

Sustainability Report

Changing lives, strengthening communities, protecting
our planet

2025 – 2026



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CEO Foreword

As CEO of Bidvest Noonan, I am proud to lead a business that makes a real difference to people's everyday lives. Our 27,000 colleagues work hard to keep the places people rely on running safely and well. A company of our size has a responsibility to do that in the right way, looking after the environment and our people in everything we do. Sustainability is a big part of how we do that, and I am pleased to introduce our sustainability report for the period 2025-2026.

This year's report covers an 18-month period, from January 2025 to June 2026, as we move from calendar year reporting to fiscal year reporting. From here on, our sustainability reports will run from July to June, aligning with our financial year.

Key Achievements 2025/2026

We made further advances in our sustainability journey throughout the reporting period.

A key milestone was achieving validation of our emissions reduction targets by the Science Based Targets initiative (SBTi). Our approved targets are a 42% reduction across Scopes 1, 2 and 3 by 2030 and Net Zero by 2045. We retained our Silver rating and were recognised as a Leader in Carbon Management with EcoVadis.

A comprehensive Double Materiality Assessment identified material impacts, risks and opportunities (IROs) across Bidvest Noonan's value chain and will inform our sustainability strategy moving forward.

We continue to make progress in our journey towards a lower-carbon future. While we are reporting increased carbon emissions, the reasons for this are two-fold. Firstly, the emissions captured in this report reflect our acquisition of Nexgen. Also, we are reporting on a new category of Scope 3 emissions, namely, use of sold products.

The increased use of renewable electricity across our business and the continuing advances in our transition to a low carbon fleet reflect our commitment to a lower-carbon future.

We are resolute in our commitment to building a workplace where inclusion is at the heart of everything we do, where diversity is celebrated and every voice is heard. I am particularly proud of our organisation's accelerated efforts on Equity, Diversity and Inclusion (EDI). These efforts include the launch of our new EDI strategy focused on creating a fair, respectful, and inclusive workplace where all our colleagues feel valued and able to thrive, along with four new colleague communities.

With a team of 27,000 people, colleague engagement is critical to achieving our sustainability strategy.

Our colleague engagement scores are best-in-class, and the rollout of WorkSelf – a new digital tool enabling our 27,000 colleagues to self-serve, learn, connect, and belong – represents a key milestone in our organisation's journey to create best-in-class colleague experiences and leverage new technology to offer exceptional people experiences.

We are proud of our social value partnerships and remain committed to employability programmes such as our continuing support of Business in the Community's EPIC programme.



Looking ahead to FY 2027

Our business is committed to making a meaningful difference and driving positive societal change. I look forward to the launch of our new social value strategy in the months ahead. This strategy will provide a robust framework for our community and employability programmes, bringing to life how we live our purpose to proudly create safer and healthier communities today for tomorrow.

We will continue to innovate and offer market leading sustainable technologies and solutions to support our customers in achieving their sustainability goals and net-zero objectives.

Our ongoing decarbonisation efforts will centre on the main contributors to our carbon emissions ensuring we meet our near term and Net Zero targets. Our supplier partnerships are integral to this, and we are committed to working collaboratively with our suppliers on initiatives to reduce the environmental impact of the products and services we purchase. We will continue with our efforts to fully electrify our fleet by 2035.

I look forward to building further on our progress in the year ahead and I thank our key stakeholders including our 27,000 colleagues, our suppliers and our customers for their continuing support.

Declan Doyle, Chief Executive Officer



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.

Driven by Purpose

Every day, we turn our purpose into meaningful action. By combining sector expertise, innovative thinking, and dedicated people, we help create safer, healthier, and more sustainable environments. From enhancing customer experiences to supporting local communities and reducing environmental impact, we're making a positive difference today while building a better tomorrow.



Metrics, Targets and Achievements

2025/2026 Achievements

Environmental Impact

Driving measurable progress towards a lower-carbon future

SBTi	Emissions reduction targets validated by SBTi
EcoVadis	Silver rating and recognition as a Leader in Carbon Management
Climate Transition	Inclusion in Ireland’s first Climate Transition Plan Scorecard Report
Carbon Emissions	72% of electricity from renewables
Carbon Emissions	97% of new company cars were zero-emission and low-emission vehicles

Colleague Engagement and Development

Supporting our people through feedback, learning and opportunity

Colleague Experience	Roll out of WorkSelf - one app for 27,000 colleagues to self-serve, learn and connect
Colleague Engagement	80% best-in-class engagement score
Colleague Recognition	Introduction of three new colleague recognition programmes

Equity, Diversity and Inclusion

Creating a culture of support and wellbeing

EDI Strategy	Launch of our new company-wide EDI Strategy supported by three core priorities: Belonging, Enabling Experiences and Inclusive Society
EDI Communities	Launch of our four new EDI Colleague Communities: Gender Balance, Health and Wellbeing, AccessAbility and Race Forward
EPIC Programme	Proud supporter of Business in the Community’s EPIC employability programme

Awards & Recognition 2025/26

Bidvest Noonan achieved the following sustainability-related awards during the reporting period:

Irish HR Champion Awards 2026

- Champion Change Management Programme award winner for our people transformation programme
- Irish HR Champion 2026 – awarded to Julie Mernagh, Chief People and Culture Officer

Health and Safety Awards

- Excellence in Health and Safety Award at the Ireland Facilities Management Awards 2026 for our Good Catch programme

- RoSPA Silver Award 2026 in recognition of our commitment to excellence in health and safety performance during 2025

Environmental Awards

- Best Waste Handling Solution – Public Sector Magazine Excellence in Business Awards 2026 for innovation in waste reduction
- FM Project of the Year: Public Sector at the Ireland Facilities Management Awards 2026 for our sustainable technology transformation at a customer site that enhanced the energy efficiency of the facility

Further information on each of these awards is detailed in the relevant sections of this report

Engaging and Developing Our People

The rollout of WorkSelf has transformed how our people connect, giving 27,000 colleagues access to a single platform to self-serve, learn, communicate, and stay connected.



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, colleagues, suppliers, communities and for 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 people.

Our sustainability strategy is guided by 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 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



Workplace
A People First Business
'We are working to become 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 equity, 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 three core themes which are aligned to SDG Goals – 3,4,5,8,10

- Health, safety, and wellbeing
- Equity, 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 Partnerships
- Volunteering
- Employability



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



Sustainability Governance

Governance Overview – Corporate Level

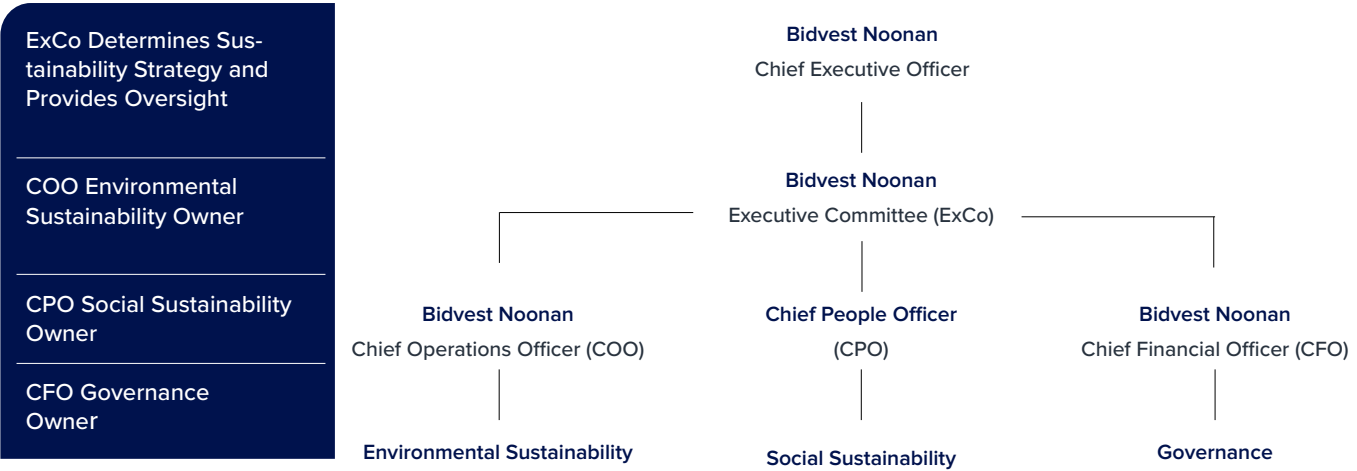
Bidvest Noonan comes under the governance structure of Bidvest Services International, which in turn reports to the Bidvest Group Plc.

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. The data submitted is used to assess Bidvest Noonan’s performance against KPIs set by Bidvest plc and is also used as an input into performance reporting in Bidvest plc’s ESG report.



Governance Overview – 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	Supplier Diversity Policy
Quality, Safety and Health Policy	

Related certifications are included in section 9.

Compliance and Ethical Conduct

Bidvest Noonan is committed to the highest standards of business integrity, ethical conduct and professionalism. Our Code of Ethics sets out the behaviours we expect from everyone - from ExCo to frontline colleagues - and supports a culture where we act lawfully, treat people with respect and protect our customers, our reputation and the communities in which we operate. Colleagues complete Code of Ethics training on onboarding and annually thereafter. We reinforce expectations through management communications and defined escalation routes, and we maintain processes to identify and manage conflicts of interest and other integrity risks. Senior management completes a quarterly questionnaire to disclose potential conflicts, fraud indicators or other ethical concerns, which are escalated as appropriate to the Bidvest Services International Audit Committee. Our governance model is supported by clear roles and accountability, including independent speak-up channels and oversight through established governance forums.

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 encourage colleagues across the UK and Ireland to speak up and raise concerns, including suspected health and safety breaches, corruption, criminal activity, fraud, bribery or other unethical conduct.

Reports can be made via our independently operated ethics line (run by Deloitte) through a confidential telephone channel or email. Where permitted by law, colleagues can raise concerns anonymously. Our Whistle Blowing Policy is publicly available on our website: Whistle Blowing - Bidvest Noonan.

During the period January 2025-June 2026, a total of 24 whistleblowing cases were reviewed through our independent channel. Of these, 22 are closed and 2 are still under review. The following table summarises these cases.

Category	Closed	Waiting	Total
Corruption	-	-	-
Enquiry	2	-	2
Fraud	2	-	2
Governance	-	-	-
Human Resources	18	2	20
IT Security	-	-	-
Other crime	-	-	-
Pollution & environmental issues	-	-	-
Theft	-	-	-
Violent crime	-	-	-
Total	22	2	24

All reports are triaged and managed by our Internal Audit function, ensuring independence and accountability. Reports are investigated, documented and tracked through to resolution, with outcomes and corrective actions recorded. We provide quarterly updates on ethics line reports to the Bidvest Services International Audit Committee for oversight, challenge and continuous improvement.

Enterprise Risk Management

Overview of our ERM Framework

Our Enterprise Risk Management (ERM) framework strengthens how we identify, assess, manage and monitor risks and opportunities across our operations. The framework supports safe, reliable and sustainable delivery of our facilities management, cleaning and security services by helping leaders make informed decisions, prioritise controls and respond quickly to changing conditions (including evolving regulation, climate-related risks and technology threats).

Our ERM approach is guided by leading practice including ISO 31000 risk management principles and is designed to be proportionate, practical and embedded in day-to-day management.

Three Lines of Defence

We apply the Three Lines of Defence model to help ensure risks are identified early, controls operate effectively and accountability is clear. This governance approach helps safeguard our business and adds value for customers by supporting consistent, compliant and resilient service delivery.

- **First line – Operational management:** Our operational teams own and manage risks day-to-day, implementing controls through procedures, supervision, training and performance management.
- **Second line – Risk and Compliance:** Our Risk and Compliance function provides oversight and challenge, sets policies and minimum control expectations, supports risk assessments and monitoring, and helps ensure regulatory and contractual requirements are understood and applied consistently.
- **Third line – Internal Audit:** Internal Audit provides independent assurance on the design and effectiveness of controls and reports findings to senior management and relevant governance forums.

Oversight of ERM

Bidvest Noonan’s ExCo oversees the ERM framework and sets the tone for a strong risk culture. ExCo approves the ERM framework and policy, reviews the risk appetite statement, and receives regular updates on principal and emerging risks, including progress against mitigation plans. Risks are escalated through management governance routes where thresholds are exceeded or where additional resources or decisions are required.

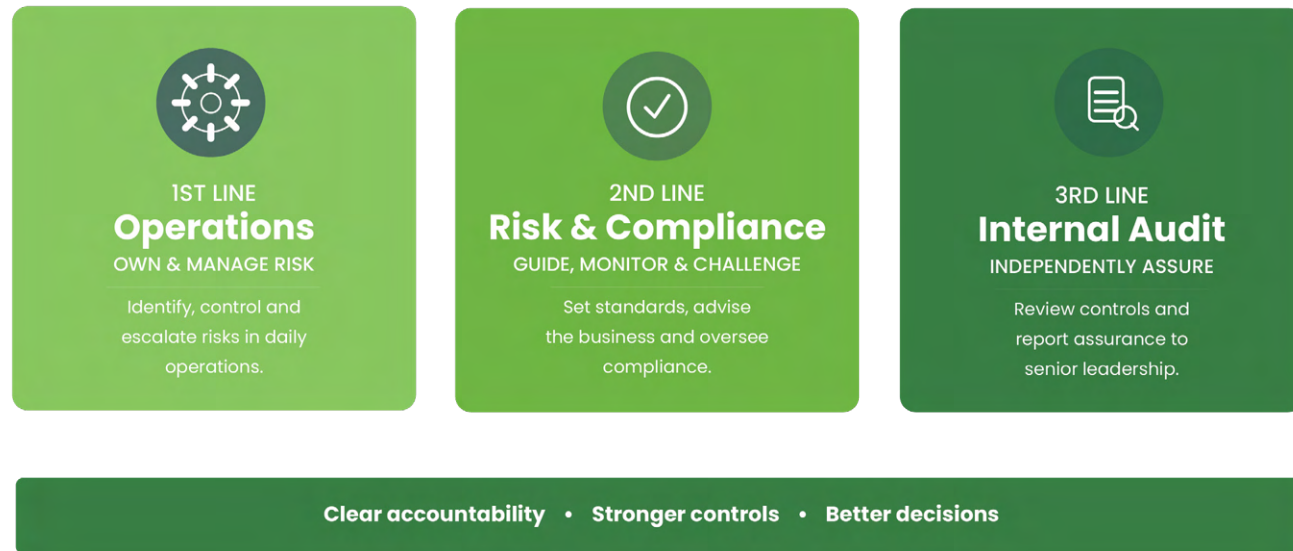


Building a Strong Risk Culture

By embedding risk management into everyday operations, we empower our teams to make informed decisions, respond to change, and protect long-term value.

