

SUSTAINABILITY

consumption

energy

recycling

transport

Earth

ecology

carbon-neutral

Earth

resources

emissions

climate change

government

economy

alternative

planet

resources

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emissions
green
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production

transport

inequality

eco

energy

renewable

planet

biosphere

human needs

government

economy

alternative

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sus·tain·abil·ity

noun

the ability to be maintained at a certain rate or level:

"the sustainability of economic growth" · "schemes to ensure the long-term sustainability of the project"

avoidance of the depletion of natural resources in order to maintain an ecological balance:

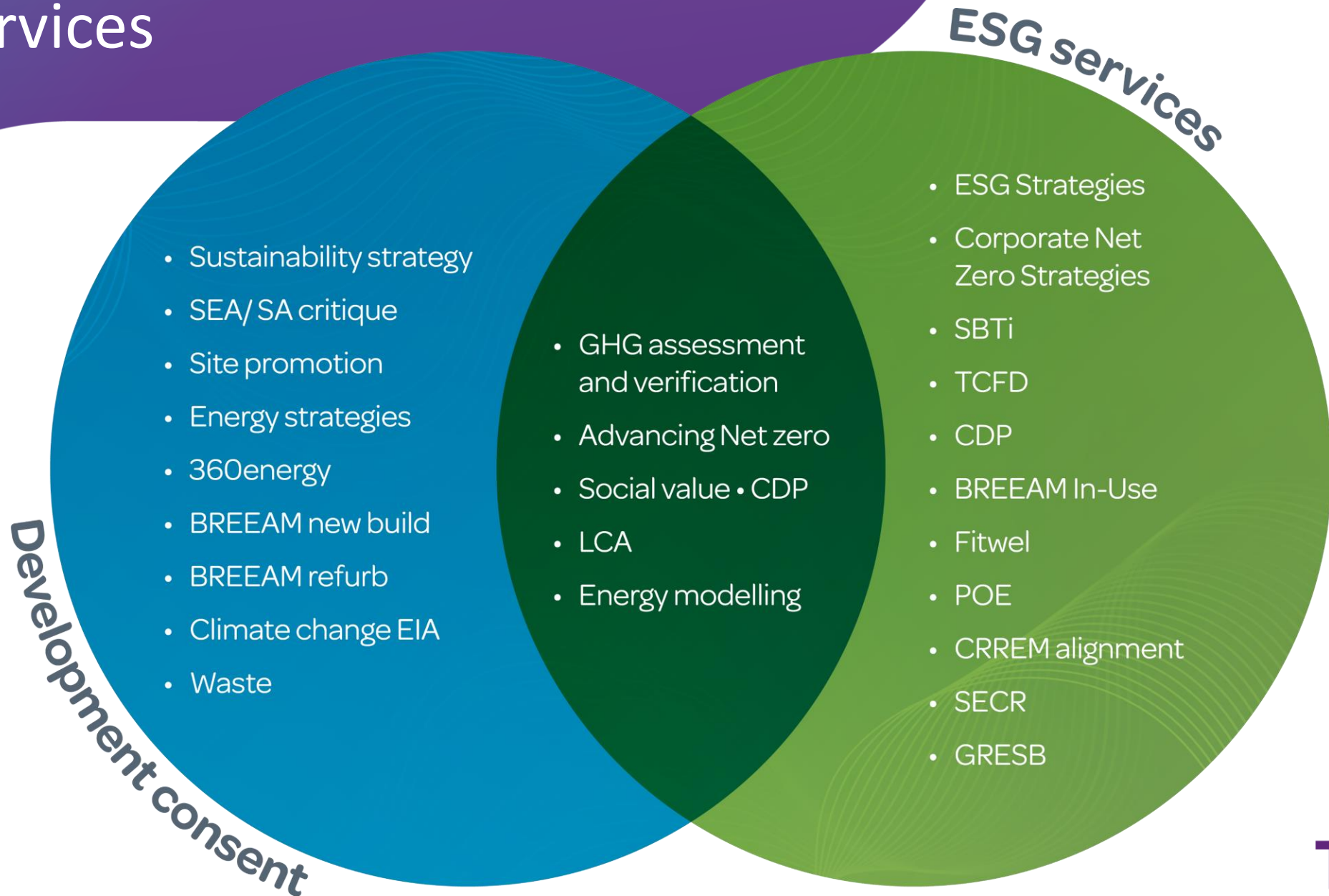
"the pursuit of global environmental sustainability" · "the ecological sustainability of the planet"

Turley Sustainability and ESG



Turley

Our Services



Our Story



Turley

Carbon Neutral /
Net Zero



Turley

Carbon neutral



- Label applied to organisations, products and services
- Previously simple balance of Emissions and Offsetting



- Now aligned to ISO14068



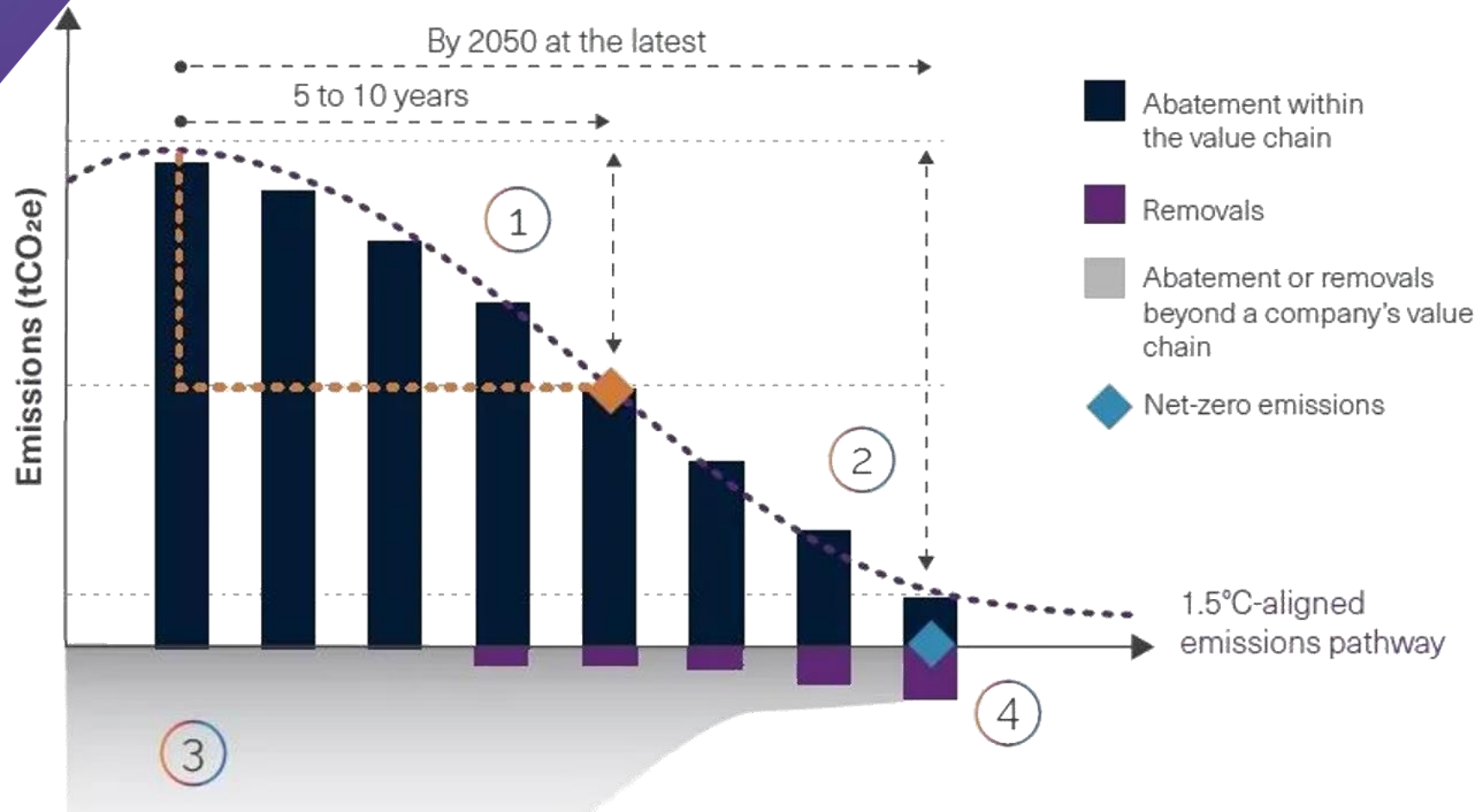
- Near-term science-based GHG reduction targets
- Long-term science-based GHG reduction targets
- Offsetting

