



# Corporate Responsibility Report FY24



# Contents

---

<b>02</b>	Message from CEO	<b>09</b>	Our Customers
<b>03</b>	Introduction	<b>14</b>	Our Communities
<b>04</b>	About Us	<b>18</b>	Our Environment
<b>05</b>	Our Partnership with HP	<b>23</b>	Compliance and Ethics
<b>06</b>	Material Issues	<b>28</b>	Conclusion
<b>07</b>	Our People	<b>29</b>	Appendix



# Message from CEO

**James Clark**  
Chief Executive Officer

***"FY24 was a year of growth, alignment, and stronger accountability across Apogee. As we look to the future, we're committed to being a responsible business that makes a positive impact on society."***

In FY24, Apogee took a big step forward in shaping our future, introducing a company-wide approach to bring greater focus, alignment, and accountability. By setting clear goals and ensuring our four core behaviours – Customer-First, We Win Externally, Operational Excellence, and We Are Accountable – are embedded in everything we do, we've strengthened how we operate. This renewed focus has helped us deliver more value to our customers, grow our market presence, and accelerate our transformation into a leading Managed Services Provider.

## Corporate Responsibility at Apogee

At Apogee, corporate responsibility remains a fundamental pillar of our business. We are committed to delivering positive societal and environmental impact while creating value for customers and stakeholders.

Our Environmental, Social, and Governance (ESG) initiatives continue to drive meaningful change. We remain focused on sustainability through programs such as the ACE Line refurbished print devices, IT Buy Back schemes, and our involvement in the Print Releaf initiative. As an HP Planet Partner, we actively contribute to recycling efforts, ensuring responsible resource management and waste reduction.

## Performance Highlights

FY24 was a year of strong progress and growth for Apogee. We saw significant gains across our key service areas, with particularly strong performance in Outsourced Document Services, which grew by 48%, and Managed IT Services, which increased by 54%. These results reflect our commitment to putting customers first, improving efficiency, and staying ahead of changing market needs.

## Challenges and Opportunities

Our ambition to become a true Managed Services Provider (MSP) presents both challenges and opportunities. To achieve this goal, we have set ambitious targets and taken deliberate steps to refine our key 'where to play' choices – ensuring we focus on the right audiences and markets for sustained growth.

The shift towards digital-first workplaces continues to accelerate, and Apogee is well-positioned to help organisations navigate this transformation. By enhancing our service offerings, improving operational efficiencies, and maintaining a relentless focus on customer needs, we are laying the groundwork for long-term success.

## Looking Ahead

FY24 was a year of growth, alignment, and stronger accountability across Apogee. As we look to the future, we're committed to being a responsible business that makes a positive impact on society. By working closely with our customers, partners, and communities, we'll continue to drive innovation, build strong relationships, and operate in a way that is both ethical and sustainable. With our new strategy and behaviours guiding us, we're confident in our ability to grow while contributing to a better future for all.



# Introduction

## Ato Nimoh-Brema CEnv, MIEMA

Head of Sustainability and Business Assurance

We at Apogee Corporation are proud to present our 2024 Corporate Responsibility Report, highlighting our continued commitment to making a positive impact on both the environment and society. Over the past year, we have made significant strides in advancing our sustainability efforts, particularly in the areas of energy, carbon, waste reduction, and resource efficiency. We have successfully strengthened our circular economy programme – focusing on reusing more of our end-of-life devices – and maintained our rigorous ISO certifications, reinforcing our dedication to sustainability and corporate governance across all levels of our operations.

Guided by the key themes from our 2022 materiality assessment, we remain focused on addressing the most pressing environmental and social challenges while driving meaningful change. Our sustainability journey is ongoing. While we have made substantial progress, we recognise that some areas require further development, including establishing our Scope 3 emissions and verifying our emissions reduction target with the Science Based Targets initiative. We are committed to addressing this gap in 2025 by taking the necessary steps to better measure and manage our entire carbon footprint.

We are also actively working towards our Net Zero target of 2040, while maintaining our commitment to achieving carbon neutrality by 2030. This strategic adjustment reflects our dedication to aligning with our parent company's goals and evolving UK legislation, ensuring our continued efforts contribute to a more sustainable future. In 2024, we began laying the foundation for a robust social value programme. By engaging with local communities, supporting charitable initiatives, and focusing on the well-being of our people, we are building a dynamic and transformational social value strategy that will deliver lasting positive outcomes for our stakeholders.

As part of our commitment to transparency and accuracy, the environmental data in this report has been independently verified by SGS. This third-party verification ensures that our sustainability claims are both reliable and consistent, providing stakeholders with confidence in our progress.

We are proud of the progress we have made and remain determined to continue advancing with a strong, sustainable vision for the future. Thank you for your continued support as we work together to build a more sustainable world for generations to come.

*For more information and clarity on any aspect of this report, please contact [info@apogeecorp.com](mailto:info@apogeecorp.com)*



# About Us

---

With 30 years of industry expertise, Apogee has cultivated a long track record of supporting organisations of varied sizes and sectors. Our commitment revolves around streamlining IT needs through a single, convenient point of contact, underpinned by industry-leading service excellence. By managing workplace technology on behalf of our clients, our services not only enable businesses to maximise output, but also inspire employees to work smarter, safer, and more sustainably.

Rooted in a set of core values, Apogee's principles dictate our culture, guiding our interactions with others and shaping our business approach. As an independent subsidiary of HP Inc., we prioritise not only what we do, but how we conduct our business – and as such, our values are relatable, memorable, and attainable. We aim to strengthen our communities, foster lasting relationships with our clients, and create space for wellbeing, diversity, and inclusion.

At the heart of Apogee's philosophy is the belief in bringing technology and innovation to the modern marketplace, building trustful relationships through respect for clients and employees alike. Our objectives centre on aligning initiatives with client priorities, enhancing the customer experience, and fortifying relationships. Apogee's values define our organisational identity, guiding our commitment to empowering every employee across all business facets.

To realise our vision, we actively work towards fostering a high-performance, diverse, inclusive, and engaged workforce. Our core values—Integrity, Passion, Courtesy & Respect, Inclusivity, Knowledge, People, and Flexibility—serve as the pillars of our culture, shaping our actions and interactions. As a socially and environmentally responsible business, Apogee actively seeks ways to generate positive impact. We view it as our duty to encourage businesses to pursue the sustainable benefits offered by Managed Workplace Services, advocating for long-term gains over the short-term advantages of outright print and IT purchases. Through this commitment, Apogee continues to play a pivotal role in promoting positive change in the corporate landscape.



# Our Partnership with

As part of HP Inc., Apogee has a clear objective: to continue delivering exceptional products and services in the most sustainable way possible, with our people and customers at the heart of everything we do. Apogee continues to benefit from being part of the HP family, sharing a commitment to conducting business with sustainability at the forefront of all services and solutions.

HP is recognised as one of the world's most sustainable companies. It continually invests in product development to create transformative and disruptive technologies for the future; applying rigorous design principles to enhance the environmental performance of products throughout their life cycles. The primary design priorities include increasing the use of recycled and renewable materials, practising responsible chemistry, improving product repairability, reusability, longevity, and recyclability, continuously enhancing energy efficiency, integrating accessibility features, and developing solutions to address challenges in healthcare.

This commitment to sustainability is central to HP's business strategy, focusing on three core areas: Climate Action, Human Rights, and Digital Equity. HP's dedication to sustainable practices is reflected in its numerous accolades, such as being ranked among the top 1% of companies for social and environmental efforts by EcoVadis in 2022, and securing a top 10 position for clean revenue for the fifth consecutive year by Clean200 in 2023. These achievements form the foundation for Apogee's corporate responsibility objectives.

HP drives multiple global initiatives, such as the HP HOPE Programme and HP LIFE, to create a meaningful impact worldwide. HP HOPE contributes to the education and digital equity of underprivileged children under 18, by donating fully refurbished HP PCS to non-profit organisations and schools around the world. Over 52,200 children have benefitted from this programme across 26 countries. HP LIFE, a free business skills training program, gives people all over the world the opportunity to learn in-demand skills and core business concepts.



## HP PLANET PARTNERS

**As a member of the HP Planet Partners Programme**, Apogee continues to explore new ways to support a more sustainable planet. The Programme enables Apogee clients who are using HP Original and Samsung cartridges to return empty cartridges for complete recycling. This initiative covers the entire lifecycle of printer cartridges through a closed-loop recycling process, which repurposes recycled plastic to produce new cartridges. The programme delivers significant sustainability benefits for Apogee, our clients, and, most importantly, our planet, ensuring that billions of toner cartridges are recycled each year.

