

The background of the entire page is a photograph of a modern interior. It features a dark grey or black metal shelving unit. On one of the shelves, there is a large, vibrant green plant with intricate, feathery, and somewhat spiky foliage. Below the plant, a row of books is visible on another shelf, though their spines are mostly obscured by the plant and the text. The lighting is soft and even, highlighting the textures of the plant and the structure of the shelving unit.

SUSTAINABILITY 23/24 REPORT

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WORD FROM THE MD

Building on the publication of our new sustainability strategy, I am pleased to share our first progress report.

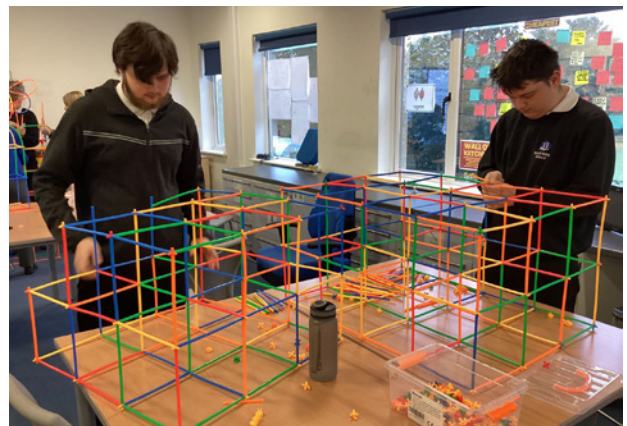
Our commitment to sustainable action is demonstrated throughout, and I am proud of everyone involved with integrating sustainable practices across our business. We are dedicated to taking the necessary steps to reduce our environmental impacts while enhancing and supporting the communities in which we operate.

This report marks our initial steps towards a sustainable business; however, we recognise that continued effort will be required to meet our longterm sustainable goals. We aim to be transparent in our reporting, acknowledging both our progress and the areas where further action is needed to ensure we meet our targets.

I look forward to witnessing the growth of sustainable initiatives within MCS's operations and the broader impact we can have by supporting actions across our projects, suppliers and community.

Yours Sincerely,

Scott Hill
Managing Director



PROGRESS SUMMARY

Welcome to MCS's 2024 Annual Sustainability Report. This is our first update report since publishing our Sustainability Strategy in 2023. Our strategy update demonstrates our continued commitment to sustainable action, combining all aspects of our organisational activities that directly contribute to our sustainable ambitions.

At MCS we pride ourselves on our ability to deliver innovative and effective building mechanical & electrical fit-out solutions for businesses across the UK. Our tailored designs provide effective solutions that meet our client's needs, ensuring that they receive the best possible service. We are continuously growing our operations and portfolio, delivering services across the commercial, corporate, hospitality and industrial sectors. With our continued growth, we want to maintain providing value to our customers, while establishing effective sustainable solutions and operations and continually supporting the communities in which we operate.

Our strategy consists of three priority areas of our business; Our Environment and Footprint, Our People and Communities, and Our Governance and Resilience. Each of our pillars contains short-term and long-term targets up until 2030, informed by a risk-based materiality assessment with inputs from our key stakeholders, as well as industry best practices and legislative requirements.

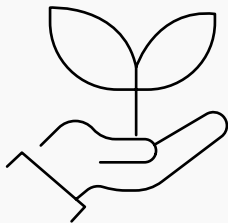
The review considers our progress towards attaining our targets using relevant data collected across the last financial year, 1st April 2023 to 31st March 2024, unless otherwise stated. A comparison between our baseline performance (April 2022-March 2023) and the current reporting period is drawn, allowing us to demonstrate our progress to date and where further action, time and resources may be required. We will review the suitability of our targets, and if there are advancements in legislation, industry changes or lessons to be learned we will update accordingly.

OUR SUSTAINABILITY PILLARS

1

OUR ENVIRONMENT AND FOOTPRINT

- Climate consciousness
- Resource efficiency
- Sustainable solutions for clients



2

OUR PEOPLE AND COMMUNITIES

- Positive community Influence
- Employee wellbeing
- Industry collaboration



3

OUR GOVERNANCE AND RESILIENCE

- Client satisfaction and quality assurance
- Operating responsibly
- Risk management



TARGET TRACKER

We have marked our progress against the targets under the following definitions:

1

ON TRACK

The target is expected to be met with little to no change in current business practices

2

PROGRESSING

Activities have been identified, planned and implemented in order to achieve the target

3

IN DEVELOPMENT

Activities have not yet been identified in order to achieve the target and action is needed

OF OUR 60 TARGETS:

18 are on track.

14 are progressing.

28 are in development.



We are continuing to monitor the achievement and progress towards our targets. Within each of our 3 core pillars, we have a varied number of targets categorised by On Track (green), Progressing (Yellow) and In Development (red). Each target's current status is indicated by the corresponding progress icon displayed next to the title throughout the report.



ON TRACK



PROGRESSING



IN DEVELOPMENT

OUR ENVIRONMENT & FOOTPRINT

	2025 GOALS	2030 GOALS
CLIMATE CONSCIOUSNESS	Implement a bike2work and ev scheme	Internal monitoring of uptake of both ev and bike2work schemes
	Install and ensure efficient sensor lighting in Bristol office	Install and ensure efficient sensor lighting in London office (lease dependent)
	Encourage flexible working where appropriate	
	Develop a carbon reduction plan in line with UK government's procurement policy note 06/21	
	Commit to limiting business mileage to under 5000 miles per person	Commit to limiting business mileage to under 3000miles per person
	Reduce scope 1 and 2 by 42% by 2030, and achieve net zero target by 2045	
RESOURCE EFFICIENCY	Start to record office waste	Record a year-on-year decrease of waste per person from 2025-2030
	Engage with clients on waste management and resource efficiency targets and solutions moving forward to help track our waste and be part of their solutions	
	Start to report on office water usage	Set a baseline and create a water usage target
SUSTAINABLE SOLUTIONS FOR OUR CLIENTS	Working with our customers and clients to realise their sustainability aspirations on their projects	Add in sustainability KPI monitoring as a standard service offering
	Create and implement a sustainable procurement plan policy with our customers/clients interests at its heart	Ensure 100% adherence to sustainable procurement policy including new supplier onboarding
	Specify energy efficient equipment as a standard option to our customers	