Net Zero - SBTi



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION



- Near-term GHG reduction targets
- Long-term GHG reduction targets
- Offsetting

Turley

Carbon Neutral / Net Zero



SCIENCE
BASED
TARGETS

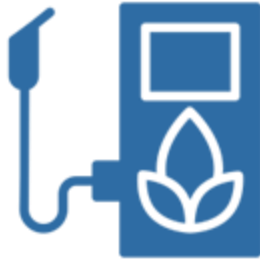
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION



Net Zero Plan



Net Zero Plan - Interventions



Fuel Switching



Generation



Offsets



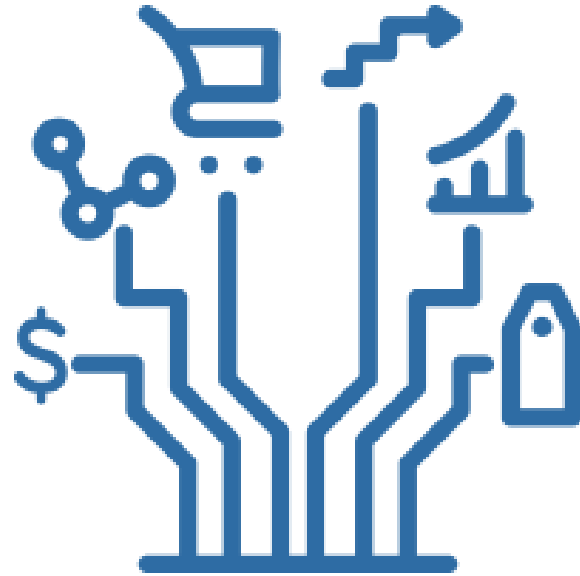
Controls



Efficiency

Net Zero Plan - Practicalities

Aligning to other plans



Balancing business demands

Prioritising



Thank you

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07827 306501

Turley



INCHCAPE RETAIL UK

Simon - National Key Account Manager



TOYOTA
COMMERCIALS

VOLKSWAGEN
COMMERCIALS



Inchcape UK



JAGUAR

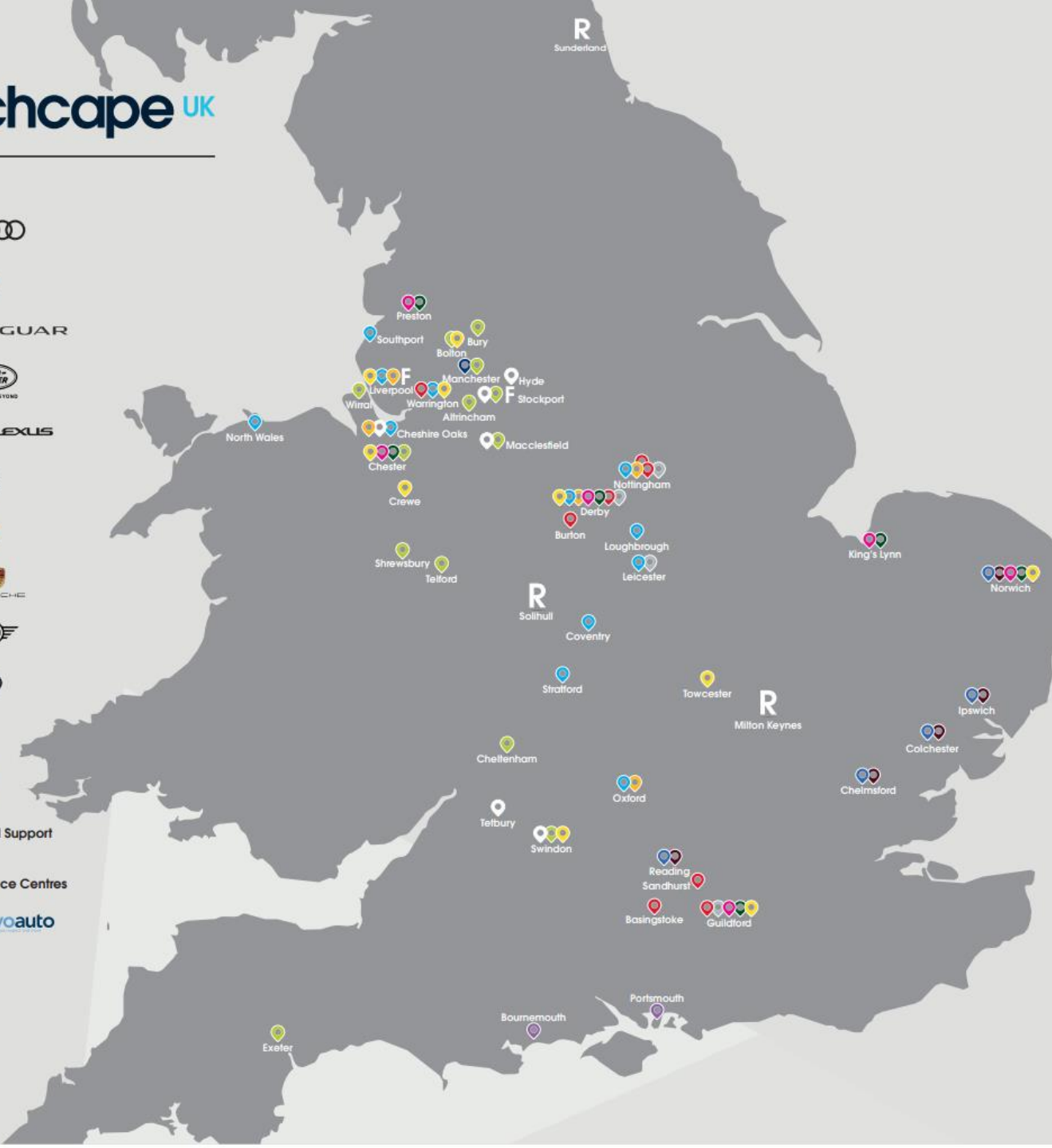


LEXUS



R Retail Support

F Finance Centres



INCHCAPE NEWS





Inchcape VW number 1 & 2 in network

1
9

Inchcape shortlisted at Fleet News Awards

Inchcape won at BMW Awards

Inchcape Lexus Derby – Winner Centre of Excellence
Award (New Car)

