



**MAYFLEX**  
A Sonepar Company

# Sustainability Report

2026

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# ABOUT MAYFLEX

A Message from our Managing Director

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About this Report

## A Message from our Managing Director

Welcome to the first edition of our annual Sustainability Report which looks in detail at our strategies, achievements and recent developments across all areas of CSR policies and activities.

The purpose of this report is to provide a transparent and thorough view not just of the data in relation to key activities but, just as importantly, visibility of the numerous initiatives delivered over the past year, and finally a view of our future objectives.

Sustainable, responsible business practices underpin all activity at Mayflex. We believe this focused, company wide approach is not just the right way to act, but also the most effective. By considering the impact our actions and operational decisions have on the environment, the community and our people, we improve business performance, stakeholder engagement and contribute positively to the wider Sonepar Group.

As we continue our journey towards net zero, I am pleased to have seen many new initiatives developed by our teams. This pipeline of innovation and focus on continuous improvement is essential to our internal goals, and for our stakeholders to see Mayflex as a strong, credible, and trustworthy organisation with which to do business. During 2025, our approach to waste management, achieving zero waste to landfill in the majority of our own brand production sites, and the introduction of new products with high proportions of recycled raw material content have been great to see. In addition, the launch of circular services related to cable reels, and an improved focus on health and safety within our operations, have been very positive steps forward.

Looking ahead, we have further improvement opportunities. We continue to invest in training and development and to encourage career development within or between departments. Our gender mix is positive and will remain a key success factor. During 2026, we will deploy solar panels to our Environ House distribution centre and continue to develop waste reduction processes and services.

We are proud to have led the market in a number of areas related to sustainability, and waste in particular. From being the first structured cabling supplier to remove all single use plastic packaging, to the aforementioned reel recycling initiative, and the market's widest freely available embedded carbon data across hundreds of our fastest moving cabling SKUs.

From the start of our sustainability journey, we have held a couple of key principles which form the foundation for the projects and activities we undertake. Firstly, continuous improvement: we are never satisfied with an achieved position. We strongly believe that this mindset enables us to identify areas to focus on which, individually could range from a small tweak to long term, step change projects, each delivering a positive impact to our overall position. Secondly, transparency and clear communication both internally and with all of our external stakeholders. We see no value in not sharing our progress, our challenges, and the opportunities we see for improvements, some of which can only be achieved through partnerships with stakeholders such as our production and transport providers.

We will continue with this approach and look forward to sharing outcomes with you over the coming months. In the meantime, we hope you find this publication useful and would welcome your feedback and questions at any time.



**Andrew Percival**  
Managing Director

# Sustainability Highlights 2025

**30%**



Reduction in operational Scope 1 & 2 emissions

Year on year improvement through smarter energy management.

**27%**



Reduction in downstream transport emissions (Scope 3)

Fewer repeat deliveries and improved final routing.

**~172 tCO<sub>2</sub>e**

Estimated carbon savings from product redesign

Lower-carbon materials and smarter product design.

**35%**



Roles filled through internal progression

Investing in long-term development and careers at Mayflex.

**Zero**

Waste to landfill across operational sites

All operational waste managed through recycling, reuse and recovery.

# Mayflex Overview

Mayflex is a distributor of infrastructure solutions for data centres, enterprise networks and smart buildings.

We supply structured cabling, networking, electrical and related infrastructure products, alongside technical support and value-added services. Mayflex is part of the Sonepar Group, a global electrical distribution company headquartered in France. Sonepar is the highest parent organisation and Mayflex operates within the regional structure of Sonepar UK.

Our headquarters are in Birmingham, United Kingdom, where we operate two nearby warehouse facilities: Excel House and Environ House. We also have sales offices in St Neots, Cambridgeshire and in the City of London, alongside an office and warehouse operation based in the Middle East. In early 2026, we also opened an additional sales office in the Kingdom of Saudi Arabia. We import many of our products into our UK and UAE warehouse operations. Our UK business primarily serves domestic customers, with additional international sales mainly across Europe. Our Middle East operation supports distribution across the region, including the United Arab Emirates, Saudi Arabia and Qatar. We also own and exclusively distribute several proprietary brands, including Excel, Aura and Elevate.



**£175.3M**

sales in 2025



**2,300**

order lines per day



**265**

associates



**5**

locations



**45,673**

product lines



**£19M**

average stock holding



**12,000**

pallet locations



**4**

MTechs

# Our Locations

**Birmingham**  
Head Office  
(95,000 sq ft)

Sales & Support,  
Logistics, MTECH,  
Warehouses

**St Neots,  
Cambridgeshire**  
Sales Office

**Birmingham**  
Environ House  
(64,500 sq ft)  
Warehouse

**City of London**  
Sales office & MTECH

**Dubai**  
EMEA Office  
Sales Office,  
Logistics, MTECH

**Kingdom of  
Saudi Arabia**  
Sales Office

# Our Activities and Value Chain

Our business supports the delivery of infrastructure solutions for data centres, enterprise networks and smart building environments.

We provide structured cabling, networking and related infrastructure products, alongside technical support and customer services. We also own proprietary brands, including Excel, Aura and Elevate, which are manufactured by third-party partners and exclusively distributed through our network.

Upstream activities include global sourcing of products from manufacturing partners, with the majority of goods imported into our warehouse facilities in the United Kingdom and United Arab Emirates. Operational activities include warehousing, logistics, inventory management, sales, customer support and technical services. Downstream, we supply products to a range of customers including installers, consultants and end users, supporting infrastructure deployment across commercial and industrial environments.



# Markets Served

The United Kingdom is our primary market. We also serve international customers, with sales across Europe supported by international teams. Our Middle East operation distributes products across the region, including the United Arab Emirates, Saudi Arabia and Qatar. We support customers across multiple sectors, including enterprise, data centre, construction and infrastructure environments.

## Installers



- Installers (Large, Medium & Small)
- Contractors
- Specialists / System integrators
- Resellers
- Service Providers

## Advisors



- Consultants
- Specifiers
- M&E Contractors

## End Users



- Education
- Finance
- Local & Central Government
- Hospitality
- Data Centres
- Enterprise
- Public Networks/Telecoms

# Certifications, Affiliations and Commitments

We maintain recognised certifications, affiliations and independent assessments that support responsible operations, environmental management, cyber security and inclusive workplace practices. Together these commitments reinforce our approach to governance, transparency and continuous improvement.

## ISO Certifications

We hold four internationally recognised ISO certifications that provide structured frameworks for managing risk, ensuring operational consistency and supporting continual improvement across the organisation.



### ISO 9001

QUALITY  
MANAGEMENT

Ensuring consistent quality and customer satisfaction across our operations.



### ISO 14001

ENVIRONMENTAL  
MANAGEMENT

Managing our environmental impacts and promoting sustainable use of resources.



### ISO 45001

OCCUPATIONAL  
HEALTH & SAFETY

Protecting the health, safety and wellbeing of our people.



### ISO 27001

INFORMATION  
SECURITY

Safeguarding information assets and managing security risks.

## Cyber Essentials Certified

Our cyber essentials certificate demonstrates our commitment to baseline cyber security controls and secure information management.



EcoVadis Sustainability Rating

We have achieved an EcoVadis Silver rating in 2025, recognising performance across environmental, social and ethical business practices and positioning the organisation among higher-performing companies assessed globally.



Zero Waste to Landfill Recognition

We have received Zero Waste to Landfill recognition through certification provided by its waste management partner. This demonstrates the diversion of operational waste from landfill through segregation, recycling and recovery practices.



Diversity and Inclusion Affiliation

We support internationally recognised gender equality principles, prompting inclusive workplace practices, equal opportunity and fair representation across the organisation.



United Nations Sustainable Development Goals (SDG) Alignment

Mayflex supports the United Nations Sustainable Development Goals and prioritises those most relevant to its operations and value chain:



These goals guide sustainability priorities across operations, supply chain engagement and customer solutions.



# About this Report



## Reporting Period, Frequency and Contact

This sustainability report covers the period from 1<sup>st</sup> January 2025 to 31<sup>st</sup> December 2025. It is published annually and is intended to provide stakeholders with a transparent overview of Mayflex’s environmental, social and governance performance, progress and priorities. This report has been prepared with reference to the Global Reporting Initiative (GRI) Standards.

The report is scheduled for publication in May 2026. For questions regarding the content of this report or Mayflex’s sustainability approach, please contact: [sustainability@mayflex.com](mailto:sustainability@mayflex.com)



## Reporting Boundary

Our reporting boundary is based on operational control and includes all five operational locations across the United Kingdom and the Middle East. Under this approach, environmental and operational data is reported for activities and facilities where we have the authority to introduce and implement operating policies.

Mayflex operates two primary UK operational hubs in Birmingham, Excel House and Environ House, which combine office and warehouse functions and represent the majority of our logistics, storage and distribution activity.

In addition to our Birmingham operational hubs, the reporting boundary also includes:

- Sales and showroom office in London
- Sales office in St Neots
- Combined office and warehouse operation in the Middle East supporting regional distribution.



## Environmental Data Boundary

Environmental performance data, including electricity consumption and associated Scope 2 emissions, is currently reported for Excel House, Environ House and the Dubai operational site, where utility data is directly available. Smaller office locations are excluded from quantitative environmental reporting where utility consumption forms part of shared building services and is not separately measurable. The reported data therefore reflects the sites where operational energy use is directly controlled and where the majority of logistics activity occurs. These locations represent the majority of operational energy consumption within our organisation and are therefore considered representative of our environmental performance.



**Social and Governance  
Data Boundary**

Social and governance data covers all employees across all operational locations. Excel Networking brand activities are included within the Mayflex reporting boundary. Mayflex aligns with governance frameworks, policies and sustainability direction established by the Sonepar Group. However, the data and disclosures presented in this report relate specifically to Mayflex operations under our operational control unless otherwise stated. References to group level initiatives or policies are included where they influence Mayflex’s approach. Consolidated global Sonepar performance data is not included within the scope of this report. Any limitations in organisational boundaries, data coverage or estimation methods are explained within the relevant sections of this report.



**Restatements of Information**

This is the first sustainability report prepared by Mayflex with reference to the GRI Standards. Where relevant, previously reported sustainability information has been reviewed for consistency and alignment with current reporting practices. At the time of publication, no material restatements of previously disclosed information have been identified. We will continue to refine our data collection processes and methodologies over time, and any future restatements will be clearly disclosed in subsequent reports.



**External Assurance**

Environmental, social and governance (ESG) data, including greenhouse gas emissions, is subject to assurance at Sonepar Group level. Mayflex aligns with group level reporting processes and controls that support this assurance. However, Mayflex’s sustainability disclosures are not currently subject to independent assurance at an individual entity level. We intend to explore external assurance of Mayflex’s sustainability data and disclosures in the future as reporting maturity and data availability continue to develop.

**Our  
Reporting Covers**



**Five**  
Operational Locations



**Two**  
Geographies  
(UK & Middle East)



Logistics, Storage  
and distribution  
activities



Environmental  
data for 3 key  
operational sites

# GOVERNANCE

Governance and Responsible Business

Sustainability Strategy and Group Alignment

Materiality Assessment

Stakeholder Engagement



# Governance & Responsible Business

Mayflex operates within the governance framework of the Sonepar Group, the global leader in the B-to-B distribution of electrical products, solutions and related services. The Group operates in 41 countries and employs more than 46,000 associates worldwide, with sustainability and responsible governance embedded within its long-term strategy.

At a local level, Mayflex is governed by a Board of Directors, which provides oversight of business performance, strategic direction, risk management and sustainability priorities. The Board currently comprises seven members, six male and one female, and includes the Managing Director, who leads the operational management of the organisation.

Board members are appointed internally based on their professional expertise, leadership capability and ability to contribute to the long-term success of the organisation. Board members bring collective experience across operations, finance, governance, compliance and strategic management. The Board meets regularly to review organisational performance, strategic initiatives and key risks. Environmental, social and governance (ESG) matters form part of these discussions, ensuring that sustainability considerations are integrated into business planning and operational decision-making



## Sustainability Governance

Sustainability governance at Mayflex operates through a multi-level structure aligned with Sonepar’s global sustainability framework. At Group level, Sonepar established the Sustainability Leadership Committee (SLC) in 2019. This global network of sustainability leaders coordinates international initiatives to reduce carbon emissions, track progress against Group-wide targets and share best practices across operating companies.

The structure follows a clear hierarchy:



The Mayflex Board and leadership team retain overall accountability for sustainability performance, including oversight of ESG performance, risks and alignment with Group objectives.

Sustainability responsibilities are delegated operationally to the ESG Manager, who also serves as the Country Sustainability Leader within the Sonepar Sustainability Leadership Committee. This role coordinates the implementation of sustainability initiatives, monitoring of ESG performance and alignment with Group sustainability objectives.

The ESG Manager works closely with cross-functional teams across the organisation, supported by a network of Sustainability Champions embedded within different departments. These colleagues support the delivery of sustainability initiatives, assist with data collection and promote awareness of sustainability practices across the business. This structure enables sustainability considerations to be embedded throughout operations, ensuring alignment between group strategy and local implementation.

We align with sustainability objectives defined by the Sonepar Group through the Impact Plan, which establishes group-wide strategic priorities and key performance indicators across areas including environmental performance, governance and social responsibility. Local sustainability initiatives and reporting contribute to the monitoring of these Group level objectives.

This governance framework supports effective oversight, accountability and continuous improvement in managing our environmental, social and governance impacts.

## Leadership Oversight

The Mayflex Board and leadership team maintain oversight of sustainability performance through regular internal reporting and strategic review processes. The Board receives quarterly updates on sustainability performance, including progress on carbon reduction initiatives, climate related risks and alignment with Group sustainability objectives. Sustainability data and reporting are reviewed internally prior to publication to ensure accuracy and transparency. Risk management is closely integrated with governance processes. The Board reviews major organisational risks periodically, including environmental compliance, climate related risks and supply chain sustainability considerations. Sustainability data and emerging ESG issues are monitored by the ESG Manager and shared with leadership to support informed decision making.

Members of the Board and leadership team participate in annual performance reviews, which assess organisational performance, strategic delivery and alignment with business objectives. Sustainability considerations increasingly form part of these discussions as the organisation continues to strengthen its ESG governance and reporting practices. Significant concerns raised through internal reporting mechanisms may be escalated to senior leadership, with summaries provided to the board as regular governance reporting.

