



Together Towards Zero

Sustainability Report 2024

About this Report

This Sustainability Report covers information and data from Actavo Group and all entities under its control worldwide for the calendar year 2024 (coinciding with its financial year 2024). Actavo has prepared this report with reference to the Global Reporting Initiative (GRI), the global best practice standards for sustainability reporting. The report reflects our group-wide sustainability strategy.

Date published March 2025



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Welcome from the CEO

I am pleased to share our 2024 Sustainability Report, which showcases our unwavering commitment to sustainable growth and responsible business practices. This report highlights our collective efforts and achievements under the theme 'Together Towards Zero'.

We have made significant strides in reducing our environmental impact, fostering a culture of safety, and strengthening our partnerships with communities, clients, and stakeholders. Our journey towards sustainability is driven by collaboration and innovation, and I am proud of the progress we have made together.

This commitment continues to be underpinned by our core values – Live Safety, Perform as a Team, Deliver Operational Excellence, Focus on Customer Experience, and Operate Sustainably.

Actavo operates across diverse disciplines and regions, serving a wide range of customers, partners, and sub-contractors. Our shared goal is 'Sustainable Growth' – a spirit of collaboration that is fundamental to our success.

In our third Sustainability Report, we present our initiatives under the aforementioned theme 'Together Towards Zero'. We remain committed to achieving zero harm in all our operations, relying on a collaborative approach with our people, clients, stakeholders, and the communities we serve.

Our zero-harm ethos is deeply embedded in our EHS (Environment, Health & Safety) culture. It focuses on the safety of our people and everyone we interact with. It ensures we care for property, plant, equipment and the environment,

and that we have a positive impact on our people, our planet and the communities we work in. Our strategy is rooted in the UN Sustainable Development Goals and aligns with our commitments under ISO Standards, the Carbon Disclosure Project and science based targets.

As we move towards new reporting obligations under the EU Corporate Sustainability Reporting Directive (CSRD), this is our last report in the current format. This year, we have brought our GRI Index into the body of the report, and in 2025 we will develop our report further, to align with CSRD requirements.

In 2024 we were delighted to maintain our Silver Sustainability Rating from Ecovadis. We continue to operate at 100% green energy in all Actavo locations and achieved zero waste to landfill in Northern Ireland for the first time, with this target already achieved in Ireland and Great Britain. We introduced two initiatives to reduce our fleet emissions further, piloting HVO fuel in Ireland and CNG fuel in Trinidad. We continued to drive down our Scope 1, 2 and 3 emissions, and are committed to sharing our science-based targets in 2025.

Our safety performance was acknowledged with multiple awards from RoSPA, marking 20 years of awards from the prestigious international body. We were also very proud to accept three

NISO/NISG awards. We continued our Safety Leadership Tours and multiple local initiatives under our Community Engagement program. We were very proud to partner with Dementia: Understand Together, KlikIn (formerly the Iris O'Brien Foundation), the Civilian Conservation Corps, Men's Sheds Ireland and many other organisations and charities at local level.

I would like to acknowledge everyone involved in compiling this report, in particular our EHS team and Sustainability Council. My sincere thanks to our Board, our many valued clients, our people in all regions, and all our stakeholders for playing their part in our sustainability journey.

As a responsible business committed to sustainability, we recognise that we have a lot more to do, and we look forward to continuing to reduce our environmental impact and to improving how we make a difference, wherever we work.

'Together Towards Zero' means that, at Actavo, we are focused on collectively working tirelessly towards a goal of zero harm across all our operations.

Keith Tobin
Group CEO, Actavo


Our journey towards sustainability is driven by collaboration and innovation, and I am proud of the progress we have made together.



Keith Tobin, Group CEO, Actavo


Sustainability Highlights

Here are our key sustainability highlights of 2024.




Leading on Responsible Business Practices

- Maintained accreditation for ISO 9001 – Quality Management, ISO 45001 – Occupational Health & Safety, ISO 14001 – Environmental Management, ISO 50001 – Energy Management and ISO 27001 – Information Security, and BOPAS – Build Offsite Property Assurance Scheme
- Awarded Ecovadis Silver Sustainability Rating (September 2024) with improved ratings for labour and human rights and sustainable procurement
- Completed 45 external audit days across the business with no major non-conformances
- Introduced new Disaster Recovery process and Document Library



Caring for our People

- 1,073 EHS training courses delivered to 3,277 people
- Promoted Diversity and Inclusivity in partnership with KlikIn (formerly the Iris O’Brien Foundation)
- Published Gender Pay Report 2024, showing gender pay gap of 3.6%
- Complete 77 Senior Leadership Tours
- TIR (Total Incident Rate) was 2.68 for 2024
- Completed 9,966 EHS site audits across the business
- Recorded and acted on 8,638 ‘HEART’ conversations and reports
- Celebrated 20 years of RoSPA Awards and three NISO/NISG Safety Awards
- Executed 339 Safety Communications globally



Caring for the Planet

- Maintained ISO 14001 – Environmental Management and ISO 50001 – Energy Management accreditation
- Committed to reducing our Scope 1 & 2 carbon emission intensity by 50% by 2030
- Reduced our Scope 2 emissions by 69% on 2024
- Operated at 100% Green energy in all Actavo operated locations, reducing our Scope 2 Carbon emissions by 95% since 2019
- Maintained zero waste to landfill in Ireland and Great Britain, and achieved zero waste to landfill in Northern Ireland
- Introduced a HVO (hydrotreated vegetable oil) fuel pilot in Ireland for light commercial vehicles and a CNG (compressed natural gas) fuel initiative in our Trinidad operation



Caring for the Communities in which we operate

- Awarded RoSPA Fleet Safety Gold Medal, in recognition of eight consecutive years of Gold Awards; and the NISO/NISG Driving for Work award.
- Award-winning Customer Experience strategy, including focus on community engagement and care for vulnerable customers
- Provided mentorship programme to school pupils in our community
- Continued an internship programme for local senior cycle pupils
- Guaranteed interviews for under-represented groups in Ireland, along with internships and support for College Awareness Week initiative
- Proud to support various local sponsorships in our Irish and regional operations



Overview

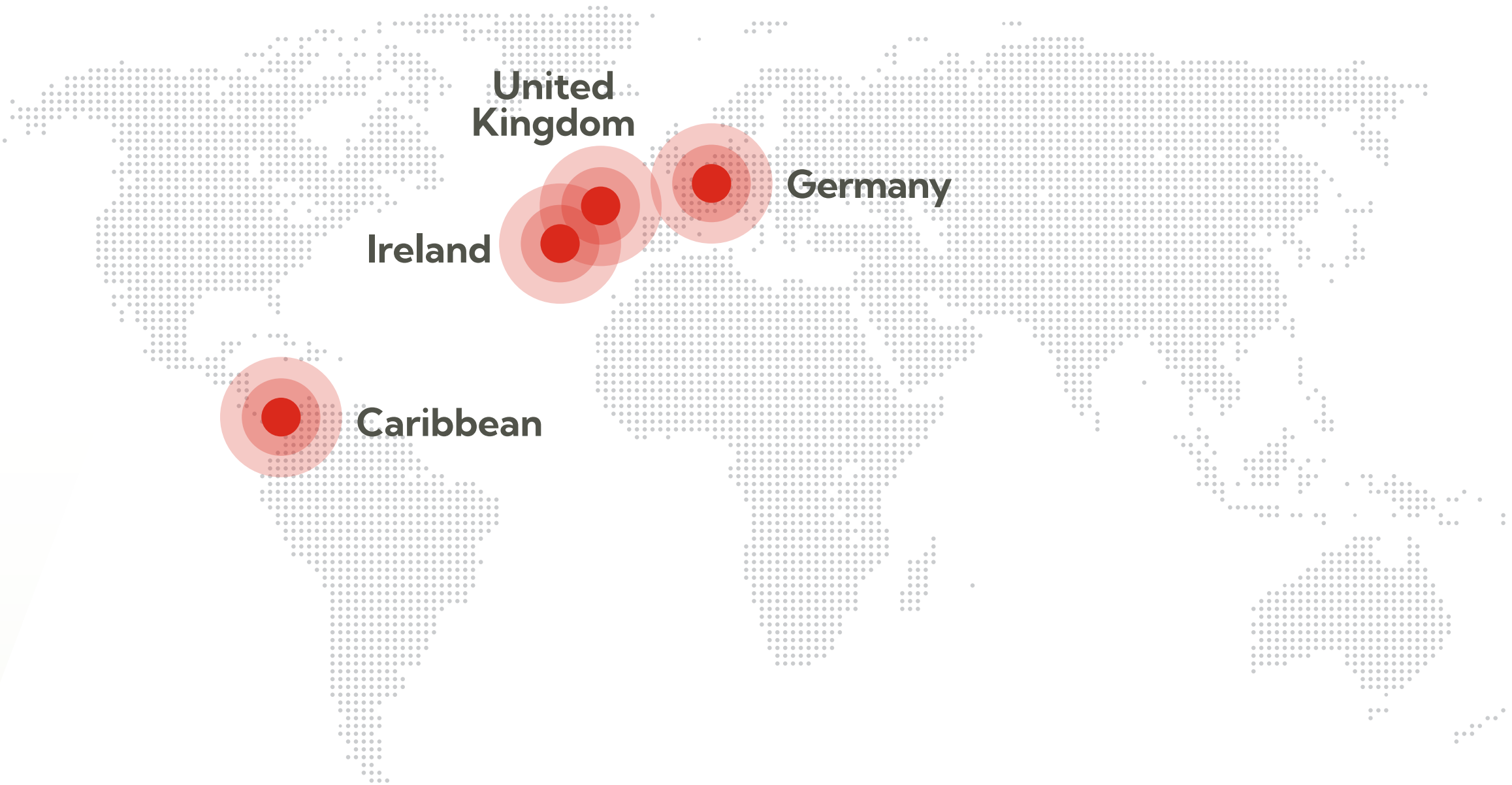
About Actavo

Actavo is a global strategic partner for delivering exceptional construction, engineering, and infrastructure services. In operation over 50 years, we have our roots in several businesses that came together in 2015 under the Actavo brand.

Our name is inspired by the Latin word 'actus' meaning 'action', 'behaviour' and 'performance'. Intrinsic to our culture is the belief that all our individual actions, every day, shape how we deliver for our clients collectively.

We are headquartered in Dublin, Ireland and have operations throughout Ireland, the UK, Germany and 9 countries in the Caribbean. Given our range of expertise, we operate in over 30 locations at any one time. Our highly experience teams and flexible business model allow us to mobilise and scale quickly in new locations anywhere in the world.

While our service offerings are diverse, what we have in common across all our operations is an unwavering commitment to delivering excellence for our clients and their customers, underpinned by rigorous quality standards, a multi-award-winning safety performance and industry-leading customer experience.



Our name is inspired by the latin word 'actus' meaning 'action', 'behaviour' and 'performance'. Intrinsic to our culture is the belief that all our individual actions, every day, shape how we deliver for our clients collectively.

Our Values

Our core values are rooted in behaviours that we nurture throughout our business to ensure that we take care of each other, continuously improve and strive to achieve great things together.

Live
SAFETY



Safety doesn't happen by accident. It takes commitment and leadership from the top to develop a culture where safety matters, combined with an ethos where safety is everyone's responsibility. At Actavo, we have a caring, preventative culture, where everyone is encouraged to speak up and take action, stopping work if necessary, enabling a work environment that allows everyone to go home safe each day.

Perform as a
TEAM



Individually we are one drop, together we are an ocean. Only by working collectively and collaboratively – communicating clearly, respecting one another and our differences, building relationships and offering support – can we achieve our goals and enjoy the rewards. This is how we perform – not just with each other, but with our many valued clients, working in partnership to deliver their customer promises.

Deliver
OPERATIONAL EXCELLENCE



Excellence is a habit. Like Aristotle said, "we are what we repeatedly do". At Actavo, we strive for excellence in every endeavour. Our processes and structures support this value, but it is driven by our collective attitude towards delivering real and measurable value for our clients and partners. Right first time is our passion – our relentless focus on driving best practice is underpinned by a culture of continuous improvement, courage and a can-do attitude.

Focus on
CUSTOMER EXPERIENCE



Every interaction, no matter how small, is an opportunity to create something remarkable. When our clients and their customers place their trust and loyalty in us, we go to the nth degree to understand their goals, alleviate their frustrations, and exceed expectations with truly fantastic experiences. Customer Experience (CX) is our passion and deeply embedded into every aspect of our operations.

Operate
SUSTAINABLY



Sustainability is not just about zero harm, but also about doing more good. We've worked steadily to change our business practices and made real progress. But we recognise that operating sustainably demands that we think carefully about how to safeguard our planet, care for our people and communities – ultimately how we conduct our business with integrity and transparency.

Our Business

Actavo is contracted by clients all over the world to design, build and maintain vital infrastructure and deliver support services. We operate across a diverse range of sectors, including telecoms, power, energy, construction, education, events, healthcare, utilities and local authorities.

Networks

Our **Networks Solutions** business offers a wealth of experience in the survey, design, planning, build and maintenance of complex fibre networks, utilising innovative technology to deliver our clients' requirements, safely. Our services also include civils and power engineering works, parking meter and ICT infrastructure support. We have extensive experience mobilising large-scale projects internationally for a range of household brands, enabling greater connectivity for our clients' customers.



Home Services

Our **Home Services** business provides reliable service and maintenance support to our long-term clients – some of the worlds' leading TV, fibre, home energy, telecoms and power brands – delivering exceptional customer experience. We also have a direct-to-consumer brand, Actavo HomeCharge, installing domestic electric vehicle chargers throughout Ireland, in line with our continued focus on developing sustainable service offerings.

Industrial Scaffolding

Our **Industrial Scaffolding** business provides solutions to support our clients' industrial construction, term maintenance and shutdown projects. We are experts in our field with extensive technical skills and a relentless focus on safety. Collaboration, shared responsibility, and continuous improvement are essential to how we deliver our services, ranging from access solutions for major construction projects to maintenance services for energy, pharmaceutical, data, power and utilities clients.



Protective Coatings

Our **Protective Coatings** business has long established reputation in the UK (formerly under the PDC brand), for providing protective coatings for transmission and distribution power pylons, telecoms masts and sub-stations for leading power and telecoms brands, as well as installation of Anti-Climbing Devices and completion of maintenance works, operating nationwide and specialising in remote access.

Modular Buildings

As Ireland's original provider of modular buildings, our **Modular Buildings** business has built its reputation on the expertise of our people, the quality of our products and the strength of our promises. We design, manufacture, install and maintain innovative modular buildings for key sectors including healthcare and education, as well as providing hire and sale of site accommodation and marketing suites to construction clients.



Events

Providing safe solutions for the events Industry' our **Events** business provides extensive event infrastructure and consults on special projects for all types of festivals, events and productions, working with venues, promoters, government bodies and event agencies. We also provide traffic management services. Our senior team is comprised of highly experienced events professionals, many with over 30 years' expertise managing complex high-profile events for multiple sectors.

Our Governance

As a responsible company with strong core values, Actavo Group complies with, at a minimum, the relevant laws and regulations in the countries we operate in and seeks to always demonstrate best practice in how we govern our business.

