

Sustainability Report

Changing lives, strengthening communities,
protecting our planet

2024



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Industry-Leading Carbon Reduction - Years Ahead of Schedule



We have cut over 4,900 tonnes of CO₂e in a single year, an 11.9% reduction in our footprint, verified to ISO 14064-3 standards. This puts us well ahead of our 2030 decarbonisation trajectory, with our Science Based Targets already tracking years ahead of plan.

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Top 5% Sustainability Performance in our industry globally



We achieved EcoVadis Silver in our first combined submission for the UK and Ireland, placing us in the top 5% of our global industry. This was delivered while integrating operations across both countries, underlining the scale and consistency of our ESG performance.

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Circular Economy & Waste Innovation



We introduced the first Mobile Segregation Unit of its kind in the aviation sector to dramatically improve recycling rates and helped a rail sector customer reduce cleaning chemical packaging by 95% and eliminate single-use plastics.

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Social Impact at Scale



Delivered high-impact programmes that open doors to work and inclusion: We provided employment to people of 157 nationalities across the UK and Ireland, 224 apprenticeships in disciplines from engineering to data analytics. We contributed over £40,000 in direct funding to employability programmes such as BITCI's EPIC, targeting the most disadvantaged jobseekers.

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CEO Foreword

Leading with Purpose

As CEO of Bidvest Noonan, I have the privilege of leading a business that plays an important role in our society.

We deliver essential services such as cleaning, security, technical services, and grounds maintenance across a wide range of sectors. Our work helps improve patient outcomes in hospitals, delivers better experiences in shopping centres and university campuses, raises standards in the places that make our food and medicines, and supports thousands of businesses around the UK and Ireland. We create safer and healthier communities through the services we provide.

Whether assisting customers to achieve their net-zero objectives or facilitating career opportunities for our 27,000 colleagues, I take immense pride in our capacity to make a meaningful difference. I am deeply committed that our business not only meets its obligations but also drives positive societal change.

I am pleased to introduce our sustainability report for the 2024 calendar year, highlighting another successful year in advancing our sustainability agenda. While we're making good progress in meeting our objectives, there's more to do.

Before looking ahead to the future, I will first reflect on some of our key achievements during 2024.

Progress and Achievements in 2024

We reduced our overall carbon footprint by 11.9% in fiscal year 2024, equating to over 4,900 tons of CO2e. This reduction, which has been independently verified, positions us ahead of schedule in achieving our ambitious target of a 42% reduction in emissions by 2030. Furthermore, we received a Silver rating for the first Bidvest Noonan group submission (GB and ROI) to Ecovadis. Our overall Ecovadis score is within the top 5% of our industry. We were also among the first cohort of companies to sign up to 'Accelerate: The Business Pact for Climate and Nature', an initiative led by Business in the Community Ireland.

Driving Innovation and Social Impact

Balancing ambitious sustainability targets with operational and commercial realities is one of the most significant challenges confronting businesses today. At Bidvest Noonan, we perceive these challenges as opportunities to innovate and devise solutions to complex problems.

Throughout 2024, we introduced several market-first technologies and innovations that supported our customers in reducing their carbon emissions. Not only is this investment in innovation the right thing to do, our experience in the marketplace and feedback from customers demonstrates that it provides us with a competitive advantage. Our customers value the efficiencies, improved service quality and emissions reductions our innovations deliver.

Amidst the external discourse on scaling back of Equality, Diversity and Inclusion initiatives, I am especially proud that we are doubling down on our efforts in this area. Our initiatives in Equality, Diversity, and Inclusion, across the year culminated in a dedicated ED&I Week with a focus on mental health and wellbeing. We similarly committed to maintaining strong social value partnerships, including our involvement in employability programmes.

Looking ahead

Looking ahead, we aim to further our decarbonisation efforts with a specific focus on the primary contributors to our emissions and meeting our commitment to a 42% reduction in emissions by 2030 and Net Zero by 2045. This will involve collaborating closely with our suppliers to address Scope 3 emissions and advancing the electrification of our fleet in line with our Electric First policy which seeks to fully electrify our fleet by 2035.

We will continue to strengthen support for our customers' sustainability journeys by bringing sustainable solutions to market through our strategic supplier partnerships.

Preparation for the Corporate Sustainability Reporting Directive will include a Double Materiality Assessment (DMA), which will guide our sustainability strategy for the coming years. We also plan to align future sustainability reports with our financial year, moving from calendar year reporting to fiscal year reporting.

We anticipate the validation of our near term and net zero targets through the Science Based Targets initiative, along with the development of our Climate Transition Plan.

We will launch a new Equality, Diversity and Inclusion strategy, further strengthening our commitment in this area. A new social value strategy will provide a robust framework for our charity partnerships, volunteering and employability programmes.

At Bidvest Noonan, our purpose is to proudly create safer and healthier communities today, for tomorrow. I encourage all colleagues to continue supporting and actively participating in our sustainability initiatives.

Declan Doyle
Chief Executive Officer



2. Our Business

For nearly 50 years, we've played an essential role in the success of our customers. Our deep expertise, award-winning innovation, and highly engaged teams make us a trusted partner for thousands of customers across Ireland and the UK. We offer a full spectrum of services, including single, bundled, and integrated solutions.

Purpose-Driven Excellence

We are a purpose-driven business. Our purpose, to proudly create safer and healthier communities today, for tomorrow, has always been at the heart of everything we do. It guides our decisions, ensuring we are making a positive impact on the world around us as we perform to the highest standards for our clients.

Sector Expertise

We have a deep understanding of the needs of each sector we serve. Our extensive experience means we're perfectly placed to help our clients navigate challenges, comply with regulations, and achieve their goals. With expert teams dedicated to each sector, we deliver top-quality service consistently. This is why clients choose us time and again.

Powerful Technologies

We are innovators, using smart, effective technologies to drive significant improvements for our customers, our people, and the environment. Guided by data, we crunch the numbers and connect the dots to develop insights that allow us to achieve higher levels of productivity, deliver better experiences and increase safety and sustainability.

The Industry's Best People

Our people, chosen for their passion and expertise, drive our success. With thorough training and strong leadership, they're committed to delivering outstanding results in every sector.

Committed To a Better Tomorrow

Sustainability and inclusivity are core to our operations. We work tirelessly to reduce our carbon footprint, embrace diversity, and positively impact our communities.



Safer and healthier communities.

Across every sector we serve, our teams deliver impact for people, communities, and the planet. In healthcare, we help improve patient outcomes while championing sustainable technologies — such as Stabilised Aqueous Ozone, a chemical-free cleaning agent that improves infection control and reduces environmental impact.

3. Metrics & Targets

2024 Key Achievements

Environmental Impact

Driving measurable progress toward a lower-carbon future

Achievement	Detail
Carbon Footprint Reduction	11.9% reduction during fiscal year 2024
EcoVadis Sustainability Rating	Silver rating in first group submission – ranked in top 5% of our industry
Climate Leadership	Signatory to Accelerate: The Business Pact for Climate and Nature

Employee Engagement & Development

Supporting our people through feedback, learning, and opportunity

Metric	Result
Engagement Survey Participation	80% participation rate
Engagement Score	66.6% overall engagement
Apprenticeships	224 colleagues undertaking apprenticeships

Equity, Diversity & Inclusion

Creating a culture of support and wellbeing

Initiative	Focus
ED&I Week	Dedicated programme with a focus on mental health and wellbeing
EPIC Program	Proud supporter of Business in the Community’s EPIC employability programme

Innovation & Sustainability for Clients

Delivering market-firsts to enable client sustainability goals

Innovation	Impact
New Solutions Introduced	Several ‘firsts’ to market that support our customers’ sustainability journey

4. Sustainability Strategy

At Bidvest Noonan, we recognise that sustainability is not just an aspiration but a fundamental responsibility. As a leading provider of facilities management services in Ireland and the UK, we have a duty to drive meaningful environmental and social impact across the built environment, ensuring that we contribute to a more sustainable future while delivering high-quality services. Our approach to sustainability is embedded in our corporate strategy, aligning with global and national sustainability goals while ensuring practical, measurable outcomes for our customers, employees, suppliers, communities and to the environment. We are committed to integrating sustainable practices into every facet of our operations, from reducing carbon emissions, minimising waste and water, enhancing energy efficiency, championing responsible procurement, and caring for the wellbeing of our workforce.

Our sustainability strategy, is guided by our four pillars - Workplace, Community, Environment and Marketplace. By setting ambitious yet achievable targets, collaborating with stakeholders, and continuously innovating, we aim to create long-term value for our customers and the wider society. Our sustainability commitments align with the UN Sustainable Development Goals (SDGs), and industry best practices. Through this strategy, we seek not only to comply with regulations but to lead by example, driving positive change within our industry and beyond.

Our four sustainability pillars



Powered by renewables.

In 2024, all our offices in the Republic of Ireland ran on 100% renewable electricity, cutting Scope 2 emissions by 28.3% in one year, with a growing number of UK sites making the switch.



Workplace

A People First Business

'We are working to becoming the employer of choice'

As an employer of choice, we have policies promoting diversity, inclusivity, personal development, and respect among our teams, valuing and using our differences to create a better workplace. We will continue to provide a safe and healthy working environment, working hard to ensure our colleagues feel empowered, engaged and providing an open and honest approach to all our communications. Our people are central to our success and positive impact on the world.

We strive to ensure all our colleagues have the training and opportunities to meet their full potential through:

- Creating a healthy, happy, and safe environment for our people
- Ensuring fairness and transparency for pay, benefits, and rewards
- Keeping equality, diversity, and inclusion at the heart of our business
- Ensuring access to good employment and career advancement, including training, to ensure growth and development

Under this pillar we have four core themes which are aligned to SDG Goals – 3,4,5,8,10

- Health, safety, and wellbeing
- Equality, diversity, and inclusion
- Learning and development



Community

We Are Part of Something Bigger

'To proudly create safer and healthier communities today, for tomorrow'

We play a vital role in the communities and places where we live and work. Our commitment to these communities is reflected in our purpose 'to proudly create safer and healthier communities today, for tomorrow.' Through local partnerships, social value initiatives, and volunteering, we actively contribute to economic and social well-being. Our goal is to create lasting positive change by supporting education, employment, and community resilience.

We aim to enable our communities to thrive by:

- Supporting work experience placements and employment opportunities across our business, including working with employability partners to complement their work
- Maintaining our social business programme to support underprivileged groups and back-to-work schemes within our communities to grow our talent pool and identify new stars of the future
- Address challenges in facilities management, supporting diversity, through a local representative workforce
- Supporting charities and the third sector to address local community needs and to expand community outreach programmes
- Providing volunteering opportunities for our colleagues to give back to their communities and causes they are passionate about

Under this pillar we have three core themes which are aligned to SDG Goals – 1,8,10, 11 and 17:

- Charity Partners
- Volunteering
- Employment Schemes



Everything we do is for the world they will inherit.

We cut over 4,900 tonnes of CO₂e in 2024, putting us ahead of schedule for our 42% reduction target by 2030.



Environment

Playing Our Part In Addressing Climate Change

'Identify and implement initiatives to address the climate crisis'

Sustainability is embedded in how we operate, reducing our environmental impact and supporting our customers in achieving their sustainability goals. We prioritise carbon reduction, energy efficiency, waste minimisation, nature and biodiversity, and responsible resource management, ensuring our operations contribute to a cleaner, greener future.