This governance structure provides the foundation for how sustainability is embedded within the organisation and guides how we manage environmental, social and ethical responsibilities across our operations.

## Policies and Governance Framework

As part of the Sonepar Group, we operate under group wide policies and governance frameworks that promote responsible and ethical business conduct. These include the Sonepar Code of Conduct, anti-bribery and corruption requirements, responsible sourcing standards, and supplier codes of conduct. Together, these frameworks set expectations for integrity, respect for human rights, and compliance with legal and regulatory obligations. They apply to all Mayflex employees and extend to suppliers, contractors, and business partners through our contractual and sourcing practices.

In addition to these group level commitments, we maintain a suite of supporting policies that strengthen responsible business conduct across our operations.

These policies cover areas such as:

- Labour and human rights
- Health and safety
- Environmental management
- Anti-corruption
- Ethics and compliance
- Sustainable procurement
- IT security
- Business Code of Conduct

Policy commitments are embedded through mandatory compliance and Code of Conduct training, supplier onboarding checks, internal audits, and integration into ISO 9001(QMS), ISO 14001 (EMS), ISO 27001(ISMS) and ISO 45001(OHSMS) management systems. Policies are communicated via the Sonepar Group platforms, the Mayflex intranet and line manager briefings. Procurement requires suppliers to accept the Supplier Code of Conduct, while HR and H&S ensure operational procedures reflect legal and regulatory obligations. Compliance is monitored through regular reviews, incident reporting processes, and audits, ensuring policies are consistently applied across all sites.



## Ethical Business Conduct

Mayflex operates within the compliance and governance framework of the Sonepar Group. Ethical business conduct is supported by Group policies, internal procedures and oversight from dedicated compliance functions responsible for areas including anti-bribery and corruption, regulatory compliance and ethical conduct. These functions support the implementation of the Sonepar Code of Conduct and help ensure that business activities are carried out responsibly and in accordance with applicable laws and regulations. We are committed to conducting business ethically and responsibly. Governance policies and procedures support transparency, compliance and responsible decision making across the organisation.

These include policies and frameworks covering areas such as:

- Anti-bribery and corruption
- Conflicts of interest
- Responsible business conduct
- Whistleblowing and reporting of concerns

We align with the ethical and compliance framework established by Sonepar, which promotes integrity, transparency and responsible governance across all operating companies.

No significant instances of non-compliance with laws or regulations were identified during the reporting period, and no fines or sanctions were incurred.

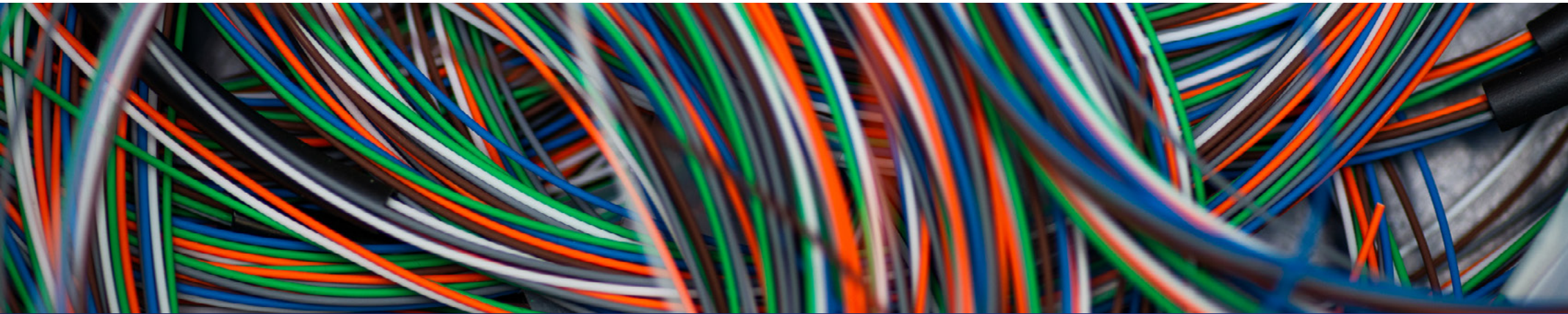
## Grievance Mechanisms and Remediation

As part of the Sonepar Group, Mayflex is committed to ensuring that any negative impacts we may cause or contribute to are addressed quickly, fairly, and transparently. Our approach is grounded in the Sonepar Code of Conduct, which requires all associates to uphold human rights, act with integrity, and speak up when something does not align with our values. The Code establishes zero tolerance for misconduct and is supported by Sonepar’s confidential, independently operated Speak Up reporting system. Through this channel, employees, suppliers, and other stakeholders can raise concerns anonymously, without fear of retaliation.

Within Mayflex, these group wide commitments are supported by our formal Grievance Procedure, which provides a structured and impartial process for raising and resolving concerns. Employees can raise issues informally with their manager or formally with HR People Operations, triggering an investigation led by an independent manager and HR. The process includes written submissions, the opportunity to present evidence, representation at hearings, and a clear right of appeal. All investigations, outcomes and agreed actions are documented, and corrective measures such as process improvements, retraining, or disciplinary action are monitored to ensure issues are resolved effectively.

Our broader remediation practices extend beyond employee concerns. Issues identified through Speak Up reports, supplier assessments, audits or other due diligence activities result in appropriate corrective actions, including supplier remediation plans aligned with Sonepar’s Business Partners Code of Conduct.

We continuously evaluate the effectiveness of our grievance and remediation mechanisms through documentation, closure of corrective actions, appeal outcomes and user feedback. This ensures our processes remain responsive, trusted and capable of preventing recurrence.



Anti-Corruption and Business Integrity

We maintain a zero-tolerance approach to bribery and corruption and integrate risk identification and mitigation across all UK operations. During the reporting period, 100% of operations were covered by structured risk management processes, including formal anti-bribery and corruption risk assessments, ISO aligned risk registers and internal controls, supplier due diligence procedures, and Sonepar Group compliance reviews.

Risk considerations are integrated into operational governance and procurement processes, with particular attention given to areas where exposure may be higher. This includes international supply chains, where geopolitical tensions, shipping disruption, climate related events and evolving trade routes can increase complexity. Cybersecurity also remains a key risk area. We are certified to Cyber Essentials, and controls are implemented through due diligence, internal training, and digital security measures to safeguard business integrity and data.

We operate under established anti-bribery and corruption policies, a Code of Conduct, and a confidential whistleblowing process aligned with Sonepar Group standards. These policies set clear expectations for ethical behaviour, responsible business conduct, and compliance with legal and regulatory requirements. All employees receive mandatory training covering anti-corruption, ethical conduct, and reporting mechanisms. Training is delivered annually through Sonepar’s internal learning platform, ensuring consistent communication, awareness, and accountability across the organisation.

During the 2025 reporting period, we recorded no confirmed incidents of corruption. No investigations, disciplinary actions, or contract termination relating to corruption were required.

Conflicts of Interest

Mayflex and Sonepar have a Code of Conduct that requires all employees and board members to declare any personal, financial, or business relationships that could create a conflict of interest. Employees complete mandatory training, and any potential conflicts are reviewed by leadership to ensure transparency and avoid improper influence.

# Sustainability Strategy and Group Alignment

For us, sustainability means operating responsibly while creating long-term value for our customers, associates, suppliers and the communities in which we operate. As a distributor of infrastructure and networking solutions, we recognise that our activities influence environmental and social impacts across our operations and value chain. We are continuously improving the way we operate by reducing our environmental footprint, supporting our people, and maintaining high standards of ethical and responsible governance.

## Part of something bigger

Mayflex is part of Sonepar, an independent family-owned global leader in the B2B distribution of electrical products, solutions and related services. With operations in more than 40 countries and over 45,000 associates worldwide, Sonepar plays an important role in supporting the energy transition and enabling more sustainable infrastructure.

As a Sonepar operating company, Mayflex contributes to the Group's global sustainability strategy and initiatives.



WE ARE MAYFLEX

## Part of the Sonepar Family

Sonepar is an independent family-owned company with global market leadership in B2B distribution of electrical products, solutions and related services.

**€33.6B**

group sales in 2026



**#1 in 11**

countries



**40**

countries



**90**

brands



**1M+**

order lines per day



**230**

sustainability initiatives



**46,000**

associates



**2,400**

branches



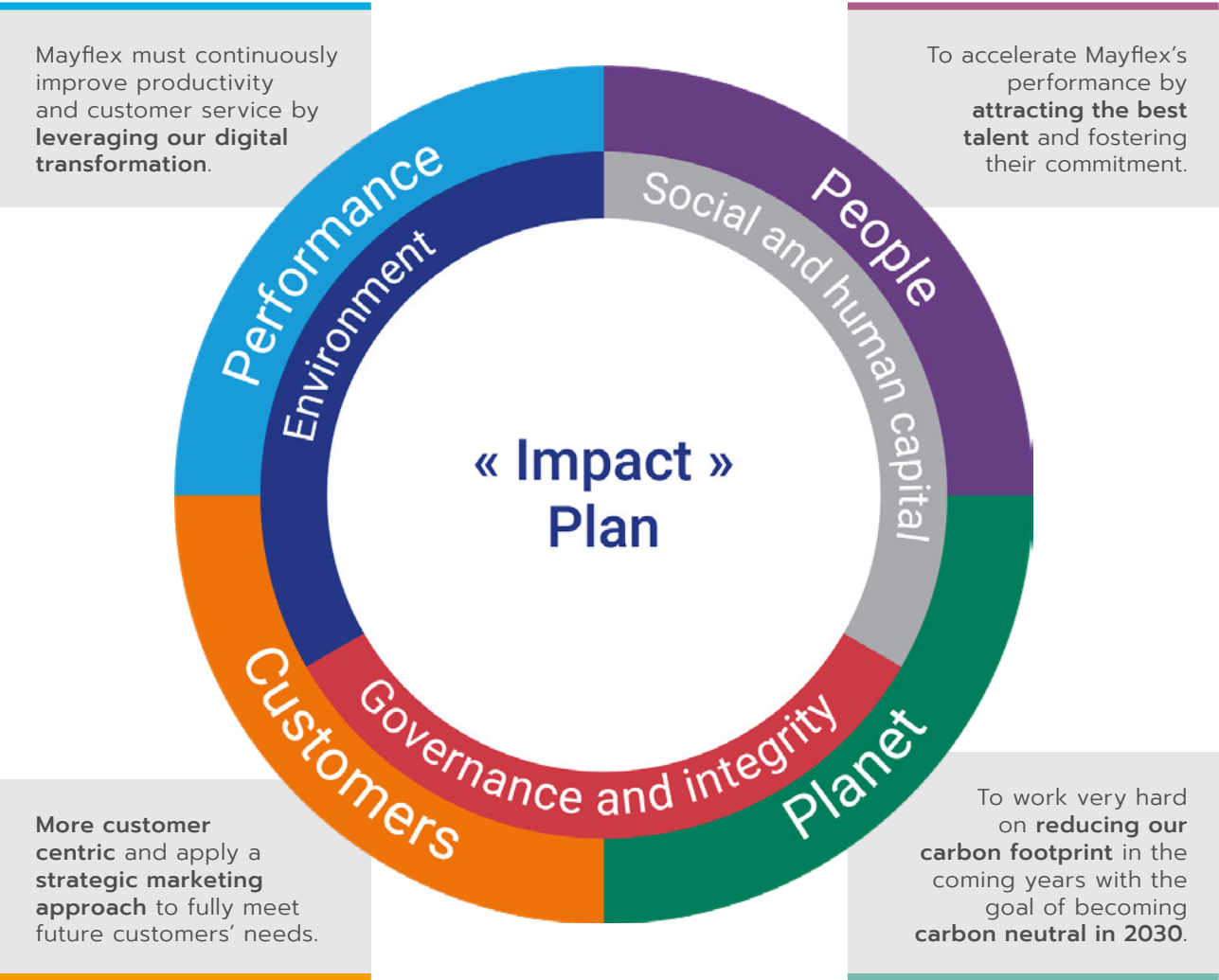
### The Sonepar Impact Plan

Sonepar’s Impact Plan is the Group’s five-year strategic roadmap designed to integrate sustainability and responsible business practices into the organisation’s long-term growth strategy.

The plan is built around four strategic pillars:

- Performance
- People
- Planet
- Customers

These pillars guide the Group’s approach to improving operational performance, supporting associates, reducing environmental impacts and delivering sustainable value to customers.



## Global Sustainability Commitments

To support the Impact Plan, Sonepar has established six group-wide commitments designed to drive measurable progress across the organisation:

- **Continuous Education** – providing sustainability training and development opportunities for associates.
- **Inclusivity** – fostering an inclusive, safe and equitable working environment.
- **Sustainable Customer Journey** – supporting customers by identifying and promoting lower-carbon solutions.
- **Communities** – supporting education, volunteering and community initiatives in the regions where the Group operates.
- **Product Circularity** – promoting circular economy principles, including responsible packaging and product lifecycle management.
- **Colam Family Sharing** – sharing value creation with associates through employee ownership initiatives.

These commitments provide a consistent framework for sustainability actions across all Sonepar operating companies.

### Continuous Education

By 2028, Sonepar intends to provide annual sustainability training for all associates. Our sales force will be the best trained in the electrical distribution industry to promote sustainable solutions.



### Inclusivity

By 2028, Sonepar aims to foster an inclusive and safe environment for all associates, ensuring fairness, based on merit and our sustainable performance culture.



### Sustainable Customer Journey

By 2028, Sonepar intends to provide each customer with the lowest CO<sub>2</sub> alternative for every quotation.



### Communities

By 2028, Sonepar intends to create the Sonepar Powering Community Program in every country in which it operates. This program will create and support dedicated education programs in its ecosystem, provide opportunities to vulnerable people, and offer aid after natural disasters.



### Product Circularity

By 2028, Sonepar intends to use 100% packaging coming from recycled materials and to recycle 100% of products returned to Sonepar by customers.



### Colam Family Sharing

As of 2024, Colam Entrepreneurs will share value creation by expanding the annual grant of free shares to all Sonepar's associates.