HP Planet Partners is available in 36 EMEA countries and over 70 countries worldwide. Since its inception in 1991, more than 735 million HP ink and toner cartridges have been returned and recycled (as of 2017). When returned via the Programme, no Original HP cartridge ends up in a landfill. To further minimise the environmental impact of printing, HP operates a closed-loop recycling system, designing cartridges with the maximum possible recycled content. Today, all HP toner cartridges and 80% of HP ink cartridges contain recycled materials.

In FY24, Apogee was honoured with the **HP Amplify Impact Catalyst 5-Star accolade**, recognising our commitment to driving significant sustainability progress across four key areas: Planet, People, Community, and Sustainability as a Business Opportunity. HP's Amplify Impact programme aims to accelerate change within the technology industry by educating and empowering HP channel partners to deliver sustainable impact and maximise sustainable business opportunities.

Find out more about HP's commitment to sustainability in the HP Sustainability Report:

 **Go Beyond**

  
**AMPLIFY**  
— IMPACT —  
HP PARTNER PROGRAM



# Material Issues

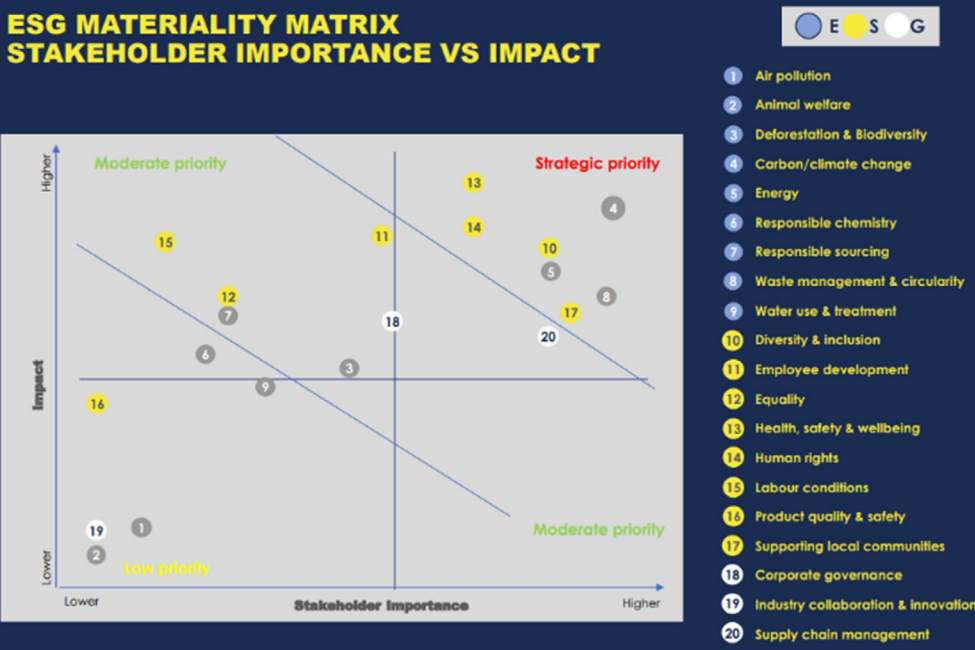
The material issues identified in 2022 remain unchanged, as listed in the table in the [report appendix](#). Throughout FY24, we continued initiatives to address these issues while further integrating Environmental, Social, and Governance (ESG) themes into our overall business strategy. This integration was reinforced by the establishment of the following governance groups: the ESG, Data Security Group (DSG), and Statutory Governance Group (SGG), supported by a network of working groups. This ensures alignment with the organisation’s strategy, and Objectives and Key Results (OKRs).

We’ve remained proactive in keeping up with the evolving ESG landscape, ensuring compliance with key regulations such as the Corporate Sustainability Reporting Directive (CSRD) and Extended Producer Responsibilities (EPR).

To inform our approach, ESG insights are comprehensively gathered from a variety of internal and external sources. These include risk assessments, audits, supply chain assessments, employee surveys, customer engagements, workshops, and industry publications. The risks and opportunities identified from these sources are systematically recorded in our corporate risk and opportunities register. This register is then reviewed by relevant governance groups, who provide recommendations to the Executive Leadership Team (ELT) for appropriate action.

ESG continues to be a key priority for our stakeholders. We’ve observed a notable shift in their expectations, with increased inquiries not only about ESG compliance but also about sustainable products and solutions that actively drive decarbonisation, waste reduction, and positive social impact. Our corporate responsibility strategy, AGENDA ZERO:2030, is specifically designed to continuously create value in these critical areas.

The ESG materiality matrix below outlines our strategic priorities. While our top priorities remain unchanged, themes of lower and moderate importance are also actively addressed through ongoing business activities. This includes our confirmed Net Zero target of 2040, alongside our commitment to achieving carbon neutrality by 2030. These targets reflect our ongoing dedication to aligning with our parent company’s goals and UK legislation. To ensure ongoing relevance, a new materiality assessment will be conducted in the near future to reassess key areas of importance for both our business and our stakeholders.



[Click here for the breakdown of progress against strategic ESG priorities available in Appendix.](#)

# Our People



**Marion Brooks**  
Chief People Officer

## EMPLOYEE TRAINING

All of the below form part of the **Apogee Employee Induction**.



**INTEGRITY**

**100%** completed



**ANTI-CORRUPTION**

**100%** completed



**HEALTH & SAFETY**

**100%** completed



**ENVIRONMENTAL AWARENESS**

**100%** completed



**ENERGY EFFICIENCY**

**100%** completed

The following training is also covered in the **Apogee Employee Induction**:



**EQUALITY, DIVERSITY  
AND INCLUSION**



**MENTAL HEALTH  
AWARENESS**



**74%**

employees felt they belong at Apogee



**67%**

employees feel they can grow at Apogee



**68%**

employees feel empowered working at Apogee



**69%**

employees are excited about the future at Apogee

**Our key themes are:**

Employee Benefits / Training and Development / Communication / Process & Systems

## LEADERSHIP TRAINING



**WRAP UP OF LEADERSHIP DEVELOPMENT**



**INTERVIEWING SKILLS**



**PERFORMANCE MANAGEMENT**



**SEXUAL HARASSMENT**



**WHISTLEBLOWING**



# Awareness Days / Campaigns

## January

**YOU said, WE did**

**brew monday**

## February



Apogee Learning Platform

Q2 Training Launch

One Off Training Launch

**time to talk day**

## March

Employee Appreciation Day

International Women's Day

**Holi Festival**

## April

Stress Awareness Month

Vaisakhi Celebration

Eid Celebration

Ramadan Celebration

## May

Q2 Training Launch

**MENTAL HEALTH AWARENESS WEEK**

## June



Employee Survey Launch

## July

CAREERS SPOTLIGHT LAUNCH

Employee Survey Results

## August

Q4 Training Launch

CAREERS SPOTLIGHT

**cycle2 work**

## September

CAREERS SPOTLIGHT

## October

**Black History Month**

CAREERS SPOTLIGHT

**WORLD MENTAL HEALTH DAY**

Email Etiquette

Menopause Awareness Day

## November

CAREERS SPOTLIGHT

Appraisal Process Launch

**MEN'S HEALTH MONTH**

Meeting Etiquette

## December

CAREERS SPOTLIGHT

**YOU said, WE did**



## Mental Health & Wellbeing

March

**Menopause Cafe**

May

**Mental Health First Aider Forum**

**Mental Health Awareness Week**

October

**World Mental Health Day**

**Menopause Awareness Day**

November

**Mental Health First Aider Forum**

December

**Support available during the festive season**

## Our adhoc initiatives include:

Long Service Recognition (90 employees in 2024 were recognised for Long Service)

14 Mental Health First Aiders covering all locations incl. Germany

Back to the Floor

Townhalls / All Employee Meetings

Coffee with the CEO

# Our Customers

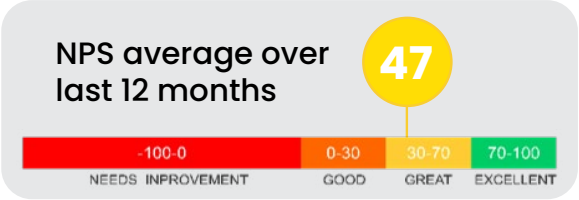
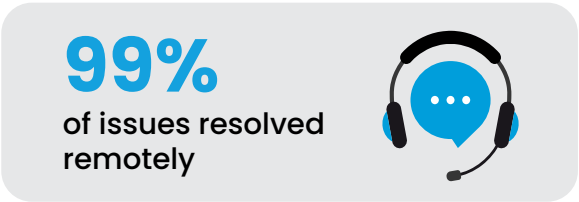
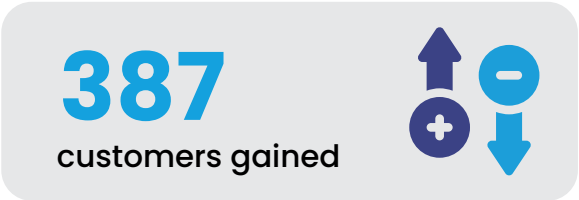
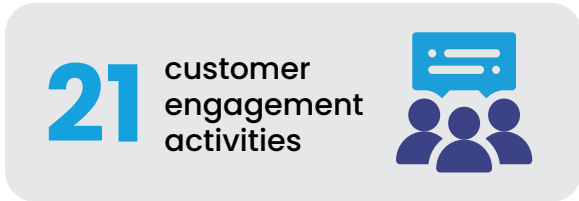
## Business Strategy & Market Influences

Apogee has evolved significantly as an organisation over the last five years, driven largely by two key factors – the impact of ‘Covid’ on the economic and working environment, combined with the continuous innovation of new technology. This naturally causes a transformation in the way organisations operate, and the working environment they subsequently provide to their employees. Our role is to ensure our customers have access to the right technology and solutions that will help drive their business forward, with a support infrastructure in place to keep their employees productive. We continuously review our portfolio of services to ensure they are aligned to each RTM (Route to Market) – and deliver the benefits required by our customers.

