

ESG Report FY25/26

Our progress towards a more sustainable future

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Introduction

At EGE, we help organisations source, manage and scale technology with confidence. As our business continues to evolve, we recognise that creating long-term value means balancing commercial success with environmental responsibility, social impact and strong governance.

Over the past year, we have continued to embed Environmental, Social and Governance (ESG) considerations into the way we operate, make decisions and support our staff, customers and partners.

From reducing environmental impact and keeping technology in use for longer, to investing in our people and maintaining high ethical standards, ESG remains an important part of how we do business.

This report provides an overview of our ESG activities and performance during 2025/26, highlighting progress made, lessons learned and the priorities that will shape our next steps. As our ESG reporting continues to evolve we remain committed to improving the quality, transparency and breadth of the information we provide, enabling stakeholders to better understand our activities and the positive impact they create.

While our journey continues, our ambition remains clear: to be a business that customers, suppliers, employees and partners trust to deliver positive outcomes - not only through the solutions and services we provide, but through the way we operate every day.

EGE at a Glance



Reducing Environmental Impact

- 100% Waste diverted from landfill
- 84.8% Operational waste recycled
- 22% Downstream transport mileage using biofuel
- 69% Paper reduction since FY19/20
- 4.15% Reduction in energy consumption



Supporting Our People

- 83% Local workforce
- 14.5hrs minimum training per employee delivered
- 100% New starters felt welcomed and supported
- 82% Employee survey participation



Responsible Business

- 92% Supplier spend aligned to Supplier Code of Conduct
- ISO9001, ISO14001 & Cyber Essentials
- Independent carbon emissions verification
- 82% MSAT score



Extending Product Lifecycles

- 3,585 Devices returned through our new Buy-Back scheme
- 35,799 Technology products given a second life *
- 100% Cardboard packaging recyclable
- 76% Recycled content in cardboard packaging
- * Equivalent to 1 in every 13 technology products supplied



Supporting Our Customers

- 2 Industry awards recognising distribution excellence
- 100% positive Customer satisfaction survey feedback
- 463,087 Technology products supplied (excludes accessories)
- Eco-friendly packaging options introduced



Supporting Our Community

- £96k Charity fundraising milestone reached
- 2 workplaces equipped with defibrillators
- 5 early careers opportunities created
- Local schools, foodbanks & care homes supported

All figures relate to FY25/26 unless otherwise stated

Our ESG Commitments

Our ESG commitments define the areas that matter most to our business and stakeholders. They provide the foundation for our strategy, guide our priorities and shape the actions we take to create long-term value. The following page outlines how these commitments will continue to evolve during FY26/27.



Reducing environmental impact & supporting a lower-carbon, circular supply chain

Climate Change

Pollution & Waste Management

Sustainability



Supporting our people, partners & communities

Health, Safety & Wellbeing

Equality, Diversity & Inclusion

Community Impact



Operating with transparency, accountability & strong governance

Ethical Behaviour

Corporate Governance

Data Privacy & Security

Our ESG Journey

Building on the progress made this year, our priorities for FY26/27 focus on further embedding ESG across EGE, strengthening customer and community support, investing in people and maintaining the high standards of governance that underpin our business.



ENVIRONMENT

Reduce operational emissions

Double Buy-Back activity & grow Not-New product sales

Enhance ESG data & reporting

Develop CO_2e avoidance reporting methodology

Expand circular economy reporting



SOCIAL

Expand early careers opportunities

Introduce Salary Sacrifice Pension Scheme

Develop customer sustainability reporting

Strengthen community partnerships

Enhance employee engagement



GOVERNANCE

Maintain ISO 9001 & ISO 14001

Achieve ISO 27001 certification

Implement the Group Shared Services structure

Further strengthen supplier governance

Embed ESG across the Group



Environment

Electricity Consumption

207,742 kWh (36.77 tCO2e)

- 4.15% decrease in consumption versus last year
- Automatic power-saving settings deployed across all work devices
- LED lighting & occupancy sensors minimise unnecessary consumption
- Reduction in occupied floorspace following sublease of additional unit

