



**Unitrust Protection  
Services  
ESG Annual Report  
2022-2023**



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# INTRODUCTION

## INTRODUCTION

Forty-five years ago, when Unitrust was first established, the environment was not a factor we considered when planning our business growth or assessing our success. Happily, like many other businesses, our attitude and thinking has changed dramatically over the years as our society has become more and more conscious of climate change. We now appreciate the importance and need for everyone to play a part in the protection of our environment. So much so that today the environment dictates how we operate and influences decision making within our business.

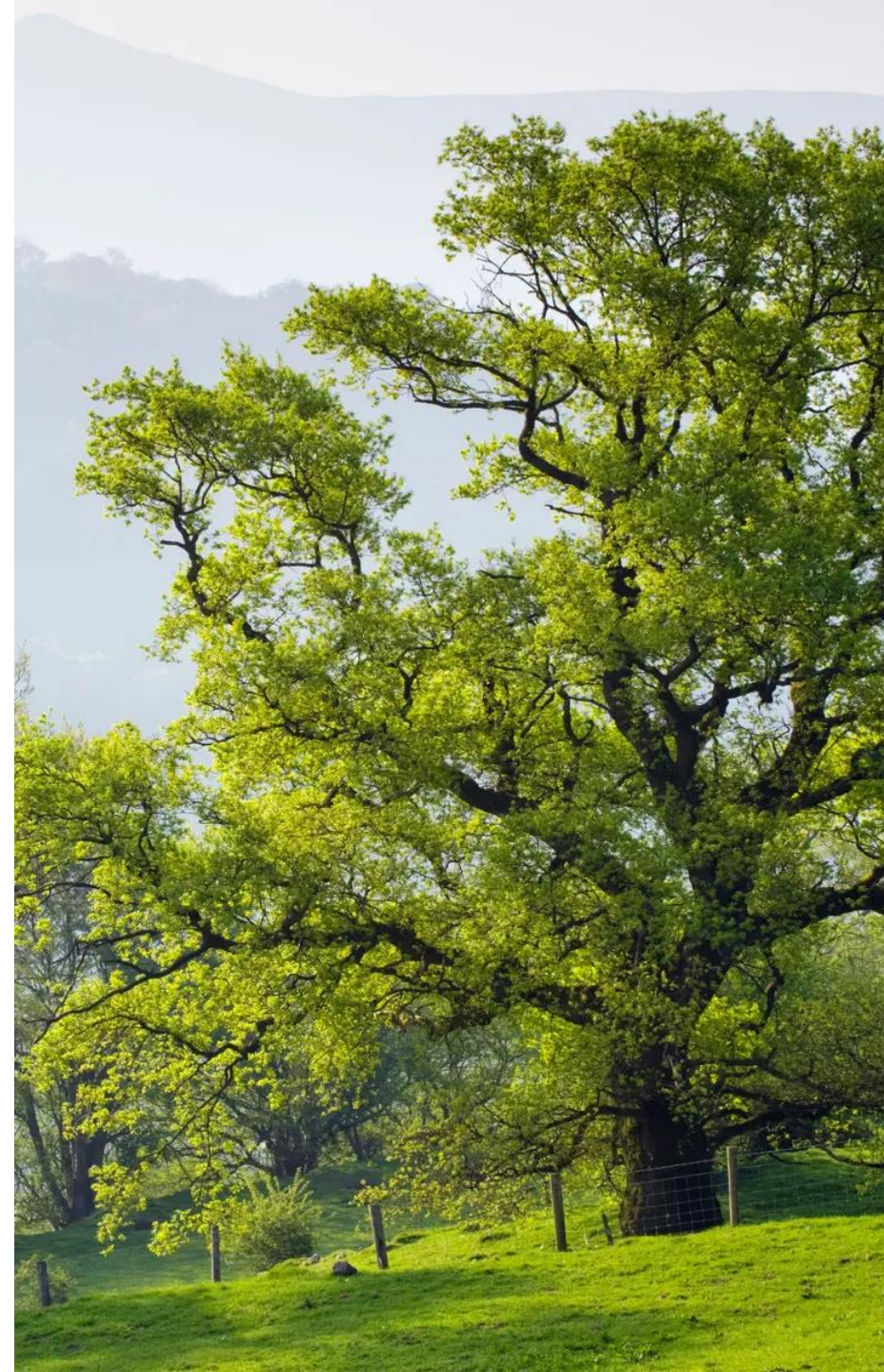
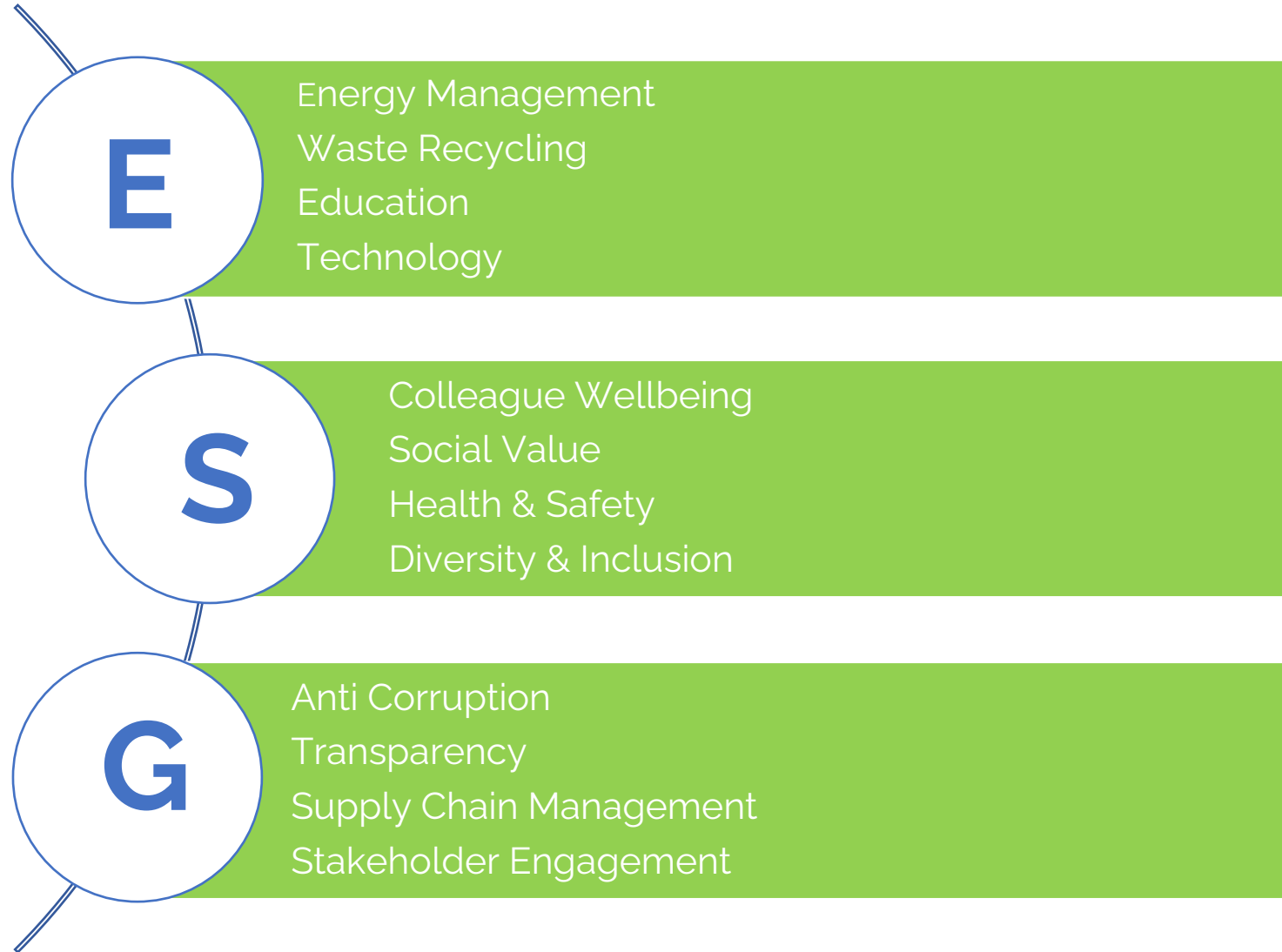
Everyone from Board level to frontline is involved in making our business work both sustainably and environmentally. What has been most encouraging for me has been the keenness of our people to embrace becoming more environmentally conscious and to get involved with shaping new ideas.