Those decisions are often driven by external factors and influences, for example the upcoming end of Windows 10 support from Microsoft. Naturally, this has created a demand and requirement for many organisations to update their fleet of laptop or desktop devices to ensure their employees not only remain productive, but also secure. This links directly to our established MDS (Managed Desktop Services), whereby we can help fulfil those device upgrade for customers of any size, from any sector. Recent research suggests that 89% of employees say outdated tech directly impacts productivity, therefore delaying Windows 11 upgrade could impact organisations on different fronts.

Another key driver in the market is the pressure on businesses to become more ‘digitally focused’ operationally, and according to [money.co.uk](https://www.money.co.uk), 76% of companies view automation as the best investment for money in 2025 as they focus on efficiencies so they can effectively do more for less. Apogee’s Digital Services solutions can be tailored to specific organisational needs to help drive those digital transformation strategies forward. We have seen some good examples of this in both the healthcare sector and some large corporations.

Ultimately, our goal is to be the first choice Workplace Services Provider for customers and their employees. We endeavour to do this through creating a seamless work experience, enabling them to be their most productive wherever they work. Our portfolio of services will continue to evolve to meet the unmet needs of our customers as their worlds continue to change.





# Innovative Solutions

**Managed Print Services** supply and support print devices that are certified energy-efficient – with software that provides clients with visibility of their paper usage and costs, thus empowering them to keep outputs under control.

Clients can also join the circular economy through Apogee’s ACE Line, which consists of rigorously checked, like-new Managed Print devices on affordable short-term leases. As well as keeping e-waste out of landfills, these devices also come installed with PrintReleaf, a software platform that reforests trees proportionate to client’s paper usage.

**Managed Desktop Services** provide clients with leading IT devices for their staff; with numerous cost efficiencies generated by outsourcing the procurement, configuration, installation, support, and end-of-life care to Apogee.

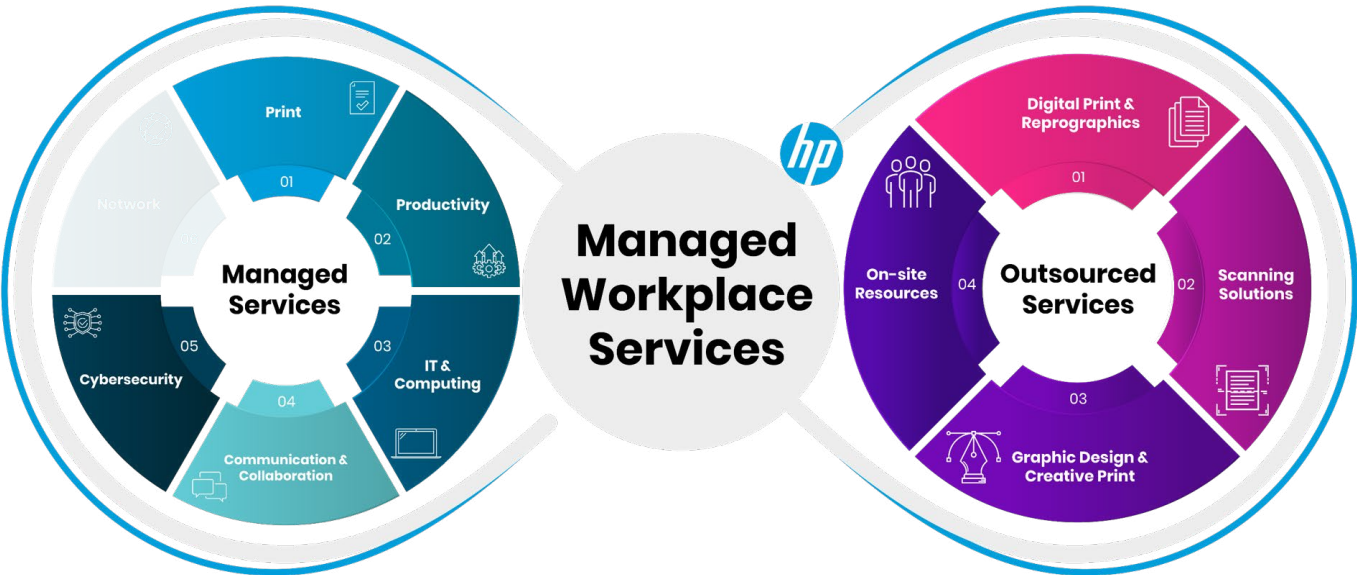
**Digital Services** promote effective hybrid working and better-value employee hours, by providing software that eases digital communication channels – as well as automating repetitive tasks.

**Managed Communication Services** is split into two key areas, Telecoms and Meeting Room Equipment.

- **Telecoms** gives clients access to top-quality communication equipment, allowing them to benefit from crystal-clear audio and continuous service uptime when delivering customer service.
- **Meeting Room Equipment** is key for effective hybrid collaboration, supplying clients with supported audio-visual setups tailored to fit any space.

**Outsourced IT Services** bring a client’s IT infrastructure under the ongoing support of a managed service arrangement; maximising their uptime and cyber security whether they follow a fully on-premises, hybrid, or fully remote model.

**Outsourced Document Services** allow clients to reduce their operational costs and wastage, by routing their print and mail jobs through our secure UK-based ODS facilities – which deliver high quality materials at short turnarounds.



## Workplace Technology Trends: Sustainability Perspective for 2025

In today's rapidly evolving business landscape, the intersection of workplace technology and sustainability has become increasingly significant. As organisations navigate the complexities of 2025, understanding the changing demands of employees and their environmental implications is crucial for selecting the right technology partners.

### The Evolving Workplace: Employee Demands and Environmental Impact

The modern workforce continues to transform how and where work happens, with significant implications for technology infrastructure and environmental footprint. Employees now view workplace technology not just as tools for productivity, but as extensions of their values and expectations around sustainability and corporate responsibility.

### Hybrid-First Infrastructure with Energy Efficiency

Organisations are prioritising technology solutions that seamlessly support distributed teams while minimising energy consumption. Employees expect robust remote capabilities without the environmental costs of duplicative systems. Ensuring the right technology is available to allow employees to collaborate from any location continues to be a priority for many businesses. The drive to have more visibility has also seen an increase in carbon-tracking dashboards for IT infrastructure, allowing businesses to monitor and optimise the environmental impact of their digital operations in real-time.

### Device Lifecycle Management and Circular Economy

The disposable technology mindset has given way to comprehensive lifecycle approaches. Employees increasingly demand longer-lasting devices with clear upgrade and recycling pathways. Organisations are looking for partners who now provide transparent reporting on device reclamation rates, refurbishment statistics, and embodied carbon metrics, helping businesses align procurement with circular economy principles.

## Intelligent Automation with Environmental Benefits

Digital transformation has evolved beyond efficiency to incorporate environmental responsibility. Employees now expect automated workflows and processes that not only save time but also reduce resource consumption. From paperless document management to smart building systems that minimise energy waste, technology partners who deliver automation with quantifiable sustainability benefits are becoming essential allies. Organisations are increasingly selecting partners who can demonstrate how their automation solutions contribute to overall environmental goals.

### Supply Chain Environmental Due Diligence

Regulatory frameworks around technology supply chains have tightened significantly. Employees expect employers to work with technology partners who maintain rigorous environmental standards across their entire supply network. Leading partners now provide comprehensive environmental impact assessments covering all tiers of their supply chain, from raw material extraction to final assembly.