Sonepar Group aligns its sustainability approach with recognised international frameworks and initiatives.

|                                                                                                                        |                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>SCIENCE<br/>BASED<br/>TARGETS</p> | <p><b>SBTI Target</b></p> <p>The Group’s science-based climate targets align with the Paris Agreement, with a goal to reduce Scope 1 and Scope 2 emissions by 46% by 2030 compared with a 2019 baseline, supporting a pathway consistent with limiting global warming to 1.5°C.</p> |
|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                                                                     |                                                          |                                                                                     |                                                                                 |                                                                                       |                                                                     |
|-------------------------------------------------------------------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------|
|   | <p><b>UN Global Compact</b></p> <p>Member since 2021</p> |   | <p><b>CDP</b></p> <p>B Score achieved for Climate Change disclosure in 2025</p> |   | <p><b>EcoVadis</b></p> <p>Platinum rating achieved in 2025</p>      |
|  | <p><b>UN PSI</b></p> <p>Participant since 2023</p>       |  | <p><b>PEP Ecopassport</b></p> <p>Participant since 2021</p>                     |  | <p><b>The Why Project</b></p> <p>Purpose Award received in 2024</p> |

# Materiality Assessment

We have used the Sonepar Group double materiality assessment as the foundation for identifying sustainability priorities, with relevance validated at UK operating level.

The Group assessment considers both the organisation's impacts on the environment and society, and the financial risks and opportunities linked to sustainability, in line with emerging regulations. This was supplemented by a Mayflex-level validation exercise drawing on operational data, ISO 14001 aspects and impacts registers, customer requirements, EcoVadis assessment criteria, regulatory developments and internal stakeholder input across key functions including procurement, operations, HR and leadership. Topics were reviewed and prioritised based on their significance to our activities and value chain. This included consideration of environmental and social impacts, potential business risks and opportunities, and the level of stakeholder interest.

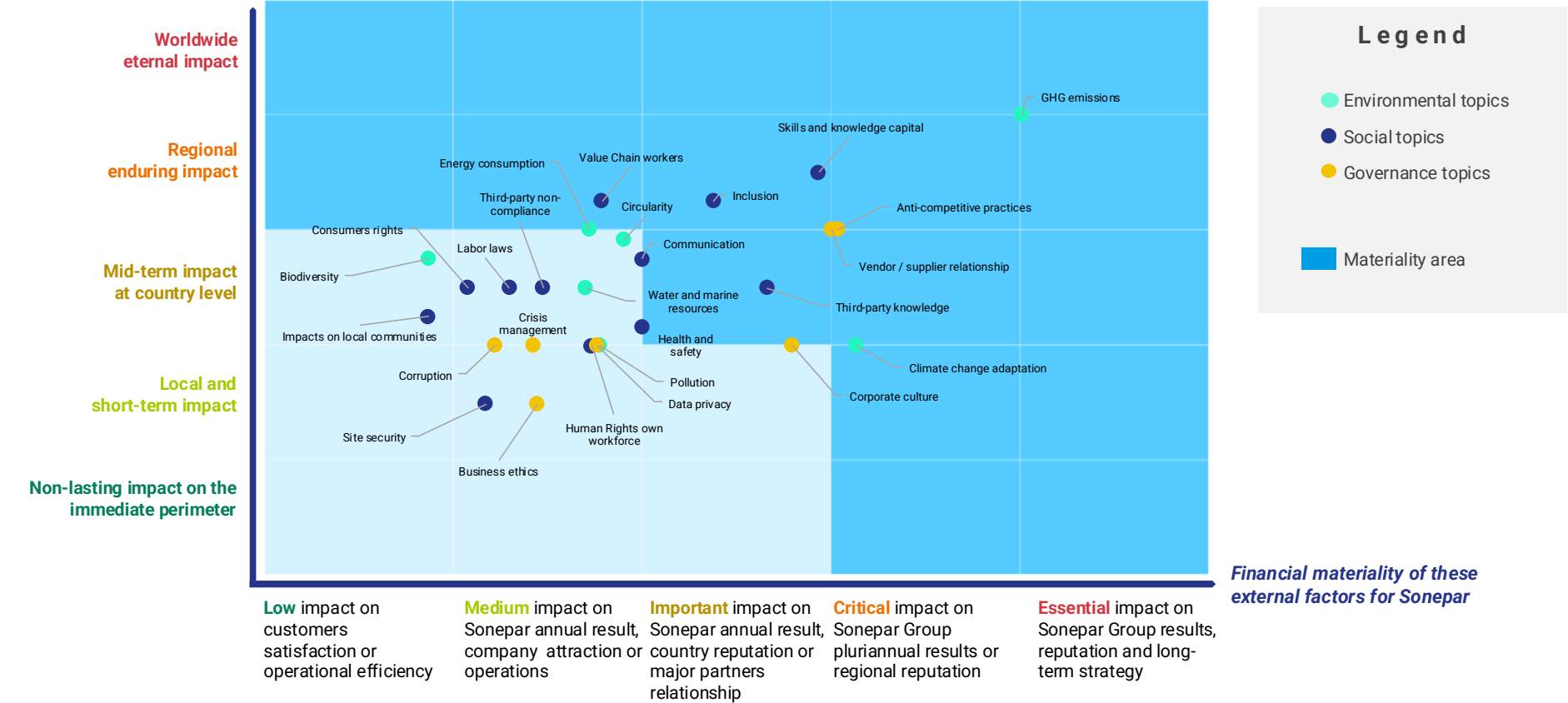


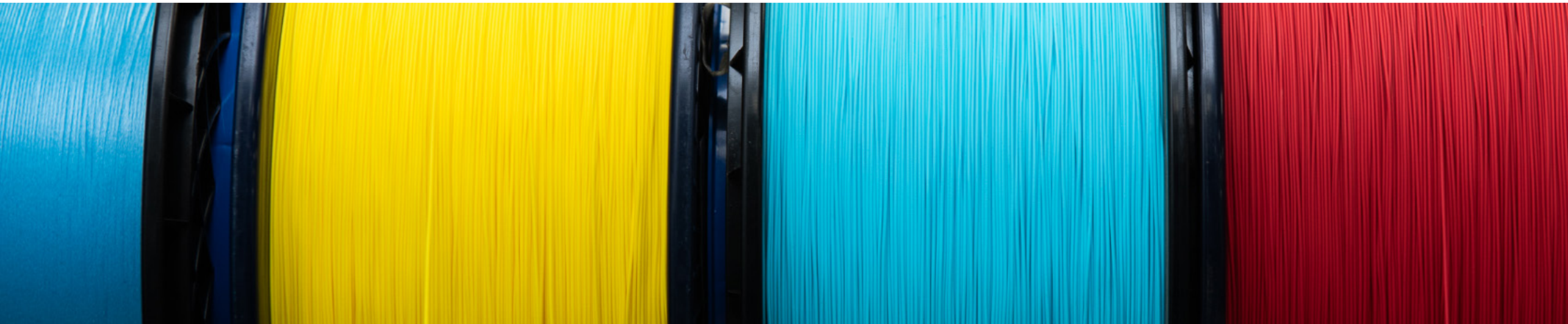
Double Materiality Assessment (Sonepar Group)

This report draws on the Sonepar Group double materiality assessment, illustrated below, which provides a global view of priority environmental, social and governance topics across the organisation.

While the Sonepar Group materiality matrix provides a global perspective, we have undertaken a UK level validation to ensure relevance to local operations, risks and stakeholder expectations. This ensures that the topics reported reflect both Group priorities and the specific impacts and risks associated with our activities.

Sonepar impact materiality on Planet and People





### Material Topics

Based on this process, we have identified the following material topics:

#### Environmental

- Climate Change and Greenhouse Gas Emissions
- Energy Management and Efficiency
- Waste Management and Circular Economy
- Sustainable Packaging and Resource Use

#### Social

- Employee Health, Safety and Wellbeing
- Learning, Development and Training
- Diversity, Equity and Inclusion
- Employee Engagement and Retention
- Human Rights and Labour Standards in the Supply Chain

#### Governance

- Ethical Business Conduct and Anti-Corruption
- Responsible Procurement and Supplier Management
- Product Responsibility and Compliance
- Data Security and Information Protection

### Managing Material Topics

The identified material topics form the basis of this report and guide how we structure disclosures, set priorities and manage sustainability-related risks and opportunities. We manage these topics through a combination of Sonepar Group policies, local procedures, performance monitoring and continuous improvement initiatives. This includes integration into ISO management systems, supplier engagement processes, risk management frameworks and employee training programmes. Performance, risks and opportunities associated with each material topic are reviewed regularly to ensure continued alignment with business strategy, stakeholder expectations and regulatory developments.

# Stakeholder Engagement

Effective stakeholder engagement helps us to understand expectations, strengthen relationships and deliver value across our business.

We engage regularly with customers, suppliers, vendor partners, employees and industry stakeholders to share updates, gather feedback and collaborate on opportunities for improvement. In 2025, one of the most significant activities supporting this approach was the Mayflex Exchange Partner Event.



## Mayflex Exchange Partner Event

In March 2025, we hosted the Mayflex Exchange Partner Event at the Vox Conference Centre in Birmingham. Bringing together more than 250 customers from across our infrastructure and security markets, it was our largest and most comprehensive engagement event to date. The event was designed to deepen relationships, share expertise and support open dialogue with customers and partners.

Exchange combined a vendor exhibition with a full programme of presentations covering Mayflex, Excel, emerging technologies and key topics shaping our industry. Major vendor partners including Aura, Elevate, Excel, Ruijie, Hikvision, Motorola Solutions, Axis, Milestone, APC, Fluke Networks, Paxton, Mobotix, Secure Logiq, Suprema, Senko, Nvent, AEM, Veracity and Gardner Engineering were on hand to discuss solutions, demonstrate innovations and exchange insights directly with attendees. This interactive format created a collaborative environment where customers could explore new ideas, raise challenges and shape future solutions with us.



## Sustainability Insights and Customer Support

A dedicated part of the day focused on sustainability. We shared updates on our progress, actions taken across our operations and supply chain, and the most relevant environmental trends affecting the infrastructure and security sectors. Customers were also able to learn how Mayflex can support them on their own sustainability journeys, including:

- Improving product transparency and data availability
- Offering lower-impact product and packaging options
- Supporting environmental reporting through accurate information
- Exploring collaborative opportunities to reduce impacts

This open and practical approach helped customers better understand how sustainability is being embedded across our business and how we can provide value beyond products alone.



**Introducing the  
Driven to Deliver More Promise**

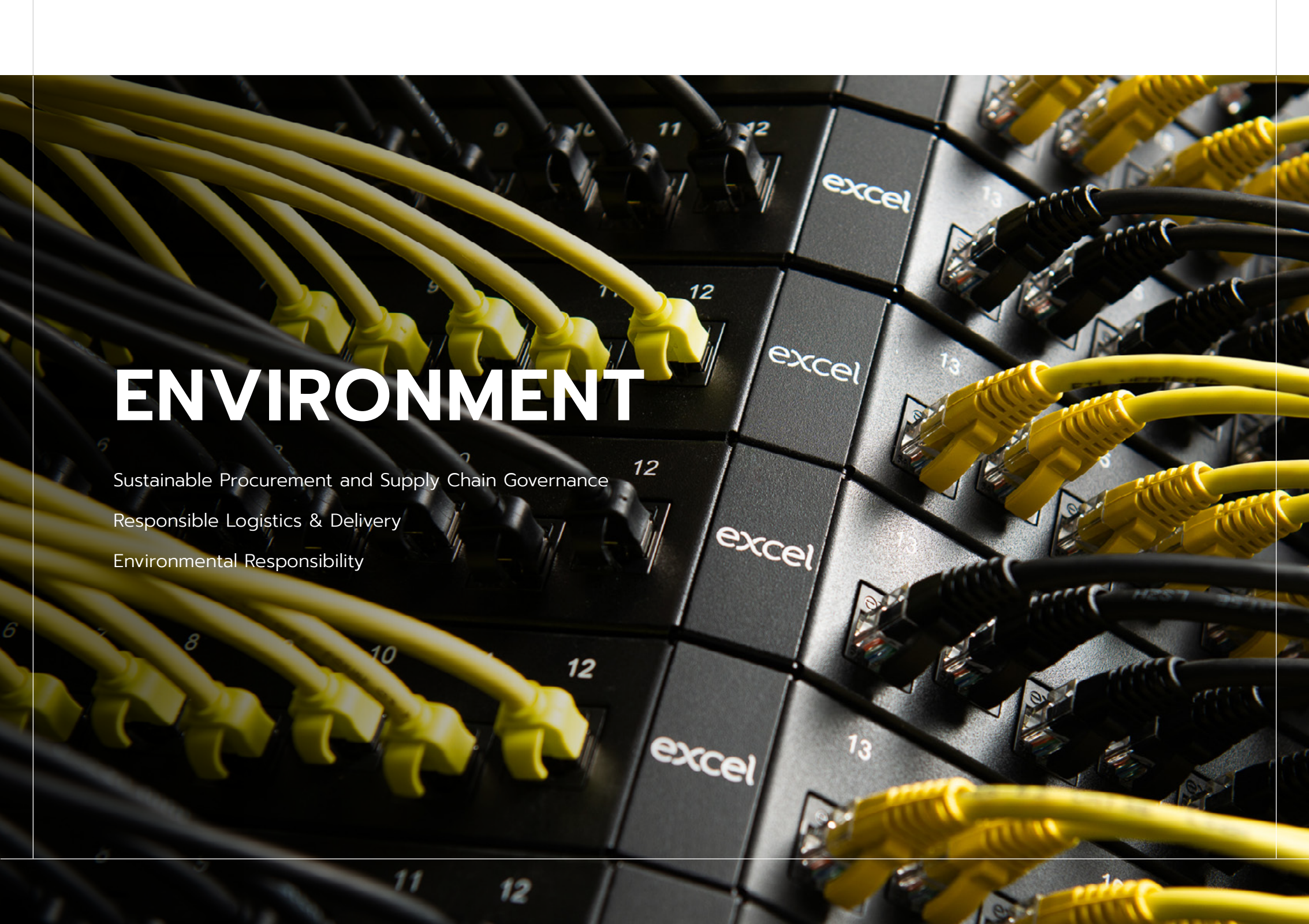
The event also saw the launch of our Driven to Deliver More promise. Customer feedback throughout the day reinforced the strength of this message, with attendees commenting that it reflects their experience of working with us and the commitment they see from our teams. This response highlighted the value of meaningful engagement and strengthened our direction as a customer focused organisation.

**Supporting Knowledge  
Sharing and Industry Progress**

Across presentations and discussions, customers received updates on emerging technologies, product developments and upcoming innovations across cabling and security. This helped equip attendees with the insights needed to navigate change, plan future projects and make informed decisions aligned to both performance and sustainability considerations.