To achieve these aims, we will:

- Identify and implement initiatives to address the climate crisis. We have targeted a 42% reduction in carbon emissions by 2030
- Engage with our stakeholders so we are united against climate change, including our supply chain partners, to develop initiatives and drive change
- Maintain the process of baselining, measuring, and reporting on science-based carbon footprint targets
- Identify and promote tangible actions we can take to reduce our emissions, use water more responsibly, participate in the circular economy, and contribute towards fixing the planet
- Educate our colleagues concerning the impact they can have on the environment at a personal level
- Manage our business within our ISO 14001 certified Environmental Management System (EMS) framework.

Under this pillar we have three core themes which are aligned to SDG Goals – 11, 12, 13 and 17:

Reducing Our Emissions, Safeguarding biodiversity and ecosystems, Sustainable Resource Use



Marketplace

Building A Responsible Supply Chain

'Building a responsible supply chain to support the future of facilities management, ensuring it is sustainable in all its forms'

We are committed to ethical business practices, responsible procurement, and delivering sustainable solutions to our customers. By working collaboratively with suppliers, partners, and customers, we drive innovation, enhance service excellence, and uphold the highest standards of integrity, transparency, and accountability. We work alongside our supply chain partners in implementing ethical purchasing policies, including driving the sustainability agenda and supporting our customers together.

We are building a responsible supply chain to support the future of facilities management, ensuring it is sustainable in all its forms through the following:

- Maintaining sustainable procurement across all services lines
- Streamlining agreed green products across all business units
- Ensuring compliance to all policies regarding sustainable procurement, modern slavery, ethical supply chain and anti-bribery
- Developing a culture to identify, develop and introduce robust mechanisms for continuous engagement with suppliers and customers
- Validating our supply chain partners meet our sustainability standards
- Working with small and medium enterprises, including community interest companies and voluntary, community or social enterprise organisations.

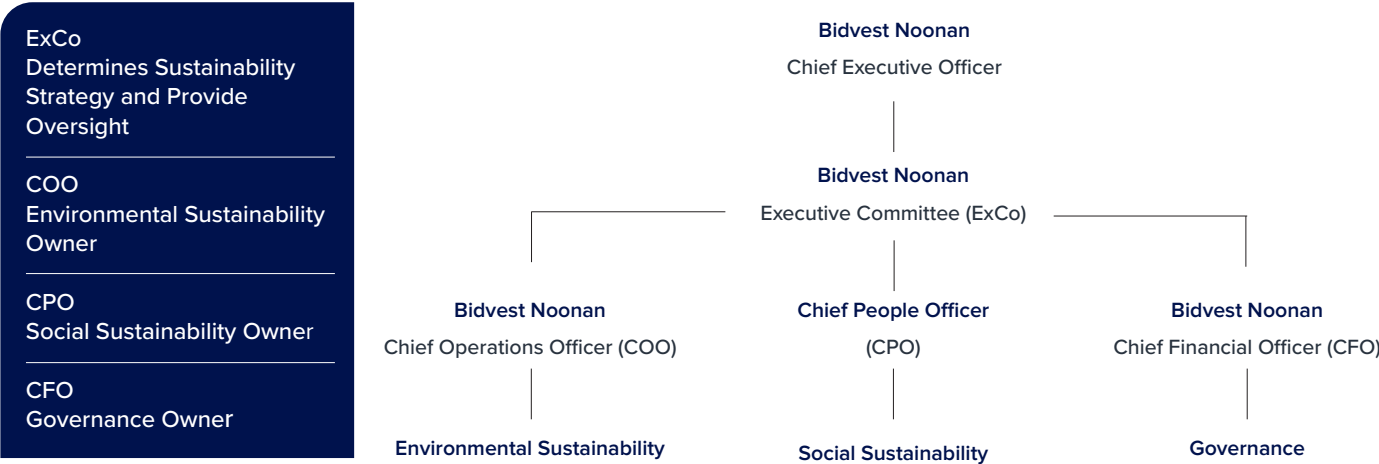
Under this pillar we have two core themes which are aligned to SDG Goals – 11, 12, 13 :

- Customer Solutions
- Ethical & Responsible Supply Chain Partners

5. Sustainability Governance

Sustainability Governance Structure

Purpose – To proudly create safer and healthier communities today, for tomorrow.
Vision – We will be the best FM Business, known for exceptional people, sustainable solutions and disruptive innovation that enables our customers, colleagues and communities to thrive.



Governance Overview - Corporate Level

Bidvest Noonan comes under the governance structure of Bidvest Services International, which in turn reports to the Bidvest Group Plc.

Bidvest Noonan conducts its activities within the framework of the Bidvest Group-wide governance structure, which entails significant reliance on the ethical behaviour of all colleagues, and well-defined expectations around key performance indicators. This structure generally governs oversight, capital allocation and management, strategic integrity, reporting, and consistency of cultural values across the Group and includes alignment with the Bidvest Code of Ethics. Bidvest Noonan’s Executive management committee (ExCo) and company secretary meets with the Bidvest Services International Chief Executive Officer and Chief Financial Officer on a quarterly basis for the purposes of a formal board meeting. The agenda includes all trading and corporate governance related matters.

Also on a quarterly basis, the Bidvest Services International Audit Committee meeting is held. This meeting, chaired by an independent non-executive, is attended by Bidvest Group plc CFO and Internal Audit Director, Bidvest Services International CEO and CFO, and Bidvest Noonan CEO, CFO and external auditors.

These meetings include consideration and review of financial schedules, corporate governance schedules, internal audit reports, external auditor reports, risk registers and whistleblowing cases. Signed management representation letters submitted to the Bidvest Services International Audit Committee attest to the soundness of financial controls and proper governance in place by Bidvest Noonan. A report from the Audit Committee Chair is included in the Bidvest Services International board meeting which is chaired by the CEO of Bidvest Group plc.

Each quarter environmental, social and governance data relating to key sustainability indicators is gathered by Bidvest Noonan and submitted to the Bidvest Group plc. for review. Data submitted quarterly is used to assess Bidvest Noonan’s performance against KPIs set by Bidvest plc, data is also used as an input into performance reporting in Bidvest plc’s ESG report.

Sustainability Structure - Local Level

At a local level, we have established a robust governance structure to ensure that we meet our strategic ambitions. Bidvest Noonan’s Executive management committee (ExCo) determines our sustainability strategy and provides oversight. The ExCo is Bidvest Noonan’s most senior management committee and is accountable to the CEO. Sustainability is included as an agenda item at monthly board meetings, with sustainability updates included in the monthly board pack, and performance against key performance indicators reviewed on a quarterly basis.

Our sustainability framework is underpinned by our Purpose, Vision and Strategy and supported by a suite of policies including:

• Code of Ethics	• People and Culture policies
• Sustainability Policy	• Ethical Purchasing Policy
• Climate Policy	• Suppliers Diversity Policy
• Quality, Safety and Health Policy	

Related certifications are included in section 9.

Task Force on Climate-Related Financial Disclosures

Bidvest Noonan reports in line with the Task Force on Climate-Related Financial Disclosures (TCFD) recommendations, focusing on governance, strategy, risk management and metrics and targets. We identify and evaluate climate-related risks and opportunities. TCFD reports are appended to our UK annual report and financial statement.

Compliance and Ethical Conduct

Bidvest Noonan is committed to the highest standards of business integrity, ethics, and professionalism. Colleagues at all levels (from ExCo to frontline) are required to behave ethically and comply with Bidvest Noonan’s Code of Ethics which sets out the expected behaviour. The Code of Ethics guides colleagues to do the right thing to protect our people, our business, our reputation, and the wider community.

Colleagues are required to complete training on the Code of Ethics at onboarding and annually. They are encouraged to report ethical concerns and suspected violations of the Code of Ethics. Senior management are required to complete a quarterly questionnaire to ensure any conflicts of interest, fraud or unethical behaviour is reported to the Bidvest Services International Audit Committee.

Colleagues, across UK and Ireland, can raise issues relating to health and safety breaches, corruption, criminal activity, fraud, bribery, and unethical conduct through our ethics line. This anonymous tip-off system, which is independently operated by Deloitte, provides whistle-blowers with two channels to raise their concerns: a confidential Ethics Tip-Offs Line, accessed through a toll-free telephone number, or email.

Bidvest Noonan’s Whistle Blowing Policy is publicly available on our website www.bidvestnoonan.com/whistle-blowing/.

All reports received are reviewed by the Risk and Compliance team. They are fully investigated and tracked to resolution. Risk and Compliance is a dedicated function responsible for enterprise risk management, legal compliance and data protection. The team which includes legal and data protection experts, reports into our General Counsel, who in turn reports to the CFO. Risk and Compliance includes legal & data protection experts. The team looks after areas including enterprise risk management, legal compliance, and data protection.

Quarterly updates on reports received are prepared and tabled for discussion at the quarterly Bidvest Services International Audit Committee meetings.



**27,000 people, 157 nationalities,
one team, one purpose.**

94% of colleagues say they are committed to helping our organisation succeed, exceeding the Global Best in Class benchmark.

Enterprise Risk Management

Overview of ERM Framework

In 2024 we launched our Enterprise Risk Management (ERM) framework. It is designed to provide guidance on how to identify, assess, and manage risks across our operations, ensuring the safety, reliability, and sustainability of our facilities management, cleaning, and security services.

Oversight of ERM

Bidvest Noonan's ExCo oversees the ERM framework to ensure it supports our strategic objectives. This includes setting appropriate risk appetite levels, granting final approval of the ERM framework and policy, conducting annual reviews, and making recommendations for improvement. Additionally, the ExCo ensures that training programs manage for the business's risk management needs and foster a strong risk management culture.

ERM Policy, Procedures, Standards

Our ERM policy outlines the principles and guidelines for risk management. We have established procedures to ensure consistent risk identification, assessment, and mitigation across all areas of the business. Our Risk Appetite Statement defines the levels of risk Bidvest Noonan is willing to accept while achieving its strategic objectives.

Risk Register

We maintain a comprehensive Risk Register which documents all identified risks, their potential impact, and the mitigation strategies in place. Environmental risks have also been identified and managed in line with the ERM Framework by the Environmental Manager. We continuously update our Risk Register to ensure its accuracy and effectiveness.

Training on ERM Policy

The Risk & Compliance Department provides annual training on our ERM Policy and procedures to relevant colleagues. This training ensures that colleagues are aware of their roles in risk management and are equipped to identify and manage potential risks.

Relevant Certifications

Our ERM framework is guided by and aligned with the principles of ISO 31000, ensuring a robust and effective approach to risk management. Bidvest Noonan also holds the ISO9001, ISO 14001, ISO45001, ISO 22301 and ISO 27001 certifications across all UK and Ireland sites. See section 9 for more details.

Key Initiatives During 2024

In 2024, we introduced several key initiatives to enhance our ERM Framework. We designed and received ExCo approval for our ERM Framework.

Additionally, we have delivered targeted ERM training sessions to relevant colleagues, providing them with the necessary knowledge and skills to effectively manage risks.

To further support risk identification and enhance risk culture we have established risk working groups for the senior leadership teams. By adhering to these rigorous policies and continuously improving our practices, Bidvest Noonan ensures a proactive approach to risk management.

Other Governance-Related Policies

Bidvest Noonan’s Governance Framework consists of comprehensive policies that ensure ethical conduct and compliance across all operations.

Anti-Bribery, Corruption, and Fraud Policy

Our Anti-bribery, Corruption, and Fraud policy is designed to prevent unethical practices and promote transparency. We have strict guidelines and procedures in place to detect and address any instances of bribery, corruption, or fraud, ensuring that all business activities are conducted with integrity.

