

WASTE

The figures outlined below include waste from client contracts and Arcus occupied office sites where Arcus are responsible for the management of waste and estimations for Arcus Estates sites that the landlord is responsible for managing waste.

Table 1. Waste by composition in metrics tons (t)

	Waste Generated	Waste Diverted from Disposal*	Waste Diverted from Landfill**	Waste Directed to Disposal***
Total	307.74	218.71	77.16	11.88
Non-hazardous Waste	270.22	182.21	75.17	11.83
Hazardous and WEE waste	37.52	36.50	1.98	0.03

* Only waste that we are certain has been recovered or recycled is included in these figures.

** Unable to specify whether this waste falls into the 'other recovery operations' in 'diverted from disposal' or if it has been incinerated under the 'directed to disposal' category. To avoid double counting this excludes waste that has been prepared for reuse or recycled.

*** Only waste that we are certain has been landfilled is included in these figures.

Table 2. Waste diverted from landfill, in metric tons (t)

	Total
Hazardous and WEE waste	37.49
Non-hazardous Waste	258.39
Total	295.88

Table 2 summarises data for which the third-party waste management supplier has confirmed diversion from landfill but has not specified the recovery or disposal operation involved.

AIR QUALITY

Arcus main source of air pollutants comes from the van fleet, followed by our grey fleet (business travel in personal and hire cars) and a minor contribution from natural gas combustion in boilers for heating.

Emissions Type	Quantity (kg)
NOx	40,848
SOx	2.3
Particulate Matter (PM10)	461
Particulate Matter (PM2.5)	461
Volatile Organic Compounds (VOC)	1,322

The transport figures were calculated based on published emission factors from the National Atmospheric Emissions Inventory for road transport. The boiler emission factors were from the DEFRA/European Environment Agency

HEALTH AND SAFETY

This data relates to injuries and ill-health of Arcus FM employees and contractors working on behalf of Arcus (where reported to Arcus).

GRI 403, is an American standard, therefore the required criterion slightly differs to that utilised within the UK. Statistics detailed relate to UK HSE reporting requirements. It details RIDDORs as defined within the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

It also includes non RIDDOR reportable incidents where injury occurred whilst undertaking work activities, including driving and events where harm was not caused but had potential to cause injury or ill health, including dangerous occurrences (near misses & hazard spots).

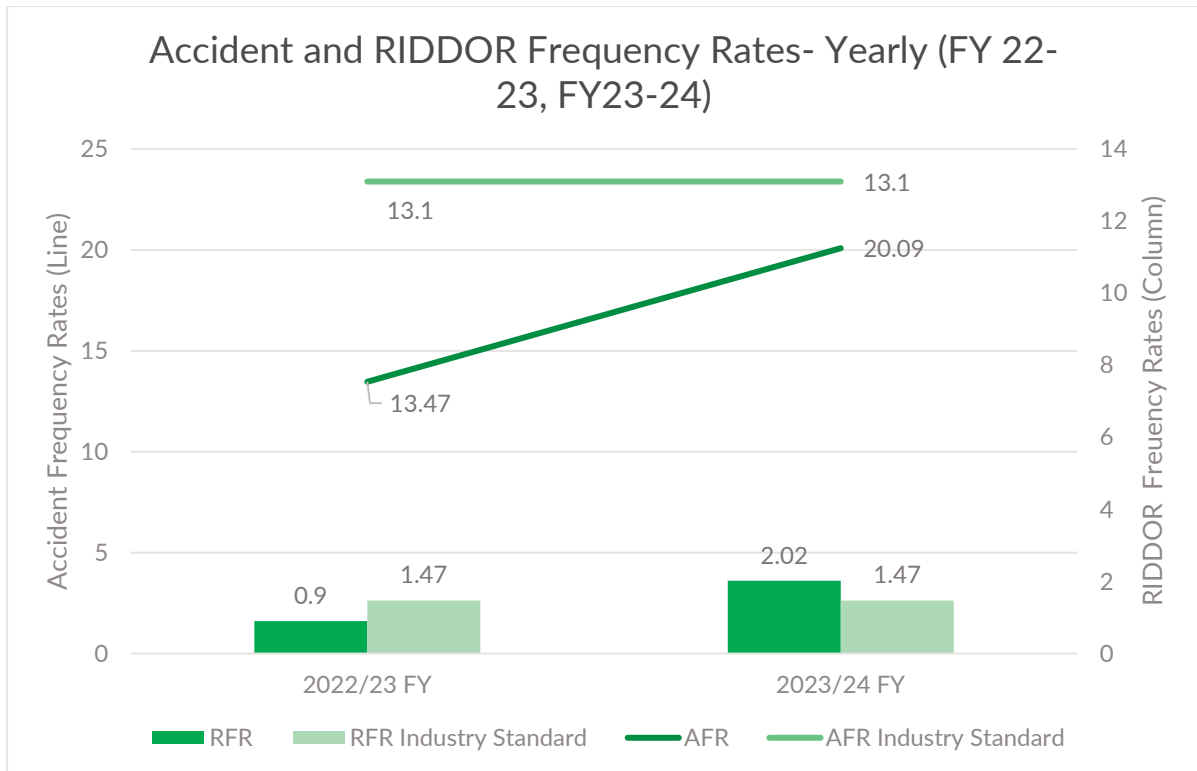
Ill health includes diseases, illnesses, & disorders, including mental health. Information provided relates to reports of ill health following exposure to workplace hazards.

