



Focusing our efforts on understanding our position as a Group, setting targets, and embedding sustainability into all our businesses and their operations.

Richard Dewhurst
Non-executive Chairman

73%
of our
electricity is
consumed from
green sources
globally

Introduction from the Chairman

Since our baseline year in 2022, we have continued to focus our efforts on understanding our position as a Group, setting targets, and embedding sustainability into all our businesses and their operations.

A key strand of our Group strategy is our People strategy, and as part of this we have reassessed the collective capabilities that bind our people together, and refreshed our mission, vision, and values this year. We hope and believe that this will continue to strengthen our culture and the ethos that underpins the Dewhurst Group.

We have a clear commitment to sustainability as a Group, and have made good progress against our targets in 2023. There is still much more we can do as we carry on down this path, and I am confident that we will continue to make real, positive, sustainable change.

Environment Strategy

At Dewhurst Group, we are committed to promoting sustainability and managing our impact across all areas of our operations. Our strategy is to minimise our environmental impact by reducing our carbon emissions, to make a meaningful contribution to a more sustainable world.

Carbon emissions

Globally, we have successfully reduced our Scope 1 and Scope 2 emissions by 10% in 2023 vs our 2022 baseline, which is driven by the 14% reduction from our UK operations. This reduction is a direct result of

our green energy practices such as driving operational energy efficiencies, green gas and electricity procurement and on-site renewable electricity installations. We have also achieved a 10% decrease in our Group carbon emissions intensity ratio in 2023 compared to 2022, which is pleasing.

As of September 2023, 73% of our company's electricity consumption comes from renewable sources. We have achieved this by increasing our on-site renewable electricity consumption by 200%. We have globally reduced our grid electricity consumption by 19% by installing 207 kWp, 36 kWp and 60 kWp capacity solar panels at our Feltham, UK and Australia sites. Overall, we have successfully reduced our global energy consumption by 4%, and we look forward to continuing to improve that in the coming year.

Two of our New South Wales sites have recently installed solar panels, with 80 kWp and 36 kWp capacity panels at Australian Lift Components and Lift Material Australia respectively. From 2024, we aim to generate 70% of the power used in our Australia sites through solar power, which will help us reduce our global carbon emissions by c.30%.

Our UK-based subsidiaries are making a significant transition towards 100% green energy by the end of 2023 and have shown a decrease of 10% in energy consumption compared to the previous year. We switched to green gas at our Feltham site in August 2023 and will be using green gas at TMP starting from January 2024. Switching all our UK businesses to green electricity and gas will help us

Sustainability strategy

Environment

Minimise our environmental impact by reducing our carbon emissions, to make a meaningful contribution to a more sustainable world.

2023 PERFORMANCE & HIGHLIGHTS

- 10% reduction in carbon emissions
- 10% decrease in carbon emissions intensity ratio
- 4% reduction in energy consumption
- 73% of electricity consumed from green sources
- Comprehensive roadmaps developed at all businesses
- >95% UK waste diverted from landfill
- 9% reduction in non-hazardous waste in the UK
- Improved recycling processes to reuse and repurpose waste materials
- A&A achieved ISO 14001:2015 certification
- Manchester Bio bollard launched by TMP
- TMP awarded Supply Chain Partner award by Bouygues Energies & Services

KEY PRIORITIES

Scope 1 and 2 emissions:

- Switch remaining businesses to green electricity
- Switch UK businesses to green gas
- Install solar panels where viable

Waste and packaging:

- ISO 14001:2015 certification for UK businesses
- Increase diversion of waste from landfill

Supply chain:

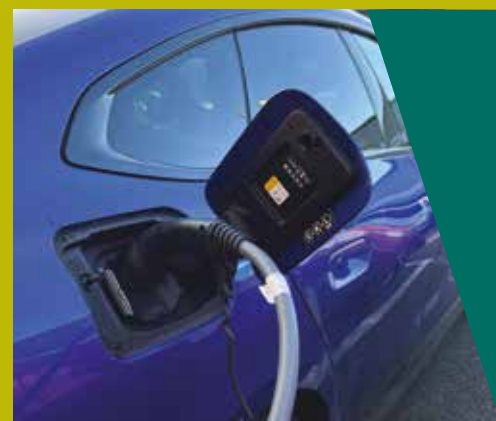
- Engage and collaborate with key suppliers