**Outcomes and  
Ongoing Engagement**

The Mayflex Exchange Partner Event strengthened relationships with key stakeholders, provided valuable insight into customer needs and reinforced the importance of transparent, two way communication. The event successfully brought together customers, vendors and industry partners to discuss shared challenges and opportunities, helping shape future solutions and create long term value. Stakeholder engagement remains an essential part of our sustainability approach. Events like Exchange demonstrate the importance of listening, collaboration and continuous improvement as we continue to strengthen relationships with our customers and partners.



# ENVIRONMENT

Sustainable Procurement and Supply Chain Governance

Responsible Logistics & Delivery

Environmental Responsibility

# Sustainable Procurement and Supply Chain Governance

Responsible sourcing plays an important role in how we manage environmental impact beyond our own operations.

Our procurement approach is designed to ensure that environmental considerations are integrated into supplier selection, onboarding, and ongoing performance management. We prioritise suppliers that demonstrate responsible environmental practices, transparency, and a willingness to improve. This includes evaluating environmental credentials, policies, certifications, and product level information where available, such as lifecycle data and environmental product declarations. As our supply chain continues to evolve, our focus is on strengthening collaboration with suppliers, improving data visibility, and supporting the transition toward lower-impact products, packaging, and logistics. Sustainable procurement is therefore not a standalone initiative but an embedded part of how we manage risk, maintain quality, and deliver long-term value for customers and stakeholders.



**Jason Rudge**  
Commercial Procurement Director

## Strengthening Sustainable Procurement Practices

Our supply chain plays a critical role in helping us deliver high-quality, responsibly sourced products and services. Sustainable procurement is therefore embedded within our everyday operations and underpins how we manage risk, maintain product quality, and create long-term value for our customers and wider stakeholders. We work closely with our suppliers to strengthen environmental and social practices across manufacturing, packaging, logistics, and product lifecycle impacts.

Through due diligence processes, regular engagement, and ongoing monitoring, we aim to identify potential risks early and collaborate on meaningful improvements across our shared value chain. Suppliers are expected to operate in line with our ethical and sustainability expectations, and we work with them to improve transparency around environmental performance, product composition and responsible sourcing practices.

Where opportunities arise, we work with suppliers to adopt recognised environmental standards, reduce packaging and improve recyclability, explore lower-impact product design and materials, and enhance data transparency to support more robust carbon and environmental reporting. Our logistics partners also play an important role in this progress. We work with logistics partners that apply recognised freight emissions calculation frameworks, such as the Global Logistics Emissions Council (GLEC) Framework, supporting consistent and transparent carbon reporting across transport and distribution activities.

During the reporting period, no significant environmental or social issues were identified that required termination of supplier relationships, reflecting the strength of our partnerships and our collective commitment to responsible business practices.



## Areas of Audit Assessment

1. Factory Profile
2. Child Labor/Young Labor
3. Forced Labor & Disciplinary Practices
4. Health & Safety
5. Discrimination
6. Freedom of Association & Collective Bargain
7. Working Hours
8. Remuneration
9. Environmental
10. Client's Special Requirement



Management  
System  
Zero Waste to  
Landfill

www.tuv.com  
ID 9000030179



## Ethical Governance, Social Responsibility and Supplier Oversight

Strong governance underpins all procurement and supply chain activities. Processes are in place to identify and manage risks related to corruption or unethical behaviour across operations and supplier relationships. All procurement operations and relevant supply chain activities are assessed for risks related to corruption as part of our standard due diligence and supplier management processes, ensuring consistent oversight and early identification of potential ethical concerns.

Training and communication support these controls. In 2025, procurement colleagues received targeted training on responsible sourcing, sustainability considerations, and ethical procurement practices to ensure expectations are understood and consistently applied. No confirmed incidents of corruption were identified during the reporting period. There were no employee disciplinary actions, no terminated business relationships, and no public legal cases involving corruption brought against Mayflex or its employees.

Our responsibilities also extend to labour standards and human rights across the value chain. New suppliers are screened using both social and environmental criteria, and ongoing engagement helps identify and address risks related to labour practices, working conditions, and broader social impacts across manufacturing and logistics operations. During the reporting period, no operations or suppliers were identified as being at significant risk of forced or compulsory labour, and no related incidents were reported. No significant negative social impacts requiring escalation or disengagement were identified during the reporting period.

Continuous improvement, transparency, and collaborative partnerships remain central to how we manage our supply chain relationships.

Embedding Responsible Sourcing and Ethical Supplier Standards

Our approach to sustainability extends beyond our own operations and into the wider supply chain that supports the products and solutions we provide to customers. As part of the Sonepar Group, Mayflex aligns with Group wide expectations for ethical conduct, responsible sourcing, and supply chain transparency. All suppliers are required to adhere to Sonepar’s Business Partners Code of Conduct, which sets out clear standards relating to environmental responsibility, human rights, labour practices, ethical business behaviour, and compliance with applicable laws and regulations. These expectations form the foundation of how we select, engage, and manage supplier relationships, helping ensure that sustainability and integrity are embedded across the value chain.

Suppliers are expected to operate responsibly, avoid conflicts of interest, uphold anti-corruption principles, and respect environmental and social obligations linked to their activities. The Code also requires suppliers to cascade these principles within their own supply chains, extending responsible practices beyond direct business relationships.

Performance overview:

- 100% of suppliers are covered by our Supplier Code of Conduct
- 100% of our own branded products meet environmental compliance requirements
- 100% of procurement colleagues have been trained on sustainable procurement topics



POLICIES  
Code of  
Conduct Policy



POLICIES  
Conflict  
Minerals Statement

Conflict Minerals and Due Diligence Expectations

Responsible sourcing of raw materials is a key human rights consideration in the technology and infrastructure sectors. Mayflex and Sonepar recognise the potential risks associated with certain minerals including tin, tantalum, tungsten, and gold (3TG) which may originate from conflict affected or high-risk regions.

We have a defined conflict minerals policy and due diligence process aligned to internationally recognised guidance. Suppliers are expected to:

- Source minerals from responsible, verified locations
- Maintain traceability throughout their supply chains
- Conduct due diligence in line with OECD guidance
- Confirm that supplied components do not contribute to conflict financing or human rights abuses

All first and second tier suppliers are required to sign the Sonepar Supplier Code of Conduct, and supplier audits and assessments are used to verify compliance with responsible sourcing expectations. Where risks are identified, we prioritise supplier engagement and improvement, which may include supporting transitions to responsibly sourced materials or strengthening traceability and reporting processes. Mayflex does not tolerate sourcing practices that contribute to conflict, forced labour, or human rights violations.

At Group level, Sonepar expects suppliers to conduct comprehensive due diligence and ensure materials are sourced from conflict free supply chains, reinforcing consistent global standards across the value chain.

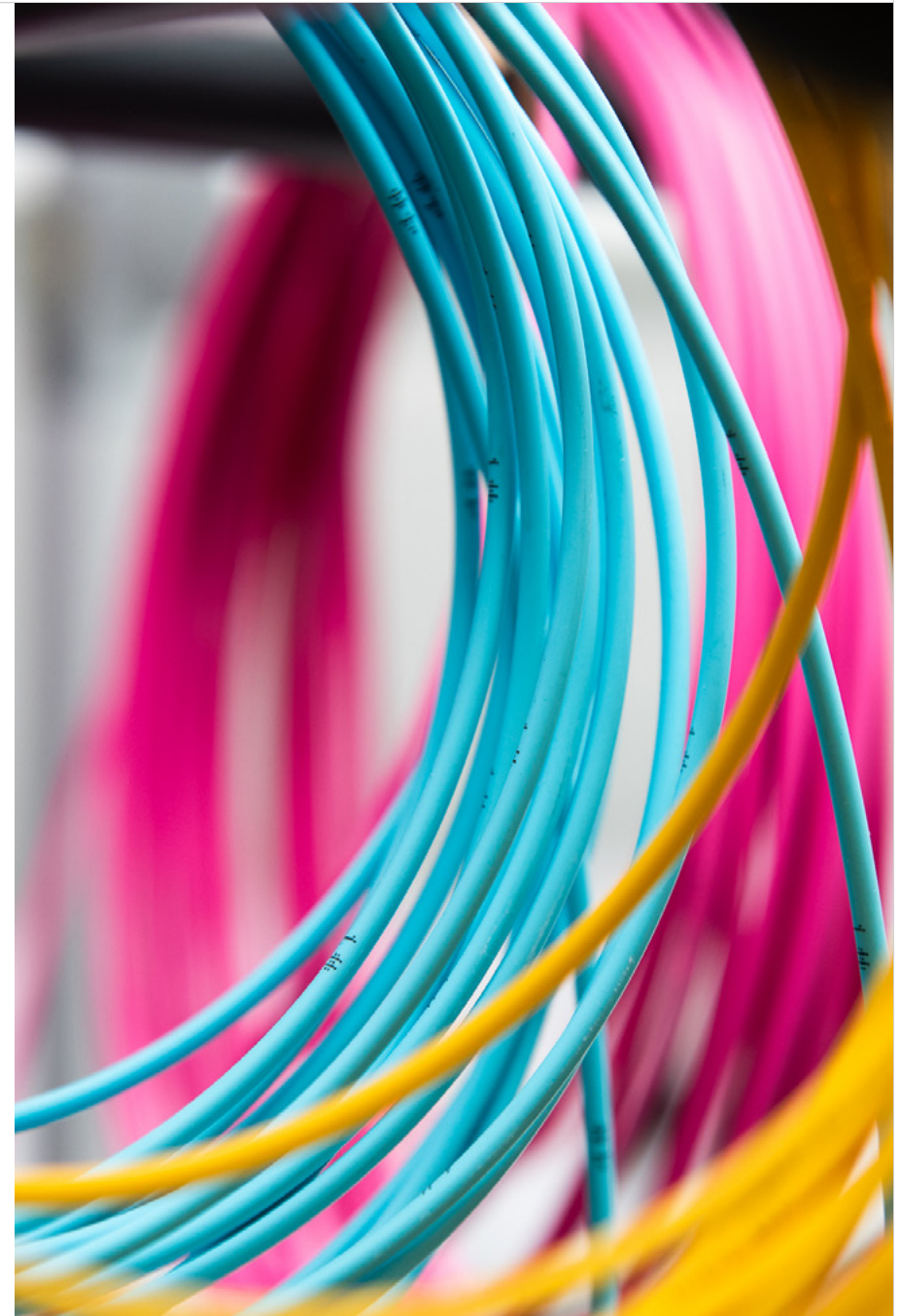
## Strengthening Supply Chain Transparency and Continuous Improvement

Responsible sourcing is an evolving area, and expectations around ethical supply chains and material traceability continue to grow. Mayflex works closely with suppliers to enhance transparency, improve due diligence processes, and support the development of more sustainable products and materials.

Our work includes:

- Integrating environmental and social criteria into supplier onboarding and performance monitoring
- Encouraging adoption of recognised sustainability standards and certifications
- Improving the traceability of materials and components
- Collaborating with suppliers to mitigate environmental and human rights risks

Through this approach, responsible procurement becomes part of everyday decision making, supporting compliance, strengthening customer trust, and contributing to long-term resilience and sustainable value creation.



# Responsible Logistics & Delivery

We recognise that logistics is a significant driver of both customer experience and environmental impact. Our approach focuses on improving delivery accuracy, reducing unnecessary transport movements, and using digital tools to support more efficient, lower-emission logistics operations. Through closer collaboration with delivery partners, system automation and data led decision making, we are working to reduce avoidable emissions while maintaining high service levels for customers.





## Reducing Emissions Through Smarter Delivery

A key focus area is improving first-time delivery success, which directly reduces re-deliveries, additional vehicle miles and associated emissions.

Key initiatives include:

- Narrower delivery windows, reducing failed delivery attempts and vehicle waiting time
- Proactive delivery notifications, allowing customers to plan access and avoid missed deliveries
- Flexible delivery redirection, enabling drop-off at secure locations, neighbours or approved collection points

Together, these measures reduce repeat journeys and improve delivery efficiency across the network.

## Precision location & Site Accuracy

During 2025 we introduced What3words to improve delivery precision, particularly for complex sites such as hospitals, construction projects and multi-occupancy locations.

By pinpointing exact delivery locations:

- Drivers reach the correct destination first time
- Time spent searching for access points is reduced
- Failed or partially completed deliveries are avoided.

The planned automation of this capability following system upgrades will further reduce manual handling and support consistent, lower-emission deliveries.





## Digital Documentation & Reduced Materials

To reduce material use and improve information flow, we have introduced digital delivery notes, replacing paper documentation traditionally enclosed in plastic wallets with each consignment.

This change:

- Reduces paper and plastic use
- Improves document accessibility for customers
- Supports more efficient, paper-light logistics processes

Supported by the wider **Sonepar Group**, we continue to invest in digital platforms that improve how customers discover products, place orders and manage their accounts.



## Collection Points & Final Mile Optimisation

Customers are now able to redirect deliveries to local collection points, lockers or depots via delivery alerts.

This reduces:

- Multiple delivery attempts
- Missed deliveries to unattended sites
- Unnecessary mileage in urban areas

By consolidating deliveries and reducing the number of vehicle trips required, these options help lower fuel use and cut carbon emissions associated with last-mile transport. Future developments will allow these options to be selected at the point of order, supporting more efficient route planning and reduced emissions from last-mile delivery. In addition, final-mile delivery trials where goods are transferred to a local depot before delivery by a dedicated driver have demonstrated improved delivery success and reduced disruption on site.



## Smarter Returns & Reverse Logistics

Returns processes are being streamlined to reduce unnecessary handling and transport movements.

Planned system integration will allow:

- Customer-generated return labels
- Direct scheduling of collections
- Reduced administrative processing

These improvements support more efficient reverse logistics and help avoid unnecessary vehicle journeys.



## Performance Monitoring & Continuous Improvement

Logistics and customer service performance is monitored daily using operational data and defined KPIs across sales, customer services and delivery teams. These insights are used to identify inefficiencies, improve service consistency and support emissions-aware decision making. Visual performance dashboards will be introduced in 2026 to further strengthen accountability and transparency.



# 82%

of users rated the digital experience as **Good** or **Excellent**

# Environmental Responsibility

## Our Operations

As part of the wider Sonepar Group, Mayflex plays an active role in delivering a global environmental ambition centred on accelerating decarbonisation, improving operational efficiency, and supporting the transition to a more circular, resource efficient economy. Guided by our ISO 14001 certified Environmental Management System, we embed environmental considerations into everyday operational decisions, ensuring we continually reduce our footprint while supporting the long term sustainability of our business. Our environmental work is shaped by Sonepar’s Group wide energy transition and circularity vision, which includes commitments aligned with international climate goals and the Paris Agreement.