We firmly believe that growth and sustainability go hand in hand, which means if we don't work sustainably then we can't grow sustainably. But perhaps even more important is the recognition that collectively we have a moral responsibility for all our future generations to protect our planet.

**Scott Gough**  
**Managing Director**



# ESG Summary





# ENVIRONMENT



# ENVIRONMENT

We can only grow sustainably if we work sustainably. Unitrust is heading in the right direction however, we recognise we still have a long way to go on our journey to become a Net Zero business. We are making a conscious effort to reduce our carbon footprint and identify ways to reduce waste in our workplace and at our client's spaces. By educating our teams and introducing environmental awareness training we have already made a good start.

This year, we are stepping up our plans to become even more focused on our goal to be Net Zero business. It is something we feel passionately about, and we are gradually finding the right balance by involving everyone in the business. We are fully committed to becoming a Net Zero business by 2030. This is a bold target but for now this feels realistic and achievable. Measuring progress is essential to us achieving our target and we have now employed independent experts to help us on our journey to Net Zero.

I believe by being open and honest about what we don't know, working with experts who can help us set realistic and measurable targets will not only help us minimise our impact but really focus our minds on becoming more environmentally aware. We recognise that we cannot do this alone. We need our people, our supply chain, and our client to be onboard with our journey if we are to make an impact.

**Sarah Griffin**  
Director of ESG & Compliance





# Unitrust Ambition to Net Zero

Including 2030 science based targets for Scope 1, 2 & 3









2016

2021

2030

## ACHIEVING INITIAL GOALS

Path to Net Zero by 2030

-  Gaining ISO 14001:2015
-  Launch Cycle to Work Scheme
-  Reporting Scope 1+2 Emissions
-  Recycling Waste Rate up to 61% of all waste streams
-  Reducing CO2 emissions (Scope 1 & 2) by 57%
-  Refurbishment of Head Office environment to include energy saving initiatives
-  Convert fleet to hybrid vehicles
-  Launch Environmental Awareness training to all staff

## ACCELERATING ACTIONS

-  Introduction of a Supply Chain Sustainability Standard
-  Purchased 100% renewable Electricity
-  Install Solar Photovoltaic (PV) panels on Head Office property
-  Convert fleet to all electric vehicles
-  Increase focus on reducing waste and increase recycling rate to 80%
-  Support Suppliers in reaching their Net Zero targets
-  Planet Mark Certification