 ON TRACK
 |
  PROGRESSING
 |
  IN DEVELOPMENT

OUR PEOPLE & COMMUNITIES

	2025 GOALS	2030 GOALS
POSITIVE COMMUNITY INFLUENCE	Create, drive and track volunteer days	Apply employees to be taking their entitled volunteer days
	Track organisational social value using the toms framework	
	Donate charity contributions of over £100k or £900 per employee (whichever is more)	Donate charity contributions of over £150k or £1k per employee (whichever is more)
	Support at least two named voluntary/community organisations per year	Support at least five named voluntary/community organisations per year
	Achieve 300 weeks of training (incl work experience, apprentices and graduate training)	Achieve 500 weeks of training (incl work experience, apprentices and graduate training)
	Ensuring we utilise local SME companies from within 30 miles of the project - target of 40% of project value (where possible)	Ensuring we utilise local SME companies from within 30 miles of the project - target of 50% of project value (where possible)
EMPLOYEE WELLBEING	One mhfa'der per 20 employees	One mhfa'der per 10 employees
	Health surveillance monitoring for employees where appropriate	
		Increase female representation on the board/senior management by 2030
		Increase female workforce to 30% by 2030
	Start to record voluntary disclosure of ethnicity	
	Implement yearly employee surveys and act on recommendations as appropriate (target 70% response rate)	Implement yearly employee surveys and act on recommendations as appropriate (target 85% response rate)
INDUSTRY COLLABORATION	One employee to sit on a volunteer board	Five employees to sit on a volunteer board
	Commit to supporting our customers' chosen charities (helping them raise money)	
	Support our supply chain with their sustainability aspirations – one SME	Support our supply chain with their sustainability aspirations – Five SMEs
	Continue to seek to collaborate with other like minded organisations and participate with the supply chain sustainability school	

OUR GOVERNANCE & RESILIENCE

CLIENT SATISFACTION & QUALITY ASSURANCE	2025 GOALS	2030 GOALS
	Implement a process for capturing customer feedback and track responses/scores annually with a view to setting quantifiable targets	Work towards embedding ISO9001, 45001 and 14001 principles into the business with a view to achieve accreditation in 2030
OPERATING RESPONSIBLY	H&S and env inspections carried out in line with requirements set out within revised inspection policy	Ensure continuous improvement process from H&S inspections
	To continually improve on H&S performance demonstrating a year-on- year reduction in IFR and AFR	
	Undertake BREEAM training for internal H&S and sustainability teams	BREEAM training for all other appropriate site staff
	Ensure equality, diversity and inclusion training is completed by all new starters and managers complete training on a three yearly basis	
	Formalise and enhance employee induction processes, including sustainability & social value responsibilities	
RISK MANAGEMENT	Implement a business continuity plan	Develop contingency plans for potential disruptions in the supply chain
	Ensure ongoing adherence to anti-corruption, bribery, policies	Formal biennial review of business governance risk
	Create and maintain a company wide legal risk register	Create a risk and audit committee that meets quarterly to discuss and monitor business risks
	Ensure all staff undertake GDPR and cyber security training	

 ON TRACK
 |
  PROGRESSING
 |
  IN DEVELOPMENT



OUR ENVIRONMENT AND FOOTPRINT



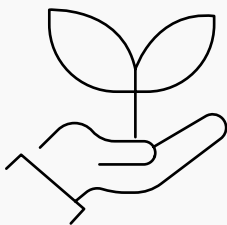
OUR ENVIRONMENT
AND FOOTPRINT

OUR ENVIRONMENT AND FOOTPRINT

1

OUR ENVIRONMENT AND FOOTPRINT

- Climate consciousness
- Resource efficiency
- Sustainable solutions for clients



This pillar embodies our commitment to responsible environmental practices that leave a positive mark on the world we operate in.

In this section, we break down our approach to minimising our environmental impact and reducing our footprint.

Focusing on three key areas within; Climate Consciousness, Resource Efficiency and Sustainable Solutions for our Clients. From everyday initiatives to overarching goals, we're eager to share how we're making a real, tangible difference.

We aim to create a positive and lasting environmental legacy, demonstrating that responsible business practices can pave the way for a more sustainable future.





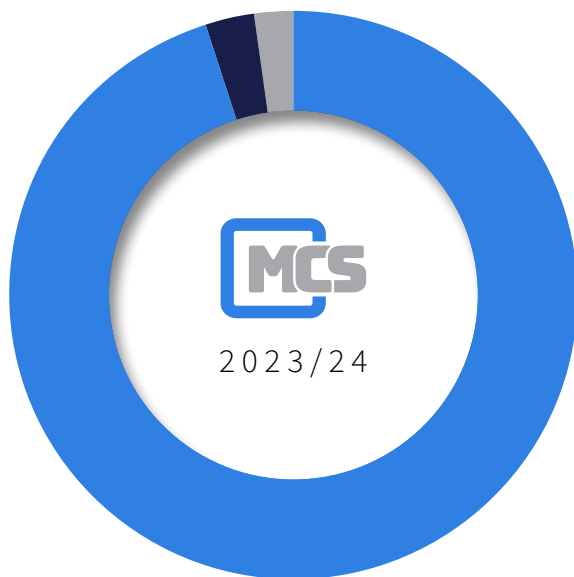
OUR ENVIRONMENT
AND FOOTPRINT

CLIMATE CONSCIOUS

CARBON EMISSIONS REDUCTION



2025: Reduce scope 1 and 2 by 42% by 2030, and achieve Net zero target by 2045



CARBON REDUCTION PLAN



2025: Develop a carbon reduction plan in line with the UK government's procurement policy note 06/21



Purchased goods and services	95%
Business travel	3%
Fuel and energy related activities not included in scope 1 or scope 2	0%
Waste generated in operations includes water	0%
Employee commuting incl. homeworking	2%
Direct Fuel	0%
Purchased electricity	0%

We have continued to monitor our carbon footprint by collecting data from across all relevant impact areas. We are committed to data improvement and recognise the need to report our emissions accurately. We acknowledge that sustainability reporting is a continuously evolving field, with emerging, more accurate datasets and an enhanced understanding of the sources of greenhouse gas emissions.

As part of our annual reporting, we have reviewed the coverage of our baseline assessment covering the period April 2022-March 2023. In the interest of being transparent and continuously improving the quality of our calculations, we have recalculated our emissions baseline to guarantee full capture of our emissions and align to updates to industry guidance. As a result, the calculations reported for FY22/23 in this report contrast with those reported in our original



OUR ENVIRONMENT AND FOOTPRINT

CLIMATE CONSCIOUS *CONT.*

strategy. A full explanation of the changes is provided in our emissions table on page 11. We have corrected calculations for business travel, employee commuting and for our purchased goods and services.

