

# ESG REPORT 2023

Environment, Social & Governance



This report brings together our approach to Environmental, Social and Governance (ESG) issues. Our objective is to present a comprehensive and transparent overview of our programme, the progress we have made, and our overall approach to doing business in the right way.

## Who We Are

Riello UPS Ltd aspires to be the leading manufacturer of uninterruptible power supplies in the UK, in line with the wider Riello UPS (RPS S.p.A.) intent to become the leading manufacturer in the world. Underpinning this overarching ambition are our core brand values and principles:

- **Energy And Engagement:** We have a passion for the business, where we embrace change and seek continuous improvement in all that we do.
- **Think Customer:** We are committed to providing exceptional service by putting customers at the centre of everything we do.
- **Winning Team:** We develop strong team ethics through integrity and personal development, in an environment of mutual respect, encouragement and recognition.
- **Drive For Results:** We drive the business focusing on results through technical excellence, quality, efficiency and sustainability.

*"Reliable power for a sustainable world"* – that's the Riello UPS philosophy condensed into a few simple words. In practice, we're a global brand always searching for the most innovative, energy efficient solutions.

Through intensive R&D and technological innovation, we're constantly developing uninterruptible power supplies that increase power quality whilst being more energy efficient, reducing the amount of power consumed and wasted.

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### Environmental

Riello UPS recognises the impact our day-to-day operations may have on the environment. We are committed to protecting and promoting sustainable development, as well as reducing – where practicable – our carbon footprint with the aim of meeting the needs of the present without compromising future generations.

#### Environmental Accreditations & Certifications

We have successfully achieved and held the ISO 14001:2015 for Environmental Management Systems since 2005, whilst also earning the ISO 50001:2018 for Energy Management Systems since 2018.

Adhering to these internationally recognised certifications helps us ensure we have the rigorous policies and procedures in place to minimise carbon emissions and energy use, promote sustainable and ethical sourcing, and support the transition to a low carbon economy.

On a practical level, we are proud to have implemented several exciting measures to improve our environmental impact and enhance biodiversity.

#### Electric Vehicles

We have a long-standing policy of encouraging electric vehicle use across the business and have a growing fleet of EVs. Our head office is currently home to 8 EV charging stations, although we are in the process of expanding this capacity to at least 16 recharging points.

#### Renewable Energy

In May 2021, we began the process of installing 160 solar panels across the roof of our head office in Wrexham, North Wales. With an initial capacity of 60 kW, the solar bank helps power the office with clean, green renewable energy.

Looking to the future, we're also planning on exporting some of the energy generated by the solar panels back into the grid, as well as integrating the EV charging points enabling recharging of our electric vehicle fleet from renewable energy too.

### Carbon Footprint & Emissions

Since 2021 we are acknowledged as a Carbon Neutral Organisation as recognised by Carbon Footprint Ltd, a global standard demonstrating how an organisation has achieved carbon neutrality throughout its operations by implementing a robust process of carbon measurement, reduction, and offsetting.

In 2022 alone, we offset 170 tonnes of CO2 as part of the programme through the Zambia Western Province Safe Water Project.

We are also proud signatories to the SME Climate Hub, a climate change initiative spearheaded by the United Nations Race to Zero campaign. As a signatory to the scheme, we commit to halving our emissions by 2030, reach net zero emissions by 2050, and report on our progress towards these goals every year.

### Waste Management & Recycling

We work closely with several authorised waste management contractors licensed by the Environment Agency to reuse and recycle as much of our waste as we can. Thanks to our work with Veolia, we're particularly pleased to achieve "zero waste to landfill" regarding our general waste, glass, plastic, and tins.

We have also eliminated single-use plastics within the business, replacing plastic cups with ceramic containers, plastic water bottles for visitors with glass that can be recycled, and plastic stirring spoons with an organic bamboo alternative.

### Promoting Biodiversity

In terms of biodiversity, our base is one of only 5 areas in Wales where you'll find the Grizzled Skipper butterfly, a rare and threatened species.

We work closely with conservation charity North Wales Wildlife Trust through the 'Wrexham Industrial Estate Living Landscape' project to conserve and manage the habitat around our site, creating a sustainable environment where the endangered insect can survive and eventually thrive.

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In addition, we've invested considerable time and money into developing a garden area next to the main car park. This work has significantly brightened up previously unused land, giving our staff a nice outdoor environment to sit and eat lunch. We have also planted attractive flower beds and plenty of fruit trees to improve the environment.

### Social

Like any thriving organisation, Riello UPS's success is based on the energy, enthusiasm, and expertise of our winning team. We currently employ over 70 staff, having almost doubled in size over the past decade.

Several of our team have worked for the business since day 1, including Leo Craig, who has overseen operations since 2013 firstly as General Manager, before becoming Managing Director in 2020.