Board / ExCo Oversight

Three Lines of Defence



ERM Policy, Procedures, Standards

Our ERM policy sets out how risks are identified, assessed, owned and treated, including the criteria used to evaluate likelihood and impact, and how we track mitigation actions. Our Risk Appetite Statement defines the levels of risk we are willing to accept in pursuit of our strategic objectives and helps guide consistent decision-making across the business.

Risk Register

We maintain a comprehensive Risk Register that records identified risks, potential impacts, existing controls and planned actions, along with accountable owners and target dates. The register is reviewed and refreshed on a regular cycle and when material changes occur. Environmental and climate-related risks are captured within the same approach, led by the Sustainability and Safety Director in line with the ERM framework.

Training on ERM Policy

The Risk and Compliance function provides training on our ERM policy and procedures to relevant colleagues, with additional briefings for senior leaders and risk owners.

The training focuses on practical application—how to identify risks early, evaluate impacts, design effective mitigations and escalate issues in line with governance requirements.

Relevant Certifications

Our ERM framework aligns to ISO 31000 principles to support a robust and consistent approach to managing risk. We also hold ISO 9001, ISO 14001, ISO 45001, ISO 22301 and ISO 27001 certifications across all UK and Ireland sites (see section 9 of this report for details).

Key Initiatives During 2025

In 2025, we continued to develop and embed our ERM framework and policy, building on ExCo approval and strengthening how risks are identified, assessed and managed. We delivered targeted training to relevant colleagues and established risk working groups within senior leadership teams to improve consistency of assessment and reinforce a proactive risk culture. We also engage and consult key stakeholders on a regular basis to ensure our risk profile reflects operational realities, regulatory expectations and customer needs, and to support continuous improvement in our controls and mitigation plans. Additionally, we continue to mature our business continuity framework, supporting resilience and continuity of services across our business. This includes developing, maintaining and testing business continuity plans, clarifying roles and escalation routes, and strengthening our preparedness for disruption, so we can continue to deliver for customers and protect colleagues.

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. This includes clear requirements on gifts and entertainment, which are managed by our Risk and Compliance function. Gifts and entertainment that meet defined criteria must be declared and recorded in our gifts register, with escalation and approval processes in place where required.

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. *Our Modern Slavery Statement is published on our website: Modern Slavery Statement - Bidvest Noonan*

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 2025

In 2025, we strengthened our governance framework through policy enhancements, increased oversight and targeted risk assessments. Our focus was on reinforcing a consistent culture of integrity, improving how we manage third-party risk, and proactively identifying areas where additional controls and guidance would help protect colleagues, customers and our reputation. Key initiatives included:

- Updated our Code of Ethics to align with our four strategic pillars and our vision, ensuring it clearly reflects how we expect people to behave and make decisions in practice. The update reinforced standards on ethical conduct, respect at work, conflicts of interest, confidentiality and speaking up, and it supports consistent application across ExCo, management and frontline roles.
- Increased third-party governance by strengthening how we assess, onboard and monitor suppliers and other partners. This included reinforcing expectations through our governance policies, applying a more risk-based approach to due diligence where appropriate, and improving visibility of third-party compliance and ethical risks to support timely escalation and corrective actions.
- Completed targeted risk assessments focused on our demobilisation process, insider threat and sexual harassment. These assessments helped us validate existing controls, identify gaps and agree follow-up actions—such as clearer process steps and responsibilities, strengthened access and information-handling controls where relevant, and reinforced reporting and escalation routes to support a safe and respectful workplace.

By upholding these policies and strengthening our practices over time, Bidvest Noonan reinforces a culture of integrity, accountability and responsible decision-making.

Information and Technology Governance

Cybersecurity and Information Security

Bidvest Noonan takes a layered and proactive approach to cybersecurity and information security, designed to protect our systems, data and client environments. We are certified to ISO/IEC 27001:2022, ISO 22301:2019 and Cyber Essentials Plus, and our control framework is supported by a suite of information security policies that colleagues are required to review and digitally accept each year. Compliance is reinforced through a structured programme of internal and external audits across our IT environment.

Our systems are hosted in Microsoft Azure and protected through multiple layers of security controls, including firewalls, content filtering, endpoint detection and response, encryption, automated patching and enforced multi-factor authentication. Client endpoints, including laptops, tablets and smartphones, are managed through Microsoft Intune and protected through mandatory compliance policies, with patching deployed through Intune and SCCM.

Our assurance programme includes independent vulnerability assessments and penetration testing twice a year across the network, alongside weekly internal scanning for emerging and zero-day vulnerabilities using tools such as Nessus Tenable and AppCheck. We consistently maintain a strong Microsoft Secure Score, significantly above industry averages for organisations of comparable size.

We have also strengthened our security capability through the deployment of SentinelOne across client environments, supported by a 24/7 Security Operations Centre providing continuous monitoring, advanced threat detection and rapid incident response. In addition, we have implemented Abnormal AI, a platform which helps defend against phishing, social engineering and account takeover attempts by analysing behavioural patterns across email and collaboration systems. Security awareness is reinforced through mandatory regular training together with ongoing phishing simulations. A dedicated Information Security Officer works closely with our Infrastructure team to ensure security is embedded across every platform, process and service we operate.

Data Protection

Ensuring Data Protection and Privacy at Bidvest Noonan

Bidvest Noonan is committed to high standards of data protection and processes personal data in line with applicable legislation and regulations, including the EU General Data Protection Regulation (GDPR) and UK GDPR. Our approach is designed to protect individuals’ rights, maintain trust with customers and colleagues, and support secure and responsible service delivery. 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, procedures and governance controls that align with the GDPR and the principles of ISO 27001. It is underpinned by our Data Protection Policy and supporting procedures covering, for example, data subject rights requests, personal data breaches, data retention and deletion, and high-risk processing (including biometric data where applicable). We also maintain records of processing activities (RoPA) and use data protection impact assessments (DPIAs) to identify and reduce privacy risks, embedding privacy-by-design and privacy-by-default into relevant business activities.

Data Protection Standards and 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 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 risk-based audits and assessments to evaluate our privacy controls and identify improvement actions. This supports a continuous improvement approach and helps us focus resources on areas of higher risk. Examples of high-risk processing activities we assess include call recordings, biometric data and the use of body-worn cameras by our security teams, where relevant.

Artificial Intelligence and the EU AI Act

We recognise that the use of artificial intelligence (AI), including generative AI, can improve efficiency and decision support, but it also introduces privacy, security and ethical risks if not properly governed. We therefore take a controlled approach to AI use, aligned with our data protection obligations and evolving regulation such as the EU AI Act. In practice, this means we promote AI literacy, restrict use to approved tools and use cases, and apply appropriate privacy and security assessments where personal data may be involved. Consistent with GDPR requirements, we do not use AI for automated decision-making or profiling that produces legal effects or similarly significant effects. Where AI is introduced into business processes, we expect human oversight, clear accountability and proportionate controls, and we will continue to mature our AI governance in line with the phased implementation of the EU AI Act.

Key Initiatives During 2025

In 2025, we engaged an external specialist firm, The DPO Centre, to review our data protection posture and overall GDPR compliance.

The DPO Centre carried out a company-wide health assessment, with a positive overall outcome. The review also identified a number of improvement actions and opportunities to further strengthen our framework, which are prioritised and progressed during 2026.

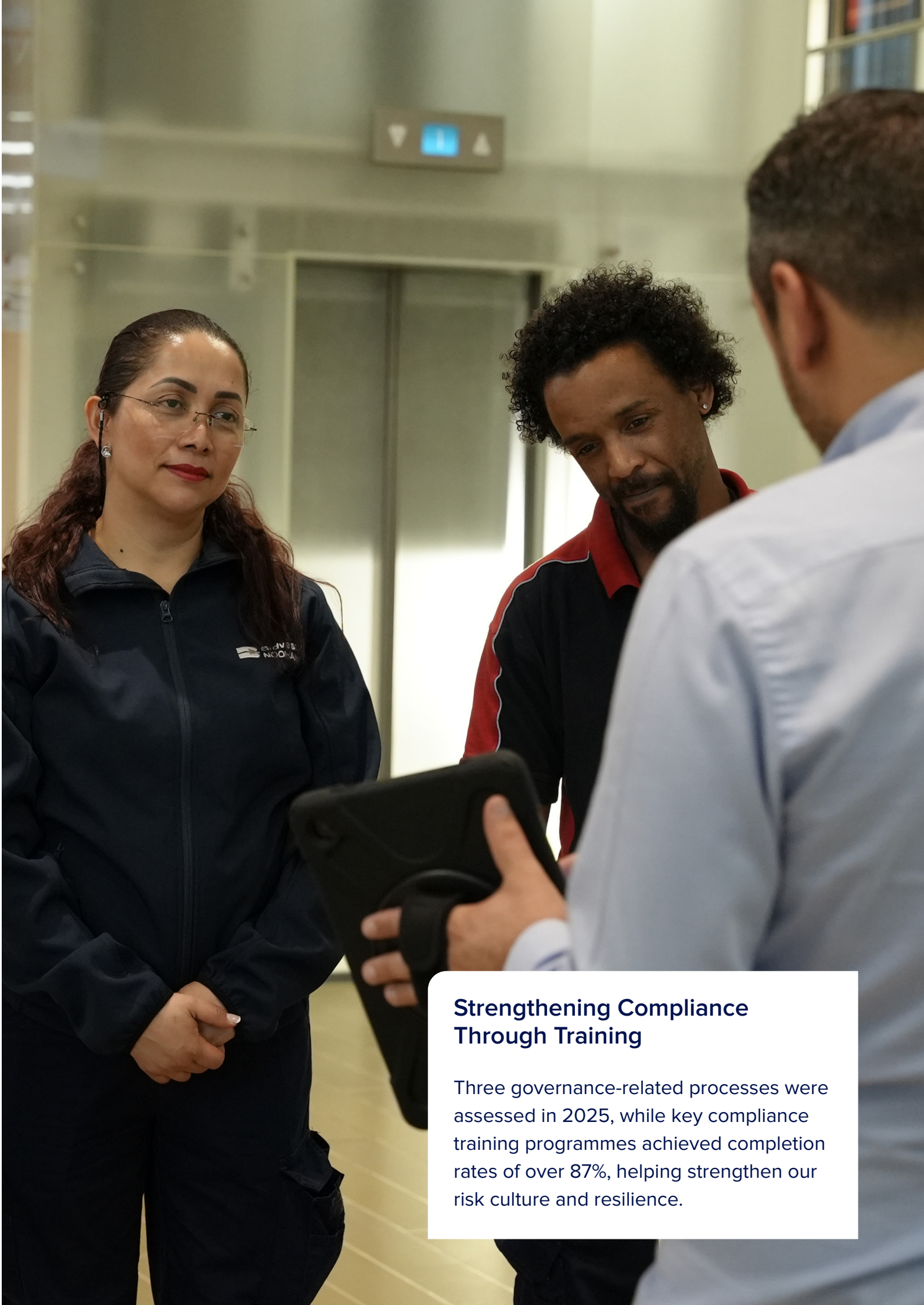
By maintaining strong standards and continuing to strengthen our framework, Bidvest Noonan helps ensure data protection and privacy remain embedded across our operations.

Reporting

This section provides a summary of key compliance, governance and risk-related reporting metrics for the relevant reporting period. It includes training completion data across core mandatory training modules, together with indicators used to monitor the effectiveness of our governance, ethics, information security and risk management arrangements. These measures support oversight by senior management, help identify areas requiring follow-up, and demonstrate our commitment to maintaining a strong culture of compliance, accountability and ethical conduct.

Training

Course	Content	Training period	No. of users enrolled	No. of users completed training	% Completion Rate
Acceptable Usage Policy	Covers the appropriate and secure use of company systems, devices, email, internet and information assets, including expected user responsibilities and prohibited activities.	May 2025 – April 2026	2,845	2,489	87.5%
Ethics Training	Introduces the Code of Ethics and expected standards of conduct, including personal accountability, ethical decision-making, respectful behaviour and formal acknowledgement of the Code.	May 2025 – April 2026	1,616	1,284	79.5%
Information Security Training	Provides guidance on recognising and reporting suspicious emails, including use of the Phish Alert Button, and reinforces core security awareness behaviours to protect company systems and data.	May 2025 – April 2026	1,616	1,284	79.5%
Information Security Training	Covers common cyber and information security threats, including phishing and password risks, and explains how colleagues can reduce exposure through strong passwords and secure everyday practices.	June 2025 – April 2026	1,737	1,515	87.2%
Information Security Training	Promotes a positive security culture by reinforcing individual responsibility, safe working habits and the importance of reporting concerns to help protect colleagues, clients, systems and information.	July 2025 – April 2026	1,424	1,148	80.6%
Modern Slavery Training	Raises awareness of modern slavery, human trafficking and labour exploitation risks, including how to recognise warning signs, report concerns and support responsible business practices.	June 2025 – April 2026	1,737	1,515	87.2%
Data Protection	Explains key data protection principles and workplace responsibilities, including lawful handling of personal data, confidentiality, data subject rights and how to report data protection concerns or incidents.	July 2025 – April 2026	1,424	1,148	80.6%
Business Continuity	Confirms colleague review and acknowledgement of the Business Continuity Management System policy, including key responsibilities, escalation routes and expectations for maintaining operational resilience.	July 2025 – April 2026	2,860	2,495	87.2%



Strengthening Compliance Through Training

Three governance-related processes were assessed in 2025, while key compliance training programmes achieved completion rates of over 87%, helping strengthen our risk culture and resilience.