- The Actavo Group Board has ultimate responsibility for the oversight of governance within the Group.
- The Group Audit and Risk Committees have oversight and responsibility for the Board's internal control, risk management and mitigation plans.
- The Remuneration Committee is delegated by the Board to manage the remuneration of the most senior executives in the Group.
- The Group CEO and CFO are responsible for setting the strategy and ensuring that the business units are taking steps to deliver against this strategy.
- Business unit senior leadership are responsible for the integration and delivery of strategy within their business unit, ensuring that their activity contributes to the achievement of the overall Group strategy. Each significant business unit is subject to an annual external and independent financial audit conducted by the group's external auditor.

- The EHS Council is responsible for setting EHS targets and metrics for the business including road safety targets. It provides overall governance and direction regarding culture and standards.
- The Sustainability Council is responsible for setting out the Sustainability Plan and objectives for the business. It determines sustainability targets and metrics across each of the sustainability pillars.

We ensure that our employees are aware of relevant guidelines and conduct themselves accordingly. During 2024, no material fines were imposed on the Group for any breaches of such laws and regulations.

Actavo is aware of and committed to its corporate responsibility. This includes managing and maintaining a sufficient level of tax contribution, which means we do not engage in aggressive tax planning. Our transfer pricing policies are aligned with our operating business model and with commercial substance. Transactions between

related parties are made on an arms-length basis. Our business activities generate a variety of taxes including corporate income taxes, value-added taxes, employment taxes and other transaction taxes. We are committed to complying with tax laws in a fair and responsible manner and to having open and constructive relationships with tax authorities.

The operational controls within our governance model are implemented through the procedures embedded in our Integrated Management System (IMS) including our Operational Governance Procedure, Project Risk Management Procedure and Construction Design Management Procedures.

We ensure that our employees are aware of relevant guidelines and conduct themselves accordingly. During 2024, no material fines were imposed on the Group for any breaches of such laws and regulations.



Risk Management

The main risks arising from the Group’s and Company’s financial instruments are price risk, credit risk, liquidity risk, foreign currency risk and interest rate risk. The Board reviews and agrees policies for managing each of these risks.

Price Risk

The Group is exposed directly and indirectly to commodity price risk, given the nature of its operations. The Group seeks to minimise the adverse effect of the above risks by economies of purchasing, strong inventory management and developing long-term relationships with multiple suppliers.

Credit Risk

The Group has implemented policies that require appropriate checks on potential customers before sales are made. Company management actively manages receivables through continuous monitoring of accounts receivables across all companies within the Group on a regular basis.

Liquidity Risk

This risk relates to the Group’s ability to meet its payment obligations associated with its financial liabilities when they fall due. Prudent liquidity risk management requires maintaining sufficient cash and the availability of funding through an adequate amount of committed credit facilities.

Currency Risk

The Group is exposed to foreign exchange risk arising from currency exposures in respect of sterling, US dollars, Trinidadian dollars and Jamaican dollars. The Group manages its foreign exchange risk by ensuring that the net exposure in foreign assets and liabilities is kept to an acceptable level by monitoring currency positions. The Group is exposed to currency risk in respect of income, expenses, receivables, work in progress, working capital, fixed assets, and other financial assets and financial liabilities (primarily trade payables, accruals and deferred consideration) that are denominated in currencies that are not the functional currency of the entities in the Group. The

currencies in which transactions are primarily denominated are Euro (“EUR”), pound sterling (“GBP”), and US dollar (“USD”). It is Group policy to ensure that foreign currencies denominated liabilities are broadly matched by foreign currency denominated assets. This is generally achieved by monthly sales of net foreign currency inflows into Euro (or the subsidiaries’ functional currency) at spot rates. Foreign exchange impacts therefore arise on the retranslation of their income and expense into Euro for Group reporting purposes.

Our Standards

In setting an unwavering commitment to delivering excellence for our clients and their customers, we embrace the continuous improvement model across the business. Utilising the ‘Plan – Check – Do – Act’ model, we continuously strive to improve our product and service offering.

As a business, we are committed to not just meeting regulatory requirements, but setting the highest standards across the business, which is underpinned by our accreditation to the following industry standards.



bsi
ISO 9001
Quality Management Systems
CERTIFIED

FS 651939
FS 771568

ISO 9001
Quality Management



bsi
ISO 50001
Energy Management
CERTIFIED

ENMS 642366

ISO 50001
Energy Management



bsi
ISO 45001
Occupational Health and Safety Management
CERTIFIED

OHS 651942
OHS 690294


ISO 45001
Occupational Health & Safety



bsi
ISO/IEC 27001
Information Security Management
CERTIFIED

IS 670282

ISO 27001
Information Security



bsi
ISO 14001
Environmental Management
CERTIFIED

EMS 651937
EMS 740495

ISO 14001
Environmental Management



We operate an Integrated Management System across our suite of ISO standards, ensuring consistency and integration between the elements of our management systems. We completed 45 external ISO audit days across the business in 2024 with no major non-conformances.

Our business also requires us to hold various licenses and memberships of industry recognised schemes. Key memberships held by the business include the following with a full list available on page 51.



WEEE Registered



Achilles UVDB Certified



STOW Certified



Ecovadis Rated

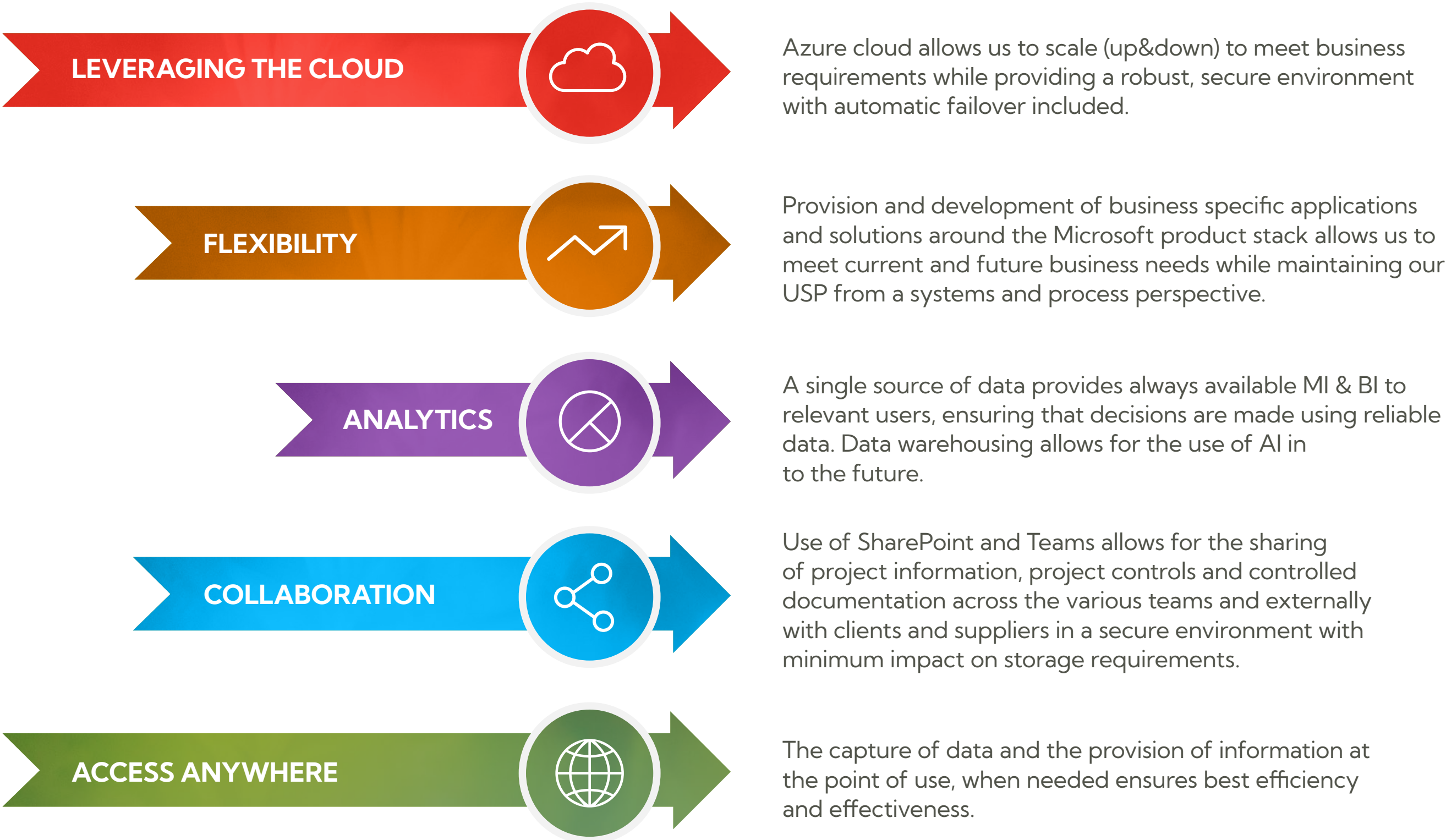
Digital Strategy

Our digital strategy is founded on enabling Actavo growth and sustainability through a reliable, effective platform, available to anyone anywhere, which is resilient and engineered to protect data.

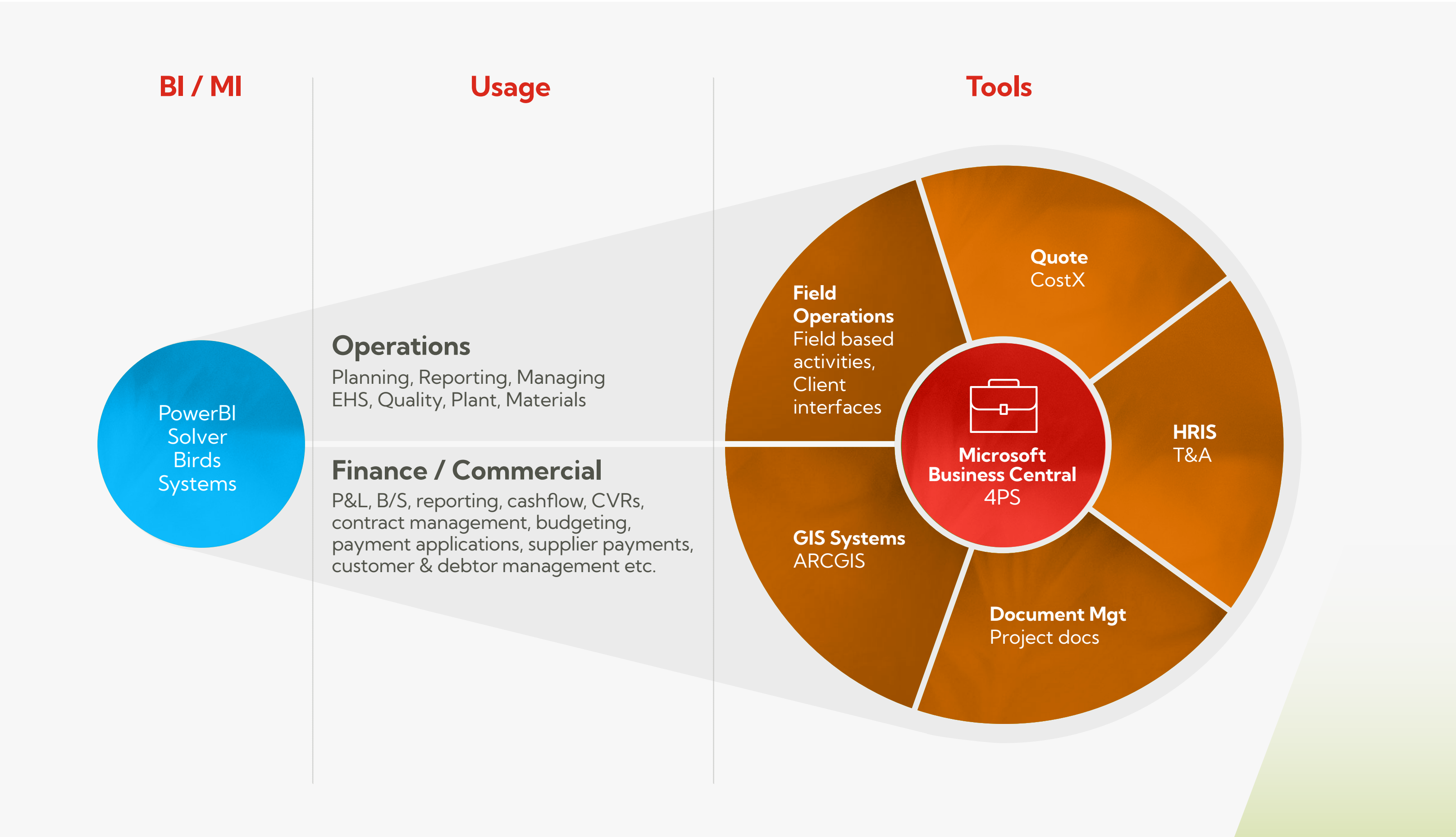
Our strategy has two key pillars, the first being our infrastructure and the second focused on our business applications and the integration of these applications. We completely re-engineered our infrastructure to meet the modern business requirements, and achieved 100% cloud infrastructure in 2023 when we completed our major ERP project. In 2024, we implemented a new Disaster Recovery process and associated tools This included consolidating the tools and the service partners we use while meeting the needs of the organisation in a new cloud-based environment

All business units across Actavo conducted the full 2024 financial year on the new ERP system, 4PS Business Central,. In 2024, we added a document library and collaboration tool to the ERP suite linking ERP and SharePoint to provide a structured document management repository for projects, while allowing for collaboration between teams.

While the ERP is the central element of our digital platform, the management of work at project level, from issuing work and capturing its completion, to recording changes and other significant information, is critical to the efficient operation of the business. Our philosophy is to capture data once at the point of origin and to then re-use that data throughout our digital ecosystem across the various functions – from operations, to quality, through to commercial and finance – using appropriate reporting tools. The capturing of data is undertaken in our Work Management Systems.



ArcGIS is our tool of choice for the management of network build and utility infrastructure projects, including fibre networks and overhead power networks and components. The system is then used to issue work to crews, record their activities in the field and transfer that information back to the system. As work is completed, it is then updated on the design map to create the 'as built' finished map of the network. We have integrated the ArcGIS system with our client's system and with our ERP system, ranging from live integrations to manual overnight integrations dependant on business requirements.



How we Operate Sustainably

Our approach to sustainability is rooted in the UN Sustainable Development Goals and the clear requirement to protect our planet, not just for the next generation, but this generation also, while fostering a safe, equitable and caring culture for our people and the communities we work in.

The effect of global warming is now very clear for all to see and is an urgent issue requiring immediate and focused actions, not just an aspirational goal. These effects are evidenced by the change in climate patterns, which can be seen through the increased number of 'weather alerts' we issue to our staff throughout the year.

We support the advances being made by supply chain and regulatory bodies in developing and, as importantly, standardising the approach to sustainability reporting and setting a clear and open environment where businesses cannot hide behind schemes that encourage green washing.

Within Actavo, our sustainability approach is embedded in our core values through our 'Operate Sustainably' value and is led by our Sustainability Council, which was established in 2021. The council provides overall sustainability governance direction from the senior leadership and key functional leaders including defining our culture and standards in relation to sustainability including meeting our reporting requirements under CSRD. The council sets metrics and associated targets and objectives for the business at business unit, country and project level.

The council has defined five key sustainability pillars that support the UN SDG's, with a senior member of the business heading up each pillar. The pillars allow us to set out our plans and objectives for each pillar, which can be cascaded down through the business.



Each pillar has a core goal that sets out the plan and objectives for the pillar.





DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

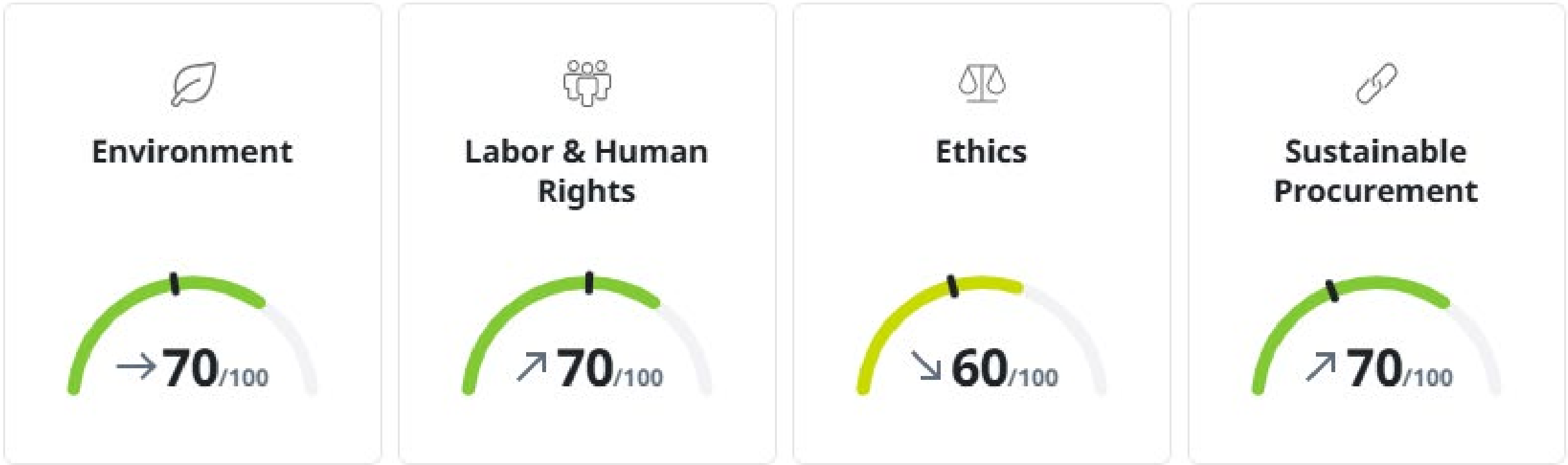
We have registered with Science Based Targets, to set Near Term and Net Zero targets. We had originally planned on achieving approval of our targets in 2024, but have had to push this target out to 2025 due to resource allocations on other projects.

The benchmarking of our overall sustainability progress is measured externally through the Ecovadis Sustainability Rating scheme, which we have identified as a key tool and independent barometer of our progress in our sustainability journey. We completed our latest sustainability assessment in September 2024 and were delighted to retain our Silver status and moving from an 85th percentile score to a 90th percentile score. Our sustainability management systems scored above industry average for our sector across the four elements of the Ecovadis scorecard.



Actavo has been a contributing company to the Carbon Disclosure Project (CDP) since 2011 and the Ecovadis Sustainability Rating scheme since 2018. We actively use these reporting tools to guide our carbon reduction plans, objectives and reporting. We also share these reports with clients to facilitate co-operation and alignment throughout the whole supply chain.

Overall score





GRI Standards Index



GRI Standards Index

Statement of use	Actavo Group Ltd has reported the information cited in this GRI content index for the period from 1st January 2024 to 31st December 2024 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI Standard	Disclosure	Page / Details
GRI 2: General Disclosures 2021	2-1 Organizational details	Actavo Group Ltd, Westland House, Willow Road, Dublin 12 D12 DK12
	2-2 Entities included in the organisation's sustainability reporting	Actavo Group Limited Actavo (Ireland) Limited Deborah Services (Holdings) Limited Actavo (UK) Limited Actavo Building Solutions (UK) Limited Actavo Events (UK) Limited Actavo Events (Ireland) Limited Actavo (P.D.C.) Limited Actavo Industrial Solutions (Ireland) Limited Actavo (Northern Ireland) Limited Actavo (St. Lucia) Limited Actavo (Guyana) Inc Actavo (Barbados) Limited Actavo (Jamaica) Limited Actavo (Trinidad & Tobago) Limited Actavo (BVI) Limited Actavo (St. Lucia) Limited (Dominica Branch) Actavo (Guyana) Inc. (Suriname Branch)
	2-3 Reporting period, frequency and contact point	The reporting period for this report is calendar year 2024, which is the same as our financial year.
	2-4 Restatements of information	This is our third report and we have no restatements to report regarding previous report
	2-5 External assurance	We have used our external ISO audits to assess our processes and data collection and plan to introduce external validation / assurance in readiness for CSRD. The information was validated by the management teams in the respective business teams.

GRI Standard	Disclosure	Page / Details
GRI 2: General Disclosures 2021 (cont'd)	2-6 Activities, value chain and other business relationships	7-9
	2-7 Employees	22
	2-8 Workers who are not employees	430 contractors engaged in delivery of services across the business primarily on a bonafide sub-contractor basis
	2-9 Governance structure and composition	10, 11
	2-10 Nomination and selection of the highest governance body	10,
	2-16 Communication of critical concerns	10, 11
	2-19 Remuneration policies	10,
	2-20 Process to determine remuneration	10,
	2-22 Statement on sustainable development strategy	15, 16
	2-23 Policy commitments	54
	2-24 Embedding policy commitments	8, 10, 12, 15
	2-26 Mechanisms for seeking advice and raising concerns	10, 30
	2-27 Compliance with laws and regulations	10,
	2-28 Membership associations	51
GRI 3: Material Topics 2021	3-1 Process to determine material topics	15, 16
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	30
	205-3 Confirmed incidents of corruption and actions taken	None reported
GRI 206: Anti-competitive Behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	None reported
GRI 207: Tax 2019	207-1 Approach to tax	10
	207-2 Tax governance, control, and risk management	10
GRI 302: Energy 2016	302-1 Energy consumption within the organization	104,882 kWh for non-renewable fuels including electricity, gas, diesel and petrol 551,477 kWh for renewable electricity
	302-3 Energy intensity	0.136 kWh per € revenue for non-renewable energy for all energy types 0.003 kWh per €1M revenue for renewable energy for electricity

GRI Standard	Disclosure	Page / Details
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	33
	305-2 Energy indirect (Scope 2) GHG emissions	33
	305-3 Other indirect (Scope 3) GHG emissions	33
	305-4 GHG emissions intensity	0.0001 tCO2e per € revenue for Scope 1, 2 & 3
	305-5 Reduction of GHG emissions	33
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	36
	306-3 Waste generated	578 Tons
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	22
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	25-26
	403-2 Hazard identification, risk assessment, and incident investigation	25-26
	403-3 Occupational health services	29
	403-4 Worker participation, consultation, and communication on occupational health and safety	27, 30
	403-5 Worker training on occupational health and safety	23
	403-6 Promotion of worker health	29, 30
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	38-42
	403-8 Workers covered by an occupational health and safety management system	100% including 1,470 direct and 430 contractors
	403-9 Work-related injuries	26
	403-10 Work-related ill health	Nil
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	24 (Gender Pay Gap Report 2024)
	405-2 Ratio of basic salary and remuneration of women to men	22, 24 (Gender Pay Gap Report 2024)
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	24
GRI 415: Public Policy 2016	415-1 Political contributions	None as reported on Page 8, note 8 of Actavo Group Financial Accounts 2024
GRI 417: Marketing and Labelling 2016	417-3 Incidents of non-compliance concerning marketing communications	None reported
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	None reported

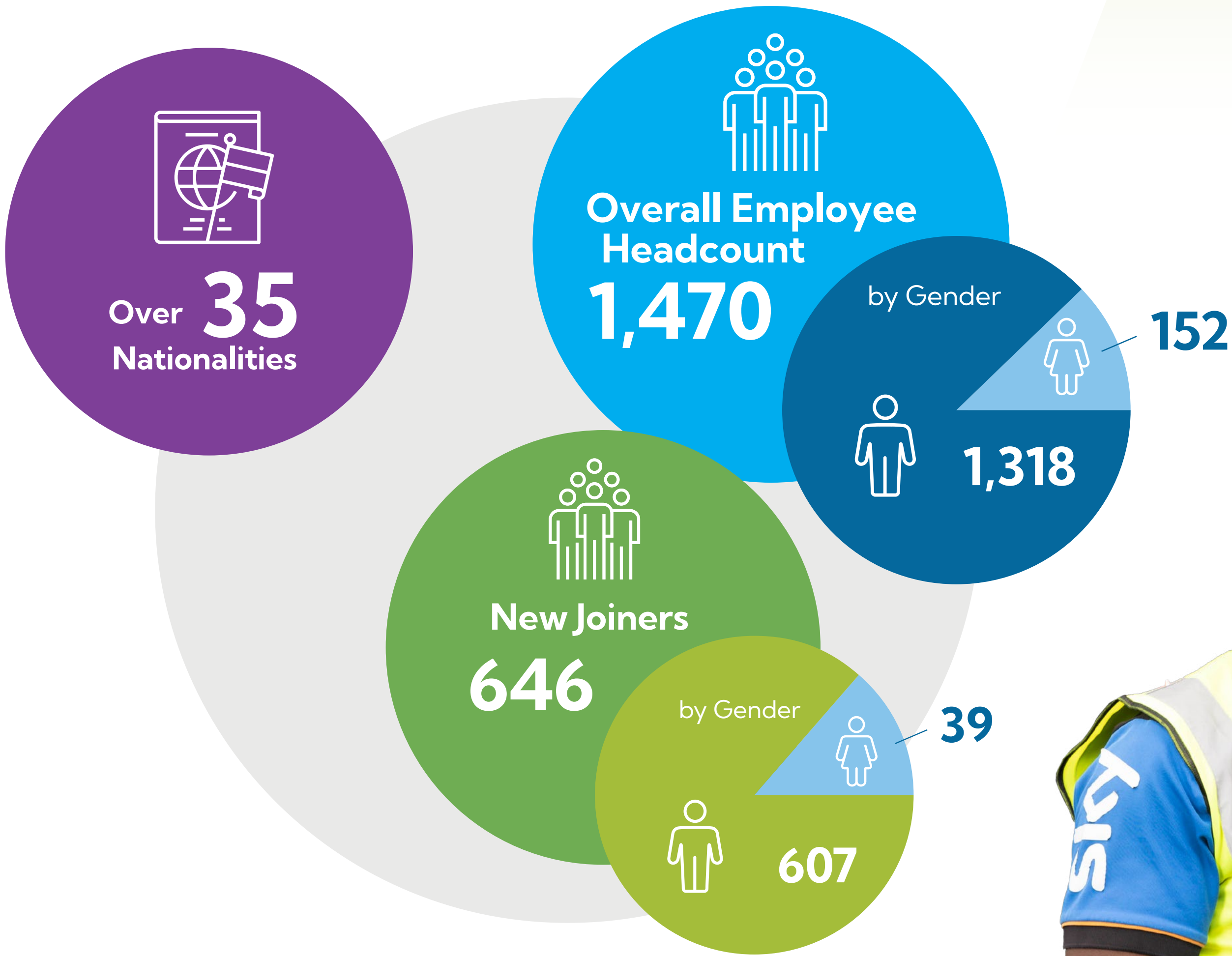


Caring for our People



Caring for our People

Our value 'Perform as a Team' is critical to our collective success. Only by working collectively and collaboratively – communicating clearly, respecting one another and our differences, building relationships and offering support – can we achieve our goals and enjoy the rewards.



Learning & Development

Having people with the right skillset is recognised by Actavo as a key element of delivering on our customer promise and core values. From technical to quality, EHS to people management skills, we engage with our people to develop their career plan, which is reviewed annually with their line manager.

Actavo aims to ensure that all training is relevant, tailored to individual requirements, cost effective and timely. We strive to ensure that each employee has the skills and knowledge to maximise performance in their current role and prepare them for future roles or positions in the Company.

Training and development in Actavo is carried out in various ways:

- **On the job training** – co-ordinated by managers and/or colleagues to provide new employees with knowledge
- **Specific skills and knowledge-based training** – to provide employees with specialist support tailored to specific needs, primarily through ‘classroom-based’ initiatives
- **Technical and specialist training** – courses run on a regular basis with appropriately qualified industry experts and/or subject matter experts

We have a Mentor Training Programme to ensure that mentors understand their role in their colleagues’ career development. Actavo’s Management Development Programme sets out to empower Managers and Supervisors to successfully lead Actavo into the future.

Dunboyne Training Academy

Our Training Academy in Dunboyne is our centre of excellence for Health & Safety Training in Ireland, in addition to the provision of technical training for our work in the telecommunication and home energy sectors (including TV and broadband services and equipment). With a full-time training team, the centre develops training courses to meet the business’s and clients’ requirements.



The centre is equipped with classroom and practical training areas including:

- Overhead pole network
- Underground duct infrastructure
- Fully functional bungalow for work at height and customer experience training
- Externally insulated sections for fixing & work at height training
- Fibre & satellite TV networks

EHS Training 2024

In 2024, Actavo undertook 1,073 EHS training courses across the business. Training ranged from induction training, to work at heights to rescue training along with the standard mandatory training courses in the construction sector.



Actavo is licensed by the Institute of Occupational Safety & Health (IOSH) to deliver IOSH Managing Safety® and IOSH Managing Safety Refresher® training courses. The IOSH Managing Safety is a mandatory training course in Actavo for all managers and supervisors as part of their skills matrix for the role they undertake.



Equality, Diversity & Inclusivity

Actavo is fully committed to championing equality and diversity and to fostering an inclusive culture throughout our business.

We are very proud of our diverse workforce across all our regions, which enriches our business in countless ways. In 2024 we embarked on several specific projects to enhance our focus on Diversity & Inclusivity across our operations and we continue to develop further initiatives.

Partnering to support employment of under-represented groups

In 2024 we guaranteed interviews for under-represented groups and attended an Employability Workshop to share our insights into applying and interviewing for jobs, with potential candidates.

We also continued our long-term partnership with ClikIn (formerly the Iris O’Brien Foundation), supporting a community mentoring programme for pupils from St Mark’s Community School, Dublin. We developed an internship programme with

the school and guaranteed interviews to all students applying. We provided interview experience to all applicants, resulting in 6 internships, with the students getting a taste of what it would look like to work in different aspects of the business over a 6-week period. Some of the interns even came back to work with us over the summer in our Events Division. In a separate initiative, we support ClikIn (formerly the Iris O’Brien Foundation) College Awareness Week for a local secondary school, with members of our senior team sharing their advice on third level education and the workplace and conducting mock interviews.

Gender Pay Gap Report 2024

We published our 2024 Gender Pay Gap Report in December, showing that our female employees are well represented throughout the business and are as likely to be part of the Senior Management Team as their male counterparts.

We are also pleased that the gender pay gap is minimal (3.6%) when we look at the whole organisation, across each of the quartiles. Equally, our female employees are as likely to receive a bonus, and the mean bonus award has improved compared to that awarded to male counterparts.

As an Equal Opportunities Employer, we will continue to monitor our performance in this area and seek to make improvements where necessary. You can read the report on our website: <https://actavo.com/news/actavo-publishes-gender-pay-gap-report-2024/>

We are very proud of our diverse workforce across all our regions, which enriches our business in countless ways. In 2024 we embarked on several specific projects to enhance our focus on Diversity & Inclusivity across our operations and we continue to develop further initiatives.



