



Social Impact report

2024-2025



Statement from our CEO

As a leading provider of facilities management services, EGS is a critical component in how the Nexgen Group does business and we recognise the immense responsibility we bear in shaping the present and future of the communities we serve.

2023 - 2024 has been another extraordinary year for all of us in the Nexgen Group. There is no doubt it has been an exciting and transformational year, and the business continues to go from strength to strength.

At Nexgen Group, our commitment to excellence extends far beyond the impeccable cleanliness or tidiness of the buildings and spaces we maintain.

It encompasses a dedication to the broader well-being of the environment, our employees, customers, clients and the communities we work in and engage with.

This report underpins the strides we have made and the positive impact we have achieved.

Environmental Stewardship

We understand that every action we take has an environmental footprint. Our unwavering focus on sustainability drives us to adopt innovative practices that reduce our impact. From utilising eco-friendly cleaning products to investing in energy-efficient equipment, we are continuously seeking ways to minimise waste, conserve resources, and contribute to a greener future.

Social Responsibility

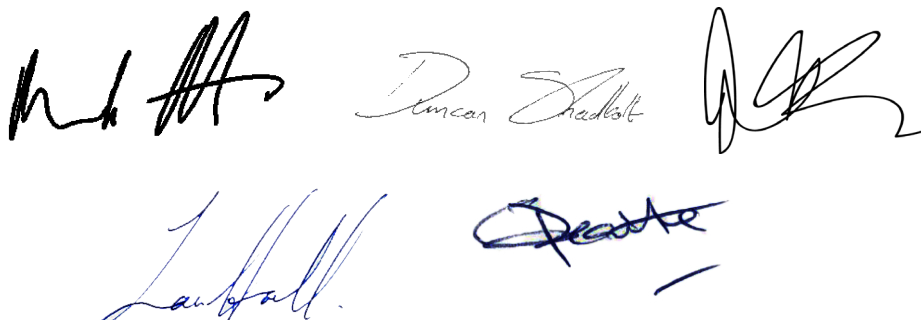
Our people are at the heart of our success, and their well-being remains our top priority. We take pride in providing a safe and inclusive work environment where diversity is celebrated and personal growth is nurtured. Our commitment to our employees extends to the communities we serve. Through initiatives that promote education, health, and social development, we strive to create lasting positive change.

Governance and Accountability

Transparent governance and ethical conduct are the cornerstones of our operations. We uphold the highest standards of integrity, both internally and in our interactions with partners and clients. Our commitment to accountability is evident in our pursuit of continuous improvement and the rigor with which we measure our ESG performance.

Looking back at last year's achievements, we are humbled by what we have achieved and inspired by the challenges ahead. We remain committed to adapting and evolving solutions to meet everchanging local needs and global priorities future.

Commitment from our Leadership team

The image displays five handwritten signatures in blue ink, arranged in two rows. The top row contains three signatures, and the bottom row contains two. The signatures are stylized and appear to be from individuals in a leadership role, likely members of the Nexgen Group's leadership team.

How we commit to Success



Environmental

- We value our people and develop their talents.
- We promote diversity, equality and inclusion
- consistently evaluating mental and physical welfare.
- We contribute to local economic, cultural, Health and Wellbeing development by providing employment and training opportunities in our communities.



Social

- Health and Well being Surveys
- Flexible Working Hours
- Community/Volunteer Hours
- 36 % Resident Employment
- Apprenticeships
- Our new Group Nationality and Ethnicity Stats show we are a strong leader in employment diversity. With 79 languages spoken in group and being made up of 65% Ethnic minorities
- We are a Living Wage provider since 2022