As we progress through 2025, the relationship between workplace technology, employee expectations, and environmental impact continues to deepen. Organisations that select technology partners capable of addressing these interconnected challenges will not only meet employee demands but also position themselves favourably in an increasingly sustainability-conscious marketplace.





In FY24, we attended a diverse mix of customer engagement events:

5 conferences and exhibitions (public sector focused events)



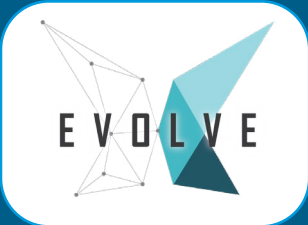
6 regional business expos



4 Strategic prospect and client events



2 online webinars



1 Major sponsorship event



# Key Case Studies FY24

## TELECOMS



“Apogee’s commitment to IT service management has made a significant difference... The communication promises made prior to the signing of the contract have been adhered to, and that really outweighs any financial gain we’ve made from the project.”

Marc Terenzio, Head of IT

[Read the case study](#)

## MITS & DIGITAL DOCUMENT SERVICES



“We’ve been on a transformative journey over the last five or so years, and I don’t think we would have reached this point today had we not cooperated so closely with the Apogee team.”

Michael Rutherford, Business Operations Manager

[Read the case study](#)

## TELECOMS



“Having the ability to call up Apogee and get through quickly, and then have the person on the other end know who we are... that kind of relationship is important to us, because we treat our customers that way, and that’s how we want to be treated.”

Peter Grint, Operations & Commercial Manager

[Read the case study](#)

## AUTOMAIL



“We partnered with Apogee because our values aligned, we were impressed with the solution, and we were able to better our customer experience – which we have plans to take further. Being able to rely on Apogee’s team has taken so much pressure off of mine.”

Karl Ford-Lissenden, Head of IT

[Read the case study](#)



# Our Communities

## Volunteering Highlights



### **Holborough Marshes, Kent Wildlife Trust** February 2024

On Wednesday, 28th February 2024, Apogee's Chief Finance Officer, Sam Jackson, and a group of employees headed to Holborough Marshes in Kent to celebrate World Wildlife Day. Located just 15 minutes from Apogee HQ in Maidstone, Holborough Marshes is a nature reserve managed by Kent Wildlife Trust – the county's leading conservation charity. The team worked hard to cut back scrub overgrowth, clearing bushes and trees.



### **Communigrow, Kent** June 2024

To mark World Environment Day on 5th June, Marion Brooks, Chief People Officer at Apogee, and the People & Culture Team volunteered at Communigrow in Kent. Communigrow is a Maidstone-based charity committed to teaching the local community and schools about the benefits of growing fresh, local, and affordable produce in an organic and sustainable way. The team prepared an area for raised planting beds, painted the office and welfare room, and assembled a tent structure.



### **Whisby Nature Park, Lincolnshire Wildlife Trust** April 2024

On Thursday, 11th April 2024, a team of Apogee volunteers visited Whisby Education Centre in Lincolnshire for a day of environmental restoration. Whisby Education Centre and Nature Park is managed by Lincolnshire Wildlife Trust and has been carefully designed to balance nature conservation, countryside recreation, and environmental education. The team helped to create a dead hedge fence and clear debris from the site.



### **Shaun in the Heart of Kent** July 2024

Throughout Apogee's sponsorship of the Heart of Kent Hospice's 'Shaun in the Heart of Kent' campaign, employees volunteered at several pop-up shops designed to promote the campaign and share information about the hospice's work.



**The Happy Pants Ranch, Kent**  
August 2024

On 29th August, Apogee’s Business Management Team visited The Happy Pants Ranch in Sittingbourne, Kent, to support the rescue animals. The team brought food, toys, and other donated items from the wider Apogee team.

**Beach Clean-Up, Cleethorpes, Lincolnshire**  
September 2024

In September, a group of Apogee employees visited Cleethorpes beach to collect litter and help create a cleaner environment for local wildlife. The team successfully cleared 22kg of waste in support of the Marine Conservation Society’s efforts.



**Growing Well, Cumbria**  
August 2024

On Friday, 2nd August, a group of Apogee employees visited Growing Well in Cumbria – a mental health charity that provides a safe, supportive working environment to nurture mental health recovery. The team assisted the charity by landscaping a hedge along a local road and planting peas.

**Lincolnshire Wildlife Park**  
September 2024

On Wednesday, 25th September, Apogee’s Credit Control team visited Lincolnshire Wildlife Park to assist with litter picking and general park maintenance.



Total volunteering hours in FY24: **856**



## Charity Support



### Christmas Advent Calendar – Cancer Research UK December 2023

Throughout December 2023, Apogee employees participated in the Christmas Charity Advent Calendar raffle, held in support of Cancer Research UK.



### Christmas Jumper Day – Save the Children UK December 2023

Apogee employees took part in the annual Save the Children UK Christmas Jumper Day fundraiser.

**EASTER  
CHARITY RAFFLE**  
**LIVES.**

### Easter Raffle – LIVES March 2024

In March 2024, Apogee employees participated in an Easter Charity Raffle to raise money for the LIVES charity.



### Pride – Mind June 2024

Throughout June, Apogee employees supported Mind charity, recognising that while being LGBTQ+ does not cause mental health issues, those within the community often face challenging experiences that can impact mental well-being.

**MACMILLAN  
CANCER SUPPORT**

### Macmillan Coffee Morning September 2024

In September 2024, employees were encouraged to host coffee mornings with their teams while submitting cake designs to help raise funds for Macmillan Cancer Support.



Total funds raised  
for charity in FY24: **£4,341**



## Community Support



### Royal British Legion Industries Rudolph Fun Run

Apogee sponsored the RBLI's Rudolph Fun Run on Sunday, 17th December 2023 – an event that raises vital funds in support of Armed Forces veterans.



### NHS Trusts Christmas Gift Donations

In 2023, Apogee visited four major NHS Trusts across the UK, delivering Christmas gifts and toys to children's wards at each hospital.



### Shaun in the Heart of Kent

Apogee sponsored a sculpture in the 'Shaun in the Heart of Kent' art trail in support of Heart of Kent Hospice throughout July and August 2024.



### Royal Marines Veterans' Speed March

In July 2024, Apogee sponsored the Royal Marines Veterans' Speed March to help raise funds and awareness for The Royal Marines Charity.



### Maidstone & Tunbridge Wells Charity Abseil

In October 2024, Apogee was the lead sponsor of the Maidstone & Tunbridge Wells NHS Trust Abseil Challenge, with all funds supporting the local NHS Trust.



Total funds donated to charity in FY24:

**£59,820**

# Our Environment

## Introduction

Apogee Corporation remains fully committed to sustainability, placing environmental stewardship at the heart of its operations. As part of our vision to become a zero-waste organisation by 2030, we have made significant progress through our War on Waste initiative, which emphasises reuse, recycling, and closed-loop solutions across our operations. This circular economy approach has resulted in consistent reductions in waste and improved resource efficiency across the organisation.

In 2024, we relaunched the Apogee Circular Economy (ACE) Line, refurbishing used printers to extend their lifecycle and reduce electronic waste. This initiative exemplifies our dedication to lowering environmental impact, while supporting a sustainable consumer market. Additionally, we established a new water baseline and expanded our reforestation efforts by planting trees in managed forests globally, helping offset paper consumption and enhancing biodiversity and carbon capture.

Our work in reducing carbon emissions and improving energy efficiency continues, although we faced challenges in updating our scope 1, 2 and 3 emissions baselines due to external constraints. In response to shifting partner expectations, we also adjusted our Net Zero timeline to maintain alignment and maximise collaborative impact. Despite these hurdles, Apogee Corporation remains dedicated to pushing the sustainability agenda, acknowledging the work ahead whilst taking pride in the progress made toward safeguarding the environment for future generations.

## Climate Change

We recognise the urgent need to address climate change and are committed to accelerating our efforts towards a more sustainable world. As part of our broader environmental strategy, we continue to strengthen our climate change programme, with fleet transformation playing a central role in reducing our carbon footprint.

Transitioning away from internal combustion engine (ICE) vehicles is a key priority, and while we have made progress in integrating hybrid and battery electric vehicles (BEVs) into our fleet, the pace of change has been slower than anticipated due to various challenges. Despite these hurdles, our commitment remains steadfast - we are dedicated to replacing our entire company fleet with BEVs by 2030.

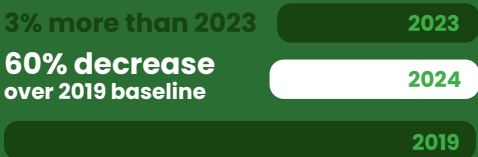
Looking ahead, we will continue to explore innovative solutions, invest in sustainable mobility, and work collaboratively with industry partners to overcome barriers to fleet electrification. By accelerating the transition to a cleaner, more efficient transport system, we are taking decisive action in our fight against climate change and reinforcing our long-term commitment to sustainability.