Occupational Health & Safety

Live Safety is the first of our five core values in Actavo. This sets a clear message in terms of the importance of ensuring that everybody goes home safely every day. We see safety as a value rather than a priority because priorities can change dependant on circumstances. Our focus on safety must never change due to business or operational priorities.

In setting out our EHS strategic objective, we reinforce this value by challenging ourselves to work “Together Towards Zero” across people, plant and planet. Our objective is to create zero harm to the people working for us and interacting with us and to eliminate damage to plant, equipment and property wherever we work, while ensuring that our activities do not harm the environment in which we operate.

The emphasis on living our values and achieving our objective is set from the top of the organisation. EHS is not just the first item on our Board agenda, it is first item on all our meetings. In addition, each senior leader in the organisation has set their own personal commitment to supporting and driving our EHS objectives by publicly setting out their own personal commitments to achieving

our objective through our ‘Time to Act’ programme. This drives an active involvement on a daily basis by the senior management team throughout the year.

As a diverse business, operating in multiple industries and geographies, our daily EHS performance is driven by our behaviour, from project planning to execution. Our behavioural safety programme is built on two cornerstones – our ‘Golden Rules’ and our behavioural safety programme ‘HEART’ (Help Eliminate All Risks Today). We openly encourage engagement, discussion and review of EHS requirements and our Golden Rules allow for any person in the organisation to raise a concern and say ‘Stop’.



Live SAFETY

Golden Rules

1

Care about everyone's safety.

2

Use the correct PPE, tools and equipment.

3

Speak up, intervene and escalate.

4

Plan and assess my work.

5

Protect myself from falling.

6

Drive safely.

7

Report for work in a fit condition.

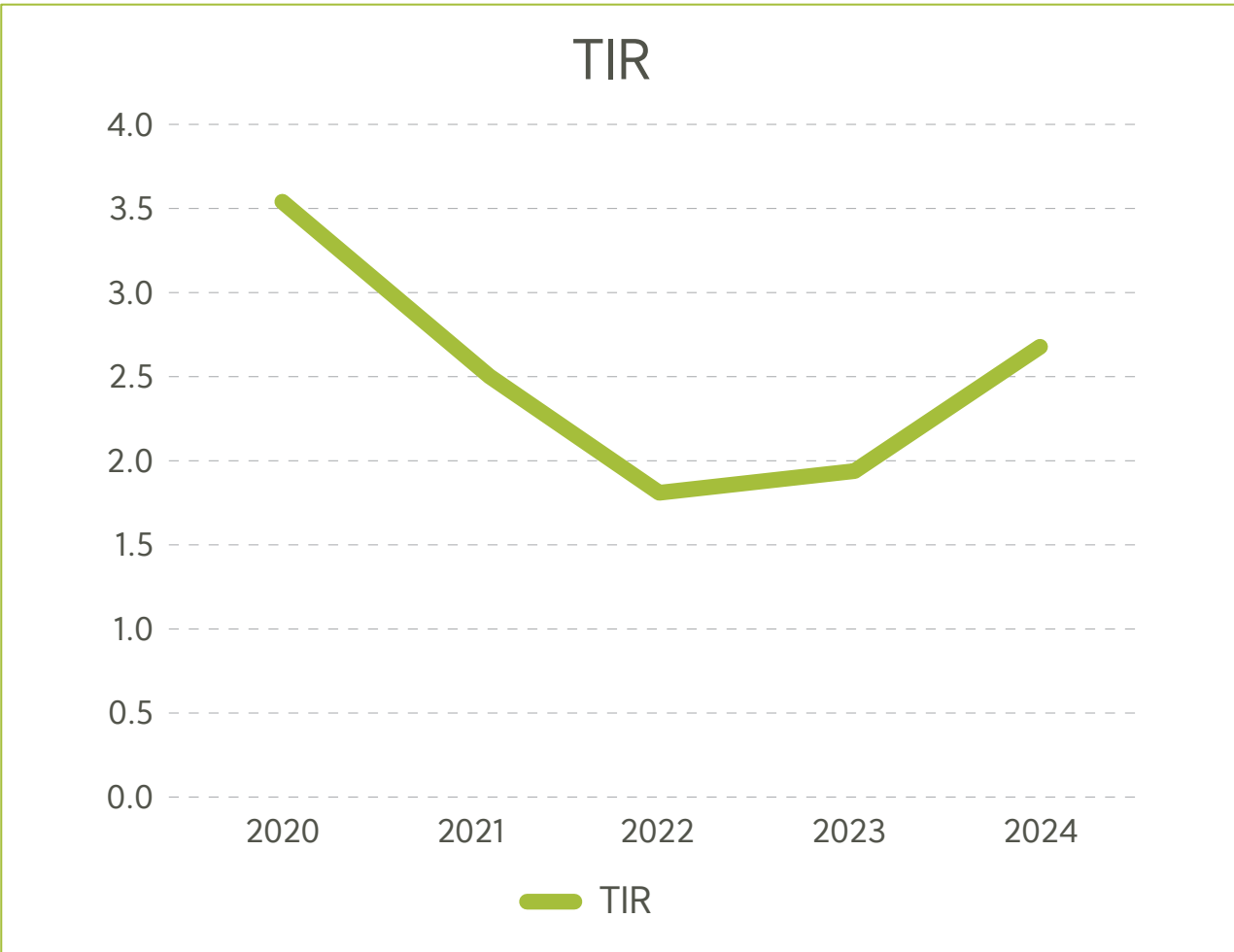
8

Undertake tasks within my competency.

Safety Management

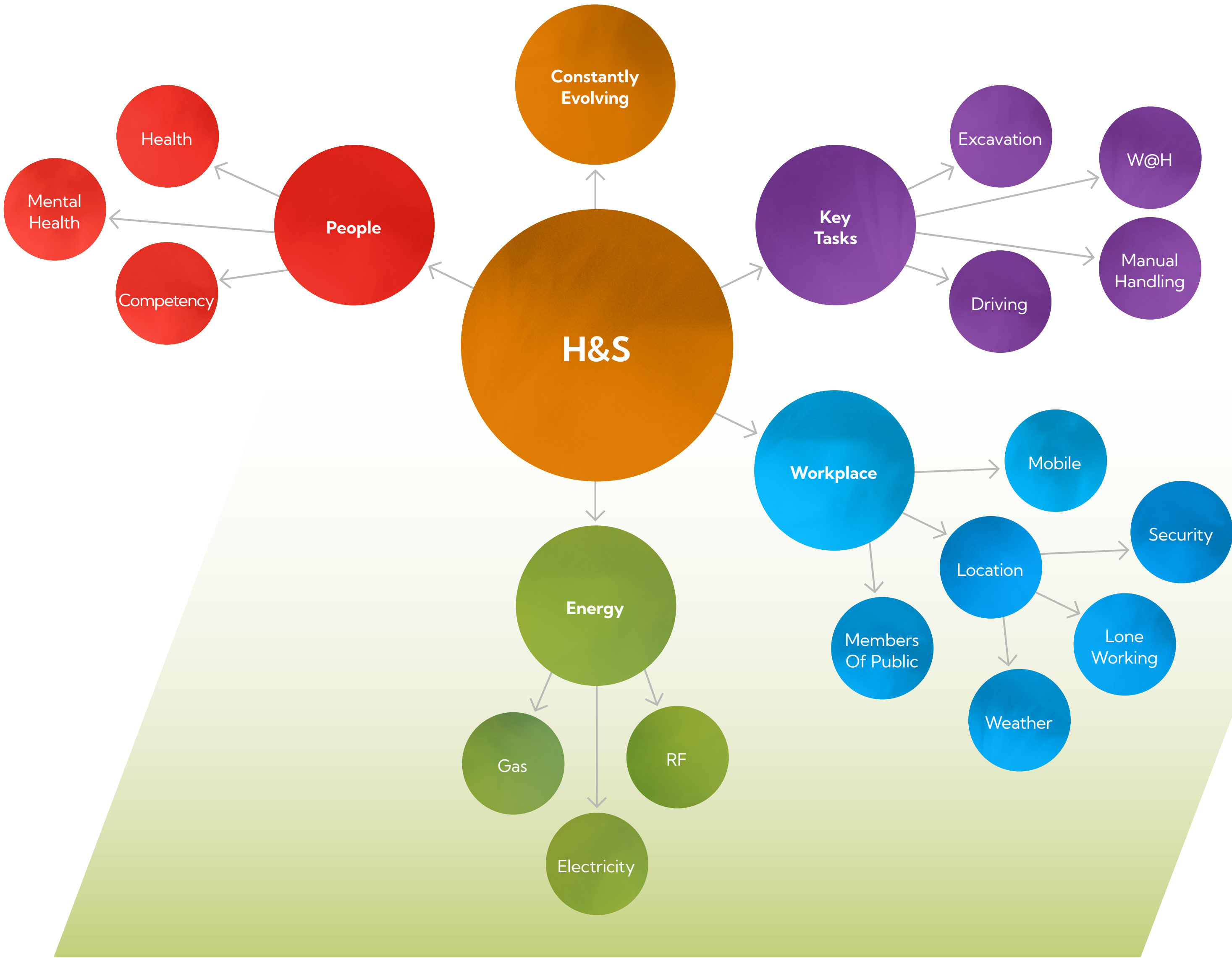
Our EHS management systems are underpinned by our accreditation to ISO 45001, ISO 14001 and ISO 9001 standards.

TIR (Total Incident Rate) – 2.68 for 2024, which was a 5% increase on 2023, primarily driven by an increase in our Events and In-Home business TIR. The Networks business saw a fantastic reduction of 65% on its TIR rate from 2023.



LTI (Lost Time Incident) Rate – 0.24 for 2024 against 0.04 for 2023

Our Modular and Industrial Ireland business units achieved four years LTI free, while our Industrial UK and Saudi business units achieved three years LTI free. The Caribbean business achieved two years LTI free.

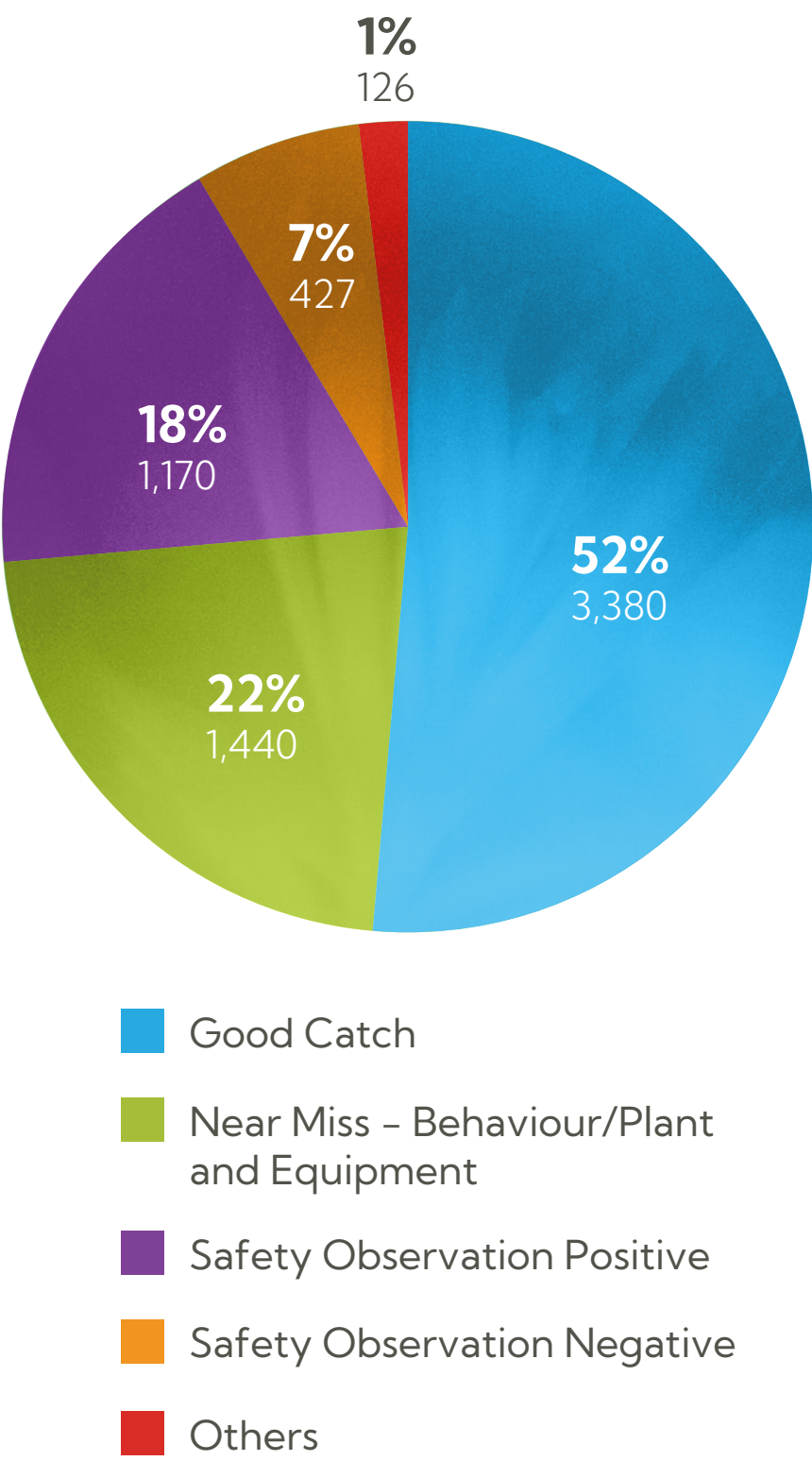


We completed 9,966 EHS site audits across the business. Senior leadership undertook 77 Leadership Tours, which is a 22% increase on the previous year. All audits were recorded on our on-line EHS Management System, with corrective actions and opportunities for improvement managed via the Action Manager on the system. This ensures closure of all actions and continuous improvement across the business.

Behavioural Safety Programme

In 2023 we revised our HEART behavioural safety and our Good Catch / Near Miss reporting programmes, amalgamating them into a single behavioural safety programme under a revised HEART model. The revised HEART programme includes simplified reporting and recording of behavioural conversation, near miss, good catch and suggestion events. HEART is available through our Evotix web based EHS Management System and mobile App. This allows for more refined reporting and analysis of performance at project, business and country level.

In 2024, we recorded and acted on 8,638 observations / conversations across the business. This is truly reflective of the open culture within the business, where people are empowered to discuss safety concerns and recognise good performance.



Road Safety

Actavo operates a large fleet of circa 830 vehicles across the business, travelling 22.3 million kilometres in 2024, which is the equivalent of 29 round trips to the moon and back in a year.

This volume of travel places road safety as a key risk within our business, that may affect not just our employees driving these vehicles but other road users including motorists, cyclists and pedestrians. We have implemented an award-winning comprehensive road safety strategy to manage the risks associated with operating a large fleet.

The three guiding principles we apply to managing road safety are:

- 

Live Safety

Golden Rule 1 – Care for Everybody’s Safety
Road users & Actavo people
- 

Sustainable Operations

Reduce our impact on the environment while improving driving skills
- 

Operating

Managing resources through efficient deployment and monitoring apps

Safe Driving Awards & Recognition

We continue to award monthly ‘Safe Driving Awards’ across our Irish Fleet, utilising data from Telematics to award the top safe driver under each of our client contracts. These awards help to reinforce our road safety messages every month with our teams.