These group level expectations strengthen our own operational approach, helping us focus on areas where we can meaningfully reduce emissions, minimise waste, and use resources responsibly. Over recent years, we have made steady progress across our operational sites modernising building systems, improving waste diversion, enhancing energy management, and increasing access to lower-carbon transport and product data. This foundation supports our ongoing contribution to Sonepar’s global sustainability objectives and enables us to offer customers solutions that help them reduce their own environmental impacts.

Below is a summary of our operational targets and progress to date:

| Environmental Target       | Commitment                                                    | Status                                                                                           |
|----------------------------|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Green electricity (PPA/GO) | 100% by 2030, including 15% from on site renewable generation |  In progress  |
| Renewable own production   |                                                               |  In progress  |
| LED lighting in operations | 100% by 2025                                                  |  Achieved     |
| Energy Management System   | 100% by 2030 (warehouse)                                      |  Achieved     |
| Waste recovery ratio       | 100% recovery, zero landfill                                  |  Achieved     |
| Low carbon cars            | Transition to electric / hybrid / biofuel                     |  In progress |
| Product carbon data        | Carbon data available across product range (by 2026)          |  Achieved   |

These milestones reflect our continued commitment to building a low carbon, efficient, and environmentally responsible operation that supports our customers, aligns with Sonepar’s global sustainability vision, and contributes to a more resilient future for our industry and communities.



## Energy Use and Operational Efficiency

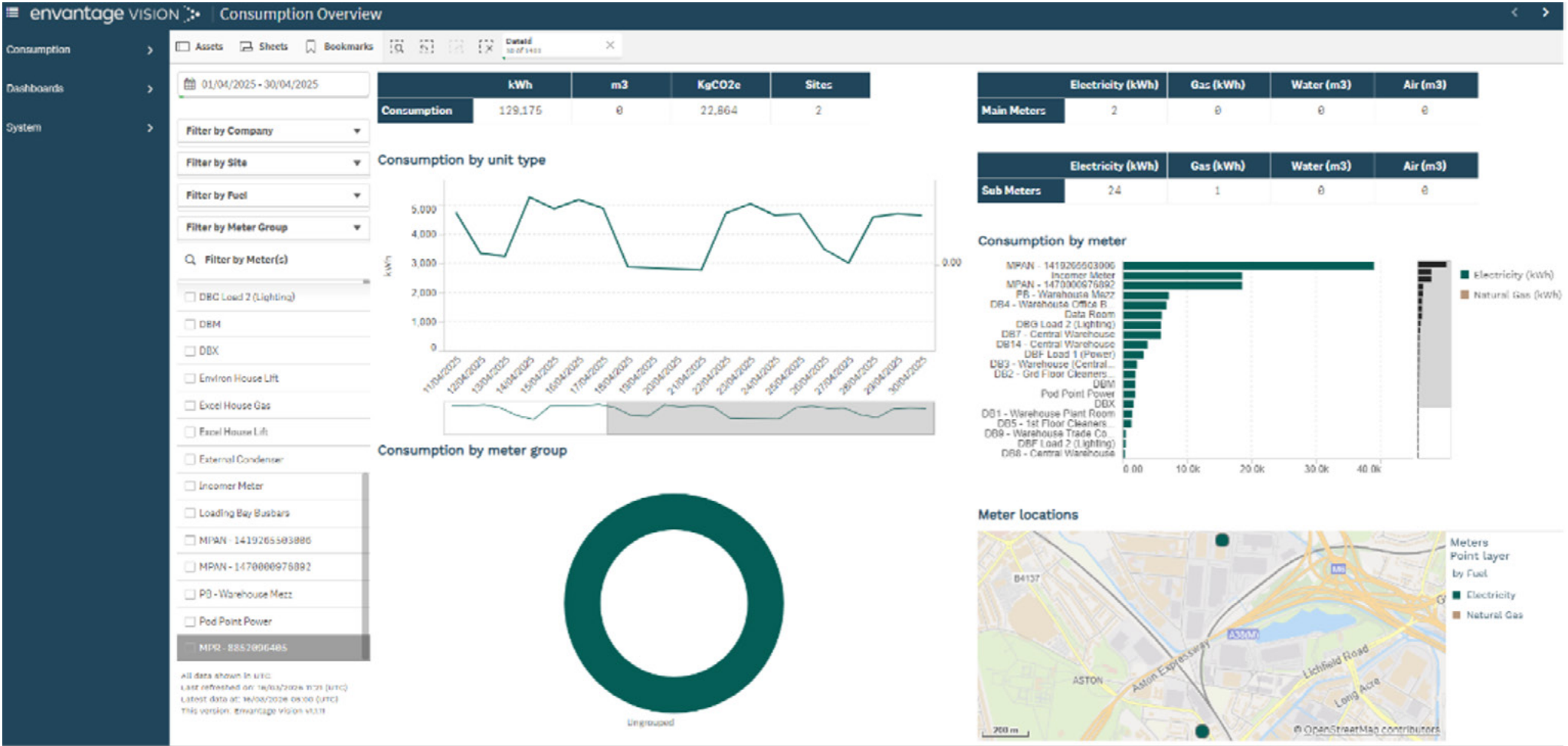
Energy consumption at Mayflex is primarily associated with the day-to-day operation of our warehouses, offices and supporting logistics infrastructure. Electricity powers building systems, warehouse automation equipment, IT infrastructure and operational tools that enable us to deliver products and services to customers across the UK and internationally.

As a distribution business, our energy profile is closely linked to operational activity including warehouse throughput, product handling and building utilisation. Monitoring and managing this energy use is therefore an important part of improving operational efficiency. Over recent years we have strengthened our energy monitoring capability and invested in improvements to building infrastructure.

Initiatives such as LED lighting upgrades, improved building controls and the introduction of automated warehouse systems have helped reduce unnecessary movement and improve overall efficiency across operations. These improvements support both operational performance and energy efficiency by reducing wasted consumption and improving productivity within our facilities. Energy management remains an ongoing focus.

As our monitoring systems become more granular and data quality improves, we are better positioned to identify further opportunities to reduce consumption, optimise operations and support our long-term climate objectives.

Our Envantage ENMAT platform provides on-site sub-metering and 30 minute energy monitoring, helping us understand how electricity is used across our buildings and identify inefficiencies to improve operational control and reduce energy waste.



Climate and Greenhouse Gas Emissions

Mayflex measures greenhouse gas (GHG) emissions associated with our activities using internationally recognised carbon accounting methodologies aligned with the Greenhouse Gas Protocol. This framework allows us to understand where emissions occur across our operations and value chain and helps inform where reduction efforts can have the greatest impact.

Our emissions profile includes:

- **Scope 1** – direct emissions from company vehicles and operational activities
- **Scope 2** – indirect emissions from purchased electricity used across our operational sites
- **Scope 3** – indirect emissions occurring across the wider value chain, including purchased goods, manufacturing processes and logistics.

As a distribution focused organisation, the majority of our emissions occur outside our direct operations. Purchased products, manufacturing processes and transportation activities represent the largest contributors to our overall carbon footprint.

We have been measuring our emissions since 2019 and continue to expand the scope and accuracy of our reporting each year. Improving Scope 3 data coverage remains an important focus as it strengthens transparency, supports informed decision-making and helps identify opportunities for future emissions reductions. Alongside operational improvements, we are increasingly collaborating with suppliers, logistics partners and customers to better understand the embodied carbon associated with products and distribution activities. This collaborative approach supports long-term decarbonisation across the value chain and helps enable more informed environmental decision-making across projects and procurement.

Scope 1 & 2 Emissions

| Total GHG Emissions (tCO <sub>2</sub> e) | 2025 | 2024 | 2023 |
|------------------------------------------|------|------|------|
| Scope 1                                  | 22   | 41   | 59   |
| Scope 2 (location based)                 | 112  | 149  | 162  |
| Scope 2 (market based)                   | 312  | 325  | 290  |

|                                      |     |     |     |
|--------------------------------------|-----|-----|-----|
| Total Scope 1 and 2 (location-based) | 133 | 190 | 221 |
| Total Scope 1 and 2 (market-based)   | 334 | 366 | 349 |



The continued reduction in operational emissions reflects improvements in energy efficiency, infrastructure upgrades and changes in operational practices.

### Scope 3 Emissions

Scope 3 emissions represent the largest share of Mayflex’s carbon footprint and primarily relate to purchased goods, logistics and product distribution.

#### Upstream Emissions (tCO<sub>2</sub>e)

| Category                            | 2025   | 2024   | 2023  |
|-------------------------------------|--------|--------|-------|
| Purchased goods and services        | 2,169  | 136    | 139   |
| Capital goods                       | 0      | 0      | 0     |
| Fuel and energy related activities  | 33     | 113    | 95    |
| Upstream transport and distribution | 13,307 | 17,334 | 7,896 |
| Waste generated in operations       | 370    | 321    | 50    |
| Business travel                     | 25     | 21     | 13    |
| Employee commuting                  | 277    | 558    | 425   |
| Upstream leased assets              | 0      | 0      | 0     |
| Total upstream                      | 16,181 | 18,483 | 8,618 |

**Notes to emissions data:** Purchased goods and services emissions increased in 2025 primarily due to improved data capture, including pallets not previously accounted for. Upstream transport related emissions decreased in 2025 compared with 2024, but remained above 2023 levels, reflecting supply chain disruption and routing changes across the period.

#### Downstream Emissions (tCO<sub>2</sub>e)

| Category                                   | 2025 | 2024 | 2023  |
|--------------------------------------------|------|------|-------|
| Downstream transportation and distribution | 604  | 823  | 1,129 |
| Other downstream categories                | 0    | 0    | 0     |
| Total upstream                             | 604  | 823  | 1,129 |

|                                                           |        |        |        |
|-----------------------------------------------------------|--------|--------|--------|
| Total Scope 3 emissions (tCO <sub>2</sub> e)              | 16,785 | 19,306 | 9,747  |
| Total Scope 3 emissions Market Based (tCO <sub>2</sub> e) | 17,119 | 19,998 | 10,095 |

These figures highlight the importance of supplier engagement, logistics optimisation and product lifecycle transparency in addressing value-chain emissions.

Waste and Circularity

Waste generated across Mayflex operations is primarily operational and packaging related. Typical waste streams include cardboard, pallets and general operational materials generated through warehouse and distribution activities. Structured segregation processes are in place across our operational sites and are supported by specialist waste management partners. These processes help maximise recycling and recovery and ensure responsible handling of waste materials.

As a result, all operational waste is currently diverted from landfill, demonstrating a strong commitment to responsible waste management and resource efficiency. Beyond recycling, our focus is increasingly shifting toward waste prevention and circularity.

Current initiatives include:

-  Reducing packaging materials through improved order consolidation.
-  Reusing cardboard and paper internally as packaging void fill
-  Exploring reusable transport packaging and return schemes
-  Working with partners to recover and repurpose materials where possible.

Our approach continues to evolve as we improve waste data visibility and identify opportunities to reduce material use at source. The long-term aim is not only to divert waste from landfill, but to minimise waste generation altogether and embed circular thinking into operations and product delivery.

We operate structured waste segregation processes and work with waste management partners to maximise recycling and diversion from landfill.

We have achieved Zero Waste to Landfill certification across our operations, demonstrating responsible waste management practices and high diversion rates. Ongoing focus areas include improving waste data visibility, reducing packaging waste and strengthening circular recovery initiatives.

In 2025, a total of **3,820** items were returned. Of these, **81% were diverted into circular service pathways**, enabling repair, refurbishment, or reuse. This high recovery rate reflects our commitment to extending product lifecycles, reducing waste, and supporting a more circular operating model.

| Metric                              | 2025 (tonnes) |
|-------------------------------------|---------------|
| Total waste generated               | 1,041.4       |
| Waste recycled                      | 880.9         |
| Waste reused                        | 48.8          |
| Waste to energy                     | 86.6          |
| Waste diverted from landfill        | 25.2          |
| Hazardous waste                     | 0             |
| Non-hazardous waste                 | 1,041.4       |
| Internally generated WEEE collected | 0.80          |
| Take-back scheme in place           | Yes           |
| Zero waste to landfill status       | Yes           |

Creating Social Value  
Through Waste Recovery

We also look for opportunities to create social value through how waste materials are managed. For example, broken pallets, reels and wooden packaging are donated to a local charity in Sutton Coldfield, where they are repurposed into low-cost furniture while providing hands-on training and confidence building opportunities for young adults facing social or mental health challenges. Similarly, electrical waste is diverted to specialist reuse partners who repair and refurbish equipment, supporting skills development and helping individuals re-enter employment. These initiatives allow materials to stay in use for longer while delivering positive community impact alongside environmental benefits.



Partner Spotlight: Mayflex 🌱

We're proud to be working alongside @mayflex, a leading distributor of infrastructure, networking, and security solutions, as we help bring a sensory garden to life at Huntington Secondary School.

Sustainability and circularity sit at the heart of Mayflex's work, and we were delighted to see this in action through their generous donation of wooden crates and cable drums for the project. The crates will be used to create a mud kitchen, while the cable drums will form a seating area and music wall, helping transform repurposed materials into engaging spaces for students to enjoy.

A fantastic example of how businesses can support local communities while making a positive environmental impact ❤️  
Thank you, Mayflex, for being part of this journey.



# PRODUCTS

Supporting Customer Decarbonisation

Product Responsibility



# Supporting Customer Decarbonisation

As a distributor operating within the built environment and digital infrastructure sectors, our role in sustainability extends beyond our own operations.

A significant part of our impact comes from how we support customers to reduce environmental impacts across projects, products and supply chains. From early specification through to installation and end of life, we aim to provide the tools, data and product solutions that enable more informed, lower-carbon decisions.



