Delivering our ESG Strategy

Progress towards our Environmental, Social and Governance objectives

September 2025



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Our Mission

Commercial Maintenance Services UK Ltd (CMS) is a nationwide market leader in Facilities and Commercial Building Maintenance—proudly built on the values of Responsiveness, Integrity, Care, and Expertise.

Since 2000, we've earned a reputation for delivering trusted, specialist M&E Hard and Building Maintenance services across the UK. With circa 200 engineers operating 24/7, 365 days a year, CMS provides a full range of integrated commercial maintenance solutions.

Our services include reactive and planned works in Gas, Plumbing, Heating, HVAC, Air Conditioning, Electrical, and Catering Equipment - from installation to repair and maintenance. We also install Fire Safety systems, Fire Doors and Compartmentation, EV charge points, Renewables, Heat Pumps, Solar PV and Battery Arrays, as well as offer legionella assessments, building management systems, and groundworks.

We're proud of the work we do – helping UK business to thrive. But our impact extends beyond our day-to-day operations. As outlined in our recently ESG strategy, our goals are to:

- Deliver sustainability for a better future
- Provide a great place to work for everyone
- Operate transparently and responsibly

We are proud to be reporting on our ESG commitments for the first time, highlighting our achievements towards these goals and to be recognised as experts for delivering effective, innovative and sustainable solutions.

Best wishes,

Nic Smith,
Managing Director

Highlights

93%
of company cars are either electric or hybrid (not vans)

100%
of fleet with upgraded Van tracking system capturing emissions

40
additional apprentices recruited last FY

£1,298
raised for charity

4.7
well-being score from Best Company Survey

100%
environmental training completed for new starters over last FY

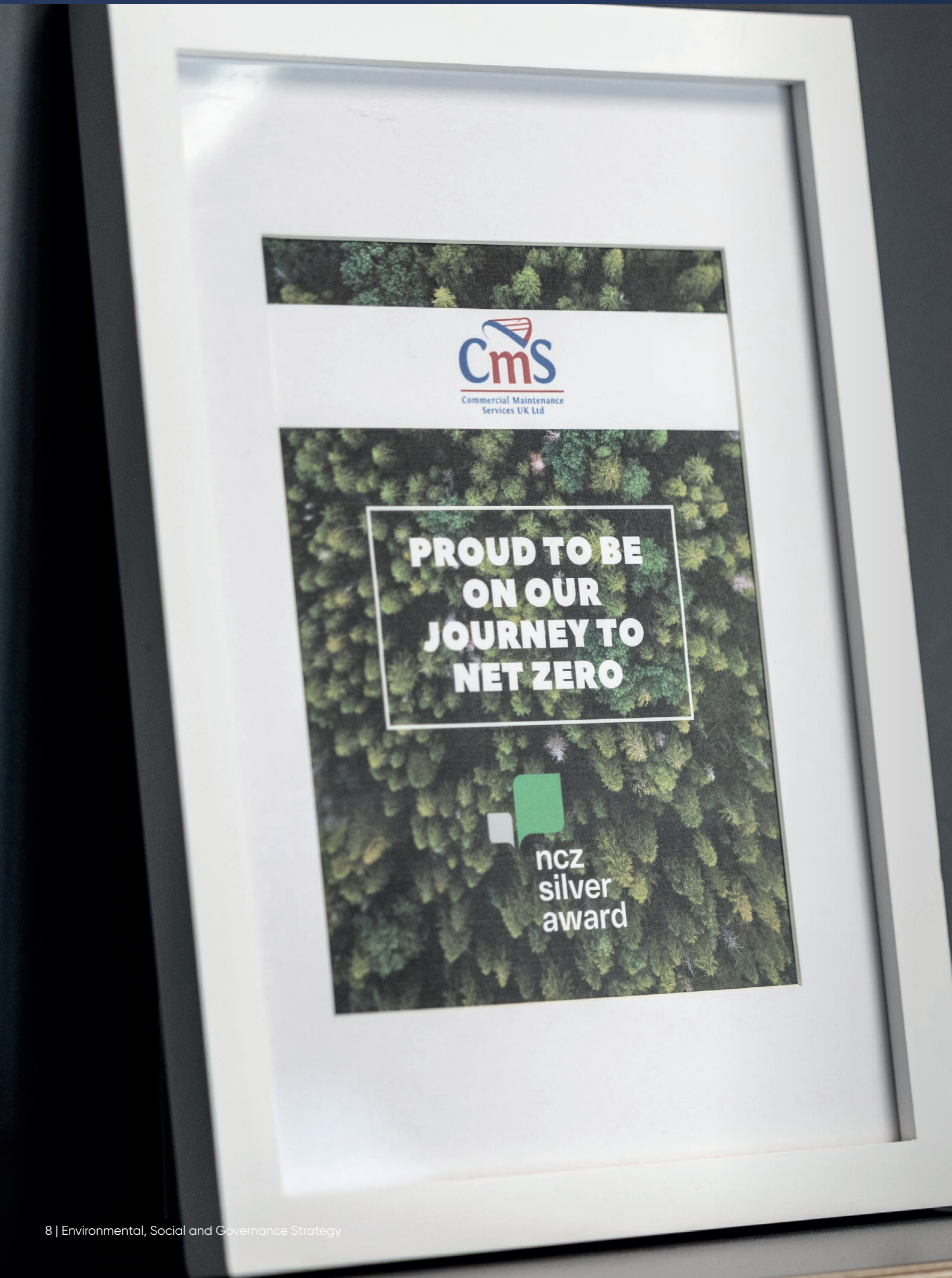
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Certifications renewed incl. ISO45001, 14001



