furniture lifecycle to help them maximise the value from every furniture asset while minimising its environmental impact.



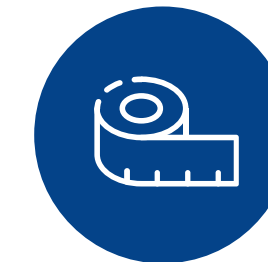
## New Furniture Procurement

- ✓ Bought from reputable, vetted companies.
- ✓ Made from sustainable materials and processes.
- ✓ Durable products with longer warranties to stay in use longer.
- ✓ Reduced product packaging.
- ✓ Minimised product transport distance.



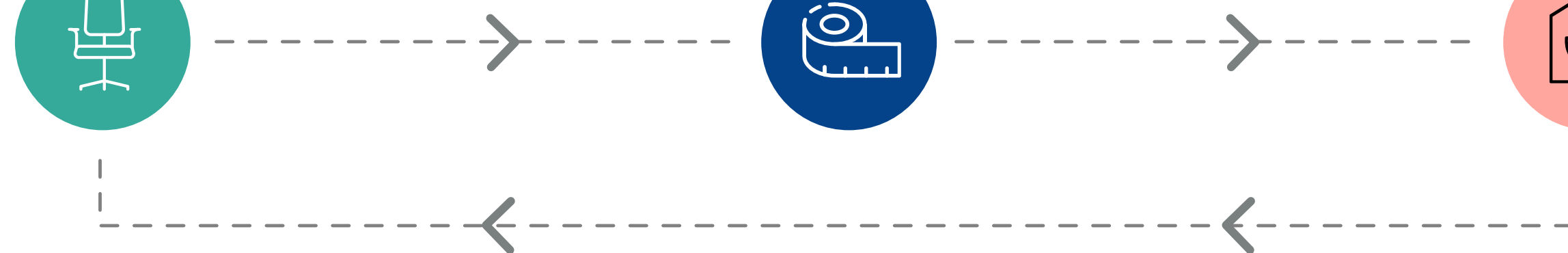
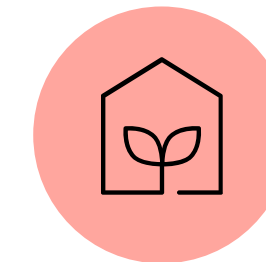
## Furniture Usage & Maintenance

- ✓ Professional cleaning and regular maintenance to extend product life.
- ✓ Product continuity guarantees mean replacement parts will be available for longer.
- ✓ Location, residual value and carbon footprint of assets tracked and stored in a database.



## End Of First Life

- ✓ Assets can be resold to other companies or donated to charities.
- ✓ Assets can be refurbished or repurposed and then reused.
- ✓ Assets can be recycled.



# | Encouraging Product Circularity through Reuse and Recycling

Companies have different requirements for each project, but we take a common approach to present options that **maximise the reuse of any existing furniture assets first, keeping them within the circular economy where possible.**

Most high-quality office chairs, for example, will hold a residual value over their lifetime. We can help our clients to see where these items can be reused, resold or donated, keeping them in use for longer and reducing waste. In doing so, we help our clients significantly reduce their carbon footprint and save money.

## How We Help

### Furniture Audits

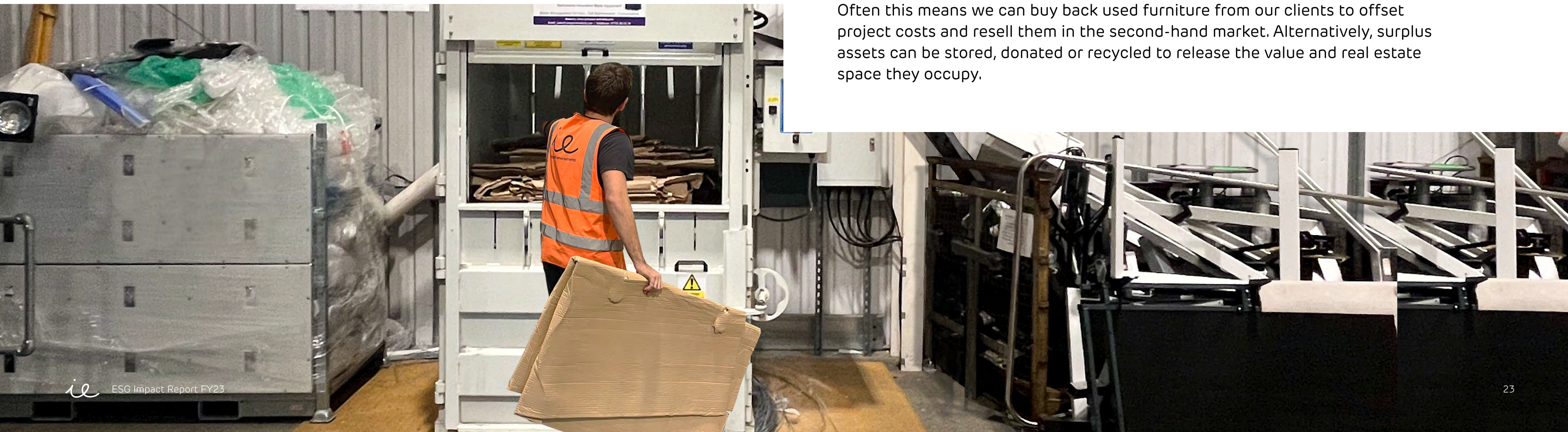
We help our clients to measure, track and assess their current furniture to see what assets still hold value and can be reused, refurbished, resold or donated, and what assets need to be recycled.

### Adapt and Reuse

Tired assets can be cleaned and refurbished or reinvented to look like new and serve different purposes. It's great for the environment and can save money.

### Leveraging the Value in Surplus Furniture

Often this means we can buy back used furniture from our clients to offset project costs and resell them in the second-hand market. Alternatively, surplus assets can be stored, donated or recycled to release the value and real estate space they occupy.



# | Encouraging Sustainable Furniture Procurement

We work with a supply chain that includes **over 300 manufacturers** to ensure that the products we recommend to clients are produced by companies that share our ethical and environmental values. We're also able to leverage our partnerships to reduce the amount of packaging waste that goes to client sites.