Key Metrics

The following metrics provide a snapshot of our governance, risk and compliance performance during the reporting period. They highlight key areas of oversight, assurance and control effectiveness, and support transparency on how we monitor ethical conduct, information security, data protection, responsible sourcing and regulatory compliance.

Metric	2025 – 2026 Performance	Scope
Operational processes subject to internal audit or risk assessment covering business ethics, compliance or governance risks	3 processes were subject to audit/risk assessment in 2025: 1. Insider Threat 2. Sexual Harassment 3. Corruption and Bribery	The reviews focused on controls to identify, prevent and respond to insider threat risk, workplace sexual harassment concerns, and bribery and corruption risk, including relevant policies, reporting routes, escalation processes and management oversight.
Operational sites covered by a certified information security management system	100%	Coverage under Bidvest Noonan’s ISO/IEC 27001:2022 information security management system, supported by Cyber Essentials Plus and related cybersecurity controls across applicable UK and Ireland operations.
Confirmed ethics, fraud, bribery or corruption incidents	0	Substantiated cases confirmed following review by internal compliance, investigation or independent third-party processes.
Material suppliers assessed for modern slavery or ethical purchasing risk	17	Covers material suppliers reviewed through Risk and Compliance supplier audits
Confirmed personal data breaches	29	Includes personal data breaches confirmed following assessment under applicable data protection procedures.
Data subject rights requests completed within the statutory timeframe	102	Measures requests completed within the applicable statutory timeframe under EU GDPR or UK GDPR.

Governance in Action

100% of operational sites were covered by our certified ISO 27001 information security management system, with zero confirmed ethics, fraud, bribery or corruption incidents recorded during the year.

Materiality Assessment

During 2025, a Double Materiality Assessment (DMA) was conducted in preparation for compliance with the Corporate Sustainability Reporting Directive (CSRD). The DMA process identified the material sustainability topics and related impacts, risks and opportunities (IROs) across Bidvest Noonan’s value chain in line with the CSRD European Sustainability Reporting Standards (ESRS). This DMA considered both impact materiality and financial materiality across our value chain as follows:

- **Impact materiality:** Bidvest Noonan’s actual or potential impacts, positive or negative, on people or the environment.
- **Financial materiality:** Sustainability-related risks and opportunities that could affect Bidvest Noonan’s financial performance.

Overview of the DMA Process

We engaged an independent external provider (Deloitte Sustainability and Climate team) to facilitate the Double Materiality Assessment process.

The following methodology, was used by Deloitte to conduct the DMA:

Step 1: Understanding our Context

A comprehensive landscape assessment was completed to capture all of Bidvest Noonan’s activities that may be related to a sustainability topic. This landscape assessment informed the identification of relevant sustainability topics and potential IROs.

In line with the European Financial Reporting Advisory Group (EFRAG) guidance, value chain mapping was conducted to understand the relevant relationships and dependencies that Bidvest Noonan has with stakeholders in upstream, own operations, and downstream activities. These insights were used to identify additional sustainability matters and the associated IROs, focusing on areas where they were likely to arise, based on the nature of the activities, business relationships, geographies or other factors concerned.

Step 2: Identification of topics and associated IROs

As an output of the landscape and value chain assessments, a proposed longlist of potentially material sustainability topics and IROs, mapped to the ESRS 1 topics and sub-topics, was created. This longlist, which was then further validated and refined, served as an initial basis to determine potential sustainability topics and for IRO identification.

Step 3: Stakeholder Engagement

The stakeholder engagement phase involved selecting and engaging stakeholders to assess impact and financial materiality. The list of potentially material ESRS topics and sub-topics (step 2) was the starting point for the stakeholder engagement process and IROs associated with these topics were presented to the stakeholders for review, challenge and scoring. A total of five impact and financial materiality workshops were conducted with internal stakeholders to score IROs and to determine which were considered material by the stakeholders.

Impact materiality workshops: Impact materiality workshops, facilitated by Deloitte, were held with internal stakeholders across various business units to assess impact materiality. Positive and negative impacts were scored based on severity (scale, scope and for negative impacts, irremediability) and likelihood. The impact assessment was conducted over short (up to 1 year), medium (1-5 years) and long-term (>5 years) time horizons. A total of five 1:1 interviews were conducted with external stakeholders and proxies to represent customers, regulators and suppliers to validate the impact materiality scores.

Financial materiality workshops: Financial materiality workshops, facilitated by Deloitte, were held with internal stakeholders to assess the financial materiality of identified risks and opportunities. Each risk or opportunity was assessed on its magnitude and likelihood and across different time horizons – short term (up to 1 year), medium term (1-5 years) and long term (>5 years). The financial materiality scales to score risks and opportunities for magnitude and likelihood are aligned with Bidvest Noonan’s existing Enterprise Risk Management (ERM) framework, with magnitude and likelihood each assessed on a scale of 1-5. Aligning the methodology to our ERM framework, ensures sustainability-related risks and opportunities are assessed consistent with other business risks and opportunities.

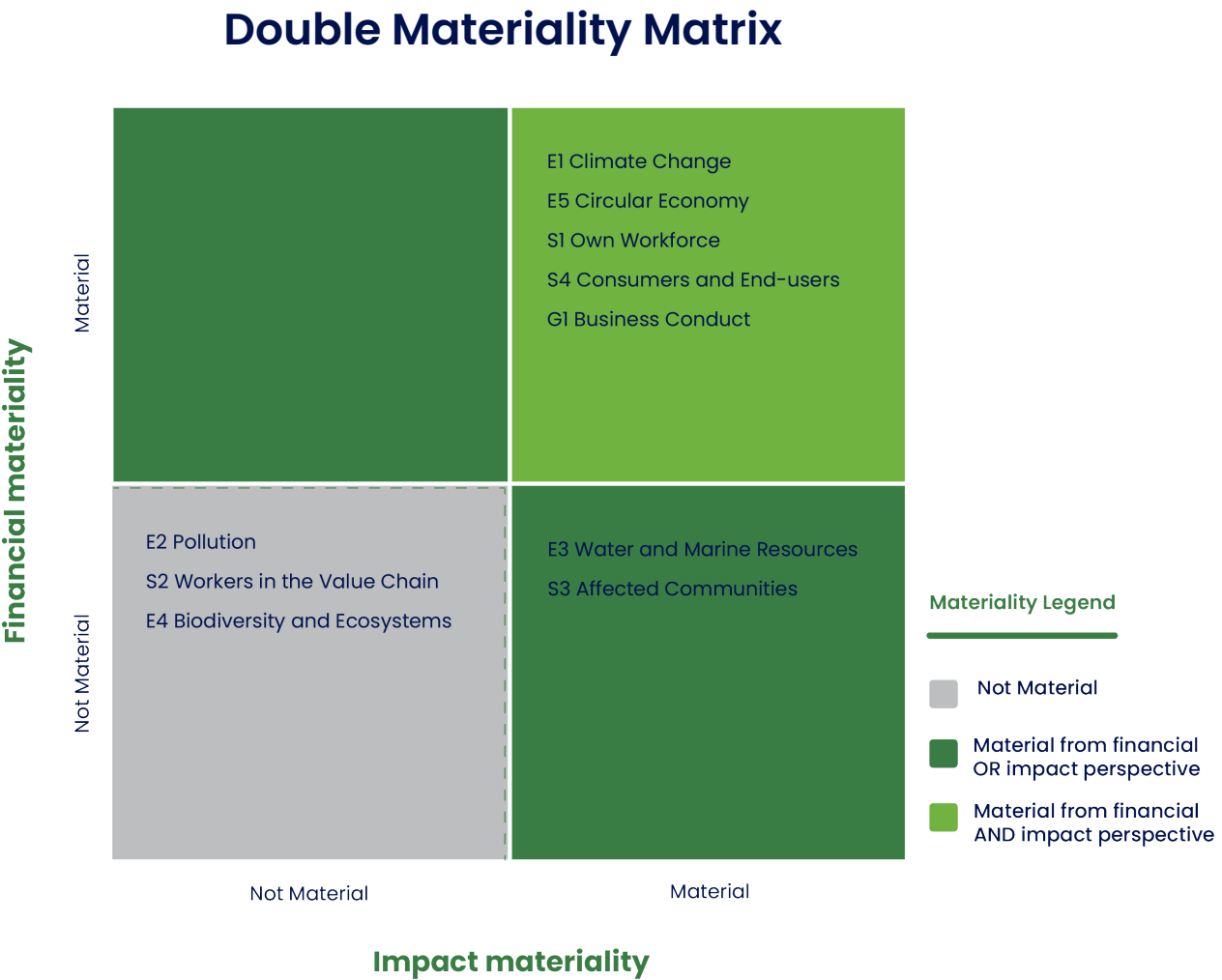
Step 4: Analysis and Results

A validation workshop was held with a cross-functional Steering Committee (SteerCo) to validate the stakeholder engagement outcomes including IRO descriptions, scoring and mapping to ESRS topics. Appropriate materiality thresholds, linked where possible to our ERM framework, were utilised to identify material IROs and sustainability matters. As a result of the validation workshop, 7 topics and 37 IROs aligned to the European Sustainability Reporting Standards (ESRS) were found to be material for Bidvest Noonan.

Material Topics

The seven sustainability topics, aligned to the ESRS, found to be material to Bidvest Noonan and our stakeholders are as follows:	
E1 Climate Change	S3 Affected Communities
E3 Water and Marine Resources	S4 Consumers and End-Users
E5 Circular Economy	G1 Business Conduct
S1 Own Workforce	

The double materiality matrix below shows the sustainability topics identified as not material and those identified as material from either a financial or impact perspective or both.



Impacts, Risks and Opportunities (IROs)

The Double Materiality Assessment identified 37 material impacts, risks and opportunities (IROs) across Bidvest Noonan’s value chain.

A summary of these material IROs aligned to the ESRS topics is shown in the figure below. The time horizons associated with the IRO (short, medium, long term) and where in our value chain the IRO arises (upstream, own operations, downstream) are also shown.

ENVIRONMENT	ESRS Topic	Impacts, Risks, and Opportunities	IRO Type	Time Horizon	Value Chain
	E1 Climate Change	GHG emissions	Actual Negative Impact	Short - Medium - Long	Upstream Own Operations Downstream
		GHG emissions reduction	Potential Positive Impact	Short - Medium - Long	Upstream Own Operations Downstream
		Opportunity of energy efficiency	Opportunity	Short - Medium - Long	Own Operations Downstream
		Impact of energy efficiency	Actual Positive Impact	Short - Medium - Long	Own Operations
		Energy price	Risk	Short - Medium - Long	Upstream Own Operations Downstream
	E3 Water and Marine Resources	Water consumption	Potential Positive Impact	Short - Medium	Own Operations Downstream
		Water consumption	Potential Negative Impact	Medium - Long	Own Operations Downstream
		Water withdrawals	Potential Positive Impact	Short - Medium	Own Operations Downstream
	E5 Circular Economy	Resource depletion	Actual Negative Impact	Short - Medium - Long	Upstream Own Operations Downstream
		Environmental impact of waste	Potential Negative Impact	Short - Medium - Long	Own Operations Downstream
		Sustainable sourcing	Opportunity	Short	Upstream Own Operations Downstream
		Technological waste solutions	Actual Positive Impact	Short - Medium	Upstream Own Operations Downstream
		Circular economy and waste minimisation	Opportunity	Short	Upstream Own Operations Downstream

GOVERNANCE	ESRS Topic	Impacts, Risks, and Opportunities	IRO Type	Time Horizon	Value Chain
	G1 Business Conduct	Political engagement and lobbying activities	Actual Positive Impact	Short	Own Operations Downstream
		Corporate culture practices	Actual Negative Impact	Short - Medium	Own Operations Downstream
		Corruption and bribery regulations	Risk	Short	Upstream Own Operations Downstream
		Procurement practices and relationship with suppliers	Potential Negative Impact	Short - Medium	Upstream Downstream
		Management of third-party complaints	Risk	Short - Medium	Upstream Own Operations Downstream
		Whistleblower protection	Risk	Short - Medium	Own Operations
		Governance oversight	Risk	Short - Medium	Own Operations

SOCIAL	ESRS Topic	Impacts, Risks, and Opportunities	IRO Type	Time Horizon	Value Chain
	S1 Own Workforce	Workforce skills and training	Actual Positive Impact	Short	Own Operations
		Health & safety in the work-place	Potential Negative Impact	Short - Medium - Long	Own Operations
		Inclusive workforce	Potential Positive Impact	Short - Medium - Long	Own Operations
		Employment inclusion	Actual Positive Impact	Short	Own Operations
		Workforce skills and training	Opportunity	Short - Medium	Own Operations Downstream
		Employment inclusion	Opportunity	Short - Medium	Own Operations
		Work related rights	Risk	Short	Own Operations
		Work-life balance and working time	Risk	Short - Medium - Long	Own Operations
		Employment stability	Risk	Short - Medium - Long	Own Operations
		Privacy risk	Risk	Short - Medium - Long	Own Operations Downstream
		Workforce skills and training	Risk	Short- Medium -Long	Own Operations
		Adequate wages	Risk	Short - Medium - Long	Own Operations
	S3 Affected Communities	Community benefit	Potential Positive Impact	Short - Medium	Own Operations Downstream
		Community benefit	Actual Positive Impact	Short - Medium	Own Operations Downstream
	S4 Consumers and end-users	Customer health & safety	Opportunity	Short - Medium	Downstream
		Innovation and new technology inclusion	Potential Positive Impact	Short - Medium	Own Operations Downstream
		Customer health & safety	Potential Negative Impact	Short	Downstream

DMA Governance Process

The governance structure established for Bidvest Noonan’s Double Materiality Assessment included a CSRD Working Group comprising representatives from the finance and sustainability functions and a cross-functional Steering Committee (SteerCo). The key activities of the SteerCo included scoping output validation and endorsement of the following: scoping output, stakeholder engagement methodology and approach, impact and financial materiality scales, value chain, materiality thresholds, scoring approach, final DMA and Disclosure Mapping outputs.