Apogee is committed to achieving Net Zero by 2040



### Total energy used in 2024:



Carbon emissions from natural gas used in 2024 were 73% lower than 2023, and 85% lower than the 2019 baseline

Net Zero

Statement on Net-Zero Target Adjustment

Apogee Corporation remains fully committed to achieving net-zero emissions and contributing to global sustainability efforts. In alignment with the revised aspirations of our parent company, we are adjusting our net-zero target from 2030 to 2040. This change reflects a more pragmatic approach that considers several key factors, including evolving economic conditions, shifts in government legislation, varying levels of maturity within our supply chain, and the current unavailability of certain critical technologies necessary for rapid decarbonisation.

This revised timeline ensures that we can implement a robust, scalable, and sustainable transition, while maintaining operational resilience and competitiveness. We will continue to work closely with stakeholders, invest in innovative solutions, and actively support the development of industry-wide advancements to achieve our net-zero ambition in the most effective and responsible manner.

Waste and Circularity

In 2024, we continued to advance our circular economy goals through the War on Waste initiative, treating all operational by-products as potential resources rather than waste. The majority of our waste in the UK originated from supplier packaging associated with hardware, parts, and consumables. Additional waste streams included electronic waste (WEEE), food waste, sanitary products, hazardous materials, and occasional office clear-outs. Our approach aligns with the UK waste hierarchy, which prioritises prevention, reuse, and recycling. This year, we focused heavily on waste prevention by tightening procurement standards, eliminating hazardous substances, and engaging with suppliers to adopt more sustainable packaging. Total waste amounted to 349 tonnes – an 11% increase from 2023, largely driven by packaging associated with our growing Managed IT Services (MITS). Despite this, we remain 19% below our 2019 baseline.

A key development in 2024 was the implementation of a closed-loop reuse system for wooden pallets, enabling them to be repurposed for transporting used printers – both reducing waste and supporting operational cost-efficiency. We continued working closely with OEMs, including HP, to explore similar solutions for problematic materials like expandable polystyrene (EPS), LDPE-4, and other forms of plastic packaging. These



Carbon emissions from heating oil used in 2024 were 3% lower than 2023, and 51% lower than the 2019 baseline



Carbon emissions from fleet fuel in 2024 was 20% more than 2023. However, when compared with the 2019 baseline, this represents a 64% reduction



Total emissions increased by 14% in 2024 compared to 2023. However, this represents a decrease of 61% when compared with the 2019 baseline



We continue to manage the waste from our business through 'War on Waste' – the circular economy initiative we launched in 2021.



The Apogee Circular Economy (ACE) Line was relaunched in 2024. This initiative ensures that end-of life printers and computers are refurbished to meet Apogee Corporation's sustainability criteria before placing them on the market for a second life.



In 2024, over...  
**10,000 (556 tonnes)**  
**end-of-life printers**  
were reused in 2024. This represents a 85% increase in end-of-life printers in 2024 compared with 2023.



collaborations are essential for eliminating non-recyclable materials and achieving circularity at scale across our value chain.

Where elimination was not possible, reuse remained a primary focus. Over 10,000 end-of-life printers, weighing a total of 556 tonnes, were collected from clients and reused through refurbishment, resale, or parts harvesting. These activities form the basis of our growing Apogee Circular Economy (ACE) range, which appeals to clients seeking sustainable alternatives. In addition, we harvested 7,700 spare parts for reuse in other devices and refilled over 1,400 toner cartridges through our partners CR Solution GmbH and The Red Box, extending the lifecycle of critical components and reducing demand for virgin materials.

For materials that could not be reused, we prioritised recycling. We successfully recycled 315 tonnes—representing 90% of our total waste—including wooden pallets, power cables, packaging, printer shells, and toner cartridges. These materials were transformed into products such as plastic furniture and industrial moulds. However, 32 tonnes of waste, primarily EPS, were non-recyclable and diverted to energy recovery. A minimal portion of waste, including sanitary and clinical materials, was sent to incineration or landfill. We are actively working with our waste partner to explore more sustainable disposal solutions for these residual streams.

Total waste produced in 2024 was **349 tonnes**



2019



2023



2024

11% increase  
compared to 2023

However, we remain **19% below** our 2019 baseline



We harvested about...  
**6,448 (8 tonnes) parts**  
**from old printers**

for reuse as spare-parts in other devices. This represents a 2% decrease of machine parts harvested in 2024 compared with 2023.



We collected and refilled...  
**1,428 (37 tonnes) bottles**  
**of used toners**

and for reuse. This represents a 14% increase of toners and reused in 2024 compared with 2023.



We recycled 315 tonnes of waste in 2024. This represents 90% of total waste produced in 2024.

Items recycled in 2024 include:

- Aerosol cans
- Cardboard bales
- Paper
- Wood
- Mixed recyclables
- Metal cables
- Toner cartridges
- Fridges
- Polystyrene
- LDPE 95/5
- Jazz LDPE film
- Mixed plastics
- Uniforms
- Oily rags
- Fluorescent tubes
- WEEE

See the appendix for more

## Water Consumption

Apogee maintains a low overall water usage, as water is not required for core operational activities. Water consumption is primarily limited to employee use and except for washing printer panels at our workshop in Lincoln – National Distribution Centre. The business has a consent to discharge trade effluent from washing of printer panels. The conditions of the consent are checked annually by the regulator, and we have been compliant to the conditions of the permit.

Prior to 2024, we did not actively measure our water consumption. However, this changed in 2024, and we have begun monitoring and recording water usage to establish a reliable baseline. This will allow us to track consumption trends and identify further opportunities for efficiency improvements.

In line with our commitment to sustainability, we have already taken steps to reduce water consumption. The implementation of sensor-operated taps and urinals in our male restrooms has resulted in savings of over 500,000 litres of water. This initiative demonstrates the effectiveness of technology in minimising unnecessary water use.

Looking ahead, we are exploring further measures to enhance water efficiency. From 2025, we will be considering rainwater harvesting at our National Distribution Centre. This will allow us to use collected rainwater for cleaning printer panels and other non-potable water applications, further reducing our reliance on mains water supply.

By proactively managing water use and implementing targeted conservation initiatives, Apogee Corporation is committed to responsible water stewardship. Our ongoing efforts, including measurement, technological interventions, and future sustainability initiatives, will ensure continuous improvements in our water efficiency while supporting our broader environmental goals.



**Apogee used 1904m3 of water in 2024. This is the new baseline for water consumption.**



**More than 500,000 litres of water saved annually by using sensor-operated taps**

## Biodiversity

Biodiversity encompasses the vast variety of living organisms and their interactions. Over time, biodiversity naturally changes as species evolve and others face extinction, influenced by both natural processes and human activities.

At Apogee, we recognise the potential impact our business operations—both direct and indirect—can have on species and ecosystems. While our direct impact is minimal due to our urban-based operations, we acknowledge the possible indirect effects through our supply chain. As part of our sustainable procurement program, which aims to go beyond compliance, we collaborate with our suppliers to enhance their practices, ensuring the protection of flora and fauna within their value chains. This commitment supports resilient and sustainable ecosystems.



**In 2024, we planted 6,437 trees in managed forests across regions experiencing acute deforestation**

Additionally, while we actively reuse and recycle plastics from packaging and ink toners, we remain mindful of the broader environmental impact of plastic waste, particularly on marine life. To help address this, we have partnered with the Marine Conservation Society to clean beaches near our business operations, reducing the amount of ocean-bound plastic that threatens marine ecosystems. Since launching this initiative in 2021, we have successfully removed over 250kg of plastic waste from our beaches, helping to safeguard marine life.

Since adopting Printreleaf in 2019, Apogee Corporation has made a measurable and meaningful contribution to global reforestation and biodiversity conservation. Through this initiative, we have reforested more than 18,000 trees, offsetting the environmental impact of paper use while contributing to the restoration of degraded ecosystems.

In 2024, Apogee planted 6,437 trees in managed forests across regions where deforestation is most acute. This effort aligns with global biodiversity goals, particularly at a time when the world experienced a record-breaking loss of 6.7 million hectares of primary rainforest, as reported by the World Resources Institute. These forests are essential not only for the preservation of biodiversity but also for the resilience of local communities and the planet's climate systems.

Apogee's partnership with PrintReleaf ensures that our paper consumption translates into positive environmental outcomes, rather than adding to ecological degradation. The trees reforested as a result of Apogee's commitment, supports among other benefits, food security, sustainable agriculture, soil health, and habitat restoration. By reinforcing ecosystems functions in critical areas, the initiative plays a role in combating climate change and safeguarding biodiversity hotspots.