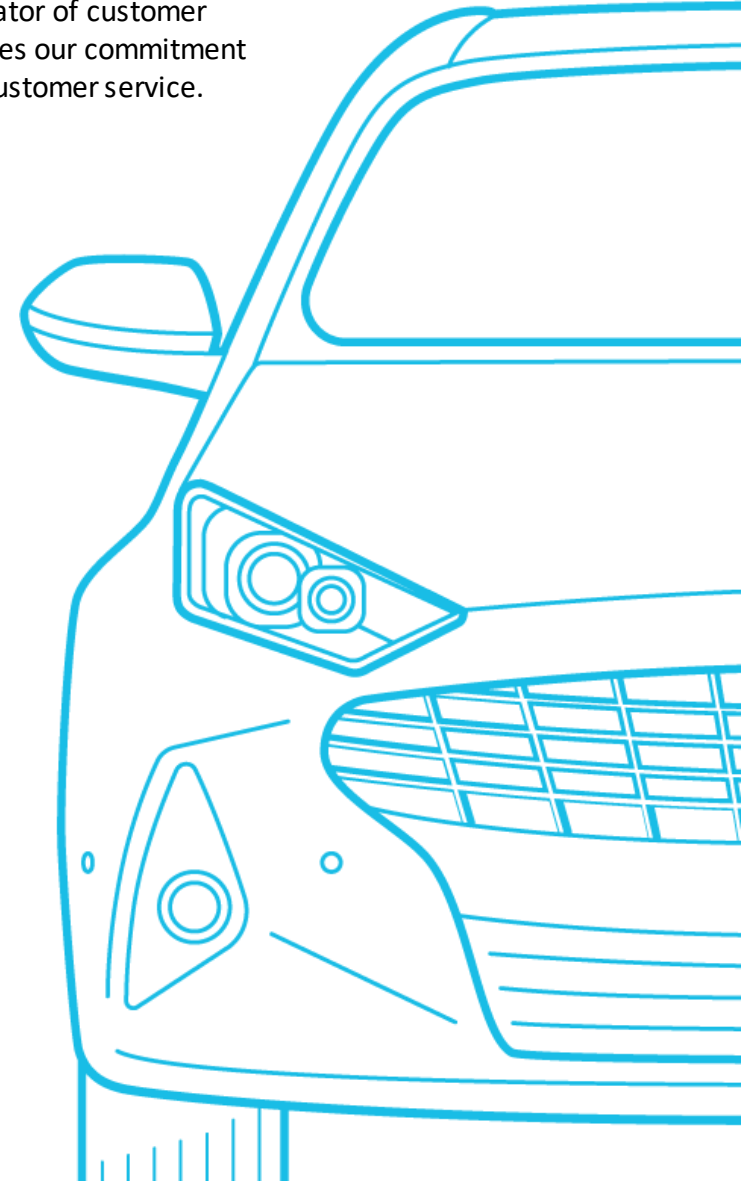
Inchcape Commercial – Won 3rd in network





Porsche Centre Bournemouth is delighted to share that Porsche Centre Bournemouth has received second spot for whole Inchcape Retail UK network for Reputation Score for 2023.

[Reputation.com](https://www.reputation.com) is the world's leading provider of reputation experience management solutions and a leading industry indicator of customer satisfaction. This is an amazing result, that showcases our commitment across the whole business to delivering first class customer service.

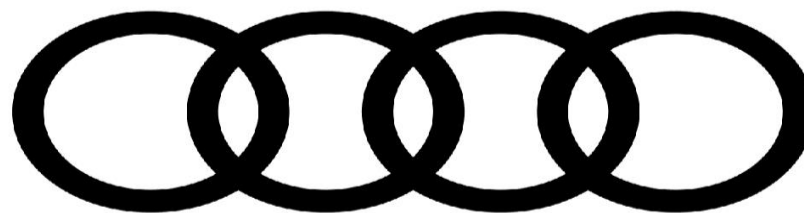


We're Reputation 800 Award winners!



- The [Reputation 800 Awards](#) have now released their global results and across all our global markets, an astounding 263 of our dealerships have been recognised with the prestigious award for their exceptional customer service, up from 193 last year.
- This figure includes 12 UK dealerships

Audi



18 new models launching over 12 months

5 of which BEV

We have an exciting range of fully electric and plug-in hybrid models available, with more joining our line-up, and we're investing €10 billion by 2025 into the future of electric mobility.

By 2025 we will have 30 new electrified models and all Audi plants are set to be carbon-neutral¹. From 2026, Audi will only launch new fully-electric models and by 2030 all new car sales in the UK will be electric.

BMW EV



i5



Power
250 kW (340 hp)

0–62 mph
6 s

Top speed
119 mph

Technical Data

Range
up to 357 miles

These figures were obtained after the battery had been fully charged. There is a new test for fuel consumption, CO2 and electric range figures. The electric range shown was achieved using the new test procedure. Figures shown are for comparability purposes. Only compare fuel consumption, CO2 and electric range figures with other cars tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the starting charge of the battery, accessories fitted (post-registration), variations in weather, driving styles and vehicle load.



400 kW (544 hp) 381 miles 34 min 3.3 kWh 0 g/km

Engine performance WLTP electric range (combined) Charging time (0% to 80% SOC) WLTP energy consumption (combined) WLTP CO2 Emission (combined)

Mercedes-Benz & smart



NEW ID7





DEALERSHIPS



Self Service Kiosks



- **The benefits of using our Check-in services include the following:**
- **Home Check-in**
 - ✓ You can start your check-in process from home via your mobile phone
 - ✓ Able to confirm or provide additional work detailed requirements in advance
 - ✓ Fully digital online check in
- **Self-Service Kiosk Check-in**
 - ✓ Provides digital check in and key drop flexibility
 - ✓ Secure customer signature process and safe key drop off
 - ✓ Kiosk check in available 7-days per week in line with showroom opening hours
- **Self-Service Kiosk Check-out**
 - ✓ Safe code PIN sent prior to collection
 - ✓ Secure digital customer signature process
 - ✓ Aftersales collections 7-Days per week in line with showroom opening hours

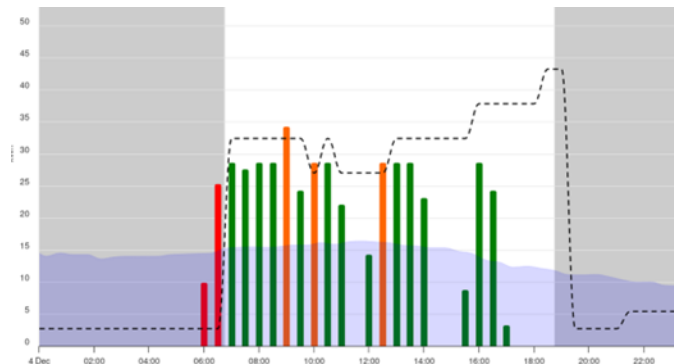
2023 Sustainability Highlights



Installed Solar PV at 37 locations



The whole estate is now fully LED



HH Data monitoring in sites to allow us to see increase in consumption, the past 12 months saving of waste flagged is circa £571k