Environmental

We want to limit our impact on the environment and the climate for people and the planet. We are firm believers that everyone must play their part in the fight against Climate Change and it is our responsibility to ensure that we grow in a sustainable way..


CMS Academy


CmS
Commercial Maintenance
Services UK Ltd
PROUD TO BE
ON OUR
JOURNEY TO
NET ZERO
ncz
silver
award

1. Advocate for sustainability

At CMS, we are working hard to make a difference on the environment, our communities and how we work as a team. This includes looking at ways to reduce our waste in the office to supporting local causes and charities, and creating a workplace where everyone feels valued.

As part of environmental objectives, we continue to provide environmental awareness training to all staff as well as regular communication through our:

QHSE Committee: Providing a structured forum in which representatives are encouraged to submit observations; suggestions for new or improvements on current standard environmental practices.

QHSE Internal Newsletter: Each month, an internal newsletter is issued to employees dedicated to QHSE. The topics of the newsletter include updates to CMS' environmental procedures and improvement initiatives.

On 3rd March 2025, we supported Tree in a Million alongside Neutral Carbon Zone by taking part in a one-of-a-kind reforestation of the forest of Marston Vale. We helped to plant some of the 65,000 trees set to create new woodland by the end of March. This activity reinforced our commitment to sustainability and a greener future.



In addition to our Emitwise membership, we have recently signed up to Neutral Carbon Zone (NCZ) and were pleased to obtain Silver certification, a fantastic step on our journey to Net Zero.

Through this, we are demonstrating all our organisational emissions have undergone an independent assessment to ISO standards, covering scopes 1, 2 and 3 emissions. This includes everything integral to our business – energy consumption, company vehicles, business travel and remote working policies. Then based on our carbon footprint, we can strategically reduce our emissions and track our progression year-on-year. The NCZ certification has helped us understand our full carbon footprint and demonstrate our sustainability achievements.

Our commitment to sustainability is not only a business strategy. It is a forward-thinking approach shaping our identity in a marketplace that increasingly values social and environmental responsibility.

Energy Savings due to CMS Boiler Replacement

CMS were commissioned to design a new boiler system for the Royal Society Edinburgh premises. The existing plant was at the end of its life cycle and was inefficient. We installed four wall mounted condensing boilers supported by a new building management system.

The emphasis of the control strategy within the BMS was to maximise the boiler flow temperature to be fully condensing. This enabled us to make the control strategy maximise the boiler flow temperature to be fully condensing whenever demand allowed.

We estimate the new plans, and a control strategy will save an excess of 25% of their previous energy consumption.

2. Reduce our carbon footprint and impact on the climate

In FY25, we have also reported our energy and carbon consumption through the Streamlined Energy and Carbon Reporting (SECR). Our total energy consumption for FY24-25 was 6,315 MWh of energy and 1,598 t Co2e of gross carbon emissions compared with 5,849 MWh for FY23-24, which resulted in 1,484 tCO2e of gross carbon emissions.

These figures show an 8% energy consumption increase largely explained by the expansion of our operations and onboarding 110+ more staff and as a result, considerably increasing our fleet of vans by 68 additional vans throughout FY24-25. This also reflects CMS' revenue growth which increased between FY23-24 and FY24-25 by 12%.

Scope 1 Transport represents nearly the entirety of our energy consumption with 98.5 % of the total. Scope 2 Electricity follows far behind with 1% of total emissions while Scope 1 Natural Gas makes up less than 0.5% of the total. As transport fuels are not expected to become significantly less carbon-intensive and as business operations grow, more consideration for future CO2e from van fleet will be required.

CMS's move to a new facility: A step Towards Growth and Sustainability

As part of our commitment to optimising our inputs and enhancing sustainability, CMS has embarked on an exciting journey by relocating to a new, state-of-the-art facility. This move not only addresses our growing space needs but also aligns with our environmental objectives by incorporating advanced energy-efficient technologies and fostering a culture of continuous improvement and innovation.

Why Move to a New Facility?

Space Constraints: The previous facility could no longer comfortably accommodate the growing number of staff.

Talent Development: To address recruitment and retention challenges, CMS is developing an onsite training academy, necessitating the move to a larger facility.

Enhanced Efficiency and Sustainability

The new building is designed to be more efficient than the old one. It features state-of-the-art heating solutions that incorporate renewable technology and heat reclamation through heat pumps. The ventilation system recycles air, and the building has a warm roof to maintain comfortable temperatures year-round.