Product:

- Increase our range of sustainable products

TARGETS

- Carbon reduction: **reduce scope 1 and 2 carbon emissions by 50% by 2027 vs 2022**
- Waste diversion from landfill: **>95% by 2024**
- Packaging: **>95% packaging to be recyclable by 2030**



Our people

Create and maintain an environment where people are engaged and feel empowered, motivated, and fulfilled.

2023 PERFORMANCE & HIGHLIGHTS

- 79% employee engagement achieved from Group-wide staff survey
- 65% reduction in health & safety incident rate
- 13% reduction in employee turnover
- 6% increase in female employees
- Raised £10k for the UNICEF Turkey and Syria earthquake appeal

KEY PRIORITIES

- Communicate to & engage with our people on mission, vision, values
- Implement global HR system
- Improve communication across the Group

TARGETS

- Group employee engagement rating: **85%**
- Health & safety incident rate: **eliminate serious incidents**
- Voluntary employee turnover: **below 15%**



LMA'S SOLAR PANELS
36 kWp capacity solar panels
installed in September.

4%
reduction
in energy
consumption

make a more than 70% reduction in Scope 1 and Scope 2 carbon emissions going forwards. We have also switched to green electricity in our non-UK businesses, which has led to a 42% reduction in our non-green electricity consumption globally compared to the baseline year of 2022.

We have adopted a proactive approach to monitor and manage our emissions, and we regularly measure and track environmental metrics across all sites to identify areas for reduction of carbon emissions. We have also developed comprehensive roadmaps at each business that outline specific actions we will take to minimise our emissions, including investing in new technology, adopting sustainable practices, and sharing these across the Group.

Our global sites have implemented several best practices to promote sustainability and reduce our environmental impact, such as installing solar tinting to conserve energy in Australia. Our operations also prioritise the use of green chemicals, have upgraded to LED lighting, and switched to electric forklifts where feasible. We also optimise equipment usage and use best practices for energy management.

One of our core sustainable objectives is to eliminate carbon emissions, and if this is not practical then to minimise or substitute these. However, sometimes emissions are unavoidable, and we have partnered with Ecologi (a B Corp company) at our UK sites to offset emissions through funding sustainable projects. We aim to become carbon neutral by 2030.

Waste, packaging & water

In 2023 we initiated a strategy to divert over 95% of our waste from landfill, and we achieved this target in the UK. We will expand this strategy out to the whole Group in 2024, and are also implementing reduce, reuse and recycling programs to minimise waste at our sites. In the UK we achieved a 9% reduction in non-hazardous waste and an 82% reduction in hazardous waste per sales compared to 2022.

We are committed to reducing our environmental impact by enhancing our recycling programs. We have implemented better segregation practices at our locations in Australia, to reuse and repurpose waste materials, such as bubble wrap and off-cuts. This not only helps us to save raw materials, but also contributes to the circular economy. We continue to reduce our total waste generation and increase our recycling rate globally.

A&A achieved ISO 14001:2015 certification for environmental management in July 2023. This is a great achievement, and demonstrates that sustainability is an embedded part of A&A's culture and way of working. We will look to implement ISO 14001:2015 across our other Group businesses going forwards.

At Dewhurst Group, we recognise the importance of water conservation and strive to minimise water usage across our operations, such as using recycled water in the production process at TMP.

Supply chain

We collaborate and work closely with our suppliers, however, we need to continue to be curious and involve our suppliers and other stakeholders in the decision-making process, which will allow us to identify potential challenges and opportunities and come up with innovative solutions to overcome them.

TMP was awarded the prestigious Supply Chain Partner award by Bouygues Energies & Services in December 2022, under the category 'Protect our lives & the environment'. It was a well-deserved recognition of TMP's firm commitment towards sustainability.