Planted trees across 5 locations for Queens Green Canopy and made a £5000 donation to the Woodland Trust

AT A GLANCE

£11.4bn

Revenue

60

brand partners

175+

years of successful international trade

40+

markets worldwide

43

deals since 2016
(includes M&A and contract wins)

22,000

colleagues



POWERING BETTER MOBILITY



Annual Report
2023

Inchcape **UK**

Sarah Carlton
National Key Account Manager
Sarah.carlton@inchcape.co.uk

Highlights from 2023 include:

- Our first Sustainability report has been released a significant milestone in our commitment to environmental and corporate responsibility.
- Under the banner 'The Global Mobility Transition, Delivered Locally' we present our enhanced approach to sustainability, adding significant focus on our role in the mobility transition and move towards a greener and more sustainable future.
 - 6.6% year on year reduction in Scope 1 and Scope 2 emissions
 - Solar power installation at over 40 Inchcape sites
 - Supported 21 road safety initiatives
 - 800+ colleagues enrolled in our Early Careers programme
 - 100+ women graduated from our Women in Leadership programme

PLANET

Understanding the impact our industry has upon the environment and also the likely impact of climate change upon our business means that we can be well prepared for the future challenges. Our journey to become the lowest carbon route to market is underway supported in three areas: understanding, reporting and acting upon climate-related risks and opportunities; reducing our scope 1 and 2 emissions; and, addressing our value chain emissions.

+ Further information on pages 40 to 53



32%

sites covered by renewable tariffs

21,000

CO₂ tonnes reduced against 2019 revised baseline on a market basis

22%

of vehicles sold are new energy vehicles

Inchcape **UK**

Focus on environment and society

- Solid responsible business agenda implemented across our markets
- We are a forward-thinking purpose-driven employer leveraging our global scheme to develop talent

Energy efficient – Identifying opportunities to reduce energy

Green tariffs – Maintain green tariff procurement programme. Identify other opportunities for renewable electricity procurements

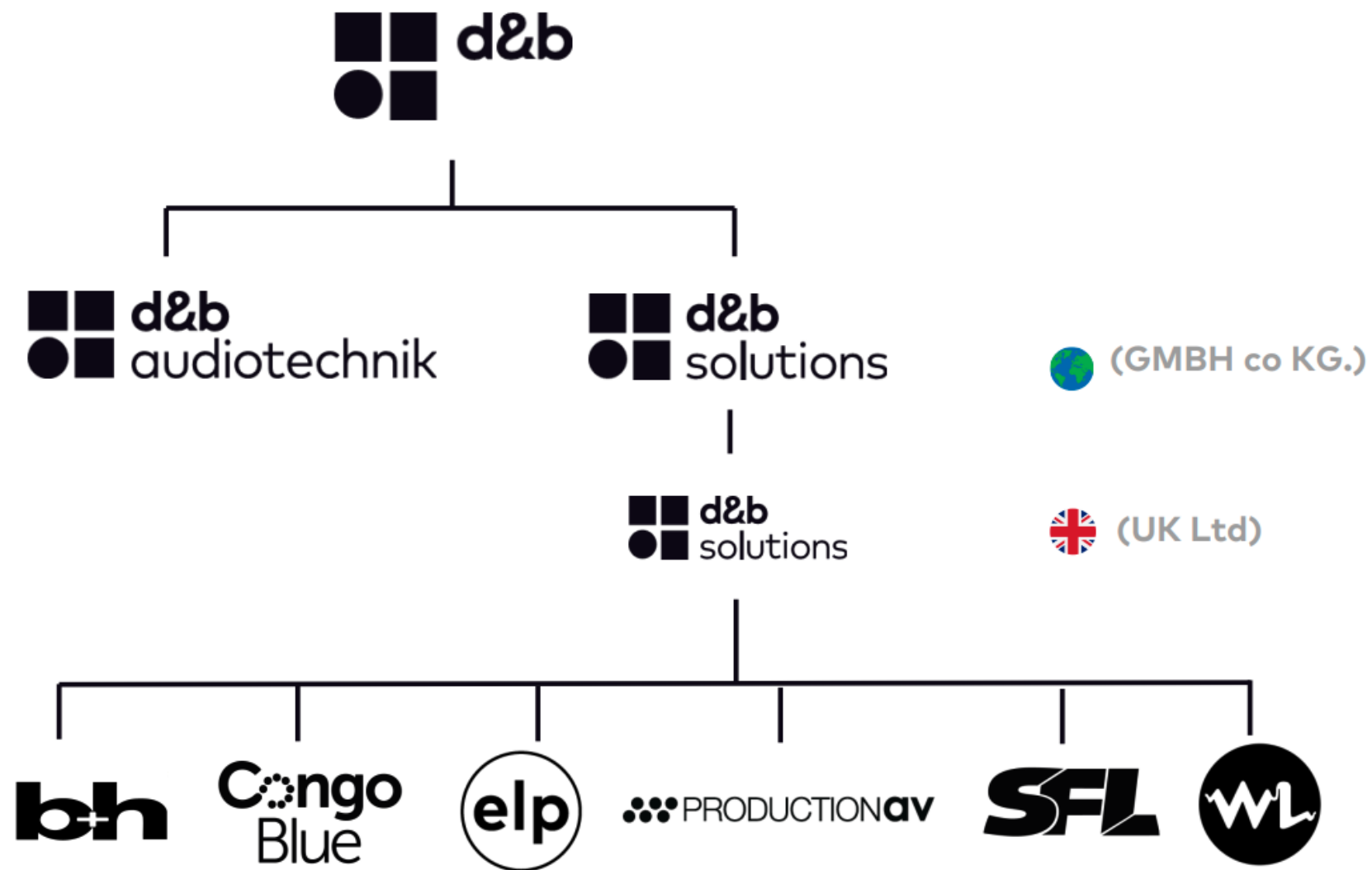
Electrification – To plan for our locations to be all electric with the removal of fossil fuels. To move our company car fleet to new energy vehicles

Onsite generation – Identify more opportunities to install solar panels



RESPONSIBLE BUSINESS





OUR BRANDS

CongoBlue
a d&b solutions company



elp BROADCAST LIGHTING
a d&b solutions company



PRODUCTIONav
a d&b solutions company



SFL
a d&b solutions company



WHITE LIGHT
a d&b solutions company



Responsible Business



Understanding our Environmental & Social Responsibility

Following a rigorous assessment SFL is now a certified B Corp and achieved ISO:14001 accreditation in 2019. ISO:14001 is an internationally agreed standard that sets out the requirements for an Environmental Management System. Please follow this link to review our B Corp credentials in full [here](#).

Adopting a holistic approach, people and the planet are at the centre of our approach. We look at our clients' challenges, taking environmental, social, geographical, and financial factors into consideration, along with other factors essential to each project.



Creating a Respectful Working Culture

Diversity, Inclusion, and Equality are more than just principles to us but the foundation on which we build our teams, improve our leadership strategies, develop technical offerings, and strengthen our wider professional community.

We understand that Diversity, Inclusion and Equality is a creative imperative, and a strong EDI focus is vital to the future of our industry and every other operational strategy.



