



Annual Sustainability Impact Report

2024-2025

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Letter from the Managing Director

Dear Stakeholders,

It is my pleasure to introduce BWB Technologies' 2024-25 Annual Sustainability Impact Report. This report reflects not only our performance over the past year, but also our values, vision, and our growing responsibility as a purpose-driven business.

This year has been one of significant transformation for BWB. The successful launch of Rank Brothers following our acquisition brought new capabilities, fresh perspectives, and greater reach. As we grow, our responsibilities increase. We have continued to embed sustainability throughout the business, focusing on decarbonising operations, improving resource efficiency, and deepening our engagement with local communities. We have strengthened our environmental management systems, achieved ISO 14001 accreditation and taken steps to further measure and reduce our Scope 1, 2, and 3 emissions.

Our people remain central to everything we do. Over the past year, we have expanded training and development opportunities, enhanced our employee wellbeing support, and advanced our commitments to diversity, equity, and inclusion. We were also delighted to welcome new talent to the team, reflecting our ongoing growth and investment in people. As we expand our capabilities, we continue to invest in the business, not only for our future, but for the benefit of our customers, partners, and the communities we serve. This work is personal to me. Having been part of BWB Technologies for over a decade, and since leading the management buyout in 2021, I have seen first-hand how a clear purpose, strong values, and a committed team can transform a small company into a global leader. We may be a small business, but our ambitions and our impact are anything but small. We now export to over 110 countries through a network of more than 60 distributors, providing high-performance instrumentation that supports critical work in fields such as pharmaceuticals, water quality, and agriculture.

Our progress within sustainability is not just about compliance or optics; it reflects a deeper responsibility to our people and our planet. Looking ahead, we are committed to continuous improvement. This year we have set clear sustainability targets for the coming year. We are also on the journey to B-Corp certification, which will help formalise our accountability to all stakeholders. This includes our employees, customers, suppliers, communities, and the environment. For us, this is an opportunity to raise the bar and lead by example. Together, we can build a future that is more innovative, inclusive, and sustainable.

Warm regards,

Hozan Edwards

Managing Director

“We now export to over 110 countries through a network of more than 60 distributors”



“The progress we have made reflects a genuine commitment to doing better”



A Note from the Sustainability Manager

Sustainability work is challenging. It is layered, ongoing, and often involves making difficult decisions with imperfect information. Over the past year, we have made real progress by improving how we collect and analyse emissions data, and gaining a much clearer view of our overall impact. We recognise that sustainability goes beyond numbers; it includes how we treat our people, support our communities, and foster an inclusive and ethical workplace.

In this role, I am constantly learning. Whether through updating internal processes, reviewing data sources, or rethinking how we define progress, sustainability requires a combination of flexibility, curiosity, and persistence. It is not only about compliance or reporting, but about asking honest questions about how we operate, what we value, and where we need to improve.

I am proud to be part of a small business that is doing more than just the minimum. As an SME, we may not have the resources of larger organisations, but we are still pushing ourselves to go above and beyond where we can. Our size gives us the flexibility to act with purpose, and the progress we have made reflects a genuine commitment to doing better; not because we have to, but because we believe it matters.

This year brought both successes and challenges. Each of them has shaped our direction and helped strengthen the foundation for future work. There is still a long way to go, but I feel confident in the steps we are taking and hope we can be a source of inspiration and support to other businesses.

Thank you for your continued support.

Hazel Fell

Sustainability Manager

Performance tracker

Area	Target	Performance This Year	Status	
Our Products	Transition from mild steel to stainless steel product enclosures to improve longevity.	This is being rolled out with all our new products and implemented in new designs.	Target open and ongoing	
Our carbon emissions - Environment	Complete Scope 1, 2, and 3 carbon emission calculations for the FY 2023-24 and begin collaboration with supply chain.	Calculations were completed and supplier engagement commenced.	Target met	
	Release our Net Zero Strategy.	Our Views on Net Zero <u>has been released</u> , which details our approach to Net Zero as a small business.	Target met	
Our processes - Workplace	Work towards becoming a B-Corp within the next 5 years.	Submitted application in May 2025, with an initial self-awarded score of 94.	Ahead of target	
	Strive to attain a King's Award for Enterprise within the next 3 years	Planning to apply in Summer 2025 for the awarding year of 2026.	Ahead of target	
Employee volunteering - Community	Launch our Employee Volunteering Policy, with 100% employee participation in volunteering activities.	Policy launched and all team members participated in the team volunteering day.	Target met	
The BWB Community Fund - Philanthropy	Launch the BWB Community Fund and allocate a minimum of 0.5% of our annual turnover.	0.5% of forecasted turnover was allocated into the Community Fund during budgeting at the beginning of the 24-25 financial year.	Target met	

Our Purpose and Business Overview

Sustainability is a core element of BWB Technologies' strategy and operations, driving innovation, resource efficiency, and stakeholder value across our global network.

Our mission is to design UK manufactured innovative laboratory instrumentation, tailored to the scientific needs of global customers, embracing sustainable business operations to achieve a positive social and environmental impact within our team, community, and industry. We strive to be the global market leader of laboratory instrumentation, celebrating British design and manufacturing excellence with worldwide brand recognition. We aim to lead by example, championing sustainability and responsible business operations, while increasingly supporting our community. All our actions are underpinned by integrity and the urge to do the right thing for our community and planet.

Core values: Our beliefs

Innovation:

We are committed to continuous development, always designing new products and enhancing existing ones to maintain our position as a market leader.

Integrity:

We uphold our commitments, act with honesty, embrace diversity, prioritise safety, and treat everyone with equal respect.

Excellence:

We strive to be the best in the market and are passionate about consistently delivering high-quality products and services.

Community:

We actively support our local community, our community of suppliers, customers and distributors, and prioritise a healthy work-life balance for our internal team.

Sustainability:

We integrate sustainable practices into our activities and partner with reputable, ethical suppliers in our efforts to minimise our impact on the planet.