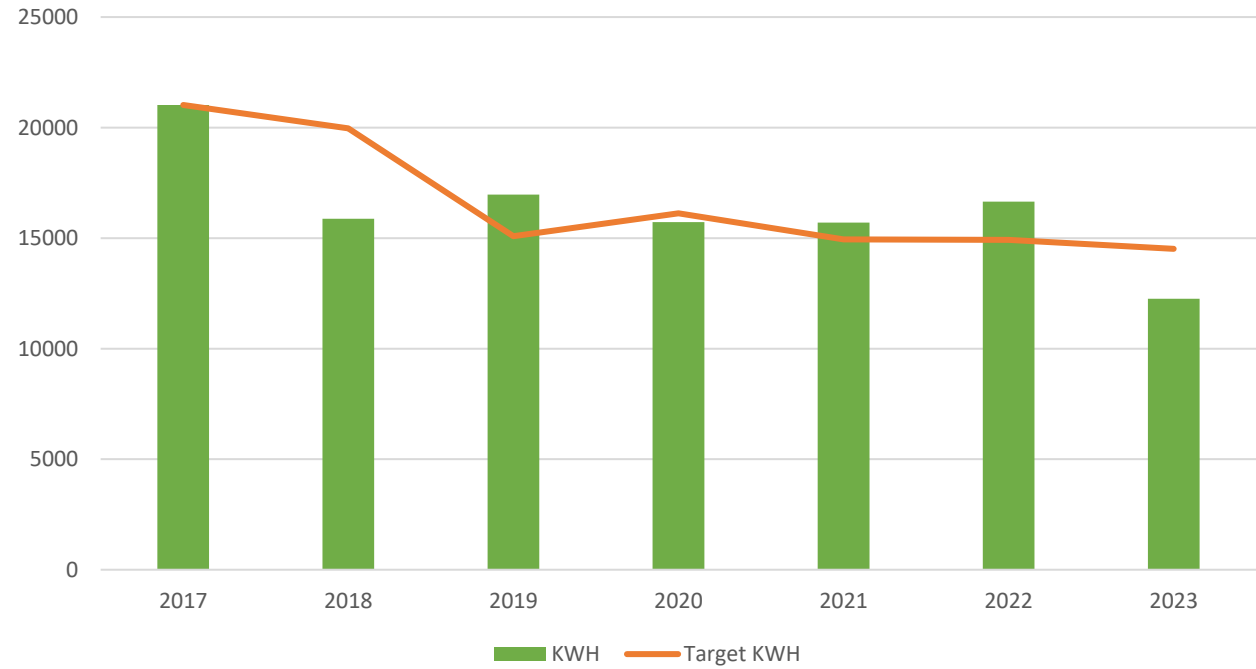
## OUR AMBITION NET ZERO

Across operations and supply chain emission – to cut emissions and balance any remaining emissions that cannot be eliminated with natural or technical solutions that remove or store carbon in partnership with Carbon Neutral Britain.



# ENERGY CONSUMPTION

Year	KWH	Target KWH
2017	21022	21022
2018	15881	19970
2019	16973	15086
2020	15728	16124
2021	15705	14941
2022	16,649	14919
2023	12258	14516



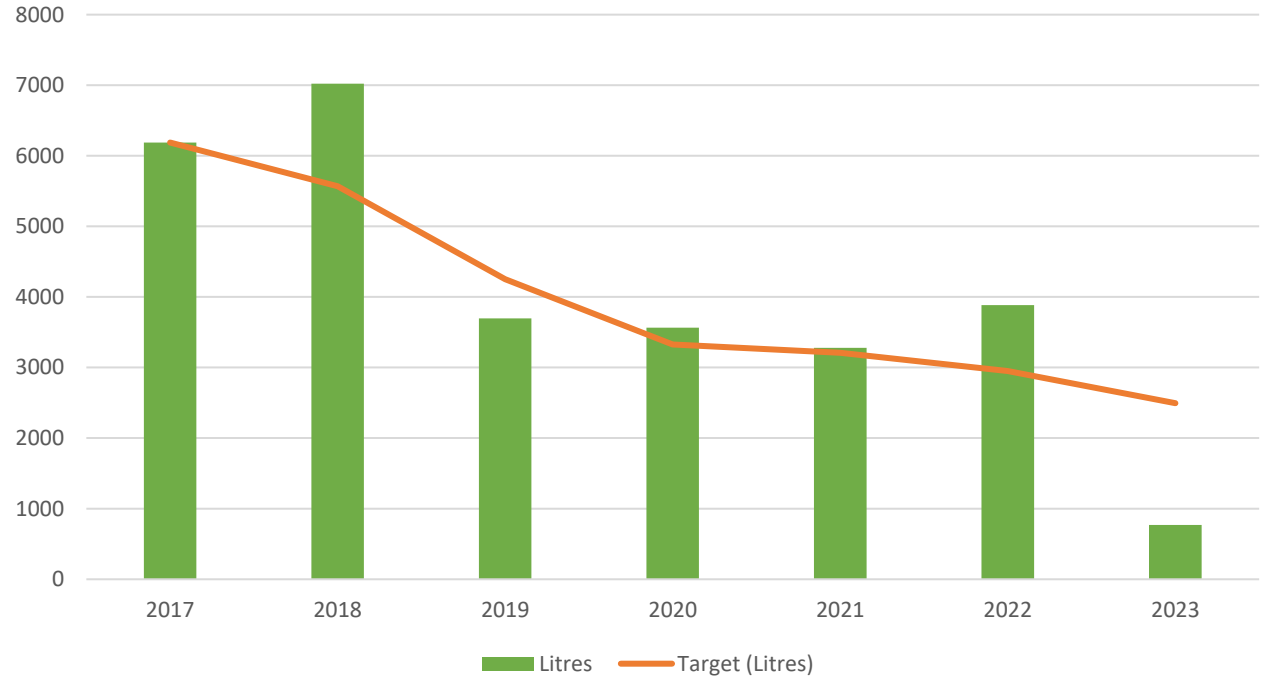
We continued to make improvements in our energy reduction year on year with a significant reduction in 2018 with the refurbishment of our Head Office including energy saving initiatives. We failed to meet our targets for 2019 and 2022 due to extreme weather conditions during this period.