Safety Awards 2024

In 2024 Actavo Ireland won three awards at the All-Ireland Occupational Health & Safety Awards, run by NISO (National Irish Safety Organisation) and NISG (Northern Ireland Safety Group), which recognise high standards of occupational health and safety demonstrated by businesses on the Island of Ireland.

Actavo Networks & In-Home received the prestigious NISO/ NISG ‘Silver Award’ and awards for ‘Driving for Work’ and ‘Excellence in Safety’, acknowledging consistent safety performance at Distinction level or higher for more than fifteen consecutive years.

Also, in 2024, we were very proud to celebrate 20 years of RoSPA Gold Awards. Actavo Industrial UK was awarded the RoSPA Order of Distinction Award following 20 consecutive years of achieving Gold Awards.

Actavo Network & In-Home received two awards: the RoSPA President’s Award, which recognises the company’s achievement of winning the Gold Award for thirteen consecutive years; and the RoSPA Fleet Safety Gold Medal, in recognition of eight consecutive years of Gold Awards.



“Actavo was honoured to mark 20 years of continuous recognition from the Royal Society for the Prevention of Accidents (RoSPA), as well as ongoing awards from NISO and NISG. Congratulations to all our teams and EHS advisors in Industrial UK and Network & In-Home Ireland on these awards, which are a significant endorsement of our consistent approach to Health & Safety across all our operations. We ‘live safety’, and this philosophy flows all the way through the business and is engrained in our culture. We are very proud to win awards for Driving for Work and Fleet Safety, which are testament to the rigorous standards we have in place across our extensive fleet.”

Keith Tobin, Group CEO



Pictured at the 2024 NISO/NISG Awards: Fergal McKeivitt (NISO President), Willie Ryan (Actavo), Ted O'Keeffe (General Manager NISO), Wendy Beatty (Chair NISG), Conor O'Brien (CEO HSA).

Employee Wellbeing

At Actavo, we believe the wellbeing of our people is critical to our overall success and we are continuously improving how we look after our staff in all regions.

Hybrid Working

Actavo supports remote and hybrid working for its employees, where possible. Our objective is to have a flexible business operating model through providing flexible working options which help our people to achieve improved work/life balance, while ensuring we can meet and exceed our customers’ expectations and the needs of the business for effectiveness and efficiency. We aim to help give our people a means to achieve a balance between professional and personal responsibilities in a manner that benefits both the employee and the employer.

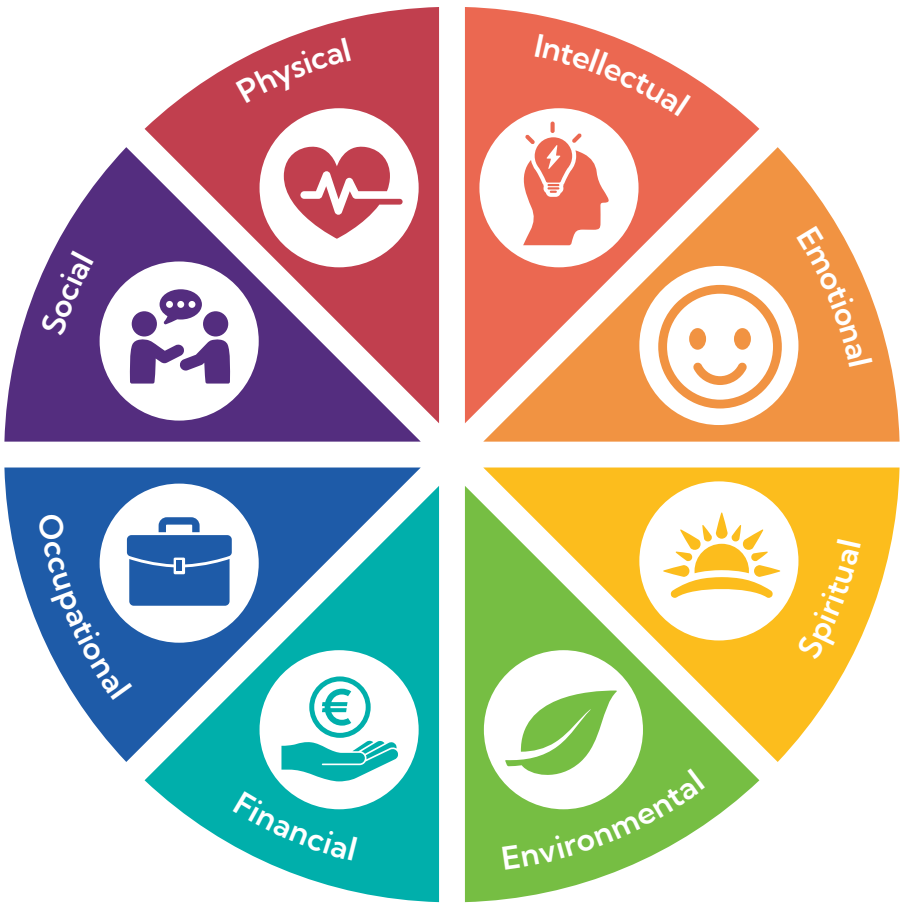
Our remote and hybrid working options are available to staff for whom they are appropriate (for example, we cannot offer these options to our field-based teams). In certain circumstances, or for particular reasons, these arrangements may be appropriate on an ad hoc or temporary basis and can also be agreed on a regular (full or part-time) basis.

Right to Disconnect

Actavo’s Right to Disconnect policy complies with the Terms of Employment Information Act 1994–2014, The Organisation of Working Time Act 1997 & The Safety Health and Welfare at work Act 2005.

The health, safety and wellbeing of our employees is of the utmost importance to us, and we encourage and support our people to prioritise their own wellbeing. Disconnecting from work is a vital part of this, and the achievement of a healthy and sustainable work/life balance.

We recognise that our people are entitled to switch off outside of normal working hours and make the most of their free time without disturbance, unless absolutely necessary. We implemented our Right to Disconnect Policy in 2022 as a key step in encouraging and supporting our employees in this regard. We encourage our people to work effectively and efficiently during normal working hours and we commit to minimising contact outside of working hours, unless exceptional circumstances arise.



Wellness – BeSafe:BeWell

Our wellness wheel sets out the various components of our wellness programme, which is underpinned by the strapline BeSafe:BeWell. This was also the key component of our approach during the Covid pandemic, with BeSafe:BeWell being the core message to staff.

Wellness is a virtuous circle – each segment of the wheel helps the others. We encourage staff to make it a part of their life at work, home and socially. We run various campaigns to improve people’s awareness and practice of each element to achieve a healthy balance across each element. We also encourage staff and family members to seek advice and assistance through our Employee Assistance Programme (EAP).



Employee Assistance Programme

Actavo offers an Employee Assistance Programme (EAP) to all staff looking for support with any issues affect their health or wellness. This is a completely confidential service offered by an independent third party. The service is free, and we promote it through internal communications and via our Team Managers and HR Team.

Talking at Height

In September, our Industrial Team organised a special wellbeing initiative, “Talking at Height”. 25 members of the team, who work across our many pharmaceutical and data projects, took part in a team bonding day, where they hiked in Tibbradden Wood to promote mental health awareness amongst employees. Three hours of hiking later, a positive mental health talk was completed at the top of the mountain, with inspiring views of Dublin and the Wicklow mountains. The event was followed by a team lunch to close out a great day.

Our Communications

In line with our core values, we consider communication to be a key component of our sustainability strategy, enabling us to keep our people, suppliers and clients up to date and encouraging openness and accountability.

Whistleblowing Service

A component of our Whistleblowing procedures is the provision of a free service that allows staff or suppliers report any concerns in a controlled and confidential manner through our membership of SafeCall, who are a global service provider of whistleblowing reporting and investigation services.



Safety Communications

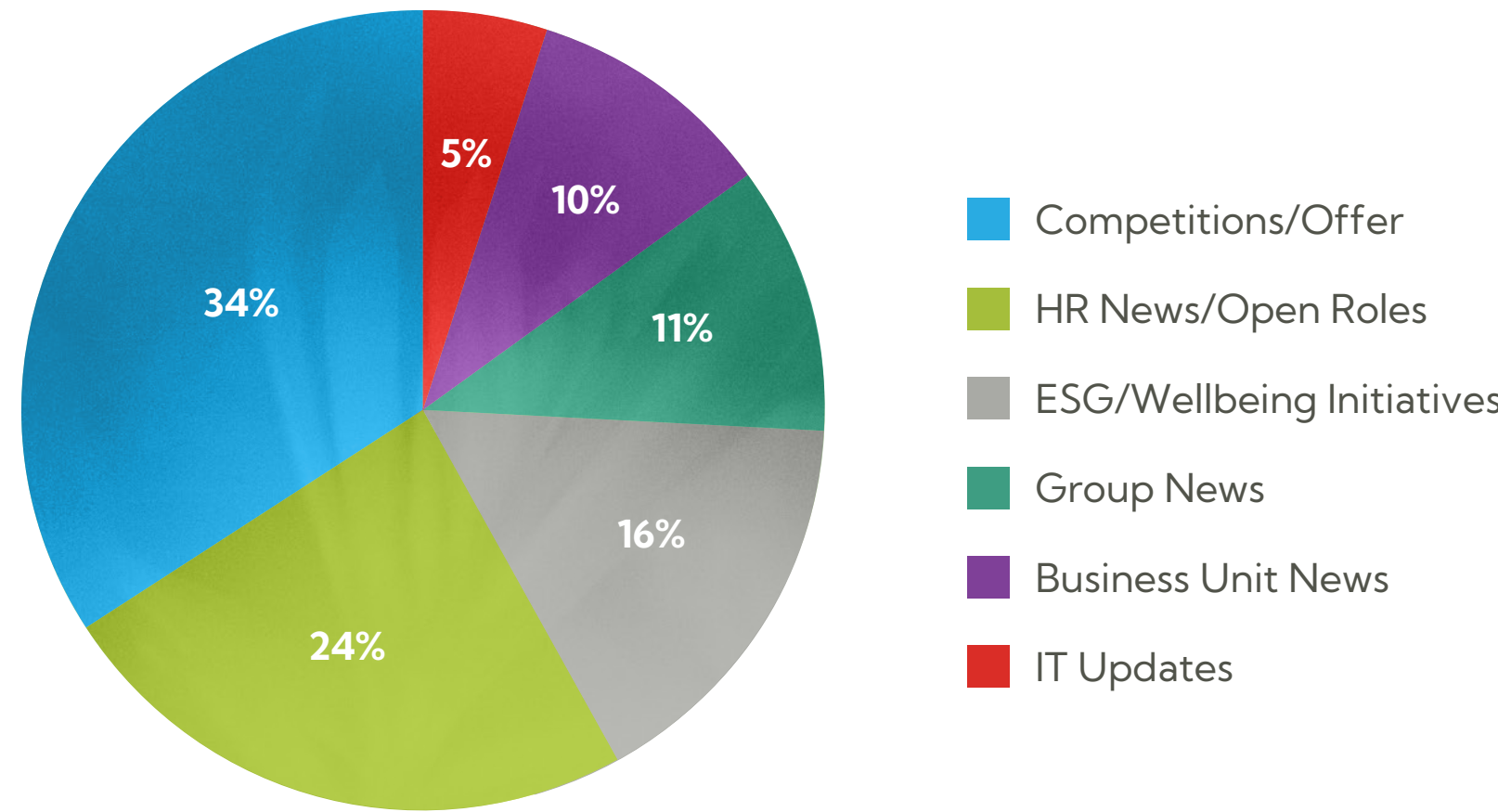
Key to delivery of our core value, 'Live Safety', is consistent communication on safety updates, practices, issues and concerns, across our organisation and with our suppliers and clients. In 2024 we executed 339 Safety Communications globally, over the following categories.

Communication Category	Audience	No. of Communications
Tool Box Talks (On-site briefings by EHS Team)	Field Staff	290
Client Safety Alerts	Clients	51
EHS Alerts	All Actavo Staff	31
Fleet Safety Alerts (safe driving advice)	All Actavo Staff	9
Safety Committee Meetings	Safety Committee	33
Actavo Group Safety E-zines	All Actavo Staff	30

Internal Communications

At Actavo, we use a wide range of communication tools across our business, including regular e-zine style communications to our people in various divisions and globally at group level. In 2024 we issued over 150 communications on a variety of topics, including our Group and Division news, ESG and Wellbeing initiatives, open roles, staff competitions and IT updates.

Group Internal E-zine Communications 2024





Caring for our Planet

Caring for our Planet

Our core value of “Operate Sustainably” sets out our ambition to minimise our impact on the environment in which we live and work, focusing on three specific initiatives and frameworks.

The adoption of these initiatives has been at the heart of our environmental and energy management programme since we commenced our sustainability journey, enabling us to achieve significant improvements in our environmental performance and our contribution to the UN Global SDGs.

ISO 50001 and 14001 Accreditation

Actavo achieved ISO 50001 accreditation in 2018 as the key method of compliance with the Energy Savings Opportunities Regulations (ESOS) 2014 and SI 426 (ESOS equivalent in Ireland). We also continue to maintain our ISO 50001 accreditation.

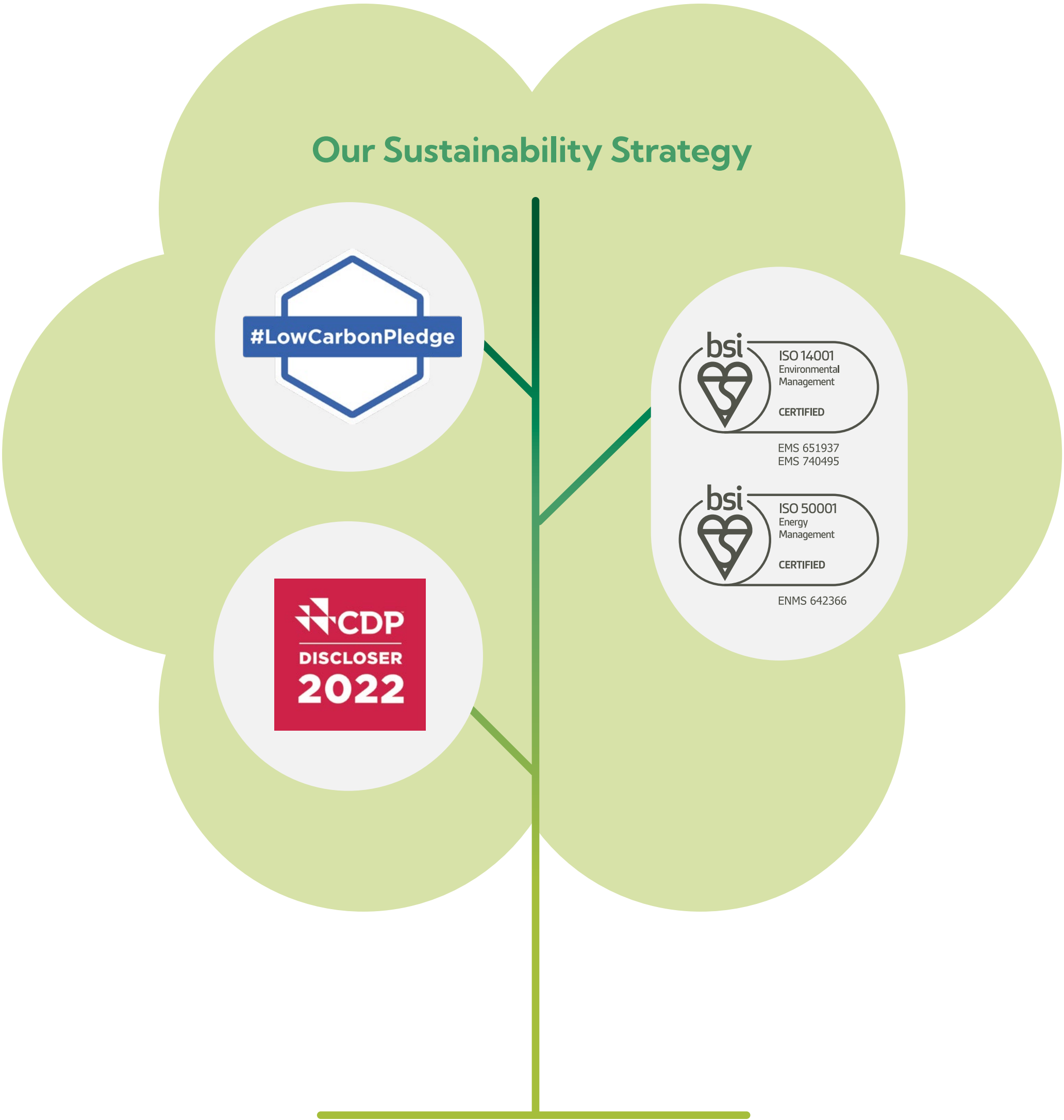
Actavo is also accredited to ISO 14001 Environmental Management Systems at Divisional level. Accreditation is held by our Modular Buildings, Network Solutions,

Home Services, Industrial Scaffolding and Protective Coatings Business Units, with all certificates in date and covering operational activities within the business. We hold waste license permits in relevant jurisdictions, where we transport or store waste materials as part of our operational activities.