Our sustainability approach is informed by engagement with key stakeholders including employees, clients, distributors, suppliers, regulators, and local communities. We integrate sustainability throughout our business model by leveraging innovative product design, precision UK manufacturing, and global distribution to balance growth with positive environmental and social outcomes. The acquisition of the Rank Brothers product range aligns with our ESG framework, expanding our portfolio and market reach while enhancing product efficiency and supply chain transparency. We rigorously track progress against targets such as carbon reduction, energy efficiency, waste management, and employee development to drive continuous improvement. Sustainability is embedded within our governance and strategic planning to ensure regulatory compliance, risk management, and long-term value creation.

Environmental Impact

Carbon Emissions and Net Zero

In the 2024-25 reporting year, our total carbon emissions were 1,675 tCO₂e, a significant decrease from 3,659 tCO₂e the previous year. This reduction primarily reflects enhanced emissions accounting methods and changes in purchasing and operational activities rather than a direct decline in business activity. Rather than relying on estimates, we improved our data quality substantially, enabling the development of meaningful KPIs and more targeted emissions reduction goals for the future.

We maintain a self-developed, database driven emissions tracker to monitor and manage our carbon footprint across Scope 1, 2, and 3 emissions. Our tracker is regularly updated to reflect changes in operations, emission factors, and data availability, and continued improvements to ensure data accuracy. We also maintain a full methodology tracker to monitor the data sources, accuracy, assessment methods and any assumptions, so we can have full oversight of exactly what and how we are monitoring.

This year, Scope 1 emissions were reclassified into Scope 2, a correction on previous years, and Scope 3 emissions declined as we improved the accuracy of our data inputs. We also purchased fewer goods and shipped lighter and fewer products, due to the decline in business demand. Although business trips increased in number upon 2023-24, our emissions were reduced due to shorter flights and lower-impact accommodation. Employee commuting emissions rose due to the addition of a new team member working on-site four days per week. We also expanded our product range, particularly with RB products, and reached a level of data quality that now supports the development of meaningful KPIs to track and reduce emissions moving forward.

Scope	Category	21-22	22-23	23-24	24-25
Scope 1			6.41	6.68	
Scope 2			1.19	1.23	7.69
Scope 3	1. Purchased Goods and Services		329.28	1167.82	116.89
	2. Capital Goods		12.95	14.46	1.53
	3. Fuel- and Energy-Related Activities Not Included in Scope 1 or Scope 2		0.11	0.11	
	4. Upstream Transportation and Distribution		658.56	2335.65	1370.71
	5. Waste Generated in Operations		0.04	0.03	0.03
	6. Business Travel		4.72	8.70	7.89
	7. Employee Commuting		0.81	0.75	1.06
	8. Upstream Leased Assets				
	9. Downstream Transportation and Distribution		378.31	47.84	78.49
	10. Processing of Sold Products				
	11. Use of Sold Products		76.09	76.09	90.96
	12. End-of-Life Treatment of Sold Products		0.15	0.12	0.06
	13. Downstream Leased Assets		xxx	xxx	xxx
	14. Franchises		xxx	xxx	xxx
	15. Investments		xxx	xxx	xxx
Scope 3 Total (tCO ₂ e)		353	1461	3652	1668
Total Annual Emissions (tCO ₂ e)		353	1469	3659	1675

Emissions Reduction Initiatives

Our Environmental Aspects Register, maintained under the ISO 14001 framework, identifies and assesses all areas of our operations that have a potential environmental impact. It is reviewed annually and updated as our operations evolve.

For the 2024-25 reporting year, the following areas were prioritised for action:

- **Packaging materials:** We continued efforts to transition to recycled, recyclable, or compostable packaging where practical.
- **Supplier engagement:** We began to share our sustainability efforts with suppliers and encouraged them to adopt more sustainable practices.
- **Operational efficiency:** We focused on small but impactful changes in office practices, including minimising energy waste from lighting and heating, and limiting unnecessary printing.

We are currently in the process of incorporating life cycle more explicitly into procurement decisions, with further steps planned for 2025-26.

Website Carbon Audit

In June 2025, we requested a free carbon emissions audit of our website through the [Eco-Friendly Web Alliance](#). The audit assessed all publicly accessible pages and found that our site emits an average of 0.34 grams of CO₂e per page view, placing it within the newly reduced industry benchmark of 0.35 g CO₂e. This result qualifies our website for low-carbon status and meets the threshold for official Carbon-Conscious Website Accreditation. However, we have opted not to pursue the paid accreditation service at this time. This decision reflects our careful prioritisation of sustainability investments amidst broader economic considerations.

Carbon Offsetting

We do not currently purchase carbon offsets. However, we recognise that offsetting can play a supporting role in addressing residual emissions once all practical internal reductions have been made. In the coming year, we intend to explore options for credible offsetting. With future Net Zero plans, we're aware of the 90% reduction target, and the aim to only offset a remaining 10%. Our goal is to ensure any future offsetting activity is transparent, high-integrity, and clearly linked to emissions we are unable to eliminate through operational changes.