The Frequency rate is calculated as $AFR = (\text{Accident (incl. RIDDOR)} / \text{Headcount}) \times 1,000,000$.

The below table shows incident group statistics. There have been no fatalities. Hours worked slightly differ for both years. 2023/2024 recorded 5,067,519 hours, with 5,569,393 recorded in 2022/2023.



Year	Headcount	Hours Worked	RIDDORs	Accidents	AFR	RFR	AFR Industry Standard	RFR Industry Standard
2022/23 (FY)	3,194	5,569,393	5	70	13.47	0.9	13.1	1.47
2023/24 (FY)	3,694	5,068,519	10	90	20.06	2.02	13.1	1.47



GRI DATA APPENDIX

Several Global Reporting Initiative (GRI) standards, and parts of their content, have been selected and referenced when compiling this report to disclose specific sustainability information, however a full report has not been prepared in accordance with all GRI standards.



THIS REPORT REFERENCES:

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| 1. GRI 102 General Disclosures 2016 | 11. GRI 405 Diversity and Equal Opportunity 2016 |
| 2. GRI 103 Management Approach 2016 | 12. GRI 409 Forced or Compulsory Labour 2016 |
| 3. GRI 203 Indirect Economic Impacts 2016 | 13. GRI 414 Supplier Social Assessment 2016 |
| 4. GRI 302 Energy 2016 | 14. GRI 418 Customer Privacy 2016 |
| 5. GRI 303 Water and Effluents 2018 | 15. GRI 419 Socioeconomic Compliance 2016 |
| 6. GRI 305 Emissions 2016 | |
| 7. GRI 306 Waste 2020 | |
| 8. GRI 307 Environmental Compliance 2016 | |
| 9. GRI 308 Supplier Environmental Assessment 2016 | |
| 10. GRI 403 Occupational Health and Safety 2018 | |

The GRI KPIs detailed in the table below have largely been chosen to report on due to their materiality to Arcus and their linkage to that 7 SDGs outlined at the beginning of this report.

GRI#	Disclosure	Why a Material Topic?	Location in Report or Response
General Disclosures			
102-1	Name of Organisation		Arcus Solutions (Holdings) Limited
102-2	Activities, brands & services		About us
102-3	Location of Headquarters		Enterprise House, 168-170 Upminster Road Upminster Essex RM14 2RB
102-4	Location of Operations		United Kingdom
102-5	Ownership and Legal Form		Arcus is a private limited company (Ltd)
102-6	Markets Served		About us
102-7	Scale of the organisation		About us

102-12	External initiatives		Certifications, memberships and awards
102-14	Statement from senior decision-maker		A Message from Our CEO
102-16	Values, principles, standards, and norms of behaviour		Our Business Governance & Growth
Indirect economic impacts			
103	Management approach disclosure	<ul style="list-style-type: none"> • UN SDG 1 – No Poverty • Social Value is 1 of 5 Arcus Pillars 	Separate social value report
203-2	Significant indirect economic impacts		
Energy			
103	Management approach disclosure	<ul style="list-style-type: none"> • UN SDG 7 – Affordable & Clean Energy • Sustainability Policy Commitment 	Net Zero, Energy & Air Quality
302-1	Energy consumption within the organisation		