The final output of the Double Materiality Assessment was approved by Bidvest Noonan’s Executive Committee (ExCo).

The outcomes of the double materiality assessment will guide our sustainability strategy ensuring a focus on our most material topics and form the basis for future reporting on sustainability-related impacts, risks and opportunities in line with the CSRD.

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 enable our customers, colleagues and communities to thrive. Sources of stakeholder feedback include colleague surveys and customer surveys (Net Promoter Score (NPS)).

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

Key Stakeholders	Method Of Engagement
Colleagues	Line manager meetings Our recognition programmes Pathways to Success performance reviews Equity, diversity and inclusion communities Engagement survey Strategy Roadshows Meet the Team events Executive Committee (ExCo) site visits Frontline visits
Customers	Quarterly Business Reviews Net Promoter Score (NPS) ExCo site visits Senior Leadership Team (SLT) site visits
Suppliers	Ongoing engagement Supplier audits
Communities	Charity partnerships Donations Fundraising activities Volunteering Employability programmes
Professional Bodies	Members' Network Meetings Knowledge Exchange Webinars Peer Circles
Bidvest Group	Quarterly Board Meetings Quarterly International Audit Committee Meetings Quarterly 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 2025/2026 include:

- Development and implementation of an action plan to address feedback from the colleague Engagement Survey carried out November – December 2024. This survey sought feedback from colleagues including about their experience working at Bidvest Noonan.
- Launch of WorkSelf, a new colleague digital tool enabling our 27,000 colleagues to self-serve, learn, connect, and belong.
- Introduction of three new colleague recognition programmes in June 2025, giving all colleagues the ability to recognise each other for living our purpose, vision and strategy.
- Launch of four new Equity, Diversity and Inclusion colleague communities: Gender Balance, Health and Wellbeing, AccessAbility and Race Forward

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 customer engagement strategy includes regular NPS surveys, in-person meetings such as quarterly business reviews, and ongoing dialogue. Our Executive Committee (ExCo) customer engagement programme includes in-person visits to customer sites. The 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 2025/2026 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. We detail later in this report how our colleagues contribute to their 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.

Our engagement with Business in the Community Ireland resulted in Bidvest Noonan being one of just 10 companies included within Ireland's first Climate Transition Plan Scorecard report. We were recognised for best practice in measuring emissions for over 5 years and for Scope 1 and 2 emissions reductions.

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 Committee (ExCo) and company secretary meet 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.

Shaping Success Together

Stakeholder engagement helps us understand the needs and expectations of those who matter most to our business. Through ongoing dialogue with colleagues, customers, suppliers, communities, and industry partners, we gain insights that inform decisions, strengthen relationships, and drive positive outcomes.



Workplace Pillar – A People First Business

Our People Strategy

Our goal is to be the Employer of Choice in the FM industry, equipping employees to thrive from day one with compelling employee experiences that exceed expectations.



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

Throughout 2025/26, our people and culture strategy had three priority focus areas:

- 1. Enhanced leadership capability and career development opportunities
- 2. Create best-in-class engagement and colleague experiences
- 3. Co-create an inclusive workplace that supports wellbeing, safety and belonging

Career Development

During this reporting period, we focused on growing leaders and creating meaningful career pathways. We continued to build a coherent suite of programmes designed for colleagues at different stages of their careers:

- Elevate – supporting senior leaders to strengthen strategic capability and enterprise leadership
- Ignite – developing emerging leaders and operational managers with the skills to lead teams effectively and
- Aspire – our female leadership programme, designed to accelerate career progression, build networks and increase representation of women in senior roles

These programmes reflect our commitment to career progression and long-term talent pipelines, helping us grow leaders from within and create consistent leadership standards across the business.

Colleague Performance Management – Pathways to Success

Colleagues participate in regular performance and career development reviews through our Pathways to Success performance management programme.

The Pathways to Success performance management approach at Bidvest Noonan is a critical tool to creating a performance culture—a performance culture motivates and inspires our people with productive and meaningful work, ensuring their contributions make a real impact and deliver value to the business.



Developing Our People

We are committed to helping our colleagues grow, succeed and reach their full potential. Through leadership development programmes, structured career pathways and our Pathways to Success performance management framework, we create opportunities for continuous learning, development and progression across our business.

The Pathways to Success performance management programme operates as follows:

Objective Setting	At the start of the year, people leaders cascade objectives that are aligned to Bidvest Noonan’s four strategic pillars. In partnership with their line manager, colleagues set a minimum of one objective for each strategic pillar, along with a personal development goal.
Mid-Year Check-In	Colleague one-on-one conversations with their line manager review progress against objectives and individual performance at the half-way point of the year.
End-Of-Year Review	Colleague end-of-year 1:1 performance discussions with their line manager reflect on performance delivered throughout the year and progress on individual personal development goals.

The Pathways to Success performance management process is supported by a comprehensive suite of tools to support the setting of quality objectives and personal development goals including guides to objective setting and mid-year check-ins for colleagues and leaders, videos and how to guides.

Colleague Engagement

Transforming colleague experience through WorkSelf - One app for 27,000 colleagues to self-serve, learn, connect, and belong.

In April 2026, WorkSelf, a new colleague digital tool was launched to transform the colleague experience. For the first time, every colleague across our business is on a single platform: 27,000 people from 157 countries, with 24/7 self-service access to the information, tools, communities and learning they need. WorkSelf brings together the key people processes that previously sat across multiple systems. Colleagues can find the policies and support they need quickly, see open roles across the business, join communities and contribute to where the company goes next.

WorkSelf Learn brings every colleague onto a single learning experience, with more than 250 courses available in 120 languages, covering mandatory training, role-specific development and personal growth.

The launch of WorkSelf represents a key milestone in our journey to create best in class colleague experiences and leverage new technology to offer exceptional people experiences.

Turning colleague feedback into action

A colleague engagement survey conducted during November and December 2024 sought feedback from colleagues about their experience working at Bidvest Noonan. To address the needs and experiences of colleagues, the survey feedback was acted on during 2025/26 through an overall Company Action Plan and individual team action plans.

25 colleague listening sessions were held with the resulting feedback translated into a co-created Company Action Plan published in May 2025. This overall company action plan comprised 20 actions across 6 feedback areas and was supported by sector and functional team action plans.

Spotlight on the Company Action Plan

Here we spotlight some of the actions taken as part of this 20-item Company Action Plan.

Communication	Weekly News was introduced, a collection of stories and updates from across Bidvest Noonan, communicated every Tuesday.
Benefits and Recognition	An Employee Assistance Programme (EAP) was made available to all colleagues with six free counselling sessions to support mental health, wellbeing and work-life balance. Three colleague recognition programmes opened in June 2025 giving all colleagues the ability to recognise each other for living our purpose, vision and strategy.
Learning & Development	Beginning and Belonging, a new onboarding programme for colleagues and leaders was introduced in May 2025, designed to equip every new colleague who joins Bidvest Noonan with the tools and knowledge to navigate the business.
Team Connection and Gathering	Four new EDI communities launched starting with our Gender Balance community in March 2025, followed by the Health and Wellbeing community in June 2025, AccessAbility in July 2025, and Race Forward in January 2026.

Colleague Check-In Survey 2025

We can boldly state that our team is among the most committed team in the world.

In June 2025, we conducted a colleague Check-In survey, in partnership with The Happiness Index.

The Check-In survey involved a short, 8-item survey to assess progress since the previous colleague engagement survey undertaken at the end of 2024.

We asked colleagues how well we listened to the feedback they shared in the previous engagement survey and if they were aware of the action plans and satisfied with the commitments to address their feedback.

The survey participation rate was **78.2%** and we achieved an Overall Engagement Score of **80.4%**, placing us firmly into the best-in-class category for engagement according to Gallup.

Results

67.2% of colleagues would recommend working at Bidvest Noonan to a friend or relative

95.6% of our colleagues are committed to helping the organisation succeed

78.3% of colleagues told us they are proud to work for Bidvest Noonan

94.2% of colleagues were aware of the Company Action Plan

75% of colleagues told us they’re satisfied with the commitments to address feedback from the 2024 survey

Colleague Recognition

Three new colleague recognition programmes were introduced in June 2025, giving all colleagues the ability to recognise each other for living our purpose, vision and strategy.

- **Thank you :** This programme gives every colleague the opportunity to recognise another colleague with a simple 'thank you' for the everyday actions that live our purpose and help us achieve our vision and strategy.
- **On the Spot Award:** Special recognition from a Bidvest Noonan leader for above and beyond moments to live our purpose and achieve our vision and strategy.
- **Bidvest Noonan Hero Award:** Our most prestigious colleague recognition programme recognises outstanding colleagues whose sustained, above and beyond performance has made a real difference to our business and the communities we serve across the categories of purpose, vision, and strategy.

Since the launch of these new programmes, our colleagues recognised one another more than 8,000 times: 3,600 Thank Yous, 4,400 On the Spot Awards and 230 Bidvest Noonan Heroes named.

Equity, Diversity and Inclusion

Creating a culture where everyone can thrive
Bidvest Noonan's Equity, Diversity and Inclusion (EDI) Policy, endorsed by our Chief People and Culture Officer, Julie Mernagh, outlines our commitment to promoting equity and embracing diversity and inclusion, and treating all our colleagues and customers with fairness, dignity and respect.

We aim to be fully representative of all sections of society and cultivate a culture of belonging, recognising and valuing the differences our colleagues bring.

Our EDI strategy is focused on creating a fair, respectful, and inclusive workplace where all our colleagues feel valued and able to thrive. This new company-wide

strategy was launched in March 2025 to accelerate our action on EDI. It outlines our vision to build a workplace where inclusion is at the heart of everything we do, where diversity is celebrated and every voice is heard. The strategy is supported by 3 core priorities to ensure we focus on the areas of highest impact:

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 colleague experience to ensure inclusivity now and in the future.

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

We have robust governance to embed EDI across our business:

- An EDI Council responsible for setting strategy, priorities, and measuring impact.
- Executive sponsorship and leadership accountability for EDI outcomes.
- EDI Communities representing diverse colleague voices and shaping initiatives.
- Regular reporting to senior leadership and Board-level forums.

Our key EDI activities during 2025/26 included:

- Launch of our four new EDI Colleague Communities: Gender Balance, Health and Wellbeing, AccessAbility and Race Forward
- Introduction of our new mental health and wellbeing benefit – Your Care and the Employee Assistance Programme (EAP) from Vivup
- Introduction of an updated Domestic Abuse Policy offering industry-leading colleague supports

Creating Better Workplaces Together

Co-creating an inclusive workplace that supports wellbeing, safety and belonging



Our EDI Colleague Communities

Gender Balance – Executive Committee Sponsor:

Cormac Sheils, Chief Operations Officer

We launched our Gender Balance Community on 7th March 2025, as we marked International Women’s Day. The launch event, open to all colleagues, featured a powerful panel discussion focused on empowering colleagues of all genders, fostering equity in career development, and driving lasting change in how we support gender inclusion across our organisation.

In November 2025, the Community marked the International Day for the Elimination of Violence Against Women and Girls by introducing a new company-wide Domestic Abuse Policy with a full programme of support for colleagues. This new policy offers all colleagues across UK and Ireland up to 5 days of paid domestic violence leave in a 12-month period and additional supports such as workplace safety plans, flexible work options, financial assistance, and confidential counselling. The Community also celebrated International Women’s Day 2026 through a companywide virtual event and by proudly sharing a series of stories spotlighting inspiring women from across Bidvest Noonan who truly embody the IWS theme of ‘Give to Gain’. These stories honoured their experiences, achievements, and the impact they make across our organisation.

Bidvest Noonan joins the 30% Club to Champion Gender-Balanced Leadership

In 2025, Bidvest Noonan joined the 30% Club, as part of our long-term focus on strengthening gender balance across all levels of leadership. The 30% Club is a global movement working to improve gender balance in leadership.

Health and Wellbeing – Executive Committee Sponsor:

Sarah Cathcart, Chief Information Officer

Bidvest Noonan’s Health and Wellbeing Community kicked-off in June 2025 during Men’s Health Week and National Carer’s Week. The three priorities of this colleague community are:

- A Culture of Wellbeing – Embedded into our ways of working
- Enabling Frontline Experiences – Frontline Communication Focus
- Health and Wellbeing Programmes including Together Through Menopause and Men’s Health

Key activities of the Health and Wellbeing Community during 2025/2026 include:

- Together Through Menopause, a community of colleagues dedicated to supporting one another through every stage of the menopause journey, offering a safe, inclusive environment for sharing experiences, asking questions, and finding resources. The community hosts monthly sessions focusing on menopause awareness and overall wellbeing topics.
- Creation of Man-KIND Matters, our Men’s Health programme and safe space designed to support colleagues in every aspect of wellbeing. This community also hosts monthly sessions exploring men’s health topics with mental health, heart and prostate health among the topics covered to date. To mark International Men’s Day in November 2025, a special session of Man-Kind Matters was held focusing on social connection, loneliness and suicide awareness.
- Introduction of monthly ‘Optimising Our Tools for Wellbeing’ sessions designed to support colleague wellbeing through practical tips and resources to enhance wellbeing at work and beyond.
- To mark World Suicide Prevention Day in September 2025, development of a toolkit with resources, language tips and support guides to help colleagues navigate conversations around suicide and mental health.