We will continue to further develop our understanding of our operational impacts and seek to improve the quality of our data, providing more accurate and reliable sources for calculation. MCS recognise that we are still in the early stages of understanding our emissions impacts and we plan to devise a Carbon Action Plan to deliver carbon reduction initiatives to align to limiting global heating to 1.5C.

The direct emissions associated with our operations are those we can have a greater influence on emissions reductions. Currently, these emissions contribute just 0.3% of our total emissions.

We recognise the need to meet our target of Net Zero by 2045 requires reducing our emissions across our Scope 1 and 2 contributions. We have targeted a 42% reduction in Scope 1 & 2 by 2030 and recognise that data improvement will be critical to ensuring we prioritise the most impactful areas of operations.

99.7% of our emissions are associated with our indirect activities (Scope 3) and primarily include the emissions that arise from our purchased goods and services through procurement. Impacts from the value chain far outweigh those arising from electricity consumption and direct fuel consumption (Scopes 1 and 2). We recognise the need to reduce the embodied carbon emissions associated with the goods and materials that we consume and we will work with our procurement team and our supply chain to deliver Net Zero.

An update to our methodology means that our business travel emissions now incorporate the emissions associated with travel by public transport and hotel stays in addition to travel in employee-owned vehicles for business use. Emissions associated with business travel have increased by 16% between the period 22/23 to 23/24. The reported spending on public transport use has increased by 73%, while there was a 10% decrease in mileage in employee-owned vehicles. We will continue to support the transition from single-occupancy vehicles and encourage the use of public transport, particularly as we expand our reach across the UK.

As our project locations vary year on year, we are likely to see different patterns in travel from our MCS owned vehicles. As this travel mileage has increased by 6%, we will monitor travel changes to ensure routes to sites are optimised and drivers are driving efficiently.





OUR ENVIRONMENT AND FOOTPRINT

CLIMATE CONSCIOUS CONT.

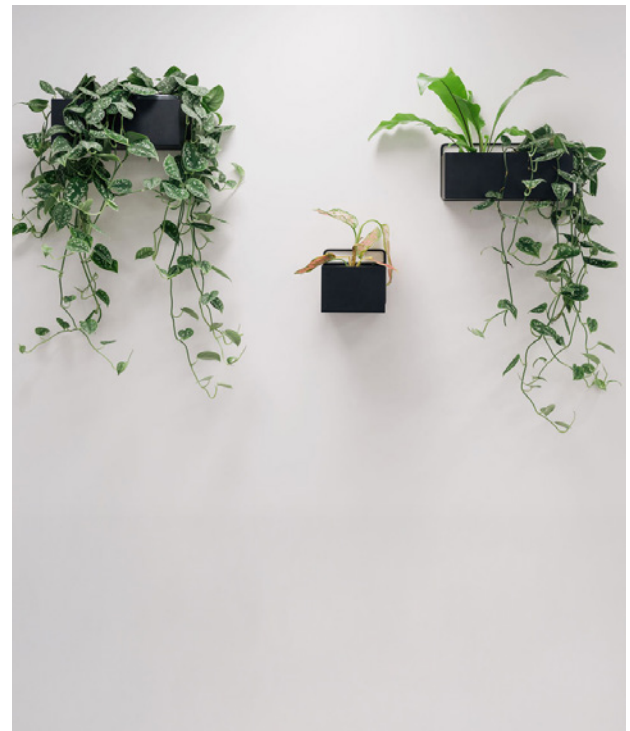
Our Scope 2 emissions from electricity in our offices has increased by 26%, where the actual energy consumption has increased by only 17%. A partial explanation for the higher emissions associated with electricity is that the national grid has not decarbonised between our two reporting financial years; this means that the conversion factors for FY23/24 electricity equate to higher tCO₂e per kWh consumed. The grid is however on target to be fully decarbonised by 2030. We will monitor office energy consumption per FTE to better understand where there are opportunities for reduction, which can sometimes hide in absolute emissions figures under periods of growth.

We are taking a similar approach to emissions associated with water consumption and waste generation at the office. Collection of data surrounding waste and water consumption in offices is notoriously difficult, and so we are currently reliant on proxy methodologies associated with our FTE staff numbers; we are committed to data improvement in these areas to ensure we progress decarbonisation over time. Emissions associated with our staff commuting have risen by 17% as expected with the increase in our staff numbers. Reducing this area of activity will take time, where travel connectivity of our office spaces will need to evolve in line with UK culture.

The emissions associated with our procurement of goods and services incorporated all supplier and subcontractor spend compared to the previous year which did not include our entire spend for the year.

CURRENT PERFORMANCE FY 23/24

TOTAL SCOPE 1	20.20
TOTAL SCOPE 2	11.86
TOTAL SCOPE 3	6095.45 tCO₂e
TOTAL TCO₂E	6127.51 tCO₂e
TCO₂E PER FTE	45.73 tCO₂e
TCO₂E PER £ MILLION TURNOVER	117.83 tCO₂e





OUR ENVIRONMENT AND FOOTPRINT

SUMMARY OF CARBON EMISSIONS

The figures documented in the 22/23 data reflect our updated baseline to ensure we align with best practice standards. These figures marked with an asterisk are altered and as a result, differ from the figures reported in our original strategy document.

SCOPE	CATEGORY	2022/23 TCO ₂ E	2023/24 TCO ₂ E	% CHANGE
SCOPE 1	Direct fuel	17.62	20.20	15%
SCOPE 2	Purchased electricity	9.44	11.86	26%
SCOPE 3				
CATEGORY 1&2	Purchased goods and services	*319.30	5554 tCO ₂ e	178.3%
CATEGORY 3	Fuel and energy related activities (not included in scope 1 or scope 2)	25.32	22.99	-9%
CATEGORY 5	Waste generated in operations (includes water)	0.19	0.21	7%
CATEGORY 6	Business travel	**272.25	316.30	16%
CATEGORY 7	Employee commuting incl. Homeworking	***173.34	201.95	17%
TOTAL SCOPE 1		17.62	20.20	15%
TOTAL SCOPE 2		9.44	11.86	26%
TOTAL SCOPE 3		790.40	6095.45 tCO ₂ e	154.1%
TOTAL		817.45	6127.51 tCO ₂ e	152.9%

*Purchased goods and services – an update to the best practice methodology prompted the need to update the relevant conversion factors.

** Business travel – access to new data for our travel expenses for public transport and for hotel stays means that we adopted a new methodology for the 23/24 calculation for business travel. To allow for comparable methodologies, our baseline year methodology was updated to incorporate this detail.