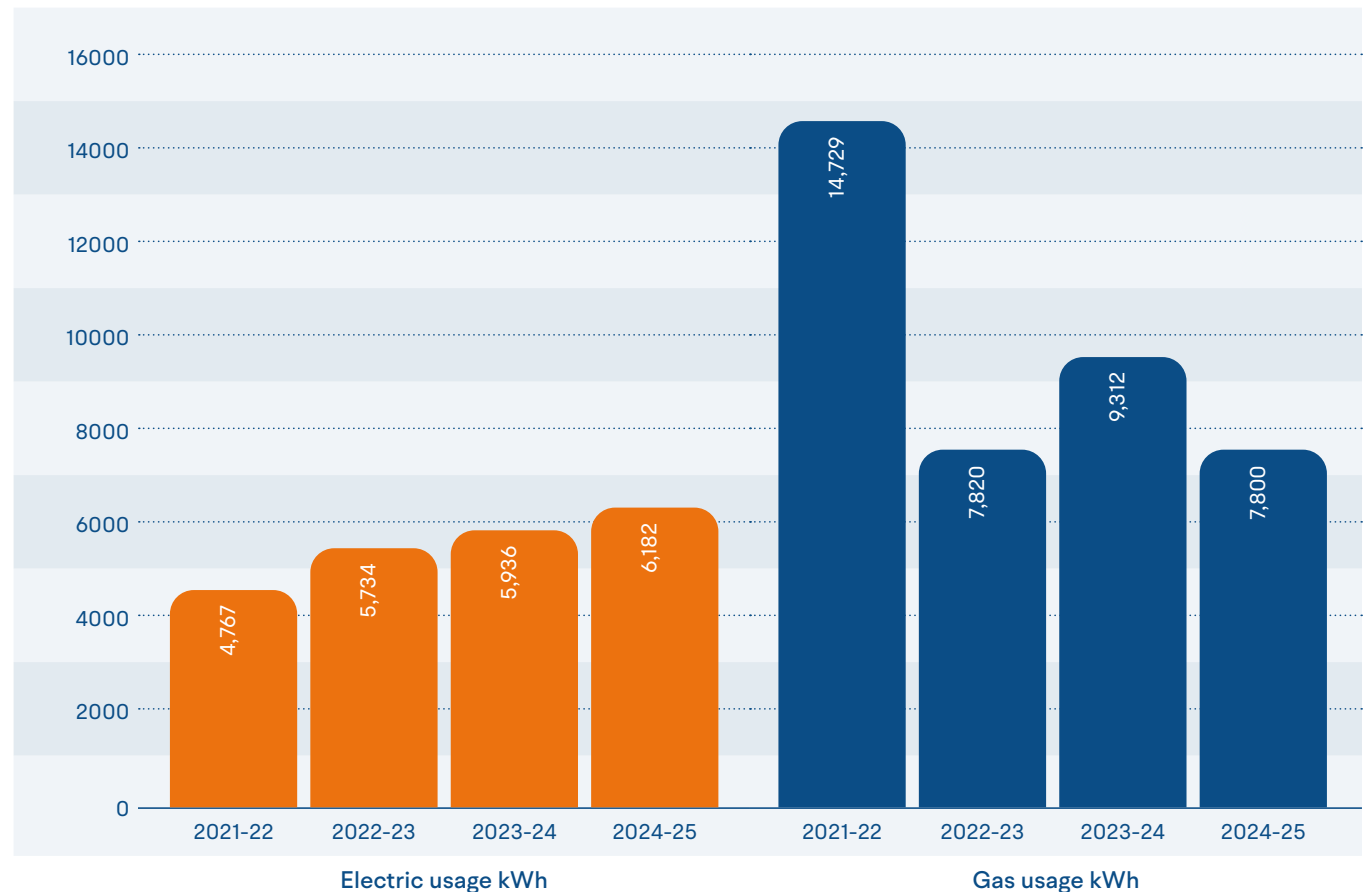


Energy Use

As part of our ongoing efforts to strengthen energy management in line with ISO 50005, we have implemented a number of measures suitable for smaller organisations. In 2024-25, electricity usage increased by 4.1% compared to the previous year, rising from 5,936 kWh to 6,182 kWh. This was despite being on track to come in below the 2022-23 level earlier in the year. A controlled test in February 2025 involving the use of a portable radiator to address cold conditions resulted in a sharp rise that pushed our annual electricity usage over the target.

Gas usage, on the other hand, fell by 16.2% from 9,312 kWh in 2023-24 to 7,800 kWh in 2024-25. This continues the downward trend from 2021-22, when gas usage was 14,729 kWh. Several measures contributed to this reduction, including a £75 clothing allowance to support staff in colder months, a reduction in heating temperature outside business hours, the installation of additional office insulation, and repairs to our ceiling to prevent heat loss.

Total electricity and gas usage per reporting year



To understand our energy consumption on a more granular level, we monitor the energy consumption of our Significant Energy Units (SEUs) on a weekly basis in alignment with our Energy Management System (ISO 50005). This approach provides visibility into usage trends and supports informed energy management decisions.

Our SEUs include:

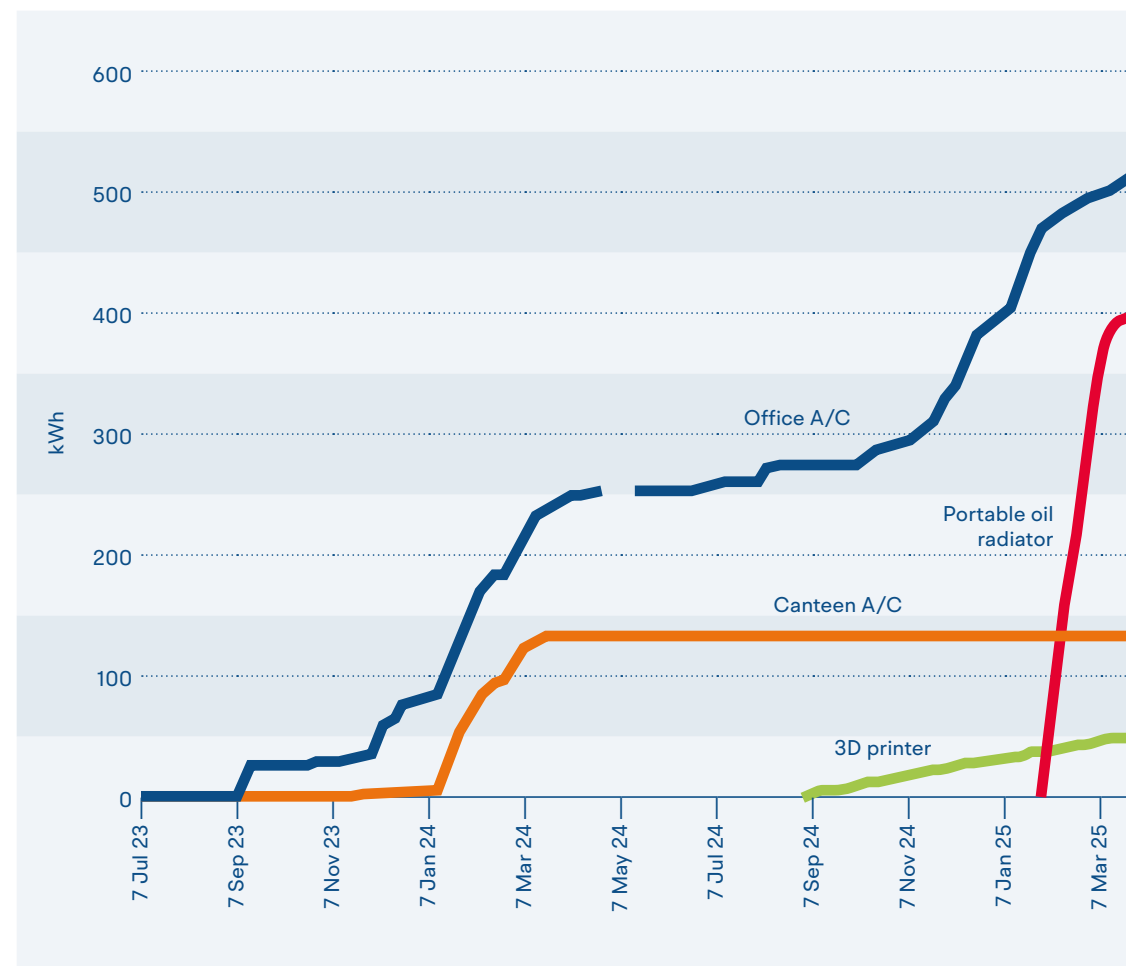
- **Office A/C:** used primarily for heating during winter months and cooling during the summer months.
- **Canteen A/C:** previously in regular use but has seen minimal usage since early 2024 due to increased awareness and energy-saving efforts.
- **3D Printer:** used consistently for small-scale business operations.
- **Portable Oil Radiator:** introduced during the 2024-2025 winter to heat the Quality Control room when occupied and trailed as an alternative heating method for the Office.

