



The Green Guide

BISLEY



Life may be unpredictable, but you can always count on Bisley.

When it comes to creating work environments, Bisley is the name people turn to for quality they can trust. For over ninety years, we've been creating innovative products that meet the evolving needs of our working world. Since we launched the iconic MultiDrawer in 1958, we have pioneered innovative furniture solutions that meet the challenges of the times and stay relevant, decade after decade.

Whether you're in the office or at home, we provide unique, innovative furniture that doesn't compromise on style – so that you can thrive anywhere.

Bisley. Made for you. Made for life.



OUR VALUES



Integrity

We're proud of our heritage and the trust that comes with a long history. Honesty is paramount to us. We do not sacrifice our long-term reputation for short-term gain. We stand by our word and do what we say we'll do, always acting with compassion. Our clients' trust depends on it.

Pioneering

We are restless, yet considered in our approach to innovation, always listening to new ideas. Using the latest manufacturing processes and technologies, we will continually seek to improve our products and designs to ensure we lead the market.

Sustainability

We will continue to act responsibly when concerning our environmental impact and care of our employees. To thrive in today's global market, we will continue to invest in our people, processes, manufacturing, talent, and leadership - for the long-term benefit of our customers, colleagues, and shareholders.

Creativity

Creativity fuels better products, services, and processes. Our agility means that we can respond creatively to challenges in the internal and external environment without losing momentum or vision. We are constantly seeking to improve and innovate.

Connected

Our brand relies on the loyalty and connection that we have with our customers, our suppliers and most importantly, each other.



Richard Costin, CEO

At Bisley, we often use the phrase that our furniture is Made for Life. And while that is true of our products, we also take that into every part of our manufacturing processes and company culture.

We want to create furniture that lasts a lifetime for our customers; made from the highest quality materials, using the latest innovative technologies and processes with minimum impact on our environment.

As we now look ahead, we are pleased to commit Bisley to continuously improving upon the high standards we set ourselves - for our colleagues, customers, and our future.





OUR COMMITMENT, PURPOSE + VISION

We are committed to creating a green, sustainable environment for all. We're passionate about reducing our environmental footprint, as well as supporting the health and well-being of our staff and local community, encapsulating all of the UN's SDGs into our company's operations.

We are dedicated to improving our environmental performance and becoming an industry leader, creating a truly sustainable company, while also achieving net zero targets and ensuring intergenerational environmental equity.



WHERE WE ARE

While our manufacturing site is located in the UK, we are a globally based company, with subsidiaries in multiple locations, allowing us to sell our products in over 50 countries worldwide.

We are proud of our diverse, multinational and multilingual workforce, who enrich our inclusive culture.

Manchester, UK

Bray, Ireland

Newport, Wales

London, UK

Tilberg, Netherlands

Paris, France

Dusseldorf, Germany

New York, USA

Dubai, UAE



A YEAR IN REVIEW

2022 | 2023

A big year for Bisley.

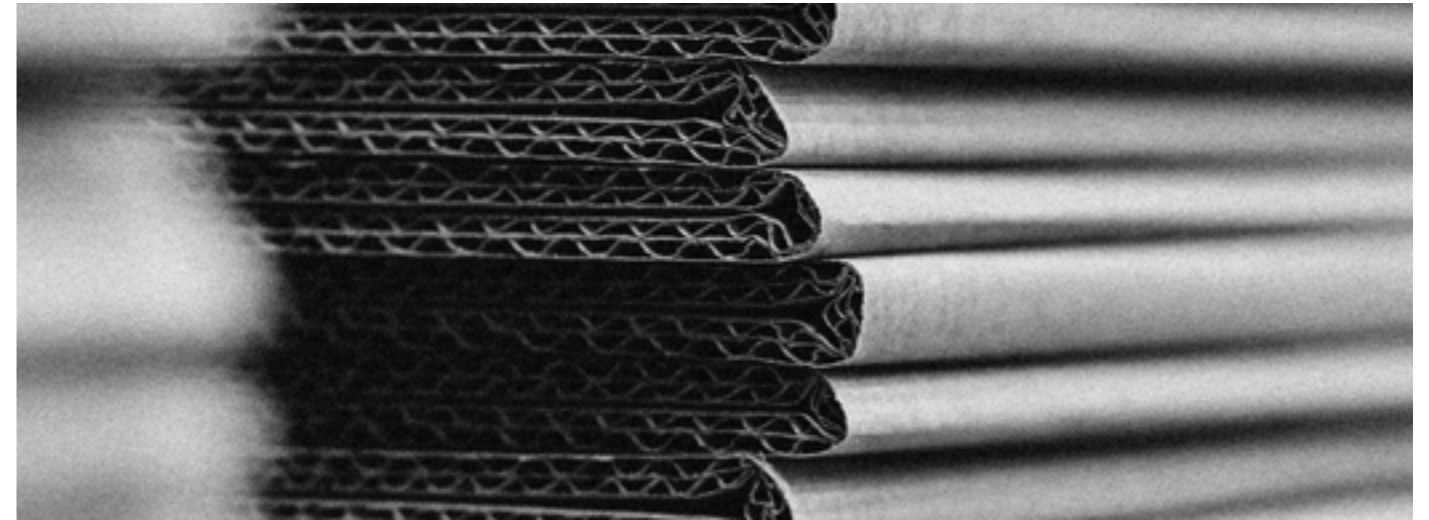
The past year has seen significant developments at Bisley:

The development of the Bisley Employee Ownership Trust has been an integral part of Mr Brown's ongoing succession planning since he began working for his father in 1960.

The implementation of the EOT means that Bisley's employees have been given 51% of the company shares. The development of the EOT has been an integral part of Mr. Brown's succession plan to ensure the long-term success of Bisley, with its people at the heart of the company ensuring Bisley's long-term success.

We opened our new Manchester showroom based in Mosley Street, with the 2,900 sq ft showroom becoming our first in the north of England, and our eighth worldwide.

For a second consecutive year, we were delighted to win two Design Guild Mark awards for our Hideaway desk collection – our fourth and fifth to date. The Design Guild Mark is awarded by The Furniture Makers' Company, the City of London livery company and charity for the furnishing industry, to drive excellence and to raise the profile of British design and innovation.



Winners of Mixology North Manufacturer of the Year 2023 - an award recognising our achievements within the commercial interiors industry.

Further diversification was created by the development of Bisley Bespoke, which delivers interiors solutions to companies that require tailored, custom-made furniture for workplaces, from corporate office space to hospitals and hotels.

Our new Home Space showroom was unveiled during Clerkenwell Design Week, which explored the theme of People, Well-being and Space – at Home and at Work. The introduction of the brand-new area of the showroom saw an installation created by interior design writer and stylist Cate St Hill. The theme of wellness has continued with a redevelopment of our own wellness policy and dedicated accompanying program, focusing on the health and well-being of staff.

2023 was another successful year in our carbon reduction plan; reducing Scope 1 and 2 emissions by over 46% since 2018, keeping the company firmly on track to meet its net zero and carbon neutral goals comfortably. We have continued to ensure our wood is ethically sourced, utilising FSC certified suppliers and materials. Bisley is maintaining its journey towards zero to landfill,

which is 100% for general waste, as we continue to explore different ways to reduce our other waste streams accordingly.

Circularity was another focus for Bisley with thorough analysis of product life-cycles being key to determining how we can offer a second life for our products and subsequently implement various end of life solutions to support our customers and the environment.

We have continued our ongoing trend of providing a transparent business to our stakeholders, maintaining certification for **ISO14001, 45001, 9001, 27001** and numerous accreditations including the recent addition of SafeContractor. We have developed this transparency further with additional disclosure based upon the Sustainability Accounting Standards Board (SASB), Building Products & Furnishings, Sustainable Industry Classification System (SICS) CG-BF Version **2023-06**.