***Employee commuting – the initial baseline assessment underestimated commuting travel. In order to understand the full coverage of our baseline, we have recalculated this figure.



OUR ENVIRONMENT AND FOOTPRINT

CARBON EMISSIONS

FLEXIBLE WORKING



2025: Encourage flexible working where appropriate



We have also continued to support flexible working for our office-based employees. This not only promotes improved well-being for our members of staff but also reduces the need for our employees to commute to the office. Across both our Bristol and London offices, currently, 12% of our FTE employees are flexible workers.

BUSINESS TRAVEL



2025: Commit to limiting business mileage to under 5000 miles per person



2030: Commit to limiting business mileage to under 3000 miles per person



We are dedicated to promoting alternative travel methods by decreasing the use of single-occupancy vehicles throughout our business.

We have achieved a 31% reduction in our current mileage, which includes our company-owned vehicles, business travel in employee-owned vehicles, and employee commuting in personal vehicles.

2022-2023: 6,401 miles per FTE

2023-2024: 4,436 miles per FTE

We will continue to report the combined figures to reflect mileage reductions across the whole business and from personal use. As we progress with our strategy, MCS will consider reporting separate intensity figures for the individual mileage of MCS owned vehicles and personal travel while monitoring the uptake of public transport and more active modes of travel.



OUR ENVIRONMENT AND FOOTPRINT

CARBON EMISSIONS CONT.

CUTTING CARBON IN TRANSPORT



2025: Implement a bike2work and EV Scheme



2030: Internal monitoring of uptake of both ev and Bike2work schemes



MCS are proud to report the introduction of our Bike2Work scheme. This initiative offers employees the opportunity to purchase bicycles and cycling equipment through salary sacrifice, making cycling to work a more accessible and affordable option. With 4 members of our team actively participating in the scheme, this is a great step in supporting more active modes of travel for our employees, promoting a healthy lifestyle and improving employee wellbeing as well as reducing the dependency on personal vehicle travel.

“I decided to use the cycle to work scheme as it was a really efficient way of buying the bike I wanted, I use the bike most days to commute to our office in Yate as well as riding on the occasional weekend”.

Luke Fish

OFFICE ENERGY CONSUMPTION



2025: Install and ensure efficient sensor lighting in the Bristol office



2030: Install and ensure efficient sensor lighting in London office (lease Dependent)



Several energy efficiency initiatives have been implemented at our Bristol office. We have upgraded our lighting system to sensor-operated lighting, ensuring the lights are only in use when necessary. This will not only guarantee energy savings but also provide cost savings to the business.

Our Bristol office is benefiting from the installation of photovoltaic panels. Through harnessing solar energy, we have generated 8,558 kWh of electrical energy over the reporting period, equating to 18% of our total consumption. The continued generation of renewable energy resources has a benefit to our carbon emissions and wider environmental benefits. MCS is currently reviewing REGO backed renewable energy tariffs for our Bristol office electricity to guarantee 100% renewable energy contracts. At present, as London is a serviced office, we have limited influence on the procurement of the energy contracts.



OUR ENVIRONMENT AND FOOTPRINT

RESOURCE EFFICIENCY

WASTE



2025: Start to record office waste



2030: Record a year-on-year decrease of waste per person from 2025-2030



2025: Engage with clients on waste management and resource efficiency targets and solutions moving forward to help track our waste and be part of their solutions



Waste generation is notoriously difficult to report on for smaller organisations, and our London office is a good example of this. We have developed an internal tracking system to begin reporting the office waste as currently our waste is combined as part of our serviced office contract. This documents the amount of general mixed waste collected over a week and is recorded daily. Combining this data, along with our Bristol office waste contractor data, will allow us to monitor the total tonnes of waste we produce and assess our existing waste management practices.

Reducing the waste we generate is a priority and we will begin to set reduction targets across our offices, as well as integrate behavioural change initiatives through education with our teams. We will also seek to collaborate with our waste contractors to ensure we maximise recycling and reduce the amount of waste we send to landfills in our contract process.

As we are witnessing more bids requesting effective management of waste, we are aiming to formalise a process to monitor and deliver resource efficiency throughout our projects and support effective waste management across our client projects.



OUR ENVIRONMENT
AND FOOTPRINT

RESOURCE EFFICIENCY *CONT.*

WATER



2025: Start to report on office water usage



2030: Set a baseline and create a water usage target



At present, our offices are performing below typical office consumption benchmarked data. Our offices consume 31.15 litres/per person/per day/per year (of full-time equivalent office staff), compared to similar UK organisations averaging at 34 litres/per person/per day/ per year*. Conserving our water supply to minimise our risk of water scarcity will be essential. Since we do not have water consumption data for our London office, we aim to collaborate with our landlord to gather this information initially. Where necessary, we will consider the installation of water-efficient devices in both our office spaces and support conservation measures through behavioural educational programmes.





OUR ENVIRONMENT AND FOOTPRINT

SUSTAINABLE SOLUTIONS FOR CLIENTS

SUSTAINABLE PROCUREMENT



2025: Create and implement a sustainable procurement plan policy with our customers' / clients interests at its heart



2030: Ensure 100% adherence to sustainable procurement policy including new supplier onboarding



Our newly devised Procurement Policy integrates environmental and social considerations when procuring our products and services. Understanding the wider impacts of our supply chain will be essential, not only for minimising our Scope 3 carbon emissions but also to mitigate risks associated with impact broader than just carbon, including social value. The implementation of our Procurement Policy is the first to stop developing performance KPIs to enable benchmarking of our supplier performance.

SUPPORT OUR CLIENTS



2025: Working with our customers and clients to realise their sustainability aspirations on their projects



2030: Add in sustainability KPI monitoring as a standard service offering



2025: Specify energy efficient equipment as a standard option to our customers



As MCS advise on the design and instalment of systems for our clients, it is essential we begin to integrate sustainable considerations at project conception.

Demonstrating more sustainable products and energy efficient systems, allowing for more informed decisions with sustainability as the key driver. There is work to be done to formalise a process to support our client's sustainability aspirations, but we are committed to progressing this over the lifetime of our sustainability strategy.



OUR PEOPLE AND COMMUNITIES



OUR PEOPLE AND
COMMUNITIES

OUR PEOPLE AND COMMUNITIES

2

OUR PEOPLE AND COMMUNITIES

- Positive community Influence
- Employee wellbeing
- Industry collaboration



A cornerstone within our sustainability strategy that celebrates the positive influence we aim to create. This pillar is a tribute to our commitment to fostering thriving communities, nurturing employee well-being, and championing collaboration within our industry.