Championing Gender-Balanced Leadership

Declan Doyle and Julie Mernagh at the launch of Bidvest Noonan’s partnership with the 30% Club, reinforcing our commitment to advancing gender balance and inclusive leadership across our business.

Employee Assistance Programme

In July 2025, our new mental health and wellbeing benefit – Your Care and the Employee Assistance Programme (EAP) from Vivup was introduced. Available to all Bidvest Noonan colleagues, this new EAP includes 24/7/365 confidential telephone support with access to fully qualified counsellors and support specialists, and up to 6 sessions of structured counselling. Your Care, an engaging and personalised wellbeing platform, provides all colleagues with access to wellbeing products and services with a focus on proactive care including 12 free digital wellbeing assessments, the ability to set goals and track progress and a wide range of wellbeing resources and content. These resources include podcasts produced by Vivup BACP accredited counsellors covering a variety of different wellbeing topics such as coping with stress, work-life balance, how to sleep better, and more.

AccessAbility – Executive Committee Sponsor:

Declan Doyle, Chief Executive Officer

AccessAbility launched in July 2025 during Disability Pride Month. The launch event, open to all colleagues, hosted a panel discussion focused on empowering colleagues of all abilities, fostering allyship, and driving lasting change in how we support disability inclusion across our organisation.

The three priorities of the AccessAbility Community are:

- Talent – inclusive recruitment and onboarding and support planning for existing colleagues
- Training – awareness training for all people managers
- Impact – setting targets for employment of those in marginalised communities and engagement through community focused programmes

A more inclusive and accessible candidate experience with Recite Me

One of the first initiatives delivered by the newly launched AccessAbility Community was the implementation of the Recite Me accessibility toolbar on our internal careers site to improve communication and accessibility for all, supporting our diverse range of candidates and colleagues. Recite Me assistive technology allows colleagues to utilise a range of tools to read and understand content online, enabling colleagues to customise their digital experience in a way that best suits their individual needs.

Our AccessAbility Community marked Neurodiversity Celebration Week, held 16th – 20th March 2026. Neurodiversity Celebration Week is a global movement that raises understanding, celebrates different ways of thinking, and challenges the stigma that can surround neurological differences. During the week the valuable strengths neurodivergent colleagues bring to the workplace were highlighted along with the importance of creating a neuro-inclusive workplace. Colleagues were encouraged to learn about neurodivergence and signposted to supporting resources. The AccessAbility Community similarly celebrated World Autism Awareness Day in April 2026, a global initiative that shines a light on autism, promotes understanding, and celebrates the strengths and perspectives of autistic people.



Supporting Our People

We continue to invest in colleague wellbeing through our Employee Assistance Programme, providing accessible support and resources to help our people thrive both at work and beyond.

Race Forward – Executive Committee Sponsor:

Kathy McDermott, Chief Financial Officer

Creating a safe, supportive space that celebrates racial and ethnic diversity, fosters allyship, and drives meaningful change.

Our Race Forward Community launched in January 2026 as part of our commitment to promoting racial and ethnic inclusion across our organisation. This marked an important milestone in our ED&I journey, reinforcing our commitment to building an inclusive culture that celebrates racial and ethnic diversity, supports colleagues impacted by discrimination, and promotes education and allyship across Bidvest Noonan. At the launch event, we heard directly from colleagues through a powerful panel discussion on race, cultural identity, and lived experiences.

Race Forward Community focus areas:

- Education & Awareness – Promoting positive change
- Talent – Fostering diversity
- Support & Safety – Offering empathy and comfort

Accreditations and Awards

Bronze Diversity Mark Accreditation

We successfully retained our Bronze Diversity Mark Accreditation following a thorough review by the independent assessment panel. This recognition is awarded to organisations that demonstrate a strong and ongoing commitment to Equity, Diversity and Inclusion. We remain committed to fostering a culture where inclusion is at the heart of everything we do, where diversity is celebrated, and every voice is heard.

Celebrating Success at the HR Champion Awards

Bidvest Noonan was named winner of the Champion Change Management Programme award at the 2026 Irish HR Champion Awards. This significant achievement recognises our people transformation programme which involved establishing a new People and Culture operating model, strengthening leadership capability, modernising our systems and processes, and creating a more consistent, inclusive and high-performance colleague experience. Our Chief People and Culture Officer, Julie Mernagh, was recognised with the Irish HR Champion 2026 award.

These achievements are a testament to the continued focus, collaboration, and commitment across our People and Culture team and the wider business. They reflect our shared ambition to be an Employer of Choice and to create meaningful, high-quality experiences for our colleagues.

Celebrating Success

Recognition at the 2026 Irish HR Champion Awards highlights the impact of our people transformation programme and our focus on being an Employer of Choice.



Health and Safety

We are committed to high standards of health, safety and welfare. Keeping people safe is central to our purpose to proudly create safer and healthier communities today, for tomorrow.

Our Quality, Safety and Health Policy, reviewed annually, outlines our commitments including providing safe and healthy working conditions and preventing injury and ill-health.

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

Using technology to integrate safety into our everyday

Our purpose to proudly create safer and healthier communities today, for tomorrow starts with the health, safety and welfare of our own colleagues.

Safety Moments engage our colleagues and ensure safety is part of everyday work conversations. 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. Our chatbot ‘Leo’ has been trained to suggest Safety Moments for use at meetings. Colleagues can now interact directly with ‘Leo’ to learn more about Safety Moments and explore real-life safety scenarios.

The Good Catch programme has continued to gain momentum with 2,849 good catches reported in fiscal year 2026 via our TASK app compared with 600 for 2025.

The Good Catch reporting programme, launched during Safety Week 2024, focuses on proactive safety reporting. Colleagues can report actions they’ve taken to address something unsafe through our Task app which provides a user-friendly reporting method, including through voice typing functionality. Colleague participation in Good Catch reporting is recognised through our company recognition programmes with one colleague who consistently reports Good Catches, proactively taking actions to protect the safety of her colleagues and customers, receiving a Bidvest Noonan Quarterly Hero Award.

Health and Safety Awards

The Good Catch programme was recognised externally, winning the prestigious Excellence in Health and Safety Award at the Ireland Facilities Management Awards held in March 2026. The ease of reporting via voice, translation, and mobile tools, fostering real-time visibility, and a proactive safety culture, was acknowledged.

Further information on this award win is available here - Bidvest Noonan Wins Excellence in Health & Safety at the Facilities Management Awards 2026 for Good Catch Initiative.

Bidvest Noonan was also awarded a 2026 RoSPA Silver Award in recognition of our commitment to excellence in health and safety performance during 2025. The Royal Society for the Prevention of Accidents (RoSPA) awards are globally recognised as the benchmark for health and safety excellence.



Health and Safety Performance

Our Lost Time Incident Frequency Rate (LTIFR)* for fiscal year 2026 was 0.96 compared with 0.91 for 2025.

*Lost Time Incidents per 200K hours worked

Health and Safety Performance Summary

Safety Metric	FY2025	FY2026
Good Catches	600	2849
Lost Time Incident Frequency Rate (LTIFR) *Lost Time Incidents per 200K hours worked	0.91	0.96

5th Annual Safety Week

Our fifth annual Safety Week took place from 17 – 21 November 2025. Safety Week provides an opportunity to take time out of our usual routines to reflect on health and safety and how we can make our work environment safer for ourselves and for others. The theme for the week was ‘Stand Up for Safety’. To mark Safety Week 2025, all people leaders across the business were requested to bring their team together, virtually or in-person, to ‘Stand Up for Safety’ by holding a safety briefing.

We developed a dedicated toolkit including a Safety Week launch video from our CEO, Declan Doyle, a ‘Stand Up for Safety’ Brief and other materials to support our people managers with delivering their safety week event. The ‘Stand Up for Safety’ Brief emphasised the role all colleagues play in creating a safer work environment, encouraged colleagues to ‘Stand Up for Safety’ through being observant of the potential hazards in their work environment, taking action if they spot something unsafe and reporting Good Catches.

The week concluded with team reflections on how to continue to ‘Stand Up for Safety’ beyond safety week at work, at home, on the road and in our communities.

Winter Safety Campaign

Recognising that slips and falls typically increase during the winter months, our winter safety campaign focused on reducing slip and fall accidents. The campaign included a winter preparedness tool to assist frontline managers to assess the adequacy of slip and fall prevention measures in place and to identify additional control measures required to prevent these potentially serious accidents. Reflecting the increasing frequency of severe weather events linked to climate change, the campaign also included guidance for managers on health and safety considerations during severe weather along with a Driving in Severe Weather Conditions eBooklet for all colleagues.

‘When we act with care and awareness, we protect our people and help them get home safe every day’
Declan Doyle, CEO

Community – We are Part of Something Bigger

To proudly create safer and healthier communities today, for tomorrow

Bidvest Noonan plays 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.



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

This is reflected in the themes of the Community pillar:

- Charity Partnerships
- Donations and fundraising activities
- Volunteering
- Employability

Charity Partnerships

Bidvest Noonan joins forces with Young Enterprise Northern Ireland

During 2025, Bidvest Noonan joined forces with Young Enterprise NI, the leading Enterprise Education Charity in Northern Ireland.

As an Impact Partner, Bidvest Noonan supports Young Enterprise's enterprise education programmes, which reach over 90,000 students annually, helping them develop creativity, commercial awareness, and entrepreneurial confidence. Through this collaboration, we'll help Young Enterprise NI deliver life-changing enterprise education to over 90,000 young people across Northern Ireland every year.

"At Bidvest Noonan, we believe in investing in the future – and that means supporting the next generation of leaders and innovators. Young Enterprise is doing incredible work to prepare young people for the challenges and opportunities of tomorrow. We're proud to stand alongside them and contribute to building a more enterprising and resilient society."

Gillian McLean, Senior Business Development Director

NI – NOW Group

We continued our partnership with NOW Group (<https://www.nowgroup.org/>) to support impactful social inclusion initiatives, including the 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. We also directly employed 7 colleagues through our collaboration with NOW Group.



Creating Opportunities for Young People

Gillian McLean at a Young Enterprise Northern Ireland event, supporting programmes that inspire, equip, and empower young people to achieve their full potential.

Donations and Fundraising Activities

Supporting the work of Circle Collective

At Bidvest Noonan, we're passionate about helping people build brighter futures. That means supporting employability and opening doors for those taking their first steps into the world of work. Some of our London Security teams, led by Yamraj Gurung, Deputy Security Manager, partnered with Circle Collective, a charity that empowers young people with the skills, experience and confidence they need to succeed. After a uniform refresh, our teams collected and donated 67 high-quality suits to Circle Collective's Back Your Future programme. These suits will help jobseekers make a strong first impression as they move towards employment.

Supporting youth through sport with Liffey Valley and Gardai partnership

During summer 2025, we were proud to support the Ronanstown Youth Service Late Night Summer League, in collaboration with the Garda Youth Diversion Programme. Alongside our client at Liffey Valley Shopping Centre, we were one of the main sponsors of this initiative which gave young people a safe and positive space to come together. Through sport, connection and community support, the league encouraged participation, built trust and helped create stronger local relationships. By working closely with Liffey Valley and the Gardai, we are helping to build safer and healthier communities. This event is a clear example of the positive impact that can come from working together.

In March 2026, the Bidvest Noonan team at University College Dublin (UCD) came together to collect easter eggs for the Children's Health Foundation, which supports all four Children's Health Ireland hospitals including Crumlin, Temple Street, Connolly, and Tallaght. Spearheaded by our Cleaning Services team, the initiative grew stronger with contributions from UCD staff, resulting in a donation of 153 easter eggs, bringing joy to children and families.

Continuing a tradition for a fourth year in 2025, our Manchester teams collected over 215 Easter eggs, more than double the previous year's total. These were donated to Manchester Children's Hospital and KidsCan, a local children's cancer research charity. Each donation helped bring joy to young patients and offered support to families in need.

Fundraising

Throughout 2025/2026, our business gave back to the communities we work in through a range of charitable and community initiatives and partnerships. We are especially proud of the way our people stepped forward, taking the lead on initiatives they cared about and giving their time and energy to make it happen.

London Solutions Landsec Team Hikes for a Cause

In September 2025, seven of our colleagues from our Landsec team in London Solutions took on an incredible challenge; hiking 52km in just 12 hours as part of the Aspire September Challenge. While the distance was demanding, the real motivation behind every step was the cause. The team walked in support of Caxton Youth, Landsec's chosen charity. Caxton Youth plays a vital role in empowering young people and helping them build brighter futures through opportunity and support. We're proud of our colleagues for their commitment to making a difference. Their determination and team spirit remind us that when we rally behind a purpose greater than ourselves, we test our resilience and help open doors for others.

Belfast Social Club supports Movember

In Belfast, our Social Club supported Movember, a global movement addressing key men's health challenges including mental health, suicide prevention, prostate cancer, and testicular cancer. Some of our colleagues embraced the tradition of growing moustaches, raising £600 for Movember.

Taking on the Dublin City Marathon

Our colleagues Mary Kealy, Darren Martin, and Alan Durnan took on the Dublin City Marathon in October 2025. Running through wind and rain, each of them championed a cause close to their hearts. Mary and Darren ran in support of the National Breast Cancer Research Institute, helping raise awareness and funds for life-changing research. Alan ran alongside his son Jack in memory of his daughter Keeley, raising funds for The Keeley D Foundation, a charity their family founded to support children receiving palliative cancer care. Together, they raised nearly €20,000 for charity.