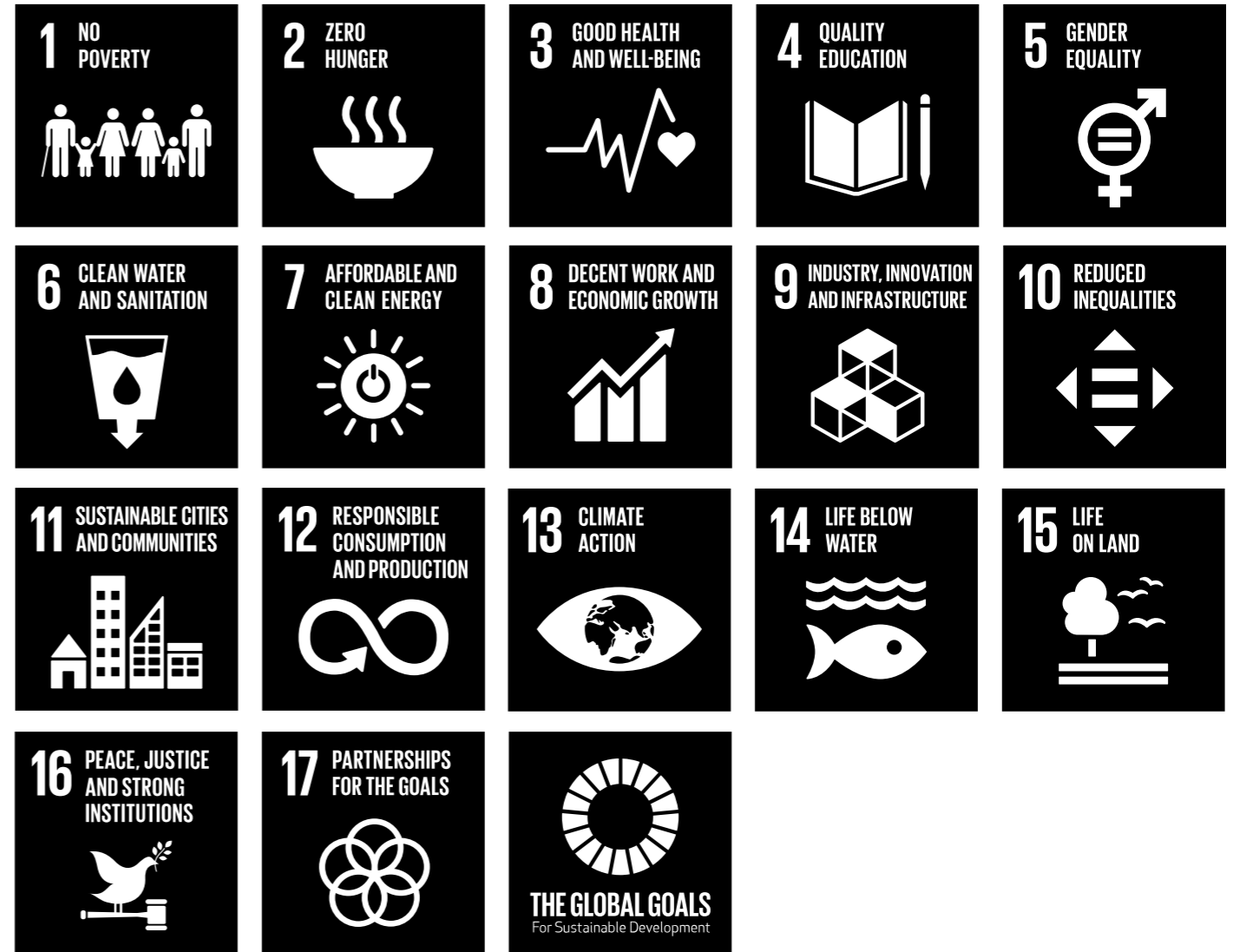


SUSTAINABLE DEVELOPMENT GOALS

The Sustainable Development Goals (SDGs), is a set of 17 global targets developed by the United Nations, which define global priorities and aspirations for 2030.

The goals aim to address major societal and environmental concerns. We acknowledge the importance of contributing to these priority SDG frameworks, recognising that positive contributions can result from tackling both environmental risks and providing beneficial products or services. We are fully committed to integrating these fundamental principles into all operational and business practices.

The assessment criteria for sustainable development at Bisley moving forward is also built upon the strong foundations of the Well-being of Future Generations (Wales) Act, allowing the continued revision and development of our sustainable practices. It is important that these actions are continually monitored to ensure that we continue to develop in a progressive, sustainable fashion





IMPORTANT ISSUES



We recognise the environmental harms that are associated with unsustainable processes and use of non-recyclable materials, and we are committed to adapting our business model to make sure that the very best practices are followed, ensuring Bisley is on a pathway to a greener and more circular future.

The long-term aim is to operate in a more sustainable way, reducing the overall environmental impact of the business. As a consequence, we will strive to reduce travel, waste, and energy consumption, utilising a regular audit of operations to ensure our carbon footprint decreases. While adapting current working practices can present challenges, reducing our overall carbon footprint will lead to more efficient working practices and create a more circular business model.

