



CORPORATE SOCIAL RESPONSIBILITY REPORT

2024

Setting the **Standard**



CONTENTS

Introduction 3

 Letter from the Managing Director 4

 ECS at a glance 5

Environment 6

 Waste Reduction 8

 Energy Conservation 9

 Opportunities 10

Governance and social responsibility 11

 Diversity, Equality & Inclusion 12

 Health & Safety 12

 Opportunities 13

Workplace and team members 14

 Employee Satisfaction 15

 Udemy Training 15

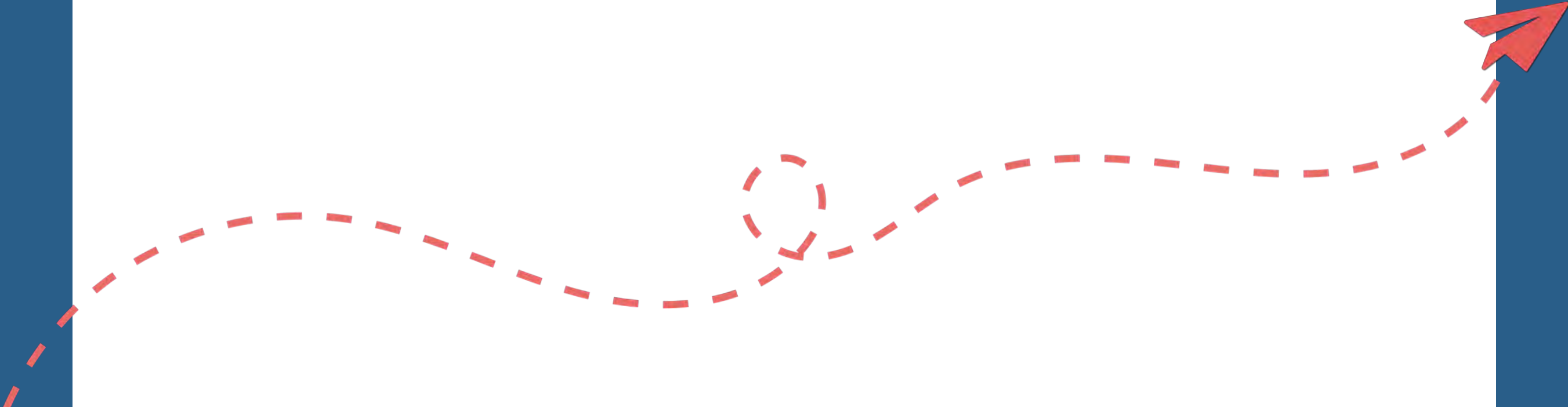
 Opportunities 16

Communities 17

 Donations 18

 Local Hiring 19

 Opportunities 20





INTRODUCTION

Letter from the MD

ECS was founded as a small, family-run company over 25 years ago. Despite the founder's retirement, ownership diversification, and significant growth, the company maintains its core family values. For us, as a family, there is nothing more important than securing the planet's long-term well-being for our children and their children.

To achieve this, The ECS Group implemented a significant Corporate Social Responsibility (CSR) program, which is fundamental to how we do business. The company's fundamental belief is centred on conducting business ethically and with social responsibility, prioritising the protection of the environment, as well as the wellness, health and safety of its employees.

This CSR program is integral to how we do business, and we strive for continuous improvement in all aspects of our activities.

Our company takes pride in our partnership with the Trees For Life Foundation and our dedication to environmentally friendly practices. We have implemented energy and waste management strategies in our offices and are committed to incorporating a CSR mindset in all corporate activities.

We are now working towards further sustainable development as we evolve into a larger and more transparent organisation. We believe that continuous improvement is key to maintaining the high quality of our business tools and services.



Declan Boyle
Managing Director

The ECS Group is a multinational organisation comprising five companies, founded in the UK, where its head office is located.

We pride ourselves on providing an always premium service, working closely with our clients to ensure we are much more than just a business partner, we are an extension of their team. Working together to achieve common objectives whilst providing innovative improvements.

ECS' five core principles are:

- Premium quality, always.
- Embrace innovation.
- Communicate clearly and transparently.
- Deliver what we say, when we say it.
- Be proud to be ECS.

Our strategic objectives 2020-2025 are:

- Strong employee and customer satisfaction.
- Increased development of innovative products.
- Accelerate sustainability.
- Drive financial strength.
- Maintain our 'low risk' business credit status.
- Increase market share.
- Accelerate business growth.

Setting the Standard is our tagline, and we apply that simple ethos to every employee we hire and through every service we offer, always set the standard. Innovation and flexibility are a significant part of our identity, and we take pride in having our own in-house development team. Our approach is to appreciate the full-price and be an invested partner, helping clients improve their networks, over simply performing isolated services without care of how to support the bigger objective.

Our ambition is to be OEM's global partner of choice; to assist and support them in strengthening their retailers, protecting their brand, and maintaining their competitiveness, whilst identifying and supporting opportunities for improvement.