Carbon Emissions

1826.21 tCO2e – Mandatory Reporting

- The reported emissions total is 45% lower than last year, primarily reflecting alignment with PPN 006 mandatory reporting requirements and revised reporting boundaries rather than an equivalent operational reduction. Full Scope 3 emissions continue to be captured internally to support ESG monitoring and continuous improvement. See our CRP on website for more details
- Overseas travel increased in support of strategic business development and partnership activity
- 99% international downstream transport miles undertaken using biofuel, representing 22% of combined UK and international downstream transport mileage
- SBEN Membership and Carbon Literacy training
- 3rd party emissions verification & continued voluntary Scope 3 data capture to support internal ESG monitoring
- Mandatory Eco driving course for all company vehicle drivers
- Company vehicle - replaced diesel with a hybrid vehicle

Paper Consumption

259 Reams
Ratio to HC 3 : 1 [1 : 1 Office, 6: 1 Logistics Facility]

- 27% reduction in consumption vs last year, with 50% reduction in Office consumption
- 69% reduction in consumption since recording began (FY19/20: 825 Reams / 14 : 1 HC ratio)
- Mindful printing routines, all printer settings set to double-sided as default and a focus on 'think before you print' staff initiative
- Continued digital transformation reduced paper consumption and improved efficiency, with AP automation delivering the greatest impact in Office consumption

Recycling

- Expanded range of bins to separate waste
- Recycled products / furniture prioritised in non-stock purchases
- Responsible WEEE disposal and e-waste recycling
- Growing Not-New product sales extends product lifecycles
- 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 with recycled content at least 76%
- Buy-Back Scheme launched to extend the lifecycle of consumer electronics and reduce electronic waste and emissions

Carbon Intensity based on mandatory reporting figures

by Number of Staff	24.03	tCO_2e per person
by Annual Turnover	14.55	tCO_2e per £1million
by Floorspace	0.034	tCO_2e per m^2

Water

225m³ consumption*

- Reported consumption is 38% lower than last year following a supplier correction to previously reported meter data rather than an equivalent operational reduction in usage
- An underground oil separator system at our logistics facility prevents vehicle oil in any surface and/or storm-water from polluting the watercourse
- Water-refill stations & recyclable paper cups have reduced our reliance on single-use plastic bottles in the workplace

Waste Volume

29.90 tonnes

- Increase on last year due to business growth and diversification of product and services
- 100% waste diverted from landfill and 84.83% waste was recycled – an increase of 1.58% on previous year
- Phase 3 of our single-use audit resulted in removal of paper hand towels from all buildings and paper reduction initiatives (see Paper Consumption section)
- Food waste separation and collections

Other Sustainability Initiatives

- Re-used packaging and sustainable marketing materials introduced
- Plastic mailing bags replaced with paper alternatives
- Customers offered sustainable packaging options
- Regular ESG communications to raise awareness
- Increased participation in our Sustainability
- Incentive Scheme
- Employee ESG Ambassador programme supports continuous improvement
- Supporting cleaner local communities through employee volunteering
- Mandatory ESG training for all staff
- Toner recycling
- Cycle to Work
- Remote working average 1 day per week
- Online payslips and PAYE documentation
- Carbon-offset flights selected where practicable
- Further growth target set for Not-New product sales and customer circular economy awareness
- Industry collaboration at the Circular Summit event supports circular economy innovation



Social

Charity & Community Activities

- £2,571 raised for The Dougie Mac & Cancer Ninjas
- We have raised over £96k for the Dougie Mac and Cancer Ninjas for Cancer Research UK
- £50k has come from our 3 fantastic Charity Balls and £46k+ has been raised through many staff activities
- Alongside fundraising, we continue donating products, equipment and essential goods to local schools, care homes, foodbanks and charities
- For 8 years we partnered with the Career Ready Program, mentoring many local students
- We also provide valuable opportunities to students via work experience and internships

Local Opportunities

- 83% workforce live local to the workplace +1% from last year
- Non-local roles include specialist skills, remote or field-working or staff living just beyond county boundary
- Local suppliers prioritised wherever practical
- 1 x new Apprenticeship, 2 x Work Experience placements, and 2 x new entry-level roles created this year