The economic impact of this contribution is equally significant. Based on estimates by GreenMatch, planting 6,000 trees per year can generate approximately £48 million in economic value over 50 years – nearly £1 million annually. Thus, our reforestation efforts in 2024 alone represents a long-term investment in ecological and economic sustainability.

Furthermore, Apogee Corporation demonstrates its commitment to responsible sourcing by exclusively using FSC-certified paper in its operations. This further minimises the pressure on primary rainforests, ensuring that forest ecosystems and the biodiversity they support are preserved for future generations.

Through our ongoing collaboration with Printreleaf, we exemplify how organisations can align their operational practices with environmental stewardship, creating tangible benefits for people, planet and prosperity.





# Compliance and Ethics

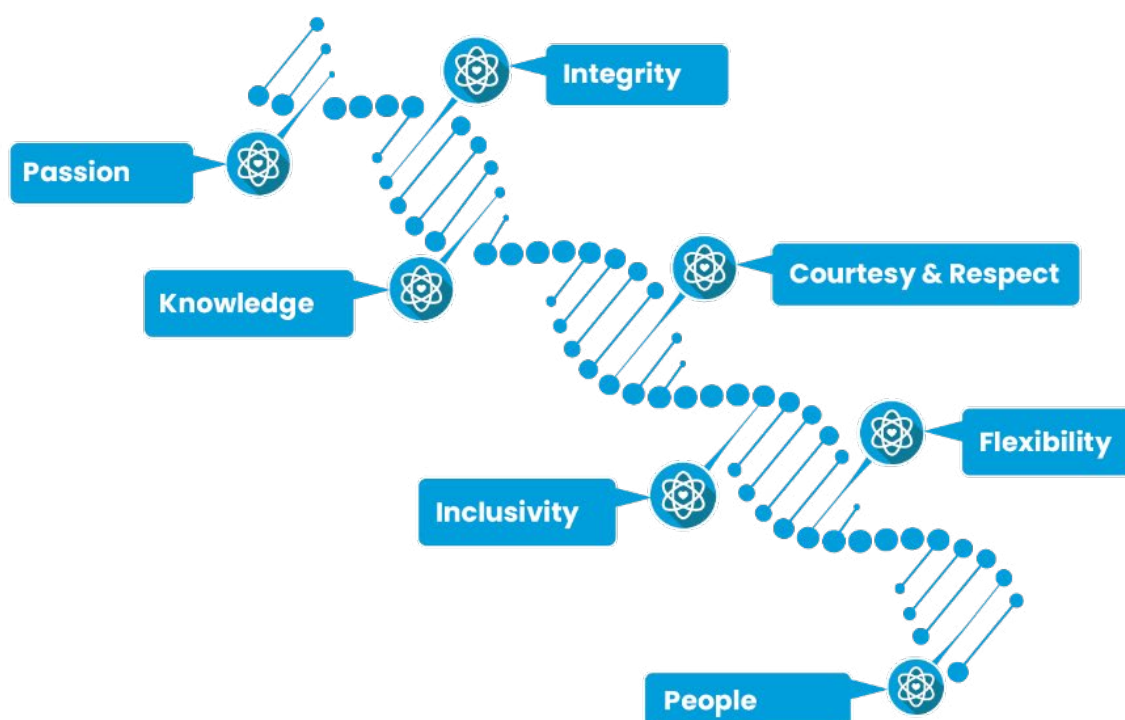
At Apogee, trust and integrity are at the foundation of our relationship with customers, employees, and stakeholders. We are committed to maintaining the highest standards of compliance, ethics, and responsible business practices across all our operations. This commitment is reflected in our comprehensive and evolving compliance framework, which encompasses a wide range of policies and procedures designed to ensure responsible and ethical conduct in every aspect of our business.

## Key improvements in FY24 include:

- Significant investment in our Governance, Risk, and Compliance (GRC) function, including the appointment of a new Head of Compliance.
- Enhanced supply chain management practices, with a focus on ensuring all suppliers adhere to our ethical standards.
- Redevelopment of key policies, including our Code of Conduct and anti-bribery and corruption policies.
- 100% completion of Apogee Integrity training across the entire business. This training covered key areas such as our Code of Conduct, anti-bribery and corruption policies (including specific guidance on contracting, gifts and hospitality, and conflicts of interest), and other relevant compliance topics.
- Implementation of an Ethics Commitment for all commercial teams. This initiative focuses on raising awareness and securing quarterly commitments from commercial teams regarding ethical business practices.

## Ethical Conduct & Business Values

Our core values of integrity, passion, knowledge, courtesy and respect, inclusivity, flexibility and people guide our ethical conduct and responsible business practices. As an FCA-regulated firm (Reference number: 619153), we adhere to strict regulatory standards for financial conduct, ensuring transparency, fairness, and customer protection in all our financial dealings.



## Our Business Policies and Standards

At Apogee, our business policies and standards are developed at the corporate level and apply consistently across all our operational jurisdictions. These policies cover a wide range of areas, including information security, data protection, health and safety, environmental management, anti-bribery and corruption, and ethical conduct.

To ensure transparency and accessibility, our core governance policies are available to the public on our website ([www.apogeecorp.com](http://www.apogeecorp.com)).

Internally, employees can access all policies and standards through our People and Culture platform 'My Workplace', a centralised system that also facilitates training delivery.

We are committed to fostering a culture of compliance and awareness among our employees. To this end, all managers and employees are required to complete annual mandatory compliance refresher training. This training covers key areas such as our Code of Conduct, anti-bribery and corruption, data protection, cyber security and other relevant compliance topics.



## Human Rights

At Apogee, we recognise that respecting human rights is not only a legal obligation but also a fundamental aspect of responsible business conduct. We are committed to upholding the human rights of our employees, suppliers, and other stakeholders throughout our operations and value chain.

Our commitment to human rights is reflected in various policies and initiatives, including:

- **Diversity and Inclusion:** We foster a workplace culture that values diversity and inclusion, ensuring equal opportunities for all employees regardless of their background, beliefs, or circumstances.
- **Fair Labour Practices:** We provide fair wages, reasonable working hours, and safe and healthy working conditions for all our employees, complying with all applicable labour laws and regulations.
- **Employee Well-being:** We prioritise the physical, mental, and emotional well-being of our employees through various programmes and initiatives, including flexible working arrangements and mental health support.
- **Modern Slavery:** We have a zero-tolerance approach to modern slavery and human trafficking. Our Modern Slavery Policy outlines our commitment to ensuring that these practices are not present in our business or supply chain.
- **Supply Chain Management:** We recognise the importance of responsible supply chain management in upholding human rights. We work closely with our suppliers to ensure they adhere to ethical standards and respect human rights throughout their operations. This includes conducting due diligence, providing training and support, and monitoring compliance.

By upholding these principles and actively promoting human rights within our sphere of influence, we aim to create a positive impact on the lives of our employees, suppliers, and the wider community.

## Modern Slavery

We are committed to ensuring that no forms of modern slavery, servitude, forced labour, or human trafficking exist in our business and supply chains. Our Modern Slavery Policy outlines our commitment to ethical conduct and human rights, ensuring that these practices are not present in our operations or those of our suppliers. We are pleased to report that there were no modern slavery incidents to report in FY24.

## Supply Chain Compliance and Management

At Apogee, we recognise that our supply chain plays a crucial role in our operations and impacts our overall social and environmental performance. Building on our existing practices for supply chain compliance, we have made significant investments in enhancing these mechanisms during FY24. These enhancements include a comprehensive review and update of our Supplier Code of Ethics and related policies, ensuring they align with our commitment to ethical conduct, human rights, and sustainability.

To effectively manage supplier onboarding under these enhanced mechanisms, we have dedicated staff to proactively engage with our existing supply chain. Our objective is to ensure that all suppliers are aware of and comply with our Supplier Code of Conduct or have an equivalent in place. We aim to complete a thorough review and engagement of all suppliers by the end of FY25.

## Confidential Reporting

Our Whistleblower Policy empowers employees, contractors, and other stakeholders to anonymously report any actual or suspected breaches of standards without fear of victimisation. We treat all reports with the utmost seriousness, ensuring they are reviewed and, where necessary, investigated. If substantiated, appropriate actions and countermeasures are implemented.

## Data Protection and Privacy

We are committed to protecting the data and privacy of our stakeholders. This commitment is not only a legal obligation, but also a fundamental aspect of maintaining the trust our customers place in us to manage and process their data responsibly. We have implemented a robust information security management system aligned with the requirements of ISO 27001, and we successfully transitioned to ISO 27001:2022 in FY24. This framework ensures that data protection and privacy are managed effectively,

with regular internal audits conducted to assess the robustness and effectiveness of our controls in detecting and managing risks.