We expect our energy consumption to decrease over the next 5 years with advent of other energy saving initiatives – replacing our existing A/C units with more energy efficient models and we are currently in the feasibility stage of placing solar panning on roof of our Head Office.



## FUEL CONSUMPTION

Year	Litres	Target (Litres)
2017	6187	6187
2018	7021	5568
2019	3695	4250
2020	3565	3325
2021	3278	3208
2022	3883	2950
2023	770	2495



Our overall fuel consumption had decreased significantly since the initial data collection point in 2017. This has occurred as we decreased out fleet and converted the remaining vehicles to hybrid with the view to being fully electric by 2030.



## RECYCLING

It is our intention to minimising the production of waste, through good purchasing practice of materials used throughout the business and reuse and recycle materials whenever practical to do so.

Our recycling rate for the last 12 months has been 87%. We recycle all our waste streams, in partnership with our waste management company First Mile, with zero waste to landfill.

Our colleagues complete Environmental Awareness training that promotes the merits of correct waste recycling and we encourage this not only at our Head Office but on our client sites.

This year we initiated our One Bottle Campaign where we gave our colleagues a reusable drinking bottle to reduce single use bottles on our client sites.



### Unitrust Protection Services UK Ltd

#### Services order over past 12 months



Mixed Recycling



Zero to Landfill Waste



Food Recycling



Specialist Recycling



Recycled Products

#### Results breakdown over 12 months (\*monthly average)



KG's recycled  
1935 / 161\*



KG's waste to energy  
375 / 31\*



KG's anaerobic digestion  
558 / 47\*



Tonnes CO<sup>2</sup> saved  
2.00 / 0.17\*



Trees saved  
23 / 2\*



KWH generated  
206 / 17\*

Your recycling rate

87%



# ENVIRONMENTAL OBJECTIVES FOR 2022-2024

Encourage participation in Cycle to Work Scheme  
(ongoing)

One Bottle Campaign to reduce Single Use Bottle  
(completed)

Convert Fleet to Hybrid Vehicles  
(completed)

Feasibility Study for Solar Panelling  
(ongoing)

Install EV Charging Points at Head Office  
(completed)

Environmental Awareness Training for all colleagues  
(completed)

Sustainability Champion on Client Sites  
(ongoing)

Promote Volunteer Days for community initiatives  
(ongoing)





# SOCIAL



## COMPANY VALUES



### Respect & Dignity

Respect for the dignity of the individual is at the heart of our culture. We cannot operate effectively unless we are able to treat everyone with the appropriate respect, fairness and kindness.



### Integrity without compromise

In an increasingly complex business and social world, integrity and honesty will be a hallmark of our organisation.

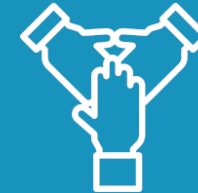
### Trust & Empowerment

We must be able to work in an environment in which we trust each other to take responsibility for our roles and actions, and empower each other to make the right decisions.



### Diversity

We will embrace the opportunities of a diverse workforce, valuing and drawing upon their opinions, origins and skills.



### Recognition & Celebration

We will search out and welcome opportunities to openly celebrate achievements of individuals, teams, employees, suppliers and clients for delivering results that contribute to our success.



