

Our environment

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Conduct profitable business in a responsible and accountable manner

Measuring performance

	Topic	Our aim	We will	Measurement	FY2019 base	FY2025 target	FY2024 ¹ actual	% ch '19	Like-for-like	% ch '19 (IfI)	% ch '23	
ENVIRONMENTAL	E1 Own carbon footprint	To reduce the emission intensity of our operations by 20% by 2025 from the 2019 base	Continue to improve energy efficiency, shift our energy consumption to lower-emission sources, invest in renewable sources and configure our properties to be environmentally smart	Scope 1 and 2 emissions intensity	4.33	3.46	2.57	(41%)	2.66	(39%)	(5%)	
				% electricity sourced from renewables	1.0%		4.0%	301%		52%		
	E2 Resource use	To reduce the waste generated and water intensity in our operations by 20% by 2025 from the 2019 base	Step up waste recycling efforts Increase recycled raw material content in products and packaging whilst also making it more environmentally friendly Reduce the net quantum of water used, taking into account recycling	% of waste recycled	3%		83%					
				% product and packaging content from recycled material			Refer to commentary			227%		
				Net water intensity	24.1	19.93	13.90	(44%)	14.25	(43%)	(9%)	
				% key supply chain partners being compliant as measured by self-disclosure; Major non-conformances during the year and corrective action rate		100%	83%					
	To source product from supply chain partners that are responsible in their dealings and achieve 100% compliance by 2025; and contribute to the circular economy	Engage with these tier 1 suppliers to ensure that they have adopted the commitments described in our Ethical Purchasing Code (industry standard or equivalent environmental assessment)	Introduce the recovery/ take-back of product at the end of life	Quantum of items recovered			Refer to commentary					

¹ FY2024 performance against FY2025 target: **Green** – met/exceeded target; **Orange** – on track to meet; **Red** – focus needed to meet

In line with SDGs aimed at affordable and clean energy and climate action, the Group is focused on energy and water efficiency, responsible waste management, and innovative solutions to aid customer sustainability

Bidvest is a signatory to and participant in the United Nation's Global Compact. Bidvest's Group CEO serves on the board of the UN Global Compact Network SA and is the chair. Nominated senior executives participate in the UN's Gender Diversity as well as Business and Human Rights Accelerator programmes.

Bidvest's environmental footprint is largely concentrated in its Freight operations, BidAir Cargo, laundries and the businesses with extensive operational networks, which collectively represent the vast majority of Group emissions and water usage.

Emissions

The Group generated Scope 1 and 2 emissions of 305 039 tons in the financial year ended 30 June 2024 which is 1% more when compared to the financial year ended 30 June 2023. Group emission intensity decreased by 9% year-on-year. With reference to targets embedded in our ESG Framework, Emission intensity declined 61% from 4.33kg/R000s revenue to 2.66kg/R000s revenue, on a like-for-like basis.

18% less emissions were generated compared to FY2019
3.4MWh, or 4%, of electricity used was drawn from renewable sources

BIC is participating in the UNGC's Climate Ambition Accelerator programme.

Offshore, the Australia team is busy with an analysis with regard to meeting the incoming Mandatory Climate Reporting Requirements, introduced on 27 March 2024, and which align to ISSB standards. The anticipated reporting requirement will be applicable from FY2027. The disclosure requirements of the Corporate Sustainability Reporting Directive, effective 1 January 2024, are also being assessed as by 2025 the Bidvest Group UK plc will need to comply with the first report due in 2026.