ECS at a glance

ENVIRONMENT

As an organisation, we prioritise conducting business ethically and with social accountability. We are proactive in protecting the environment and ensuring the health and safety of our employees. Our actions have a ripple effect beyond ourselves, and as responsible members of the corporate community, we regularly evaluate these impacts to make informed and responsible choices for the long-term.

Air Quality

To further improve air quality in our offices, we've introduced indoor plants, which help reduce airborne pollutants and increase humidity - both of which can contribute to lowering dust levels. We also maintain a clutter-free environment, as excessive clutter can accumulate dust and increase the need for additional cleaning.

ISO 14001

Back in 2023, we shared our plans to fully implement ISO 14001:2015 – the recognised standard for environmental management systems – and we're really pleased to say that we've now achieved it. The certification is in place, and it's a big step forward for us in terms of how we manage our environmental responsibilities.

Having a proper Environmental Management System (EMS) means we now have clear processes in place to help us identify risks, reduce our impact, and find smarter, more sustainable ways of working. It's not just about ticking a box – it's helped us build environmental thinking into our everyday decisions and long-term planning.

It's also a great way to show our team, our customers, and other stakeholders that we're serious about doing the right thing when it comes to the environment. It's already had a positive impact, helping us become more efficient, reduce waste, and feel more confident that we're on the right track. Going forward, we'll keep building on this and look for more ways to improve as part of our wider sustainability goals.

Natural Resources

While ECS mostly use online collaboration tools and continues to reduce paper usage across all of our offices, the paper we do use, Our Earth Paper, is made from recycled materials and supports the charitable organisation, Durrell Wildlife Conservation Trust, dedicated to rainforest conservation and climate action.

Waste Reduction (recycling)

By introducing a robust recycling system at our Head Office, we estimate we have recycled more than three tons of cans, plastic, paper and cardboard since 2019, preventing it from going to landfill. Non-confidential waste is placed into recycling bins marked with the appropriate logo for recycling. Confidential waste is shredded by a certified company and is stored in a secured recycle bin prior to shredding.

In Head Office we now have bins for:

-  **Aluminium**
-  **Batteries**
-  **Paper and Cardboard**
-  **Plastics and Soft Plastics**
-  **Ink Cartridges and Toner**
-  **Glass**

In addition to managing our office waste responsibly, we encourage local businesses and employees to dispose of their batteries, ink cartridges and toners for recycling, if they do not have access to the facilities themselves.

To further reduce single-use plastics we also introduced reusable cups, as well as reusable carrier bags for our field-based staff which has saved hundreds of bags from going to landfill.



Energy Conservation



Trees for Life

Since 2019 we have partnered with Trees for Life, re-wilding the Glen Affric area in the Scottish Highlands. The trees are planted to mirror the natural look of a wild forest, with species such as birch, rowan, Scots pine and aspen. The area has special significance for ECS as it is the area that our founder Allan Monteath hails from, and to date we have planted over 1900 trees, with each tree donated relative to the work done for clients.

Within our office locations we are keen to ensure we are responsible with our energy management and have made several improvements to ensure company activities offset energy consumption as much as possible.

UK

Since relocating in 2023, our office location has an energy reduction strategy in place that is under continual review. 100% of the grid electricity used is produced from REGO-backed 'green' sources, with roof-mounted solar panels on-site generating 37,118kWh.

To further enhance energy efficiency, the office is equipped with PIR motion-sensor LED lighting and modern heating and cooling systems. Our HVAC filters are replaced regularly to maintain optimal air quality, and only 100% non-toxic, environmentally friendly cleaning products are used throughout the premises.

Germany

We are collaborating with the property owner to implement more energy-efficient heating / cooling and lighting systems in the rooms we occupy.

All ECS staff now work on energy-efficient laptops instead of desktop computers—cutting electricity use by nearly 90% while also giving our team the flexibility to work more freely and collaboratively, wherever they are.

Opportunities

Electric Car Scheme

As part of our ongoing commitment to sustainability and employee wellbeing, in 2025 our aim is to introduce an Electric Car Scheme for staff. This initiative will offer our employees the opportunity to access low-emission vehicles through a cost-effective and environmentally friendly salary sacrifice scheme.

ECS' goal is to support greener commuting choices, and make sustainable travel more accessible for all.

Local litter picking

In order to help support the reduction of pollution, protect wildlife, and conserve natural resources our team are hoping to join local litter picking initiatives throughout 2025/26.

Recycled Products

Ensure that all our office supplies are recycled or biodegradable products.





GOVERNANCE AND SOCIAL RESPONSIBILITY

Diversity, Equality & Inclusion (hiring, promotion)

ECS prioritise diversity, equality and inclusion in the workplace recognising that it is essential for business success and ethical leadership. ECS create an inclusive culture where every employee feels respected and heard, regardless of background or identity, and a strong level of diversity within the company ensures many different perspectives are considered and well thought through.

ECS are committed to maintaining a zero-tolerance approach to discrimination, harassment and exclusion.