Governance

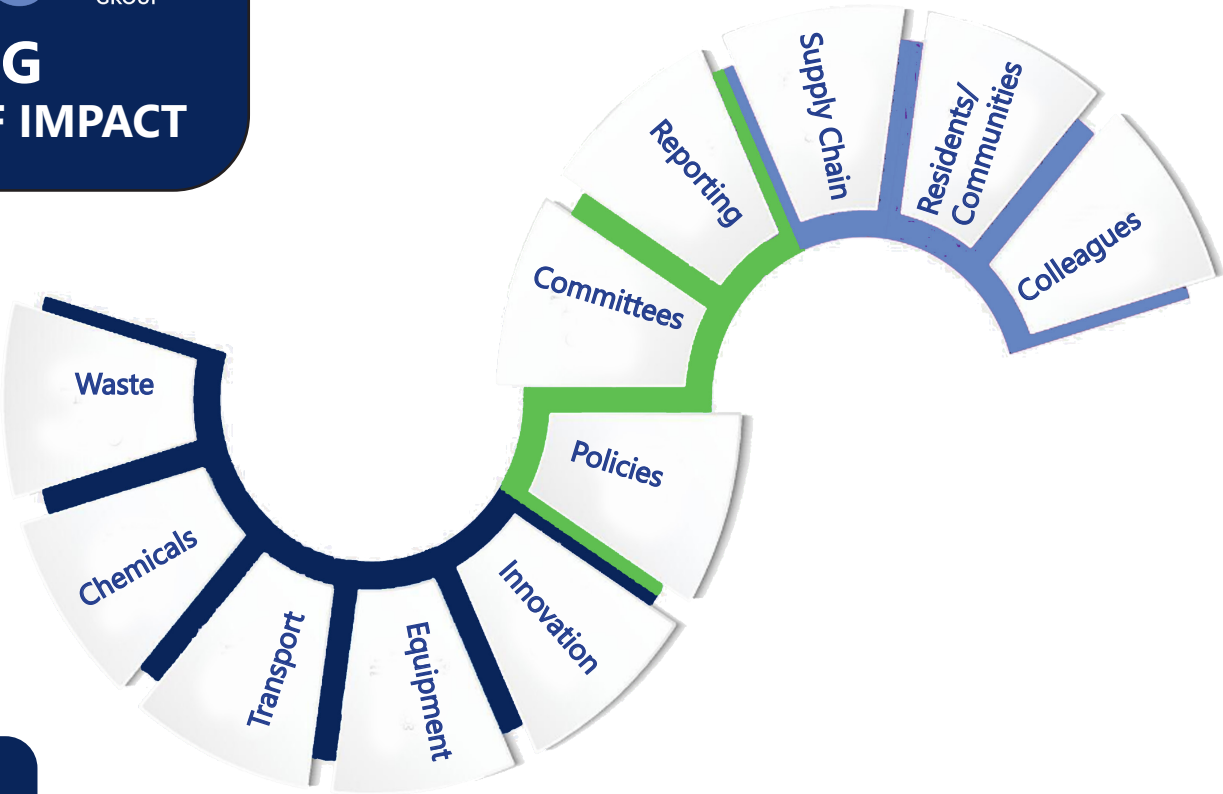
- Accreditations held in line with industry standard
- Aged debt/WIP
- External accreditor Audit
- Conformances/ Non-Conformances

How is ESG risk measured?

“Overall, a company’s ESG Risk Rating is calculated by adding the amount of unmanaged risk for each material ESG issue.”



ESG
AREAS OF IMPACT



How we deliver

The 17 Sustainable Development Goals (SDG's) are a shared blueprint for peace and prosperity for people and the planet, now and into the future adopted by all United Nations Member States.

They recognise that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests.



People

- We value our people and develop their talents. We promote diversity, equality and inclusion consistently evaluating mental and physical welfare.
- We contribute to local economic, cultural, Health and Wellbeing development by providing employment and training opportunities in our communities.
- Living Wage Service provider



Planet

- We embed a culture that embraces carbon footprint reduction.
- We actively seek to replace traditional chemicals with multi spectrum cleaning products that are environmentally friendly.
- We manage our waste hierarchy ensuring our impact on the planet is minimal



Process

- We have a robust corporate governance strategy that is transparent, resilient and accountable.
- We publish our policies demonstrating a continued commitment to anti Bribery and corruption.
- We offer a confidential whistle blower scheme.