As shown in the graph, the Office A/C remains the highest consumer of energy, with usage peaking during colder months. The Canteen A/C has seen a plateau in usage since March 2024. The 3D printer's usage has grown gradually, reflecting consistent but moderate operational demand. Notably, the Portable Oil Radiator, introduced in early 2025, contributed significantly to energy consumption over a short period due to high demand during the winter season. These insights have informed our ongoing initiatives to improve energy efficiency and reduce operational energy consumption where feasible.

Actions taken in 2024-25 included:

- Monitoring monthly electricity consumption to understand usage patterns and identify areas for reduction.
- Switching to a green biogas provider backed by the Green Gas Certification Scheme (right at the end of the reporting year, so new emissions will be apparent in 2025-26 annual report).
- Encouraging staff behaviour changes, such as turning off equipment when not in use and reducing unnecessary heating and lighting.

Significant Energy Units Usage

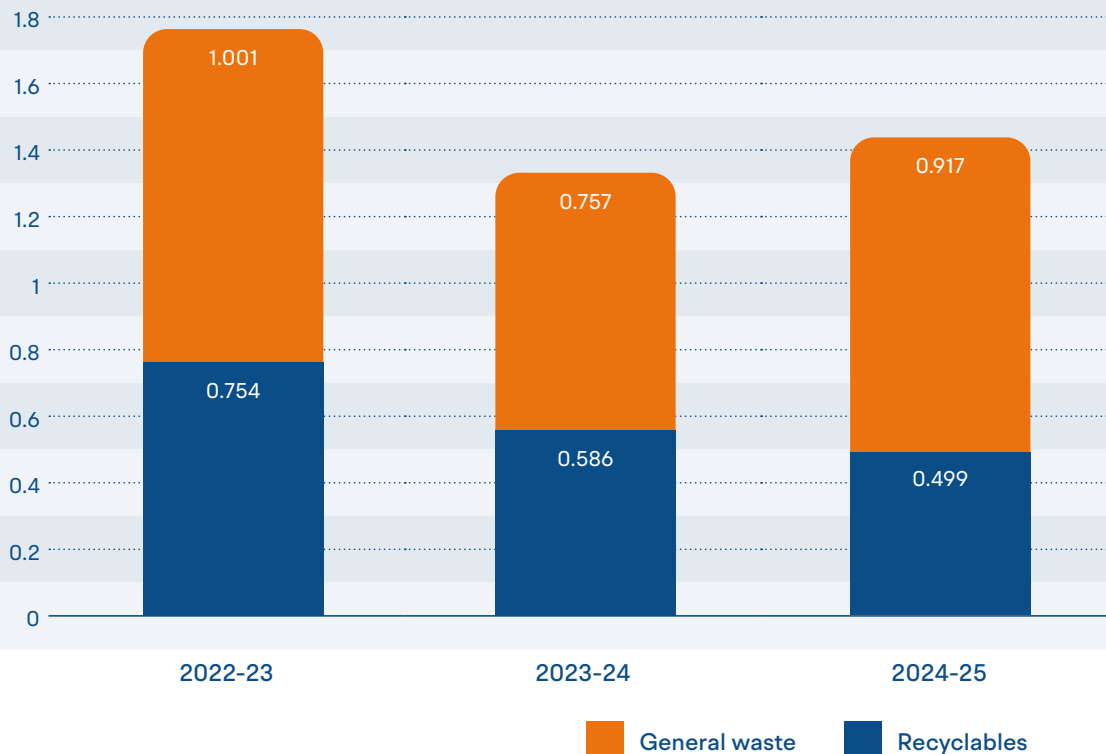


Timespan of usage from first monitoring in 2023 to March 2025

Waste Reduction and Circularity

Our 2024-25 waste report shows an overall increase in waste volumes. A contributing factor was fly-tipping over the 2024 summer, which led us to install bin locks in October. Our recycling rate, however, declined, though in part due to one employee regularly reusing cardboard boxes at home rather than recycling them immediately, and our reuse of the packaging materials we receive from inbound goods. However, we are now tackling reducing our overall incoming waste and our goal for 2025-26 is to begin directly engaging with suppliers and asking for less packaging to be used with goods.

Total annual waste (tonnes)



Water Management

We incorrectly reported water usage last year as 17 m³, when it should have been 27 m³. In 2024-25, there was a 26% increase, largely due to the addition of a new staff member working on-site four days a week, resulting in more frequent toilet use, tea preparation, and general office activity. This equates to 8.5 m³ per person, up slightly from 8.4 m³ the previous year. We are choosing to monitor water usage per employee to better understand and manage our consumption.