Making a difference

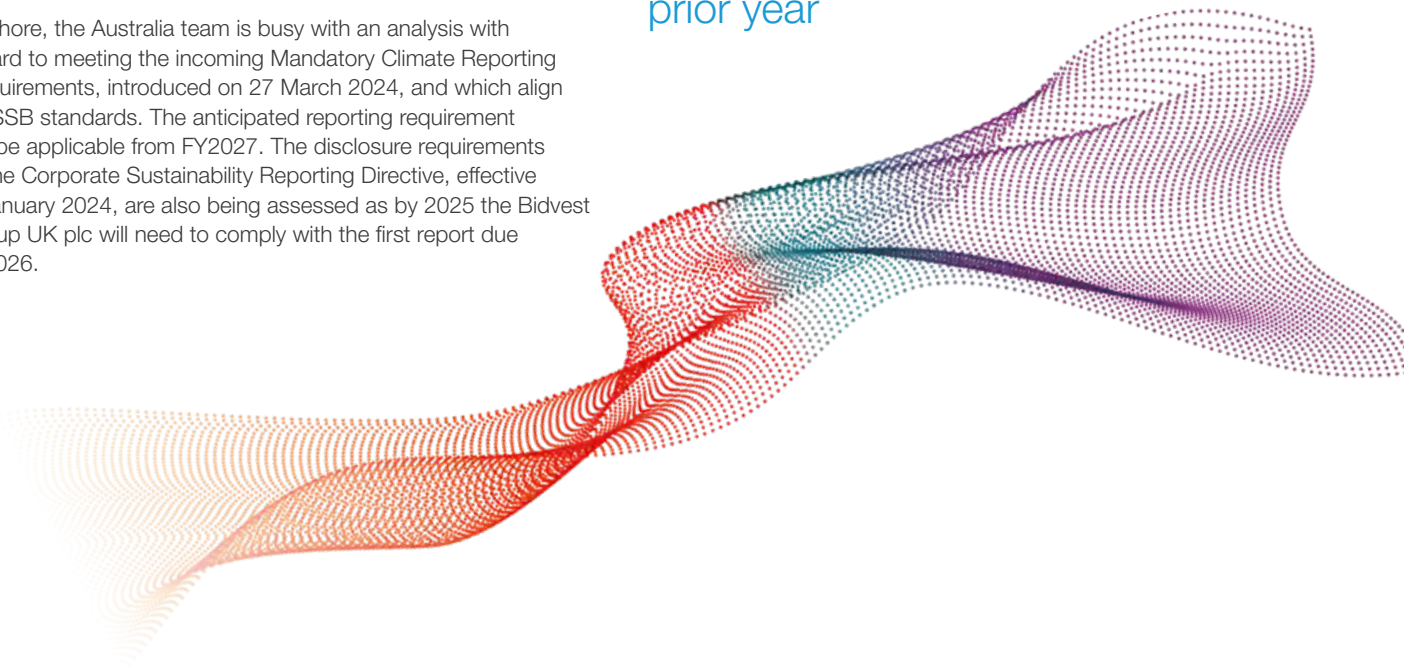
Noonan issued its first Sustainability Report, issued a commitment letter to SBTi, is working on submissions to meet Net Zero and implemented a two-year PPA Agreement for properties in Ireland, with all energy generated being provided by a windfarm in County Cork, resulting in zero emissions.

PHS purchased five electric cargo bikes. These will replace diesel vans, which will result in a decrease in emissions generated.

Konica Minolta retained its carbon neutral status.

Energy consumed in Group operations is predominantly drawn from the national grids, but green electricity used increased 79% year-on-year, avoiding 3 440 tons of emissions.

18 Bidvest sites have installed solar capacity, up from 10 in the prior year



PHS' journey to reduce waste and emissions across the UK

In 2016, PHS started its LifeCycle programme with a simple goal: to reduce sanitary waste going to landfills by sending it to Energy from Waste (EFW) facilities instead. This change has helped PHS to significantly reduce its CO₂ emissions and champion eco-friendly practices in the hygiene sector.

PHS milestones include:

- Since 2016 PHS has reduced its emissions by c148 million kgCO₂e;
- Year-on-year the business has significantly grown its percentage diversion levels, whilst simultaneously growing the total volume of waste collected;
- In 2016 PHS collected c40 000 tonnes of waste and diverted just 17.5% from landfills; and
- By 2023, the volume was up 72%, to c69 000 tonnes and 92.4% of this waste was sent for energy recovery.

This journey included strategic supply chain relationships, and in 2019 PHS signed a five-year deal with a leading waste management company, who is the number one provider in the UK in terms of capacity of EFW. This relationship started at four EFW plants and has now extended to seven, with a national footprint. This partnership has been so successful that in 2022, PHS extended it through to 2029.

PHS also has relationships with several other key EFW operators. Making use of various facilities across the UK has enabled year-on-year increases in waste diversion and volume.

PHS now covers all major UK cities, with only remote areas still using landfills. Working towards 100% diversion, PHS is committed to extending its footprint as new EFW facilities become available.

Making a real difference in reducing waste and protecting our environment is at the heart of the LifeCycle programme.