Bisley is also aware of the importance of our people, and we aim to ensure that we value individuals and support the community in everything we do.

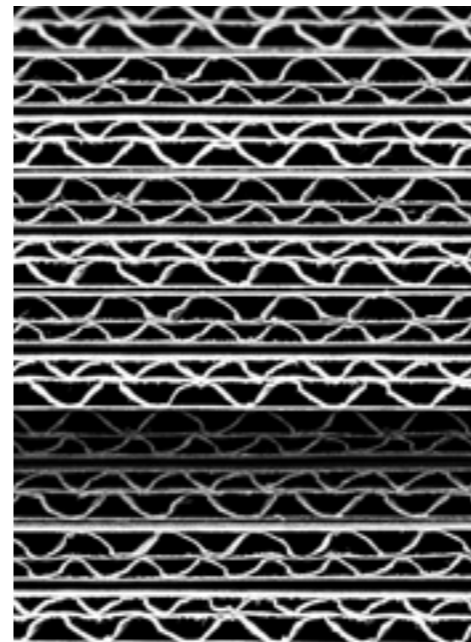
ECOLOGICAL MODERNISATION



During the past year, we have looked to optimise our business practices through ecological modernisation, utilising the ESOS (Energy Savings Offset Scheme), SECR (Streamlined Energy and Carbon Reporting) and by incorporating lean manufacturing practices. As a result, the past year has seen substantial reductions in our emissions:

The ESOS and SECR have led to:

- Installation of a full factory LED lighting system.
- Installation of electrical, high efficiency drying systems, to powder coating pre-wash processes.
- Installation of variable speed compressors.
- Installation of more energy efficient transformers.
- Installation of power factor correction system.
- Fitting of variable speed drives to motors used in several processes.
- Roll out of the “Switch it Off” campaign to increase workforce awareness of energy use and encourage shut down of machinery or equipment that is not in use.
- Post-shift shut down patrols carried out by personnel from the maintenance function.
- Replacement of some machines with newer, more energy efficient alternatives.



ENVIRONMENT

We are not only committed to achieving net zero emissions by 2050 in line with current UK Government legislation targets set forth by the Paris Agreement, but we are also actively seeking ways to achieve this goal ahead of schedule.

To successfully meet the net zero targets, it is essential to understand the emissions that we produce and accurately measure and assess their use, so that tangible changes can be made. The Greenhouse Gas Protocol divides emissions into 'scopes'. By separating emissions into these different categories, companies can better understand complete value chain emissions and take necessary steps for reductions.

Scope 1 comprises of Green House Gas (GHG) emissions released by an organisation's operations directly. This can include stationary and mobile combustion, process emissions and fugitive emissions.

Scope 2 emissions are indirect GHG

emissions used by a company being produced on its behalf. An example of this is electricity purchased.

Scope 3 emissions comprise of all the other indirect GHG emissions, associated with both upstream and downstream sources that occur in the value chain. This can include buying products from suppliers and business travel.

The time for action is short, and companies such as ours have a crucial role to play. Taking accountability is critical to meeting the targets. We aim to ensure that these targets are quantitative and transparent, aligned with the latest climate science. The initial 2025 goal of reducing Scope 1 and 2 emissions by 25% has already been surpassed – we've already reduced our combined scope 1 and 2 emissions by over 46% since 2018. We will endeavor to continue this trend of rapid progression and adjust our targets accordingly.





ENERGY

Bisley is backed by electricity generated from renewable sources from UK Renewable Energy Guarantees of Origin (REGOs) or European GoOs, including hydro, wind, solar, biomass and landfill gas. 100% of the electricity supplied is renewable and has a zero emissions factor for Scope 2 reporting.



PROCUREMENT

The Forest Stewardship Council (FSC) is a universally recognised non-governmental organisation (NGO) that actively promotes the sustainable management of forests around the world, covering over 160 million hectares of forest.

We use the FSC certification system as it enables us to purchase wood that supports responsible forestry, as the FSC ensures that the forests are being overseen to ensure not only economic viability, but also to protect biodiversity and improve the lives of the local communities through a number of mandatory principles.

The timber used in our products is sourced from UK and European suppliers. We ensure our wood is ethically sourced, utilising FSC and PEFC certified suppliers and materials. We also utilise local suppliers whenever we can, with the vast majority of steel being supplied by local manufacturers. The local proximity of our supply chain ensures we produce a lower carbon footprint, while generating economic and social value at a local level.