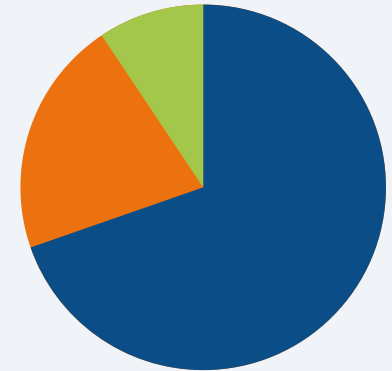
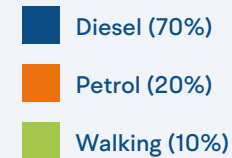
Paper and Print Minimisation

We continue to operate as a low-paper office and for necessary paper we purchase 100% recycled FSC certified non-bleached paper. Where printing is necessary, we standardise double-sided printing and reuse single-sided paper for internal notes. Scrap paper is used where possible, extending the lifecycle of printed materials and reducing waste going into recycling bins.

Commuting and Remote Work

Employee commuting generated 739 kg CO₂e in 2024-25, up from 486 kg CO₂e. This increase resulted from the addition of a new employee in April 2024 who drives to work four days per week. Modes of commuting continue to include walking and driving, with walking amounting to 10%. Home working increased from 18 hours to 20 hours per week due to a staff member transitioning to a hybrid working pattern. This amounted to a total of 323 kg CO₂e for home working.

Employee commuting



Business Travel

Business travel emissions decreased by 9.3% to 7.89 tCO₂e, despite a similar number of trips compared to the previous year. This reduction is attributed to shorter flights and hotel stays in countries with lower emission factors, according to DEFRA data.

We logged 21 hotel stays, up from 13 in 2023-24, but the total emissions increase was limited to just 10% due to regional differences in energy intensity and accommodation emissions. This underlines the need to consider country-specific factors when evaluating international travel impacts. As a business serving international customers, we continue to balance travel emissions with the need to maintain equitable customer service.

Transportation and Distribution Logistics

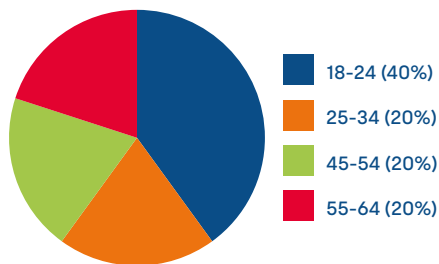
Transportation and distribution remain significant contributors to our Scope 3 emissions. Upstream transportation (from suppliers to us) decreased significantly from 2,336 tCO₂e to 1,371 tCO₂e, due to more accurate reporting. Downstream transportation (from us to customers) increased from 48 tCO₂e to 79 tCO₂e, as we included estimation for the downstream distribution facilities, which lacks accuracy.

Social Impact - Human Rights Commitment

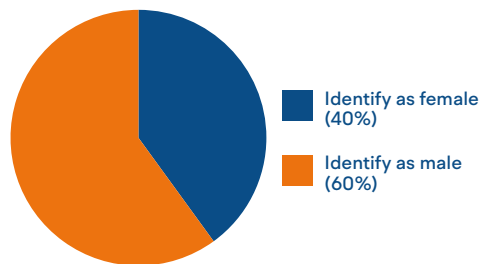
We are committed to upholding and promoting human rights across our operations, ensuring that dignity, equality, and fairness are embedded in everything we do. We value the perspectives of people from all backgrounds and are working to eliminate barriers to inclusion, through providing flexible working opportunities, work experience placements and on-the-job training and development. Our Ethical Policy and Equal Opportunities and Diversity Policy both underpin our commitment and we are now expanding our efforts to our supply chain, where we are commencing supplier evaluations and assessing social and environmental impacts.