Noonan committed to value-adding innovation

In the facilities management (FM) sector, innovation is not just a buzzword, it is a necessity. In June 2024 Noonan purchased its first digital twin camera and commenced a pilot project to explore and demonstrate the value of this groundbreaking technology. This innovation is set to revolutionise the industry and set the company apart as leaders.

A digital twin is a virtual replica of a physical building, created using advanced scanning technology combined with software analysis. This replica isn't just a static model, it is an interactive, detailed representation of a building or space that can be used in a multitude of ways. From enhancing client presentations to improving safety protocols, the applications are both vast and impactful.

The process is remarkably efficient - scanning an average-sized building takes about two hours, followed by another two hours to edit the model and integrate useful information, such as tags and links to other systems. The result is a 3D model and interactive building plan that can serve as powerful materials for tenders and client presentations, underscoring our commitment to delivering value through innovation.

The potential applications of the digital twin technology are extensive across the cleaning, security, and hard services divisions. For instance, it is possible to reduce risk by offering immersive 3D tours of facilities, which include tagged features and training content. This not only improves safety, but also enhances the onboarding experience for employees and visitors alike.

Clients also benefit significantly as they can use the virtual tours for their own employee training or to showcase their facilities to customers. Additionally, the technology enables highly accurate floor plans and cleaning measurements, as well as comprehensive building condition analysis, which is crucial for maintaining the integrity and safety of any facility.

Digital twins can be integrated with more complex systems, such as asset monitoring and live feeds from sensors, offering real-time insights and advanced emergency planning capabilities.

With the introduction of this digital twin technology, Noonan is well-positioned to lead the FM industry into a new era of innovation. By embracing this disruptive technology, the company is enhancing its service offerings and contributing to a future where transformation and equality are at the forefront of its mission.

Case study: Dynamic Workplace – Education Client

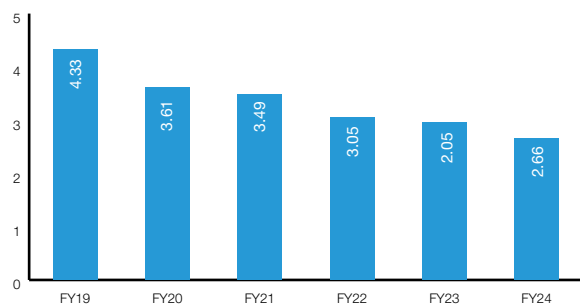
Noonan commenced an Innovation project to install sensors across four buildings within the estate of a large university client. The sensors are measuring occupancy, temperature and light lux levels, with the data feeding into a management reporting portal. The project objectives are to deliver cost savings, improve cleaning service quality, and increase student customer satisfaction levels in partnership with the university's 'Love Our Building' project.

Progress to date:

- **Energy Savings** – Early in the project we flagged extremely high night-time building temperatures. The client has lowered temperature settings in its Building Management System, resulting in a significant energy cost saving. This was a great early win for the project.
- **Cleaning Efficiencies** – Baseline 'out of term' August/September activity levels have been established. This will allow us to scientifically flex our cleaning solution during out of term periods in the future.
- **Quality Improvements** – The 'Activity Ranking Report' has provided visibility of the busiest and least busy areas. We have flexed our cleaning solution to reallocate hours to the busiest floors in each building.
- **Reactive Janitorial Solution** – From week 12, janitors will receive text alerts when activity thresholds have been exceeded, triggering that a check or clean is required. This is going to eliminate unrequired checks or cleans of toilets with low activity.
- **Project Expansion** – The client has funded an expansion in the project, with 25 feedback sensor boxes being added to the busiest toilets. In addition to customer satisfaction data, our janitorial team can respond immediately to issue alerts.

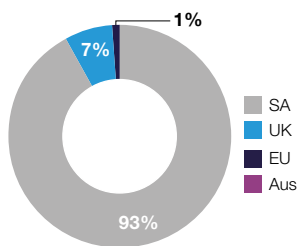
After eight weeks, we have already identified labour savings to fund the cost of the project through the reduction in frequency of checking or cleaning toilets that have low activity. As we build up more data and trends we will identify further insights and efficiencies to flex our solution. We are also providing significant value for the client through energy cost savings and the shared data which the university is using to support its building maintenance scheduling. The project has helped to improve our relationship with the client, as demonstrated by our improved NPS score.

