



# **Sustainability at Eurostar Global**

ESG Report 2024 - 2025

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# Introduction

At EGE, we believe in doing business the right way - not just for our customers and partners, but for our people and the wider world we operate in. Our ESG approach reflects this belief, with a focus on making responsible decisions that support long-term value and positive outcomes.

We view ESG as an ongoing process - one where we assess our impact, take meaningful actions, and measure progress wherever possible. Our approach continues to evolve, and we're focused on learning, improving, and integrating our ESG commitments into the decisions and actions that shape how we operate.

We recognise the importance of reducing our environmental impact and are actively working to better understand and manage our carbon footprint. Sustainability is increasingly being integrated into how we think, plan and act - especially as our emissions reporting becomes more complete and transparent.

This report highlights the actions we've taken, the progress made, and the areas where we know there's more to do. It's a snapshot of where we are on the journey, shared with transparency and a commitment to keep moving forward.

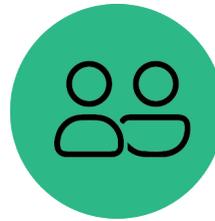
Ultimately, we want EGE to be a company that our people, customers, suppliers and partners are proud to be associated with - because of how we do business, the standards we set, and the practical steps we take to make a positive difference.

# Our ESG Commitments



**To drive down our energy, carbon and waste impact and support environmentally sustainable initiatives.**

Climate Change  
Pollution & Waste Management  
Sustainability



**To provide a safe, inclusive and motivating workplace and support initiatives that benefit the environment, human welfare and education.**

Health, Safety & Wellbeing  
Equality, Diversity & Inclusion  
Community Impact



**To maintain high ethical standards, good corporate governance practices and promote workplace integrity.**

Ethical Behaviour  
Corporate Governance  
Data Privacy & Security

A close-up photograph of several large, vibrant green leaves. The leaves have prominent, parallel veins and are covered with numerous small, clear water droplets of varying sizes. The lighting is soft, highlighting the texture of the leaves and the glistening surface of the water. The background is dark, making the green leaves stand out.

**Our Results:**  
**A collaborative approach**  
**to a more sustainable future**



# Environment



## Electricity Consumption

44.877 tCO<sub>2</sub>e

- 5% decrease due to subleasing a unit and automatic power-saving mode default set-up on all work devices
- All lighting is LED and sensor activated
- 76% renewable energy sources



## Carbon Emissions

3320.879 tCO<sub>2</sub>e

- Despite no change in Scope 1 emissions, and a 14% reduction in Scope 2 from last year, the huge increase in our emissions results is due to Scope 3 data being enhanced to include upstream and downstream transportation. See CRP on website for more details.
- Overseas business travel decreased but customer visit mileage increased due to a strategic focus on our new Value Add Services offering.
- Moved to biofuel with main courier and pay a green charge with Royal Mail
- SBEN Membership and Carbon Literacy training

### New for 2025 - 2026

- Eco driving course for all company vehicle drivers
- Review of Carbon Literate Organisation qualification
- 3rd party validation initiative eg Ecovadis / Greenly
- System enhancements to capture weight and dimensions and other product ESG-related data



## Paper Consumption

355 Reams

Ratio to HC 8 : 1 [ 2 : 1 Office, 8 : 1 Logistics Facility]

- Doubled from previous year despite efforts below – although still a significant improvement from FY19/20: 825 Reams / 14 : 1 HC ratio
- Increase is due to multiple customer’s requirements for paper inserts which saw the Logistics Facility increase from 7 : 1 to 8 : 1, despite the office ratio decreasing from 3 : 1 to 2 : 1
- Mindful printing routines adopted across all departments, and all printer settings set to double-sided as default
- Projects and software to digitise work, print and report routines include Sharepoint, PowerBI, Docusign, barcode scanners & online surveys

### New for 2025 - 2026

- Digital induction, onboarding and employee files
- Explore options to re-use shredded paper internally/ externally



## Waste Volume

26,056 KGCO<sub>2</sub>e

- Increase on last year due to diversification of product and services
- 100% waste diverted from landfill and 83.25% waste was recycled – an increase of 6.5% on previous year
- Phase 2 of our single-use audit resulted in removal of 8% items from the workplace and 8% items switched to recycled products