Workforce Demographics & Inclusive Hiring

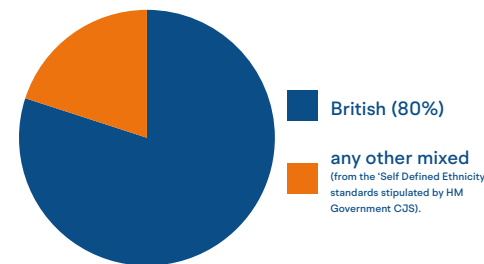
Age diversity



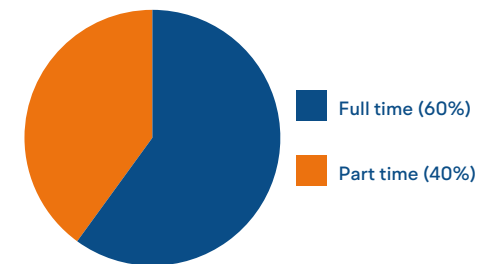
Gender composition



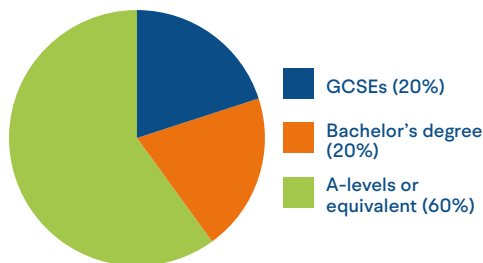
Diversity



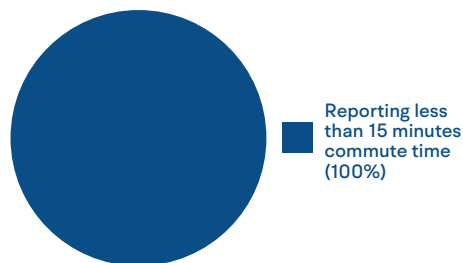
Employment type



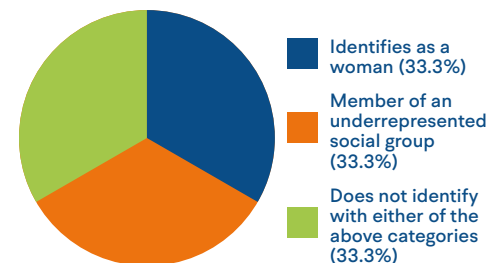
Educational attainment



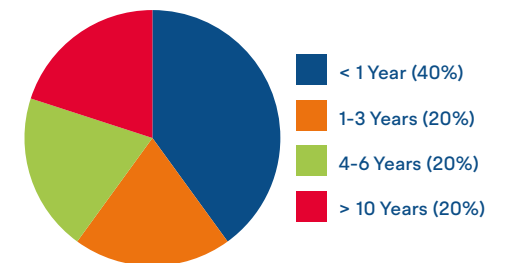
Commute time



Managerial identity



Organisational tenure



Training & Development

We strongly believe in continuous learning, upskilling, and the long-term professional development of our team. Over the past year, our staff collectively completed more than 100 hours of continued professional development and supplementary training, reinforcing our commitment to maintaining a skilled and adaptable workforce. In April 2024, we welcomed a new part-time Administrative Executive, whose contributions have been instrumental in streamlining internal processes and improving overall team efficiency.

In December 2024, we delivered a dedicated sustainability workshop that provided education on climate change, environmental impact, and the accreditation pathways we are actively pursuing. The session also included a collaborative brainstorming exercise, enabling the team to collectively identify our key environmental concerns and areas of focus. This process brought together perspectives from across our operations and ensured that our sustainability strategy reflects shared values and insights.

We were also proud to support our first T-level student placement in 2024. Although his time with us was shorter than originally planned, it concluded positively as members of our team used their local connections to help him secure a position at his dream placement in another local company, specialising in his passion. This partnership with the local education provider has been valuable and will continue into the 2025-26 reporting year, underscoring our commitment to nurturing early-career talent and building meaningful community links.

Employee Support

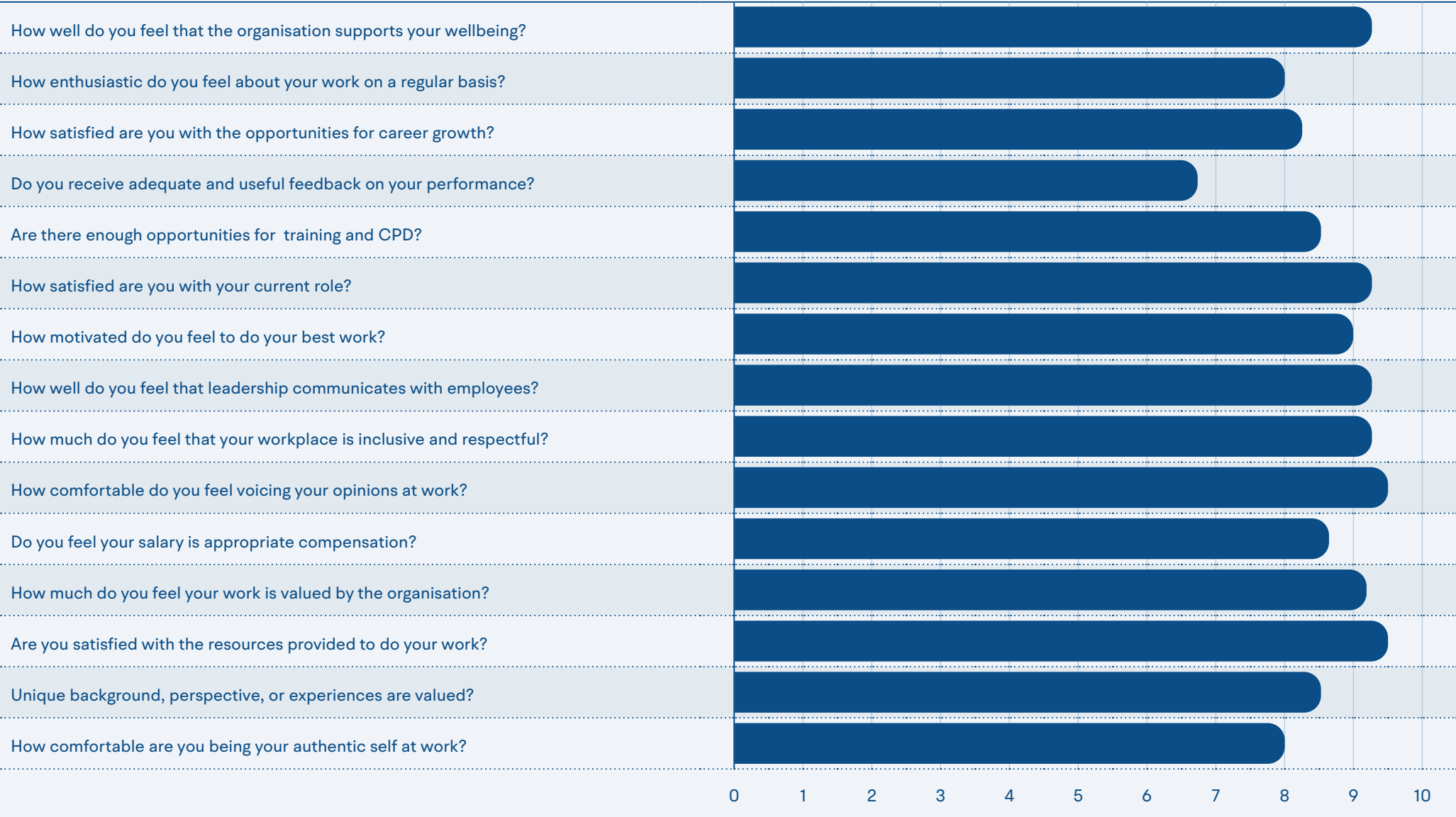
We recognise that the wellbeing of our team is essential to a healthy and productive workplace. In 2024-25, we continued to expand our employee support initiatives to foster a culture that prioritises mental health, personal needs, and life outside of work. Mental health resources remain readily accessible across our operations. This year, we introduced our Duvet Day Policy which allows employees to take a spontaneous day off, with director approval, when they feel they need time to reset, whether for mental rest, personal reflection, or simply to avoid burnout.

We also released a new Maternity, Paternity, and Adoption Policy, aimed at supporting growing families. This policy reflects our commitment to building a workplace where all employees feel secure and empowered through major personal life transitions.