We are happy to report that we had no environmental incidents in 2024 across the business.

Carbon Disclosure Project

Actavo has also contributed to and submitted to the global Carbon Disclosure Project (CDP) since 2011. While the early years of our participation focused on Scope 1 & 2 emissions, we have been recording Scope 3 emissions since 2021 and continue to strengthen our Scope 3 reporting.



Carbon Reporting

At Actavo, Carbon Reporting is a critical aspect of our Sustainability Strategy, helping us measure and reduce our environmental impact.

Actavo has been reporting Scope 1 & 2 emissions since 2011. Our baseline year for Scope 1 and 2 emission reductions is 2019. We continue to achieve a year-on-year reduction in our Scope 1 emissions and are tracking well towards achieving our 50% reduction target, albeit the challenge is increasing due to the lack of options for eLCV's with a suitable range and payload combination.

Scope	Element	2024 tCO2e	2023 tCO2e	2022 tCO2e	2021 tCO2e	2020 tCO2e	2019 tCO2e
Scope 1	Fuel	6,673	6,827	7,518	6,593	9,125	11,431
Scope 2	Electricity	31	101	24	168	196	552

We are taking a phased approach for Scope 3 reporting in order to be ready for the requirements of the CSRD. Our Scope 3 reporting is mature for category 5 & 6 over the past number of years. This is the second year we are reporting Scope 3 across multiple categories. This year's Scope 3 reporting benefits from the new ERP system, with common reporting metrics and better data now being provided from the ERP system to aid spend-based emissions calculations.

We set 2022 as the baseline year for our Scope 3 targets and objectives. Categories 1 & 2 account for 98% of our Scope 3 emissions and 80% of our overall emissions. Our current focus on Scope 3 is aligned with our digital strategy where we are investing in technology to enhance our management systems including reporting capability.

Scope	Element	2022 tCO2e	2023 tCO2e	2024 tCO2e
Scope 3	1 – Purchased Goods and Services	22,652	14,712	9,833
Scope 3	2 – Capital Goods	8,313	11,269	257
Scope 3	3 – Fuel & Energy Related Activity	14	17	3
Scope 3	4 – Upstream Transportation & Distribution	562	199	240
Scope 3	5 – Waste	9	17	55
Scope 3	6 – Business Travel	350	318	74
Scope 3	7 – Employee Commuting	–	–	–
Scope 3	8 – Upstream Leased Assets	–	–	–
Scope 3	9 – Downstream Transportation & Distribution	98	24	35
Scope 3	10 – Processing of Sold Goods	–	–	–
Scope 3	11 – Use of Sold Products	–	–	–
Scope 3	12 – End of Life Treatment of Sold Products	–	–	–
Scope 3	13 – Downstream Leased Assets	n/a	n/a	n/a
Scope 3	14 – Franchises	n/a	n/a	n/a
Scope 3	15 – Investments	n/a	n/a	n/a
		31,992	26,554	10,498

Our primary energy profile and Scope 1 emission is fuel for our fleet of circa 830 vehicles of which 81% are either Light Commercial Vehicle (LCV) or Heavy Goods Vehicle (HGV) class. We have set ourselves ambitious targets to reduce the fuel consumption and carbon emissions associated with operating the fleet.

Driving Environmental Change with CNG in Trinidad

Actavo Caribbean introduced Compressed Natural Gas (CNG) vehicles into our Trinidad fleet in 2024, reflecting our commitment to reducing environmental impact and supporting the global shift toward cleaner energy solutions. CNG significantly lowers harmful emissions, such as carbon dioxide and nitrogen oxides, compared to traditional fuels. With the expanding CNG refuelling network in Trinidad, this cleaner energy option is becoming increasingly practical and accessible.

Electric Vehicles (EVs) in the Commercial Vehicle Sector

We are committed to increasing the use of electric vehicles in our extensive fleet of vehicles, where viable.

We have invested in introducing EVs where practicable as the first option at renewal stage, replacing 16% of our Republic of Ireland car/car-van fleet with EVs to date. We have also installed EV charging points at key locations where these vehicles are based, to facilitate efficient access to charging infrastructure.

We continue to face considerable challenges as a business that limit our ability to make serious improvements in the profile of our overall EV fleet, which reduced to 1% in 2024. These challenges include the following.

- Lack of suitable range and payload capacity in the LCV sector. While electric LCVs are available, the combination of payload and range restrict their use in our fleet. Our fleet operates beyond the last mile type service with a very high percentage of rural usage. We have undertaken, and will continue to undertake, trials of various makes and models and will continue to engage with manufacturers and suppliers as the sector provides more options.

- Lack of suitable charging infrastructure is a challenge, particularly with the majority of vehicles operating on a “start from home” basis. Queuing times at public facilities leads to loss of productivity and frustration for drivers.
- The cost of EVs in the commercial segment is up to 50% more expensive than their ICE (Internal Combustion Engine) equivalents. This combined with the lack of combined range and payload capacity, makes it commercially challenging to replace ICE commercial vehicles on any scale.

In order to make progress on our vehicle emissions reductions, we commenced planning in Q4 of 2024 to run a pilot programme in early 2025, transitioning a number of our LCV vehicles to Hydrotreated Vegetable Oil (HVO) fuel for a minimum pilot of three months to engage the impact of HVO on the operational efficiency of the vehicles. We have engaged with our fuel provider, telematics provider and vehicle providers to work on this pilot programme.



Energy Performance

Through our energy management programme, we have achieved significant results for 2024.

For our Irish and UK operations we are now operating at 100% green energy in all Actavo operated locations through contracted energy services. This has reduced our Scope 2 carbon emissions for these business units by 95% from 552 tons to 31 tons over the five-year period since 2019. While we have achieved and exceeded our target to reduce Scope 2 emissions by 50% by 2030, we are currently exploring self-generation options within the business to include in our next Sustainability Plan. Our overall Scope 2 emissions reduced in 2024.

A key element of our carbon reduction plan focuses on energy management, with our fleet accounting for 20% of our overall emissions in 2024 and over 98% of our Scope 1 emissions.

We measure energy performance using EnPIs (Energy Performance Indicators) across our business, focusing on fuel and electricity consumption. We achieved our energy performance targets across the three vehicle categories in 2024, while also introducing an EnPI metric for EVs for the first time. We do not set an EnPI for HGV's because they represent less than 1% of our fleet. However, we do monitor their fuel consumption and kms travelled as part of our internal fleet management processes.

Benchmark – EnPI (l/100km or kWh/100km)								
Vehicle Type	Car & Car-van ICE EnPI (l/100km)		Car & Car-van EV EnPI (kWh/100km)		LCV ICE EnPI (l/100km)		LCV EV EnPI (kWh/100km)	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual
2019		8.4				10.1		
2020	8.2	7.66			9.82	9.97		
2021	8	7.32			9.62	9.5		
2022	7.8	6.4		20.5	9.42	9.3		20.5
2023	7.6	6.8	20.4	20.2	9.35	9.2	20.6	20.7
2024	7.6	7.27	19.5	19.34	9.3	10.26	20.5	19.34

EnPI (Energy Performance Indicators) ICE (Internal Combustion Engine) EV (Electric Vehicles) LCV (Light Commercial Vehicles).

‘For our Irish and UK operations we are now operating at **100% green energy** in all Actavo operated locations through contracted energy services. This has reduced our Scope 2 carbon emissions by 95% from 552 tons to 31 tons over the five-year period since 2019.’

Kieran McIntyre, Head of EHS (Group)



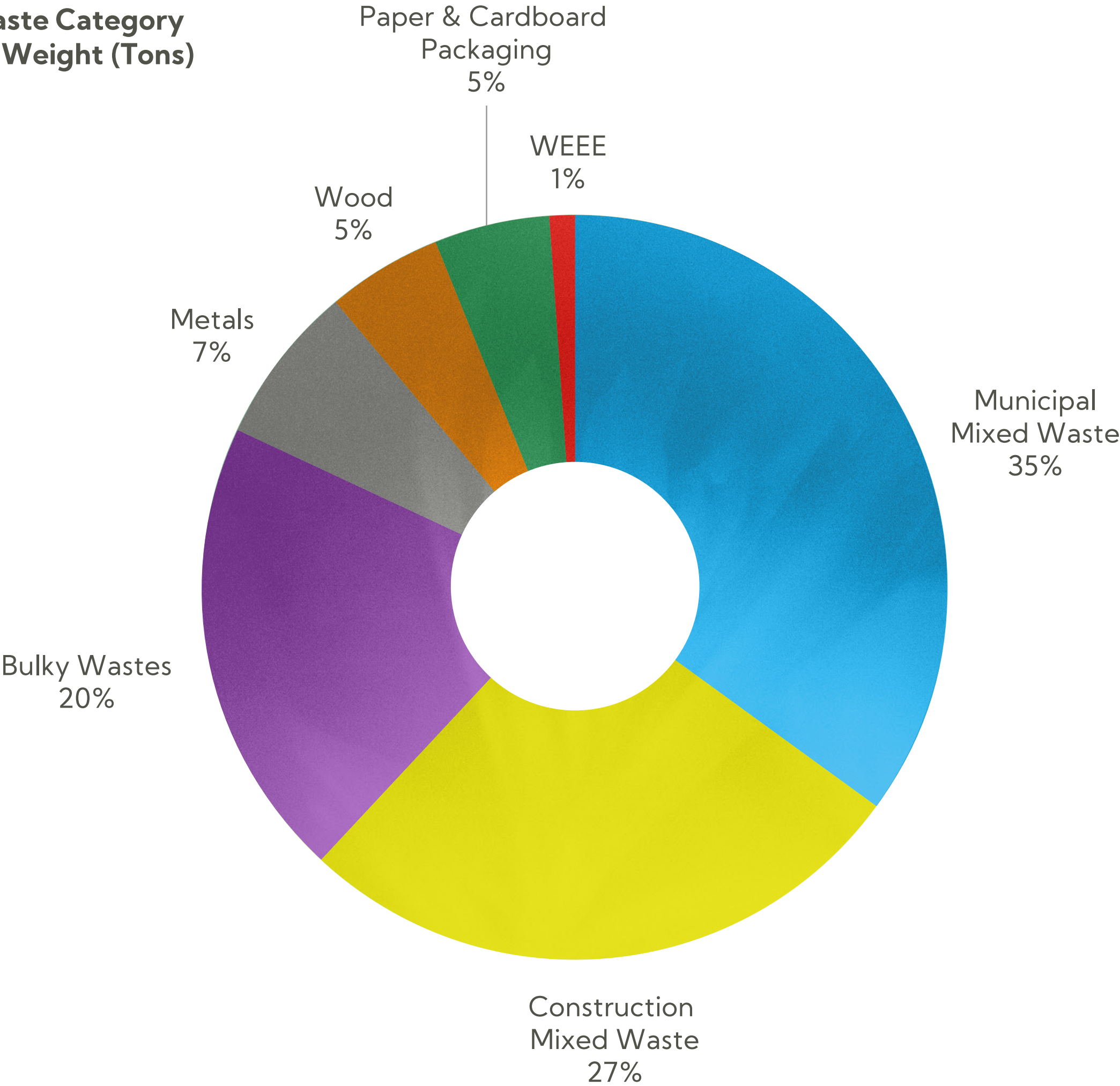
Waste Management

Our overall goal is zero waste to landfill across all our operations and we continue to make progress in achieving this.

We continued to achieve zero waste to landfill in the Republic of Ireland and Great Britain throughout 2024. We also achieved zero waste to landfill in Northern Ireland in 2024.

We actively manage each waste stream with each business unit, with detailed performance reporting available, monthly, to the EHS and business teams. The waste stream reports are used to drive campaigns and focus attention on waste streams that can be improved. Campaigns include site-based posters and toolbox talks focusing on correct segregation of waste on site, with appropriate waste bins / skips for each category of waste generated.

Waste Category by Weight (Tons)



Sustainable Procurement

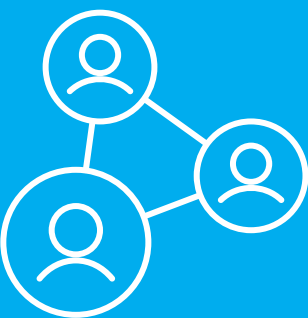
Our procurement of goods and services is founded on sustainable principles, including responsible sourcing standards and a rigorous supplier onboarding process.

We follow recognised responsible sourcing standards for procurement of products, for example, requiring Forest Stewardship Council (FSC) certification or equivalent for all projects using timber, and BES 6001 certified concrete.

Our policies include the following:

- **Global warming potential (GWP)**
To reduce the contribution we make to climate change, we require our suppliers to specify and use substances (including refrigerants and insulants) with a GWP of less than 5.
- **Volatile organic compounds (VOCs)**
We are seeking to minimise the impact of materials containing toxic VOCs sourced by Actavo directly and through its supply chain. For example, wherever technically feasible, we use water-based finishes.
- **Polyvinyl chloride (PVC)**
We consider alternatives to PVC with relation to environmental, economic and social impacts. Where PVC is required, we will ensure that it is responsibly manufactured and disposed of.
- **Packaging**
We engage with manufacturers, suppliers and contractors to jointly develop strategies to reduce packaging on our projects.
- **Renewable and non-renewable materials**
Renewable resources are those which come directly from the natural environment and which can be replenished. Timber is probably the most consumed natural material we use, and to ensure that this is sustainably grown and sourced, we only use timber and timber products which are certified as such by either FSC or PEFC. A non-renewable resource is a natural resource which cannot be reproduced, grown, generated, or used on a scale which can sustain its consumption rate, for example, minerals and metals. We use these responsibly and wherever we can we ensure they can be recycled. We also encourage the use of recycled non-renewable resources.