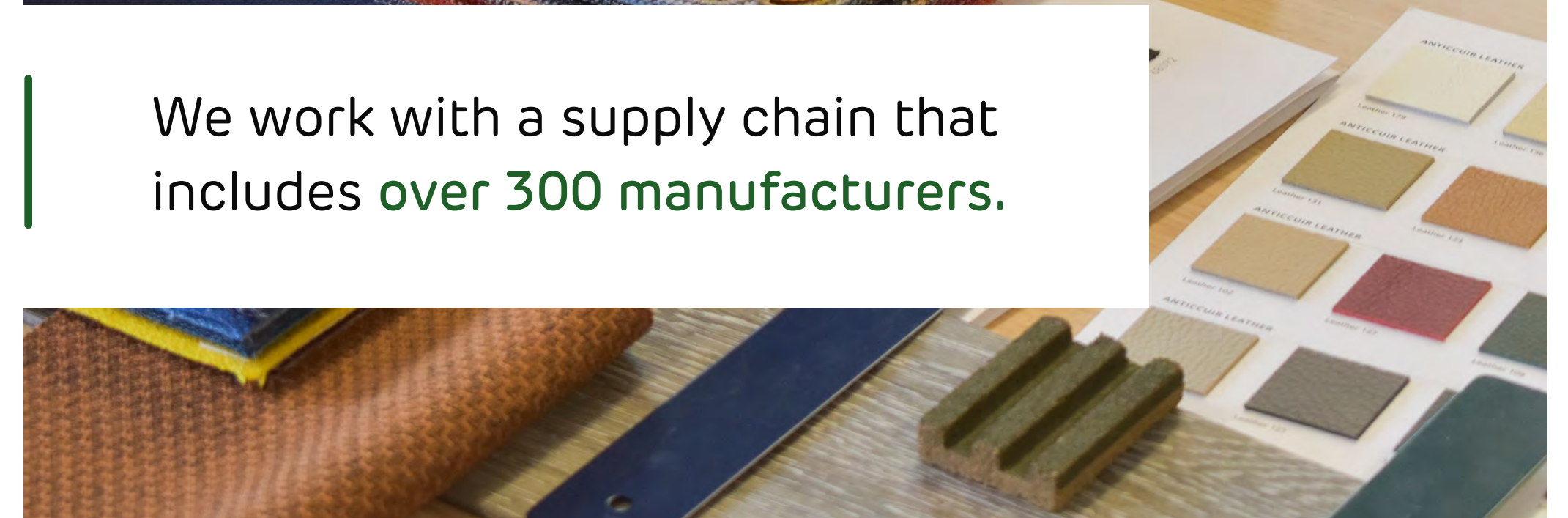
Our extensive knowledge of the furniture market and different built environment standards, such as **SKA, BREEAM, WELL and LEED**, allows us to review the market for the most appropriate products that meet our customers' sustainability needs.

**SKArating**<sup>®</sup>

**BREEAM**<sup>®</sup>

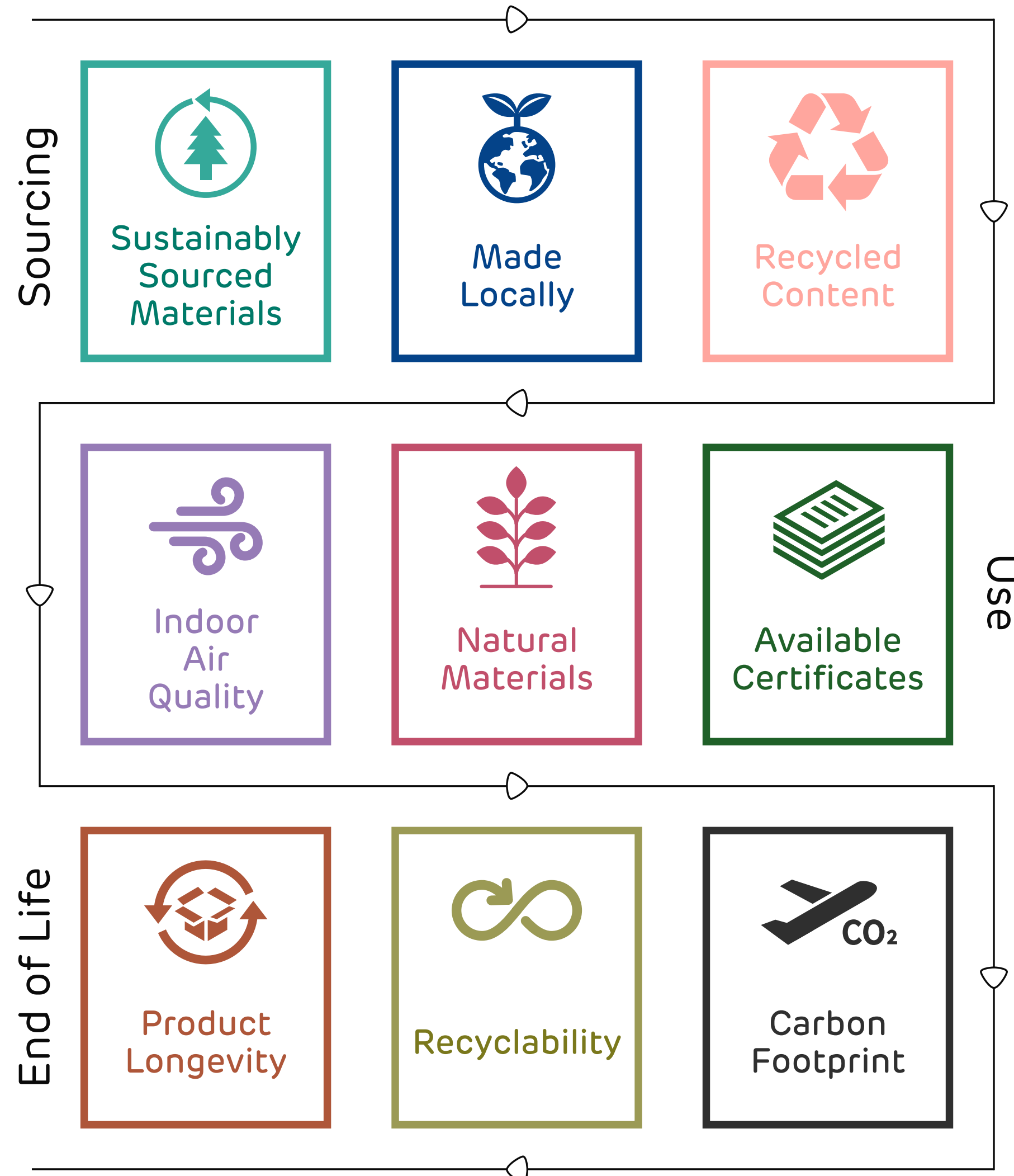


We work with a supply chain that includes **over 300 manufacturers.**





# Our Approach to Sustainable Sourcing



Evaluating the sustainability of furniture is a highly complex subject that requires extensive analysis, comparing different types of information, and gathering verifiable evidence about each piece of furniture. Unfortunately, there is a lack of verifiable sustainability data on furniture products and there are no common standards for reporting environmental performance across the industry. All of this makes it very challenging for our customers to compare different products.

In an effort to simplify our approach, we have identified nine key areas that encompass the most important aspects of furniture sustainability from the raw materials and manufacturing all the way through to the end of the furniture's life.