Products

We give more sustainable and eco-friendly choices to our customers. In 2023 we have continued to expand our bio-polymer range at TMP, launching the Manchester Bio bollard. Our NonCrete bollard, launched in 2022, has 2% of the embedded CO₂e that a traditional concrete version does (10.6kg of CO₂e vs c.640kg CO₂e), with no loss in product performance, and it is

quicker and easier to install, cheaper, and weighs less. TMP will expand their innovative bio-polymer range further going forwards, and we will continue to source and use sustainable criteria in our new product development processes across the Group.

Reporting

This year we have expanded our performance reporting to include all Group companies.

10%
reduction
in carbon
emissions

Energy consumption MWh	UK & offshore		Global (excl. UK & offshore)		Group	
	2023	2022	2023	2022	2023	2022
Heating and transport fuels	830	873	1,202	1,326	2,032	2,199
Used green electricity	554	723	612	257	1,166	980
On-site renewable electricity	135	–	60	65	195	65
Purchased non-green electricity	35	137	393	608	428	745
Total energy consumption	1,554	1,733	2,267	2,256	3,821	3,989
Greenhouse gas emissions tCO ₂ e	UK & offshore		Global (excl. UK & offshore)		Group	
	2023	2022	2023	2022	2023	2022
Scope 1: Direct emissions from operations						
– Natural gas	106	107	143	141	249	248
– Transport fuels	62	75	137	140	199	215
– Cooling gases	4	–	–	–	4	–
Total Scope 1	172	182	280	281	452	463
Scope 2: Indirect Emission from electricity consumption						
– Market based	8	30	151	184	159	214
Scope 3: Emissions from business travel in employee-owned vehicles						
	4	3	–	–	4	3
Total emissions	184	215	431	465	615	680
Intensity ratio: Total carbon emissions per sales (tCO₂e/£m)						
	7.3	8.8	13.2	14.0	10.6	11.8

The UK's location-based electricity consumption produced 170 tCO₂e in 2022 and 128 tCO₂e in 2023.

Scope 3 emissions are from fuel used for business purposes within the UK. However, they do not include emissions from other modes of transportation, such as flights and train journeys.

Dewhurst followed the GHG protocol guidance and used the UK Government's GHG conversion factors for SECR reporting.

79%
employee
engagement

VOLUNTEER SESSION

The Dewhurst Group team spent World Environment Day helping out with habitat management to support biodiversity in our local area.



Our people

Strategy

At Dewhurst Group we want to create and maintain an environment where people are engaged and feel empowered, motivated, and fulfilled. To support this, we have refreshed our Group mission, vision, and values in 2023 and a key focus for 2024 is on communicating this to and engaging with all our people, to ensure that they understand and buy into the mission, vision, and values.

Engagement

In 2023 we conducted our first global employee survey to measure all our people's satisfaction and engagement, and to give employees the chance to feedback with their thoughts, to help shape our people strategy going forward. Our overall Group engagement rating is 79%.

Half of employees believe leaders will take action based on the results of the staff survey, therefore a key area of focus in the coming year is in ensuring we do all we can to improve employee satisfaction across the group. We will start with the main areas of improvement highlighted in the survey, which are communication, development opportunities, and reward and recognition.

Our senior leaders have already started to put plans in place to make improvements in these areas, such as regular team and company updates to increase transparency and trust. We are aiming for a 20% rise in satisfaction results in these areas in 2024.

Positive results from the survey were also highlighted, with pride in the business, the importance of sustainability, and employee purpose all achieving 99% employee agreement. These positive results align with the company values, and we aim to sustain positivity in these areas.

Another key priority coming out of the employee survey was to implement a global HR system in 2024. This will provide us with a more cohesive and aligned approach and will allow easier sharing of HR information and best practice, supporting our people engagement strategy.