Employee Engagement & Satisfaction

In 2024-25, we introduced a quarterly employee engagement and satisfaction survey as a new tool to help us regularly assess workplace sentiment and address emerging needs. As a small team, we've historically relied on informal conversations to stay connected and responsive to one another. However, as our business continues to grow and evolve, we recognise the value of establishing clear, consistent processes that can scale with us and support a healthy, transparent work culture. The survey highlights any scores below 8 for immediate follow-up, helping us spot trends early. In our most recent survey in early March, performance feedback was identified as a key area for improvement, with an average score of 6.75. In response, we introduced annual performance reviews with structured feedback sessions to provide clarity, recognition, and shared direction. The first round of reviews, completed in March-April 2025, was well received and marked an important shift in how we support each team member's growth and contributions. These new structures are designed not only to serve our current team but to lay a strong foundation for the way we grow in the future.

Employee Satisfaction and Engagement Results



Community and Philanthropy

Our commitment to community engagement has remained strong throughout the year. As part of our efforts to give back, our team participated in a company-wide volunteering day, where we constructed and filled raised strawberry beds for Good Hope Farm. These beds were made more accessible for special needs and wheelchair-using farmers, and we were pleased to donate the required supplies through the [BWB Community Fund](#). This hands-on project not only supported sustainable agriculture but also strengthened our partnership with the local organisation.

In total, our team contributed 105 hours (15 working days) of volunteering over the year, demonstrating our shared dedication to social good. We also expanded our Employee Volunteering Policy to better support those volunteering through Employer Supported Policing (ESP), including roles as Special Constables and leaders within youth organisations like the Cadet Forces, Scouts, and Girlguiding. This policy reflects our recognition of the diverse ways our employees contribute to society beyond their day-to-day roles.

Philanthropy is another key area of our community impact. The BWB Community Fund, launched in 2024, donated a total of £3,300 to support local charities, schools, and community initiatives. The fund has already made a meaningful difference across several projects, with heartfelt testimonials shared by recipients.

At Good Hope Farm, the creation of an 18-metre raised strawberry bed, half of which is wheelchair accessible, was made possible by our funding and hands-on support. Director Karine Giannamore shared:

“BWB Technologies helped us to finance an important project we had at Good Hope Farm: the creation of an 18-meter-long raised strawberry bed with half of it being easily accessible for our special needs farmers and the other half being wheelchair accessible. In addition to the financial help, they advised us on the best material, how to construct it and finally they organised a charity day where the team came on site to help us build it! It was a lot of hard work on that day bringing all the materials, to build it and then fill it with branches, sheep wool and soil. Everybody worked very hard to achieve the project. The bed looks amazing and is exactly what we hoped for! We planted our strawberries soon after and they are thriving. We cannot wait to harvest our strawberries, and it will be so much easier this year to do so for our Farmers and a happy place to work.”



Good Hope Farm

“BWB Technologies helped us to finance an important project we had at Good Hope Farm: the creation of an 18-meter-long raised strawberry bed with half of it being easily accessible for our special needs farmers and the other half being wheelchair accessible.”

Good Hope Farm



At iCollege Inspiration Primary Unit, the funding supported their Forest School “Bridging the Gap” outdoor learning project. The grant enabled the purchase of educational equipment such as ropes for teaching knots, portable bug catchers for exploring habitats, and even a new hutch for their resident rabbit, Fruity, who plays a vital role in supporting students’ emotional regulation. Lead teacher Siobhan Harvey wrote:

“This has really added to our work on animals and habitats. We also purchased sensory-friendly resources like a Discovery Forest Water Run and water blasters. The children love water play, and it’s been both fun and therapeutic.”

Curridge Primary School used their funding to build and plant a living wall. Year 6 pupils took charge of arranging and planting the greenery, sparking their curiosity about biodiversity and the development of natural habitats. Headteacher Jackie Livermore expressed her appreciation:

“The living wall not only adds a colourful element to our school but also provides a new habitat for our creepy crawly friends. We truly appreciate the support and generosity.”



iCollege Inspiration Primary Unit



iCollege Inspiration Primary Unit



“The children love water play, and it’s been both fun and therapeutic.”

“We truly appreciate the support and generosity.”

Tree Planting

While these philanthropic activities have had a tremendous impact, it is worth noting that our tree planting efforts are accounted for separately and continue to be a dedicated strand of our environmental initiatives. As of May 2025, we have planted 31,468 trees with Eden Reforestation Projects.

We are proud Seedling Level Partners with Eden Reforestation Projects, a non-profit whose mission is to provide fair wage employment to impoverished villagers as agents of global forest restoration. They hire the poorest of the poor to grow, plant, and guard to maturity native species forest on a massive scale. Their “Employ to Plant” methodology results in a multiplication of positive socio-economic and environment measures.



Curridge Primary School

Economic Impact and Governance

At BWB Technologies, strong governance and responsible business practices are central to our long-term success. We continue to build systems that support transparency, ethical operations, and sustainable value creation across all areas of the business.

Responsible Business

In late 2024-25, we revised our Supplier Evaluation Form to begin systematically reviewing the sustainability of the products and services we procure. This tool is part of our broader Sustainable Procurement Policy, which requires all items purchased or sold to be assessed against environmental, social, and economic criteria. While response rates remain low currently (approximately 25% at the time of writing), we see this as a long-term engagement process. Over time, we expect the evaluation process to help identify areas for improvement and encourage higher standards across our supplier base.