WASTE

We have internal methods for the disposal of all materials used to ensure waste is reduced, appropriately disposed of, and as much as possible is recycled.

All process waste at our manufacturing site, including steel and wood offcuts, is captured and segregated for appropriate disposal and recycling, with 100% of manufacturing waste being recycled or diverted to landfill. We aim to become zero to landfill by 2030.

Our steel offcuts and scrap material are collected and processed for reintegration into the steel manufacturing process. Our design process build in recyclability through ease of product disassembly and separation of materials at end-of-life. Due to the high level of modularity in our products, refurbishments is also another viable alternative to extending the lifetime of a product.

Over the past year, 537.6 tonnes of general and wood waste were collected, of which 71.41% was recycled and the remaining waste diverted away from landfill. By diverting this waste, 176kg of CO₂ has been saved, which is the equivalent of 66 cars being off the road for a year (CO₂e) or planting 606 trees.

Waste to Wonder

Over the last year, we have implemented a take back scheme for a number of office clear outs, using the Waste to Wonder Trust. This initiative provide ongoing support to over 500,000 children across multiple countries, including thousands in the UK. We have donated over £21,000 worth of office equipment that has gone on to support education around the world.

Packaging

To reduce waste, we have reviewed our packaging and adopted a 3-tier specification dependent on customer requirement. All our pallets are made from wood, which are recyclable or can be reused. We have invested in our own cardboard machine, which allows us to drastically reduce any waste from offcuts, utilising the maximum potential of each board.

100% of all packaging from the supply chain is recycled including plastic, cardboard, paper, and our cardboard is collected by the same company we use to purchase it, creating a closed loop initiative.

Transport

To further contribute to the reduction of our organisational carbon footprint, Bisley utilises trailer load optimisation and route planning software to ensure maximum use of trailer space and the shortest routes for delivery. Our haulier also operates under the Fleet Operator Recognition Scheme (FORS). Our corporate vehicle fleet consists almost entirely of electric and hybrid vehicles.

Bisley - going beyond

Due to the critical damage caused through ecological crisis, it is imperative that definitive and courageous action is undertaken by companies that have the power to do so. Using science-based targets to reach effective net zero goals is becoming a basic expectation and companies need to look beyond their own value chains to really support and accelerate genuine change, addressing both the anthropogenic impacts and environmental injustices being felt worldwide.

At Bisley, we aim to make a difference, which involves

supporting beyond value chain mitigation. By doing this, we will generate benefits to both people and nature, increasing the possibility of achieving the global 1.5 degrees celsius target set by the United Nations.





Q+A WITH KIERAN KEOHANE

COMPLIANCE AND SUSTAINABILITY OFFICER



Since starting your sustainability role at Bisley, how are you working to roll out new sustainability initiatives across the business? What are the changes that you're already seeing?

When I arrived at Bisley, I wanted to carry out a gap analysis to identify what the company's sustainability model was, and more importantly, what could be done to further improve the pathway as we continue our journey to net zero. I have begun by ensuring the company has the foundations in place for developing change, by implementing a number of sustainability policies, maintaining compliance with current accreditations, and ensuring that we are actively monitoring everything we use, with a focus on reducing both emissions and waste.

A big difference has also seen us push our sustainable ambitions, as we have progressed from covering a number of the United Nations SDGs, to encapsulating them all into our working practices. Changes have varied between small initiatives, from implementing battery boxes for recycling, all the way to going beyond value chain mitigation and helping improve environmental injustices around the globe.

How green are our products?

Our steel products are made from a minimum of 20-40% recycled content and are 100% recyclable at end of life, while our wood uses the FSC chain of custody certification system, confirming that the wood we purchase is separated from any uncontrolled material and supports responsible forestry, protecting biodiversity and improving the local communities. This ensures that Bisley offers both quality and environmentally friendly products.

We like our customers to know exactly what they are buying when purchasing from Bisley and this is why we have Environmental Product Declarations (EPDs)

covering a wide range of our products, providing customers with comprehensive information about the environmental impacts of waste, energy, use, water use and other resources. EPDs are used to identify the environmental impact throughout the life cycle of a product, from raw material supply and manufacturing, right up to end of life. To guarantee reliability and complete transparency, our EPDs are certified under independent external verification, using data driven by science in accordance with ISO 14040 and ISO 14044.