Training Facility and Equipment

CMS has worked with trusted suppliers to ensure the new training facility is equipped with industry leading, efficient technology. Importantly the equipment is in operation providing environmental solutions for the new offices too. The new training facility includes a Hybrid Gas / Heat Pump installation from BAXI, part of the BDR Thermea Group, Mitsubishi AC and Heat Pumps throughout, Myson underfloor heating, Belimo energy and control valves and VES heat recovery AHU ventilation systems. All systems have been installed and will be maintained by CMS's own teams. CMS plans to lead on manufacturer training programmes in the new facility upskilling our own expert engineers as in house trainers.

Commitment to Energy Solutions

CMS is dedicated to presenting the best energy options to clients, balancing cost and efficiency. We offer tailored solutions and pricing, ensuring clients receive the most suitable and environmentally friendly options.

Benefits for Employees and Culture

The new location will bring all employees under one roof, fostering camaraderie and a stronger community. The area offers pleasant surroundings for lunchtime walks and social activities, in line with CMS's long-term focus on valuing and supporting its people.

Environmental Focus for the Next Year

CMS aims to reduce carbon and energy output per employee by implementing various measures including van efficiency, continuously updating our fleet to ensure the most efficient vehicles with optimal servicing and tires. This move marks a significant step for CMS in enhancing our operational efficiency, sustainability, and employee well-being, positioning them for future growth and success.



3. Reduce our waste output and impact on nature

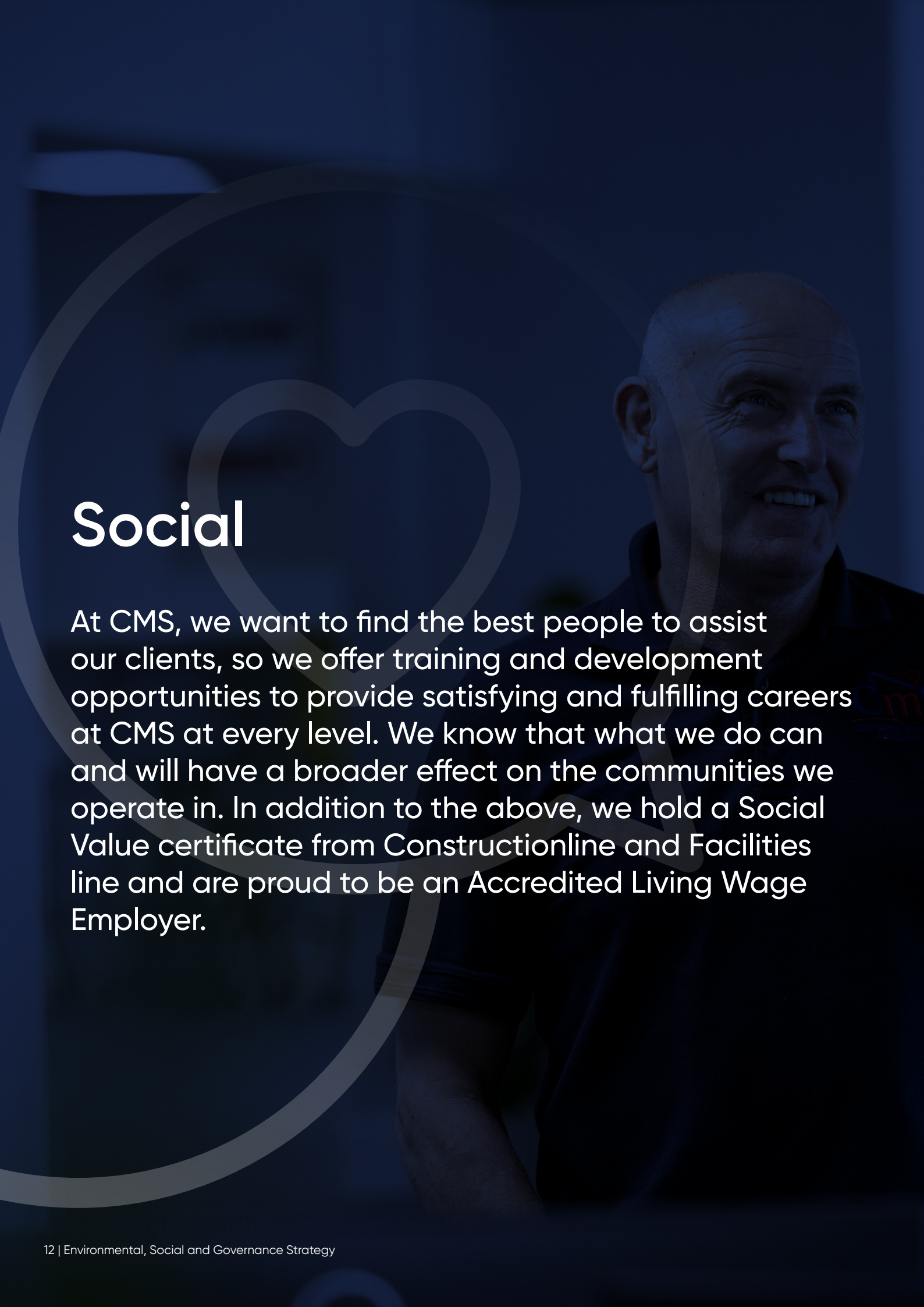
With the move to the new office, we have made significant progress towards reducing our environmental footprint and fostering a culture of sustainability among our staff. We are proud to highlight our efforts in our pursuit of waste reduction initiatives.