Code of Ethical Purchasing

We prioritise ethical purchasing by sourcing goods and services from suppliers who adhere to our high standards of ethical conduct. Our Code of Ethical Purchasing ensures that our supply chain is free from exploitation and that all suppliers comply with relevant laws and regulations.

Modern Slavery Statement

Our Modern Slavery Statement outlines our commitment to preventing forced labour, human trafficking, and exploitation within our operations and supply chain. We consider there are no activities that are high risk of modern slavery or human trafficking. We raise awareness through training provided to relevant colleagues on an annual basis.

Information and Technology Governance

Cybersecurity

Bidvest Noonan is certified to ISO 27001:2022 – Information Security, 22301:2019 – Business Continuity and Cyber Essentials Plus. A full range of Information policies are in effect with colleagues having to digitally accept these on an annual basis. To ensure compliance with these standards, we have a full internal and external audit schedule in effect across our entire IT ecosystem. All systems are hosted in Microsoft Azure and a multi-layered approach to Information Security is in effect, with numerous firewalls, content filters and anti-virus EDR in place across all systems. All client endpoints (Computers/ Tablets/Smartphones) are managed by Microsoft Intune and are fully encrypted through mandatory compliance policies.

All systems are automatically patched using Intune and SCCM. All users have enforced MFA policies in place. Independent bi-annual vulnerability and penetration tests take place across our entire network. Bidvest Noonan InfoSec team also use Nessus Tenable and Appcheck devices to check all systems for zero-day vulnerabilities on a weekly basis. Our Microsoft secure score is 91% when the industry average is 43%. All users undergo mandatory bi-monthly InfoSec training through the online KnowBe4 training platform. Regular phishing tests take place across our users.

Whistleblowing Policy

Our Whistleblowing Policy provides a safe and confidential way for colleagues to report any concerns about unethical behaviour. We operate a Tip-Off channel, which allows concerns to be reported anonymously. We ensure that all reports are thoroughly investigated and that whistleblowers are protected from retaliation.

Training on Governance-Related Policies

Training is essential to our governance strategy. Colleagues undertake annual training on our Code of Ethics, as well as Modern Slavery.

Key Initiatives During 2024

In 2024, key initiatives included training on modern slavery, increased awareness about our internal policies and promoting the whistleblowing tip-off channel. By adhering to these rigorous policies and continuously improving our practices, Bidvest Noonan continues to foster a culture of integrity and accountability.

Data Protection

Ensuring Data Protection and Privacy at Bidvest Noonan

Bidvest Noonan is committed to high standards of data protection and processes all personal data in line with the applicable legislation and regulations. Our comprehensive approach ensures compliance with the highest standards and fosters trust. Data protection is overseen by our Data Protection Team which reports to the Risk & Compliance Director and Data Protection Officer.

Data Privacy Framework, Policies, and Procedures

Our data privacy framework is built on robust policies and procedures that align with the General Data Protection Regulation (GDPR) and the principles of ISO 27001 Information security, cybersecurity and privacy protection. Our Data Protection Framework is underpinned by our Data Protection Policy, as well as supporting policies and procedures regarding data subject requests, data breaches, data retention, biometric data etc. We have clear guidelines for data collection, processing, storage, and disposal, ensuring that all personal data is handled with the utmost care and confidentiality.

Data Protection Standards & Certifications

We operate to stringent data protection standards and our systems are designed to prevent unauthorised access and data breaches, ensuring that all information remains secure. Bidvest Noonan holds the ISO 27001 Certification and Cyber Essentials. Cyber Essentials is a UK Government-backed certification scheme that sets a minimum standard of cyber security and aids organisations to keep data safe from cyberattacks. These certifications demonstrate our commitment to maintaining the highest standards of data security and privacy.

Data Protection Training

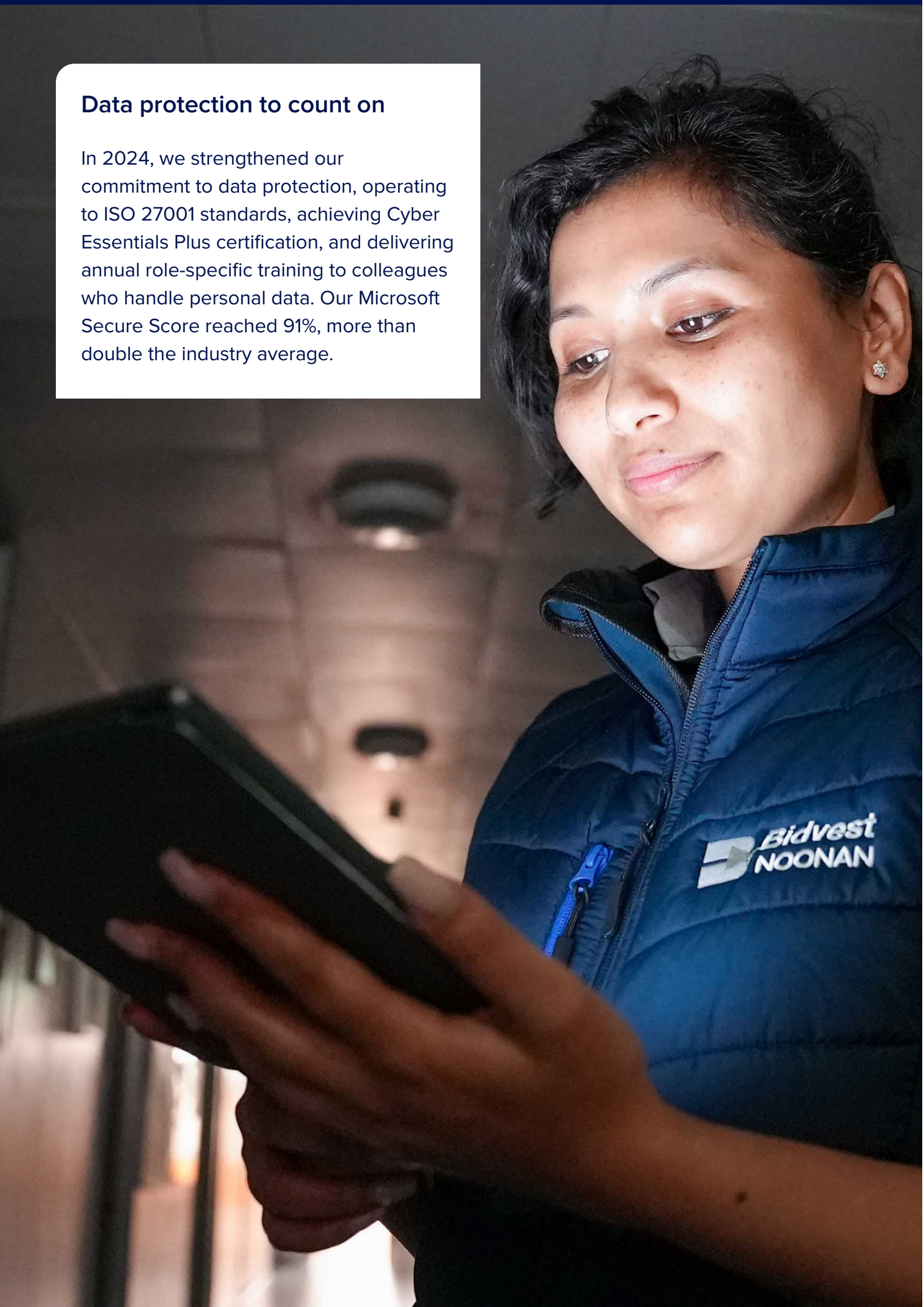
Training is a cornerstone of our data protection strategy. All colleagues undergo annual data protection training that is tailored to their roles and responsibilities. We also run awareness campaigns to keep data protection top of mind, ensuring everyone understands their role in maintaining privacy.

Data Protection Audits and Assessments

The data protection team conducts regular audits and assessments to evaluate our data protection practices. These audits help us identify potential vulnerabilities and implement corrective actions promptly. In 2024, our audits enabled us to improve practices related to high-risk data processing activities, such as call recordings, processing of biometric data, body-worn cameras by our security staff etc. Our commitment to continuous improvement ensures that we stay ahead of emerging threats.

Key Initiatives During 2024

In 2024, we launched several key initiatives to enhance our data protection efforts. These included expanding our colleague training programmes, we redesigned our records of processing activities, we increased communications from the data protection team, and we mitigated the risks of our high-risk processing activities. By adhering to these rigorous standards and continuously improving our practices, Bidvest Noonan are continuing to ensure that data protection and privacy remain at the forefront of our operations.

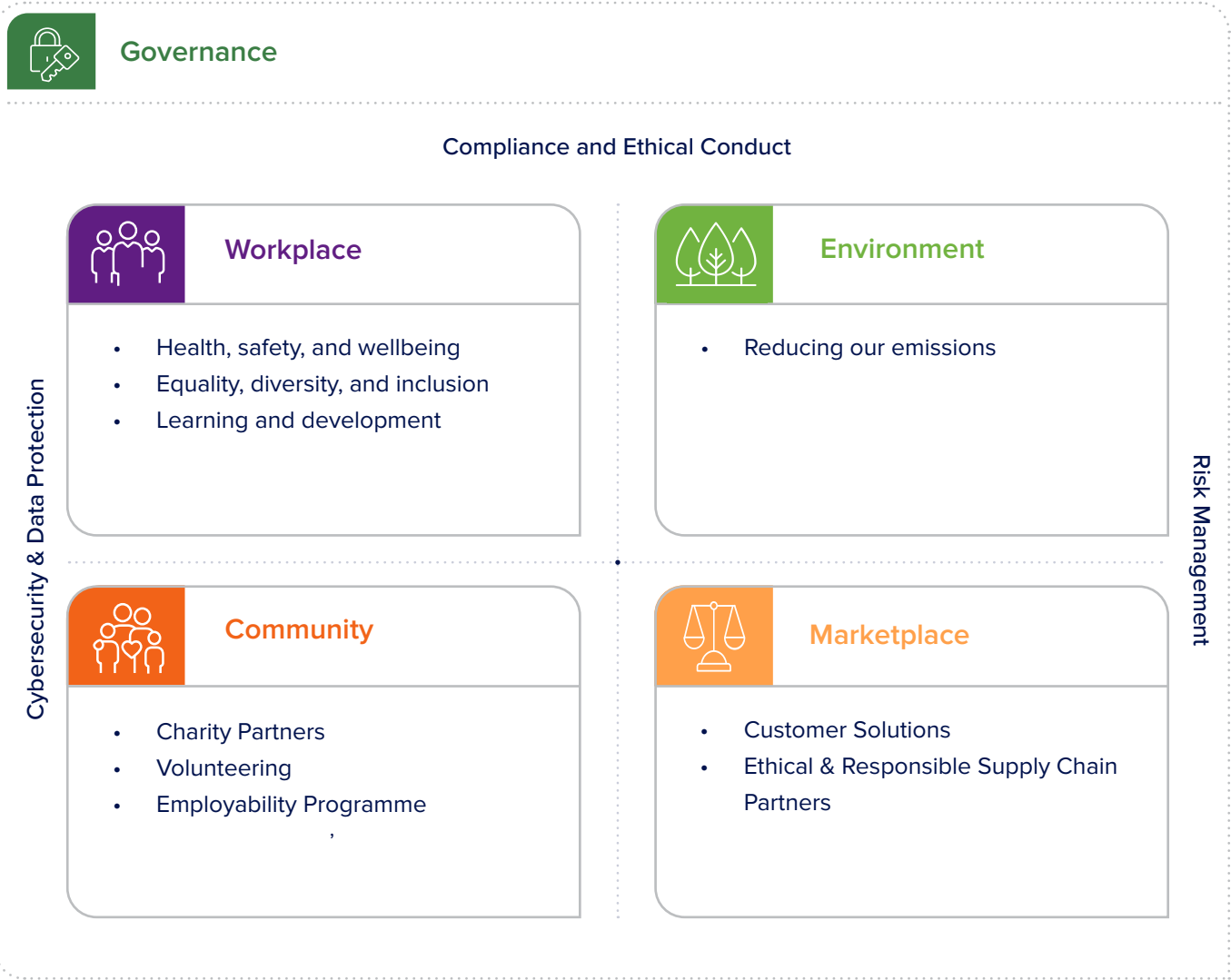


Data protection to count on

In 2024, we strengthened our commitment to data protection, operating to ISO 27001 standards, achieving Cyber Essentials Plus certification, and delivering annual role-specific training to colleagues who handle personal data. Our Microsoft Secure Score reached 91%, more than double the industry average.