Colleagues Making a Difference at The Mall Wood Green

Our colleagues from The Mall Wood Green took part in a charity walk supporting the Alzheimer's Society. Every day, they witness the impact dementia has on individuals and their families and wanted to help raise awareness and funds for this vital cause. During the walk from Tower Bridge in London, they met TV presenter and Alzheimer's Society ambassador Ruth Langford, who kindly stopped for a photo with them.

Our team living our Purpose at TEVA Ridings Point site

Our team at TEVA Ridings Point, led by Kerrie Simpson, organised a Christmas collection to support Airedale Food Bank. The team collected non-perishable food items, good-quality used toys, and brand-new gifts for the Christmas appeal (ages 0–18), all of which were distributed to families in need identified by the Local Authority. Supporting the London Retired Police Dogs Trust

Paul Kennedy, National Performance and Development Manager, completed an 8-mile fundraising walk from Merchant Square in Paddington to Stratford Cross, joined by colleagues, in support of the London Retired Police Dogs Trust. Paul led the organisation of the event, which aimed to raise awareness and funds for the care of retired police dogs. Thanks to the generosity of everyone involved, the walk raised over £1,000 for the charity. We value our longstanding relationship with the Metropolitan Police and we pleased to support a cause that honours the service of its retired canine units.



Together, our colleagues raised funds, supported charities, and made a difference in the communities we serve.



Helping raise over €15,000 for As I Am, Ireland's national autism charity

CEO Sleepout at Cardiff Castle

Three of our colleagues took part in the CEO Sleepout at Cardiff Castle, joining others across the business community to raise awareness and vital funds for people experiencing homelessness. They spent the night outdoors from 8pm to 6am, standing in solidarity with those who do not have a safe place to call home. Together, they raised almost £2,000 to support this important cause. This nationwide initiative brings leaders together to reflect on the challenges faced by others and support those working to create real change.

Raising funds for As I Am, Ireland's national autism charity

Our team joined the Bunzl Ireland Charity Golf Day at Roganstown Golf Club in Swords. Fintan Lalor, Darren Burke, John King and Peter Smyth teed off alongside Irish boxing legend Bernard Dunne, helping to raise funds for As I Am, Ireland's national autism charity. Thanks to the collective effort and generosity of everyone involved, the day raised over €15,000 in support of As I Am and their mission to create a more inclusive and understanding Ireland with vital services for autistic individuals and their families.

Our team joined forces with Irish boxing legend Bernard Dunne at Roganstown Golf Club, helping to raise over €15,000 for As I Am, Ireland's national autism charity. Our colleagues at 160 Queen Victoria Street came together to support Macmillan Cancer Support during Breast Cancer Awareness Month. A cupcake fundraiser was organised to raise money for Macmillan, a charity that provides essential care and support to people living with cancer across the UK.

In January 2026, our Southern Solutions team marked Race Against Dementia Day, a global initiative to raise awareness and accelerate research into dementia

prevention and treatment. Led by Sarah Lawrence, the team raised funds and awareness for Alzheimer's Society UK by selling purple ribbons at five retail sites.

Rosaleen Gallagher from our People and Culture team raised €950 for the Keeley D Foundation by selling her hand-crocheted Halloween-themed crafts. Rosaleen also led an Easter fundraising campaign, selling her crocheted Easter bunny baskets filled with treats. Thanks to her efforts and with the support of Bidvest Noonan colleagues, the campaign raised €1,032 for BUMBLEance, Ireland's Children's Ambulance Service, which transforms a sick child's journey by providing life changing access to healthcare in a safe, caring and fun environment.

Walking with the Wounded Charity – JLL Collaboration

In December 2025, in partnership with Walking with the Wounded, Bidvest Noonan colleagues walked 24 miles in support of veterans, raising £1,499. For over 10 years, the Walking Home For Christmas initiative has connected communities throughout the UK to support those who served by helping get them back on their feet. The funds raised represent 12 therapy sessions for veterans who may need support with trauma or suicide prevention, 30+ emergency shops and seasonal clothing.

Supporting the London Walk 2026

A team of Bidvest Noonan colleagues took part in The London Walk 2026, raising £2,000 in support of The Connection at St Martin-in-the-Fields. The Connection carries out vital work supporting people experiencing homelessness in Westminster, where rates remain among the highest in the UK. For more than 100 years, the charity has built trusted relationships, helping individuals move away from life on the streets towards more stable and fulfilling futures.

Volunteering

Our people play a vital role in the communities and towns where they live and work through volunteering. Our Volunteering Policy provides 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 2025/2026 including volunteering for local and national causes.

Our Technical Services team put their skills to great use, giving back to the community by transforming the boardroom and kitchen area at The Jack and Jill Children's Foundation charity shop in Artane, Dublin. Working alongside Gresham House Ireland, they created a safer, more practical space for the team, installing new flooring, refurbishing the kitchen, adding furniture, and carrying out a full redecoration. Sustainability was a key focus, with the kitchen and furniture repurposed rather than replaced.

"Natalie Dunleavy and her team at Gresham House put in an incredible effort to fundraise for such a worthwhile cause. It was a pleasure to work with her, and we look forward to supporting her on future projects. This refreshed space will provide a much-needed meeting and dining area for Jack and Jill's dedicated staff as they continue their vital work" – **Aoife Kane, Director of Operations.**

Our Key Account Director, Adam Prust and Director of Operations, David Thomas joined our client, KeolisAmey Docklands and their partner Bywaters in a meaningful volunteering day with FEAST With Us. Together, they helped prepare and serve hot, nutritious meals for the local community. The event brought together teams from Bywaters, the London Fire Brigade, and a local hotel group, all united by a shared goal: reducing food waste and supporting those in need. They used surplus ingredients to prepare nourishing meals and create a warm, welcoming environment for the community. A great example of collaboration making a real difference.

Our colleagues took part in the Clothing Challenge at The Whitechapel Mission, a London-based charity that provides food, clothing, and support to people experiencing homelessness.



They spent the morning sorting through donated food and clothing, organising garments into boxes and rails ready for distribution, and even clearing an entire hatch overflowing with donations. Everyone pitched in wholeheartedly, helping to make a real difference to an organisation that supports so many people every day.

Over the past year, our security team at 60 Threadneedle Street, led by David Allen, has supported clothing drives, recycling initiatives, and volunteered at charities across London, including regular shifts at local soup kitchens. Their commitment to social value shows how much they care for people, communities, and the environment.



Throughout the reporting period, our Just Ask colleagues volunteered on several community improvement projects including renovating a residential communal area at one of London's largest charitable housing associations, enhancing public spaces and organising litter picking days.

Employability

Business in the Community Ireland Employment Programmes

Bidvest Noonan is a Leader member of Business in the Community Ireland (BITCI), with a longstanding engagement in sustainability and social inclusion. BITCI'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 employment programmes and are committed to providing employment opportunities for diverse jobseekers. Since 2022, we have 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. This funding has directly enabled job readiness, outreach, and placement supports for individuals facing systemic barriers to employment.

BITCI EPIC (Employment for People from Immigrant Communities) Programme

In 2025/2026, we continued our sponsorship of BITCI's EPIC programme. BITCI's EPIC programme is an employability and integration initiative that supports migrants, refugees, and people under international protection in accessing sustainable employment or further training opportunities. Through our ongoing sponsorship, we help provide essential support, including job-readiness training, career coaching, skills development, and access to placements and volunteering opportunities. Since 2022, Bidvest Noonan has contributed a total of €250,000 towards the EPIC programme. The programme delivered strong results in 2025, supporting 230 participants, with 99 progressing into jobs, training, or new opportunities.

Marking World Refugee Day

The theme for World Refugee Day 2026 'Courage', honoured the strength and resilience of those forced to flee their homes and rebuild their lives. Through our long-standing partnership with BITCI, we celebrated our colleague Ola's journey, from arriving in Ireland with his family to completing the full training, vetting, and licensing required to become a valued Security Officer with Bidvest Noonan, supported by the EPIC Programme. Stories like Ola's remind us of the power of opportunity, partnership and perseverance, and the positive difference we can make when we work together to create safer and healthier communities.

"On World Refugee Day, we recognise the extraordinary courage shown by individuals like Ola as they rebuild their lives and careers. At Bidvest Noonan, we're proud to partner with community partners and initiatives like EPIC Programme that turn that courage into opportunity, inclusion and lasting impact." Julie Mernagh, Chief People and Culture Officer



Proud to be named a Charter Champion

We're proud to be recognised as a Charter Champion by Ireland's Department of Social Protection. As a leading employer, we're committed to creating opportunities that make a real difference. Our Talent Acquisition Team has been working to help people who have been out of work return to employment. We've taken part in job fairs across the country, connected directly with jobseekers, and supported meaningful pathways back into work. Our Managing Director, Mary Kealy, spoke at the recognition event in Dublin, sharing how inclusive recruitment and close collaboration can help more people realise their potential. This recognition reflects the dedication of our team and our shared commitment with the Department to inclusive employment and social impact. It's a partnership that's already making a positive difference, and one we look forward to building further.

Empowering Jobseekers Through Real Career Pathways at Bidvest Noonan

In January 2026, Bidvest Noonan collaborated with BITCI to host an employability session for unemployed jobseekers, providing the 24 participants with an important opportunity to connect with real career pathways in our industry.

Jobseekers from a wide range of backgrounds were able to engage directly with our talent acquisition and operations teams, learn about roles across facilities management, and gain practical advice on CV building and interview techniques. The impact of the session was immediate with over half of the participants applying for roles in Bidvest Noonan on the day, six of whom secured employment with us.

These initiatives lie at the heart of our purpose, as we champion inclusive employment to enable people, communities and places to prosper, while delivering measurable social value to the communities we serve.



Championing Women in Security

Our Talent Acquisition team partnered with the Department of Social Protection to support more women entering the Security industry. With only 9% of security roles in Ireland held by women, this initiative is part of our International Women's Day #GivetoGain commitment to driving real, intentional change. During the event, our TA team welcomed ten women to a workshop focused on confidence, shared experiences, and exploring careers in Security. Expert networking and panel discussions featuring Sharon Kane (Operations Manager), Saoirse Scanlon (Operations Manager), Rebecca Kane (Cluster Account Manager) and Hermina Bunic (Security Manager) led to powerful conversations, challenged long held myths, and offered real insight into the rewarding opportunities available in the industry. Over the coming months, we'll continue supporting the group through mentorship and skills development, ensuring every participant feels empowered to explore a career in Security. As a proud Charter Champion, we remain committed to opening more doors, elevating visibility, and strengthening representation for women across our industry.

Creating opportunities that last through our partnership with Employment4All

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.

Meet Zuhair, whose journey is helping inspire the next generation of security professionals. Real opportunity changes what's possible for people, and our colleague Zuhair is proof of it. At 19, he's part of our security team at New Street Square, a busy estate in the heart of London, and in just over a year he's become someone colleagues and clients count on. That opportunity came through our partnership with Employment 4 All, who help people who face barriers to work access training, support and real job opportunities. Zuhair arrived with no previous experience in security and took hold of every part of it: completing his training, building his confidence, learning from the experienced officers around him, and acting on every piece of guidance offered along the way. Bit by bit, he earned the trust of colleagues, clients and everyone he works alongside. His manager, Yamraj Gurung, has seen that growth first-hand: "He's a very reliable, very dependable member of the team. I've never received any negative feedback about him from any of my colleagues or clients, which reflects his professionalism and his work ethic." And Zuhair is only getting started. He's looking forward to continuing his journey with us, with aspirations to gain experience across more sites, keep developing his skills and build a long-term career in the industry. Opening doors for people to start meaningful careers is an important part of how we build stronger teams and stronger communities. Zuhair's story is a great example of what happens when someone is given a real opportunity and makes the absolute most of it.



Environment – Playing our part in addressing climate change

Identify and implement initiatives to address the climate crisis

At Bidvest Noonan, we are committed to embedding sustainability in every aspect of our business, working with our colleagues, customers and supply chain to reduce our collective environmental impact, improve resource efficiency, and support the transition to a more sustainable future. We strive to minimise our carbon footprint, promote sustainable development, and ensure our operations reflect our responsibility to protect both planet and people.



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

The commitments that underpin our environmental progress are:

- Driving initiatives that reduce environmental impact across our operations, facilitating progress on our SBTi-validated emissions reduction targets, a 42% reduction across Scopes 1, 2 and 3 by 2030 and Net Zero by 2045.
- Ongoing engagement and collaboration with stakeholders across our value chain.
- Using resources sustainably and minimising waste, ensuring alignment with the waste hierarchy and circular economy principles.
- Leveraging our position as a large-scale company to promote the importance of sustainability to our 27,000 colleagues.
- Measuring, baselining and reporting emissions with transparency and disclosing to ratings bodies.
- Managing our operations in line with our ISO 14001 certified Environmental Management System framework.

Science Based Targets initiative (SBTi) Validation

In April 2025, Bidvest Noonan’s emissions reduction targets of 42% reduction by 2030 across Scopes 1, 2 and 3, and net-zero by 2045 were validated by the Science Based Targets initiative (SBTi). This independent validation ensures that our carbon reduction targets are both achievable and in alignment with limiting global warming to 1.5 °C, in line with the Paris Agreement, which is essential to avoid the worst consequences of climate change. These targets guide our long-term decarbonisation pathway and underpin the steps we take to reduce our emissions.