### Partnership

Through partnership with our internal and external stakeholders we will seek to serve our wider community and have a positive impact in delivering social value.

## PEOPLE OBJECTIVES 2023

Promote our  
Employee  
Assistance  
Programme  
(EAP)

Personalise  
Colleague  
Experience  
(ongoing)

Review Values  
and Purpose  
(completed)

Increase Mental  
Health First  
Aiders  
(ongoing)

New Appraisal  
process for  
Colleagues  
(completed)

Deliver  
'Managing Your  
Finances'  
Training  
(ongoing)

Continue to  
implement  
Wellness  
Action Plans for  
Colleagues

Implement  
Benefits Portal  
adding 24 hr GP  
service  
(completed)

Review EDI  
policy  
(completed)





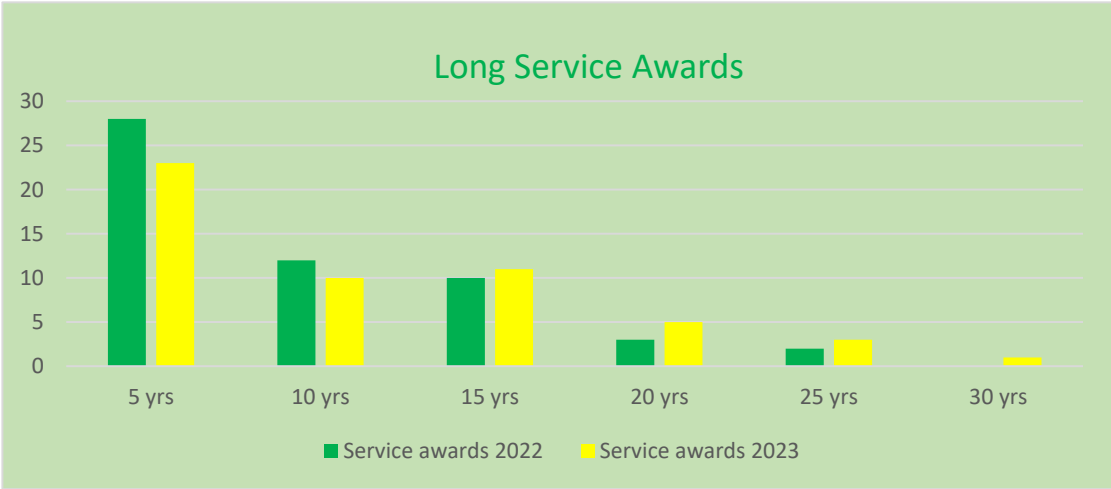


# PEOPLE INITIATIVES

Our commitment to inclusivity goes beyond words, it's reflected in our actions. Earlier this year, we introduced significant updates to our Equality & Diversity Policy, reaffirming our dedication to providing equal opportunities for all our colleagues. These policies ensure that diversity is not just a concept but an integral part of our workplace culture.

We're excited to continue our 'Meet the Employer' project, which has been in progress since last year, in collaboration with Westminster College. This initiative builds bridges between various industries and individuals who are embarking on career changes.

We understand that our team is at the heart of our success, which is why we've rebranded our HR team to "People & Culture." This change signifies a more progressive approach, and "People and Culture" aligns perfectly with our company values of creating a workplace that prioritises the well-being of all our colleagues.





# RECOGNITION

Recognising the hard work and dedication of our colleagues is a key objective of our People strategy. We have a wide range of recognition awards that celebrate their achievements, and we highlight these monthly in our Company Newsletter.

- Leadership Award
- Innovation Award
- Service to the Client Award
- Best Team
- Extraordinary Service
- Sustainability Award

On International Security Officer's Day, we say a huge 'thank you' to our whole team of amazing security officers working tirelessly to keep our clients and their local communities safe. This year we visited each site thanking them personally with a box of Hero's chocolates.





# COMMUNITY & CHARITY OBJECTIVES 2023

Promote the use of paid Volunteer days for community initiatives

Build partnerships with local community initiatives

Collaborate with other Service providers to deliver social value on sites

Identify a Sustainability Champion on Client sites

Identify and champion a new charity annually





# COMMUNITY INITIATIVES



We have launched a programme across our sites to recycle any uniform in partnership with TRaid.