6. Materiality Assessment

Bidvest Noonan consider the following topics to be most material to our business from an impact’s perspective. These topics, plus governance, align with the four pillars of our sustainability strategy: Workplace, Community, Environment and Marketplace.



A comprehensive Double Materiality Assessment will be undertaken during 2025 as part of our commitment to responding to the Corporate Sustainability Reporting Directive (CSRD).

7. Stakeholder Engagement

At Bidvest Noonan, we are committed to working collaboratively with and delivering a positive impact for all our stakeholders. Stakeholder engagement and collaboration provides us with valuable insights and is integral to our delivery of service solutions that enables our customers, colleagues and communities to thrive. Our main sources of stakeholder feedback include colleague surveys and customer surveys (Net Promoter Score (NPS) and CX assessments).

Our key stakeholders and the way in which we engage is summarised in the table below:

Key Stakeholders	Method Of Engagement
Colleagues	<ul style="list-style-type: none">Line manager meetingsPathway to Success performance reviewsEngagement surveyMeet the Team eventsExecutive Committee (ExCo) site visitsSenior Leadership Team (SLT) site visitsFrontline Purpose Hero Campaign
Customers	<ul style="list-style-type: none">Quarterly Business ReviewsNet Promoter Score (NPS)CX (Customer Experience) assessmentsExCo site visitsSLT site visits
Suppliers	<ul style="list-style-type: none">Ongoing engagementSupplier audits
Communities	<ul style="list-style-type: none">Charity partnershipsDonationsFundraising activitiesVolunteering
Professional Bodies	<ul style="list-style-type: none">Members’ Network MeetingsKnowledge Exchange WebinarsPeer Circles
Bidvest Group	<ul style="list-style-type: none">Quarterly Board MeetingsQuarterly International Audit Committee MeetingsQuarterly submission of environmental, social and governance data

Our Key Stakeholders

Colleagues

With a team of 27,000 people across the UK and Ireland, colleague engagement is critical to achieving our sustainability strategy.

Particular areas of focus in 2024:

- Executive Committee members travelled to sites across the region to meet with colleagues in-person.
- A colleague Engagement Survey (November & December 2024) sought feedback from colleagues including about their experience working at Bidvest Noonan. To address the needs and experiences of colleagues, the survey feedback received will be acted upon through an overall company action plan, individual team action plans and colleague participation in Listening Sessions.

Customers

Understanding the needs and expectations of our customers is integral to our success. We regularly engage with our customers to obtain their feedback on our strategy and performance. Our extensive customer engagement strategy, led by our dedicated Customer Experience team, includes regular NPS surveys, CX (customer experience) assessments, in person meetings and ongoing dialogue. In 2024, the Executive Committee undertook a customer engagement programme comprising in person visits to customer sites. This customer engagement strategy supports our day-to-day customer interactions at site level.

Suppliers

Through our sustainable procurement policy and code of ethical purchasing, we regularly collaborate and engage with suppliers to align on our sustainability goals. Our engagements with suppliers during 2024 encompassed a range of topics including emissions reduction strategies, resulting in actions such as development and implementation of an updated supplier engagement plan on carbon reduction initiatives.

Communities

Our people play a vital role in the communities and towns where they live and work through volunteering. Section 8.2 of this report details how our colleagues contribute to these communities through donations, fundraising and volunteering.

Professional Bodies

We partner with organisations that work in the areas where we aspire to make the greatest impact such as access to employment opportunities and climate, including Business in the Community UK and Business in the Community Ireland.

Our engagement with Business in the Community Ireland resulted in Bidvest Noonan being among the first group of companies to sign up to Accelerate: The Business Pact for Climate and Nature <https://bitc.ie/business-in-the-community-ireland-announces-early-adopters-of-accelerate-the-business-pact-for-climate-and-nature/>

Bidvest Group Plc

Bidvest Noonan comes under the governance structure of Bidvest Services International, which in turn reports to the Bidvest Group Plc.

- Bidvest Noonan’s Executive management committee (ExCo) and company secretary meets with the Bidvest Services International Chief Executive Officer and Chief Financial Officer on a quarterly basis for the purposes of a formal board meeting.
- Bidvest Noonan CEO, CFO and external auditors participate in a quarterly Bidvest Services International Audit Committee meeting.
- Also on a quarterly basis, Bidvest Noonan submits environmental, social and governance data relating to key sustainability indicators to the Bidvest Group plc.

8. Pillars

Workplace Pillar - A People First Business



Goal 3: Good Health and Well-being

Ensure healthy lives and promote well-being for all at all ages



Goal 4: Quality Education

Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all



Goal 5: Gender Equality

Achieve gender equality and empower all women and girls



Goal 8: Decent Work and Economic Growth

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



Goal 10: Reduced Inequality

Reduce inequality within and among countries

Our People Strategy

Our goal under the People pillar of our strategy is to be the Employer of Choice, equipping employees to thrive from day one with compelling employee experiences that exceed expectations. To achieve this, our Chief People & Culture Officer, Julie Mernagh has built a team of experts across specialist areas to lead this change in partnership with the business.

Throughout 2024 we transformed our human resources set-up into a centralised People & Culture Team, giving us the capability and organisational structure we need to achieve our bold ambitions for the future. Our five-year vision is “to be the best FM Business; known for exceptional people, sustainable solutions and disruptive innovation that enables our customers, colleagues and communities to thrive.

Our ‘One Bidvest Noonan People & Culture Strategy’ is our approach to propel us from today’s reality into the future. The strategy has three priority focus areas:

1. Build Leadership Capability and Readiness for Change with priority leadership groups.
2. Clear common understanding of our desired culture and our gaps to get there.
3. Design and offer phased front line experiences driving engagement and advocacy.

Throughout 2024, we were focused on these three priorities and creating new experiences across every step of our Colleague Journey which have the potential to be scalable, repeatable, and consistent, from how we attract and onboard, to how we develop and engage, and how we recognise and celebrate the successes of our frontline colleagues.

Colleague Journey

The Colleague Journey was launched in 2024. It represents our aspirations for how we’ll become the Employer of Choice across every step a person takes during their career with us. We’ve chosen to make our Frontline colleagues the heroes of this story, representing a diverse cross-section of our colleagues from every sector and geography at Bidvest Noonan. Our ambition is to challenge ourselves across all five steps of the Colleague Journey, to ensure we are meeting the needs of our colleague while offering positive, compelling experiences which drive engagement and advocacy.



Colleague Engagement & Development

Big, Bold Summer Campaign - Dedicated People Week

People Week was part of our Big, Bold Summer Campaign which was our internal campaign to launch our co-created purpose, vision, and strategy to colleagues. Over a 12-week period, we immersed all Bidvest Noonan colleagues in stories, in-depth information, interviews, and engaging content to bring these concepts to life—with one full week dedicated to an element of our new purpose, vision and strategy.

Following our Big, Bold Summer, we designed a half-day Leadership event for Leaders within each sector of our business and hit the road to bring the experience to their local teams. Our CEO and various members of the ExCo—alongside the sector Managing Director—gathered the top 100 leaders of each sector to embed our purpose, vision, and strategy. We also invited them to co-create and collaborate on various elements of our strategy including simplifying how we work and growing the business.

Engagement Survey 2024:

In November 2024, we conducted an engagement survey at Bidvest Noonan and achieved an incredible participation rate of nearly 80%. Our overall engagement score is 66.6%. Some standout scores include:

Commitment to the organisation

94%

Exceeds Global Best in Class benchmark

94% of colleagues are committed to helping the organisation succeed—exceeding the Global Best in Class benchmark.

Team enjoyment and collaboration

90%

Reflects strong team culture

Over 90% of colleagues enjoy working with their team.

Inclusion and authenticity at work

77%

Positive indicator for workplace inclusion

Over 77% feel they can be their true self at work.

Deeper analysis into our survey results forms the basis for a company action plan, supported by functional/sector and team action plans to address colleague feedback. Six Action Planning Teams worked to explore the six themes of feedback that emerged from the survey. These teams hosted Listening Sessions with colleagues from across our business to create one Company Action Plan from our first phase of the engagement survey at Bidvest Noonan. The Action Plan will be presented to ExCo in 2025 for approval.

Performance Management - Pathways to Success

Aligned to our new purpose, vision, and strategy, all colleagues at Bidvest Noonan set objectives under the four pillars of our strategy in our Pathways to Success performance management programme. Pathways to Success at Bidvest Noonan is a critical tool to creating a performance culture—one that motivates and inspires our people with productive and meaningful work, ensuring their contributions make a real impact and deliver value to the business.

The structured guidance throughout the year from Pathways to Success follows these steps:

1. It begins with effective objective setting at the beginning of each financial year
2. Followed by a mid-year check-in to pause and reflect on performance at the half-way point
3. Supported by an end-of-year performance discussion and performance rating



Apprenticeships

At Bidvest Noonan we offer apprenticeship opportunities to new and existing employees. In 2024 we were proud to have 224 apprentices undertaking an apprenticeship. It's important to us that our apprentices are given time, support and opportunity to learn on the job and put their new skills and ideas into practice. Our learning pathways include diverse subjects such as; leadership and management, security, cleaning, data analytics, health and safety, risk and intelligence, engineering, human resources and coaching. Our apprenticeship strategy continues to evolve. We have partnered with providers to ensure the content used to develop our apprentices is fit for purpose.

Equality Diversity and Inclusion

‘Create an inclusive and diverse workplace, where all of our people feel like they belong ’

Bidvest Noonan EDI Vision

We are a ‘People First’ business. Enabling and supporting our teams is the foundation of our business, which leads to our mutual success. Our ambition is to be the Employer of Choice in the facilities management (FM) industry, where we create inclusive and supportive experiences that enable all colleagues to thrive. Prioritising EDI is a key enabler of this ambition.

At Bidvest Noonan, we work to make the best possible environment for our colleagues to meet their full potential, whilst creating an inclusive organisation that respects diversity and embraces our individuality.

Our EDI Council which represents the interests of protected groups across our business is responsible for: embedding equality, diversity & inclusion within service delivery, through the development, promotion and review of EDI objectives, strategy, training, culture development, policies, and procedures.

The EDI Council has developed a company-wide EDI Strategy, following feedback across the business to identify the areas of greatest priority. This strategy outlines that our EDI Vision is to “create an inclusive and diverse workplace, where all of our people feel like they belong” – supported by strategic priorities to ensure we focus on the areas of highest impact.