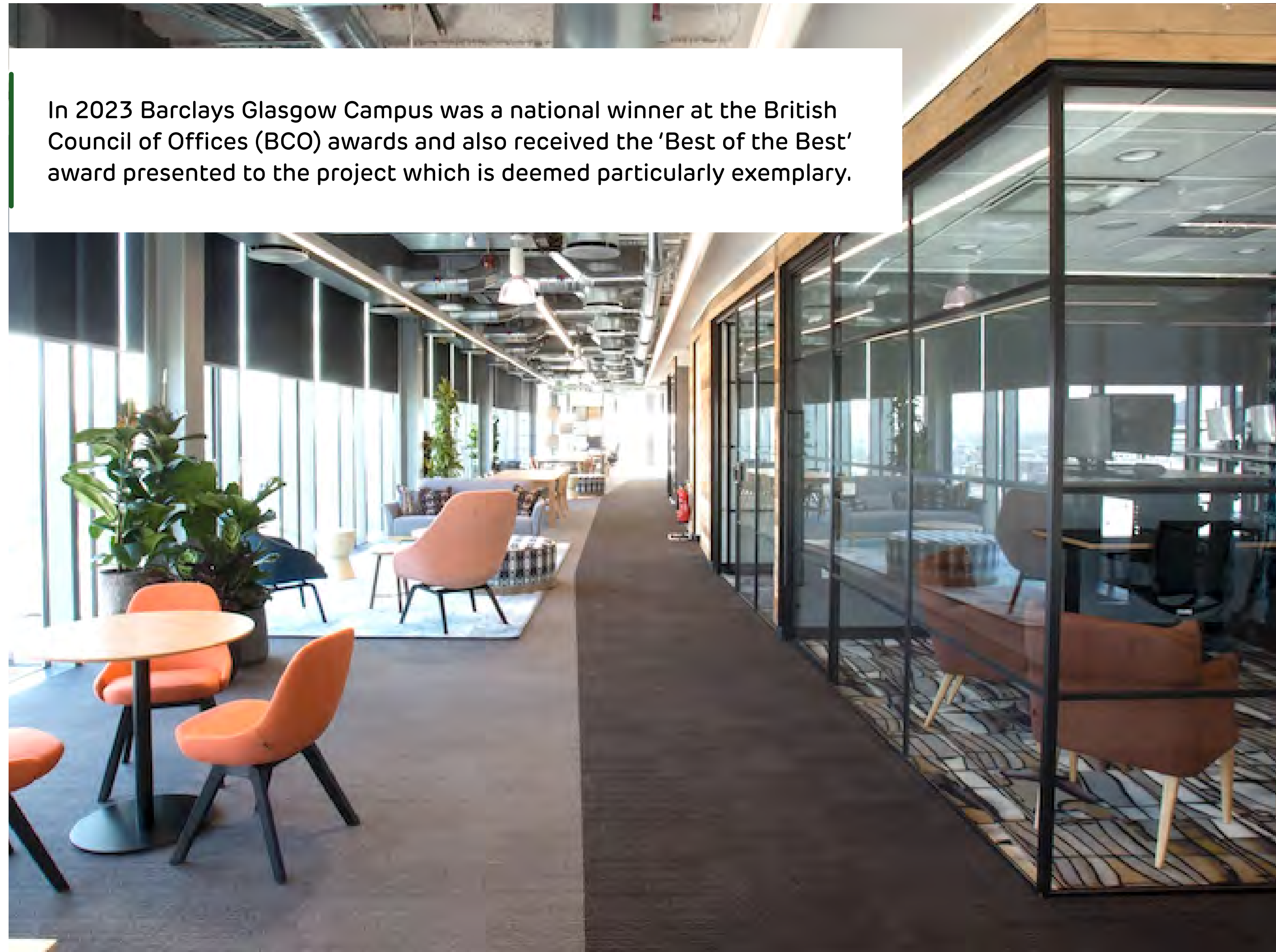
We have been assisting clients in meeting their environmental targets for furniture projects for many years. As our knowledge has expanded, we have begun advocating for sustainable procurement to all our clients. We aspire to be a positive force in the furniture industry.

We work with clients to identify the areas of furniture sustainability that are important to them and then together set project goals for the areas they want to improve.

We gather all the data and suggest products that will help them achieve their goals, demonstrating what impact their choices could have to achieving their targets.

# Barclays: Sustainable Procurement Case Study

In 2023 Barclays Glasgow Campus was a national winner at the British Council of Offices (BCO) awards and also received the 'Best of the Best' award presented to the project which is deemed particularly exemplary.



We worked with Barclays on its new state-of-the-art campus in Glasgow targeting **WELL Platinum Certification**.

- 300,000 sq. ft. of new office space.
- 40+ suppliers for new furniture vetted.
- Procured, curated, and installed over 7,000 products across the campus, prioritising sustainable products.
- Over 10,000 furniture items were resold or donated - keeping the furniture equivalent of 658 tonnes of CO2 in the circular economy. That's the equivalent of 1,161,672 miles driven by an average passenger vehicle.
- Negotiated with suppliers to reduce the amount of furniture packaging waste by over 70%.

[Find out more.](#)

# Lloyds: Sustainable Procurement Case Study



IE has been working with Lloyds for more than 20 years. In that time Lloyds has been a pioneer demanding higher environmental and ethical standards in the furniture it purchases and trying to minimise waste.

Some of the highlights over the last five years include:

- Supplying over £20 million furniture items compliant with SKA environmental standards.
- Fully-vetting over 75 suppliers for new furniture.
- Helping to reconfigure and refurbish 2,500 desks across Lloyds' offices in London and Halifax, using the existing frames with new tops to reduce costs and minimise waste.
- Helping to manage part of Lloyds excess furniture stock in our warehouse valued at around £500,000. This has helped to use excess furniture efficiently by redistributing products across the Lloyds estate for use in different projects and reselling surplus items on Lloyds' behalf.
- Buying back nearly 800 task chairs from one of Lloyds' offices in Birmingham, refurbishing and reselling furniture items to keep the products in use and offset project costs for Lloyds.
- A current project we're engaged in will repurpose existing desking within the estate, reconfiguring them to a smaller footprint by cutting down the tops and using existing parts to keep the furniture within the circular economy.

# | 3. Our Responsibility to our Supply Chain

We commit to working with our supply partners to drive **product circularity and sustainable procurement**.

We want our customers to be confident that our suppliers follow sustainable practices in their operations and manufacturing processes. We have created a Sustainable Procurement Policy and an IE Supplier Code of Conduct, which all suppliers must adhere to.

## Supplier Sustainability Program

The Supplier Sustainability Program continuously reviews how our supply chain can improve its ESG performance.

- As a first step, compliance with our sustainability program is based upon self-assessment.
- All our suppliers are issued an annual sustainability survey vetting their compliance against key ESG criteria.
- Using this data, we complete a twice-yearly review of the approved supplier list to ensure each supplier's ongoing suitability.
- Any providers deemed unsuitable are removed from the list until compliance can be evidenced.
- All new suppliers are required to complete a risk assessment against key ESG criteria. Any suppliers deemed unsuitable are not added to the approved supplier list.