Through the monthly newsletter and regular communication, we ensure waste is disposed of correctly and everyone uses the right bins in the office, whether it is food waste, recycling or non-recyclable items. We want to lead by example and continue to develop waste management initiatives to reduce overall waste output and enhance recycling efforts. We are committed to sending zero waste to landfill.

In addition to that, CMS is a registered waste carrier with our own waste carrier licence. All CMS van drivers are issued with an Environment Agency Waste Carriers licence.

Environmental Summary

Commitment	FY2025
Report our scope 1 and 2 CO2 emissions yearly	Y
Maintain our ISO14001 accreditation	Y
Use renewable electricity	74%
Send no waste to landfill	Y
Recycle waste where possible	Y
Comply with waste legislation	Y
Engage stakeholders on environmental issues	Y



Social

At CMS, we want to find the best people to assist our clients, so we offer training and development opportunities to provide satisfying and fulfilling careers at CMS at every level. We know that what we do can and will have a broader effect on the communities we operate in. In addition to the above, we hold a Social Value certificate from Constructionline and Facilities line and are proud to be an Accredited Living Wage Employer.



1. Provide a great place to work for all our people.

In FY25, we were thrilled to notice that some of the steps taken to focus on our people wellbeing had paid off. This showed through the Best Companies employee engagement survey, where our rating increased to 620.7 from 616.6 the previous year. We have maintained our "Ones to Watch" rating and committed to not only maintaining this level but to improve our rating to become a 3-star rated business by 2029. Some of the steps we have taken to reach that commitment over the last financial year include:

- Moving to a new HQ – CMS Academy which not only provides a more collaborative and conducive working environment but also provides a training resource to all our engineers and office-based employees.
- A new management training programme – Leadership: Excellence in Action.
- Improved communications via monthly newsletters, Town Hall meetings, 121s, team briefs, Senior Leadership Team travelling around the country to meet local engineers face to face

Promoting career growth

In May 2025, we celebrated our 25th anniversary with the opening of new headquarters in Gateshead and a state-of-the-art engineering academy.

Central to our growth strategy, the new purpose-built Academy, based at our Gateshead headquarters, is three times larger than our previous site and has capacity to train and upskill more than 200 engineers annually, as well as support over 50 apprentices each year.

The academy is CMS's response to the UK's growing engineering skills shortage. It aims to ensure a pipeline of talent by providing high-quality technical training alongside a focus on customer service, safety, and efficiency.

Engineers trained at the CMS Academy will be equipped with the latest technologies from original equipment manufacturers including BAXI, Belimo, Grundfos and Schwank. The facility is designed to reflect real-world conditions, allowing trainees to work on the same equipment they will encounter on site.

Our managing director Nic Smith said: "Marking 25 years in business is a proud milestone for everyone at CMS, and the opening of our new headquarters and academy is a powerful statement of intent for the future. This investment reflects our commitment not only to the continued growth of our business but also to the long-term sustainability of the engineering sector. The CMS Academy will be instrumental in developing the next generation of skilled engineers, enabling us to maintain the exceptional service our customers expect while directly addressing the industry's skills shortage. It's a forward-thinking approach that will carry CMS confidently into the next 25 years."

Apprenticeship recruitment

Over the years, we have worked with local schools, universities and colleges, including Boston College and Gateshead college, speaking to their full-time Plumbing and Heating students as part of their Apprenticeship Week activities. Over the last FY, we have recruited an additional 40 apprentices across the business with the plan to continue to increase the number of apprentices as we move through FY26, aligning with our Growth Plan.



Our apprentices come from various sources, including college visits/presentations, adverts, DWP, and referrals from our engineers and staff, and we are excited to be able to onboard them into our new premises and give them the right start into their career. We have proudly welcomed a group of new team members starting 2025 with even more talent as they all play key roles to the continued success of CMS.

Keira Marriott has recently completed her NVQ level 3 in Business Administration. We asked Keira to share a bit about her journey:

Q: What made you want to take an apprenticeship?
A: I wanted to earn money while learning at the same time. It felt like a great way to build experience and skills without putting my career on hold.

Q: What's the biggest thing you learned during your apprenticeship?
A: I've learned to be confident in my abilities and trust myself. I know when to ask for help if I need it, but I've also realised I can work independently and get things done on my own.

Q: Any advice for future apprentices starting out?
A: Ask lots of questions and don't be shy. You'll learn so much quicker if you get stuck in and speak up.