We are pleased to report that we had no regulatory incidents with the Information Commissioner's Office (ICO) or any other regulatory bodies in FY24. This achievement underscores our dedication to upholding data protection standards and maintaining compliance with relevant legislation.

Our Data Protection Officer (DPO), who also serves as our Head of Legal, plays a crucial role in ensuring our ongoing compliance with data protection laws. The DPO advises on data protection matters, monitors data protection strategies, and works closely with key stakeholders across the business to integrate data protection controls into our day-to-day operations.

## Cyber Security

We take a comprehensive approach to cyber security, recognising the critical importance of protecting our systems, networks, and data from increasingly sophisticated digital attacks. Our cyber security strategy involves a cross-functional effort, with every employee aware of their role and responsibilities in safeguarding the organisation's information assets.

Our commitment to cyber security is reinforced by our adherence to international standards such as ISO 27001, Cyber Essentials, and Cyber Essentials Plus. These certifications help us identify, manage, and reduce risks to our information assets, enhancing our overall cyber security posture.

In addition to maintaining these certifications, we prioritise initiatives that support remote work security and business resilience, including business continuity and disaster recovery arrangements. We tailor our cyber security measures to meet the evolving needs of our business and customers, ensuring we can effectively defend against cyber-attacks with proactive, focused, and industry-relevant threat intelligence.



## Industry Standards and Certifications

Apogee adheres to various industry standards and certifications to ensure quality, security, and sustainability across our operations. These standards provide a framework for continuous improvement and demonstrate our commitment to meeting customer expectations and regulatory requirements.



We hold certifications for ISO 9001 (Quality Management), ISO 14001 (Environmental Management), ISO 27001 (Information Security Management), ISO 45001 (Occupational Health and Safety Management), and ISO 50001 (Energy Management).



We disclose our climate change and water security performance to the Carbon Disclosure Project (CDP).



We are CHAS (Contractors Health and Safety Assessment Scheme) certified, demonstrating our commitment to health and safety in the workplace.



This certification underscores our dedication to cyber security and protecting our systems and data.

By maintaining these standards and certifications, we demonstrate our commitment to responsible business practices and provide our customers with the assurance that we operate to the highest levels of quality, security, and sustainability.

Looking ahead, we are actively working towards achieving additional certifications and standards that align with our commitment to compliance, ethics, and sustainability. As part of our acquisition and integration of Datatron, we are working to incorporate their operations into our existing ISO scopes and certifications. This will ensure that Datatron’s business practices are maintained to the same high standards as Apogee, providing our customers with continued assurance of quality and security. We are also exploring the adoption of BS 10008 for specific services offered within our outsourced document service functions, ensuring we maintain this certification for Datatron clients and further enhancing our commitment to information security and data management.

We are committed to continuously updating our compliance training and awareness programmes to ensure that our employees are equipped with the knowledge and skills to navigate the evolving regulatory landscape and uphold the highest ethical standards. This includes incorporating training on new legislation such as NIS2 (Network and Information Security Directive 2) and DORA (Digital Operational Resilience Act), which aim to enhance cyber security and operational resilience across key sectors. Additionally, we are preparing for the implementation of the Economic Crime and Corporate Transparency Act 2023, which introduces new measures to combat economic crime and enhance corporate transparency.

## Summary

In FY24, Apogee demonstrated a strong commitment to compliance and ethics through significant investments and enhancements across various areas of our business. We strengthened our governance, risk, and compliance function, enhanced our supply chain management practices, and redeveloped key policies to ensure alignment with ethical standards and best practices. We achieved 100% completion of Apogee Integrity training and implemented an Ethics Commitment for all commercial teams. Furthermore, we maintained a clean regulatory record with no incidents reported to the ICO or other regulatory bodies.

We are dedicated to continuously improving our compliance and ethics framework to meet the evolving needs of our business, our customers, and our stakeholders. This includes staying ahead of emerging risks, adopting new standards and certifications, and proactively addressing new legislation and regulations. Our commitment to responsible business practices remains a core value that guides our operations and strengthens our relationships with all stakeholders.





# Conclusion

---

In a year marked by strong progress, Apogee Corporation has taken decisive steps to build a more focused, aligned, and accountable business. By embedding the four core behaviours of the organisation – Customer First, We Win Externally, Operational Excellence, and We Are Accountable – into the fabric of our daily operations, we have strengthened our ability to deliver exceptional value to our customers while accelerating our transformation into a leading Managed Services Provider.

Our shift towards enabling digital workplaces is underpinned by a continued commitment to sustainability. We remain steadfast in our responsibility to deliver services in an environmentally conscious and socially responsible way – prioritising environmental stewardship, investing in our people, supporting our communities, promoting diversity and inclusion, and upholding legal and regulatory compliance.

While external factors have led us to adjust our Net Zero target to 2040, we maintain our commitment to achieving carbon neutrality by 2030. This reflects our ongoing dedication to playing our part in tackling climate change while ensuring that our growth remains both inclusive and sustainable.

Looking ahead, we will continue to innovate, evolve, and deliver sustainable outcomes for our customers and the communities we serve. Our progress this year reinforces our position as a true leader in the managed services space – one that is successfully balancing commercial growth with long-term sustainability and social value.

**James Clark**  
Chief Executive Officer





# Appendix

## Material Issues: Breakdown of Progress against Strategic ESG Priorities

Table 1.0 Progress against the strategic ESG priorities identified from the materiality assessment.

Strategic Priority (ESG Themes)	Strategic Objectives and Targets	What we did in FY24	Improvement activities for FY25
<b>Climate Change (Environment Pillar)</b>	Eliminate all direct and indirect emissions (Scope 1, 2 and 3) from our business	<ul style="list-style-type: none"> <li>Completed the fleet transformation strategy by FY24 Q2.</li> <li>Closed three offices</li> <li>Completed the CDP assessment</li> <li>Maintained ISO 14001 and ISO 50001 certification</li> </ul>	<ul style="list-style-type: none"> <li>Continue to implement the fleet transformation plan for FY25 by replacing 38% of internal combustion engine (ICE) vehicles with more sustainable vehicles</li> <li>Use the feedback from the CDP assessment, ISO 14001 and ISO 50001 to improve our climate change programs</li> <li>Maintain certification to ISO 14001 and ISO 50001</li> </ul>
<b>Energy (Environment Pillar)</b>	Reduce energy consumption and use energy from renewable sources	<ul style="list-style-type: none"> <li>Completed feasibility studies on solar power generation in Apogee</li> <li>Delivered more behavioural awareness training on energy efficiency and environmental awareness</li> <li>Completed our ESOS assessment and action plan</li> <li>Maintained ISO 50001 certification.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to deliver more behavioural change programme through training and awareness</li> <li>Explore the use of Telematics in company cars and Eco-Driver training for all company car drivers</li> <li>Consider the 2025 ESOS actions from the ESOS Action Plan</li> </ul>
<b>Waste Management and Circularity (Environment Pillar)</b>	Eliminate waste from our business and promote reuse and recycling	<ul style="list-style-type: none"> <li>We continued to implement our War on Waste strategy to reduce waste, reuse more end-of-life items and recycle more.</li> <li>We relaunched Apogee Circular Economy (ACE) Line</li> <li>We continued to work with OEMs and suppliers to remove waste items from going to less favourable disposal route and to adopt more sustainable packaging solutions.</li> </ul>	<ul style="list-style-type: none"> <li>Explore options with waste management partner to find suitable and sustainable disposal routes for waste items being incinerated and sent to landfill</li> <li>Explore opportunities to improve the sustainability credentials of ACE and its uptake by customers</li> <li>Explore opportunities to reuse and recycle more computers and mobile devices through collaboration with HP and other OEMs.</li> </ul>
<b>Diversity and Inclusion (Social Pillar)</b>	Create an environment where everyone feels welcome and valued. Ensuring zero tolerance against inequality and discrimination.	<ul style="list-style-type: none"> <li>We continued to develop our DE&amp;I strategy.</li> <li>We rolled out DE&amp;I training to all employees</li> <li>We maintained our Disability Confident Employer status</li> <li>We organised several awareness programs on diversity and inclusion</li> </ul>	<ul style="list-style-type: none"> <li>Implement the DE&amp;I strategy</li> <li>Appoint DE&amp;I champions.</li> <li>Maintain our Disability Confident Employer status and maintain DEI</li> </ul>
<b>Health, Safety and Wellbeing (Social Pillar)</b>	Create a positive health and safety culture to reduce work-related accidents and sick absences.	<ul style="list-style-type: none"> <li>We promoted the positive safety culture through personal ownership of safety and proactive reporting of unsafe acts and near misses.</li> <li>Rolled out health and safety training and refresher courses to everyone.</li> <li>Retained certification to ISO 45001 and CHAS</li> </ul>	<ul style="list-style-type: none"> <li>Continue to promote positive health and safety culture in Apogee and subsidiaries of Apogee</li> <li>Maintain certification to ISO 45001 and CHAS</li> <li>Continue to provide support on EAP, Mental Health First Aiders and Occupational Health</li> </ul>