### New for 2025 - 2026

- Food waste separation and collections
- Phase 3 of plastics & single-use audit
- Of our 32 tonnes of waste, 21 tonnes was cardboard;
  - (a) New ESG target to increase the reuse of inbound packaging for outbound shipments
  - (b) Review cardboard baler option

## Carbon Intensity

by Number of Staff	46.77	tCO <sub>2</sub> e per person
by Annual Turnover	29.81	tCO <sub>2</sub> e per £1million
by Floorspace	0.061	tCO <sub>2</sub> e per m <sup>2</sup>



## Water

360m<sup>3</sup> consumption\*

- Consumption appears to have increased on previous year however some corrupted data is being investigated by Severn Trent following an unexpected meter error
- An underground oil separator system at our logistics facility prevents vehicle oil in any surface and/or storm-water from polluting the watercourse
- Water-towers & recyclable paper cups have conserved water and removed single-use plastic bottles from the workplace



## Recycling

- New recycling bins to separate waste
- Recycled products / furniture prioritised in non-stock purchases
- Responsible WEEE disposal and e-waste recycling
- Focus on graded product sales channel – circular economy
- Recycled or donated furniture/consumables from relocation and re-brand projects to local schools, businesses and charities
- 100% of all our cardboard packaging materials are fully recyclable and have a recycled content of at least 76%

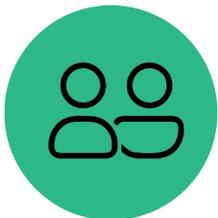
### New for 2025 - 2026

- Launch of new Buy-Back Scheme (BB) scheme to extend the lifecycle of consumer electronics and reduce electronic waste and emissions



## Other Sustainability Initiatives

- Moved away from plastic mailing bags to paper envelopes and jiffy bags
- EV charging points
- Monthly ESG social posts to help raise awareness
- Staff Sustainability Incentive scheme
- Staff ESG Ambassadors, projects & knowledge share
- Regular litter picks within the local community
- Mandatory ESG training for all staff
- Toner recycling
- Cycle to Work
- Remote working 1 day per week
- Moved to online payslips and PAYE documentation
- Carbon-offset flights are chosen where possible
- Growth target set for Not-new product sales and increasing customer awareness
- Annual attendance of the Circular Summit event which promotes the circular economy



# Social



## Charity & Community Activities

- £3,216 raised for The Dougie Mac & Cancer Ninjas
- We have raised over £93k for the Dougie Mac and Cancer Ninjas for Cancer Research UK
- £50k has come from our 3 fantastic Charity Balls and
- £43k+ has been raised through many staff activities
- As well as raising money, we have made numerous donations to local Food banks, Schools, the Salvation Army and local Charity Shops
- For over 8 years we have partnered with the Career Ready Program, mentoring many local students
- We also provide valuable opportunities to students on this Program by hosting paid internships



## Local Opportunities

- 82% workforce live local to the workplace
- Non-local roles include specialist skills, remote or field
- working or staff living just beyond county boundary
- We prioritise local companies within the Supply Chain wherever possible
- We hosted 4 work experience/internships to local students this year

### New for 2025 - 2026

- Review hosting of workplace visits for SEN students
- R&D collaboration with Staffordshire University students



## Accidents

6

- Better reporting & training
- H&S outsourced - managed with, and indemnified, by 3rd party
- Minor incidents only (none reportable to RIDDOR)



## Product Safety

0 issues

- We recognise and adhere to all Trading Standards and BSI criteria relevant to our industry



## Absence & Wellbeing

- 1.2% employee absence
- 2.84 sick days per employee

- Absence levels continue to be well beneath the 2023 UK average of 7.8 days per Employee (Source CIPD)
- All staff have access to an EAP, eye-care benefits and Mental Health First Aid training
- We implemented all requests for Flexible Working this year
- Financial wellbeing and stability is supported through non-use of zero hour contracts, paying above NMW, enhanced ER pension contributions and a free annual personal review with a Pensions Advisor
- 30% increase in temporary staff hired on permanent contracts

### New for 2025 - 2026

- Defibrillator installation review
- Enhanced absence support, complementing our established wellbeing offering