The vast majority of employees have been with us on our journey for at least 5-10 years, forming a formidable team with a wealth of experience that delivers the best results for our customers again and again.

### Living Wage Employer

We passionately believe in the principle of delivering a "fair day's pay for a hard day's work", so are proud to be a Living Wage Employer to not just all our own employees, but any external subcontractors who we work with too.

### Putting Our People First

We know people perform at their best when they feel valued and are able to achieve the right work-life balance. That's why we're constantly looking for ways to make Riello UPS an even better place to work for our team.

From 2019, we have successfully achieved Investors in People accreditation and were proud to progress to the Silver level in 2022.

### Wellbeing & Mental Health

We expect our team to bring the passion, enthusiasm, and energy to work as a team to deliver the best for our customers. In return we provide an exceptional range of benefits to ensure our staff are well-rewarded and have the resources to make the most of their lives outside of work.

In addition to generous annual leave entitlement (a minimum of 26 days a year up to 32 days), we also have half day Friday finishes before every bank holiday (and for every Friday during August).

We have also introduced '24 Useful Hours' so that staff can take 1-4 hours ad-hoc time off to, for example, take a pet to the vets or attend their child's sports day without having to take a holiday.

Similarly, we also brought in '24 Wellbeing Hours' to help our team achieve better work-life balance and broaden their horizons. Every year, staff get 24 hours they can use in addition to annual leave entitlement for training, development, volunteering or even exercise.

In addition to having several employees as trained first aiders, we also have a team of dedicated mental health first aiders on hand for any employee to turn to for support.

### Reward & Recognition

All Riello UPS employees have free access to Perkbox, a rewards app packed with exclusive deals, discounts, and freebies, as well as My Medical, a free online GP and prescription service.

Staff – and their partners – have the option to join a subsidised private healthcare scheme, whilst we also cover the cost of a private flu vaccination for those who aren't eligible for a free jab on the NHS.

### Local Links

We are also proud of our local community links as both a provider of secure, highly skilled jobs and as a supporter of local good causes. We have been a long-standing corporate sponsor of hospice Nightingale House, as well as regularly fundraising for many other local charities and good causes close to the hearts of our team.

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Following feedback from our team, we also sacrifice every other monthly 'food day' – where the business pays for all staff to enjoy a pizza or BBQ – and instead donate what we would have spent to Wrexham Foodbank. This regular donation usually amounts to more than £500.

### Governance

We complement our overarching brand values (Energy & Engagement; Think Customer; Winning Team; Drive For Results) with a rigorous Quality Policy, which helps us to achieve consistently high levels of product, service and process quality through:

- Maintaining an Integrated Management System meeting the requirements of ISO 9001:2015
- Continually improving the effectiveness of our Integrated Management System
- Ensuring a clear understanding of our clients' requirements
- Responding to our clients' needs and expectations
- Providing the resources to achieve the quality objectives
- Enabling all our employees to meet the quality requirement and striving to achieve good work first time and on time.

### Quality Standards & Certifications

We are committed to continuous improvement and excellence, having successfully achieved the following internationally recognised certifications:

- ISO 9001:2015 Quality Management Systems
- ISO 14001:2015 Environmental Management Systems
- ISO 22301:2019 Business Continuity Management Systems
- ISO 27001:2013 Information Security Management Systems
- ISO 45001:2018 Occupational Health & Safety
- ISO 50001:2018 Energy Management Systems

### Industry Accreditations

As well as our internationally recognised certifications, we are also members of several industry-related quality assurance schemes, including:

- Gold member of the Constructionline scheme used throughout the construction sector
- Registered as part of the JOSCAR (Joint Supply Chain Accreditation Register) collaborative tool used across the aerospace, defence, and security industries
- Certificate of registration for Achilles UVDB, the pre-qualification system used throughout the UK utilities sector
- Certified by SafeContractor, the health and safety accreditation that covers all health, safety, and ethical policies
- Part of the Cyber Essentials assurance scheme overseen by the National Cyber Security Centre (NCSC) to ensure more secure IT networks

### Policies & Procedures

All our policies, procedures, work instructions, risk assessments, and other relevant documentation are easily accessible to all staff via our online Integrated Management System.

These cover subjects such as:

- Equality and Diversity
- Anti-Corruption and Bribery
- Corporate and Social Responsibility
- Data Protection
- Ethics
- Information Security

### Mandatory Training

Every member of staff must undertake mandatory online training on a wide range of topics, such as cyber security, equality and diversity, the Modern Slavery Act, the Criminal Finances Act, and environmental awareness.

As well as new staff undertaking this training during their induction, all other members of the team must complete regular refresher courses to ensure their knowledge and awareness is up to date.