## Helpful Links:

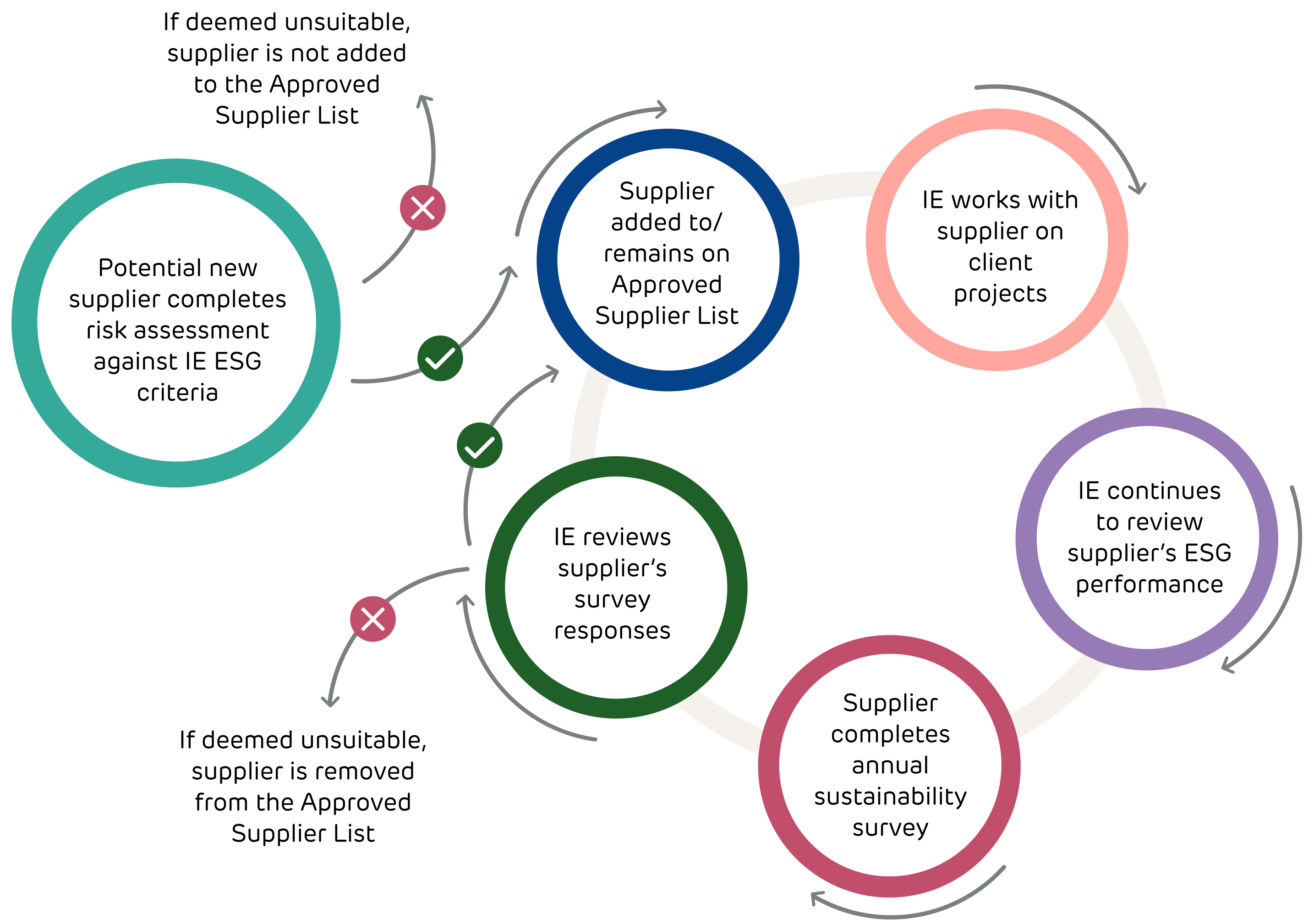
[Supplier Code of Conduct](#)  
[Sustainable Procurement Policy](#)



# Supplier Sustainability Program

This year's annual survey was issued to all our suppliers in May 2022 to check initial compliance against a range of ESG criteria. We are currently analysing the responses to identify any red flags. We have also amended our new supplier process to make it easier to capture essential ESG data when suppliers are first entered into our system.

The program is managed in our certified Quality, Environmental, and Occupational Health and Safety Management System.



# Environmental Summary: FY23

Did we meet our **FY23 objectives** and contribute towards our long-term goals?

✓ **FY23 Objective:** Establish baseline carbon emissions for scope 1, 2 and 3.  
**Goal:** Develop science-based and long-term net zero. carbon targets.

- Scope 1, 2 and 3 carbon emissions were identified, calculated and **independently verified**.
- **9.3%** reduction in Carbon Emissions from IE operations in FY23 (Scopes 1 and 2).
- Total carbon emissions in FY23 was **7,054.35 tCO2e**.
- Furniture procured on behalf of our clients made up **95%** of emissions.

✓ **FY23 Objective:** Create a Waste Management Plan.  
**Goal:** Minimise waste to landfill.

- Waste management plan put in place. **Zero waste to landfill** from our operations.
- Total emissions from waste: **2.158 tCO2e**.

✓ **FY23 Objective:** Target zero environmental non-compliance findings.  
**Goal:** Be environmentally compliant with applicable laws and regulations.

- **Zero non-compliance** in our external ISO 14001 environmental audit was achieved.

✓ **FY23 Objective:** Grow our services supporting sustainable sourcing and product circularity  
**Goal:** Promote circular product principles.

- Our services that focus on **refurbishing/ repurposing and reusing existing furniture** as well as keeping surplus furniture in the circular economy grew in FY23 and are now a **core part of our approach** to every project.

✓ **FY23 Objective:** Develop a Supplier Sustainability Programme.  
**Long-term goal:** Work with clients & partners to drive product circularity and sustainable procurement.