## Making Carbon Visible in Product Selection

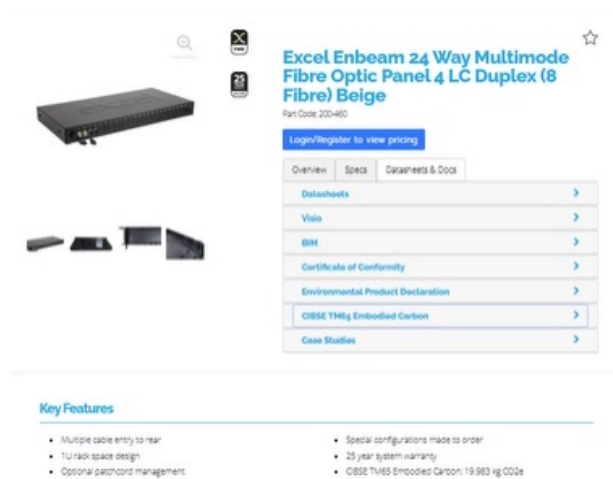
One of the most effective ways to support decarbonisation is through transparency. Customers increasingly need to understand the embodied carbon of the products they specify and install, particularly as sustainability expectations within construction and infrastructure continue to evolve.

We support this through the development and publication of Environmental Product Declarations (EPDs) and TM65 embodied carbon assessments across our Excel product portfolio. These resources provide independently verified or calculated insights into environmental impacts across the product lifecycle, from raw material extraction and manufacturing through to transport, use and end of life.

By making this information available at product level and integrating it into customer quotations, we enable project teams to:

- Compare product impacts during specification
- Calculate project-level embodied carbon
- Align with building standards and reporting requirements
- Make more informed, lower-impact procurement decisions

This work continues to expand as data availability improves, strengthening our ability to support customers on their own carbon reduction journeys.



### Transparent Embodied Carbon Data

Transparent embodied carbon data for selected products, helps customers make informed lower-carbon choices and support their own reporting requirements. This information is available on our website alongside relevant product details.

### CIBSE TM65 Certification

We provide embodied carbon reports for our Excel products. They document greenhouse gas emissions across their lifecycle.

### Environmental Product Declarations (EPDs)

Third-party verified reports detailing the environmental impact of core Excel products.

Designing Products with  
Circularity in Mind

Sustainability is increasingly influencing how products are designed, packaged and delivered. By working closely with our manufacturing partners, we are embedding circular thinking into product development by considering how materials are sourced, used, recovered and reused.

This includes:

-  Reducing reliance on virgin materials where possible
-  Increasing recycled content across packaging and components
-  Designing products and packaging for recyclability and recovery
-  Supporting reuse models for transport packaging and installation materials

Our focus is not only on reducing impacts during manufacture, but also on improving product performance and responsibility across the wider lifecycle, including installation, maintenance and end-of-life management.

These improvements demonstrate our ongoing commitment to reducing carbon impact through smarter material selection and product design.

Examples of this approach include:

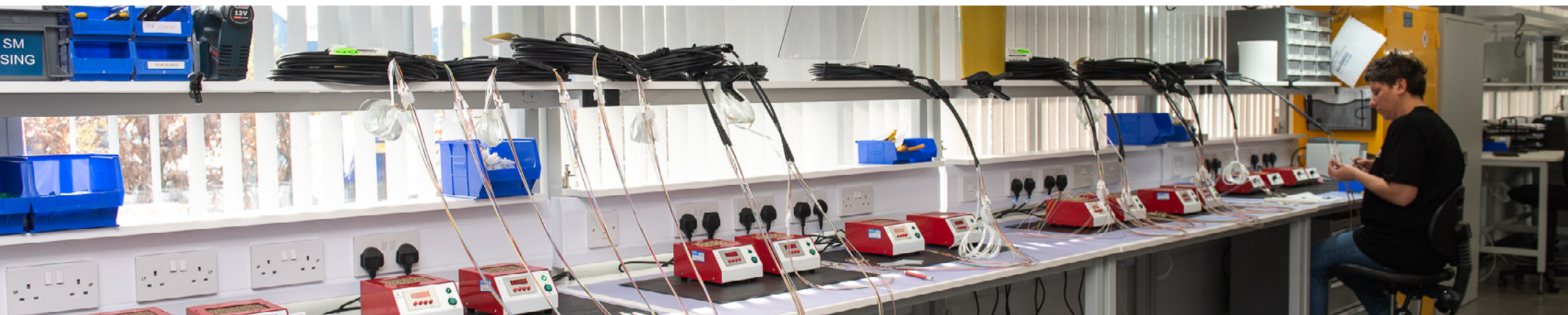


**GOP (Grid Outlet Position) Boxes**

The newly redesigned eco-enhanced GOP boxes are made from over 80% recycled plastic, providing a lighter, stronger and more sustainable alternative to the previous metal series. They also deliver reliable impact resistance, achieving an IK06 rating suitable for everyday installation environments such as raised floors.

**The Excel Enbeam Fibre Optic Panel**

The newly redesigned Excel Enbeam hybrid fibre optic panel reduces embodied carbon from 20.249 kgCO<sub>2</sub>e to 12.945 kgCO<sub>2</sub>e per panel, representing a 36% reduction. Based on 2025 volumes, this change is estimated to deliver around 171,979 kgCO<sub>2</sub>e in carbon savings.



### Enabling Lower-impact Project Delivery

Beyond product design, we support customers with practical solutions that reduce environmental impact on site and across logistics.

Examples include:

- Plastic-free and fully recyclable packaging across Excel product ranges
- Recycled void fill and reduced packaging volumes through improved consolidation
- Reusable cable reel initiatives and packaging return schemes
- Efficient logistics planning and collaboration with lower-impact freight partners



These solutions help customers minimise site waste, improve material efficiency and reduce project-related emissions across delivery and installation.

### Supporting Sustainable Specification in the Built Environment

The built environment is responsible for a significant proportion of global emissions, with embodied carbon from materials playing an increasingly important role. As infrastructure becomes more data-driven and connected, demand for transparent, lower-impact solutions continues to grow.

We work closely with customers, consultants and contractors to support sustainable specification by providing:

- Technical guidance and product data
- Environmental certifications and documentation
- Embodied carbon insights and lifecycle considerations
- Support with circular product and packaging solutions



By combining product innovation, environmental data and supply chain collaboration, we help customers deliver projects that are both technically robust and environmentally responsible.

Examples of Lower-impact Solutions  
across our Portfolio

Across the Excel range and wider product offering, these initiatives are being applied through product, packaging and delivery improvements such as:

- Products supported by EPDs and TM65 embodied carbon data
- Plastic-free packaging and FSC-certified materials
- Recyclable reels and packaging return initiatives
- QR codes to minimise documentation
- Lineless labels removing the need for plastic backing
- Packaging void fill made from recycled cardboard waste
- Crashlock boxes avoiding the need for tape.

These initiatives reflect an ongoing transition rather than a finished state. As technologies evolve and data improves, we continue to refine products and processes to support customers in reducing their environmental impact.



ReelCycle

Our returnable reel system for cut to length fibre uses reels are made from 100% recycled composite materials. The reels are durable and weatherproof and can be returned through a simple QR code collection and refund process. This reduces waste, keeps sites tidy, and lowers carbon impact. At end of life, the reels are fully recycled, supporting a simple, circular and more sustainable way to install fibre.



Dust Free Compostable Bags

As part of our packaging improvement initiatives, we have introduced dust free compostable bags made from plant based materials, for selected products. This helps reduce reliance on conventional plastic packaging while supporting a cleaner and more sustainable packaging approach.

## Looking Ahead

Supporting customers on their decarbonisation journey is not a single initiative, it is an ongoing collaboration across product design, supply chain engagement, logistics and data transparency.

Our focus is on:

- Expanding embodied carbon coverage across product ranges
- Strengthening environmental data available at point of specification
- Developing more circular product and packaging solutions
- Working with partners to reduce impacts across the value chain

By aligning product innovation with environmental responsibility, we aim to help customers meet their sustainability goals while continuing to deliver performance, reliability and long-term value.

# Product Responsibility

## Marketing and Labelling

Transparency and accuracy in product information are central to maintaining customer trust. We provide detailed technical specifications, installation guidance and compliance documentation across our product ranges to ensure customers have the information required to make informed decisions.

Environmental information, including Environmental Product Declarations (EPDs) and TM65 embodied carbon assessments, is made available where applicable to support sustainable specification. Packaging materials are clearly identified where recyclable or FSC-certified, reinforcing transparency around material sourcing and environmental claims.

Marketing communications are subject to internal review processes to ensure accuracy and alignment with regulatory requirements. During the reporting period, no significant incidents of non-compliance relating to product information, labelling or marketing communications were identified.

## Customer Health and Safety

Ensuring the safety, reliability and performance of the products we distribute is fundamental to how we operate. As a supplier of infrastructure and connectivity solutions used in commercial and industrial environments, product integrity and compliance are essential to protecting end users and installers.

We work closely with our manufacturing partners to ensure products meet relevant industry standards and technical specifications. Compliance documentation, technical data sheets and certification are made available to customers to support safe installation and operation. Where applicable, products undergo quality testing and verification aligned with recognised standards.

We assess relevant product categories for potential health and safety impacts through supplier approval, product review, compliance verification and technical documentation checks before products are released to market. Our structured product review and supplier approval processes help reduce risks related to safety, performance or regulatory non-compliance.

No significant incidents relating to product safety impacts were identified during the reporting period.



# PEOPLE

Health, Safety and Wellbeing

Our Workforce

# Health, Safety and Wellbeing

Health, safety and wellbeing are fundamental to how we support our people and how we operate responsibly across Mayflex.

These commitments are implemented through certified management systems, clear policies, training and active employee engagement.



Protecting our people

We prioritise a safe and healthy working environment for all employees.



Building a strong culture

We promote wellbeing, inclusion and open communication.



Continuously improving

We monitor performance, learn and evolve to achieve better outcomes.



## Occupational Health and Safety Management System

We operate a certified ISO 45001:2018 Occupational Health and Safety Management System that covers our warehouse operations, logistics activities, office environments, and distribution facilities across all UK sites and our Dubai location. This framework is underpinned by our Health and Safety Policy, which commits the organisation to meeting all applicable legal and regulatory requirements. In the UK, this includes the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, RIDDOR, COSHH, LOLER, and PUWER. In Dubai, we comply with relevant Municipality health and safety regulations.

Clear health and safety responsibilities are defined across senior leadership, line managers, supervisors, and the Health and Safety Committee. This structure ensures strong leadership accountability, active worker participation, and continuous improvement in line with ISO 45001 principles. Our OH&S Management System applies to 100% of employees and 100% of contractors working on our premises, as well as agency staff, temporary workers, partners, and visitors whose activities are controlled or influenced by Mayflex. This ensures consistent expectations around training, risk assessment, and incident reporting across all locations.

The system provides a unified set of health and safety standards across the organisation, ensuring that all individuals who may be exposed to operational risks benefit from the same protections, governance, and procedural controls. Visitors and contractors follow additional site-specific requirements to ensure their activities are carried out safely. All contractors must complete a site induction before starting work, covering hazards, emergency procedures, and safety expectations.

Visitors are required to sign in, receive relevant safety briefings, and remain under appropriate supervision while on site. Collectively, these arrangements help ensure that every person operating within or visiting our premises is protected by a robust and consistent approach to occupational health and safety.



# Hazard Identification, Risk Assessment, and Incident Investigation



Risk management is embedded into our day-to-day operations. We follow the HSE five step approach to risk assessment: identifying hazards, determining who may be harmed, evaluating risks, recording findings, and reviewing controls. Where assessments indicate a need, health surveillance is implemented for example, in relation to noise exposure, manual handling activities, or prolonged DSE use supported by appropriate monitoring and control measures.

## Risk assessments are applied through several methods, including:

- Generic risk assessments, covering routine activities.
- Task specific risk assessments, developed for defined tasks or processes.
- Dynamic risk assessments, enabling employees to stop work immediately if a task feels unsafe.
- Display Screen Equipment (DSE) assessments completed through our online assessment platform.

## Incident investigation is carried out in a structured and detailed manner, including:

Securing the scene, gathering facts, collecting evidence, performing root cause analysis (using tools such as STARR, 5 Whys, PEME, or Fishbone), implementing corrective actions, and completing learning reviews. All incidents, near misses, and unsafe conditions are recorded in our Connected Safety Net (CSN) platform.

Employees can access CSN via the company intranet, the CSN website, designated site terminals, or mobile devices, enabling quick reporting of hazards, incidents, or near misses at the point they occur. This accessibility supports timely response and continuous improvement.

We also manage risks arising from contractors and other business partners through robust controls. All contractors undergo a pre qualification process before commencing work, which verifies competence, insurance coverage, and safety performance. They must complete site-specific inductions and provide relevant risk assessments. For higher risk activities such as electrical work, hot works, or working at height a permit to work system is enforced to ensure risks are properly managed.

## Worker Participation and Communication

Employee participation is an essential part of our safety culture. Our Health & Safety Committee acts as a communication link between employees and management, supporting inspections, incident reviews and continuous improvement initiatives.

Employees are encouraged to report hazards, incidents, and concerns, either through their manager, through health & safety representatives, or directly via the Connected Safety Net (CSN) system. Regular safety briefings, toolbox talks and internal communications reinforce safety awareness and encourage active participation.



Two-way communication



Report hazards confidently



Regular safety briefings



Active employee participation



## Health and Safety Training

Training plays a central role in maintaining safe operations. All new employees complete a comprehensive health and safety induction covering company policies, hazards, emergency procedures and safe working practices. Ongoing training is delivered through a combination of role specific instruction, e-learning, refresher programmes, and task based guidance. Specialist training, such as Forklift Truck and Manual Handling Equipment training, is only provided to authorised personnel who have been competency tested in accordance with the Approved Code of Practice. Training records are maintained and monitored for compliance through regular audits and reviews. Refresher training is provided whenever legislation, procedures, or operational practices change, ensuring that staff remain competent and informed.

All employees are required to complete mandatory Health & Safety Essentials training annually. This refresher training reinforces core safety principles, including hazard awareness, safe working practices, and individual responsibilities for maintaining a safe workplace. It also includes clear guidance on how to report incidents, near misses, and unsafe conditions using the Connected Safety Net (CSN) platform, ensuring employees understand when and how to raise concerns promptly. This regular training helps maintain awareness, supports early reporting, and strengthens our proactive safety culture across all locations.



Promotion of Worker Health and Wellbeing

We actively promote worker health and wellbeing through a comprehensive range of policies, programmes, and workplace initiatives. This includes access to an Employee Assistance Programme (EAP), trained Mental Health First Aiders, stress risk assessments, and training for managers to help them identify and support wellbeing concerns. We maintain a smoke free workplace and provide welfare facilities including rest areas, drinking water stations and hygienic break spaces. Ergonomic adjustments are made whenever needed particularly following DSE assessments and health surveillance is carried out when risk assessments identify a requirement, such as for noise exposure, manual handling activities, or regular DSE use.