We also require our supply chain to tell us where materials have come from and to ensure they and their suppliers meet the requirements of our [Modern Slavery Policy](#). This is so we know that the materials we use have not been produced through the exploitation of people or the environment.



Caring for the Communities we operate in



Community Engagement: Community Experience Strategy

At Actavo we are passionate about having a positive impact on the communities in which we operate and supporting vulnerable customers and groups.

Our community engagement strategy has several strands, aligned very closely with all our core values. At the heart of this is a deep commitment to be involved in the communities we operate in – caring for the safety and wellbeing of those who work for us and with us; supporting local economies, employment, vulnerable customers and social enterprises; and, where possible, enhancing communities through specific local initiatives.

Our Community Experience Strategy

At Actavo, we recognise that effective engagement with the community is fundamental to the success of a delivery program. In recent years, we have invested significantly in ensuring that we are ‘Good Neighbours’ to all community members whilst we work in their area.

Under our award-winning Community Experience Strategy, we have a robust and innovative Community Experience Framework which is used to generate awareness and deliver upon the moments that matter to members in the community, focusing on six pillars.

- 1. Community Experience Strategy**
This encompasses our CX strategic objectives, CX vision and our brand promise.
- 2. Community Experience Insight**
Understanding the needs and concerns of the community is paramount. We collate and analyse feedback from community members whilst on sites. We also review and analyse complaints received and feedback from our team members. This insight is used to drive quality processes and enhance community experience.

- 3. Community Experience Design**
Based on the insight analysed and subsequent customer needs identified, we design programs and amend standard operating procedures. Our primary aim is to minimise disruption for members of the community.
- 4. Community Experience Capabilities**
We believe it’s important that Actavo teams have the correct skills and training to be brand ambassadors for our clients. The aforementioned insight ensures that we hire the right staff and optimise our systems to deliver the desired community engagement outcomes.

- 5. Community Experience Execution**
Our management oversight is positioned to ensure that we deliver good experiences within the community. This is done through on-site supervision, quality audits by both management and our Health & Safety teams.
- 6. Community Experience Culture**
The success of our CX program is dependent on employee engagement and creating a culture of being a ‘Good Neighbour’. We ensure that all teams (both in-house and sub-contractors) are cognizant of what is expected of them when working in the community. This is consistently communicated throughout the program of works.



Customer Experience

At Actavo, Customers Experience is the cornerstone of our service delivery model. It is ingrained in our culture and deeply embedded into every aspect of our operation. Our core value of 'Focus on Customer Experience' is our passion. Delivering memorable experiences through our front-line teams is what we strive to do every day.

In recent years, we have invested significantly in transforming our Customer Experience strategy. Customer Experience is an intended culture at Actavo and is focused on aligning our technology, people capabilities, and processes to customer lifecycle expectations.

We believe that Customer Experience is a true differentiator in how we deliver our services and products. Our world leading Customer Loyalty and Advocacy results demonstrate this commitment and passion to CX excellence.

Our immersive and award-winning Customer Experience training programs are part of every front-line team's learning pathways and serve to constantly keep the customer's experience as part of our daily focus and decision-making processes. We undertake a human-centre design approach in striving to meet and exceed customers' expectations.

Our focus on Customer Experience has been recognised both nationally and internationally in recent years. We have been awarded CX Champion and Gold Winner titles at the Irish CX Impact Awards and the International CX Awards.

'The team at Actavo shares our vision to provide the best customer service – a trusted partner – we can rely on their ability and flexibility to provide the service we need when we need it.'

Actavo Client

Focus on CUSTOMER EXPERIENCE



Supporting vulnerable customers

It is important to us to deliver an excellent service to every customer and with that in mind, we developed a new Customer Experience program to work with customers of varying ability. In Ireland, according to the 2022 census, there are 1,109,557 people reported experiencing at least one long-lasting condition or difficulty to any extent, accounting for 22% of the population. In service delivery this customer segment is known as ‘customers with varying abilities’.

Every day, we interact with the elderly, people who have mobility challenges, vision or hearing impairments, or people with invisible disabilities. Our Customer Journey maps needed to reflect the different challenges people of varying ability face every day. We worked with several Irish charities such as Chime, the Society for the Blind, Age Action Ireland and Dementia: Understand Together to develop a training program to optimise customers’ experience when we are in their home. Our front-line teams are equipped with the understanding and tools to respectfully work to minimise daily challenges.

Dementia: Understand Together campaign in Ireland

Dementia Understand Together is a public support, awareness and information campaign, aimed at inspiring people from all sections of society to stand together with the 500,000 Irish people whose families have been affected by dementia. Developed under the HSE Dementia Understand Together program, it draws on collaboration between the HSE and numerous charities, including the Alzheimer Association and Age Friendly Ireland. The campaign aims to create an Ireland that embraces and includes people living with dementia, and which shows solidarity with them and their loved ones, supported by the ‘Inclusive Communities’ symbol.

Actavo In-Home Ireland is proactively supporting this campaign. The team is trusted to enter thousands of people’s homes each month where there is a continuous demonstration of empathy, respect and kindness. Our aim is to create an environment that supports all members of society and their needs. To this end, we developed a training program to generate awareness of the needs of community members and their families living with dementia. We display the dementia inclusive symbol on our vans and on our persons, to send an important message that we care. This program will continue to evolve over time as we work with Dementia Understand Together to further enhance inclusive communities for all.



Safety in the Community

Live Safety is the first of our five core values in Actavo, and our Safety Strategy encompasses how we care for our people, sub-contractors, and the communities in which we operate.



Our objective is to create zero harm to the people working for us and interacting with us, eliminate damage to plant, equipment and property wherever we work, while ensuring that our activities do not harm the environment in which we operate.

As a provider of in-home services for blue chip clients such as Sky, Virgin Media, Siro, Three, Digicel and Prepay Power, the safety of customers is equally as important when we are in their home. Our Customer Experience programme and training focus on the quality, safety and overall experience for the end customer. From agreeing how the work will be completed, to emergency procedures in the event of an incident, we ensure that the experience is a safe one for both our staff and the customer.

As a civil and utility infrastructure business undertaking excavation on public highways and footpaths, the avoidance of buried utility services is of paramount importance to us, not just for employee safety but also for the safety of the public and the potential impact on users of buried utility services.

We use regulatory requirements such as Construction Skills Certification Scheme (CSCS) – Location of Underground Services and Street Works Qualification Register (SWQR) – Streetworks Card as a minimum standard for operatives engaged in identifying the presence of buried services such as electricity, gas, telecoms and water services. We then undertake our own internally-developed training in the use of appropriate scanning equipment, planning of works and procedures to be followed while excavating. Finally, we accredit users with an approval to operate before they can undertake works in a live environment. They are provided with on-going coaching and advice in the field from our EHS Team.

This is further supplemented through our internally produced handbook on Safe Digging Practices.

Undertaking works in the carriageway and footpath requires careful planning and preparation to ensure that members of the public can safely pass the works. We have developed a training course for managers and supervisors on positively engaging with the community before works commence and for the duration of the works. The training includes a series of video segments.



Community Engagement Training – Induction for all Community Team Members

Community Road Safety

While most of our activities cross each of the pillars of our people, our plant and the community where, we work, Actavo operates a large fleet of circa 950 vehicles across the business, travelling 19.7 million kilometres in 2024, which is the equivalent of circumnavigating the globe 492 times in a year. This volume of travel places road safety as a key risk within our business, that may affect not just our employees driving these vehicles but other road users including motorists, cyclists and pedestrians. We have implemented an award-winning comprehensive road safety strategy to manage the risks associated with operating a large fleet. The safe operation of a vehicle starts before the driver gets behind the wheel of the vehicle, where they undergo in-vehicle, on-road assessments to use of the vehicle, where speed and driving style including monitoring potential distracted driving scenarios using AI technology all come together to ensure that vehicles are driven safely on the road.

You can find out more about our Safety Strategy including Road Safety in the section on Occupational Health & Safety (page 25).

Sourcing Local Suppliers & Talent

A key aspect of caring for the communities in which we operate, is to support the local economy and local employment as best we can in every region. We endeavour to buy and hire locally in all our markets and to support like-minded, sustainability focused businesses.

In line with our core value, 'Operate Sustainably', we take all reasonable measures to ensure that our supply chain does the same. We have a detailed Supplier On-boarding process and audit all Tier 1 suppliers annually. We also have an Ethical Trading Code of Conduct and update our Modern Slavery Statement every year, in line with international standards. We have had no complaints to date via any of these initiatives.

We follow recognised responsible sourcing standards for procurement of products, for example, requiring Forest Stewardship Council (FSC) certification or equivalent for all projects using timber and BES 6001 certified concrete.

We also require our supply chain to tell us where materials have come from and to ensure they and their suppliers meet the requirements of our Modern Slavery Policy. This is so we know that the materials we use have not been produced through the exploitation of people or the environment.

We also believe in nurturing and hiring local talent. In recent years, we have undertaken a number of initiatives to support and mentor local students and we expect to grow these programmes in the coming years.

In 2024 we continued our long-term partnership with KlikIn (formerly the Iris O'Brien Foundation), supporting a community mentoring programme for pupils from St Mark's Community School, Dublin, with a 6-week internship programme, following by work opportunities for some of the candidates. In a separate initiative, we support KlikIn (formerly the Iris O'Brien Foundation) College Awareness Week for a local secondary school, with members of our senior team sharing their advice on third level education and the workplace and conducting mock interviews.

In our Caribbean operation, we supported a local internship program in Trinidad, partnering with The Civilian Conservation Corps (CCC). Its programme was established

to provide employment opportunities to young adults between the age group 16-25 years with limited or no academic qualification. Our five CCC interns received on-the-job training for six weeks in Spring 2024, during which they went through service delivery training and some basic splicing practices, as well as shadowing some of our service delivery technicians. On graduation from the CCC Program, we were delighted to hire one intern applied to work as a service delivery technician. We remain committed to supporting initiatives like the CCC Program, which helps young adults gain valuable skills and experience to improve their employability.



Supporting Local Initiatives

As a diverse business, operating in over 100 locations, we support a range of local initiatives, sport clubs and charities each year. In 2024, we launched a new Community Giving Fund, administered by our Community Giving Committee at Group level. The fund enables any member of staff to request sponsorship of a local initiative or donations to local charities in the communities we operate in. Throughout the year, we supported over 20 different requests under the fund, some of which are highlighted below, as well as other initiatives instigated by various business units.

"Milford Care Centre is thrilled to receive this generous donation from the Industrial Team on the Lilly Project Limerick. This support is greatly appreciated, as every contribution directly enhances our capacity to develop and sustain our services in the community."

Anne Marie Hayes, Fundraising Manager, Milford Care Centre

Ireland



Milford Care Centre, Limerick

Our Industrial Team on the Lilly Project in Limerick, donated €2,102 to Milford Care Centre in Limerick, from a safety initiative run in conjunction with our client, Jacobs Engineering. Throughout March, the team donated €2.50 for every Safety Observation Report (SOR) submitted on the project by the team. SORs are a critical component of site safety, and the team used this opportunity to increase SOR participation, which saw a significant spike.

We were grateful to donate the proceeds to a very worthy charity, which holds a special meaning to some of our colleagues. Milford Care Centre is a voluntary, not-for-profit organisation, which provides specialist palliative care and services in the Mid-West, tailored to the unique needs of older patients and their families.



Sponsorship of Community Defibrillator, Waterford

Our In-Home Team was delighted to sponsor a defibrillator for our colleague, Frank Deegan, who volunteers as a Cardiac First Responder and has been instrumental in bringing life-saving resources to his local community. Under Actavo's Community Giving Fund, Frank was given a Defibrillator to have in his vehicle so he can respond to emergencies in his community and beyond.

Keith Tobin, CEO: "On behalf of the Community Giving Committee and everyone at Actavo, I'd like to thank Frank for all his community work, which embodies our values as an organisation. We hope this small gesture on our part will help save a life in the local community."



Newtowne Youths Under 13s, Derry

Under our Community Giving initiative, we were proud to sponsor the new strips for the under 13s team in Newtowne Youths Football Club, based in Co. Derry. As well as working as an engineer for our Actavo In-Home Team, our colleague Cathal has coached youth soccer at the cross-community club for the last 7 years. We are very proud to be associated with the team.



Siro Gigaspin Charity Cycle, Dublin

Our In-Home Team was very proud to sponsor and take part in the third SIRO Gigaspin Charity Cycle, which took place on Thursday 5 September. Well done to Darran for completing the 100k circuit and to Eunan, Jonny, Gary and John, who took on the more leisurely 40k. Our sincere thanks to all our friends at our client, SIRO, for another fantastic cycling event, expertly managed from a safety perspective. This year’s event raised over €19k for LauraLynn Ireland’s Children’s Hospice and the Irish Hospice Foundation.



Leixlip United, Kildare

Our Industrial Team in Kildare sponsored the new kit for the under 13 girls’ team in Leixlip United Football Club, having them look the part for an international tournament in Barcelona. Finishing an impressive second place out of the 60 teams competing, the girls also won the Dublin and District Schoolgirls’ League Cup in 2024, being the first team in the history of the club to win a league cup. We are very proud to be associated with the team, which has a very bright future.



World Transplant Games 2024

Actavo Group was proud to support Transplant Football Ireland (TFI), taking part in the first Transplant Football World Cup, which took place in Cervia, Italy in September 2024. Modelled on the FIFA World Cup, the tournament brought together transplant and bone marrow recipients from 11 nations (Australia, Chile, England, France, Ireland, Italy, Northern Ireland, Romania, Spain, USA and Wales), to compete in a 7-a-side format to crown an International Champion. The Irish team achieved 6th Place overall with Chile taking the Gold.



Durga Puja Festival, Dublin

Actavo Group was proud to support ‘Durga Puja’ festival at Vedic Hindu Cultural Centre Ireland (VHCCI) from 7-12 October 2024. The festival signifies victory of good over evil and celebrates the strength of women. VHCCI was launched in 2007 with a prime objective to create an Indian Cultural Centre to provide a platform for the community to practice and promote Indian culture, such as music, languages, drama, yoga and religion. It also provides a place of worship and promotes integration within the Irish community without loss of identity.



Wings for Life

Actavo Events was delighted to sponsor our client Richmond Marketing’s Charity Golf Day at the K-Club in May, in aid of Wings for Life, a not-for-profit spinal cord research foundation on a mission to find a cure for spinal cord injury.



Tranquility House

Actavo Industrial was immensely proud to team up with several companies to support the renovation of ‘Tranquility House’ for the Julian Benson Cystic Fibrosis Foundation, which featured on a ‘Room to Improve’ special, on RTÉ. Tranquility House, in Dublin 6, is Ireland’s first home away from home, providing accommodation annually for hundreds of CF warriors and their families attending St Vincent’s Hospital for treatment for cystic fibrosis.

Actavo Industrial donated scaffolding and manpower to facilitate renovation of the 162-year-old three-storey Georgian house, with a lower ground floor, which was stripped back to its bare walls during the project. The scaffold structure was installed with four working levels on both the front and rear elevations of the building, allowing follow-on trades to safely access the necessary areas to carry out essential repairs on both the roof structure and the brickwork.