Voluntary employee turnover for 2023 is 13%, down from 15% in 2022 and below our target of 15%. The range across the Group is wide, and we will be concentrating on companies with a high turnover rate, and using survey results, exit interviews and market data to implement improvement plans. We will also analyse Group companies with low turnover rates to discover what drives employees to stay with the company, in order to build our employee satisfaction improvement plan and bring turnover rates into alignment across the Group.

Our team across the globe has come together to make a significant impact in the aftermath of the recent earthquakes in Turkey and Syria. Through voluntary efforts, we have taken a total of 2,738,544 steps in our Marathon Weekender challenge, covering an impressive distance of 1,277 miles. Moreover, we raised £10,000 for the UNICEF Turkey and Syria earthquake appeal in just a single weekend. We are proud to have been able to make such a positive difference in the lives of those affected by these disasters.

Health and safety

In 2023 we have achieved a 65% reduction in the health and safety incident rate, and our target is to eliminate serious incidents.

The incident rate in the UK was improved through training and awareness. Key members of staff were enrolled on a 3-day IOSH training course. The outcome of this

training resulted in several health and safety updates including a sitewide noise assessment at our Feltham site and risk assessments undertaken at all UK sites. A Health and Safety committee has been created to discuss near misses, incidents and suggested improvements. The health and safety policy has been updated to reflect improvements.

We hope to continue improving the incident rate across the Group, taking such measures as COSHH governance training and rolling out internal incident reporting systems.

Diversity, equality and inclusion

We remain committed to upholding diversity, including gender, cultural background, and level of competence. We believe that a diverse workforce brings a wealth of perspectives and experiences that can enrich our work environment and enhance our ability to achieve our goals. Therefore, we actively seek to recruit, retain, and promote individuals from a wide range of backgrounds and experiences to help us build a more inclusive and productive workplace.

One woman serves on our board of six, and women run three of our twelve subsidiary businesses. 36% of our employees globally are female, and our aim is to continue to promote women to senior positions across the Group.

Wellbeing

We have been actively engaging with our people to enhance their wellbeing, by promoting awareness of important issues and providing support and access to resources. Our Group newsletter the Pulse contains a regular Headspace feature that has included information on topics such as menopause and anxiety. In doing so, we hope to promote understanding of areas that might affect our people, and help to support them.

We have looked at different working patterns where appropriate, with the 4-day week that was implemented at ALC this year resulting in employees feeling more



engaged. TMP will also trial a 4-day week where output, consumption and employee feedback will be monitored for three months to measure its effectiveness.

Mental health

We have continued to roll out mental health training and in 2023 10 people around the Group have undergone mental health first aider training to raise awareness and develop an understanding of mental health. We plan to expand this training out to more employees in 2024.

Employees have access to a 24-hour advice and information line where they can receive counselling, legal information and information on health issues. There is also an app available that can help employees track their mood, access breathing exercises and gain access to CBT. Information about this support is displayed on company noticeboards.

Community

On World Environment Day, multiple Dewhurst Group locations participated in a range of environmental initiatives. These activities included tasks such as litter picking, planting, donating food, supporting local communities, promoting resource conservation and recycling. Our target is to carry out environmental and social initiatives at all sites every quarter.

We continue to regularly engage with our local communities and schools, for example we hosted a Spark Charity insight day at our Feltham site in August, helping to support disadvantaged teenagers with their career aspirations.

SUPPORTING MENTAL HEALTH

Dewhurst Ltd was the proud sponsor of The Lift Industry Mental Health Charter's football tournament in May, to support awareness in our industry.

Training and development

In 2024 we will streamline and enhance our induction process, and all new joiners will receive training on our mission, vision and values, and sustainability. These training sessions will also be mandatory for all existing employees to complete.

We will be updating our performance review strategy across the group in 2024. Training will have a large focus within the strategy and requests will be encouraged, as we would like to see investment in the growth and development of our people in 2024. Managers will be encouraged to have open conversations with their teams on skills and knowledge gaps on a regular basis. We aim to have a culture of internal development to retain company knowledge and reduce external recruitment.

65%
reduction in
H&S incident
rate