The strategy has three core priorities:



Belonging

Inspiring a culture of inclusion where everyone feels accepted and supported and our people treat each other with kindness and respect



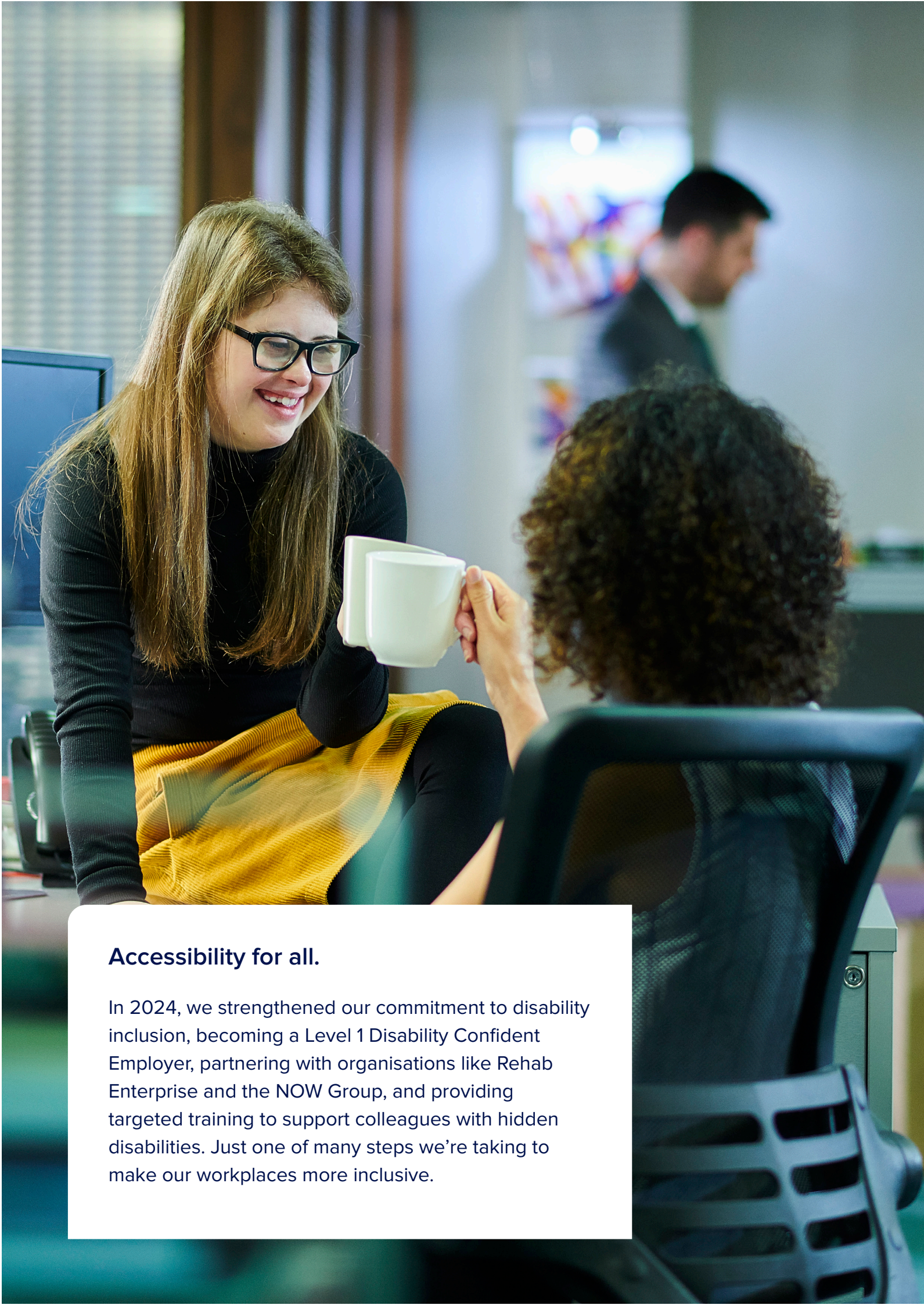
Enabling Experiences

Building an enabling and accessible employee experience to ensure inclusivity now and in the future



Inclusive Society

Champion an inclusive society inspiring our customers and communities to lead the way towards a future where no one is left behind



Accessibility for all.

In 2024, we strengthened our commitment to disability inclusion, becoming a Level 1 Disability Confident Employer, partnering with organisations like Rehab Enterprise and the NOW Group, and providing targeted training to support colleagues with hidden disabilities. Just one of many steps we’re taking to make our workplaces more inclusive.

Gender Reporting: We now report on our gender board representation figures across our business. We have made significant progress on gender balance at Board Level. Three of seven ExCo members are female.

Menopause Workplace Pledge: We'll support external causes highlighting our broader commitment to gender balance in our business. This includes signing the Menopause Workplace Pledge (<https://www.wellbeingofwomen.org.uk/menopause-workplace-pledge/employer/>) developed by the charity, Wellbeing for Women.

Women in Security: At Bidvest Noonan, we celebrate the increasing number of female colleagues joining our security division. Bidvest Noonan were named the inaugural winner of the Diversity & Inclusion in Security award at the 2022 ISIA Awards. We continue to demonstrate our commitment and won Women in Security Award in November 2024. We currently have almost 3000 active security personnel within our business. We are proud to say over 400 of these employees are frontline female employees with over 60+ back-end support employees to the daily operations. In between 2023/2024 we successfully onboarded 279 female employees to our security division.

Disability: We are a Level 1 Disability Confident employer in the UK. Disability Confident is a social action initiative started by the UK Government to help employers learn, implement and make a commitment to supporting disabled individuals in work and employment through having an accessible, supportive workplace. We provide support for individuals with disabilities through our partnerships with organisations like Rehab Enterprise (www.rehab.ie/enterprises/). We have helped colleagues from diverse backgrounds improve their language skills, enhancing their career prospects.

Specialist Education: We have continued to raise awareness of different disabilities that exist through specialist education sessions and real-life storytelling from our colleagues – from the lens of a parent, a friend or a work colleague. This includes a focus on Neurodiversity partnering with Specialisterne, running Mental Health talks with internal Mental Health Trainers, and offering Wellness Sessions to our colleagues.

Inclusive Hiring Practices: We have trained all hiring managers on inclusive hiring practices – raising awareness of potential biases that exist during selection and including best practice guidance on creating diverse teams.

Development and Succession Planning: Robust talent and succession planning is in place across our business, where we identify pipelines of talent across our business.

Happiness Index Survey: In FY25, we plan to implement a new Front Line Engagement Survey (with our partners the Happiness Index - <https://thehappinessindex.com/>) which will measure levels of engagement across all colleagues in our business. As part of this, we are asking specific diversity questions such as sexual orientation, gender, caring responsibilities, race and ethnicity, on a confidential basis.

Social Inclusion: One of our key priorities is to work with those who are struggling to access the labour market to get more people into employment. We work with Business in the Community's EPIC Programme in Ireland and the UK (www.bitc.ie/programmes/jobseekers/epic-programme/). EPIC works with refugees and asylum seekers to find employment opportunities and helps them integrate into society.

Modern Slavery: We also support the prevention of Modern Slavery through our work with our UK Charity Partner, Unseen UK (www.unseenuk.org/), which provides safehouses and support in the community for victims of trafficking and modern slavery. The charity runs the Modern Slavery & Exploitation Helpline 08000 121 700, a UK-wide, free, 24/7 service for potential victims, members of the public, frontline workers, and law enforcement agencies.

Female Mentorships: We have developed bespoke mentoring programmes for our employees with a more focused approach on females in the industry whereby they are assigned a mentor outside of their current contract to help guide mentor and mould them to the rising stars we know they can be! Our mentoring programme began in 2023, and we have seen women of all ages flourish at the opportunity for equal status within the workplace and to really feel like they belong to the seat at the table.

We continue to monitor, manage and review how we are doing regarding these priority areas. We look to understand whether we are fulfilling our commitments and what we can do to improve. Reporting to our Group Executive Board, the EDI Council holds our senior team responsible for these commitments and continues to develop and deliver on our EDI Roadmap to fulfil these aims and promises.

EDI Week: September 2024

This marked our fourth year celebrating EDI Week at Bidvest Noonan. Our commitment to being an inclusive employer can be felt across our business, and we are proud that our dedication has earned us the Bronze Diversity Mark. With over 157 nationalities represented among our colleagues across the UK and Ireland, we are deeply proud to be an inclusive employer with colleagues that represent society where we live and work.

EDI Week 2024 is a celebration of our colleagues who have progressed their careers with us and will focus on:

- Storytelling across our business
- Taking Food for Thought to our Frontline colleagues
- Hosting a Wellbeing Webinar for all colleagues
- Recorded Webinars & Mental Health Resources

As part of EDI week, we included a core theme focusing on mental health and wellbeing.

Case Study - Bidvest Noonan - Women in Security

Traditionally, the security industry has been a male dominated industry. Across the past number of years, we have been actively focusing on tackling this historical imbalance, both within the wider industry and in our own operations. Over time and through growth, determination and the active recruitment and development of female professionals in our industry, we have evolved into a more dynamic, gender balanced company where we now have a female colleague steering the way in all areas of our leadership and management teams. When Bidvest Noonan was originally founded and we paved our way through the industry and our company began to grow it was transparent that our leaders of the business and in particular were very male dominated. Executive teams and higher management teams had low female representation. However, through growth, determination and the active recruitment and development of female workforce in our industry over time we began to change and develop into a more dynamic gender-neutral company in which we now see a female steering the way in all areas of our leadership and management teams.

We currently in the security aspect of our business in ROI alone host.

Role	Number	Description
Managing Director	1	A female MD who is also a member of the ISIA, leading at the highest level.
Security Directors	5	Representing each key pillar of the security industry across ROI.
Operational Managers	8	Experts across diverse sectors, providing strong support for women in their areas.



External awards/ recognitions

- Women in Security Award in November 2024, presented by Irish Security Industry Association (ISIA). Bidvest Noonan achieved great success, winning more awards than any other company on the night. We secured key wins, including the prestigious Innovation Award for our Task and TwinSpace technology.
- The award recognised our commitment to female representation in the security sector.
- Tammaryn Steers was awarded Female Security Professional of the Year.

We also host a large volume of female administration/ operations and rostering support to our security workforce.



Colleague Health, Safety & Wellbeing

We are committed to continual improvement of our safety performance. Our Quality, Safety and Health Policy, endorsed by our Chief Executive Officer and Chief Operations Officer, sets out our commitments including providing safe and healthy working conditions and preventing injury and ill-health. A key element of integrating safety into our everyday is ensuring safety is part of everyday work conversations. To this end, all formal meetings of three or more Bidvest Noonan colleagues begin with a Safety Moment, a brief (1-3 minutes) discussion on a health and safety topic. Safety Moments increase safety awareness and enable all colleagues to get involved in safety.

Our safety management system, which provides our framework for managing occupational health and safety, is certified to ISO 45001.

In 2024, we introduced a new Lost Time and Significant Safety Incident review process. This Managing Director-led process applies to incidents resulting in 1 or more lost working days and incidents where no one has been harmed, however, serious personal injury or extensive property damage could have resulted. The purpose is to understand incident details, root causes, corrective actions and lessons learned so that repeat incidents can be prevented. Where learnings from an incident warrant sharing across the wider business, this is done through a Safety Alert communication.

Safety Week: Good Catch Reporting

Bidvest Noonan's fourth annual Safety Week took place in November 2024. The week focused on Good Catch reporting. A Good Catch reporting programme focuses on proactive actions taken to address something unsafe and ease of reporting is critical to the success of such a programme. To mark Safety Week, Good Catch reporting was launched in our Task platform providing a user-friendly reporting method, including through voice typing functionality. The importance of Good Catch reporting was reinforced throughout the week through safety messaging.