	Energy consumption outside of the organisation	<ul style="list-style-type: none"> Compliance 	
302-2	Energy intensity		
302-3	Reduction of energy consumption		
302-4	Reductions in energy requirements of products and services		
Water			
103	Management approach disclosure	<ul style="list-style-type: none"> Material to clients 	Our Planet & Environmental Protection
303-1	Interactions with water as a shared resource		
303-5	Water consumption		
Emissions			
103	Management approach disclosure		Net Zero, Energy & Air Quality

305-1	Direct (Scope 1) Greenhouse Gas (GHG) emissions	<ul style="list-style-type: none"> • UN SDG 3 – Good Health & Wellbeing • UN SDG 13 – Climate Action • Sustainability Policy Commitment • Compliance 	
305-2	Energy indirect (Scope 2) GHG emissions		
305-3	Other indirect (Scope 3) GHG emissions		
305-4	GHG emissions intensity		
305-5	Reduction of GHG emissions		
Waste			
103	Management Approach Disclosure	<ul style="list-style-type: none"> • UN SDG 12 – Responsible Consumption & Production • Sustainability Policy Commitment • Compliance 	Waste Reduction & Circular Economy
306-1	Waste generation and significant waste-related impacts		
306-2	Management of significant waste-related impacts		

306-3	Waste generated		Data Appendix
306-4	Waste diverted from disposal		
306-5	Waste directed to disposal		
Environmental Compliance			
103	Management Approach Disclosure	<ul style="list-style-type: none"> • Minimum standard expected by all stakeholders 	Our Business Governance & Growth
307-1	Non-compliance with environmental laws and regulations		
Supplier Environmental Assessment			
103	Management Approach Disclosure	<ul style="list-style-type: none"> • UN SDG 7 – Affordable & Clean Energy • UN SDG 12 – Responsible Consumption & Production • UN SDG 13 – Climate Action 	Our Supply Chain
308-1	New suppliers that were screened using environmental criteria		

		<ul style="list-style-type: none"> • Sustainability Policy Commitment • Compliance 	
Occupational Health & Safety			
103	Management Approach Disclosure	<ul style="list-style-type: none"> • HSQE Policy Commitment • Sustainability Policy Commitment • Compliance • 1 of 9 Arcus Enablers • UN SDG 3 – Good Health and Wellbeing • UN SDG 4 – Quality Education 	Our People
403-1	Occupational health and safety management system		
403-2	Hazard identification, risk assessment, and incident investigation		
403-3	Occupational health services		
403-4	Worker participation, consultation, and communication on occupational health and safety		

403-5	Worker training on occupational health and safety		
403-6	Promotion of worker health		
403-8	Workers covered by an occupational health and safety management system		
403-9	Work-related injuries		Data Appendix
403-10	Work-related ill health		Our People
Diversity and Equal Opportunity			
103	Management Approach Disclosure	<ul style="list-style-type: none"> • UN SDG 5 – Gender Equality • Sustainability Policy Commitment • Compliance 	Our People
405-1	Diversity of governance bodies and employees		
Forced or Compulsory Labour			

103	Management Approach Disclosure	<ul style="list-style-type: none"> • UN SDG 1 – No Poverty 	See Arcus' Modern Slavery Statement found here on our website
409-1	Operations and suppliers at significant website. risk for incidents of forced or compulsory labour	<ul style="list-style-type: none"> • Sustainability Policy Commitment • Compliance 	
Supplier Social Assessment			
103	Management Approach Disclosure	<ul style="list-style-type: none"> • UN SDG 1 – No Poverty 	Our Supply Chain
414-1	New suppliers that were screened using social criteria	<ul style="list-style-type: none"> • UN SDG 3 – Good Health and Wellbeing • UN SDG 5 – Gender Equality • Sustainability Policy Commitment • Compliance 	
Customer Privacy			

103	Management Approach Disclosure	<ul style="list-style-type: none"> • Compliance 	Our Business Governance & Growth
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<ul style="list-style-type: none"> • Stakeholder expectations 	No complaints from customers or regulatory bodies for the breach of customer privacy, and there have been no identified leaks, thefts or losses of customer data.
Socioeconomic Compliance			
103	Management Approach Disclosure	<ul style="list-style-type: none"> • Minimum standard expected by all stakeholders 	Our Business Governance & Growth
419-1	Non-compliance with laws and regulations in the social and economic area		