- Mothers Returning to Work
- Disabled Employees
- Promotions of local Skills

- Volunteering Hours
- Charitable Donations
- Ex-Offenders

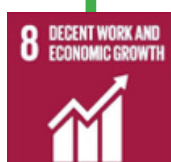


- Support in to work
- Apprenticeships
- Work Placements
- Local Skills

- Pre-employment Courses



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- Mothers Returning to Work
- Ex-Offenders
- Disabled Employees
- Support to Work

- Apprenticeships
- Pre-Employment Courses
- Work placements
- Real Living Wage (RLW)



- Donations in Kind
- Local Supply Chains
- Supplier SME



- Volunteering on Environmental Projects
- CO2 Emissions Savings
- Net Zero Carbon

- Supply Chain Carbon
- Renewable Energy



- Supply Chain Audit
- Modern Slavery in Supply Chain
- Payment Terms

- Fair Work Charters
- Voluntary Hours

Our commitment - Carbon Reduction Strategy

Nexgen group have chosen to deliver a Carbon reduction strategy in accordance with our ESG strategy, by science based target initiatives (SBTI's)

The company has taken the base year of 2023 where carbon emissions of 5891 tones of CO₂e have been calculated by our consultant partner Team Energy.

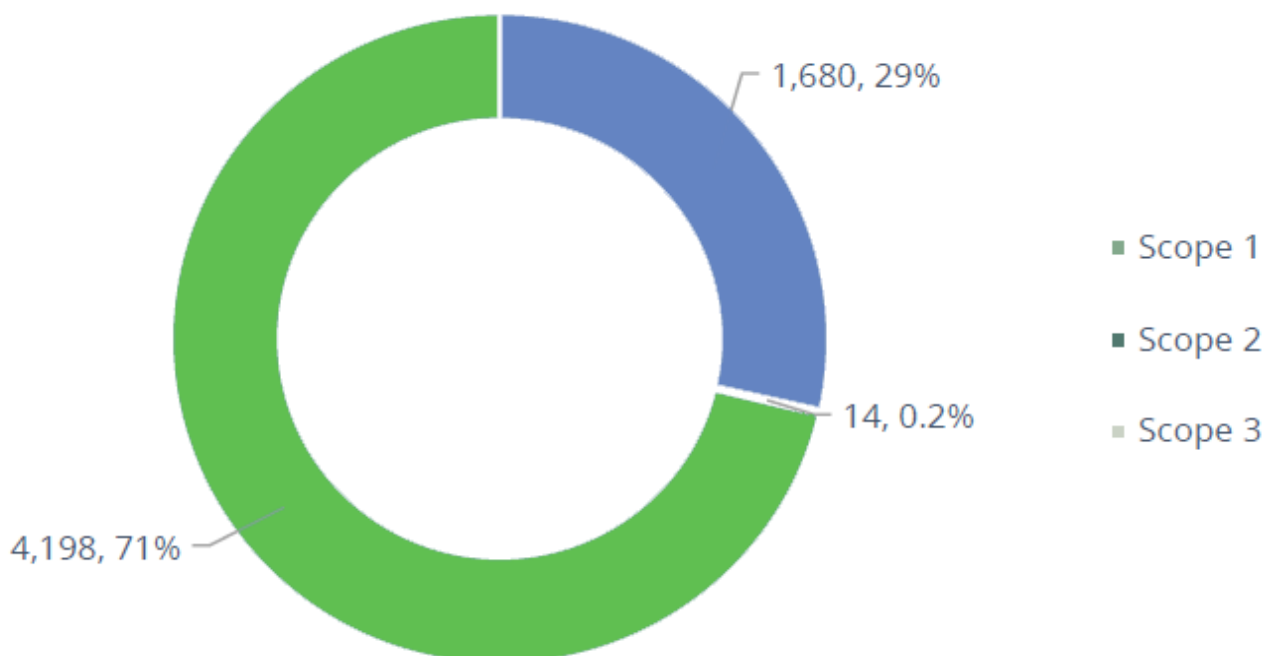
We aim to be Net Zero operationally by 2035, and fully by 2045.

This approach means Nexgen Group will account for 100 percent of the Greenhouse Gas (GHG) emissions for operations which has control over. It does not account for GHG emissions from operations in which it owns an interest but has no control as this does not apply to business activities.