Cuisle Cancer Support Centre

The Cuisle Cancer Support Centre provides emotional support to people affected by cancer including those who care for them, from the time of diagnosis, throughout their cancer journey. The centre helps support men and women from Kildare, Laois, Offaly, Kilkenny and Tipperary. All the services are free of charge to patients, and it costs approximately €350,000 a year to run which is primarily funded with community fundraising. Actavo Group Head Office hosted a Christmas Bake Sale in December to raise €1,000 for this excellent charity.



The Good Bike Project

Actavo In-Home Team was delighted to continue to support The Good Bike Project, which has reconditioned over 3,000 donated bikes for Ukrainian refugees since March 2022. These bikes have a profoundly positive effect on the lives of refugees. We have been supporting the project with warehouse space and organising company-wide collection of used bikes from our staff in Ireland.

"Sincere thanks to Actavo Industrial for donating scaffolding and a great team to install and operate the structure, to allow for all external works to be carried out safely. We are so grateful to you all."

Louise Doogan, CEO of the Julian Benson CF Foundation

The Caribbean



Men’s Sheds

Our Modular Buildings Team has supported the Irish Men’s Sheds Association for over 14 years, donating end-of-life modular units to the community organisation, with dozens of units of various sizes installed in Men’s Sheds across the country.

The Irish Men’s Sheds Association is a national organisation, with over 400 locations nationwide, part of a global network that aims to bring men together to carry out activities such as woodwork, gardening, carpentry and community work.

In 2024, Actavo Modular donated cabins to the Naas Community Men’s Shed branch, helping them with their need for a larger space to provide meeting, exercise and games room for their growing number of members. The team also donated to the Clane branch, where cabins will be maintained and used as classrooms and offices for the benefit of the community and Community Employment Scheme. Two modular buildings were also donated to the branch in Rathcoole.



Supporting San Fernando Hope Centre, Trinidad

Actavo’s Joint Venture in Trinidad provided support to a local orphanage located in San Fernando, Trinidad. The Hope Centre was established in 1986 at Caritas Centre, as a call-in counselling station for substance abusers and families in crisis. Some years later, the need for a home for disadvantaged children was recognized, and in April 1992, the Hope Centre opened its doors to its first child. It is a charitable non-profit organization that provides a temporary home for abused and abandoned children between the ages of three and twelve. Actavo donated essential items such as food, toiletries, and other necessities to bring comfort and joy to the children during the Christmas period.



Hurricane Beryl Relief Donations, Jamaica

Actavo Caribbean reinforced its commitment to community resilience and recovery by donating a total of JMD 630,000 to support Hurricane Beryl relief efforts in Jamaica. The Richmond Park Church of The Nazarene, known for its mission to serve and support people locally and internationally, utilized these funds to provide essential aid to those affected by the hurricane. Similarly, the Christian Outreach Missionary Evangelism (C.O.M.E.), a non-profit organization with over 40 years of experience in outreach and hospitality services, allocated the donation to assist communities in need through their established relief programs. Both organizations expressed heartfelt gratitude for the support, which made a meaningful difference in bringing relief and hope to those impacted by the hurricane.

Actavo has been on-board with Men’s Sheds from day one, and its generous support has allowed dozens of sheds around the country to flourish and expand, particularly in those areas where suitable premises are hard to come by."

Enda Egan, CEO of the Irish Men’s Sheds Association



Awards, Memberships & Licences



Awards

Year	Country	Award body	Award name
2024	International	Royal Society for Prevention of Accidents (RoSPA)	RoSPA President's (13 consecutive Golds) Award
2024	International	RoSPA	RoSPA Fleet Safety Gold Medal (8 consecutive Golds)
2024	International	RoSPA	Order of Distinction (20 years at Gold Level)
2024	Ireland	National Irish Safety Organisation (NISO) / Northern Ireland Safety Group (NISG)	Silver Award
2024	Ireland	NISO / NISG	'Excellence in Safety', recognising more than 15 years at distinction level or higher
2024	Ireland	NISO / NISG	Driving for Work Award
2023	Ireland	Irish Construction Industry Awards	Civil Construction Project of the Year for 'Rock Road Sustainable Transport Scheme'
2023	International	Royal Society for Prevention of Accidents (RoSPA)	RoSPA President's (12 consecutive Golds) Award
2023	International	RoSPA	RoSPA Fleet Safety Gold Medal (7 consecutive Golds)
2023	International	RoSPA	RoSPA Winner of the Fleet Safety Technology Trophy
2023	International	RoSPA	Order of Distinction (19 years at Gold Level)
2023	Ireland	NISO / NISG	Gold Award
2023	Ireland	NISO / NISG	'Excellence in Safety', recognising more than 15 years at distinction level or higher



Awards Cont'd

Year	Country	Award body	Award name
2022	International	RoSPA	RoSPA President's (11 consecutive Golds) Award
2022	International	RoSPA	RoSPA Fleet Safety Gold Medal (6 consecutive Golds) Award
2022	International	RoSPA	RoSPA Winner of the Fleet Safety Technology Trophy (sponsored by Tesco.com)
2022	Ireland	NISO / NISG	Gold Award
2022	Ireland	NISO / NISG	'Excellence in Safety', recognising more than 15 years at distinction level or higher
2021	Irish	CX Impact Awards	CX Impact In Telecoms
2021	International	Customer Centricity World Series	Best Customer Experience Strategy (Gold)
2021	International	RoSPA	RoSPA President's (10 consecutive Golds) Award
2021	International	RoSPA	RoSPA Fleet Safety Gold Medal (5 consecutive Golds) Award
2021	Ireland	NISO / NISG	Driving for Work Award
2021	Ireland	NISO / NISG	'Excellence in Safety', recognising more than 15 years at distinction level or higher
2021	Ireland	NISO / NISG	Industry Sector Award – Utility Services
2020	International	RoSPA	RoSPA President's (9 consecutive Golds) Award

Year	Country	Award body	Award name
2020	International	RoSPA	RoSPA Fleet Safety Gold Medal (4 consecutive Golds) Award
2020	Ireland	NISO / NISG	'Excellence in Safety', recognising more than 15 years at distinction level or higher
2019	Irish	CX Impact Awards	CX Impact in Speciality
2019	International	International Customer Experience Awards (ICXA)	Best Customer Experience Transformation (Gold)
2019	International	RoSPA	RoSPA Fleet Safety Gold Medal (5 consecutive Golds) Award
2019	International	RoSPA	RoSPA President's (8 consecutive Golds) Award
2019	Ireland	NISO / NISG	Higher Distinction
2019	Ireland	NISO / NISG	Exceptional High Achiever Award
2018	Irish	CX Impact Awards	CX Impact in Speciality
2018	Irish	CX Impact Awards	CX Overall Champion
2018	International	International Customer Experience Awards (ICXA)	Best Customer Experience Strategy (Gold)
2017	European	European Contact Centre and Customer Service Awards	Bronze award
2013	International	Institute of Occupational Health & Safety (IOSH)	Training Initiative of the Year Award

Memberships

Membership Body	Membership Category	Division
ACAD	Membership	Actavo UK Ltd
Achilles UVDB	UVDB Verify Category B2 Audit	Actavo UK Ltd
Alcumus Safe Contractor	Membership	Actavo (Northern Ireland) Ltd
CHAS	Membership	Actavo UK Ltd
CONCOM	Membership	Actavo UK Ltd
Construction Industry Federation (CIF)	Membership	Actavo Modular
Constructionline Gold	Membership	Actavo UK Ltd
EIC	Membership	Actavo UK Ltd
Ecovadis	Sustainability Rating Certificate	Actavo UK Ltd
Fleet Transport Association Ireland (FTAI)	Membership	Actavo Ireland Ltd

Membership Body	Membership Category	Division
ICO	Registered	Actavo Group Ltd
Institute of Occupational Health & Safety (IOSH)	Membership	Actavo (Company) & Individual (EHS Team)
IRATA International	Full Member Operator	Actavo UK Ltd
ISNetworld	Membership	Actavo UK Ltd
MMC Ireland	Membership	Actavo Modular
NASC	Membership	Actavo UK Ltd
NISO	Company	Actavo Group Ltd
RoSPA	Company	Actavo Group Ltd
Society of the Irish Motor Industry (SIMI)	Membership	Actavo Group Ltd
TICA	Membership	Actavo UK Ltd

Licences

Governing Body	Activity	Division
COMREG	Business Radio License	Actavo Ireland Ltd
Environmental Agency	Waste Carrier License	Actavo UK Ltd
Health and Safety Executive	Licence to undertake work with Asbestos	Actavo UK Ltd
Institution of Occupational Safety and Health	To deliver Managing Safely V 5.0	Actavo UK Ltd
Institution of Occupational Safety and Health	To deliver Managing Safely Refresher V 2.0	Actavo UK Ltd
National Waste Collection Permit Office	Waste License	Actavo Ireland Ltd
Northern Ireland Environment Agency	Waste License	Actavo (Northern Ireland) Ltd
OFCOM	Business Radio License	Actavo Network Solutions (UK) Ltd
Producer Register Ireland	WEEE distribution & sale	Actavo Ireland Ltd
SEPA	Waste License	Actavo (Northern Ireland) Ltd
WEEE Ireland	Waste Electrical and Electronic Equipment – anything battery and mains powered	Actavo Ireland Ltd






Our Policies




Our Policies

Need updated links to policy documents – or I can remove links



Energy Management Policy



Actavo is committed to managing the reduction of our Energy and carbon footprint as an integral element of its business activities. This includes our management of employees and subcontractors, supply chain partners as well as our interaction with customers. In order to achieve this, Actavo will adhere to the following principles:


- Establish and implement an effective EnMS, with the information and resources needed to set and achieve appropriate energy and carbon reduction objectives and targets. These are reinforced through our core values and sustainability plan.
- Ensure compliance with legislative requirements, standards and codes of practice through the implementation of ISO 14001 and ISO 50001
- Implement and maintain appropriate systems and procedures to prevent activities or actions that pose a threat to the natural environment including energy emissions.
- Commit to setting science-based emissions targets by 2024 in line with the Paris Agreement and the latest IPCC findings and reducing our scope 1 and 2 emission intensity by 50% by 2030 and adopting reduction targets to achieve a net-zero business by 2050 at the latest
- Adopt a sustainable sourcing Purchasing Policy including using energy performance as a factor in procurement decisions, value engineering solutions and in process and facility design.
- Review customers' requirements and contract specifications in order to deliver a service that meets and exceeds the customers' environmental, and sustainability needs and expectations.
- Evaluate and select suppliers of goods and services based on their ability to assist us in achieving our objectives set out in this policy.
- Strive to ensure that our operations minimise energy usage, waste and prevent emissions or pollution that may cause harm to persons or the environment.
- Promote environmental awareness and responsibility within Actavo and supply chain to support our EnMS policy and objectives
- Manage fleet movements and fuel usage to promote a lean and clean fleet, ensuring continual improvement of fleet energy efficiency year on year.
- Encourage continual energy performance improvements by employees in their work and personal activities.
- Pursue the continuous development and improvement of our EnMS through constant performance evaluation based around the setting of SMART objectives, which are measured through reactive and pro-active monitoring.

Keith Tobin


Actavo Group CEO

1st January 2024

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Information Security Policy



Actavo is committed to managing Information Security including Data Protection matters as an integral part of its business activities. It is our policy to ensure that all aspects of Information Security and Data Protection management across all business units protects the information and data that we handle, manage and control on a daily basis. This includes our management of Information Security by employees and subcontractors, as well as our interaction with customers and the public who come in contact with our business. In order to achieve this, Actavo will adhere to the following principles:

- Ensure compliance with relevant legislative requirements (including GDPR), standards and codes of practice through the implementation of ISO 27001. The Information Security Management System will form an integrated element of our Integrated Management System.
- Implement and maintain appropriate systems and procedures to prevent activities or actions that pose a threat to the security of our information and data, including that held and managed on behalf of and/or by customers, staff, contractors and suppliers.
- Systems and Procedures will be designed around the principles of Confidentiality, Integrity and Availability of information within the business that allows for the efficient operation of the business, while maintaining these core principles.
- Ensure that systems for identifying, assessing, eliminating and controlling risks to which information and data may be exposed are established, implemented and adhered to.
- Develop and maintain a positive Information Security awareness within the business based on a culture oriented on these aspects of our business both within the company and with external organisations, including customers' and suppliers', through communication, partnership and learning activities.
- Review customers' requirements and contract specifications in order to deliver a service that meets the customers' Information and Security needs and expectations.
- Evaluate and select suppliers of goods and services based on their ability to assist us in achieving our objectives set out in this ISMS policy.
- Provide equipment and infrastructure to ensure compliance with our Information Security Policy and procedures.
- Strive to ensure that our Information Security Systems are monitored and managed to ensure the safety of information and data held by and on behalf of the business.
- Pursue the continuous development and improvement of our Integrated Management System through constant performance evaluation based around the setting of SMART objectives, which are measured through reactive and pro-active monitoring.
- Foster an ethos of transparency and dialogue with our customers, employees, sub-contractors and the general public by the communication of this Policy and the implementation of our Integrated Management System procedures.

Keith Tobin

Actavo Group CEO

1st January 2024

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Integrated Management System (SHEQ) Policy



Actavo is committed to mana Safety, Health, Environment and Quality matters as an integral part of its business activities. This includes our management of employees and subcontractors, supply chain partners as well as our interaction with customers and the general public who come in contact with our business. In order to achieve this, Actavo will:

- Develop and maintain a positive culture of SHEQ issues based on a culture oriented on these aspects of our business both within the company and with external organisations, including customers' and suppliers', through communication, partnership and learning activities. These are reinforced through our Golden Rules, Values and sustainability plan.
- Ensure compliance with legislative requirements, standards and codes of practice through the implementation of ISO 45001, ISO 14001, ISO 9001.
- Maintain our BOPAS systems, processes and competencies: Design, Manufacture, Project Management of Construction and 60 Year durability and maintenance assessments for The Actavo Steel Framed Modular Solution
- Implement and maintain appropriate systems and procedures to prevent activities or actions that pose a threat to human health and safety including road users, damage to the natural environment including energy wastage or have a negative impact on the quality of goods and services provided to our customers.
- Implement and maintain appropriate systems and procedures to ensure that we operate in a sustainable manner, guided by the principals of our Corporate Social Responsibility and Sustainability programme.
- Ensure that systems for identifying, assessing, eliminating and controlling risks to which employees, other persons, the environment and the business may be exposed are established, implemented and adhered to.
- Review customers' requirements and contract specifications in order to deliver a service that meets and exceeds the customers' needs and expectations.
- Evaluate and select suppliers of goods and services based on their ability to assist us in achieving our objectives set out in this SHEQ policy.
- Strive to ensure that our operations minimise energy usage, waste and prevent emissions or pollution that may cause harm to persons or the environment.
- Provide materials, plant and equipment to ensure compliance with our SHEQ Policy and procedures.
- Pursue the continuous development and improvement of our IMS through constant performance evaluation based around the setting of SMART objectives, which are measured through reactive and pro-active monitoring.
- Through consultation and participation, we will engage with our staff and contractors in developing suitable and appropriate SHEQ policies, procedures and engagement programmes.
- Foster an ethos of transparency and dialogue with our customers, employees, sub-contractors, general public and all interested parties by the implementation of our IMS.
- Implement appropriate policies and procedures to ensure that all employees and sub-contractors are competent to undertake their respective roles and receive appropriate training as required.

Keith Tobin

Actavo Group CEO

1st January 2024

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