Strategic Priority (ESG Themes)	Strategic Objectives and Targets	What we did in FY24	Improvement activities for FY25
<b>Human Rights (Social Pillar)</b>	Ensure our employees, contractors, suppliers, sub-contractors, and their employees are protected from all kinds of discrimination and injustice, whilst promoting self-respect and human dignity	<ul style="list-style-type: none"> <li>We improved our due diligence checks of our supply chain to ensure all new and existing suppliers adhere to our code of conduct practices</li> <li>Conducted a Modern Slavery Risk Assessment</li> <li>We delivered various compulsory awareness training on corporate responsibility practices.</li> </ul>	<ul style="list-style-type: none"> <li>Review and implement recommendations from the Modern Slavery Risk Assessment</li> <li>Implement a sustainable procurement programme</li> <li>Roll out code of conduct training to all employees, key contractors, and suppliers.</li> </ul>
<b>Supporting Local Communities (Social Pillar)</b>	Build trust and partnership with local communities through engagement and active participation in community development projects	<ul style="list-style-type: none"> <li>We started working on a Social Value strategy – explored various frameworks and delivery partners to collaborate with in the delivery of our social value goals</li> <li>Delivered 856 hours of voluntary work to our communities and charities.</li> </ul>	<ul style="list-style-type: none"> <li>Implement our Social Value strategy</li> <li>Roll out social value program for FY25 as directed by the strategy</li> <li>Deliver more voluntary work with our employees</li> </ul>
<b>Corporate Governance (Governance Pillar)</b>	Ensure business practices and frameworks align with legal requirements and environmental, social, and corporate governance (ESG) best practices.	<ul style="list-style-type: none"> <li>We established various governance boards to steer and integrate ESG and Security practices into core functions to meet the needs and expectations of interested parties including statutory requirements.</li> <li>We strengthened our approach to corporate governance through existing and new frameworks aligned to reputable industry and international standards such as: <ul style="list-style-type: none"> <li>ISO 9001</li> <li>ISO 14001</li> <li>ISO 27001</li> <li>ISO 45001</li> <li>ISO 50001</li> <li>CHAS</li> <li>Cyber Essentials</li> <li>Cyber Essentials Plus</li> <li>CDP</li> <li>ESOS</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Maintain existing certifications.</li> <li>Align the governance on document management services to the requirements of BS10008.</li> </ul>
<b>Supply Chain Management (Governance Pillar)</b>	Improve and sustain supply chain compliance and collaborate with key suppliers to improve mutual areas of ESG benefits to build resilience and stability of our supply chains.	<ul style="list-style-type: none"> <li>We assessed suppliers' compliance to health and safety, environmental management, quality control, modern slavery, and other corporate responsibility practices</li> <li>Improved visibility of supply chain compliance.</li> </ul>	<ul style="list-style-type: none"> <li>Go beyond compliance through collaboration and engagement with suppliers.</li> <li>Align ESG objectives with key suppliers.</li> </ul>

## Energy Consumption Performance (KWh)

The table below is a summary of energy consumption performance against the 2019 baseline:

Carbon and Energy Measure	2019 (Baseline)	2020	2021	2022	2023	2024	Comments
Total energy consumption from electricity, gas, heating oil and transport – diesel and petrol	12,696,470	6,219,842	5,337,486	5,109,392	4,979,084	5,120,718	3% increase over total energy used in 2023. However, this represents a 60% reduction over 2019 baseline.

## Carbon Emissions Performance (tCO<sub>2</sub>e)

The table below is a summary of carbon emissions performance against the 2019 baseline:

Scope of Emissions	2019 (Baseline)	2020	2021	2022	2023	2024	Comments
Scope 1 Emissions	2662.11	1,192.54	1,102.14	962.07	826.48	966.803	16% increase when compared with 2023 but 64% reduction over the 2019 baseline.
Scope 2 Emissions	373.03	0.00	0.00	0.00	221.737	226.160 <sup>*1</sup> 00.000 <sup>*2</sup>	2% increase over 2023, but 39% reduction over the 2019 baseline.
Scope 3 Emissions	Not measured	Not measured	Not measured	Not measured	Not measured	Not measured	

There are two methods of reporting the emissions related to electricity consumption, these are called location and market-based reporting which are defined via the Greenhouse Gas Protocol.

\*1The location-based method reveals what a company is physically putting into the air. On this basis Apogee Corporation generated 226 tonnes of carbon emissions

\*2The market-based approach shows emissions that a company is responsible for through its purchasing decisions, such as a renewable energy contract. On this basis Apogee contributed zero (00.000) emissions because all purchased electricity came from credible renewable sources.

## 2024 Emissions Intensity Ratio

Buildings Emission Intensity	
Emissions from gas	2.3503 tCO <sub>2</sub> e
Emissions from heating oil	70.4003 tCO <sub>2</sub> e
Emissions from electricity	226.1602 tCO <sub>2</sub> e
Total (gas, electricity and heating oil)	298.9108 tCO <sub>2</sub> e
Total floor space (sq. ft)	157099.0 sq. ft
Buildings emissions intensity (gas, electricity and heating oil)	0.001902691 tCO <sub>2</sub> e/sq. ft



Fleet Emissions Intensity	
Fleet business miles	4880115.21
Fleet emissions (ICE, Hybrids and PHEVs))	878.7691114
Fleet emissions (BEVs)	15.28349874
Total fleet emissions	894.0526102
Fleet emissions intensity (ICE, Hybrids, PHEVs and BEVs)	0.000183203 tCO <sub>2</sub> e/business miles

## Waste and Resource Efficiency Performance (Tonnage)

The table below is a summary of waste and resource efficiency performance against the 2019 baseline:

Waste Performance Indicator	2019 (Baseline)	2020	2021	2022	2023	2024	Comments
Total waste produced.	420	306	247	219	317	349	10% increase in total waste when compared with 2023, but 17% decrease against 2019 baseline
End-of-Life items reused.	832	709	463	409	338	601	77% increase in items reused in 2024, compared with 2023, but 28% decrease against the 2019 baseline
Waste recycled.	389	275	232	187	283	315	90% of total waste was recycled in 2024. This represents 1% increase over items recycled in 2023, but approximately 2% decrease over recycled items in 2019
Waste reformed - incineration.	31	31	14	32	35	32	9% of total waste was reformed through incineration (waste to energy). This is a 2% decrease over 2023, but 2% increase over the 2019 baseline
Waste to landfill.	14	0	0	0	1	2	1% of total waste was sent to landfill. The main waste stream is sanitary waste. This is a non-operational waste.

# Waste and Resource Efficiency Performance (Tonnage)

The table below is a summary of waste and resource efficiency performance against the 2019 baseline:

Waste Type	Processing Method	End Use / Recycled Product	Improvement Strategy
Wooden Pallets	Recycled / Repurposed	Biomass fuel, woodchips	Switch to reusable pallets or collaborate with suppliers
Power Cables (EU)	Recycled	Copper and plastic reused in manufacturing	Eliminate redundant cables via procurement
Paper & Cardboard	Recycled	Tissue, packaging products	Promote digital processes
Plastic Packaging (LDPE-6)	Recycled	Plastic bins, chairs, industrial pallets	Work with OEMs to adopt sustainable packaging
Expandable Polystyrene (LDPE-4)	Non-recyclable (Energy recovery where possible or incineration)	—	Eliminate at source; switch to recyclable alternatives
Empty Toner Cartridges	Reused / Recycled	Refilled cartridges, plastic moulds	Expand return and refill programs
Printer Shells	Recycled	Mixed plastics for manufacturing	Design for disassembly; reuse components
Oily Rags / Aerosol Cans	Treated as Hazardous, then recycled	Metal recovery; safe disposal	Reduce use of hazardous chemicals
Furniture (Office Clearances)	Refurbished / Donated / Recycled	Second-hand use, materials recovery	Donate or reuse before recycling
Food Waste	Composted / Anaerobic Digestion	Biogas, compost for agriculture	Promote mindful consumption; provide food waste bins
Nappies	Treated as Sanitary Waste, Incinerated	Energy recovery (where possible)	Encourage use of eco-friendly alternatives
Sanitary Waste	Incinerated as Clinical/Sanitary Waste	Energy recovery (where permitted)	Provide sanitary disposal points and encourage sustainable options

Water Performance Indicator	2019 –2023	E2024 (New Baseline)	Comments
Total volume of water consumed	Not measured	1904m3	New water baseline established