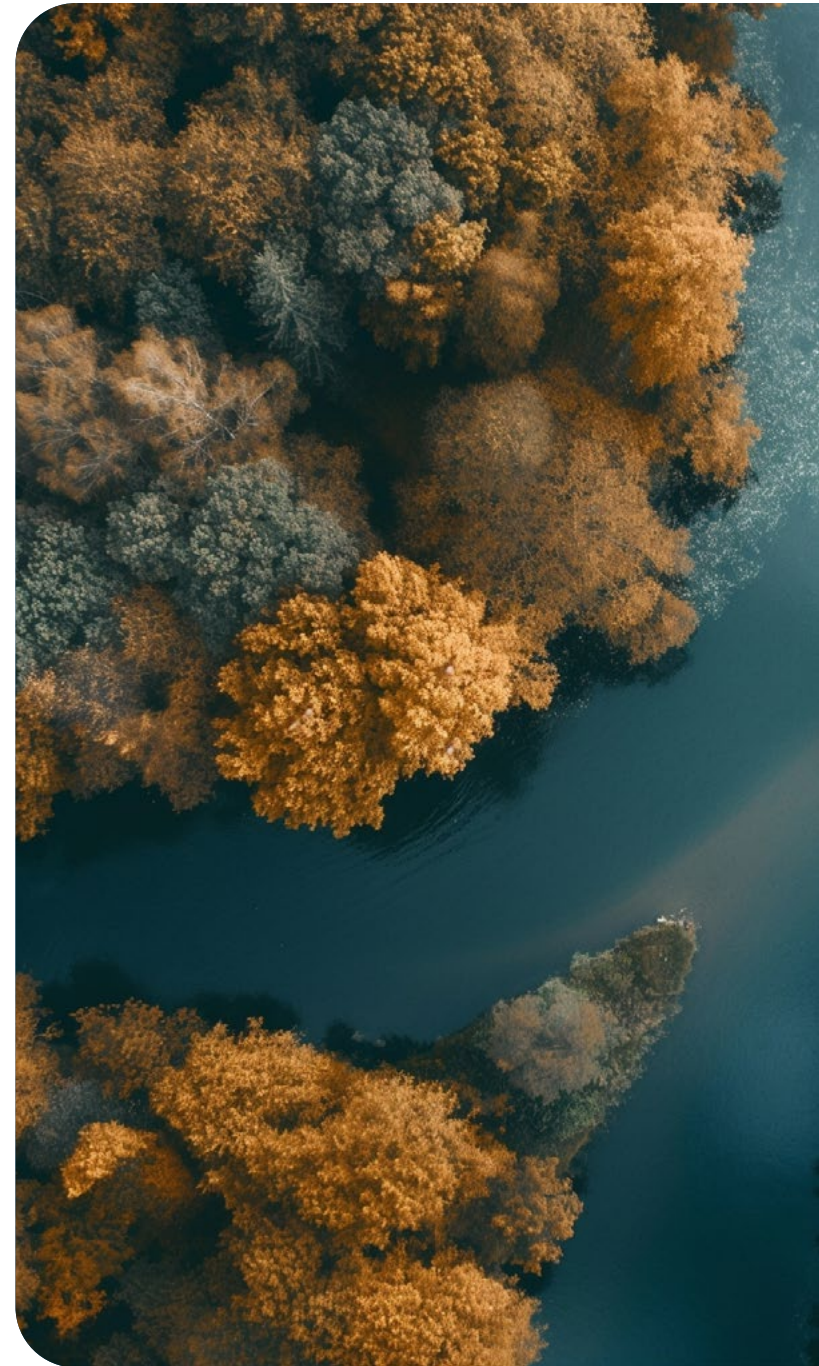
Our aim is to strengthen our supplier data in 2025-26 and move towards better alignment with ISO 20400, the international standard for sustainable procurement. However, as a small business with highly specialised supply needs, we acknowledge that options are often limited. We are approaching this work pragmatically, balancing ambition with operational constraints. Our mission is to work together with the companies in our supply chain to improve their sustainability through sharing useful resources, our learnings and being open to support where we can. We also introduced a Sustainable Communications Policy, which considers the environmental and ethical impact of our internal and external communications. This includes the use of digital tools, printed materials, packaging, and how we engage with partners and customers across different channels.

Green Finance

While we do not currently participate in ESG-linked investments or green finance mechanisms, we remain conscious of the financial ecosystem we operate within. Our primary banking provider and pension provider have both made public commitments to sustainability and state they are taking steps to improve their environmental and social impact. However, at present, they do not offer tailored green financial products or pension options for businesses of our size, or that are currently suitable for us to participate in. We continue to monitor developments in this area and will explore more sustainable financial tools as they become accessible and appropriate for SMEs like ours.

Governance and Ethics

ESG matters are overseen at the leadership level and are integrated into our regular business planning and review processes. We maintain a suite of formal policies, including our Ethical Policy, Whistleblowing Policy, and Equal Opportunities and Diversity Policy that guide employee behaviour, supplier relationships, and decision-making. To promote transparency and protect against misconduct, all staff have access to a clear whistleblowing mechanism. We also enforce zero tolerance for corruption through internal protocols and ongoing ethical training.



Looking Ahead: Our Targets for 2025-26

As we enter the next phase of our sustainability journey, 2025-26 will mark a shift from building data foundations to delivering meaningful results and reductions where possible. We are committed to embedding sustainability more deeply across every area of our business, strengthening our environmental performance, supporting our people, and delivering social value beyond compliance.

Each of our goals is underpinned by a clear action plan, documented within our Objectives Register, ensuring accountability and a structured path to delivery.

Below are our key goals for the year ahead, grouped by our core focus areas:

Environmental Impact

- Set science-aligned carbon reduction targets, informed by our FY 2023-24 Scope 1, 2 and 3 emissions data and 3 year data-set.
- Begin measurement of our digital emissions, including website carbon emissions and software packages.
- Implement technology to enable tracking of water used in manufacturing and production outside of facilities management.

Social Impact

- Maintain our quarterly engagement survey scores, with a focus on performance feedback and communication.
- Increase our Community Fund allocation to 1% of annual turnover to support a minimum of 10 community-led projects.
- Support 100 hours of employee volunteering, including structured team activities.

Economic and Governance Impact

- Successfully undergo our first ISO 14001 annual review certification and maintain compliance.
- Achieve 40% completed Supplier Evaluation Forms.
- Continue to review and improve our sustainable procurement practices.

These goals are ambitious but grounded in the work we have already begun. They reflect our belief that small businesses can drive big change when we act with purpose, plan with care, and lead with transparency. We will continue to report openly on our progress, adapt where needed, and ensure that sustainability remains central to our success.

We are always keen to share our progress and learnings with other businesses.
If you have any questions or are interested in learning more about our journey,
please do not hesitate to contact us.

Thank you for your continued support.



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