“Working at ECS, as a woman in the automotive industry, I find a sense of empowerment and achievement in breaking gender stereotypes. Contributing to a traditionally male-dominated field is rewarding and provides a sense of pride in my professional accomplishments.

ECS prioritise professional development regardless of gender. Women who excel in their roles will find themselves with opportunities for career progression, leadership roles, and involvement in strategic decision making”

– Renata Talbot
Finance Manager (A&T)

Health and Safety

In accordance with our policies:

- All office furniture and equipment must be maintained in a safe and fully functioning condition.
- Each office must comply with all local statutory requirements including first aid provision and the display of first aid certificates.
- An adequate First Aid Kit(s) must be available and easily accessible in all offices. They are checked annually to ensure they are fully stocked and in date. Members of staff are attending regular training from qualified bodies regarding their emergency preparedness.
- All accidents must be reported using the Accident Report Form and emailed to the supporting manager, carbon copy (CC) the Quality Team. The Quality Team is responsible for recording all accidents and ensuring any corrective actions are identified and completed. All accidents will be reviewed at Group Management meetings to ensure continuous health and safety standards in our offices.

Opportunities

Additional training – Health and Safety, Code of Ethics

Roll out additional training to all staff covering Health and Safety and Code of Ethics to ensure we have the safest, most ethical and legally compliant workforce possible.

ISO

Gain our ISO 27001 2013 certification which shows that ECS are keeping high standards when it comes to our information security, IT risks and continuity plans.

Dedicated CSR committee

Set up a focused CSR committee to put certain individuals at the forefront of driving our CSR strategy.

WORKPLACE AND TEAM MEMBERS



Employee Satisfaction

As an employer our success is dependent on the hard work and contribution of each and every employee. We are therefore committed to ongoing employee engagement and taking the opportunity to listen to their feedback whilst engaging in conversation.

ECS' latest annual employee satisfaction score was 98%. The latest survey covered Management, Communication, Working Conditions, and Progression.

Udemy Training

Over the past year, we have empowered our employees by providing them with unlimited access to Udemy, a globally recognized online learning and teaching platform. With a vast library of over 250,000 courses and a community of 73 million students, Udemy offers a diverse range of subjects, from technical and business skills to personal development and creative pursuits. We strongly encourage our employees to take full advantage of this resource to continuously expand their knowledge, enhance their professional expertise, and pursue personal growth, fostering a culture of lifelong learning within our organisation.

Dedicated training days

Give our employees dedicated training days. As a service provider, our unique selling point lies in our people and their expertise. We recruit the best people and want to help them continue to grow and develop, to grow their careers and to serve our clients in the best way possible.

Training days provide focused time for employees to step away from their daily tasks and invest in building new skills, deepening knowledge, and exploring innovative ways of working.

Well-being Services

As part of our commitment to supporting the health and wellbeing of our team, we're expanding our employee benefits package. We will be introducing new initiatives such as discounted gym memberships, health screenings, and other wellness-focused perks - designed to help our people feel their best both inside and outside of work.

Employer of choice

At ECS we want to become the top choice for job seekers and continue to establish ourselves as a diverse and inclusive employer. We strive to become the preferred employer in the industry for those aspiring to be a part of it. We are committed to providing ample opportunities for individuals to join our team, grow, and excel in their careers with us.

Steps Challenge for mental health & wellbeing

In 2025 we plan to set up a Steps Challenge initiative with the aim to motivate employees to walk to work, take the stairs or go for a lunchtime stroll.

Walking offers numerous benefits including improved physical health and better mental wellbeing, together with the opportunity to better connect with colleagues through joint participation.





COMMUNITIES

Donations

Charity Walk

Our ECS team also took on the challenge of walking 26 miles in support of Alzheimer's research and awareness. This initiative was not only a test of endurance but also a meaningful way to raise funds and show solidarity with those affected by the disease. Through our collective efforts, we raised £1,322 for vital research and support services, reinforcing our dedication to social responsibility. We are incredibly proud of our employees for their enthusiasm and commitment, and we look forward to continuing our efforts to support important causes in the years to come.



Local Hiring

As responsible employers, ECS prioritise hiring locally where possible to directly contribute to the local economies. We are keen to strongly support the communities in which we do business.

Charity donations

As part of our commitment to making a positive impact on the community, last year we organised an initiative to collect items for shoeboxes, which were distributed to children in need. Employees came together to donate essential supplies, school materials, toys, and personal care items, ensuring that each box was filled with thoughtful and meaningful gifts. Through this initiative, we aimed to bring joy and support to underprivileged children, providing them with small comforts and necessities that can make a big difference in their daily lives. This effort reflects our dedication to social responsibility and our belief in the power of collective generosity to create lasting change.



Volunteer programme for employees

Giving back to our community during work hours contributing to the greater good whilst strengthening workplace culture.

Further charity donations

Continue to increase our levels of charity giving.

Charity partnership with local cause

Enhancing our community support initiatives.



Setting the Standard