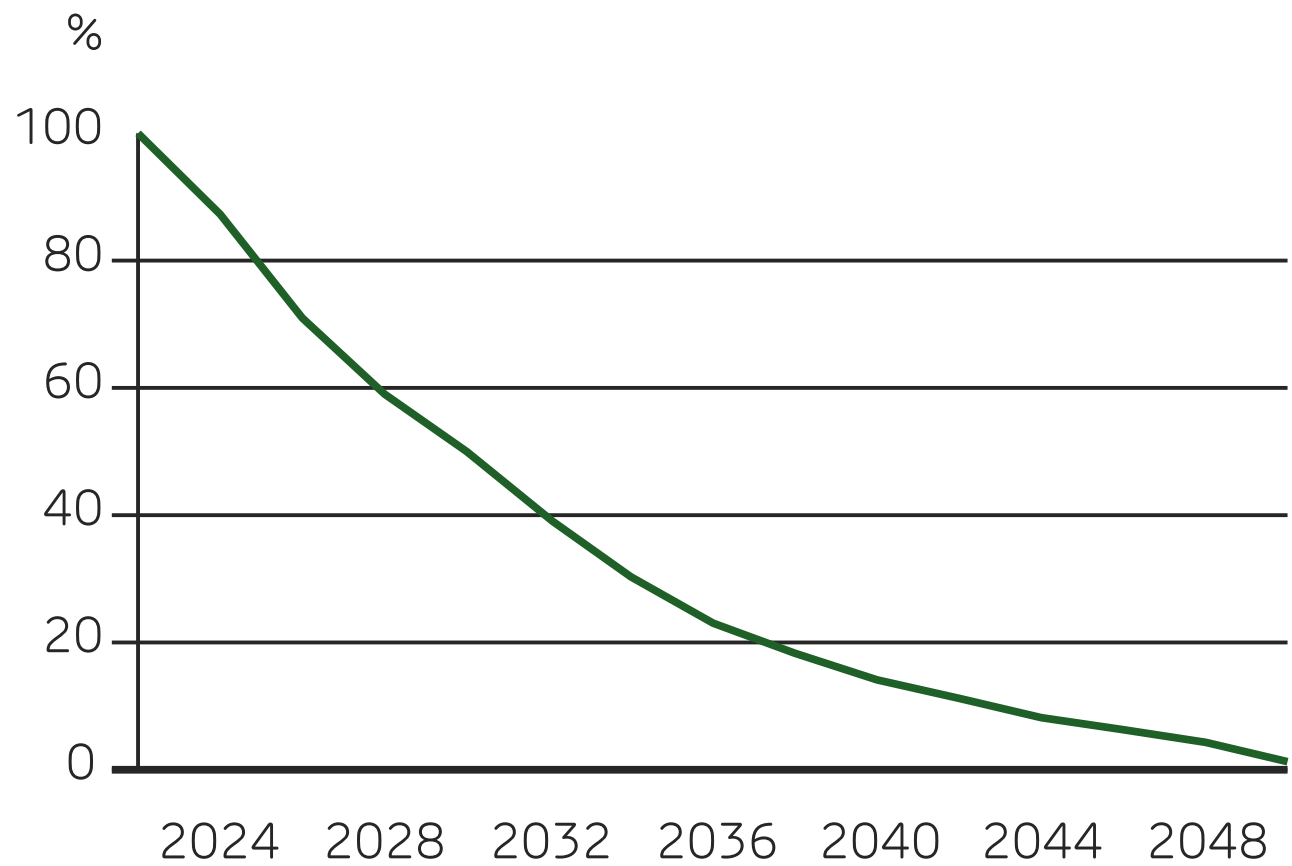
- We launched a programme to verify that **suppliers follow sustainable practices** in their operations and manufacturing processes.
- Our approach to advising clients on sustainable procurement now incorporated into all our projects, ensuring that **sustainability impacts of procurement choices are fully understood**.



# Environmental

## Our focus for FY24

For FY24, we have added in a new long-term goal to halve our carbon emissions by 2030. This new goal will help us set yearly targets to benchmark our progress towards net zero by 2050.



% decrease from 2023 carbon baseline

## Environmental Goals

We will:

- 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

We will achieve our goals by:

- Reduce GHG emissions from operations by 8% in FY24.
- Zero waste to landfill.
- Review all IE waste streams to optimise reuse and recycling and move waste up the waste hierarchy.
- Develop a tool to make informed sustainable procurement decisions.



# Social

## Healthy People



The social part of ESG considers how we manage our relationships with our workforce and the societies in which we operate.

### Social Goals

We will:

- 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.

### FY23 Objectives

We will achieve our goals by:

- Implementing a formalised community engagement programme.
- Completing FY23 training and development plans for all IE employees.
- Developing an ESG engagement programme - with a series of events and workshops to educate our employees on Advancing ESG@IE to promote its importance and encourage input.
- Having zero health and safety non-conformance findings in our ISO and other external audits & no reportable incidents.



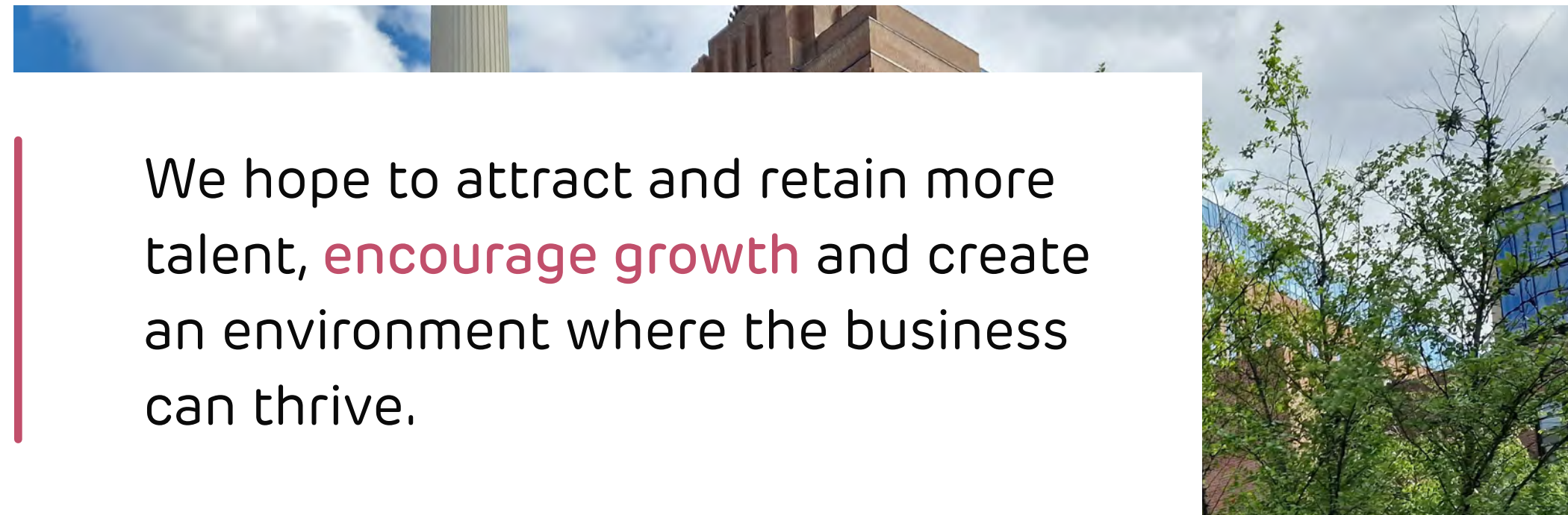
At IE, we are committed to supporting our people, clients, stakeholders, and the wider community to thrive.

We want our people to be happy, engaged and productive. In doing so, we hope to attract and retain more talent, encourage growth and create an environment where the business can thrive. Investing in our people can also have a positive impact on our customers.