Emission intensity (kg/R000's revenue)

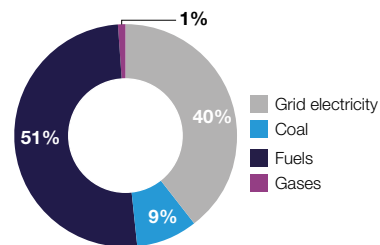


Bidvest provides low/no carbon and environmentally friendly products and services into the economies in which it operates, such as the storage and handling of LPG, the distribution of solar panels and geysers, 100% recyclable packaging, electric vehicles, etc. For examples of recently launched products and services, please refer to page 29 [ESG](#).

Emissions produced (%)



Emissions source (%)



Scope 1 and 2 emissions * (tons)

	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Scope 1	285 431	250 441	217 085	212 910	170 365	197 687	133 618	179 520	176 592	191 017	183 964
Scope 2			5 357	9 471	157 704	148 661	132 675	123 318	118 822	111 241	121 075
Total	285 431	250 441	222 442	222 381	328 070	346 349	266 396	302 838	295 414	302 258	305 039
Like-for-like**								275 512	275 002	281 658	284 155
Adcock Ingram#										73 698	67 944

* Ton of CO₂ are reported using government and international GHG conversion factors. ** Exclude major acquisitions since FY2019. # Refer to Adcock Ingram disclosure.

[www](http://www.bidvest.co.za) Refer to www.bidvest.co.za for the climate change submission to the CDP.

Water

The Group used 1 647 million kilolitres of water, a decrease of 3% year-on-year. Also, 207 million cubic metres of industrial wastewater were treated and discharged. Water intensity decreased by 7% during the year to 30 June 2024.

24% less water was used compared to FY2019

Water intensity declined from 24.91 litre/R000s revenue to 14.25 litre/ R000s revenue, on a like-for-like basis, a 57% decrease.

Water drawn from boreholes represented 10% of total usage

In addition to SA being classified as a water stressed country, the quality of water is also deteriorating rapidly. According to the 2023 Blue Drop National report, 46% of water supply systems in SA achieved unacceptable microbiological quality. There are also more frequent water supply interruptions. The Group sees opportunities in product supply and related service offerings over the medium-term.

[www](http://www.bidvest.co.za) Refer to www.bidvest.co.za for the water submission to the CDP.

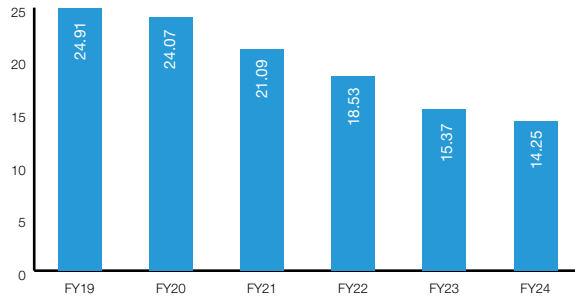
Making a difference

BPO and several dealerships installed water-saving taps, aerators as well as a high-pressure toilet flush system to reduce water consumption ten-fold.

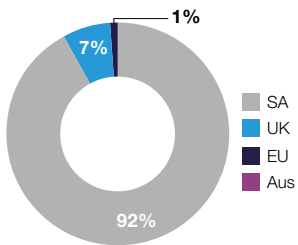
Kolok completed its off-the-grid water solution. The system includes a borehole 10 000 litre borehole water tank, a 4-stage filtration system, two 10 000 litre filtered water storage tanks and dual high-pressure pumps.

The new Plumblink facility, boasting a 4-star Green Building rating, has water-saving toilets, waste recycling facilities and solar power.

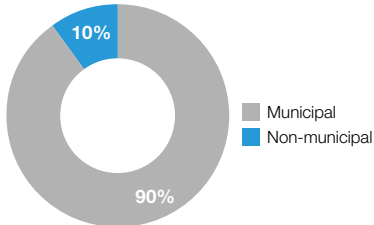
Water intensity (litres/R000's revenue)



Water used (%)



Water sources (%)



Group water used and waste water treated (kilolitres)

	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24
Total water usage	2 935 642	2 391 110	2 367 121	2 423 291	2 048 674	1 994 158	1 778 043	1 802 576	1 771 759	1 690 703	1 647 406
Like-for-like*								1 639 454	1 671 474	1 572 663	1 523 974
Wastewater treated					402 149	518 614	285 180	574 628	166 449	191 212	207 086
Adcock Ingram*										394 450	418 742

* Exclude major acquisitions since FY2019. * Refer to Adcock Ingram disclosure.