High Quality, Ethically Responsible

SFL are committed to the regular review and development of our action plan regarding our supply chain, achieving continuous improvement in our company standards. We only invest in proven technologies that uphold our own values and conform to strict criteria and we comply with the basic standards of the ETI Base Code.



Quality Ethos



We operate a quality management system, which is designed to continually improve our performance while consistently meeting or exceeding our customers' requirements.

Driven by our Quality Manager, SFL are dedicated to improvements which are demonstrated through our continued employee development, active training, coaching and mentoring – providing a culture where staff, at all levels, have the right skills and are empowered to take responsibility for the results of their actions.

KPI's are set to monitor quality through quantifiable measurements. These are also monitored within the Service Level agreement capacity through check-ups, reviews and agreed upon call-out response times to any issues that may arise.

Health & Safety



SFL have an ongoing commitment to improving health and safety at work. As industry health and safety champions, it is our aim to encourage, develop and maintain a proactive and participative Health and Safety culture. This is managed by our dedicated Health and Safety Manager.

We provide top level resources necessary to implement best practice and ensure competence of our personnel, using professional advice and services where necessary.



Sustainability



We are a company that is committed to sustainability; proven by the fact of our **B Corp status** – an accreditation only 700 UK companies have been able to achieve to date. We have also been accredited **ISO140001**; meaning you can be completely assured that our working practices are as environmentally friendly as possible.

SFL is dedicated to achieving Net Zero emissions by 2050, spearheaded by our Green Team. We prioritise environmental awareness and improvement through operational policies, engaging employees in sustainability efforts. Our commitment extends to eco-conscious transportation choices, with two car charging points available at our Wimbledon HQ.

In line with our environmental policy, we prioritise sustainable procurement, providing employees with reusable resources and transitioning to eco-friendly alternatives like recycled paper and LED products. We've implemented water fountains to reduce single-use plastic and promote transparency in our single-use plastic usage. We actively promote onsite recycling and proper disposal of batteries, fluorescent tubes, and electrical waste. Equipment is repurposed or recycled, adhering to WEEE regulations and supporting local charities.

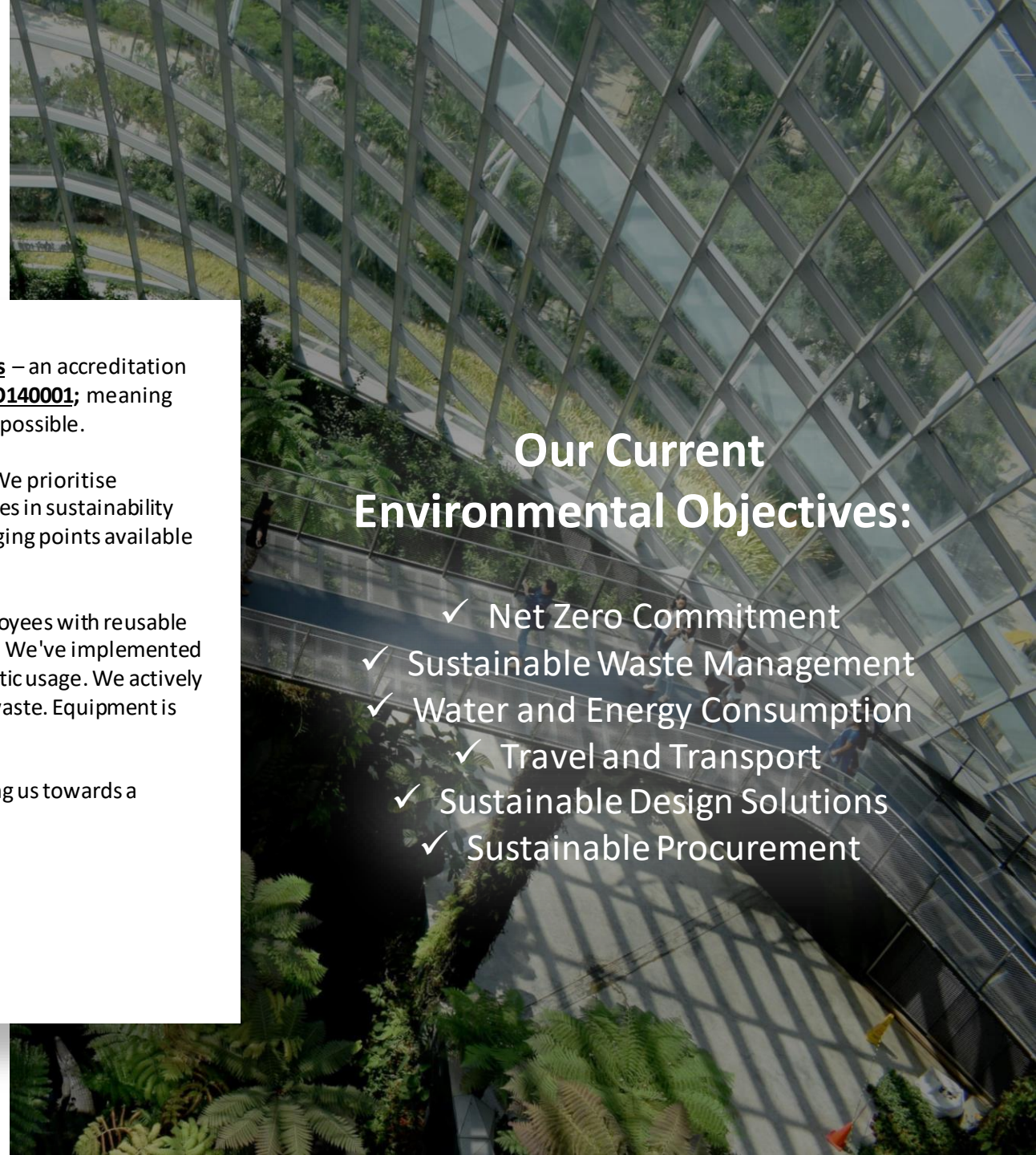
At SFL, sustainability is not just a goal, but a commitment embedded in our operations, driving us towards a greener future.

[Click here](#) for our Environmental Policy.

[Click here](#) for our Carbon Reduction Plan.

Our Current Environmental Objectives:

- ✓ Net Zero Commitment
- ✓ Sustainable Waste Management
- ✓ Water and Energy Consumption
- ✓ Travel and Transport
- ✓ Sustainable Design Solutions
- ✓ Sustainable Procurement



Our B Corp Journey is just the start ...