Advocating for equality, diversity and inclusion (EDI)

Our commitment towards EDI is to target recruitment of female apprentices as engineers, through to promotion of existing female role models. We know we have a lot of work to do in this area, and we were saddened to see in FY25 that our Gender Pay Gap slightly worsened, rising from 31.34% to 32.40%. However, this highlights an area that requires renewed focus. In FY25, we are pleased to see a reduction in our Ethnic Pay Gap from -15.69% in FY24 to -10.50%, showcasing a move in the right direction.

Commitment to Diversity and Inclusion

Diversity and Inclusion remain central to how CMS recruits and promotes talent across the business. Our commitment is reflected in a range of best-practice initiatives, such as flexible working and family-friendly policies, inclusive recruitment practices working with specialist recruitment agencies, transparent tracking of candidate potential and success rate. We will continue to embed throughout FY26 and beyond.

Promoting health and wellbeing

Wellbeing is a fundamental part of our culture, and one of the most valued initiatives within our team is the weekly (weather permitting) cold-water dip in the North Sea. Far from just a physical challenge, it serves as a powerful team-building exercise that fosters camaraderie, boosts morale, and reinforces a shared sense of purpose.

Participation spans all levels of the organisation - including the managing director -highlighting our commitment to unity, collaboration, and stepping away from day-to-day responsibilities to focus on personal and collective wellbeing. Following the dip, the team gathers to warm up with breakfast and coffee, creating space for informal conversation and connection. This simple yet effective routine contributes to stronger team dynamics, refreshed mindsets, and a more energized workplace.

In the spotlight - Pauline Softley

Pauline joined CMS in July 2014. Now Contract Support Administrator, she looks after 6 clients on our behalf. Pauline is a source of inspiration. She recently completed a challenge for MacMillan Cancer Research Swimming the length of the English Channel. For this, she had to swim 62 lengths of a 25m pool 4 times a week for 8 weeks (even on holiday) and raised a total of £559 for the charity of which CMS supported Pauline's challenge by encouraging donations and sharing Pauline's fundraising efforts around the business and by proudly contributing £200 to her fundraising efforts.





Mental Health

We are committed to supporting mental health in the workplace, and we encourage employees to talk about their own wellbeing as well as dedicate a page to this in our monthly newsletter.

On 6th February 2025, CMS marked Time to Talk Day by encouraging open conversations about mental health. Colleague Chris Malone shared his personal journey, demonstrating the importance of seeking support and breaking the stigma.

Through our monthly newsletter, we also promoted Random Act of Kindness Day which takes place on 17th February and reminded our colleagues that spreading a little extra kindness and positivity through a kind word, thoughtful gesture or lending a helping hand, small acts of kindness can make a big difference in someone's day.

2. Positively impact the communities around us

At CMS, we love to support local communities and really make a difference in people's lives.

We work with schools, hospitals and care homes – and ensure vulnerable customers' calls are prioritised. An example of that is our work with Four Seasons, a national network of more than 350 care homes providing specialist dementia and nursing care to more than 14,000 people. CMS have been working with Four Seasons since 2014 in delivering nationwide planned and reactive works for gas, heating, plumbing, air conditioning, catering and laundry equipment.

Following a late-night emergency call-out to a Four Seasons Care Home in the East Midlands, it was discovered that one of the existing boilers in the care home had been isolated resulting in the remaining boiler being unable to cope with the demand.CMS ensured this call was prioritised and attended the call promptly. We quoted to install 2 new high efficiency Potterton Sirius 3 WH 60 boilers, as well as replacing the existing flue.

Prior to the installation commencing CMS' own mobile trailer plant was taken to site, hooked up the home's existing heating network to ensure that heating and hot water were maintained throughout the installation.

"The job was completed on budget and within 4 days by the CMS East Midlands team of expert engineers".

Over last FY, CMS have also become proud sponsors of two charities in the local community of our head office:

- The Newcastle Dog and Cat Shelter Burns Night Dinner 2025 which has spent over 128 years helping lost, abused and abandoned animals find their forever home.
- The local Whickham FC U7's team.