In this section, we will unravel the initiatives and approaches that define our genuine dedication to making a positive impact. From community engagement to prioritising the well-being of our employees, and fostering collaboration across the industry.

In this section, we're not just talking about sustainability; we're showcasing how it comes to life through the people we empower and the communities we support.





OUR PEOPLE AND COMMUNITIES

POSITIVE COMMUNITY INFLUENCE

MCS take pride in our commitment to delivering positive social value in the community we operate. Our published Social Value Report demonstrates our strategy and commitment to delivering social value from our own activities and through the delivery of our customer projects. The strategy integrates 5 key pillars and aligns closely with the targets reported in

our sustainability strategy. We have made significant progress over the last year through our donations, volunteering and support of training and upskilling. These efforts reflect our dedication to being a socially responsible business, making a positive impact on our communities, and fostering a culture of giving and support.

QUANTIFIABLE SOCIAL VALUE



2025: Track organisational social value using the TOMs framework



To maintain effective management of our social value data and desired outcomes, we have used The National TOMs Measurement Framework as our reporting method. We are able to provide clear and measurable impacts by utilising this nationally recognised model.

Our TOMs reporting allows us to allocate financial proxy values to help measure the value delivered whether that be to the individual involved or the wider community from our own activities or those associated with our customer's individual projects. By quantifying our social value delivery, through 'Social Return on Investment' (SROI) we can evaluate and report the social value created by different activities and demonstrate our impact.

Across 2023 to 2024, MCS have contributed £223,810.75 of SROI.



OUR PEOPLE AND
COMMUNITIES

POSITIVE COMMUNITY INFLUENCE

CONT.

DONATIONS



2025: Donate charity contributions of over £100k or £900 per employee (whichever is more)



2030: Donate charity contributions of over £150k or £1k per employee (whichever is more)



Supporting charities that are important to MCS and our employees continues to be a fundamental responsibility of our company. Supporting our local community is an integral part of our business values and we pride ourselves on continuing with this.

Across 23/24 we have donated £69,447.89 to local charities, which is equivalent to £518.27 per employee. We are making good progress towards our 2025 target and will continue to raise money to support our local charities and community groups.





CASE STUDY

BUILDING HOPE TOGETHER: LESSONS FROM OUR CHARITY INITIATIVES

OUR ANNUAL CYCLING CHALLENGE HAS PROVEN A SUCCESSFUL FUNDRAISING OPPORTUNITY WITH MANY OF OUR EMPLOYEES GETTING INVOLVED.

Following on from the 200km cycle adventure across Croatia in 2022, the team took on the challenge again but this time travelling across Mallorca. Thanks to the generous sponsorships of our family, friends, customers, and supply chain partners we raised a total £28,677.88 for The Grand Appeal – Bristol Children’s Hospital.



2025: Support at least two named voluntary /community organisations per year money



2030: Support at least five named voluntary/community organisations per Year

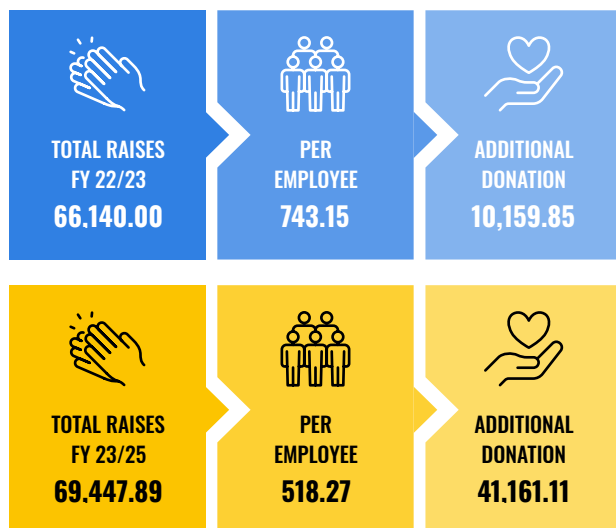


We have set a target to support two named voluntary and community groups per year. So far, we have collaborated with the following organisations.



CASE STUDY

BUILDING HOPE TOGETHER: LESSONS FROM OUR CHARITY INITIATIVES *CONT.*



MCS continue to sponsor local sports clubs and initiatives; providing kits, training and additional finance where needed. An additional £41,161.11 has been given to training academies and sports teams, we aim to support the improvement of physical and mental wellbeing and recognise and foster our future talents.





OUR PEOPLE AND
COMMUNITIES

POSITIVE COMMUNITY INFLUENCE

CONT.

VOLUNTEERING



2025: Create, drive and track volunteer days



2030: Apply employees take their entitled volunteer days



Our social value team has partnered with local schools and colleges to inspire future generations to pursue careers in construction. By offering talks at career days, supporting practical projects, and providing mentoring sessions, we help foster future talent and offer career development advice and support.

We aim to actively engage our entire workforce in volunteering opportunities and are developing a tracking system to encourage participation. Our goal is for every staff member to participate in at least one volunteer day per year.

TRAINING



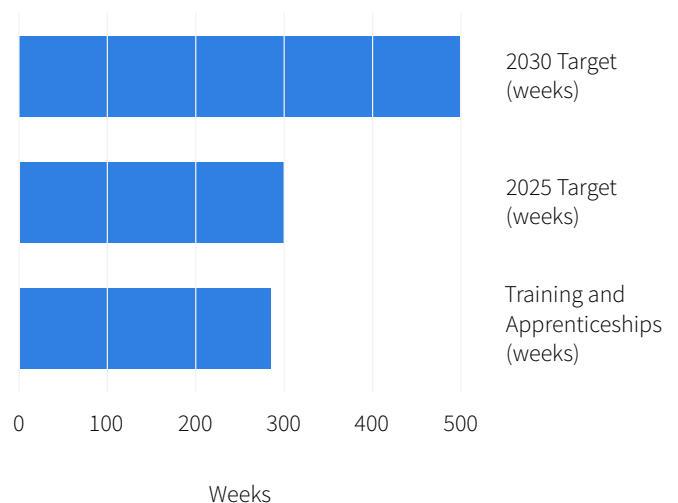
2025: Achieve 300 weeks of training (incl work experience, apprentices and Graduate training)



2030: Achieve 500 weeks of training



In total, 287 weeks of training have been completed over the reporting period. This includes training from existing members of staff and through our apprenticeships, graduate and work experience schemes.