2021

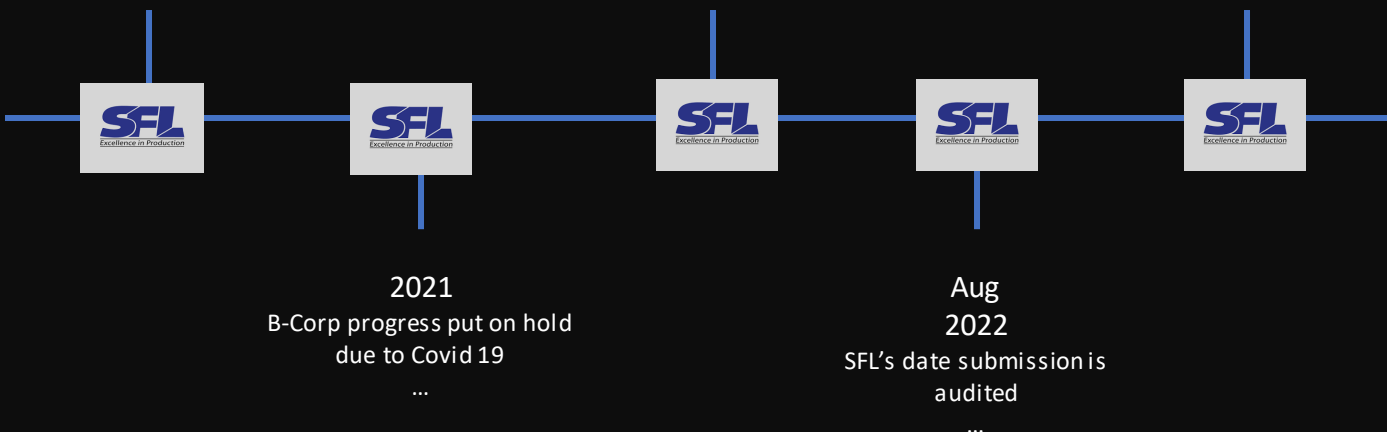
Having first been introduced to B Corp whilst undertaking the ISO14001 accreditation process, SFL soon realised that we wouldn't have to change any of our behaviours or sustainability policies to qualify – we would just have to formalise and document them.

May
2022

All data successfully collated and registered with B Lab Europe

Nov
2022

SFL achieves B-Corp certification !



Together we are shifting our economic system from profiting only the few to benefiting all. Being a responsible business is in our DNA.

From concentrating wealth and power to ensuring equity, from extraction to regeneration, and from prioritising individualism to embracing independence.

Receiving B Corp status is not about getting a certificate, it's just the beginning of an exciting chapter to make impactful plans for the next year and beyond to continue being a responsible business.

How we scored:

Governance

14.8

Workers

25.6

Community

13.9

Environment

25.2

Community

9.2

Our Commitment

Our objectives include working towards greater diversity, equality and inclusion practices. We prioritise responsible sourcing of materials with high recycled content to reduce our impact on the environment.

Furthermore, we remain committed to working collaboratively with our employees, business leaders and clients, to identify new priorities and strategies to increase our impact.

Our journey is to create a better world, one project at a time.

isla.



SFL further progresses on sustainability journey by joining isla.

As part of its continuous commitment to operating as a responsible business, technical solutions specialist SFL has joined [isla](#) – the events industry’s independent sustainability body.

Having also become a certified [B Corporation](#) (B Corp) earlier this year, the isla membership further adds to SFL’s growing portfolio of socially and environmentally conscious movement affiliations. This also includes ISO 140001 accreditation, albert – the home of environmental sustainability for film + TV.

18th May.

Attended by isla members and thought leaders from within and outside of the events industry, the flagship event brought together the movement steering the events industry towards a climate-fit future.

“We’re delighted to welcome SFL to Isla’s growing membership community. Their commitment to sustainable practice and change through collaboration, as evidenced at transform, will only help to strengthen our mission to accelerate the events industry to a Net-Zero future.”

Ellie Ashton-Melia, isla Community Lead

Zero Commitment – 2050 Carbon Reduction Plan

SFL is not yet a Carbon Neutral company; however, we are fully committed to achieving science-based Net Zero emissions by 2050.

SFL Green Team

Our aim is to promote environmental awareness amongst our employees, suppliers, contractors and partners by implementing our operational policies and procedures. Our Green Team consists of dedicated SFL employees, meeting periodically to collaborate, ensuring our operations are constantly being evaluated and improved upon. SFL's intention is to educate and widen SFL employee engagement within the environmentally conscious movement.

Car Charging Ports

SFL is also doing everything it can to ensure its staff are aware of its policies but also showing that they too can make a difference. That's why, the company has installed eight car charging points for employees and visitors. And whilst there is a small fee to use these, every penny goes to Back Up – the Technical Production industry charity which seeks to help those working within our industry.



Sustainable Waste Management

SFL has implemented a waste management strategy - all our waste streams are now carefully monitored, weights collected, and annual recycling rates calculated. The respective recycling rates were 92% and 94% – a statistic we are incredibly proud of. We either send all our waste to a recycling facility or an energy recovery plant ensuring zero waste is sent to landfill.

Remove, Reduce and Recycle Waste Onsite

We promote the need to recycle on the company's premises and throughout any work the company carries out. We provide recycling bins to be placed on site accompanied by supporting documentation to encourage their use by our employees both in a work and personal capacity. We encourage those working on sites, where there is no availability at the location, to arrange for recycling to be brought back to our own premises to be recycled.

All Batteries, Fluorescent Tubes and Light bulbs can be returned to our premises and are placed in the lamp bins for disposal. SFL have an EA license, covering all recycling but most importantly batteries, lamps and other WEEE. We can store up to 50 cubic metres of waste for up to 3 months.

SFL use WEEE Care to remove all electrical waste. All WEEE (whether removed by WEEE Care or not) is reported to WEEE Care as SFL have registered with the Environmental Agency that WEEE Care are their Authorised Treatment Facility.

Repairs and Used Equipment Sales

Much of our inventory and professional equipment has long performance life and is intended for long

term use. We aim for equipment to be utilised in the future for other solutions other than its intended application. SFL manages with the 3rd party manufacturer the return and replacement of any faulty equipment under our service agreements.

Outside of a service agreement we work with many companies around the country to repair, recycle and re-sell through our Technical Service department and Used Equipment Sales division.

In the event that any parts are unable to be repurposed, SFL's waste management strategy follows government law and guidance Waste Electrical and Electronic Equipment recycling (WEEE) Regulations 2013.

Re-purposing Materials

Where possible SFL will re-use all pallets and packaging material. Any pallets or bits of wood which cannot be reused are securely stored and then donated to Dean City Farm, a local charitable organisation.



Sustainable Procurement

SFL's sustainable supply chain management commitment aims to incorporate sustainable practices within our procurement procedures, with our objective being to reduce the environmental impact of our supply chains.

Empowering Behavioural Change

As part of our environmental policy, we ensure all our employees will be provided with the necessary resources, equipment, information, instruction, and training to fulfil its requirements. We offer reusable cups for all staff across our multiple sites and when working on location.

We provide glasses and cutlery rather than disposable options in communal kitchens. We have installed water fountains around the building and water coolers in hosting areas and meeting rooms to reduce the use of single use plastic bottles.

Procurement Choices

As part of our commitment to eliminating single use plastics, SFL will offer complete transparency of any use of single use plastic where there is no reasonably practicable alternative without risking quality, health, hygiene, workplace safety, product safety or environmental standards.

In May 2022, we took measures further, by switching from our customer SFL plastic bags to the new SFL eco-bags.

The decision was made on the basis that the paper alternative, would not only limit our use of plastic however due to their biodegradable nature, would be easier to recycle.

Paper Purchasing

Since April 2022, SFL committed to purchasing 100% recycled A3 & A4 paper for use in all photocopiers and printers, as well as keeping a limited stock of Eco-friendly white paper. This procurement choice contributes to the reduction of water and energy usage as well as oil dependence, whilst aiding wildlife preservation and limiting the amount of waste going to landfill.