How are we innovating and offering greener products and services?

The New Product Development team strive to incorporate circularity into the design and inception stages of each new product, considering the modularity and recyclability of each component. As we continue to utilise ecological modernisation, the factory improves efficiency and consequently reduces the embodied carbon associated with our products, ensuring that what we make and how we make it is not only high-quality, but also environmentally conscious. We have recently implemented options to create a circular model for our products by incorporating a schemes to give our items a second life, which will utilise the maximum potential of our products and will prevent unwanted items going to landfill.

A proportion of these products will also go to charity to ensure that we are doing all we can to support those that need it the most, continuing the legacy of giving back, for which the owner, Tony Brown, was famous for doing.

How important is it to work collaboratively across different departments and our stakeholders to promote our sustainability initiatives?

To be a genuine, ethically minded, sustainable company, cross collaboration across all departments and

stakeholders is vital. Shared values and a clear vision communicated effectively ensures everyone is sharing responsibility to improve, acting as individual sustainability champions. To meet the UN targets and to protect the environment against the potentially catastrophic events from exceeding the 1.5 degrees celsius threshold, it is imperative that we all work as a team, each doing our small part to make a big difference, and this includes working closely with suppliers to ensure they meet our high standards and expectations.

I am fortunate enough to work alongside some very ethically minded individuals who are constantly pushing the boundaries, not only to reduce our carbon footprint, but to also increase our carbon handprint, making significant efforts to improve both the environment and the lives and well-being of others.

What do you think is the most important thing that our business could do to become even more sustainable?

To me, the biggest thing is building on the significant reductions we have already made by making continual improvements, surpassing the GHG intensity targets required to achieve the goal of net zero by 2050 and setting new, ambitious targets ahead of this national standard. This means that Bisley will continuously evolve, from creating small changes like switching off equipment and sustainable printing, to larger changes like the implementation of photovoltaics to produce our own energy.

Within our own products, we are looking to implement a fully circular lifecycle, creating a cradle-to-cradle policy. We are very fortunate that our products are made for life, ensuring they are high-end quality and therefore easily upcycled. This allows our products to be enjoyed by customers throughout multiple lifetimes.



SUSTAINABLE DESIGN

We have continued to successfully implement a Green Design protocol, enabling our design team to consider the environmental properties of each new product, from its inception, testing, the finished product, and its delivery. The design protocol encapsulates material selection, build quality, and product reuse at the end of life.

Material selection

Sustainable materials are integrated into all product design. Our primary raw materials are steel and wood, and we use them due to their sustainable qualities. The steel used in the production of many of our product ranges is fundamental to achieving a circular economy, as it is the most recycled material in the world and is 100% recyclable, ensuring the maximum value of resources through recovery and reuse, reducing the overall carbon footprint associated with landfill waste and extraction of virgin materials.

While the FSC certification system used by Bisle enables us to use forests and forest products responsibly and sustainably. We are also looking into sustainable fabric options such as recycled PET in future designs. Looking ahead, we'd like to end paper leaflets, and include digital documentation for all of our products, reducing our environmental footprint even further.

net zero emissions ahead of
2050 government target

zero
landfill
by
2030

176kg of CO2 saved by diverting
waste from landfill alone

738 trees planted





Build quality

We are continuously implementing more sustainable construction methods into our processes and periodically review our product portfolio to ensure that we adopt the most efficient construction methods using the most sustainable machinery available. We fully utilise the size of raw materials, allowing us to reduce waste production and the number of separate materials used. Our design engineers also undergo TWI (Training Within Industry) training, allowing them to maximise the performance and efficiency of the product and the construction process itself.

Made for life is what Bisley stands for, and our quality and durability are integral to this. Longevity is considered during the embryonic stage of design, and we test products to the BS EN standards to ensure strength and stability, as well as safety, ensuring our products withstand the test of time, with minimal maintenance required, providing lasting quality and performance.

Reuse at end of life

We design our products with the user's possible future needs in mind and the Product Design team works to incorporate interchangeability of parts to further extend the life of our products. The high level of modularity designed into our products allow for ease of upgrading and retrofitting of new interior fittings to breathing new life into the product.

The team also works to ensure that the design process builds in ease of product disassembly, so that materials can be separated easily when the product is at its end of life to enable and promote recycling.