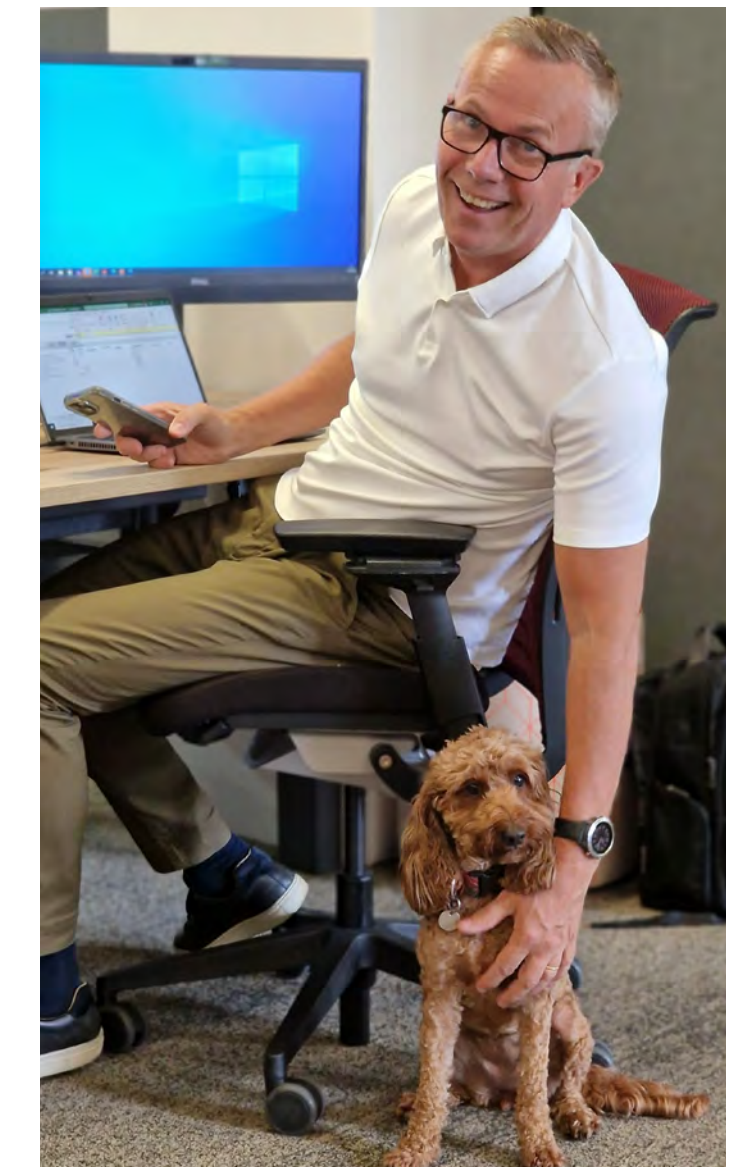
We also want to extend our investment in people to the broader community, helping to support charitable causes that will help make the world around us a better place.

We have identified five key topics in our Social pillar:

1. Community Engagement
2. Employee Welfare
3. Training and Development
4. Equity, Diversity and inclusion
5. Health and Safety



We hope to attract and retain more talent, **encourage growth** and create an environment where the business can thrive.



# 1. Community Engagement

We commit to supporting the communities in which we operate by working with charitable organisations and using local suppliers wherever possible.

We have previously supported many different charities on an ad-hoc basis, whether its gathering donations for our local foodbank in Rainham, supporting the Macmillan Cancer Support coffee morning or Christmas Jumper Day for Save the Children.

This year we formalised our community engagement program holding a workshop with the entire IE team in March to decide which charities we will support through fundraising and volunteering over the coming year in order to ensure maximum participation and involvement across the company.





## Combating the Food Crisis

In FY23, we spent a total of **55 hours** volunteering for the Trussell Trust.

The UK is facing its worst food crisis in a long time. A combination of Brexit, the Ukrainian-Russian conflict, and the energy crisis is causing food prices to go up, leaving families on the lowest incomes with nowhere to go.

The number of people in the UK going hungry is the highest on record. According to The Food Foundation, in April 2022, 7.3 million adults and 2.6 million children said they had gone without food or could not physically get food that month.

The IE team have decided to volunteer for The Trussell Trust, a charity supporting over 1,200 food banks across the UK. These food banks provide emergency food to people in crisis and additional support to help tackle the structural economic issues that lock people in poverty. The charity's mission is to end hunger and poverty in the UK so that food banks are no longer needed.

## FY23 Activities: Fundraising for the fight against cancer

There are around 3 million people in the UK who are living with cancer today, and we want to help fund research and support for those living with this cruel disease. We engaged in fundraising campaigns for several cancer charities in FY23, raising a total of £10,512.



In May 2022, members of the IE team took part in the Thames Path walk, raising money for Cancer Research UK (CRUK) in memory of our colleague Paula Kopsch, who recently passed away from cancer.

The funds will go towards helping to find treatments and, ultimately, a cure for all types of cancer.



In September, we held a Macmillan Cancer Support coffee morning at our offices, raising funds to help provide physical, financial and emotional support for people living with cancer in the UK.



We have also contributed to the bra recycling scheme set up by the charity Against Breast Cancer, donating unwanted bras to raise vital funds for pioneering breast cancer research.





## 2. Employee Welfare

We commit to supporting our employees to navigate life's challenges so they can be happy and healthy at work and home.

Supporting employee welfare has always been important, but the rising cost of living means it is now more critical than ever. The UK is feeling the effects of the worst financial depression in 30 years, with increases in inflation, fuel prices and energy bills becoming a heavy burden.

We have a responsibility as an employer to step up and do more to support our people in the face of this economic crisis. That's why we have several systems in place to help them with whatever they may be facing, whether inside or outside of work.

### Employee Assistance Programme

Through the Employee Assistance Programme, we provide a confidential, free support service that can help our employees and other members of their households to deal with a wide range of problems and challenges in their lives, including family, health, money and work support. Services include:

- Assistance in meeting challenges and resolving work/life issues.
- Solution-focused counselling, with up to seven sessions per topic.
- In case of a crisis, access to a counsellor right away.
- Telephone appointments with private GPs.
- Interactive web tools.

## Retail Discount Scheme

To help our people as the cost of living increases, we subscribe to an employee benefits scheme that gives a range of discounts and benefits to our employees, covering:

- Food and drink.
- Entertainment.
- Clothing.
- Home appliances and goods.
- Travel.

## Additional Benefits

Other added benefits provided to all IE employees include:

- Enhanced holiday package (26 days + bank holidays).
- Life insurance.
- Salary sacrifice company car scheme for electric and hybrid cars.
- Cycle to work scheme.
- Discounted gym membership.

## Your Voice: Our Employee Forum

We want all employees' voices to be heard, and we facilitate that through our Employee Forum. The Employee Forum meets quarterly to discuss a range of issues focused on improving the working experience at IE. With representatives from every department, everyone can have their say about working at IE and the things that matter to them.



# 3. Training and Development

We commit to delivering continual learning and development opportunities for our employees so they can grow and feel fulfilled at work.

Everyone at IE has a critical part to play in the company's success. We recognise that it is our responsibility as an employer to ensure they have the tools and skills to help them do that. We achieve this through personal development plans completed twice a year as part of the appraisal process.

The personal development plans identify areas of interest and self-improvement where we may invest in training. We see it as a vital part of the growth and progression of our employees. By allowing them to prioritise their development, they are more likely to feel professionally and personally fulfilled.

The outcome of the personal development plans is a completed FY23 training and development plan for each employee containing their personalised training needs. Often, this will consist of a mix of formal and informal training, including working in other departments and going on site visits to gain a broader knowledge of the business.

## ESG Training

We are committed to keeping the entire IE team involved and engaged with our ESG efforts.

As part of this commitment, we rolled out a four-part ESG training programme for every employee in March 2022 to teach them about the concepts involved in ESG and why the initiative is so vital to the business.