A safety webinar was also held for colleagues during which Jason Anker MBE (Founder and Director of Proud2bSafe Ltd) shared his personal story of the devastating impact of a workplace accident and the one decision at work that changed his life forever.

In 2024, one of our teams in the Life Sciences sector surpassed the impressive milestone of 1,000 days without a single reportable accident at their site. In this team, safety is a shared responsibility with every colleague proactive in identifying potential hazards and working collaboratively to mitigate them.

Safety is how we work.

In 2024, our teams delivered outstanding safety performance across multiple sectors — from a Life Sciences site surpassing 1,000 days without a single reportable accident to company-wide initiatives like Safety Week and proactive hazard reporting, protecting every colleague, every day.



Community - We are Part of Something Bigger - *To proudly create safer and healthier communities today, for tomorrow'*



Goal 1: No Poverty

End poverty in all its forms everywhere



Goal 8: Decent work and economic growth

Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



Goal 10: Reduced inequality

Reduce inequality within and among countries



Goal 11: Sustainable cities and communities

Make cities and human settlements inclusive, safe, resilient and sustainable



Goal 17: Partnerships for the goals

Strengthen the means of implementation and revitalize the global partnership for sustainable development

We play a vital role in the communities and towns where we live and work. Our commitment to these communities is reflected in our purpose 'to proudly create safer and healthier communities today, for tomorrow'.

Through donations, fundraising and volunteering, our colleagues contribute to the communities and towns where we live and work.

This is reflected in the themes of the Community pillar:

- Charity Partners
- Volunteering
- Employment Schemes

Charity Partners GB - Unseen

We partnered with Unseen again in 2024. Unseen is a UK charity with its head office in Bristol. Unseen provides safehouses and support in the community for survivors of trafficking and modern slavery. They also run the UK Modern Slavery & Exploitation Helpline and work with individuals, communities, business, governments, other charities and statutory agencies to stamp out slavery for good.

During 2024, we donated £22,000 GBP to Unseen. A team of Bidvest Noonan colleagues participated in the London Landmarks Half Marathon in 2024, raising a further UK£3,500 for Unseen.

NI – NOW Group

In 2024, our team in Northern Ireland partnered with NOW Group (<https://www.nowgroup.org/>) to support impactful social inclusion initiatives across a 3-year period, including their JAM Card programme. This programme helps individuals with learning difficulties, autism, or communication barriers discreetly indicate when they need 'Just a Minute (JAM)' in various social and service settings. As part of our collaboration with NOW Group, 21 of our Northern Ireland operations team have completed training in understanding neurodiversity and working with people who have hidden disabilities. We have also employed 6 colleagues through the initiative.

During 2024, we made various donations to support communities where we live and work.





University of Limerick Student Sustainability Challenge Sponsorship

We are delighted to sponsor the University of Limerick's Student Sustainability Challenge 2024/2025, launched in October 2024. (www.ul.ie/ul-student-sustainability-challenge-2024/25) The competition encourages UL students to tackle some of the world's most pressing environmental and social issues, aligning their projects with the United Nations Sustainable Development Goals. The challenge provides participants with a significant opportunity to research, investigate and develop innovative solutions that support a sustainable future.

The initiative's aim to empower the sustainability champions of tomorrow aligns with Bidvest Noonan's company purpose to proudly create safer and healthier communities today, for tomorrow.

Suited & Booted

Bidvest Noonan donated high-quality suits and garments to Suited & Booted, a City of London charity. Suited & Booted provides vulnerable, unemployed, and low-income individuals with professional attire and interview training. A great suit or a neat outfit can be a transformative experience for someone, boosting self-esteem and confidence for job interviews.

XO Bikes

We're proud to support XO Bikes (www.xobikes.com/about-us/), a recycled bike venture that hires and trains former prisoners and ex-offenders to become bicycle mechanics, inside and outside prison, and their incredible work.

Our bike donations in 2024 helped train 72 people, supporting skills, employment and stronger communities. We donated 50 bikes to XO Bikes. XO Bikes equips former prisoners and ex-offenders with vital skills to reintegrate into the workforce. The bikes donated have helped train 50 prison leavers and ex-offenders this year, with an additional 22 trained in their Pentonville workshop. Many have gone on to secure employment through XO Bikes and their partners. XO Bikes ensures every bike makes a difference, donating to charities like The Bike Project and CFO hubs, where they provide vital support to communities. Even bikes beyond repair are repurposed for parts, ensuring nothing goes to waste.

Books2Africa

Our London Security team organised a book drive, collecting over 3 tonnes of books thanks to the remarkable support of one of our customers in the capital. Close to 200 boxes were filled with books for Books2Africa, to support education and literacy efforts in communities across Africa.

Fundraising

In addition to our charity partnerships, our colleagues undertook fundraising activity to support local charities. Bidvest Noonan joined forces with The Square Tallaght in May 2024 in cycling for charity to help raise essential funds for the Children's Health Foundation. The Children's Health Foundation raises vital funds to support sick children and their families in Children's Health Ireland hospitals and urgent care centres in Crumlin, Temple Street, Tallaght, and Connolly.

Their mission is to provide world-class facilities, research, and compassionate care for every sick child in Ireland. We also supported a charity golf event to raise funds for the Gavin Glynn Foundation, through sponsoring a hole at the event.

The Gavin Glynn Foundation plays a crucial role in assisting families with travel costs for children who need to go abroad for life-saving cancer treatment. Colleagues from our team in London took part in a Dragon Boat Race held in Paddington, London in aid of St. Mary's Hospital Paediatric Intensive Care Unit, which helps support thousands of babies and children in intensive care. Our team raised over UK£1,550.

In support of two colleagues undergoing cancer treatment, one of our teams in Transport and Logistics raised £1,183 for The Christie Charity in Manchester by organising a Bake Sale and Christmas Hamper Raffle.

Spotlight: Social Value Fund

In partnership with one of our GB Transport and Logistics customers, we operate a joint Social Value Fund that aims to provide financial support to communities and charitable events. Both Bidvest Noonan colleagues working on our partner customer's sites and the customer's own employees can apply to the fund, either to support a fundraising activity or to assist with a volunteering project.

The Social Value Fund is supported by a structured governance model including an oversight committee and clear terms of reference. This committee, comprising representatives from both Bidvest Noonan and our customer, meets regularly to review applications to the fund and to decide on which initiatives to support in keeping with the agreed terms of reference.

During 2024, £19,000 GBP was awarded from the Social Value Fund for various community initiatives, fundraising and sponsorship activities including:

- Snowden 360 walk in support of Caxton Youth
- RBL Worcester Park Social Club Heating Project
- Sponsorship of local sports team kits

Additional charitable organisations that benefited from the fund include Positive about Down Syndrome, Chartwell Cancer Trust, Bowel Cancer UK and Mental Health Foundation.

Volunteering

Volunteering Policy - one paid Volunteer Day per year

Bidvest Noonan has a history of volunteering and community involvement and is committed to making a meaningful contribution. Our people play a vital role in the communities and towns where they live and work through volunteering. Our Volunteering Policy gifts all Bidvest Noonan colleagues with one paid Volunteer Day per year to contribute their time and skills to volunteering activities. This policy facilitates our colleagues with paid time off from their role to give back to their communities and causes they are passionate about. In addition to the benefit to the community, volunteering is a valuable opportunity for colleagues to apply and develop their skills and broaden their perspectives. Our teams engaged in multiple volunteering initiatives throughout 2024 including volunteering for local and national causes and volunteering on environmental projects. Members of our UK Facilities Solutions team, alongside our customer at a large technology company, participated in a beach clean in support of their local community. In just a few hours, they collected and appropriately disposed of over 12kg of waste, creating a cleaner space for everyone. Our London Solutions team rolled up their sleeves to make a difference at Gabriel's Wharf. Together, they collected 46.8kg of rubbish from the Thames bank and surrounding areas.



Volunteering Day, in the community preparing meals



Book2Africa collection and donations



Collecting waste to protect our coastline



Breast Cancer Awareness Month "Wear It Pink Day"



Employability Programmes

Business in the Community Ireland - EmployAbility

We are a member of Business in the Community Ireland (BITCI). Business in the Community Ireland's mission is to inspire, challenge and facilitate businesses to bring about a sustainable, low carbon economy and more inclusive society where everyone thrives. We are a strong supporter of Business in the Community Ireland's employability programmes and are committed to providing opportunities in our communities.

Since 2022, Bidvest Noonan has contributed financially to the running costs of BITCI's employment programmes with a shared goal to address the disproportionate unemployment of disadvantaged groups in Irish society. We are engaged with BITCI's employment programmes to create alternate pathways to employment and to provide diverse job seekers with access to opportunities in Bidvest Noonan across Ireland. [See https://bitc.ie/programmes/jobseekers/employability/](https://bitc.ie/programmes/jobseekers/employability/)

BITCI EPIC programme: BITCI's EPIC programme empowers unemployed refugees and asylum seekers in their job search providing training on CV preparation, mock interviews, advice on navigating the Irish job market and one-to-one career counselling support. In 2024, we made a €50,000 donation to BITCI's EPIC programme. [See https://bitc.ie/epic-graduates-celebrate-the-next-phase-of-their-careers/](https://bitc.ie/epic-graduates-celebrate-the-next-phase-of-their-careers/) for more information.

BITCI Elevate Pledge: Bidvest Noonan is a signatory to BITCI's Elevate Pledge (<https://bitc.ie/our-services/creating-collective-impact/elevate-inclusive-workplace-pledge/>). The Elevate Pledge supports businesses to build more inclusive workplaces. The ultimate ambition of this initiative is for a workforce that is representative of all members of Irish society.

Business in the Community UK: Bidvest Noonan is also a member of Business in the Community UK. We are a supporter of BITC's job coaching programme which supports jobseekers through a series of coaching sessions. The programme's ambition is to help build an inclusive workforce by supporting people who face barriers to employment across the UK.

Employment 4All: Bidvest Noonan is an Employment4All (www.employment4all.co.uk/) employer partner. Employment4All is a UK social purpose organisation devoted to combating social exclusion. They support jobseekers and under-represented groups to overcome challenges and barriers to gain employment.

Environment - Playing our part in addressing climate change - *Identify and implement initiatives to address the climate crisis*



Goal 11: Sustainable cities and communities

Make cities and human settlements inclusive, safe, resilient and sustainable



Goal 12: Responsible consumption and production

Ensure sustainable consumption and production patterns



Goal 13: climate action

Take urgent action to combat climate change and its impact



Goal 17: Partnerships for the goals

Strengthen the means of implementation and revitalize the global partnership for sustainable development

Sustainability is embedded in how we operate, reducing our environmental impact and supporting our customers in their sustainability goals. We prioritise carbon reduction, energy efficiency, waste minimisation, nature & biodiversity, and responsible resource management, ensuring our operations contribute to a cleaner, greener future.

To achieve these aims, we will:

- Identify and implement initiatives to address the climate crisis. We have targeted a 42% reduction in carbon emissions by 2030, and Net Zero by 2045
- Engage with our stakeholders so we are united against climate change, including our supply chain partners, to develop initiatives and drive change
- Maintain the process of baselining, measuring and reporting on science-based carbon footprint targets
- Identify and promote tangible actions we can take to reduce our emissions, use water more responsibly, participate in the circular economy, and contribute towards fixing the planet
- Educate our colleagues concerning the impact they can have on the environment at a personal level
- Manage our business within our ISO 14001 certified Environmental Management System framework.
- Under this pillar we focus on Reducing our Emissions



Reducing Our Emissions

Our environmental sustainability targets are: 42% reduction in Scope 1,2 and 3 carbon emissions from 2023 baseline by 2030 Net Zero carbon emissions by 2045. We have submitted these targets to the Science Based Targets initiative (SBTi) for validation.