Accidents

4 – 20% reduction from last year

- Strong reporting & training
- H&S outsourced - managed with, and indemnified, by 3rd party
- One reportable incident investigated and corrective actions implemented

Product Safety

0 issues

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

Engagement

- 100% new staff feel welcomed into a friendly workplace
- 14.8% Staff Turnover (Average 15% UK, CIPD Spring 2025)
- Average length of service by employee – 5.87 years

- 100% new starters stated that our Induction process is the best they have ever experienced
- Bi-monthly team-building events connect new and existing staff across the business
- 82% Annual Staff Survey completion (KPI 75%+)
- New engagement initiatives introduced following employee feedback
- 4% increase in employee turnover from last year mostly due to retirement but cost of living and skills shortages continue to be a challenge

Training & Development

- Training Spend £134 pp
- Staff Development 23

- 14.5 hours training per employee delivered, rising to
- 29.5 hours for new starters. This excludes additional H&S (mandatory) training, role-specific training and professional external qualifications
- Continued investment in learning and development supports future capability

£96k raised for Charity to date

Customer Satisfaction

- 2025 MIA - Distributor of the Year - Winner
- 2026 MNA – Best Device Distributor – Winner

- Customer Satisfaction Survey – 100% positive feedback Comms Business Awards - shortlisted for Distributor of the Year
- Peter Carnall (MD) nominated for the Power 50 List

Equality, Diversity & Inclusion

- Average age 43
- 70% Male : 30% Female
- 98.68% 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
- Mandatory Neurodiversity training for all staff
- While we are less ethnically diverse than regional 2021 Census data (93.6%), we do employ significantly more non-UK white staff than the regional demographic (15.63% vs 3.80%)
- We speak 11 languages across the business, reflecting the diversity of our people

Absence & Wellbeing

- 1.56% employee absence
- 3.57 sick days per employee

- Small increase due to long term medical issues
- 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 and enhanced absence support to further complement our established wellbeing offering
- Financial wellbeing is supported through the non-use of zero hour contracts, paying above NMW, enhanced ER pension contributions and a free annual personal review with a Pensions Advisor
- 60% decrease in temporary contracts versus last year giving increased worker stability
- Defibrillators installed and staff trained at both sites



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
- Qualified FD and FC
- SAGE Intacct implementation with PWC
- 100% dual authorised payments and zero control breaches

Corporate Structure

- Purchasing Director and Technical Director
- Appointment of Strategic Advisor to the Board
- Monthly Board Meetings & Quarterly Business Review meetings with Senior Managers
- Regular ESG meeting with ESG Committee comprising Directors, Senior Managers and staff Ambassadors, providing governance and oversight across the business

Data Privacy & Security

- 0 cyber incidents
- Cyber Essentials certification re-gained
- Enhanced cyber security protection through Barracuda solutions
- Mandatory EMM implementation completed, strengthening device security and data protection

100% Key Suppliers aligned to Code of Conduct

Cyber Essentials, ISO 9001 & 14001

82% MSAT score

Ethical Behaviour & Workplace Integrity

- ISO 9001 and ISO 14001 accredited
- Approved suppliers on the CCS and NHS frameworks
- New centralised customer, supplier and vendor partner onboarding processes with enhanced due diligence checks
- New Supplier Register strengthens responsible sourcing and due diligence with 100% Key and Top20 Suppliers aligned to Supplier Code of Conduct representing 92% total spend
- Annual review of Enterprise Risk Assessment and BCP
- H&S outsourced - managed with, and indemnified, by 3rd party
- Modern Slavery Statements & Registry compliance, with MSAT score of 82%
- Full suite of Policies and training in place including H&S, Modern Slavery. Anti-Bribery, Fraud, Cybercrime, Money- Laundering, Equality and Anti-Harassment
- 94% Mandatory training completion
- 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
- Chamber of Commerce member for 18+ years
- Professional qualifications and accreditations by role
- Membership and subscriptions to relevant professional bodies, including IOD, CIPD. IoSCM and ICAEW
- Positive insurer-led logistics audit aligned with TAPA standards
- Independent verification strengthens confidence in emissions reporting
- CIPS Professional Ethics Register

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