The course was followed up by a company away day in April 2022. The focus was on learning about the specific initiatives of Advancing ESG@IE and voting on the causes to support in our community engagement plan.

## Online Training

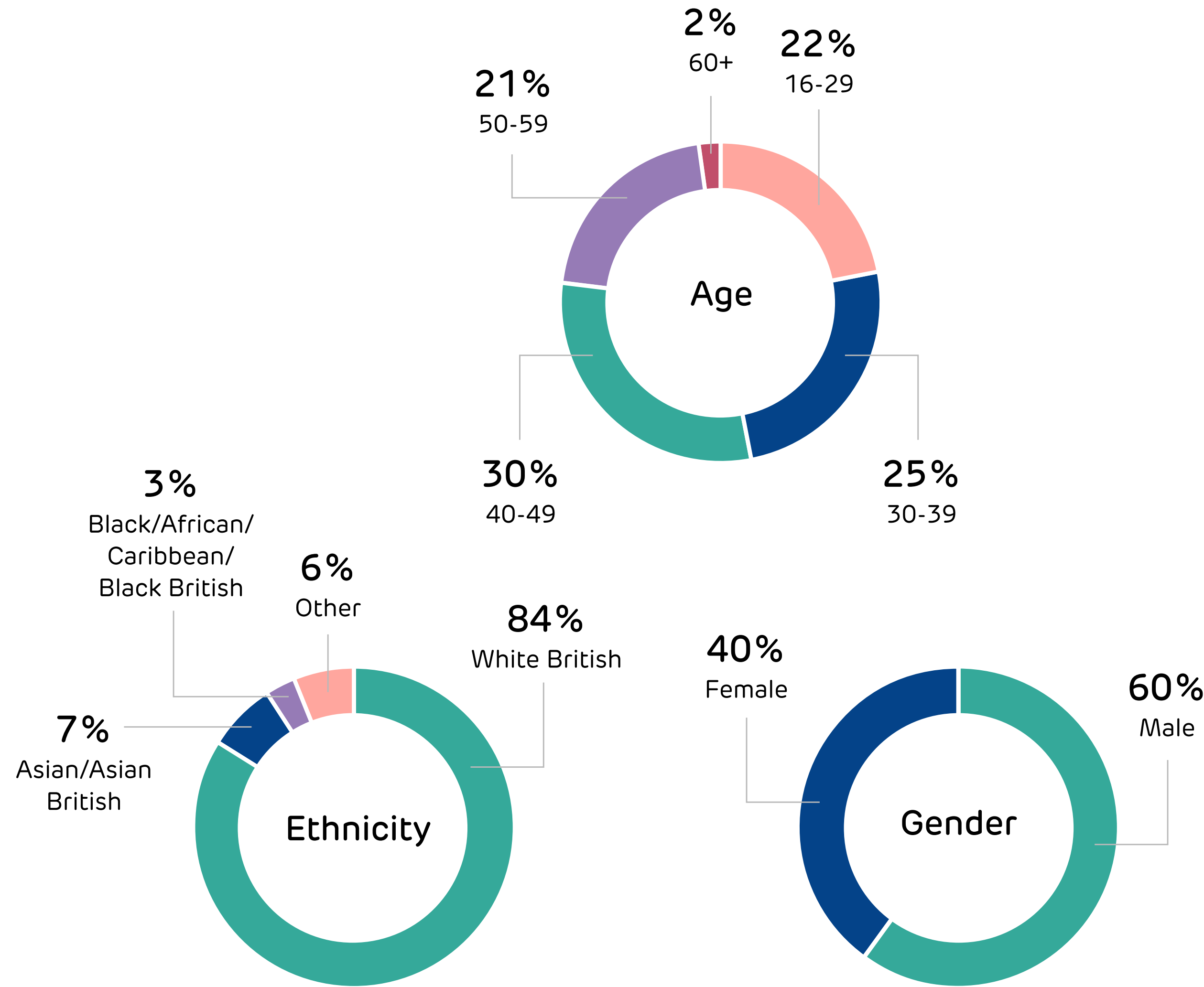
We also run various mandatory online training courses each year to remind and educate our employees on the expected standards and relevant compliance issues.

Training courses include, but are not limited to:

- Anti-bribery and corruption.
- IT security, scams and phishing.
- Equity, diversity and inclusion.
- Modern Slavery Act.



# 4. Equity, Diversity and Inclusion



We commit to creating a culture of inclusion that embraces diversity and enables equity.

We want to foster a working environment within IE that makes everyone, regardless of who they are or what they do for the business, feel equally involved and supported in all areas of the workplace.

## Diversity at IE

We asked our team to complete a survey to gather data regarding equity, diversity and inclusion at IE. We will use this data to drive our ambition to ensure our company is representative of our community.

We are committed to transparency and diversity. The demographic data on this page is based on voluntary self-reporting by our staff. We respect the privacy of our employees and have taken measures to aggregate and anonymize the information to ensure confidentiality. This disclosure aligns with our commitment to Equity, Diversity, and Inclusion (EDI) and complies with relevant UK data protection regulations. If you have any concerns or inquiries regarding this data, please contact us.



## Bringing People Together

As a small to medium-sized business working out of three locations, we must bring our people together as often as possible to get them involved in initiatives that affect them and the company.

Twice each year, we hold company away days to discuss topics such as:

- Our company values.
- Community investment initiatives.
- New branding/messaging.
- Environmental initiatives.

## Equity, Diversity & Inclusion Training

All employees at IE undergo our Global Business Standards and Code of Conduct training course, a tool that has been specifically designed to guide our daily decisions and make sure that business decisions taken to achieve success never conflict with doing the right thing. The four main topics of the training include:

- Disclosing conflicts of interest.
- Avoiding bribery and corruption.
- Preventing harassment and discrimination in the workplace.
- Maintaining accurate and timely records.

In addition, all our managers go through a second training course called Harassment prevention training which aims to help us create and maintain a respectful work environment that promotes respect and dignity, free of harassment and offensive behaviour; where all employees can be their best and do their best.



# 5. Health and Safety

We commit to ensuring a safe and healthy workplace for our people, partners and customers.

Adhering to Health and Safety legislation is an integral part of our business, and in FY23, we are targeting zero Health and Safety non-compliances through our ISO audit.

At IE, we never compromise on the safety, compliance and quality of our products and services. This requires everybody to be engaged, to understand their responsibility and to be empowered to take action.

Employees are empowered to challenge any unsafe acts they see or perceive and put a task on hold if they judge that safety is inadequate until a competent person takes appropriate risk control measures.

Our Health and Safety management system is certified to the ISO 45001 standard. It enables us to apply a tailored approach to defining the risks and challenges relating to people's health and safety, whether in our office, on client sites or elsewhere.

- All employees are required to complete an online Health & Safety responsibilities course.
- All employees that could be involved in any lifting or moving of objects are required to undergo manual handling training.
- All supervisors and managers in our Operations team will complete the IOSH Managing Safety courses in Q1 2023.