Our progress during 2024

We remain focused on reducing our carbon emissions and continued with our work to decarbonise our business. Collectively, purchased good and services, employee commuting and fleet represent over 90% of our carbon emissions.

In keeping with the main drivers of our emissions, our decarbonisation efforts are centred on:













- Collaborating with our suppliers to reduce our Scope 3 emissions
- Electrifying our fleet by 2035
- Supporting colleagues to commute sustainably to and from their place of work

Our overall carbon footprint reduced by 11.9% in fiscal year 2024 compared with the previous year, primarily due to increased engagement with our suppliers on emissions data and continued electrification of our fleet. This 11.9% reduction places us ahead of schedule in meeting our ambitious target of a 42% reduction in emissions by 2030.

Our carbon emissions

We engaged a third party to independently verify our fiscal year 2024 greenhouse gas emissions to the ISO 14064-3 standard for Scope 1 and 2 emissions and Scope 3 categories listed in our verification statement is based on a limited level of assurance.

Our progress during 2024 is summarised in the table below:

Emission Scope	FY 2024	FY 2023 (Baseline)	Emission Scope	FY 2024	FY 2023 (Baseline)
 Scope 1	4,159	4,510	 Category 5: Waste in Operations	0.4	12
 Scope 2	547	6	 Category 6: Business Travel	802	587
 Category 1: Purchased Goods & Services	17,084	18,357	 Category 7: Employee Commuting	12,334	15,314
 Category 2: Capital Goods	790	1,295	 Category 9: Downstream Transport & Distribution	2	20
 Category 3: Fuel & Energy-Related Activities	1,001	1,082	 Category 12: End-of-Life Treatment	0.6	3
 Category 4: Upstream Transport & Distribution	476	237	 Scope 3 Total	32,514	37,097
Note: Our baseline year is FY 2023.					
Note: The above data applies to fiscal year 2024 (as opposed to calendar year 2024).					
Total Scope 1, 2, 3				36,727	41,682

Scope 1 and 2 Emissions

- Fuel consumption in our fleet is the largest contributor (>90%) to our Scope 1 and 2 emissions. Accordingly, fleet electrification is a key environmental sustainability objective.
- In fiscal year 2024, we continued to make progress in reducing our Scope 1 and 2 emissions. We reduced our Scope 1 emissions by 7.8% compared with the previous year, reflecting our continuing efforts on fleet electrification.
- Our Scope 2 emissions decreased by 28.3% due to the transition to renewable electricity for all our office locations in the Republic of Ireland.

Addressing our Scope 1 and 2 Emissions

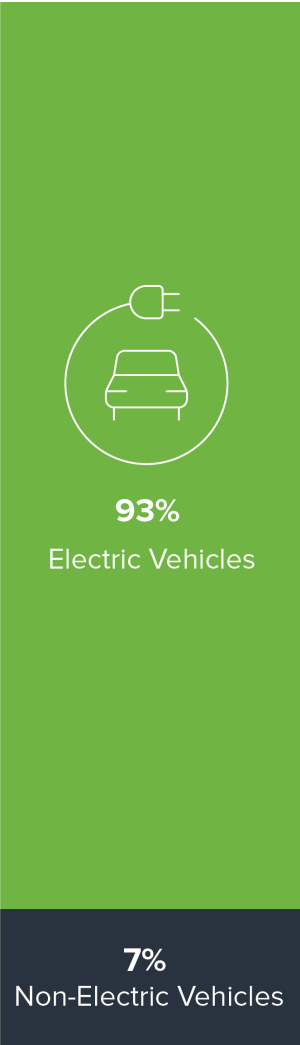
Fleet

Over 90% of our Scope 1 and 2 emissions result from fuel consumption in our fleet. Accordingly fleet electrification is a key focus area. Our Electric First fleet policy prioritises electric vehicles and is our stated commitment to fully electrifying our fleet by 2035. As fossil fuel company vehicles (whether owned or leased) are scheduled for replacement as part of our fleet management programme, we commit to replacing them with electric vehicles, where operationally feasible, in line with our Electric First fleet policy. In fiscal year 2024, we continued our journey towards fully electrifying our fleet. 93% of vehicles introduced into our fleet during this period were electric.

There are some challenges around the availability of suitable electric vehicles to meet some of our operational requirements, such as larger commercial vehicles. During 2024, we explored the use of alternative fuels, HVO and biomethane, to assess viability as a potential measure to reduce emissions. We also use vehicle telematics to optimise fleet routes and improve vehicle efficiency. In fiscal year 2024, fleet emissions reduced by 9% compared with the previous year.

Energy

In late 2023, we completed the transition to renewable electricity for all our office locations in the Republic of Ireland. Therefore, in the Republic of Ireland, all our office locations are powered by 100% renewable energy through a Power Purchase Agreement with a local wind farm. This switch has led to a 28.3% reduction in our Scope 2 emissions in fiscal year 2024 compared with 2023. In 2024, our Scope 2 emissions from purchased electricity were 54.15 tCO2e, down from 75.48 tCO2e in 2023. In the UK, we are working closely with landlords to implement similar measures. A comprehensive, group-wide property strategy is being developed to optimise energy usage and support the transition to renewable energy sources.



Distribution of Vehicle Introductions in FY 2024

Scope 3 Emissions

Scope 3 emissions account for 88.5% of our carbon emissions, with purchased goods and services by far the largest contributor. In fiscal year 2024, our Scope 3 emissions decreased by 12.4% compared with the previous year, mainly due to increased engagement with our suppliers on emissions data.

Suppliers

The majority of our carbon footprint and Scope 3 emissions arises from purchased goods and services. In fiscal year 2024, purchased goods and services were the biggest contributor of emissions at 46.5% of overall emissions. Therefore, working closely with our suppliers to reduce supply chain emissions is critical to achieving our net zero commitment. In 2024, we worked closely with our key suppliers to advance the quality of carbon emissions data collection and to increase the accuracy of reported emissions. In 2024, our supply chain emissions decreased by 7% compared with the previous year. The marketplace pillar describes how we collaborate with our suppliers.

Employee commuting

With 27,000 colleagues across UK and Ireland, employee commuting is a significant contributor to our carbon footprint. We have the following in place to support colleagues to commute sustainably to and from their place of work, to reduce the carbon impact of their commute:

- Car sharing programmes
- Cycle to work schemes
- Public transport initiatives such as the ticket saver scheme in ROI

These schemes are open to colleagues based in both our office locations and on customer sites. In fiscal year 2024, our employee commuting emissions decreased by 19% compared with the previous year. We also encourage hybrid working, online meetings and local recruitment to reduce commuting emissions.

Water

While we do not have a significant water footprint, we understand that water is a critical resource and that it is also limited. Our commitment to reducing water consumption is outlined in our Sustainable Resource Use Policy. Bidvest Noonan used 13,746 kilolitres of water in fiscal year 2024, a threefold increase on the previous year. The contributing factor in the increase in our water consumption was the acquisition of Robinson Services in fiscal year 2024 which included a laundry services operation.

The marketplace pillar outlines how we support our customers to reduce water consumption aided by the efforts of our Innovation team who continually assess innovations in the market including cleaning equipment that operates more efficiently from a water consumption perspective.

Driving electric first.

In 2024, 93% of new vehicles added to our fleet were electric, helping cut fleet emissions by 9% in a single year, progress towards our goal of full fleet electrification by 2035.



Marketplace - Building a Responsible Supply Chain -*Building a responsible supply chain to support the future of facilities management, ensuring it is sustainable in all its forms*



Goal 11: Sustainable cities and communities

Make cities and human settlements inclusive, safe, resilient and sustainable



Goal 12: Responsible consumption and production

Ensure sustainable consumption and production patterns



Goal 13: climate action

Take urgent action to combat climate change and its impact



Goal 17: Partnerships for the goals

Strengthen the means of implementation and revitalize the global partnership for sustainable development

Our expertise in FM services enables us to support our customers across GB and the island of Ireland with sustainable solutions. Mindful of our role in supporting our customers on their sustainability journey, we work closely with our suppliers to deliver innovative and sustainable solutions for our customers.

We have introduced several ‘firsts’ onto the market in 2024, supporting customers’ in reducing their carbon emissions, waste, and use of chemicals. These are detailed in the Table on page 39. Our quarterly technology and innovation newsletter provides insights and updates on the latest innovations, including in sustainability. Our customer magazine, Perspective, keeps our customers informed about innovations in sustainability and our sustainability performance.

Through our collaborative supplier partnerships and participation in leading industry events, we will continue to identify opportunities to support our customers in their sustainability journey. The participation of our technology and innovation team in leading industry events ensures we are at the forefront of innovation. In 2024, our Technology and Innovation Director attended InterClean Amsterdam, an event that brings together FM industry leaders, cutting-edge technology, and innovative solutions from around the world. Such events provide an opportunity for our team to gain valuable insights and innovative ideas.

We are committed to ethical business practices, responsible procurement, and delivering sustainable solutions to our customers. By working collaboratively with suppliers, partners, and stakeholders, we drive innovation, enhance service excellence, and uphold the highest standards of integrity, transparency, and accountability.

This is reflected in the Marketplace pillar themes of:

- Customer Solutions
- Ethical & Responsible Supply Chain Partners

Both are realised through our customer solutions.

The following illustrates several practical examples across both themes.

Customer Solutions - Supporting our customers with their sustainability journey

This section provides an overview of the sustainable solutions we offer to customers to support their sustainability journey. Providing our customers with sustainable solutions that support their transition to Net Zero is at the core of what we do at Bidvest Noonan.

We pride ourselves on being a responsible supplier to those customers and are consistently looking to see how we address our own environmental and social commitments. This ensures we can meet the sustainability goals of those customers and their ever-increasing criteria for supplier selection.

Opportunity for every supplier.

In 2024, we worked with a supplier base largely made up of SMEs, supported community interest companies, and implemented our Supplier Diversity Policy to ensure fair, inclusive procurement.