Sustainable Technology Investment

As we previously mention, SFL's current strategy is to invest in sustainable technology, with particular focus on LED products. SFL were one of the first companies to invest heavily in low-energy lighting equipment as well as replace our now iconic paper reference guide with an iPhone App and interactive webpage.

Sustainable Design Solutions

Eco Design Focus

When developing project proposals and designs, we will always work very closely with our clients to address this, taking time to understand the design proposed, the requirements for its integration and any that may have an impact from a sustainability perspective. This process is collaborative and iterative and may also include advice on longer-term strategies that minimise the impact on our environment.

As part of our eco focus we will try to reduce the number of components in the system wherever possible thereby reducing hardware quantity and ongoing power consumption. We also aim to reduce the amount of cabling required for a system by utilising components that perform multiple tasks and transmit multiple signals.

EU Eco Design Directive

SFL currently follows the EU Eco-design Directive (2009/125), which is a framework for mandatory design requirements in the use of energy producing products. We are also fully aware of the more recent proposal for Eco-design for Sustainable Products Regulation (ESPR), which aims to build upon the current standards and regulations, with the inclusion of non-energy related products and additional environmental sustainability factors.

We agree that these regulations on eco-design is an effective tool for improving the energy efficiency of products, helping to eliminate the least performing products from the market. The new SFL proposed ESPR regulations will also encourage and increase sustainability throughout design systems.

The Green Guide

In order to encourage the application of sustainable design principles we have written a Green Guide for our teams to follow. For each section of the guide, specialists have helped us to curate tips on the application of these principles.

Our environmental consultants, Green Element are in the process of developing this Green Guide further, by refining guidance to be more specific to the different type of projects SFL undertake

Sustainability is always given consideration in the planning and day-to-day operations of all our work.

We provide our personnel with specific training, so they can effectively manage and identify opportunities for reducing any further impacts on our environment.

Travel & Transport

Our transport and travel policies are designed to minimise our CO2 emissions, bringing SFL closer to our Net Zero 2050 commitment.

Travel Policy

SFL recognise the scale of the impact of emissions caused by air travel. SFL has instituted a policy with significant control measures to ensure travel by air is limited to only completely necessary business needs. Further controls are taken to limit the impact of any required air travel, such as controls on the class of flights employees may take. For local Europe based travel, support is also offered to staff to help them travel more sustainably such as using the Eurostar and European train networks.

Reducing Our Road Miles

We have a dedicated transport team who ensure optimum road planning is adopted. Our team will always consolidate routes ensuring the maximum efficiency and least amount of road miles.

As a company we are continuously striving to improve our environmental footprint and we often dedicate time to sustainability focused research. It is through this development of understanding, and engagement with national initiatives, SFL are developing ways to make our transport as eco as possible.

Where possible we will commit to a single drop off and pick up to further reduce the transport costs and miles.

Our operational team's efficiency will ensure all the project equipment is processed in a timely manner and cross check all the components to specified requirements to minimise any further transportation.

We have also worked alongside manufacturers to design flight cases that help us to pack more precisely across a standard trailer, ensuring no wasted space.

Other ways that White Light aim to reduce road miles are:

- ✓ **Organising meetings via video conferencing (where possible)**
- ✓ **Providing our staff with accommodation when working onsite for multiple days.**
- ✓ **Encouraging and helping to arrange the use shared or public transport to and from site.**



[Click the icon for more](#)

Water & Energy Consumption

Reduction of Water Use

We understand that water is precious, taking on-board the predictions for future water shortages, even here in the UK. SFL have taken steps as a company to ensure we use water more efficiently, thus reducing our consumption.

Our Facilities Manager conducted a full review of SFLHQ and where possible installed water saving devices across our offices and warehouse spaces. Examples of these devices include: Self-closing and Infrared Taps, Water Heater Timers, Cistern Displacement Devices, Drinking Water Dispenser Timers, Hot Water Boiler – Thermostatic Controls, Water Saving Showers, Waterless Urinals. We encourage our personnel involvement in this commitment, by asking that any water related issues such as faulty taps or leaks, are reported immediately.

Inventory Energy KPI's

Much of our inventory is already excelling our environmental KPI's in relation to energy consumption. When working on site we will always ensure equipment is switched off when not in use and ensure that it is kept in good working order. We have found that the frequency of our maintenance and user checks keeps our equipment running more efficiently and therefore reduces its overall energy consumption.

Our current strategy is to invest in sustainable technology and LED products in particular, which last 10 times longer than conventional equipment and produce less non-recyclable bi-products over their life. We seek to identify new and an

increasingly diverse product range much of which has embraced targets for reducing its environmental impacts.

Through our own research and development programmes we work with manufacturers to further this process. We monitor our energy usage, use green tariffs and have measures in place to minimise usage and waste.

Renewable Energy

SFL's offices are powered by renewable energy. We have committed to using 100% renewable electricity by 2024; SFL currently use 95% renewables during 2023. We recognise that many aspects of our operations make use of electricity and gas and therefore have opted for a greener supplier.

Furthermore, we are committed to reducing our usage and promoting efficiency throughout the business with an aim to achieve and exceed our sustainability goals.



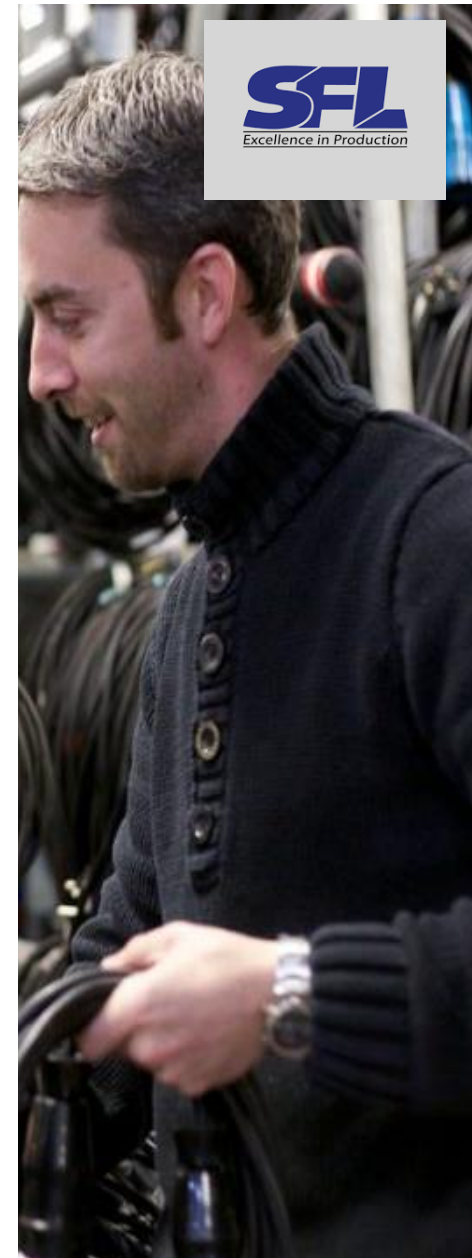
SFL has an Environmental Management System where sustainability is at the heart of our business.

We will always try and reduce our water and energy consumption where possible. We encourage all our personnel to be mindful of their consumption on site and actively promote initiatives that achieve this.