Emissions Scope

Emissions arising from activities of Nexgen Group and its supply chain are included within the boundary of our Carbon Reduction Strategy.

Baseline Year Emissions by Scope (tCO₂e)



**Nexgen Group will be
operationally net zero
by 2035.**

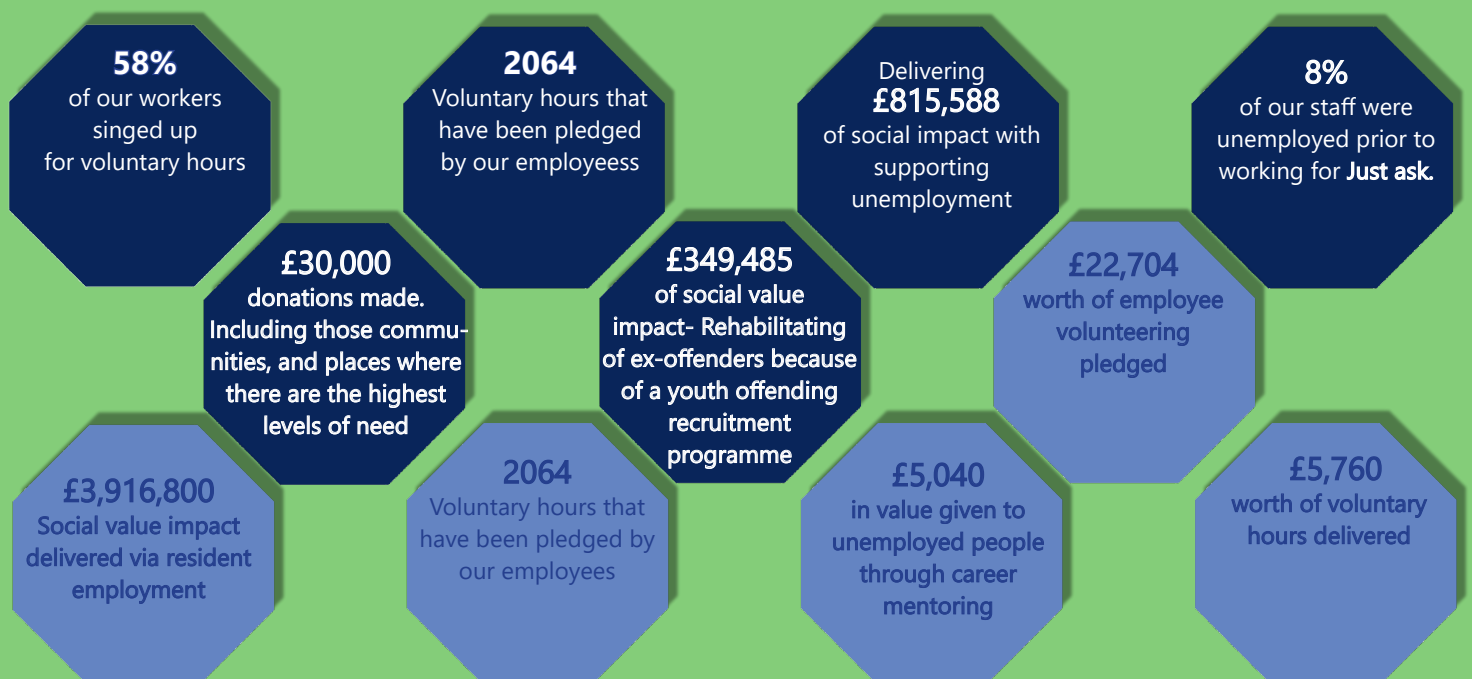
Achievements 2023 - 2024

- Reduction in energy consumption from Head office location consolidations.
- Chemical free cleaning implementation.
- Ongoing review of chemical lists.
- Report of incidents - reduction of 20% on previous year.
- 120 sub-contractor audits completed.
- 116 Tonnes of CO2 saved from driving efficiency of above 90% for the year.
- Instilled 4 BICSc assessors across the business.
- Over 10% energy saved (electricity) at head office location.
- Net Promoter Score Sample size of 888, with a score of 53.