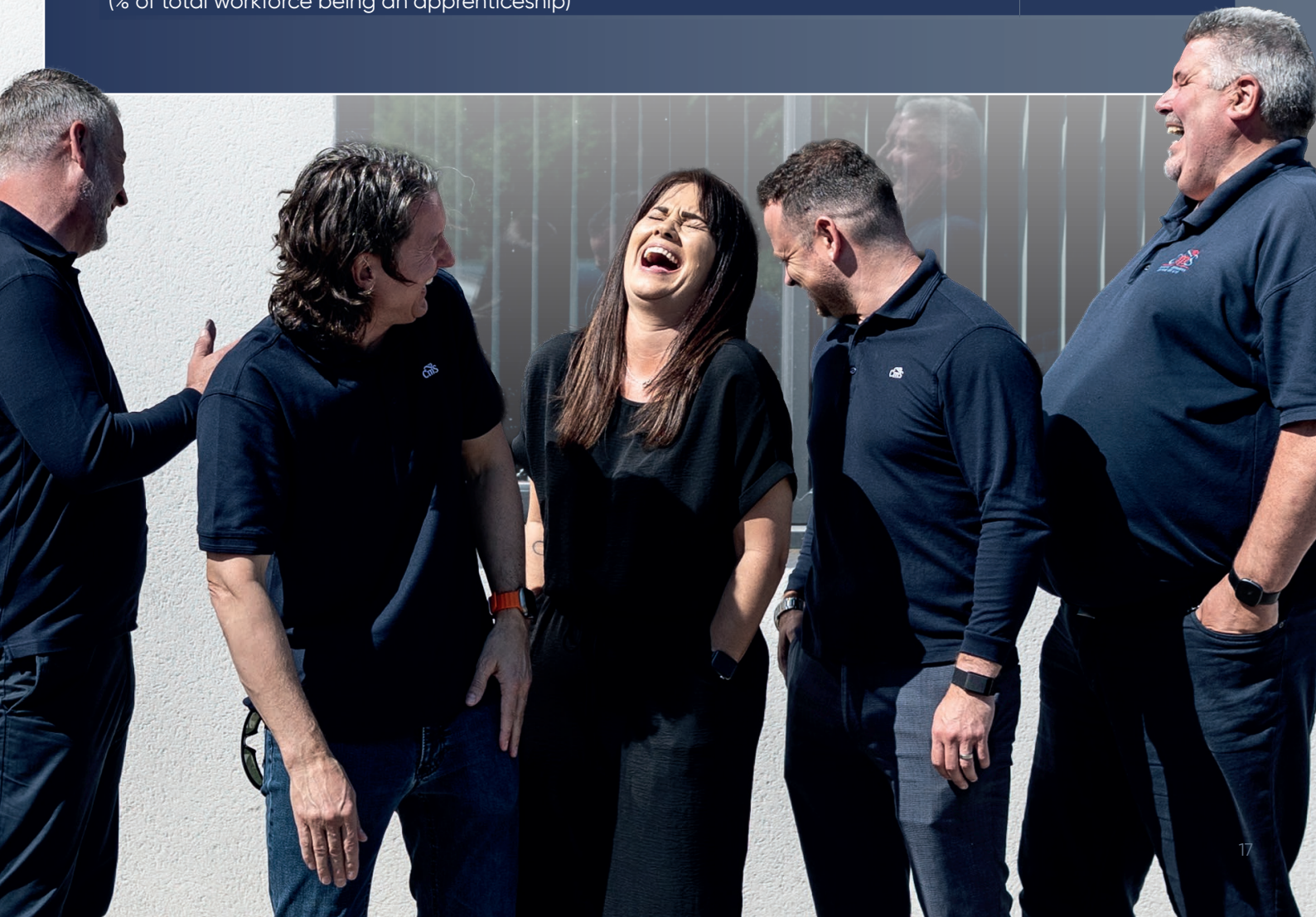


As part of our commitment to social responsibility, members of the CMS team participated in the Pretty Muddy Race for Life on 13th July 2024. This event, aimed at raising funds for cancer research, showcased the team's dedication to supporting vital cause.

Our team faced a series of muddy obstacles, including crawling under nets and sliding down mud-soaked slopes, with unwavering enthusiasm and determination. Our collective effort and camaraderie were evident as we navigated the course, supporting each other through every challenge. The team proudly raised £1,298 for this cause!