During what is likely to be the most challenging time for food bank networks, we make regular collections on behalf of Trussell Trust. We collected 500 items in our February 2023 collection.



Little Village support families with children under five living in poverty in London. We volunteer at the baby bank network, collecting, and sorting pre-loved clothes and equipment. We have donated £5,000 and fundraised a further £5,000 for Little Villages.



We work in partnership with Action on Disability inviting young disabled adults into the workplace to 'shadow' our colleagues and gain valuable work experience.



Alongside Hammersmith BID and Keep Britain Tidy we participate in quarterly 'Litter Picks' in and around West London.



## City of London Police – roadshows

Unitrust can arrange for Police Officers from Local Policing Sector Teams / Safer Neighbourhood Teams to attend our client buildings, to offer Crime Prevention advice to staff, tenants and stakeholders, as well as bike and asset marking.



Glass Door coordinates a network of open-access services for people affected by homelessness. We have donated £5000, and fundraised a further £5,500 for GlassDoor in 2022-2023



We promote the use of this App on site that enables you to request assistance for homeless people in need on our streets.



The Whitechapel Mission has been serving the homeless and marginalised since 1876 – including a day centre, skills training and career advice. We regularly send volunteers to support this great initiative.



We work collaboratively with Spark!'s Work Experience Service giving students the opportunity to take part in high quality work experience as a central part of the school's careers programme. We offer 6 workplaces per year for students.



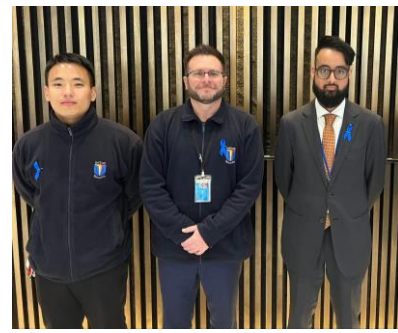
# CHARITY EVENTS 2022-2023



The Kids Out Giving Tree an annual initiative that we hope to share with our clients again this year. We collect gifts for children who are affected by domestic violence or who live in poverty.



Our Team of nine cyclists travelled 55 miles to Brighton for the second year in extremely hot weather and raised £3700 for charities that combat Violence against Women and Girls and Domestic Abuse.



In support of Prostate Cancer Awareness month all our colleagues wore blue ribbons, and we raised £1500 through generous donations.



Our site-based Teams supported 'Wear it Pink' for Breast Cancer this year and raised an amazing £1050 to support the fight against breast cancer.



We have pledged our commitment to the Armed Forces Covenant, and we collect on behalf of the Royal British Legion who support our armed forces, veterans and their families. We raised £1800 across our client sites in 2022.



## HEALTH & SAFETY

We regard the management of health and safety as an integral part of our business and a management priority, and we adhere to all required legislation.

Our colleagues are expected and encouraged to be proactive on health and safety issues as part of the continued development of the health and safety culture of the company. Our colleagues complete a range of H&S related training courses, and these are regularly reviewed by our H&S committee and HSQE Manager.

- Bombs Threats
- Bullying & Harassment
- Conflict Resolution
- Fire Warden
- Manual Handling
- Mental Health
- ACT & ACT Security
- H&S Essentials
- DSE
- SCaN
- Loneworker (if applicable)
- Sexual Harassment
- First Aid
- IOSH
- H&S for Managers

	Weekly	Monthly	6 Month	Yearly
General Risk Assessment				✓
Fire Risk Assessment				✓
Lighting Drop Test (3 Hours)				✓
Access Control Test			✓	
Panic Alarm test			✓	
Intruder Alarm Test			✓	
CCTV Test			✓	
Fire Alarm Service			✓	
Full Building Fire Evacuation			✓	
Lighting Drop Test (30 mins)			✓	
A/C Service			✓	
Lighting Flick Test		✓		
Water Temperature Test		✓		
COSHH Audit		✓		
Fire Alarm Test	✓			
Housekeeping Audit	✓			