Equality, Diversity & Inclusion

At SFL, we recognise diversity as a fuel that powers innovation.

We're committed to fostering equality, diversity, and inclusion (EDI) through tangible actions and meaningful initiatives.



Recruitment and Development

We ensure that our recruitment processes are fair and transparent, actively seeking out talent from underrepresented groups. Once onboard, we provide comprehensive training and development opportunities to all employees, regardless of background, to nurture their skills and career growth.

Equal Opportunities

Every member of our team, whether full-time, part-time, or contracted, receives equal opportunities for advancement and access to resources. We proactively eliminate barriers to progression and ensure that everyone has a level playing field for success.

Promoting Respect and Dignity

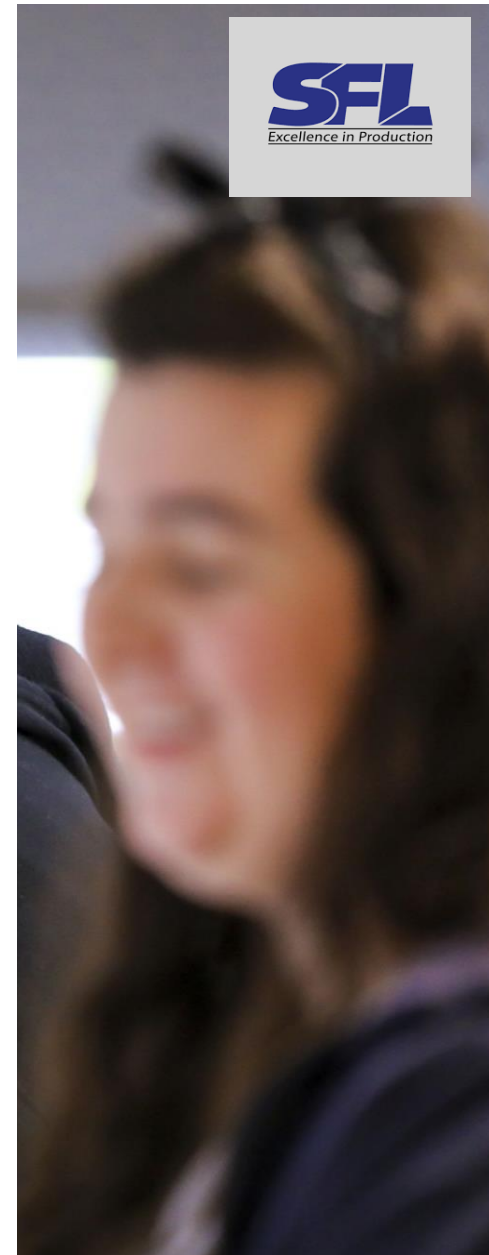
We cultivate a workplace culture that values respect and dignity for all individuals. This includes actively challenging discrimination whenever it arises and promoting a culture of inclusivity where everyone feels valued and appreciated for their unique contributions.

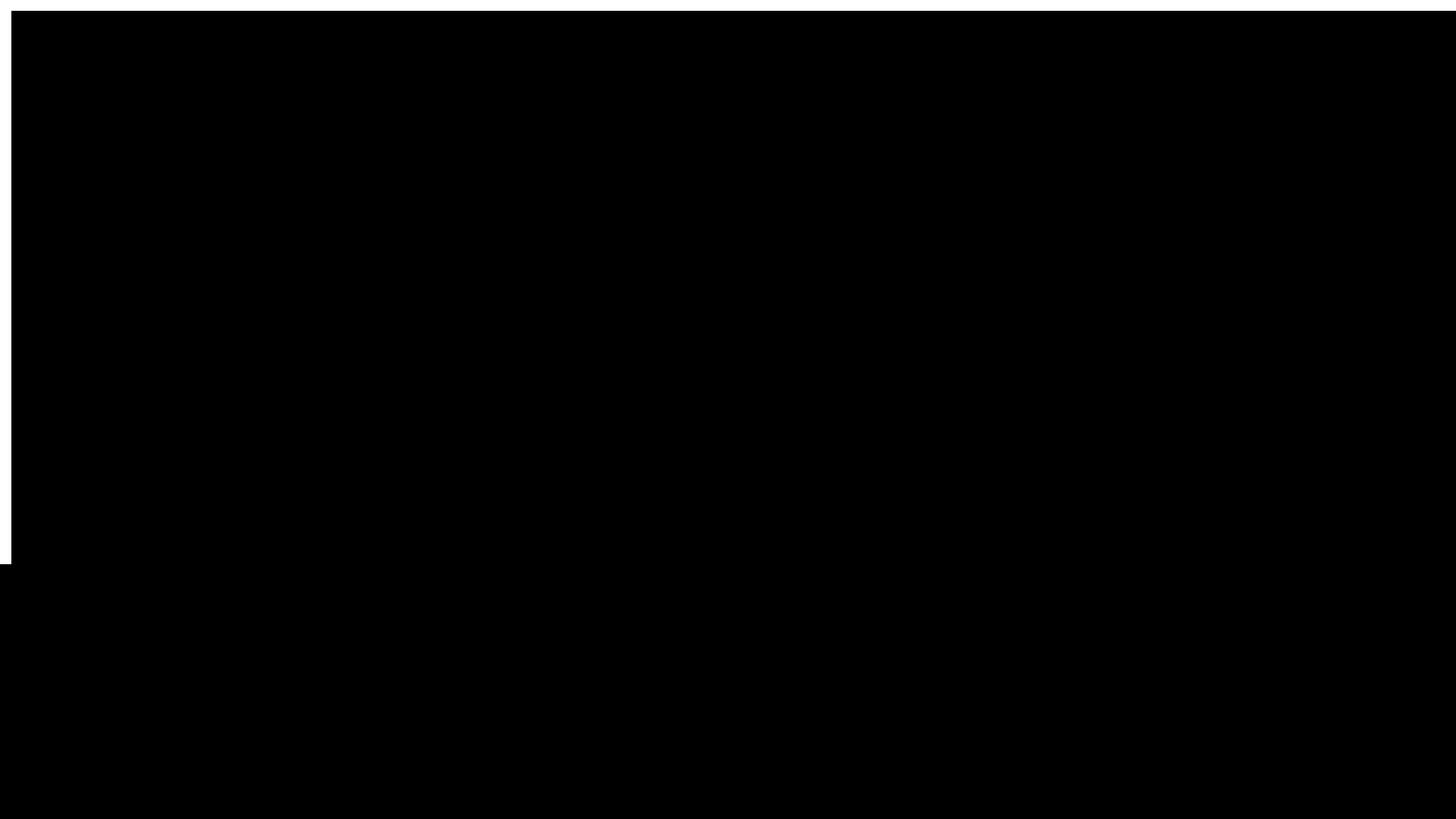
Support and Empowerment

Our leaders and managers are equipped with the tools and resources to champion diversity and inclusion in their everyday activities. We provide ongoing support and encouragement to ensure that all employees feel empowered to contribute their best work.

Community Engagement

Beyond our internal efforts, we actively engage with industry organisations, partners, suppliers, and clients to promote EDI principles. By collaborating with stakeholders across the creative sector, we drive collective action towards a more inclusive industry. Through these initiatives and more, we're not just talking about diversity and inclusion; we're actively living and breathing it in everything we do.





BEFORE



AFTER