Together, these measures help create a supportive environment that promotes both the physical and mental wellbeing of our workforce. Across our office environments, we take proactive steps to reduce sedentary working and support musculoskeletal health. Adjustable sit-stand desks and walk pads encourage regular movement, improve posture, and reduce strain associated with prolonged screen use. These features complement our Display Screen Equipment (DSE) assessments and ergonomic reviews, helping to prevent discomfort before issues develop. Across our facilities, we also run regular health and safety campaigns for example, reinforcing the importance of PPE use, encouraging employees to follow safe walk paths and crossing points within the warehouse, and delivering wellbeing-focused workshops to promote healthy working practices.

In operational areas, employees are provided with appropriate Personal Protective Equipment (PPE), supported by ongoing safety communications. Our “Golden Safety Rules” framework sets out clear expectations for safe manual handling, correct use of material handling equipment, adherence to designated pedestrian walkways, substance free working, and the right to stop work in unsafe conditions. These visible standards help embed a consistent, preventative safety culture across our sites.

Collectively, these initiatives contribute to a working environment that supports physical and mental wellbeing and reinforces a culture where health, safety, and wellbeing are integrated into everyday practices rather than treated as standalone activities.



## Injury Statistics

During 2025 we recorded two work-related injuries and no work-related fatalities. The most common injuries recorded were slips or trips, cuts or lacerations and manual handling injuries.

| Metric (Work related Injuries)                    | 2025      | 2024      |
|---------------------------------------------------|-----------|-----------|
| Hours worked                                      | 536,547.7 | 531,102.8 |
| Number of recordable work-related injuries        | 2         | 1         |
| Number of work-related accidents                  | 21        | 18        |
| Number of fatalities due to work-related injuries | 0         | 0         |
| Number of days lost due to work-related injuries  | 49        | 6         |
| Injury rate (IR)                                  | 7.83      | 6.78      |
| Lost day rate (LDR)                               | 4.08      | 3.33      |
| Severity rate                                     | 0.09      | 0.06      |



Mayflex currently reports injury stats data at an organisational level and does not yet disaggregate this data by gender or worker category.



# Our Workforce

Over the past year, we've seen some positive signs that our culture, ways of working and focus on development are landing well with our teams.

Our employee turnover remains well below the UK average, engagement levels are strong, and we continue to see good balance in our workforce, with nearly half of our colleagues being women and a growing proportion of roles filled through internal progression. These outcomes don't happen by accident, they are the result of consistent investment in our people, open communication, and listening carefully to feedback at every stage of the employee journey.

We've also strengthened how we connect with our teams, whether through face-to-face events, recognition of milestones, increased volunteering activity, or clearer conversations around wellbeing and development. Feedback from our engagement surveys continues to shape where we focus our time and energy, including our growing emphasis on financial wellbeing and early-tenure support.

As part of the wider Sonepar Group, our people strategy is aligned with shared group priorities across the social aspects of ESG, including engagement, diversity, learning, health and wellbeing, and internal mobility. This alignment helps ensure we are contributing to consistent, measurable outcomes while still responding to what matters most to our people locally at Mayflex.

Looking ahead, our focus is on building even stronger insight through improved people data, continuing to evolve our employee value proposition, and making sure our policies, practices and culture support long-term success for both our colleagues and the business.



**Siobhan Bourke**  
HR Manager

## Employment & Workforce

Our recruitment and onboarding practices are designed to attract, support, and retain talent while enabling internal mobility wherever possible.

All vacancies are advertised internally alongside external recruitment to give employees the opportunity to progress and develop their careers within Mayflex. In 2025, **35% of all vacancies were filled internally**, reflecting our strong commitment to developing talent from within. We view internal progression as a key driver of employee engagement, capability building, and long term retention. We continue to strengthen our onboarding processes including pre-boarding, induction, and 30/60/90 day check-ins to enhance early engagement and reduce turnover within the first three years of employment. As part of our broader commitment to environmental stewardship, we also plant a tree for every new employee hired.

Together, these practices help create a supportive, development focused employee experience from recruitment through to long-term career growth.



**35%**  
of vacancies  
filled internally



**30/60/90**  
day check ins for  
early engagement



**1 Tree**  
planted for  
every new hire



## Employee Wellbeing, Benefits and Engagement

Employee health and wellbeing are supported through a wide range of benefits, initiatives, and access to guidance and resources. We offer comprehensive financial, wellbeing, and lifestyle benefits designed to recognise and support our people. These include flexible annual leave, health and wellbeing schemes, eligibility based private medical insurance, life assurance, pension contributions, discretionary awards, paid volunteering time, employee discounts, and payroll giving options. Additional benefits include wellbeing support, gym discounts, enhanced family leave, long service awards, and salary sacrifice schemes such as Cycle to Work. All benefits are available to both full-time and part-time employees.

We are also Gold Members of the Mental Health Charter, which provides training to support our network of Mental Health First Aiders. Targeted wellbeing support is available through policies such as our Menopause Policy, which offers reasonable adjustments, flexible working options, temperature control considerations, and manager guidance. Employees also have access to a broad range of external resources through our wellbeing hub.

In response to employee feedback, financial wellbeing has been identified as a priority area for 2026.

Planned actions include:



Financial wellbeing sessions delivered in partnership with HSBC



Enhanced pension communications as part of our transition to Aviva



On site and virtual pension presentations, supported by optional one-to-one sessions with our pension broker

These initiatives aim to strengthen financial confidence, support long term planning, and improve overall wellbeing.

We maintain structured and transparent communication around major workplace or organisational changes through team briefings, business updates, and targeted consultations, ensuring we meet or exceed statutory requirements. For personal changes to working patterns or work location, our Flexible Working Policy outlines a clear statutory process and timelines.

Additionally, we facilitate ongoing social dialogue through formal employee forums including Diversity & Inclusion, Wellbeing, Health & Safety, Sustainability, and Circularity. These groups include volunteers from different levels and locations across the business and meet monthly to raise issues, discuss solutions, and agree actions through majority decision making.



Our communication channels ensure employees stay informed, engaged and connected.

## Learning and Development Framework

Our Training Policy sets a measurable target of 20 learning hours per employee each year, forming part of Mayflex’s HR maturity assessment and monitored through monthly reporting. We support continuous learning through a blend of mandatory training, role specific development, and optional learning opportunities. All training modules are delivered through our internal learning platforms, with completion monitored to maintain compliance and build capability. Regular reviews of training needs ensure that learning remains relevant and aligned with both business priorities and individual development goals. To maintain strong compliance standards, we have a minimum expectation of 95% completion for all mandatory training, including health and safety, compliance, and diversity and inclusion. Together, these measures help build a culture of continuous learning and long-term career development for all employees.

We offer a broad range of professional development opportunities, including:

-  Accredited programmes such as professional qualifications and apprenticeships
-  Digital learning via internal platforms such as Sonepeople Learning
-  Workshops delivered internally or by external specialists
-  Coaching and mentoring programmes
-  Self directed learning and stretch assignments through role expansion or project work
-  Development Passports to track progression over time
-  Protected Development Time



## Leadership Development

Leadership capability is strengthened through a range of targeted development mechanisms, including:

- Accredited programmes tailored to leadership roles
- Coaching and mentoring support
- Project based learning and role expansion opportunities
- Talent and succession planning discussions between managers and HR Business Partners

These processes help identify high potential individuals, build future leadership capability, and ensure a strong pipeline of talent for the organisation.

## Performance and Career Development Reviews

All employees participate in a structured performance management cycle, which includes an annual review and a mid-year review. Development goals are set collaboratively between employees and managers and tracked in Sonepeople. Training and development needs are identified and discussed throughout this cycle, which includes:

- Annual performance review
- Mid-year review

These discussions evaluate performance against objectives, identify development needs, and explore career aspirations. Employees and managers can jointly set or update development goals directly within Sonepeople. Additional development needs identified outside the formal cycle can also be raised and supported at any point during the year.

People related performance is monitored through workforce metrics, engagement results, and internal reporting tools. To further strengthen insight and decision making, Mayflex will introduce department level Power BI dashboards in 2026, enabling deeper analysis of trends and more targeted actions across the business.

Apprenticeships are formally recognised under our Accredited Programmes, reflecting our commitment to inclusive development pathways and structured learning for early career employees. Employee feedback is captured at key points in the employment lifecycle through engagement surveys and exit feedback. At the one year milestone, employees are asked how likely they are to recommend Mayflex as a place to work, with a strong positive **Net Promoter Score (NPS) of +74**, indicating a very strong level of employee advocacy. Exit feedback returned a **NPS score of +9 in 2025**, with the majority of departing employees expressing positive or neutral experiences and only two providing negative feedback.



**100%**

of eligible employees completed both their annual and mid year reviews in 2025.

Equality, Diversity and Inclusion

We are an equal opportunities employer and are committed to preventing unlawful discrimination in all employment decisions, in line with the UK Equality Act and our Equal Opportunities Policy. Our policy addresses direct and indirect discrimination, harassment, victimisation, and our duty to make reasonable adjustments for employees with disabilities. The Sonepar Group Code of Conduct further reinforces our commitment to diversity, inclusion, and maintaining a respectful working environment.

We ensure equal opportunities for all employees and applicants regardless of gender, age, ethnicity, disability, sexual orientation, religion, or any other protected characteristic. Recruitment, development, and progression decisions are based solely on merit, capability, and business needs. This commitment is reflected in our 2025 workforce profile, where women represented **46% of employees and 45% of new hires**, supporting balanced representation across the organisation.

We operate a zero-tolerance approach to discrimination, bullying, and harassment. Our Dignity at Work Policy defines unacceptable behaviours including bullying, harassment, and third-party sexual harassment and outlines clear reporting routes, investigation procedures, and disciplinary outcomes (up to and including dismissal).

The Equal Opportunities Policy reinforces fair treatment throughout the employee lifecycle and ensures employees can raise concerns without fear of retaliation. Concerns may also be reported through Sonepar’s confidential whistleblowing channels. We recognise and support employees’ legal rights to freedom of association and collective bargaining, consistent with Sonepar’s Human Rights Policy. Our Social Dialogue Policy strengthens this commitment by formalising monthly cross business forums where volunteers from across locations raise issues and agree actions through majority decision making.

Employees are fully supported in joining unions or engaging in collective bargaining, and in 2025 there were no operations identified as being at risk in relation to these rights. We strictly prohibit all forms of forced or compulsory labour across our operations and wider value chain. Consistent with Sonepar’s Human Rights Policy, our Modern Slavery Statement outlines our approach, including supplier mapping and risk screening, periodic independent audits, ongoing compliance monitoring, corrective action plans, and targeted training for high risk functions. Confidential whistleblowing channels are available to both employees and third parties to raise concerns safely.

| Workforce                | 2025 | 2024 | 2023 |
|--------------------------|------|------|------|
| Gender Split Total Men   | 54%  | 53%  | 55%  |
| Gender Split Total Women | 46%  | 47%  | 45%  |

Community Engagement and Social Impact

As part of our People, Planet, Purpose commitment, we actively support employees in giving back to their communities. Every employee is entitled to one paid volunteering day per year to support a charity or approved organisation of their choice, with the option to gift this day to a colleague (up to a maximum of three days per person). We also organise corporate volunteering events throughout the year and partner with OnHand to provide a wide range of accessible volunteering opportunities.

This approach not only provides valuable support to charities and community groups but also gives employees meaningful experiences that foster connection, purpose, and personal wellbeing. The Sonepar Group Code of Conduct sets out principles for responsible giving, including due diligence on donations and sponsorships and transparent governance of community contributions.

Volunteering engagement continues to develop, with employees taking part in community initiatives that support our social impact. No significant adverse local impacts were identified during 2025, and traffic management and safe walk routes were maintained at our logistics site to ensure community safety.

Employees took part in a variety of activities throughout the year, including community gardening, bake sales, fundraising events, charity hikes, and clothing donations. Community involvement remains an important part of supporting employee wellbeing, strengthening local relationships, and reinforcing our wider social responsibility commitments.

In 2025, we also supported several charities through donations, including:

- Phyllis Tuckwell Hospice
- Burns Camp for young burn survivors
- Arthur Rank Hospice
- Alzheimer’s Society
- Kemp Hospice
- Cambridge Deaf Association
- Cancer Not Today
- Thrive, Kings Heath Park (Birmingham)



Mayflex sponsored the St Neots Dragon Boat Race in August 2025, with a team of employees taking part in the event, helping to raise funds for local charities supported by St Neots Town Council and the St Neots St Mary’s Rotary Club.



# DISCLOSURES

ESG Metric Table

GRI Index Table



# Calculation of GHG Emissions

This report has been developed in accordance with the GRI Standards. GHG emissions are reported in accordance with the GHG protocol and ISO 14064 standard. Figures in the table below are rounded to one decimal place; therefore, totals may not equal the exact sum of the components.

Scope 2 emissions are shown on both a location-based and market-based basis, in line with GHG Protocol requirements. The location-based method uses average grid emission factors, while the market-based method reflects emissions associated with purchased electricity contracts.