OUR PEOPLE AND
COMMUNITIES

POSITIVE COMMUNITY INFLUENCE

CONT.

GRADUATES, APPRENTICESHIPS AND WORK EXPERIENCE

We consistently seek to support local employment, upskilling and educational opportunities.

Since the launch of our apprenticeship scheme, we have introduced six new apprentices to the team. Our apprentices bring with them enthusiasm and a fresh perspective, and we ensure they gain all the relevant skills to thrive in the industry.

MCS value educational opportunities for young people and collaborates with our supply chain and local schools to deliver work experience.

MEET THE APPRENTICES



1. **Liam** | Building Services
2. **George** | Commercial
3. **Niamh** | Procurement
4. **Charlie** | Building Services
5. **Seth** | Building Services

LOCAL SMES



2025: Ensuring we utilise local SME Companies from within 30 miles of the project - target of 40% of project value (where possible)



2030: Ensuring we utilise local SME companies from within 30 miles of the project – target of 50% of project value (where possible)



In line with our local community development, we aspire to use local SMEs where feasible on all our projects. We have introduced a project tracking system within our procurement policies documenting the distance from the project site and order value. We define local as being within 30 miles of the project site. For now, this is on a project-by project basis, but we aim to provide this for 100% of our projects moving forward.



CASE STUDY

SUPPORTING COMMUNITIES VIA OUR PROJECTS - PROJECT E

**PROJECT E IS A CAT B MEP
FULL FIT OUT TO AROUND 6300M2
OF OFFICE SPACE BASED IN LONDON.**

In this recent project, we conducted an audit of our supply chain, examining spend and proximity, which allowed us to quantify our contribution to the community within a 30-mile radius. Over 50% of the contractors were located within a 30-mile radius of the project site, totalling 48% of the project value. Leveraging local suppliers is vital for both businesses and communities.

For businesses, it supports the local economy, nurtures relationships with proximate partners, and often results in more responsive and adaptable service. This can translate into cost reductions and expedited service delivery. For the community, it signifies job creation, economic development, and the strengthening of local industries.

By prioritising local suppliers, businesses make a strategic investment in the community's prosperity, fostering a resilient local economy that benefits all stakeholders. This demonstrates our ability to use local supply chains and continue to support local people and local economies.





OUR PEOPLE AND
COMMUNITIES

EMPLOYEE WELLBEING

MENTAL HEALTH



2025: One MHFA'der per 20 employees



2030: One MHFA'der per 10 employees



MCS value the employees that work hard to ensure the business is successful. We are committed to ensuring they can access the support they need and have a team of Mental Health First Aiders (MHFAiders) to provide assistance.

There is a total of 7 MHFAiders within the team, equivalent to 1 MHFAiders per 20 employees. We have achieved our 2025 target and will ensure we have adequate support as our business continues to grow.

MCS partnered with Lighthouse Charity and ISG to Promote Mental Health Awareness for our employees.

‘MCS Ltd recently partnered with the Lighthouse Construction Industry Charity and ISG to host on-site mental health sessions, aligning with World Mental Health Day. These sessions provided valuable insights into mental health challenges in the construction industry and were well-received by attendees. MCS Ltd remains committed to promoting mental health awareness, providing support to our employees and the wider industry, and looks forward to continuing our collaboration with them Lighthouse Charity.’



2025: Health surveillance monitoring for employees where appropriate



It is essential no harm or ill health is caused to MCS employees as a result of the working conditions in our offices and sites. To ensure the safeguarding and the sustained wellbeing of our employees, we plan to implement health surveillance monitoring where it is appropriately needed.



OUR PEOPLE AND
COMMUNITIES

EMPLOYEE WELLBEING CONT.

HEALTH SURVEILLANCE MONITORING



2025: Implement yearly employee surveys and act on recommendations as appropriate (target 70% response rate)



2030: Implement yearly employee surveys and act on recommendations as appropriate (target 85% response rate)



DIVERSITY & INCLUSION



2025: Start to record voluntary disclosure of ethnicity



2030: Increase female representation on the board/senior management



2030: Increase our female workforce to 30%



ANNUAL EMPLOYEE SURVEYS

In order to gain valuable feedback from our employees regarding mental health and wellbeing, and other employee benefits, we will conduct yearly employee surveys. This will allow MCS to monitor employee satisfaction and target improvements if required.

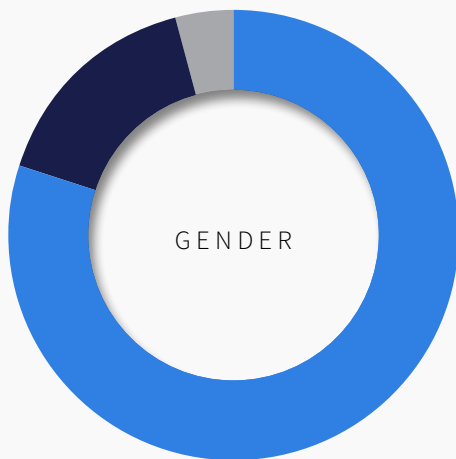
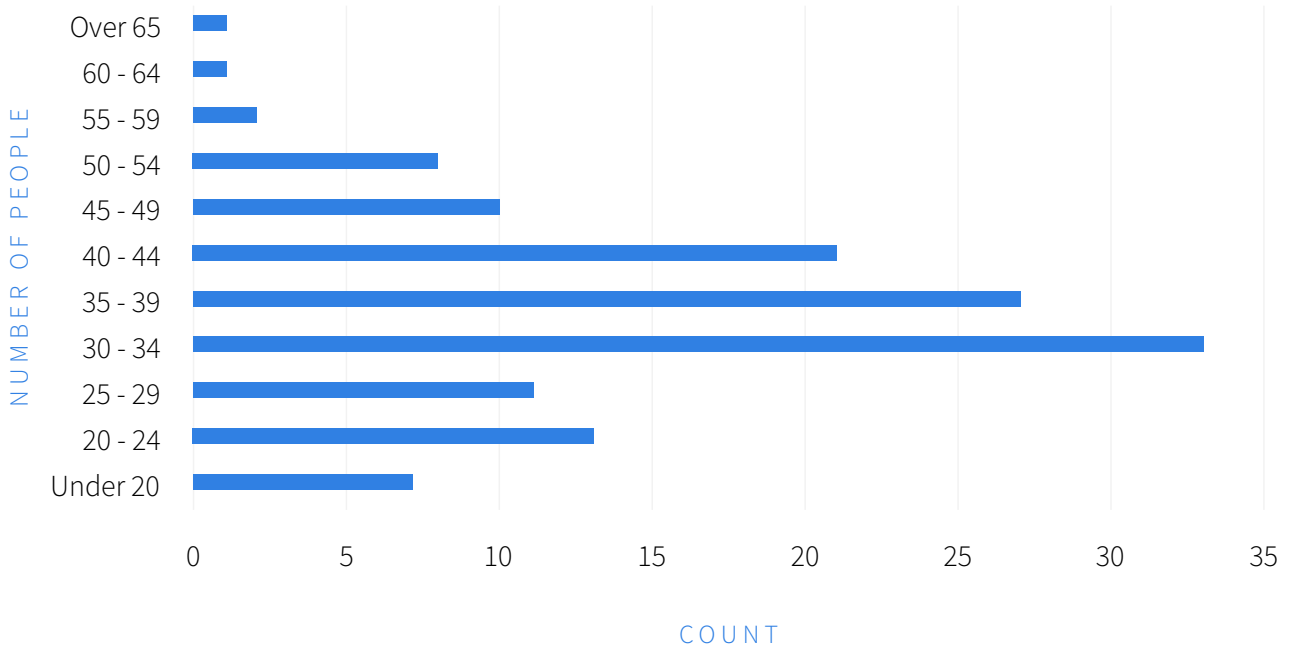