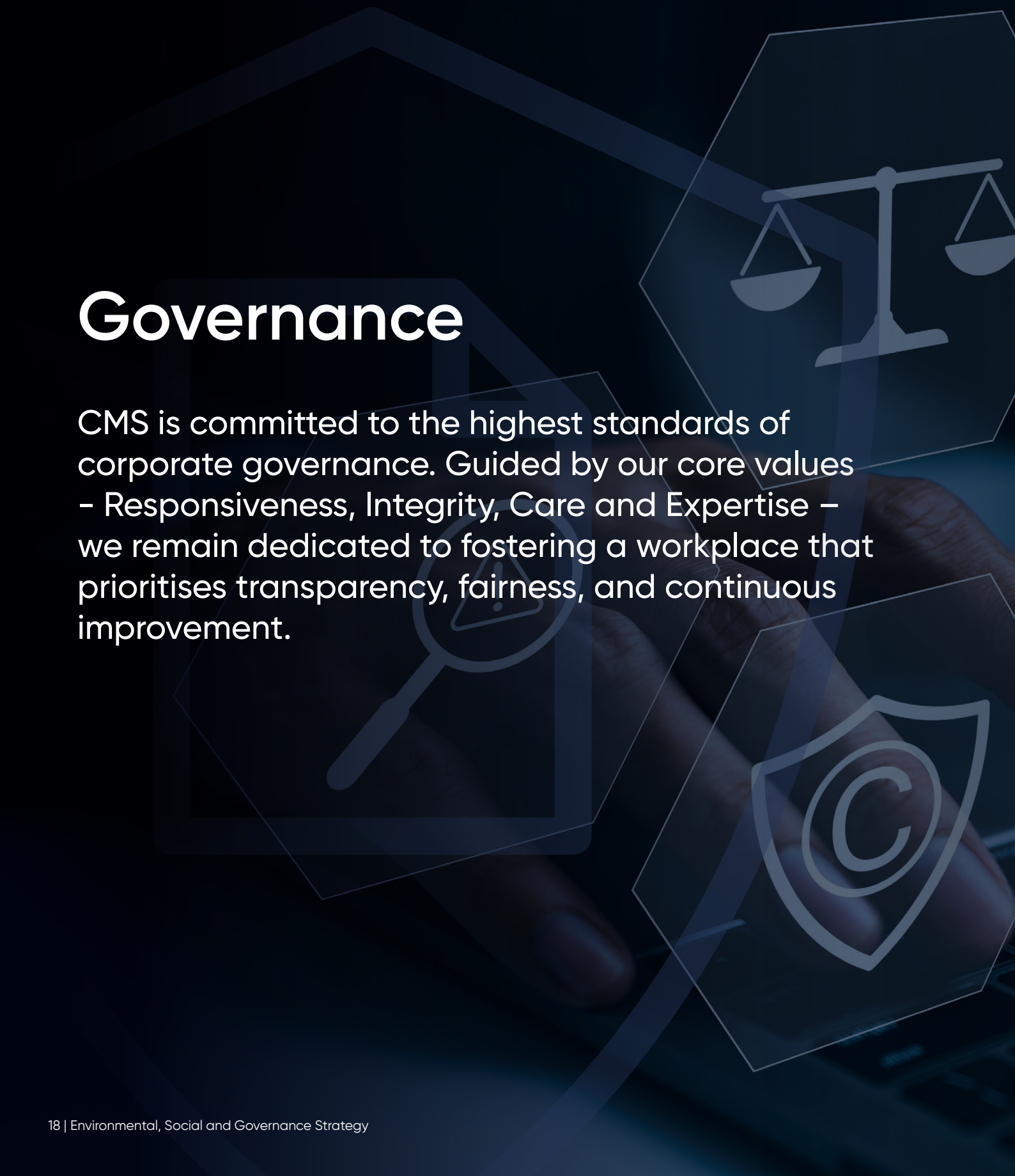
Social Summary

Commitment	FY2025
Best Company survey result	OTW - 620.7
Reduce gender pay gap*	32.40%
Reduce ethnic pay gap*	-19.29%
Health & wellbeing programme implemented throughout the business	Y
Grow apprenticeship programme (% of total workforce being an apprenticeship)	24%



Governance

CMS is committed to the highest standards of corporate governance. Guided by our core values - Responsiveness, Integrity, Care and Expertise – we remain dedicated to fostering a workplace that prioritises transparency, fairness, and continuous improvement.




AI

1. Maintain transparency across our business

With our objective of being recognised as experts for delivering effective, innovative and sustainable solutions, we have over the last FY been recognised by the Good Business Charter (GBC) for the way we do business.

The GBC accreditation recognises responsible leadership and being a good business. The charter is based of 10 principles which collectively cover care for employees, suppliers, customers and the environment whilst paying our fair share of tax. This resonated with CMS as we had considered B Corp previously but thought we weren't quite ready for this. GBC meant a good stepping stone towards that goal.

Through this accreditation, we have committed to:

1. Real living wage
2. Fairer Hours and Contracts
3. Employee Well-being
4. Employee Representation
5. Equality, Diversity and Inclusion
6. Environmental Responsibility
7. Pay Fair Tax
8. Commitment to Customers
9. Ethical Sourcing
10. Prompt Payment to Suppliers

This accreditation is a stamp of being recognised externally as a responsible business who does the right think both for the planet and people, and championing the above ten principles, aligning with our Growth Plan.

2. Adopt strong risk management processes

Leading the way in Health and Safety Excellence

At CMS, we pride ourselves in our commitment to health and safety which is integral to our business operations. This dedication to maintaining the highest standards is reflected in the numerous accreditations the company holds, each serving as a testament to its practices and the importance placed on safety and quality.

We consistently uphold over 20+ certifications annually, including ISO 45001 (Health & Safety Management), CHAS Elite, SafeContractor, and Constructionline Gold. These certifications reflect our unwavering commitment to excellence and safety.

SSIP

SSIP
To meet the Safety Schemes in Procurement (SSIP), PAS 91 and the Common Assessment Standards, CMS holds various safety schemes memberships such as CHAS Elite and Construction Goldline, SafeContractor, Alcumus and AVETTA. These prestigious accreditations are preferred by major clients such as CBRE, Amazon, various councils and the Ministry of Defence (MoD) / VIVO.

GAS safe REGISTER

Gas Safe Register
CMS are regulated as a Large Gas Business under the Gas Safe Registration Scheme, as such we complete our own internal audits and are responsible for engaging with external audit bodies when deemed necessary.

REFCOM ELITE

F-Gas & Refcom ELITE
As a legal requirement of Department for the Environment, Food and Rural Affairs (DEFRA) under the 2015 no310 UK Fluorinated Greenhouse Gases Regulations, CMS are not only registered with QUIDOS & RefCom as a F-Gas Registered Company, we are also 'Refcom Elite' accredited, an enhanced level of accreditation beyond the standard F-Gas registration which is awarded by holding F-Gas and BESA accreditation.