Inclusion in Ireland’s First Climate Transition Plan Scorecard

Bidvest Noonan was one of just ten companies included in Ireland’s first Climate Transition Plan Scorecard report, published in November 2025. The report, a collaboration between Dublin City University (DCU) Institute for Climate and Society, and Business in the Community Ireland (BITCI) assessed the first ten signatory companies to BITCI’s ‘Accelerate: The Business Pact for Climate and Nature’. Bidvest Noonan was acknowledged for best practice in measuring emissions over more than five years and for our reductions in Scope 1 and 2 emissions.

[Leading companies light the way on climate action as Ireland’s first Climate Transition Plan Scorecard report published – but more to be done in critical areas – bitci](#)

Low-Emission Fleet Transition

97% of new company cars added to our fleet in FY2025 were zero-emission or low-emission vehicles, supporting our journey towards a lower-carbon future.



Sustainability Ratings

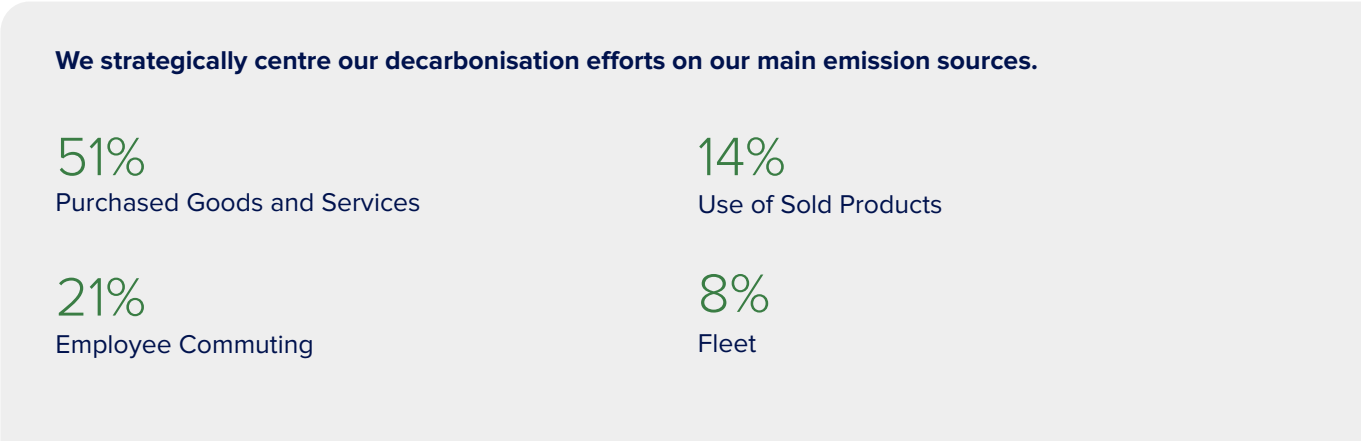
EcoVadis

In 2025, we retained our EcoVadis silver rating, improving our overall score to 77/100. Bidvest Noonan was also classed by EcoVadis as a Leader in Carbon Management, the top-rated category, for Ecovadis’ newly introduced Carbon Scorecard. This recognises us a company with a strong GHG management system and best-in-class decarbonisation commitments and reporting capabilities.

Carbon Disclosure Project (CDP)

We also report to the Carbon Disclosure Project (CDP) and our 2025 Climate Change rating was C and our Water score B-.

Our Carbon Emissions



Scope 1 Emissions

Our Scope 1 emissions increased by 12% compared to FY2024, primarily due to the acquisition of Nexgen Group in July 2024 which increased our fleet size by approximately 40%. Natural gas emissions for FY2025 are c. 75% lower than the previous year. This is largely due to divestment of a Northern Ireland laundry operation in 2024.

Fleet

Fuel consumption in our fleet of over 1,100 vehicles remains a significant contributor to our emissions, accounting for 96% of Scope 1 emissions, and 8% of overall emissions. Fleet electrification continues to be a key sustainability objective in line with our Electric First policy which prioritises electric vehicles and is our stated commitment to fully electrifying our fleet by 2035.

In FY2025, fleet emissions increased compared with the previous year, largely due to the acquisition of Nexgen Group in July 2024 which increased our fleet size by approximately 40%. The acquisition also impacted our fleet composition with most of the 300+ vehicles introduced to the fleet being fossil fuel and just 1% electric.

Despite our fleet growing by approximately 40% and the related change in fleet composition, emissions increased by 16% reflecting ongoing advances in fleet electrification.

As fossil fuel vehicles (whether owned or leased) are scheduled for replacement as part of our fleet management programme, we prioritise replacing them with electric vehicles, where operationally feasible. The transition to EVs is supported by hybrid and Hydrotreated Vegetable Oil (HVO) where electrification is not yet operationally viable. Of the company cars (new leases) introduced to our fleet in FY2025, 68% were electric, 29% were hybrid and 3% were fossil fuel.

Continued progress is dependent on availability of larger commercial vehicles with sufficient battery range and expansion of EV charging infrastructure.

We use vehicle telematics to optimise fleet routes and improve vehicle efficiency. Our new Driving for Work Manual introduced in February 2026 promotes responsible driving including efficient driving. Colleagues are encouraged to manage environmental impact through adherence to the Eco-driving tips contained in the manual.

97%
of new company cars introduced into our fleet in FY2025 were zero-emission and low-emission vehicles.

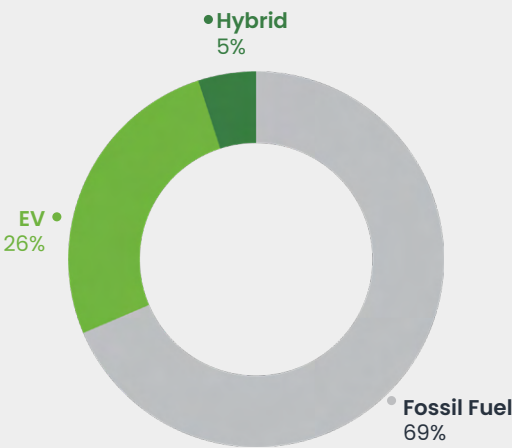
As at the end of June 2026, our total fleet comprised

26%
Electric Vehicles

5%
Hybrid Vehicles

69%
Fossil Fuels

Fleet Composition



Scope 2 Emissions

72% of our electricity consumption in FY2025 was from renewable sources

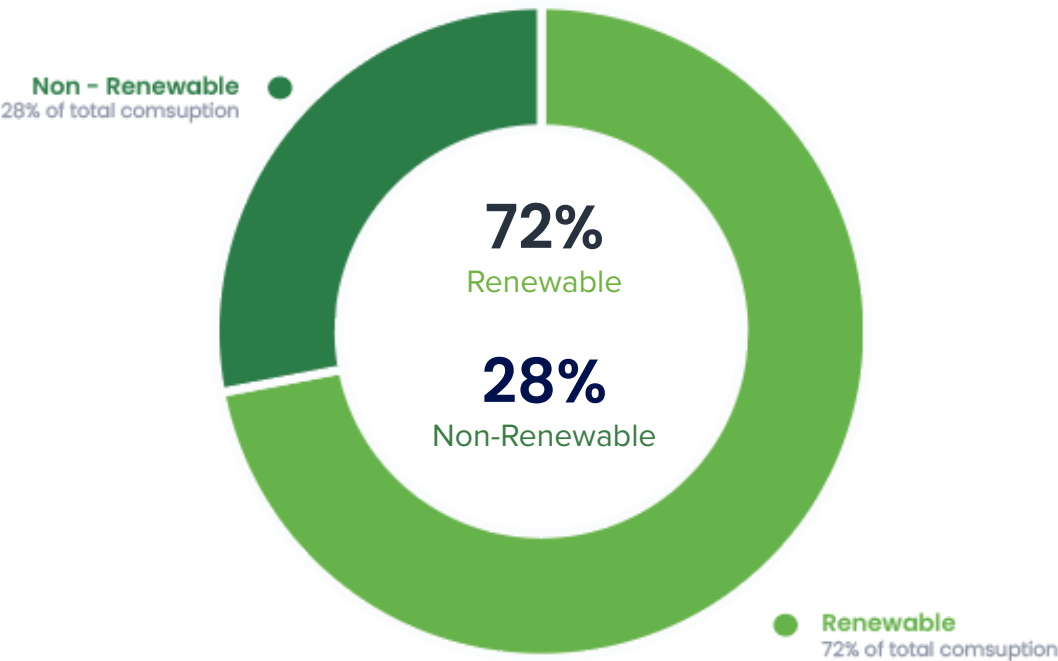
In FY2025, Scope 2 emissions decreased by 35% compared to FY2024 due in part to the divestment of a Northern Ireland laundry business in 2024. 72% of the electricity consumed in our offices was from renewable sources, representing a further step forward in our transition to cleaner, renewable energy sources aligned to our commitment to a lower-carbon future.

In late 2023, we switched to renewable electricity for our Republic of Ireland office locations, renewing this Purchase Power Agreement at the end of 2025 and enabling our offices across ROI to be supplied with renewable energy from a local wind farm (Gortahile Wind Farm, Co. Laois) for at least another 2 years. This mitigates our own environmental impact, as well as supporting local renewable energy generation.

Our electricity consumption is summarised below:

	FY2023 kWh (Base year)	%	FY2024 kWh	%	FY2025 kWh	%
Electricity – Renewable	330,704.46	47	584,665.66	69	520,208.75	72
Electricity – Non-Renewable	379,528.00	53	261,547.24	31	199,167.93	28
Total	710,232.46		846,212.90		719,376.68	

FY2025 Electricity Consumption



FY2025 Electricity Consumption – Renewable vs Non-Renewable

Scope 3 Emissions

The main drivers of our Scope 3 emissions are Purchased Goods and Services, Employee Commuting and Use of Sold Products. We are reporting increased Scope 3 emissions for FY2025 compared to the previous year, primarily due to the inclusion of Use of Sold Products as a new Scope 3 reporting category in FY2025 and the inclusion of Nexgen Group emissions in our FY2025 carbon footprint further to the acquisition in July 2024.

Suppliers/ Purchased Goods and Services

Emissions from purchased goods and services accounts for 51% of our overall carbon footprint. Therefore, reducing supply chain emissions is central to achieving our emissions reduction targets.

Reducing emissions from purchased goods and services requires close collaboration with our suppliers. We work collaboratively with our suppliers on initiatives to reduce the environmental impact of the products and services we purchase such as sourcing energy-efficient equipment and cleaning products and consumables with reduced environmental impact.

Our 2025/2026 expanded supplier engagement programme involved engaging with suppliers representing 25% of total supplier spend, up from 10% in FY2024. A key focus of the supplier engagement programme is to improve supply chain emissions data quality and accuracy.

Employee Commuting

Employee commuting is our second largest source of emissions, accounting for 21% of total emissions.

Our most recent Colleague Commute Survey took place in April 2025 and was designed to understand colleagues’ travel needs and to identify further opportunities to support colleagues with low-carbon commuting.

Initiatives to encourage more sustainable commuting among our colleagues include the Bike to Work Scheme.

The Bike-to-Work Scheme is a government supported salary sacrifice scheme that enables eligible UK and Republic of Ireland colleagues to save significantly on the cost of bikes and eligible safety equipment. Registration for the Bidvest Noonan Bike-to-Work Scheme opens quarterly with each registration window remaining open for one month and the scheme actively promoted on Bidvest Noonan’s colleague hub and Weekly News communication.

Sustainable travel options such as cycling, lift sharing and use of public transport were promoted to our colleagues as part of an awareness initiative to mark Earth Day 2026.

Other initiatives

A new Travel Policy, published in June 2025, emphasises Bidvest Noonan’s commitment to a sustainable future and provides a framework for making travel-related decisions. Colleagues are encouraged in the first instance when planning travel to consider if the travel is necessary and whether communication tools such as Microsoft Teams could provide a suitable alternative. Where travel is necessary, colleagues are advised to use the most carbon efficient and environmentally friendly ways of travelling.

Use of sold products

Use of sold products emissions account for 14% of our total FY2025 emissions. These emissions largely arise from the provision of our services at customer locations, e.g. emissions from use of cleaning and other equipment. FY2025 is the first year we are reporting on emissions in this category, in line with guidance received during our SBTi target validation process.

Waste

Our Waste, Pollution and Resources Management Policy outlines Bidvest Noonan’s commitment to the circular economy which not only reduces our environmental impact but helps us give back to our local communities. We adhere to the waste hierarchy and are proud to divert 100% of our waste from landfill.

Our waste reduction efforts are focused on the elimination of single-use plastics where possible, the use of sustainable products and implementation of circular economy principles.

Our waste data is shown below:

	FY2023 Tonnes (Base year)	FY2024 Tonnes	FY2025 Tonnes
Total Waste Generated	74.07	58.00	93.57
Waste Recovered	52.07	44.50	63.80
Waste to Landfill	0	0	0
Waste Recycled	22.00	13.50	29.77
Recycling Rate	30%	23%	32%

Water

As a cleaning services provider, we rely on water every day to maintain safe and hygienic environments. Although we do not have a significant water footprint, we recognise our obligation to use water efficiently and responsibly.

Our commitment to reducing water consumption is outlined in our Sustainable Resource Use Policy. Bidvest Noonan used 8,908m3 of water in fiscal year 25 compared with 13,746 m3 in fiscal year 2024. This reduction in consumption is primarily due to divestment of a Northern Ireland laundry operation in 2024.

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 developments in water-efficient cleaning equipment with reduced water consumption.

Raising environmental awareness

Several campaigns to promote colleague awareness of environmental sustainability matters were delivered throughout the reporting period.

For Earth Day 2026, aligned with the day's theme 'Our Power, Our Planet', we focused on the impact of everyday, individual actions when we come together to protect the environment. Colleagues were encouraged to reflect on how small changes in our daily lives, at work and at home, can collectively create a big impact such as minimising chemical use, choosing sustainable travel options, supporting biodiversity and the circular economy, and reducing waste.