MCS desires to be a fully inclusive business and aims to eliminate any boundaries to those entering the industry.

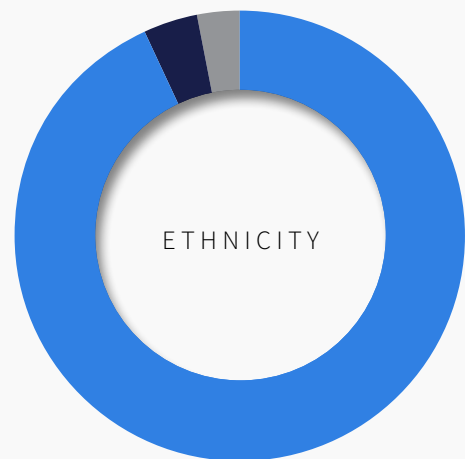
We collate data on diversity in our workforce including ethnicity, gender, sexual orientation, age, disability, religion/belief, and provide EDI training for all members of staff. Currently, 96% of employees have received this training. Our commitment to EDI ensures all team members can help foster a positive and productive work environment.

As women make up only 16% of the UK construction industry, we are happy to be performing well against industry benchmarks (CITB). Introducing more females into the construction industry is a key driver for MCS, and we recognise the need to remove any barriers and facilitate development for our female workforce.

AGE DIVERSITY



Male	80%
Female	16%
Non Binary	4%
Prefer not to say	0%



White	93.3%
Ethnic Minorities	3.7%
Prefer not to say	3%



OUR PEOPLE AND
COMMUNITIES

INDUSTRY COLLABORATION

INDUSTRY COLLABORATION

Industry collaboration is crucial for driving innovation and knowledge sharing allowing us to make a positive contribution to the industry.



2025: Support our supply chain with their sustainability aspirations – one SME



2030: Support our supply chain with their sustainability aspirations – five SMEs



2025: Commit to supporting our customers chosen charities (helping them raise money)





CASE STUDY

HIGHLIGHTING THE SIGNIFICANCE OF SOCIAL VALUE IN CONSTRUCTION.

THE 'SOCIAL VALUE IN BRISTOL' EVENT, ORCHESTRATED BY DONNA WOODLAND AND THE BUILDING BRISTOL TEAM, HIGHLIGHTED THE SIGNIFICANCE OF SOCIAL VALUE IN THE CONSTRUCTION INDUSTRY.

MCS are proud to have achieved:

Supply Chain Sustainability School Gold –Through our commitment to SCSS, we not only benefit from access to critical industry resources and enhance our professional development, we earn recognition for demonstrating our sustainability competence through actively participating in knowledge sharing with our peers and schools.

Mitsubishi-We have committed to reducing carbon and are an accredited Mitsubishi Electric Committed Carbon Reduction Partner. This means we have demonstrated that we have adopted sustainable practices in our operations, we are committed to our carbon reduction plan and we continue to demonstrate our Supply Chain Sustainability School status.

With over 70 main contractors and subcontractors in attendance, the event emphasised the importance of community development and sustainability, shared successes and challenges implementing social value projects, and fostered new collaborative partnerships.

Danielle Haskings, Head of Sustainability and Social Value at MCS, played a pivotal role, in providing practical insights and case studies that reinforced the power of collaboration. The event led to increased awareness, new connections, and a renewed commitment to integrating social value into construction projects, contributing to a growing movement towards socially responsible practices in Bristol.



2025: Continue to seek to collaborate with other like-minded organisations and participate in the supply chain sustainability school





OUR PEOPLE AND
COMMUNITIES

VOLUNTEER BOARDS

VOLUNTEER BOARDS



2025: One employee to sit on a volunteer board



2030: Five employee to sit on a volunteer board



Supporting other organisations to deliver their own ambitions and sharing knowledge from our experience where we can is invaluable for driving change in the industry. MCS have an abundance of skills, knowledge and expertise across our teams and volunteering time to share with others in the sector is important. Currently, one member of our team volunteers across boards and committees and we will ensure others become involved in order to meet our targets.



Danielle Haskings, Head of Sustainability and Social Value at MCS, Outreach Lead for Women in Property South West and she is Vice Chair for Forum for Built Environment National Event Committee

“Sitting on voluntary boards offers valuable personal and professional benefits. It allows you to serve the community by playing a part in solving local problems and representing the diversity and culture of your community. It also allows you to expand your networks by increasing access to professionals and potentially benefiting your career and the organisations you care about. Another important reason is enhancing skills and gaining knowledge in areas which can be attractive to employers. Finally, it’s an opportunity for personal satisfaction, learning about important causes, and forming deeper community connections”.

Danielle Haskings, Head of Sustainability and Social Value at MCS.



OUR GOVERNANCE AND RESILIENCE



OUR GOVERNANCE
AND RESILIENCE

OUR GOVERNANCE AND RESILIENCE

3

OUR GOVERNANCE AND RESILIENCE

- Client satisfaction and quality assurance
- Operating responsibly
- Risk management



This pillar is often overlooked within sustainability strategies and for us it encompasses the sub-sections of customer satisfaction, quality assurance, responsible operations, and risk management. All of which are core to our success as a business.