We are also required as a Refcom Elite accredited company to:

- Carry an upper tier waste licence
- Carry out refrigerant movement audits
- Use properly calibrated tools
- Ensure company maintains correct records to meet user legal obligations of site based refrigerant logbook.
- Ensure company meets ozone depletion regulations standards.
- Ensure company operates to approved industry Codes of Practice and good working practice.
- Ensure company operates health and safety policy and meets Construction Design in Management (CDM) requirements.
- Undergo an external QA audit every 3 years to ensure obligations to maintained standards.
- Ensure that all operatives registered with ACRIB SKILLcard on the Refrigerant Management Register or possess a blue/gold RAC occupational related Engineering Services SKILLcard.

Additional Accreditations

CMS prioritises safety and fairness, consistently upholding the highest standards through certifications such as ISO45001, ISO9001, ISO14001, OFTEC (the Oil Firing Technical Association), NICEIC (the National Inspection Council for Electrical Installation Contracting), Health & Safety Acclaim, Building Engineering Services Association (BESA), and BAFE but also the Good Business Charter. Our memberships in trade and industry bodies like the Institute of Workplace and Facilities Management, ICO, and Emitwise, along with our participation in IGEM's large business forum, ensure we stay informed of the latest advancements.

Industry Memberships

Our memberships in trade and industry bodies include the Building Safety Act Advisory Group and National Technical Committee of the Building Engineering Services Association (BESA), Industrial Associate and Large Business Forum member of the Institution of the Gas Engineers and Managers (IGEM) and corporate membership of the Institute of Workplace and Facilities Management (IWFM). These memberships ensure that CMS not only stay informed of the latest advancements but help shape the industry from the inside. Helping keep CMS ahead of the carbon agenda, we are members of the Institute of Environmental Management and Assessment (IEAMA), Emitwise and Neutral Carbon Zone (NCZ Silver).

CMS ensures that our commercial gas engineers undergo relevant industry training, including Accredited Certification Scheme for Gas (ACS), PASMA, IPAF, and UKATA Asbestos training. For us, these standards are more than just accolades—they demonstrate our genuine care for our colleagues, clients, our customers, and the end consumer.

We prioritise safety and fairness in everything we do, ensuring that our practices consistently uphold the highest standards. By maintaining the industry's top certifications, we showcase our dedication to protecting people, fostering trust, and doing the right thing every step of the way.



3. Operate a fair and honest and responsible supply chain and safeguard human rights

We are working with our suppliers to help them comply with our standards and help them meet our expectations. We have a supplier on-boarding process and a subcontractors supplier code of conduct that is shared with our suppliers to clearly set our expectations towards our supply chain.

Partnership through the CMS Academy



Case Study: CMS x Belimo - A Partnership Built on Innovation, Training, and Shared Purpose

CMS has partnered with Belimo, a global leader in HVAC actuator and control technology, to equip the newly launched CMS Academy with state-of-the-art products and technical expertise. This collaboration isn't just about cutting-edge components — it reflects a deeper alignment in values, a shared commitment to ESG principles, and a mutual belief in investing in the future of engineering talent.

Challenge

As CMS continues its mission to redefine operational excellence and customer responsiveness, the need to upskill and empower engineers through hands-on training became essential. Building the CMS Academy was a strategic move but its success depended on access to reliable, energy-efficient technology and a partner committed to long-term support.

Solution

Belimo's intelligent HVAC solutions have been integrated throughout the CMS Academy. From advanced actuators to dynamic control valves, Belimo's systems create a live training environment that mimics real-world performance. This gives CMS engineers the opportunity to learn in a space that's both technically sophisticated and environmentally conscious.

Beyond technology, Belimo is actively involved in delivering specialist training modules for CMS engineers — building knowledge, confidence, and capability across the workforce.

Shared Values and ESG Alignment

At the heart of this partnership lies a strong cultural fit. Both CMS and Belimo are purpose-led organisations that prioritise:

- **Sustainability:** Delivering energy-efficient solutions that reduce environmental impact
- **People-first development:** Investing in training and career growth
- **Accountability and transparency:** Doing business with integrity and long-term impact in mind

Through this partnership, CMS and Belimo are not just building better systems — we're shaping a more responsible, skilled, and sustainable future for the sector.

Outcomes

- A fully equipped CMS Academy with live Belimo systems
- Ongoing technical training and support from Belimo specialists
- Stronger ESG credentials through energy-efficient, low-impact infrastructure
- A scalable blueprint for collaboration between technology providers and frontline service organisations



Governance Summary

Commitment	FY2025
Percentage of our suppliers that comply with our Suppliers Code of Conduct	100%
Percentage of our suppliers that comply with our policies and provide their services in accordance with all applicable laws and regulations	100%
Percentage of suppliers that have an anti-modern slavery statement	100%



Commercial Maintenance
Services UK Ltd