We marked World Water Day in March 2026 by highlighting water saving innovations such as cobotic cleaning and sharing water saving tips for both the workplace and the home with colleagues. Our World Environment Day initiative was centred on using energy and other resources efficiently. Energy saving tips at home and at work were communicated to colleagues through a special edition Using Energy Efficiently toolbox talk.

Additional topics promoted included sustainable resource and waste management during European Week for Waste Reduction and renewable energy to mark UN International Day of Clean Energy.

By raising awareness of environmental topics through ongoing initiatives, we aim to inspire and engage our 27,000 colleagues to collectively deliver positive environmental impact.

Supporting Biodiversity

In May 2026, to mark International Day for Biodiversity, a specifically developed toolbox talk focused on protecting nature and biodiversity, and the role we all play in caring for the natural world around us. All people managers were asked to take time to discuss why biodiversity matters with their teams, how our activities can impact it, and the simple actions we can take at work and beyond to protect it.

Awards

UCD and Bidvest Noonan Win Best Waste Handling Solution Award

In 2026, University College Dublin (UCD), Bidvest Noonan and Ancove, our waste handling solutions business, were awarded the Public Sector Magazine's Excellence in Business Awards 'Best Waste Handling Solution' award. This award recognises innovation in on-site waste reduction and environmental performance. Bidvest Noonan and Ancove support UCD, Ireland's largest university, with waste management solutions that enhance performance and drive efficiency through practical, day to day improvements. The award recognises the installation of a cutting-edge industrial bio-processor at UCD, capable of processing up to 1,000 litres of food and organic waste each day, converting it into a soil-enriching output. This innovative system is expected to reduce waste volumes by up to 80% helping to lower collections, reduce emissions, and support UCD's ongoing sustainability goals.

Bidvest Noonan win FM Project of the Year – Public Sector Award

At the Ireland Facilities Management Awards 2026, Bidvest Noonan won the FM Project of the Year – Public Sector award for our technology transformation at the National Aquatic Centre, where we have made a significant contribution to improving the energy efficiency of the facility, using a comprehensive technology transformation to make operations smarter and more sustainable.

Driving Innovation at UCD

Our partnership with UCD and Ancove was recognised with the Best Waste Handling Solution award for an innovative system that reduces waste, lowers emissions, and supports circular economy objectives.



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

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

Customer Solutions

Supporting our customers with their sustainability journey
We offer a range of sustainable solutions to our customers to support their own 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 our customers and are consistently looking to see how we address our own environmental and social commitments. This ensures we can meet our customers’ sustainability goals.

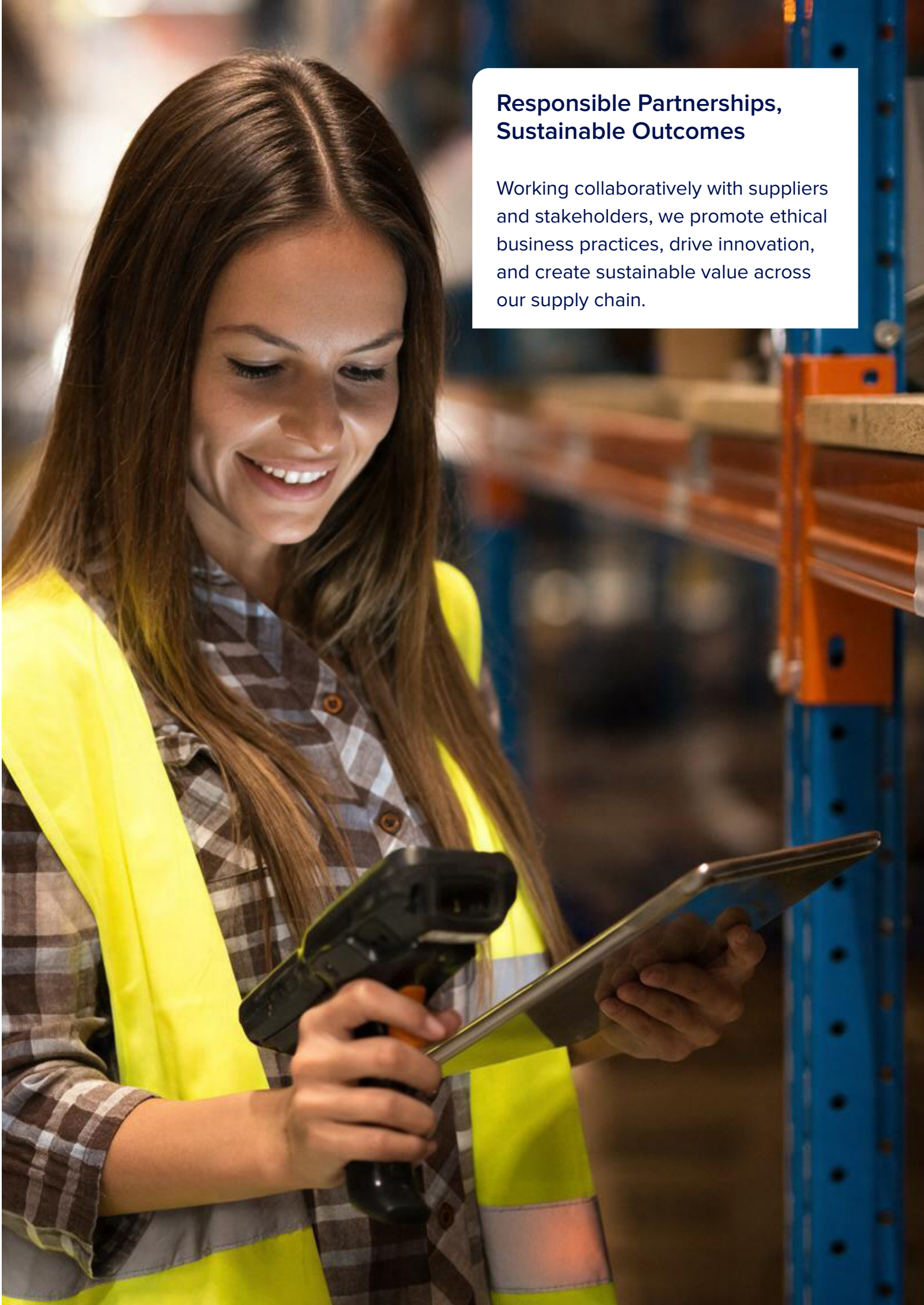
Our expertise in FM services enables us to support our customers across UK and Ireland with sustainable solutions. Mindful of our role in supporting our customers on their sustainability journey, we work collaboratively with our suppliers to deliver innovative and sustainable solutions for our customers.

The table below summarises some of the solutions we offer to support customers in reducing their carbon footprint, waste and chemical usage.

Through our supplier partnerships and participation in leading industry events, we will continue to identify opportunities to support our customers with their sustainability journey. The participation of our technology and innovation team in leading industry events ensures we are at the forefront of innovation. In 2026, 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.

Responsible Partnerships, Sustainable Outcomes

Working collaboratively with suppliers and stakeholders, we promote ethical business practices, drive innovation, and create sustainable value across our supply chain.



Summary of Customer Solutions	
Energy Management	Bidvest Noonan’s energy team offer energy management services to help customers reduce energy costs and achieve their sustainability goals. The services offered include: • Metering and Monitoring - optimisation of energy usage, simplification of carbon reporting and cost analysis • Energy procurement • Energy audits • End-to-end energy strategy
Waste Management	Ancove is Bidvest Noonan’s waste management business. The services offered by Ancove include: • Supply and installation of waste handling equipment such as balers, compactors, and bio-processors • Tailored waste management solutions Ancove supports our customers to implement more sustainable waste management practices, reduce waste volumes and increase recycling rates.
Cleaning Equipment	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. Our range of cobotic cleaning machines use less water than traditional machines and generate energy savings by cleaning in the most efficient path. 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. 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.

Cleaning Solutions	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. 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 powerful cleaning agent using SAO (Stabilised Aqueous Ozone) technology. In addition to removing the need for traditional cleaning chemicals, Tersano reduces plastic and cardboard packaging waste representing a more sustainable approach to cleaning.
Dynamic Workplace	Dynamic Workplace is an award-winning* 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. The solution is adaptable and scalable, enabling integration with advanced technologies such as desk occupancy monitoring, water flow meters, and air quality systems. *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.
TwinSpace	Our digital twinning solution 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.

Customer Case Studies

Birmingham Airport

We're proud to shine a spotlight on our team at Birmingham Airport, who have achieved a recycling rate of over 80% in 2025, an accomplishment underpinned by smart innovation.

In FY 2024, Bidvest Noonan implemented a Mobile Segregation Unit (MSU) at Birmingham Airport 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 processes. More than 2,000 tonnes of waste have been processed, with the MSU preventing 1,666 tonnes from becoming non-recyclable, while almost 90 tonnes of reusable items, including suitcases, pushchairs and toiletries, have been donated to local charities across the region.

Transport South

Our Transport South team partnered with our customer KAD (Keolis Amey Docklands) to improve waste segregation across Poplar Depot. Together, the teams refreshed and standardised waste facilities across the depot, making recycling clearer, simpler, and more accessible for everyone. This upgrade demonstrates our shared commitment to improving waste segregation and empowering colleagues to recycle with confidence.



Ethical and Responsible Supply Chain Partners

In this section, we provide 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 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 within 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.

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.

Supplier Audit Programme

During 2025, Bidvest Noonan’s Risk and Compliance team conducted a total of 29 supplier audits, which comprises a representative sample of key suppliers. The purpose of the supplier audit programme is to verify our suppliers’ compliance with both legislative requirements and Bidvest Noonan’s requirements.

The audit programme is risk-based and the scope of the 2025 supplier audit programme included:

- Regulatory Compliance: Verification of adherence to relevant laws, regulations, and industry standards
- Ethical Practices: Assessment of suppliers’ ethical business practices and policies
- Employment Standards: Review and assessment of supplier standards and procedures to ensure compliance with employment legislation
- Supply Chain Management: Assessment of suppliers’ supply chain management
- Health, Safety and Sustainability: Evaluation of suppliers’ Health, Safety and Sustainability practices.

Of the 29 supplier audits completed, 18 audits were fully compliant with no corrective or follow up actions required. 11 audits required follow up with the relevant suppliers in line with our Supplier Audit Procedure. This procedure requires suppliers to furnish evidence demonstrating the implementation of corrective actions to address areas for improvement identified during an audit.

Supplier Business Continuity Management Audits

A further 20 suppliers were specifically audited by the Risk and Compliance team to determine their business continuity capabilities.

This topic-specific supplier audit programme was conducted as part of our ongoing review of Bidvest Noonan’s Business Continuity Management System (BCMS). Suppliers were selected for audit based on spend and the criticality of products or services provided to Bidvest Noonan.

Of the 20 suppliers audited, 18 had robust Business Continuity Plans in place including supporting policies and certifications. The audit programme concluded that in the main Bidvest Noonan’s key suppliers have established Business Continuity Plans and supporting documentation, with many demonstrating strong compliance through recognised independent certifications such as ISO 22301 and ISO 27001. This demonstrates a good level of preparedness among critical suppliers and supports our wider operational resilience objectives.



Certifications and Memberships

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 our UK and Ireland operations.

We also hold the following certifications:

Information Security	
Cyber Essentials Plus – UK and Ireland	
Information Commissioner’s Office (ICO) - Data Protection Registration Certificate – UK	

Health and Safety	
Once For All Health & Safety SSIP – UK and Ireland	
SafeContractor – UK and Ireland	
CHAS – UK	
Constructionline – Silver and Bronze Member – UK	
Constructionline – Gold, Silver and Bronze Member – Ireland	
Facilitiesline – Silver and Bronze Member – UK	
Highwire Independent Safety Assessment Program – Ireland	
Vantify Supply Chain SSIP Deem-to-Satisfy Assessment – Ireland	
Railway Industry Supplier Qualification Scheme Verified and Audited (RISQS) – UK	
Fleet Operator Recognition Scheme (Silver) – UK Transport South	

Security	
CerticCS Electronic Security Approval Scheme – Ireland	
CerticCS Guarding Approval Scheme – Ireland	
National Security Inspectorate Guarding Gold Approval Scheme – UK	
ISIA Quality Assurance Scheme (qualsec gold) – Ireland	
Private Security Authority (PSA) Licence – Ireland	
Security Industry Authority Approved Contractor Scheme – UK	

Sustainability and Social Value	
Achilles Sustainability Rating Certificate – UK	
Constructionline Facilitiesline Social Value Certification – UK and Ireland	

Technical Services – Ireland only	
F Gas Registration Certificate – Ireland	
Register of Gas Installers of Ireland (RGII) – Ireland	
Safe Electric Registered Electrical Contractor – Ireland	
Legionella Control Association Registration – Ireland	

Equity, Diversity and Inclusion	
Diversity Mark Accreditation – UK and Ireland	
Disability Confident Employer (Level 1) – UK	
Gangmasters & Labour Abuse Authority (GLAA) Licence – UK	

Memberships

We are members of various organisations and industry bodies. Some of these memberships include:

Achilles – UK
Achilles Network Accredited Silver+ Supplier
Achilles Link-Up Accredited Silver Supplier
Avetta Consortium – UK and Ireland
British Parking Association - UK
Business in the Community Ireland (BITCI)
Federation of Window Cleaners – UK
International Foundation for Protection Officers – UK and Ireland
Irish Contract Cleaning Association – Ireland
Irish Security Industry Association – Ireland
The British Institute of Cleaning Science – UK and Ireland
The British Security Industry Association – UK
The 30% Club

Additional Memberships: The Elevate Pledge and Accelerate Pact

BITCI Elevate: The Inclusive Workplace Pledge	Bidvest Noonan is a signatory to BITCI's Elevate 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.
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.