In this section, we provide a comprehensive breakdown of our governance principles, highlighting our dedication to transparency, accountability, and the pursuit of operational excellence.

Serving as a forward-looking guide, providing insights into our ongoing commitment to sound governance and resilient business practices.





OUR GOVERNANCE
AND RESILIENCE

CLIENT SATISFACTION & QUALITY ASSURANCE

CUSTOMER FEEDBACK



2025: Implement process for capturing customer feedback and track responses/scores annually with a view to set quantifiable targets



MCS are passionate about delivering quality service to our customers. Client satisfaction feedback will soon be requested from all clients. We will formalise a process to guarantee effective feedback so that we can then set clear and measurable objectives to support continued improvement in our services.

ACHIEVE ISO9001, 45001, & 14001 PRINCIPLES ACCREDITATIONS



2030: Work towards achieving ISO9001, 45001 and 14001 principles into the business with a view to achieve accreditation in 2030



MCS is dedicated to quality assurance and client satisfaction through the systematic integration of ISO9001 (Quality Management), ISO45001 (Occupational Health and Safety), and ISO14001 (Environmental Management) principles into our business operations. We are developing actions needed to align with these principles with the aim of attaining accreditation by 2030.

MCS are proud to have achieved ISO 45001 accreditation. MCS are on track to achieving ISO 9001 and ISO 14001 by 2025.





OUR GOVERNANCE
AND RESILIENCE

OPERATING RESPONSIBLY

HEALTH, SAFETY & ENVIRONMENT (HSE)



2025: To continually improve on H&S performance demonstrating a year on year reduction in IFR and AFR



MCS remains committed to the health and safety of all our members of staff. Over 2023, the count of incidents has increased compared to our 2022 performance.

Our 2022 year was a year of exceptional performance and therefore presents a particularly sensitive baseline year for comparison. It is recognised as we report annually on health and safety performance that the 2022 year may not have been representative of typical practice.

As a result, MCS will review in coming years whether it is the most appropriate baseline year and may seek to rebaseline to ensure progress monitoring is reflective of the action taken to mitigate against incidents. It remains an aim as an organisation to eliminate accidents and incidents in our workplaces. Minimising risk from working conditions remains a critical element to protect our employees.

	2022	2023	%
INCIDENT FREQUENCY RATE ALL	1581	8116	413%
INCIDENT FREQUENCY RATE RIDDOR	0	2	-
ACCIDENT FREQUENCY RATES ALL ACCIDENTS	0.20	1.42	610%
ACCIDENT FREQUENCY RATES RIDDOR	0	1159	-

** Please note that this target has been amended from our original strategy document. This has been changed to allow for data availability existing within the business already, and to ensure alignment with existing strategic reporting mechanisms.*





OUR GOVERNANCE
AND RESILIENCE

OPERATING RESPONSIBLY CONT.

HSE INSPECTIONS



2025: H&S and env inspections carried out in line with requirements set out with in revised inspection policy



2030: Ensure continuous improvement process from H&S inspections



Upholding the safety and wellbeing of our employees and everyone involved in the business remains a top priority for MCS.

Conducting environmental H&S and Environmental inspections is now common practice across MCS.

THE FOLLOWING ELEMENTS ARE NOW CONSIDERED AS STANDARD ON ALL PROJECTS CARRIED OUT BY THE MCS TEAM:

1

Are inspections carried out biweekly or twice monthly by MCS H&S Manager?



2

Has the Project team attended weekly H&S inspections on site?



3

Do the Directors /Senior Management conduct a site safety tour for 1 per project per month?



This process allows us to monitor any potential hazards and allow for adapting practices if necessary to drive a positive safety culture.





OUR GOVERNANCE
AND RESILIENCE

OPERATING RESPONSIBLY

CONT.

SUSTAINABILITY TRAINING

In order to integrate sustainable practices across our teams, we have devised a series of initiatives to help enhance employee support behavioural changes so that sustainable action is at the forefront of all business decisions.



2025: Formalise and enhance employee induction processes, including sustainability & social value responsibilities



2025: Ensure equality, diversity and inclusion training is completed by all new starters and managers complete training on a three yearly basis



2025: Undertake BREEAM training for internal h&s and sustainability teams



2030: BREEAM training for all other appropriate site staff



ENVIRONMENTAL AWARENESS TRAINING

Now integrated into our induction processes, all employees are now expected to complete online environmental awareness training. Our existing employees are also completing this training.

91% of MCS staff have environmental awareness training.

EDI TRAINING

This was our first year offering EDI training to our employees. At present 96% of employees have completed EDI training.

BREEAM

Our internal Health and Safety and Sustainability teams will undergo BREEAM training. This will allow for the team to inform sustainable practices for our clients and advise in our own operations.



OUR GOVERNANCE
AND RESILIENCE

RISK MANAGEMENT

RISK MANAGEMENT



2025: Create and maintain a company wide legal risk register



2030: Create a risk and audit committee that meets quarterly to discuss and monitor business risks



ANTI-CORRUPTION & BRIBERY POLICY



2025: Ensure ongoing adherence to anticorruption, bribery, policies



We continue to ensure ongoing adherence to anticorruption and bribery policies to maintain our commitment to ethical practices. This not only guarantees compliance with legal practices but protects our business integrity and reputation.

COMPANY WIDE LEGAL RISK REGISTER

Our team have collaborated to create a company wide legal risk register. This recognises the risks and opportunities likely to impact MCS across our operations.

A risk and audit committee will be developed to take responsibility for the risk register, providing valuable assessment and monitoring of risk.

Our business-wide governance offers an opportunity to embed climate related risk and resilience as best practices.



OUR GOVERNANCE
AND RESILIENCE

RISK MANAGEMENT CONT.

GDPR & CYBERSECURITY TRAINING



2025: Ensure all staff undertake GDPR and cyber security training



100% of our staff have completed regular GDPR and cybersecurity training to equip them with the essential skills to protect our organisation's data from potential threats. Cyber training is completed for all new starters and regular reviews and training are sent out monthly.

MCS have an IT continuity plan and risk register to support continued protection.

BUSINESS CONTINUITY PLANS



2025: Implement a business continuity plan



2030: Develop contingency plans for potential disruptions in the supply chain



2030: Conduct a formal biennial review of business governance risk



We will soon be developing a Business Continuity plan to assist in strategy development and procedures to support continued work during and after a disruptive event. It will incorporate the knowledge gained from our risk audit committee and will complement our corporate risk register to ensure risk is managed effectively across the business.



The Provision of Mechanical & Electrical Building
Services Installation & Maintenance.