ESG Data Table

| Scope 1 & 2 Total GHG Emissions (tCO <sub>2</sub> e) |      |      |      |
|------------------------------------------------------|------|------|------|
| Total GHG Emissions (tCO <sub>2</sub> e)             | 2025 | 2024 | 2023 |
| Scope 1                                              | 22   | 41   | 59   |
| Scope 2 (location based)                             | 112  | 149  | 162  |
| Scope 2 (market based)                               | 312  | 325  | 290  |

|                                      |     |     |     |
|--------------------------------------|-----|-----|-----|
| Total Scope 1 and 2 (location-based) | 133 | 190 | 221 |
| Total Scope 1 and 2 (market-based)   | 334 | 366 | 349 |

| Scope 3 Total GHG Emissions (tCO <sub>2</sub> e)     |        |        |       |
|------------------------------------------------------|--------|--------|-------|
| Upstream GHG Emissions (tCO <sub>2</sub> e)          | 2025   | 2024   | 2023  |
| Category 1: Purchased goods and services             | 2,169  | 136    | 139   |
| Category 2: Capital goods                            | 0      | 0      | 0     |
| Category 3: Fuel and energy related activities       | 33     | 113    | 95    |
| Category 4: Upstream transportation and distribution | 13,307 | 17,334 | 7,896 |
| Category 5: Waste generated in operations            | 370    | 321    | 50    |
| Category 6: Business travel                          | 25     | 21     | 13    |
| Category 7: Employee commuting                       | 277    | 558    | 425   |
| Category 8: Upstream leased assets                   | 0      | 0      | 0     |

|                                  |        |        |       |
|----------------------------------|--------|--------|-------|
| Total Scope 3 Upstream Emissions | 16,181 | 18,483 | 8,618 |
|----------------------------------|--------|--------|-------|

| Downstream GHG Emissions (tCO <sub>2</sub> e)          | 2025 | 2024 | 2023  |
|--------------------------------------------------------|------|------|-------|
| Category 9: Downstream transportation and distribution | 604  | 823  | 1,129 |
| Category 10: Processing of sold products               | 0    | 0    | 0     |
| Category 11: Use of sold products                      | 0    | 0    | 0     |
| Category 12: End-of-life treatment of sold products    | 0    | 0    | 0     |
| Category 13: Downstream leased assets                  | 0    | 0    | 0     |
| Category 14: Franchise                                 | 0    | 0    | 0     |
| Category 15: Investments                               | 0    | 0    | 0     |

|                                           |            |            |              |
|-------------------------------------------|------------|------------|--------------|
| <b>Total Scope 3 Downstream emissions</b> | <b>604</b> | <b>823</b> | <b>1,129</b> |
|-------------------------------------------|------------|------------|--------------|

|                                                                |               |               |              |
|----------------------------------------------------------------|---------------|---------------|--------------|
| <b>Total Scope 3 GHG Combined Emissions (tCO<sub>2</sub>e)</b> | <b>16,785</b> | <b>19,306</b> | <b>9,747</b> |
|----------------------------------------------------------------|---------------|---------------|--------------|

|                             |               |               |               |
|-----------------------------|---------------|---------------|---------------|
| <b>Total (Market based)</b> | <b>17,119</b> | <b>19,998</b> | <b>10,095</b> |
|-----------------------------|---------------|---------------|---------------|

| Environmental reporting (MT)        |  | 2025    |
|-------------------------------------|--|---------|
| Total waste generated               |  | 1,041.4 |
| Total waste recycled                |  | 880.9   |
| Waste to energy                     |  | 86.6    |
| Total waste reused                  |  | 48.8    |
| Total waste diverted from landfill  |  | 1,041.4 |
| Total weight of hazardous waste     |  | 0       |
| Total weight of non-hazardous waste |  | 1,041.4 |
| Take back scheme in place           |  | Yes     |
| Zero waste to landfill status       |  | Yes     |
| Weight of WEEE collected            |  | 0.80    |

| Energy                                                       |  | 2025    |
|--------------------------------------------------------------|--|---------|
| GHG emissions intensity (tCO <sub>2</sub> e, per £m revenue) |  | 96.5    |
| Total energy consumption (kWh)                               |  | 876,055 |
| Total renewable energy consumption (kWh)                     |  | 0       |

| Employee health & safety                          | 2025    | 2024     |
|---------------------------------------------------|---------|----------|
| Number of hours worked                            | 53654.7 | 531102.8 |
| Number of recordable work related injuries        | 2       | 1        |
| Number of work related accidents                  | 21      | 18       |
| Number of fatalities due to work related injuries | 0       | 0        |
| Number of days lost due to work related injuries  | 49      | 6        |
| Injury rate (IR)                                  | 7.83    | 6.78     |
| Lost day rate (LDR)                               | 4.08    | 3.33     |
| Severity rate                                     | 0.09    | 0.06     |

| Training                                                                                             | 2025 | 2024  | 2023         |
|------------------------------------------------------------------------------------------------------|------|-------|--------------|
| Average hours of training per employee                                                               | 11   | 15    | 16           |
| Percentage of employees who completed training on career management training                         | 80%  | 73%   | 51%          |
| Percentage of employees who completed training on sustainability                                     | 17%  | 18%   | 63%          |
| Percentage of employees who completed training on diversity, equity, and inclusion                   | 37%  | 70%   | 98%          |
| Percentage of employees who completed training on health and safety risks and good working practices | 71%  | 73%   | 37%          |
| Percentage of employees who completed training on business ethics (Anti-corruption and Anti-bribery) | 20%  | 16%   | 19%          |
| Percentage of employees who completed an information security course                                 | 99.6 | 53.7% | Not recorded |

| Ethics                                               | 2025 | 2024 | 2023 |
|------------------------------------------------------|------|------|------|
| Number of confirmed information security incidents   | 0    | 0    | 0    |
| Number of confirmed corruption incidents             | 0    | 0    | 0    |
| Number of reports related to whistleblower procedure | 0    | 0    | 0    |

| HR                                                                          | 2025    | 2024    | 2023         |
|-----------------------------------------------------------------------------|---------|---------|--------------|
| How many trees in total were planted for associates that joined the company | 53      | 28      | 31           |
| Volunteering hours                                                          | 13      | 13      | 20           |
| Total amount of employees                                                   | 258     | 246     | 243          |
| Total amount of full-time employees                                         | 243     | 234     | 243          |
| Total amount of employees working hybrid                                    | 154     | 130     | 137          |
| Total amount of employees working from home full-time                       | 2       | 2       | 2            |
| Total amount of part-time employees                                         | 15      | 12      | 13           |
| Total amount on fixed term contracts                                        | 5       | 4       | 3            |
| Percentage of women in the whole organisation                               | 46%     | 47%     | 45%          |
| Percentage of women at top management level                                 | 35%     | 33%     | 33%          |
| Percentage of women within the organisations board                          | 14%     | 25%     | 25%          |
| Average unadjusted gender pay gap                                           | N/A     | N/A     | 23.27%       |
| Total amount of employees with company cars                                 | 30      | 28      | 25           |
| Total number of hours worked                                                | 502,283 | 506,120 | Not recorded |
| Employee turnover rate                                                      | 15%     | 15%     | 15%          |
| Employee engagement survey carried out Yes/No                               | Yes     | Yes     | Yes          |
| Gender split total men                                                      | 54%     | 53%     | 55%          |
| Gender split total women                                                    | 46%     | 47%     | 46%          |

|                                   |                                                                                                                                         |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Statement of use:                 | Mayflex Ltd has prepared this report in accordance with the GRI Standards (2021) for the period 1st January 2025 to 31st December 2025. |
| GRI 1 used:                       | GRI 1 Foundation 2021                                                                                                                   |
| Applicable GRI Sector Standard(s) | This GRI Content Index includes disclosures for material topics identified though our materiality assessment.                           |

| General Disclosures             |            |                                                                  |          |                        |        |             |
|---------------------------------|------------|------------------------------------------------------------------|----------|------------------------|--------|-------------|
| GRI Standard                    | Disclosure | Description                                                      | Location | Omission Statements    |        |             |
|                                 |            |                                                                  |          | Omitted Requirement(s) | Reason | Explanation |
| GRI 2: General Disclosures 2021 | 2-1        | Organisational details                                           | pp.6-7   |                        |        |             |
|                                 | 2-2        | Entities included in the organization's sustainability reporting | pp.12-13 |                        |        |             |
|                                 | 2-3        | Reporting Period, frequency and contact point                    | p. 12    |                        |        |             |
|                                 | 2-4        | Restatements of information                                      | p. 13    |                        |        |             |
|                                 | 2-5        | External assurance                                               | p. 13    |                        |        |             |
|                                 | 2-6        | Activities, value chain and other business relationships         | pp.8-9   |                        |        |             |
|                                 | 2-7        | Employees                                                        | p.76     |                        |        |             |
|                                 | 2-8        | Workers who are not employees                                    | p.76     |                        |        |             |
|                                 | 2-9        | Governance structure and composition                             | pp.15-16 |                        |        |             |
|                                 | 2-10       | Nomination and selection of the highest governance body          | p.15     |                        |        |             |
|                                 | 2-11       | Chair of the highest governance body                             | p.15     |                        |        |             |

| General Disclosures |            |                                                                             |                      |                                 |                         |                                                                                                                                                                                                                    |
|---------------------|------------|-----------------------------------------------------------------------------|----------------------|---------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GRI Standard        | Disclosure | Description                                                                 | Location             | Omission Statements             |                         |                                                                                                                                                                                                                    |
|                     |            |                                                                             |                      | Omitted Requirement(s)          | Reason                  | Explanation                                                                                                                                                                                                        |
|                     | 2-12       | Role of the highest governance body in overseeing the management of impacts | p.16                 |                                 |                         |                                                                                                                                                                                                                    |
|                     | 2-13       | Delegation of responsibility for managing impacts                           | p.16                 |                                 |                         |                                                                                                                                                                                                                    |
|                     | 2-14       | Role of the highest governance body in Sustainability reporting             | p.16                 |                                 |                         |                                                                                                                                                                                                                    |
|                     | 2-15       | Conflicts of interest                                                       | p.19                 |                                 |                         |                                                                                                                                                                                                                    |
|                     | 2-16       | Communication of critical concerns                                          | p.18                 |                                 |                         |                                                                                                                                                                                                                    |
|                     | 2-17       | Collective knowledge of the highest governance                              | pp.15-16             |                                 |                         |                                                                                                                                                                                                                    |
|                     | 2-18       | Evaluation of the performance of the highest governance body                | p.16                 |                                 |                         |                                                                                                                                                                                                                    |
|                     | 2-19       | Remuneration of policies                                                    | Not disclosed        | Disclosure in full              | Information unavailable | Mayflex does not currently report remuneration policy information in the format required by GRI 2-19 at entity level. We will review this for future reporting cycles.                                             |
|                     | 2-20       | Process to determine remuneration                                           | Not disclosed        | Disclosure in full              | Information Unavailable | Information on the process used to determine remuneration is not currently consolidated for reporting at Mayflex entity level in the format required by GRI 2-20.                                                  |
|                     | 2-21       | Annual total compensation ratio                                             | Not disclosed        | Annual total compensation ratio | Information unavailable | Mayflex does not currently calculate or disclose the annual total compensation ratio in the format required by GRI 2-21. We are reviewing internal data availability and methodology for future reporting periods. |
|                     | 2-22       | Statement on sustainable development strategy                               | p.4, pp.20-24        |                                 |                         |                                                                                                                                                                                                                    |
|                     | 2-23       | Policy commitments                                                          | p.17, pp.20-24, p.35 |                                 |                         |                                                                                                                                                                                                                    |

| General Disclosures           |            |                                                                          |                    |                        |        |             |
|-------------------------------|------------|--------------------------------------------------------------------------|--------------------|------------------------|--------|-------------|
| GRI Standard                  | Disclosure | Description                                                              | Location           | Omission Statements    |        |             |
|                               |            |                                                                          |                    | Omitted Requirement(s) | Reason | Explanation |
|                               | 2-24       | Embedding policy commitments                                             | pp.17-18, pp.33-34 |                        |        |             |
|                               | 2-25       | Processes to remediate negative impacts                                  | p.18               |                        |        |             |
|                               | 2-26       | Mechanisms for seeking advice and raising concerns                       | p.18               |                        |        |             |
|                               | 2-27       | Compliance with laws and regulations                                     | p.18               |                        |        |             |
|                               | 2-28       | Membership associations                                                  | pp.10-11           |                        |        |             |
|                               | 2-29       | Approach to stakeholder engagement                                       | pp.28-30           |                        |        |             |
|                               | 2-30       | Collective bargaining agreements                                         | P.68               |                        |        |             |
| GRI 3: Material Topics 2021   | 3-1        | Process to determine material topics                                     | pp.25-26           |                        |        |             |
|                               | 3-2        | List of material topics                                                  | p.27               |                        |        |             |
|                               | 3-3        | Management of material topics                                            | p.27               |                        |        |             |
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| GRI 302: Energy 2016          | 302-1      | Energy consumption within the organisation                               | p.40, pp.41-42     |                        |        |             |
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| General Disclosures                            |            |                                                                                                    |                 |                        |        |             |
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| GRI Standard                                   | Disclosure | Description                                                                                        | Location        | Omission Statements    |        |             |
|                                                |            |                                                                                                    |                 | Omitted Requirement(s) | Reason | Explanation |
| GRI 305: Emissions 2016                        | 305-1      | Direct (Scope 1) GHG emissions                                                                     | p.43, pp.72-75  |                        |        |             |
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| GRI 308 Supplier Environmental Assessment 2016 | 308-1      | New suppliers that were screened using environmental criteria                                      | pp.33-34        |                        |        |             |
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| GRI 401: Employment 2016                       | 401-1      | New employee hires and employee turnover                                                           | p. 76           |                        |        |             |
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| General Disclosures                           |            |                                                                                                               |                 |                        |        |             |
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| GRI Standard                                  | Disclosure | Description                                                                                                   | Location        | Omission Statements    |        |             |
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|                                               | 403-6      | Promotion of worker health                                                                                    | pp. 56-62       |                        |        |             |
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| GRI 404: Training and Education 2016          | 404-1      | Average hours of training per year per employee                                                               | p.75            |                        |        |             |
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| General Disclosures                                            |            |                                                                                                                |                 |                        |        |             |
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| GRI Standard                                                   | Disclosure | Description                                                                                                    | Location        | Omission Statements    |        |             |
|                                                                |            |                                                                                                                |                 | Omitted Requirement(s) | Reason | Explanation |
| GRI 406 Non-discrimination 2016                                | 406-1      | Incidents of discrimination and corrective actions taken                                                       | p. 17, p.76     |                        |        |             |
| GRI 407: Freedom of Association and Collective Bargaining 2016 | 407-1      | Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk | pp. 34-35       |                        |        |             |
| GRI 409: Forced or Compulsory Labour 2016                      | 409-1      | Operations and suppliers at significant risk for incidents of forced or compulsory labour                      | pp. 34-35       |                        |        |             |
| GRI 413: Local Communities 2016                                | 413-1      | Operations with local community engagement, impact assessments, and development programs                       | p.46, pp. 28-30 |                        |        |             |
| GRI 414: Supplier Social Assessment 2016                       | 414-1      | New suppliers that were screened using social criteria                                                         | pp. 34-35       |                        |        |             |
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| GRI 416: Customer Health and Safety 2016                       | 416-1      | Assessment of the health and safety impacts of product and service categories                                  | pp. 48-49       |                        |        |             |
| GRI 417: Marketing and Labeling 2016                           | 417-1      | Requirements for product and service information and labelling                                                 | pp. 48-49       |                        |        |             |
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