Our Customer Solutions

Energy Management	<p>Bidvest Noonan’s energy team offer energy management services to help customers reduce energy costs and achieve their sustainability goals.</p> <p>The services offered include:</p> <ul style="list-style-type: none">• Metering and Monitoring - optimisation of energy usage, simplification of carbon reporting and cost analysis• Energy procurement• Energy audits – assisting with government energy grants, improving energy efficiency• End-to-end energy strategy
Waste Management	<p>Ancove is Bidvest Noonan’s waste handling specialist business.</p> <p>The services offered by Ancove include:</p> <ul style="list-style-type: none">• Waste audits and analysis through our partnership with Envirogreen• Tailored waste management solutions• Supply and installation of waste handling equipment such as balers, compactors, and bio-processors <p>Ancove supports our customers to reduce waste to landfill, increase their recycling rates, while creating waste rebate revenue streams for customers.</p>
Cleaning Equipment	<p>Bidvest Noonan’s Technology and Innovation team continually monitor market developments and innovations in cleaning equipment that operates more efficiently from a water consumption perspective.</p> <p>Our cobotic autonomous cleaning machines are capable of automatically navigating complex environments, adapting its path to any obstacles that it encounters and safely responding to encounters with people or animals. Our range of cobotic cleaning machines use less water than traditional machines and generate energy savings by cleaning in the most efficient path.</p> <p>For areas not suitable for cobotics, we have also introduced eco-friendly floor cleaning machines with an on-board filtering system that recycles water while being used.</p> <p>Bidvest Noonan was the first company in the UK and Ireland to introduce the Comac Inaqua system, which we’ve now implemented in multiple client sites across various sectors. The Comac Inaqua is a recycling system which recycles water from cleaning machines and mop buckets and converts up to 150 litres of used water into clean water in 30 minutes.</p>

Cleaning Solutions	<p>We are focused on delivering sustainable cleaning products to our customers. We have reduced single-use plastics by cutting down on premixed chemical cleaners and prioritising use of concentrated products. Our core cleaning product range includes Eco-certified products.</p> <p>As part of our ongoing efforts to reduce chemical consumption, plastic, and cardboard waste, we have introduced innovations such as the chemical-free Tersano system as an alternative to traditional cleaning chemicals. The Tersano system transforms tap water into a potent cleaning agent and disinfectant, eliminating the need for chemicals and reducing plastic and cardboard packaging waste.</p> <p>In a first for Ireland’s healthcare sector, in 2024 Bidvest Noonan introduced Stabilised Aqueous Ozone (SAO) technology at St. Vincent’s University Hospital (SVUH). SAO transforms water into a chemical-free, powerful cleaning solution, improving infection control while reducing environmental impact and enhancing safety.</p>
Advanced Digital Customer Solutions ‘Dynamic Workplace’	<p>In 2024, we launched Dynamic Workplace, a new solution designed to leverage the power of data to drive significant improvements for our customers, colleagues, and the environment. [https://bidvestnoonan.ie/introducing-dynamic-workplace]</p> <p>Dynamic Workplace is an intelligence-driven solution that uses sensor-based technology to generate real-time data on various aspects of a building including occupancy, temperature, and lighting. Dynamic Workplace’s occupancy data can reveal underutilised areas of a building and therefore, identify opportunities for energy savings. Using real-time sensor monitoring to track space usage also enables resources to be allocated exactly where they are needed most. By aligning service and resource allocation with actual usage patterns, Dynamic Workplace significantly reduces unnecessary consumption and costs.</p> <p>The Dynamic Workplace solution won the Product and Service Development Award at the Institute of Workplace and Facilities Management (IWFM) Impact Awards 2024, one of the most prestigious events in the UK’s FM industry. “We’ve seen customers harness this technology to not only streamline their operations but also to significantly enhance their sustainability efforts” – Peter Smyth, Director of Innovation and Technology, Bidvest Noonan.</p>
TwinSpace	<p>We also launched our new digital twinning solution, TwinSpace. TwinSpace captures precise spatial data to create detailed 3D virtual replicas of customer facilities. This advanced digital twin technology offers a wide range of possibilities. For example, cleaning teams can utilise the virtual replicas and highly accurate floor plans to design efficient cleaning routes ensuring optimal use of resources. With remote access from any device to interactive 3D views of buildings, facilities managers can explore spaces without the need for commutes and on-site visits.</p> <p>TwinSpace, along with our Task technology, was the winner of the prestigious Innovation Award at the 2024 Irish Security Industry Association (ISIA) awards.</p>

Birmingham Airport – Case Study

At Birmingham Airport, we implemented a Mobile Segregation Unit (MSU) in partnership with The Green Block.

The unit enables the separating, washing, compacting, baling, weighing, and electronic tagging of waste, through highly efficient sorting and segregation process. The solution has significantly enhanced waste handling and waste segregation processes, boosting recycling and reuse rates at the airport. In its first months of operation, the MSU prevented 264 tonnes of waste from becoming non-recyclable general waste.

[Birmingham airport first airport worldwide to implement innovative waste recycling solution | Birmingham Airport Website](#)

[Birmingham Airport Celebrates Most Waste Efficient Year on Global Recycling Day | Birmingham Airport Website](#)

KeolisAmey Docklands – Case Study

In partnership with KeolisAmey Docklands, we launched a sustainable cleaning initiative on the Docklands Light Railway (DLR), one of the busiest light rail networks in the UK.

The initiative included a switch to pre-dosed cleaning products supplied in water soluble sachets resulting in the elimination of single use plastics and the reduction of packaging by 95%. The use of pre-dosed formulations ensures precise usage, reduces waste and the risk of chemical overdosing.

Supporting Biodiversity – Improving local habitats

We supported one of our customers with a Biodiversity assessment of their facility and identification of landscaping actions to support biodiversity on site. Further to a detailed site survey, various recommendations were proposed to assist pollinators and wildlife in line with the national pollinator plan.



Supporting 1.7 billion passenger journeys, sustainably.

From the Docklands Light Railway to Birmingham Airport, our transport cleaning innovations have reduced packaging waste by 95% and, in just the first three months, helped increase recycling rates at Birmingham Airport from 50–55% to over 83% — preventing 264 tonnes of waste from becoming unrecyclable.

Ethical and Responsible Supply Chain

Partners

This section provides an overview of the arrangements we have in place to ensure a sustainable supply chain. Our supplier partnerships are key to the delivery of sustainable solutions to our customers to support their own sustainability journey.

Sustainable Procurement Policy

Our overarching Sustainable Procurement Policy outlines how we integrate environmental and social considerations into our procurement policies and practices. The policy encourages our suppliers to adopt practices that minimise their environmental impact and deliver community benefits in relation to their own operations and throughout the supply chains in which they operate.

Supplier Diversity Programme

Bidvest Noonan’s supplier base largely consists of small and medium enterprises. Our Supplier Diversity Policy is centred on a fair and inclusive procurement process, ensuring all businesses, regardless of their size, location, and ethnic background, have the same opportunities to compete for the supply of goods and services to Bidvest Noonan. Our Policy aims to support the growth of diverse businesses in our communities. We strive to create relationships that allow diverse organisations to continue to develop, while offering quality products at competitive prices to our customers.

The goal of our Supplier Diversity Programme is to provide opportunities to diverse suppliers that satisfy our procurement and contractual standards whilst supporting our customers achieve their own sustainability goals.

Ethical Purchasing Policy & Risk Management

Our Code of Ethical Purchasing and Supplier Risk Management Policy are issued to all suppliers who are required to provide positive confirmation of compliance. The Code of Ethical Purchasing is intended to promote safe and fair working conditions and the responsible management of environmental and social issues with Bidvest Noonan’s supply chain.

Modern Slavery Statement

Our Modern Slavery Statement reflects our commitment to acting ethically and with integrity in all our business relationships and to implementing and enforcing effective systems and controls to ensure slavery and human trafficking are not taking place anywhere in our supply chains.

[Ref: www.bidvestnoonan.ie/wp-content/uploads/2024/05/Modern-Slavery-Statement-April-2024.pdf]

Supplier Audit Procedure

Both existing and potential suppliers are subject to audit by the Risk and Compliance team to assess their ability to consistently provide products and services that meet Bidvest Noonan’s requirements and applicable statutory and regulatory requirements.



Overview of External Accreditations



2024 Awards
At the 2024 Northern Ireland Cleaning Awards, we were presented with the prestigious Environmental and Social Governance Award, for the second consecutive year, recognising our commitment to environmental sustainability and community engagement. More info - [Bidvest Noonan Triumphs at Northern Ireland Cleaning Awards - NI Chamber](#)

Finalists in the Sustainability Best Practice category for the 2024 European Cleaning and Hygiene Awards. These awards recognise, celebrate and reward the highest level of expertise within the cleaning industry in Europe.

External Certifications

Bidvest Noonan hold the following external certifications:

ISO 9001:2015 – Quality Management Systems
ISO 14001:2015 – Environmental Management Systems
ISO 45001:2018 – Occupational Health and Safety Management Systems
ISO 27001:2022 – Information Security Management Systems
ISO 22301:2019 – Business Continuity Management Systems

The above certifications cover all of our UK and Ireland operations.

We also hold the following certifications:

Information Security	Cyber Essentials Plus – UK and Ireland
Safety	Acclaim Accreditation – UK and Ireland
	CHAS – UK
	SafeContractor – UK and Ireland
	SafeContractor SafePPQ Verified – UK
	Highwire Independent Safety Assessment Program – Ireland
	Prosure SSIP Deem-to-Satisfy Assessment – Ireland
	Railway Industry Supplier Qualification Scheme (RISQS) – UK
	Railway Safety Accreditation Scheme – UK
Security	CerticCS Electronic Security Approval Scheme – Ireland
	CerticCS Guarding Approval Scheme – Ireland
	ISIA Quality Assurance Scheme (qualsec gold) – Ireland
	Private Security Authority (PSA) Licence – Ireland
	Security Industry Authority Approved Contractor Scheme - UK
Social Sustainability	Construction line Facilities line Social Value Certification –UK and Ireland
Technical Services – Ireland only	F Gas Registration
Equity, Diversity and Inclusion	Diversity Mark (Bronze) – UK and Ireland
	Disability Confident Employer (Level 1) – UK

Environmental

Accreditations	
Ecovadis	Bidvest Noonan received a Silver for the first group submission (UK and Ireland) to Ecovadis. Our overall Ecovadis score is among the top 5% of our industry (Combined facilities support activities).
CDP	Awaiting result – expected Feb. 2025
BITCI Low Carbon Pledge	Bidvest Noonan were signatories to Business in the Community Ireland’s Low Carbon Pledge. The goal of the Pledge was to encourage businesses across Ireland to set science-based targets for reducing their greenhouse gas emissions by the end of 2024, and to have these validated by the Science-Based Targets Initiative (SBTi). The Low Carbon Pledge has been succeeded by Accelerate: The Business Pact for Climate and Nature.
BITCI Accelerate Pact	Bidvest Noonan was among the first cohort of companies to sign up to ‘Accelerate: The Business Pact for Climate and Nature’. The pact, launched by Business in the Community Ireland (BITCI), aims to drive urgent and collective action to address the challenges of climate change and biodiversity loss. By signing the pact, Bidvest Noonan has committed to setting a Science Based Targets Initiative (SBTi) approved net-zero target by 2050, with a goal to establish this by 2030 or earlier. Additionally, the company will develop and implement a comprehensive Climate Transition Plan to align its operations with a 1.5°C and nature-positive future. Under the pact, signatories are required to integrate ambitious actions into their Climate Transition Plans, focusing on nine key areas: Nature, Scope 3 emissions, Just Transition, Decarbonisation, Targets, Finance, Advocacy, Risk, and Governance.
BITCI Elevate Pledge	Bidvest Noonan is also a signatory to BITCI’s Elevate Pledge which supports businesses to build more inclusive workplaces. The ultimate ambition of this initiative is for a workforce that is representative of all members of Irish society.
2024 Awards	At the 2024 Northern Ireland Cleaning Awards, we were presented with the prestigious Environmental and Social Governance Award, for the second consecutive year, recognising our commitment to environmental sustainability and community engagement. n+More info - Bidvest Noonan Triumphs at Northern Ireland Cleaning Awards - NI Chamber

Memberships and Associations

Recognised Memberships and Trusted Associations	
Achilles – UK	Federation of Window Cleaners – UK
Avetta Consortium – UK and Ireland	Irish Contract Cleaning Association – Ireland
Builder’s Profile Community - UK	Irish Security Industry Association – Ireland
Business in the Community Ireland	Register of Gas Installers of Ireland – Ireland Technical Services only
Business in the Community – UK	Safe Electric - Ireland Technical Services only
Constructionline – Gold, Silver and Bronze Member – Ireland	The British Institute of Cleaning Science – UK and Ireland
Constructionline – Silver and Bronze Member – UK	The British Security Industry Association – UK
Facilitiesline – Gold and Bronze Member – UK	