Circular economy

Making a difference

Waste generated by BTT is sent to Thuthukani for recycling. Thuthukani provides sheltered employment and skills development for people with intellectual disabilities through skills development while preventing social and physical abuse as well as taking care of their basic needs.

Silveray recently swapped the plastic casing of twist crayons to board which is 100% recyclable and modified packaging. This resulted in >2m ton saving in plastic.

Lufil Packaging developed an e-commerce bag for Waltons which is an improvement on the corrugated boxes previously used and has reduced materials needed for packaging.

48% of material used by G Fox to produce masks becomes waste. This is now used as filling for boxing bags and the proceeds directed towards community upliftment projects.

The Group recycled

92 274 tons of waste

83% of waste generated was recycled

Product/service innovation

Making a difference

Where Noonan collects waste, bio-processor units were introduced. These unit converts food waste into soil within 24 hours, reducing pick-up up volumes by 80%.

PHS launched an airscents alternative to aerosol-based air fresheners for a larger environment. The consumable is fully recyclable, and the packaging is brown card with black print, which is the most environmentally friendly option.

PHS and Steiner are testing a new product called E-Gal from Pads on a Roll in the market. The small dispenser is placed next to the toilet tissue dispenser, giving the user direct access to period products within the toilet cubicle, while also substantially reducing the volume of packaging.

To help clients meet their sustainability goals, travel businesses in Services, South Africa, enabled an API from their system into the Trees 4 Travel application. Trees 4 Travel calculates the carbon footprint of clients' travel and their carbon-offsetting contribution towards the programme, which sees trees planted and fruit farms created.

Environmental management

During the year, two environmental inspections occurred in BPO's Richards Bay operation due to spillages in the hopper yard. Remedial action was taken, and no fine was issued. No public grievances against any operations were received.

Environmental management systems are in place at businesses, as listed alongside, representing more than half of Group revenue.

Entity	Certifications				
Noonan	ISO 9001	ISO 14001	ISO45001	ISO 22301	ISO 27001
BIC	ISO 9001	ISO 14001	ISO 45001	ISO 10002	
First Garment Rental	ISO 9001	ISO 14001	ISO 45001	SANS 10146	
Masterpack	FSSC 22000	IOS 22002	FSC-C031324	FSSI IBL	
Bidvest Tank Terminals	ISO 9001	ISO 14001	ISO 45001	SANS 3000	
Bidvest Facilities Management	ISO 9001	ISO 45001	ISO 14001	ESCo Tier 1	
PHS	ISO 9001	ISO 14000	ISO 45001		
Bidvest Steiner	ISO 9001	ISO 45001	ISO 14001		
Bidvest Prestige	ISO 9001	ISO 45001	ISO 14001		
Consolidated	ISO 9001	ISO 45001	ISO 14001		
Bidvest Catering Services	ISO 9001	SANS 10049	SANS 10156		
Renttech	IOS 9001	ISO 45001			
Rotolabel	ISO 9001	FSSC 22000			
Lithotech	ISO 9001	FSSC 22000			
S&N Labels	ISO 9001	FSSC 22000			
Konica Minolta	ISO 9001	FSC			
Manica Namibia Group	ISO 9001	ISO 45001			
G Fox	NRCS accredited	SEDEX accredited			
Bidvest Protea Coin	ISO 9001				
P&I Associates	ISO 9001				
Bidfreight Port Operations	ISO 9001				
Rennies Ships Agency	ISO 9001				
Bidvest International Logistics	ISO 9001				
Academy Brushware	ISO 9001				
Buffalo Tapes	ISO 9001				
Burncrete	ISO 9001				
Nu-Quip	ISO 9001				
Cabstrut	ISO 9001				
Electech	ISO 9001				
Technilamp	ISO 9001				
Home of Living Brands	ISO 9001				
Silveray	ISO 9001				
Cecil Nurse	ISO 9001				
Hotel Amenities Supplies	ISO 9001				
Vulcan	ISO 9001				
Aluminium Foil Converters	ISO 22000				
Bidair Cargo	ISAGO				
Lufil	FSSC 22000				
King Pie	FSSC 22000				

Making a difference

What's in the Box? Turns out this is a crucial question

At PHS it's often the small details that can make a big difference. One such example is the genesis of an idea called "What's in the box?" This simple question led to significant cost savings, waste reduction, and a move towards more sustainable practices in the hygiene and washroom industry.