Social Value:

- Over £2M offered to new/prospective customers.
- Over 10% of new recruits for the long term unemployed.
- 12 recruitment days held.
- Over £1.5M of SV delivered.
- Over £25K of charitable donations.

Impact on the community



Case studies

Supporting the Harris Federation of schools

The Harris federation Greenwich had 100 children who could not afford to attend, the Nethercott Farm residential trip in Devon and the school could not afford to fully subsidise the families. The children came from very poor backgrounds, some have very difficult and chaotic lives - some have never left the borough or seen the countryside.

The Harris Federation Greenwich wanted to be able to offer students from disadvantaged backgrounds a residential trip during their time at school, and this was not going to be possible without financial support. The school did not have money in the budget for this for sponsoring 100 children for a 5-day residential trip.

JustAsk & Nexgen group supported by covering the financial cost for all 100 children.

Outcomes

Spending time away from home and outside of their day-to-day environment is a hugely transformative experience for the students: I am sure many of us remember the experience of going on a residential trip, and we do not believe at Just ask this should be denied to the poorest children in our community.

Feed back from our client

Jack Docherty Head of School- Harris Academy Greenwich, wrote to say a huge thank you. "I've just heard from Emily Clarke that you have generously funded us this year for trips, and the funding will be a gamechanger for us. It will allow us to offer many more experiences to our pupils - many of whom are from significantly disadvantaged households - I cannot thank you enough!" They spent the week feeding animals mucking out horses, making friends, extracting honey from honeycomb, learning about tea infusion, and what early mornings really mean in the world of farming.



Case studies

Supporting the Harris Federation of schools

Other support for the Harris Academies from Nexgen Group

£2000 was donated for Harris Federation schools in Beckenham and Bromley – help us run World-fest

Organised by Harris Academy Beckenham, Worldfest is Beckenham community's literary festival and celebrates words. This donation was to support with the cost of running this event. Not only did this benefit the local community and children, but in particular those in most need of support.

Harris Peckham Academy

£2000 was donated to help low income 10 year olds go on amazing trips.

Harris Peckham has 50% children from families who earn less than £7k. We wanted them to attend a heavily subsidised residential trip to a farm.

Why our support was needed

School budgets are being squeezed ever tighter. The school could not cover this trip themselves and did not want to lose this exciting opportunity for the children. Nexgen Group covered the cost of the children who receive free school meals, so they did not have to miss out on this experience.

Nexgen Group believe all children should have access to trips and visits, not just those who can afford it.

These children are often from chaotic homes, some even act as young carers for their younger siblings. We want them to learn and have fun before they embark on their secondary school journey.

Feedback:

Parents of these children are extremely grateful that their children have received this opportunity.

Yours faithfully.

Ms Bergin, Principal, Harris Peckham Academy.



Case studies

Stonewater

It was a pleasure meeting Marian on the 27th of June 2023, we all had tears of joy at being reminded of just how much can be achieved when we work together.

Throughout the COVID lockdowns, Marian wanted to do something to support her mental health, as well as that of others in her local community.

Marian submitted a petition, signed by many enthusiastic residents, to the local council, requesting that a vacant piece of land be converted into allotments for growing fresh fruits and vegetables. The aim was to offer these as acts of kindness to local children with disabilities during the harvest season, and in particularly difficult times. Her wish was granted, and the council agreed a charge of £45 per year for each plot, with only one request, to maintain the land.

Following this exciting news, and with the support of Just Ask, the residents began work on the project, cultivating their own fresh fruit and vegetables, which were ultimately distributed to families in need. With the preparation underway, the team's goal was to harvest in October. The plan included sending a special invitation to the local charity Children With Disability.

Marian didn't stop there – she began brainstorming and came up with the idea of spreading messages of hope and positivity. She started writing poems and creating small gifts for children with disabilities, and met some of those children to give them the gifts and positive messages.

The harvest day was full of joy (and pumpkins!) and a great success. To this day, the community team continue replanting in preparation for the next harvest, with the support of Just Ask. It is truly a wonderful example of how people working together can help others in need.

Just Ask have also been invited to the next harvest event in October. We are looking forward to meeting all the residents and children who continue to contribute each year, which has a hugely positive impact on the community.