# Social Summary: FY23

Did we meet our **FY23 objectives** and contribute towards our long-term goals?

✓ **FY23 Objective:** Implement a community engagement programme.  
**Goal:** Develop a workforce that is highly engaged with our community / social investment plan.

- We created our **community engagement programme** around charity fundraising and volunteering.
- We asked our employees to choose the causes to support. This led to us raising **£10,512** for cancer charities during the year and providing **55 hours** of volunteering time at a local Trussell Trust food bank.

✓ **FY23 Objective:** Complete FY23 training and development plans for all IE employees.  
**Goal:** Promote continual learning and development.

- We completed training and development plans for **all employees** in FY23.

✓ **FY23 Objective:** Develop an ESG engagement programme.  
**Goal:** Develop a workforce that is highly engaged with our ESG journey.

- We created an **ESG training course** in with our external ESG consultants, Quarterpenny Consulting. The course was taken by all IE employees and was turned into on-demand online training for all new employees.
- At the start of FY23 we held a **two-day company conference** focussed on the importance of the new ESG programme.
- We then held **quarterly company updates** online where we reported on the latest ESG initiatives.
- We created an **ESG Committee** with representatives from different IE departments. Their remit was to help develop ideas and communicate the latest news to their teams.
- To supplement this we started an internal ESG comms channel on our intranet and wrote regular **website blogs** on our ESG journey.

✓ **FY23 Objective:** Zero health and safety non-conformance findings in our ISO and other external audits.  
**Goal:** Ensure a safe and healthy workplace.

- FY23 saw **zero** health and safety non-conformance findings in our external ISO45001 audit.

**Goal:** Create a culture of inclusion - that embraces diversity & enables equity.

- We contributed to this goal through several **training courses** that were delivered throughout the year helping us create and maintain a respectful work environment that promotes respect and dignity, free of harassment and offensive behaviour.

# Social

## Our focus for FY24

For FY24, we are committing to fund match the fundraising efforts of our people towards charitable causes up to £10,000. We are also committing to expanding our volunteering days, doubling them from 55 to 110.

## Social Goals

We will:

- 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

We will achieve our goals by:

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



# Governance

## Healthy Culture



The corporate governance part of ESG is concerned with our internal rules and practices, especially those related to ethics, accountability, transparency and compliance.

### Governance Goals

We will:

- 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.

### FY23 Objectives

We will achieve our goals by:

- Delivering a plan for annual training updates for:
  - Anti-bribery & Corruption.
  - Equity, Diversity & Inclusion.
  - Modern Slavery Act.
- Developing a voluntary disclosure plan via our statutory accounts for FY2023.
- Delivering the FY23 Business Plan.
- Completing the B-Corp assessment to identify areas for focus.

Governance refers to how a company is led and managed, how it makes decisions, how its Board of Directors is established, and how it manages risk and deals with the rights of shareholders.

A company with good governance works within its regulations and policies and is transparent and fair.

When it comes to effective corporate ESG management, governance issues are at the heart of it. They are the foundations upon which corporate social responsibility and sustainability activities can be built and evaluated. Furthermore, as social, cultural and political attitudes evolve, so will the risks and opportunities around governance.

At IE, we must wrap governance around everything we do to provide the best possible service for our customers.

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.





We have **responsibility and accountability** for operating a safe and efficient business.

# 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.

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.

In FY23, we aim to develop a voluntary disclosure plan detailing how much carbon we produce year-on-year as a business.



**Klavs Henriksen**  
Sustainability & Compliance Manager

## 2. Compliance

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

The cornerstone of our compliance initiative is to stay certified to:

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

### 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.





### | 3. External ESG Assessment / Certification

We are committed to achieving an external recognised international ESG certification.

Our objective for FY23 is to undertake an external assessment of our ESG program to give us a basis and measurement for improvement. We are in the process of self-assessing against several different certifications to inform our plan going forward and ensure we are constantly evolving and improving.

The ESG Ratings and Certifications we are currently exploring include:



**EcoVadis** is one of the world's most trusted providers of business sustainability ratings.

We have recently undertaken an EcoVadis assessment to give us a baseline performance rating from which we will measure meaningful improvements year-on-year. Our initial result in 2022 put us in the **59th percentile**.



**Certified B Corporations**, or B Corps, are verified to meet the highest social and environmental performance standards, transparency and accountability.

We are looking at B Corp Certification and have already **undertaken a B Corp readiness assessment** in FY23 to identify gaps and areas where we need to improve before submitting an application.





# Governance Summary: FY23

Did we meet our **FY23 objectives** and contribute towards our long-term goals?

✓ **FY23 Objective:** Deliver a plan for annual training updates for:

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

**Goal:** Continue to be compliant with existing and new UK legislation.

- In FY23 we delivered **online training** updates for everyone in IE about Anti-bribery & Corruption, Equity, Diversity & Inclusion, and the Modern Slavery Act.

✓ **FY23 Objective:** Develop a voluntary disclosure plan via our statutory accounts for FY2023.

**Goal:** Meet best practice in governance matters.

- In FY23 we delivered **online training** updates for everyone in IE about Anti-bribery & Corruption, Diversity & Inclusion, and the Modern Slavery Act.

✓ **FY23 Objective:** Deliver the FY23 Business Plan.

**Goal:** Deliver acceptable & sustainable ROI to our Shareholders.

- In FY23 IE achieved plan and all major **financial targets were achieved.**

✓ **FY23 Objective:** Complete the B Corp assessment to identify areas for focus.

**Goal:** Achieve an external recognised international sustainability certification.

- We undertook a B Corp readiness assessment in FY23. The results of which have given us information on what we need to focus on to achieve **B Corp certification** in FY24.

# Governance

## Our focus for FY24

For FY24, our main objective is to mobilise our people to achieve the necessary requirements to become B Corp Certified.

### EcoVadis Gold

Since the end of FY23, we're delighted to report that we've been awarded a gold medal from EcoVadis coming in the 97th percentile from over 62,000 rated companies. This has improved from the 59th percentile in 2022, showing the progress we have made in 12 months.



### Governance Goals

We will:

- 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

We will achieve our goals by:

- Delivering annual training for:
  - Anti-bribery & Corruption.
  - Equity, Diversity & Inclusion.
  - Modern Slavery Act.
- Delivering the FY24 Business Plan.
- Become B Corp Certified.



# Summary

Embarking on our Advancing ESG@IE journey hasn't been without its challenges, but we are committed to making a difference.

By going on this journey, ESG has become a thread that runs through our business, and we are committed to ensuring everyone at IE is engaged in helping us to make a difference as a company.

By protecting and preserving the planet, advancing the wellbeing and equality of all people, and running our business with integrity, we don't just help people work better. We help the world be better.

We are confident that we can make a real impact, and we look forward to continuing to share our journey with you and the opportunities it will provide our projects and clients. We will be sharing annual reports on our progress and achievements.

In being transparent about our journey, we hope to help inspire others to take action towards a more sustainable future.



We look forward to continuing to share our journey with you and the opportunities it will provide our projects and clients.





Creating Better  
Work Experiences  
Wherever Work Happens



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