The story of "What's in the box?" goes back several years, rooted in a moment of unexpected insight. A customer returned a large box of unused items that had been supplied with their dispensers. This incident sparked a realisation that included materials often go unused. Not only was this creating surplus waste, but each unused item represented wasted money. It was identified that costs could be reduced ranging from \$1.20 to \$3.00 per unit.

Today, the focus has shifted - while cost savings remain important, there's now a greater emphasis on, particularly waste reduction and the elimination of single-use plastics.

In response to this shift, PHS took decisive action and requested their manufacturing partner to remove all plastic from dispenser packaging, they eliminated unused fixing kits from hand dryers, and they scrutinised packaging for all new products prior to onboarding.

The first delivery with revised packaging arrived in early June 2023, marking a significant milestone in the company's sustainability journey. In one year PHS has removed 107 765 plastic bags which translates into 323kg of carbon.

The "What's in the box?" initiative demonstrates how a simple question can lead to transformative changes, improve sustainability credentials and meet evolving customer expectations.

Responsible supply chain

Bidvest's Code of Ethical Purchasing (Code) is intended to promote safe and fair working conditions, ethical business practices and the responsible management of environmental and social issues within the Group's supply chains. The signing of the Code is now part of supplier onboarding.

The principles are to uphold human rights, behave ethically and be environmentally sustainable.

To date, **83%** of Bidvest's offshore and multi-national suppliers signed the Code

All products that Bidvest distributes, or retails are approved by the necessary authorities, as required. Products carry warranties that vary between six months to manufacturer-backed guarantee of up to five years, mostly in the case of vehicles. No product is sourced from countries on the global sanctions list, products that may include conflict minerals, such as vehicles and electronic equipment, are sourced from reputable global suppliers who actively monitor their supply chain to source responsibly.

Making a difference

McCarthy supports safety in mobility. From the vehicles tested by NCAP between 2017 and 2024, McCarthy sells vehicles with, 2 star or better rating. The #SaferCarsForAfrica campaign was launched by Global NCAP in 2017 with the objective of promoting safer vehicles across Africa.

Paper sourced by printing and packaging operations is from FSC certified suppliers and leather for handbags and wallets from LWG certified tanners.

Task Force on Climate-related Financial Disclosures

The TCFD published recommendations to encourage companies to increase their disclosure of climate-related information, with a focus on governance, strategy, risk management and metrics and targets.

Bidvest is aware of the importance of addressing issues related to climate change as the impacts are far-reaching. As a targeted first step towards contributing to restricting the increase in the global mean temperature in accordance with the Paris Agreement, we have set a target of reducing emission intensity by 20% by 2025.

To date, we have taken the following steps towards these recommendations:

- Governance – Bidvest reiterated its commitment to conduct profitable business in an accountable manner and set objectives, which include representing responsibly made products. Management included an explicit Group emission reduction target of 20% by 2025 in the Board-approved ESG Framework which has been cascaded into the identified focus businesses as part of management's KPIs. Data gathered quarterly is presented to the Social, ethics and transformation committee;
- Strategy – We offer a continuously broadening basket of services and products that adds value to customers. This means we represent products and services that are responsibly made and delivered while preserving the environment for future generations. This is an ongoing process, incorporating innovation and investment;
- Risk management – Climate risk is one of the key risks elevated at Group level. This is discussed in more detail on page 6 [ESG](#). Operationally, climate risks translate into, for example, damage to coastal facilities and disruptions to supply chains due to extreme weather conditions, escalating cost of service delivery, products and compliance as well as reputational damage; and

- Metrics and targets – Bidvest has reported on its environmental footprint for several years. The need for specific measurement metrics and target culminated in an ESG Framework released in FY2021. The Group has committed to a 20% reduction in emission and water intensity between 2019 and 2025, together with measures to contribute to a sustainable supply chain and the circular economy.

[www](#) Refer to www.bidvest.co.za for the climate change and water submission to the CDP.