## Training & Development

- Training Spend £226 pp
- Staff Development 26

### This Year

- Training and development more than doubled from previous year. New internal opportunities and projects combined with mandatory Anti-Harassment and H&S training played a significant part in this result
- 3 x new Apprenticeships offered this year in CIPS, Customer Service & Marketing
- 1 x IoSCM qualification started

### New for 2025 - 2026

- 1 x ACCA/CIMA qualification to commence



## Engagement

- 100% new staff feel welcomed into a friendly workplace
- 11% Staff Turnover (Average 34% in UK, CIPD 2024)
- Average length of service by employee - 6 years

- 100% new starters stated that our Induction process is the best they have ever experienced
- Bi-monthly team-building events connect staff across the business
- Listening Groups held to review ways to address the Staff Survey focus area of Communication
- 5% reduction in employee turnover from last year (and down 14% from 22/23) despite recruitment and retention continuing to be a challenge due to increased cost of living and skills shortages

### New for 2025 - 2026

- Continue communication improvements
- Quarterly company-wide and departmental team-building initiatives to be introduced following staff feedback



## Equality, Diversity & Inclusion

- Average age 41
- 71% Male : 29% Female
- 100% White workforce

- We welcome and celebrate all ages within the workplace, with more apprentices in the workplace than previous years and a number of staff choosing to work beyond retirement age
- Neurodiversity training introduced for all staff
- While we are less ethnically diverse than regional 2021 Census data (93.6%) and there is work to do to attract more diverse candidates, we do employ significantly more non-UK white staff than the regional demographic (15.49% vs 3.80%)

### New for 2025 - 2026

- Becoming a Disability Confident Employer
- SEN work experience placement review



## Customer Satisfaction

### This Year

- 2024 MIA - Distributor of the Year - Winner
- 2025 MNA - Best Device Distributor - Highly commended
- New Customer Satisfaction Surveys being introduced as part of ISO9001
- MIA 2025 - shortlisted for Best Distributor of the Year

**£93k raised  
for Charity  
to date**



**Governance**



## Financial Independence

- All statutory, tax and legal obligations met and signed off by external Accountants
- Independent 3rd party audit
- Compliance records and annual report to stakeholders
- External, independent legal, financial and specialist advice
- Formal business forecasts shared with the Bank and other Financial Institutions, and reported against throughout the year
- Comprehensive and careful due diligence checks completed on all new customers and suppliers
- Recruitment of an FD
- SAGE Intacct implementation with PWC

### New for 2025 - 2026

- Recruitment of a new FC



## Data Privacy & Security

- Cyber Essentials certification re-gained
- Enhanced cyber security protection with migration from Mimecast to Barracuda



## Corporate Structure

- New FD joined the Board
- Monthly Board Meetings & Quarterly Business Review meetings with Senior Managers
- Monthly ESG meeting with ESG Committee comprising of Directors, Senior Managers and staff Ambassadors

### New for 2025 - 2026

- Appointment of Strategic Advisor to the Board



## Ethical Behaviour & Workplace Integrity

- Gained ISO 9001
- Approved suppliers on both the CCS and NHS frameworks
- 4% improvement in due diligence onboarding compliance
- Updated Enterprise Risk Assessment
- H&S outsourced - managed with, and indemnified, by 3rd party
- Modern Slavery Statements & Registry compliance
- Full suite of Policies and training in place including H&S, Modern Slavery, Anti-Bribery, Fraud, Cybercrime, Money- Laundering, Equality and Anti-Harassment
- Anti-harassment legislative update and training
- Use of specialist external consultants and lawyers
- ID verification & background checks for all workers
- Minimum 4-eye recruitment process with HR includes scoring and skills assessments
- Staffordshire Chamber of Commerce member for 17+ years
- Relevant professional qualifications and accreditations by role
- Membership and subscriptions to relevant professional bodies, including IOD (new for 24/25)
- Positive insurer-led logistics audit aligned with TAPA standards

### New for 2025 - 2026

- ISO 14001 Accreditation
- IoSCM membership and internal qualification
- Revised and centralised customer, supplier and vendor partner onboarding processes with extended due diligence checks
- Review pursuit of formal TAPA certification to strengthen supply chain security credentials
- 3rd party validation eg Ecovadis / Greenly
- 3rd party validation of emissions data
- CIPS Professional Ethics Register

**Here are just a few of the partners we are proud to work with...**