Q+A WITH LOUISE WILLIAMS

E-COMMERCE BUSINESS MANAGER



Working on the e-commerce side of the business, what changes have you noticed in the priorities of online customers when it comes to making sustainable choices?

Customers are becoming more and more knowledgeable about what constitutes sustainable working practices. They expect, and rightly so, companies they trust to operate in a way that shows commitment to their staff, community and to the wider environment, and to be able to provide evidence in support of these commitments.

We often receive enquiries about how and where our products are made and how they are packaged and delivered, which I love as it gives me the opportunity to talk about a subject I feel very passionately about.

How do we work to ensure that our products are as green as possible?

Of course, the selection of which materials we use plays an important part, but for us to manufacture in a truly sustainable way, there is so much more to consider. We must ensure that we can manufacture our products as efficiently as possible to a high standard, so every element needs careful consideration.

Our sustainable practices start right from the beginning of the product process - from drawing and design, through to production, and then on to logistics. Each individual aspect of this journey impacts on the customer experience which in turn, contributes to an overall more sustainable business.

Have we improved our delivery service to be more efficient?

Our delivery service is continuously reviewed as it is such an important part of the whole customer experience. Getting this right can often be a challenge but

it is all about balance. We always look to deliver in the greenest way we can (planning routes carefully to optimise fill rates and reduce carbon footprint) and we're continually looking for ways we can reduce product packaging as much as possible to support this. However, one of the most important considerations is minimising the risk of damage occurring while in transit, because having to send out replacements is a less environmentally friendly option than ensuring our packaging is robust enough to withstand the journey.

There are also many innovative packaging solutions available now, but it is important that we research any option thoroughly to ensure that it is actually a sustainable one. That is one of the main reasons why we'll never be at a point where we can say "that's it, we're done - we've reached all our goals."

Sustainability by its very nature must be an ever-evolving process.

How do we support charities and our local community?

We sponsor various local sports teams as well as donating products to charities and local community projects. Earlier this year, we sent over £50,000 worth of products and workwear to support Ukraine. We also donate all revenue from sales of our scrap steel to a local charity.

Why is this so important?

It's important because it's the right thing to do. As a manufacturer, we understand there are essential parts of our production that requires energy consumption and generate secondary materials, for example. Like many other companies, we are making strides towards achieving net zero ahead of target. However, we want to go beyond simply offsetting any negative impact due to our production. We want to contribute positively



and give back in meaningful ways.

Our focus has shifted to donating financially and in other ways too. We are working to become more actively involved with the charities we support and our local community. This not only benefits the cause but also our own well-being in feeling that we are doing something good!

How can we further educate and engage our people when it comes to our sustainability initiatives?

We must educate and listen, really listen to what is important to our people and their well-being. When people feel heard, that there is equity and inclusion, and we are demonstrating that in our actions, engagement will naturally gather momentum. It's a very exciting time for Bisley!



SOCIETY



We have a rich history of supporting the local region, having been involved in several initiatives to invest in the community. We realise the importance of giving back and making a positive difference to both current and future generations.

This year, we have provided over £105,000 worth of charitable donations to causes both locally and overseas. Our contribution has been recognised by a number of organisations and published in literature for the Salvation Army, Newport U3A, Bullies Out, and the Dragons RFC.

Charitable acts can include donating furniture, discounts on items, as well as financial donations, ensuring Bisley support and cover an array of sectors within the community.

Dragons Community Gateway

The partnership between Dragons RFC and Bisley is rich in history, having been in association since the early nineties. The late Tony Brown, former Owner and Chairman of Bisley, had a deep-rooted passion for Newport, the local rugby club and its surrounding community.

Tony wanted to bring aspirations and hope to the people of Newport, firstly

assembling a star-studded team on the pitch, bringing the team up from the depths of the bottom of the rugby table. He ultimately became their Chief Executive and then owner before Welsh rugby's introduction of the regions in 2003.

As the team went from strength to strength, Tony saw how important and inspirational the rugby club was to the community. His vision and determination to create a team to be proud of, inspired the idea behind the Tony Brown Community Gateway initiative which launched in 2000.

For the last 23 years, the Community team that runs the project regularly visit schools, clubs, and community groups up and down the county, teaching attendees about the sport and the invaluable life skills that rugby can provide, such as the importance of teamwork, determination, and good communication.

The success of the project speaks for itself - it's still going strong today and involves engaging and building a rapport with primary schools and up and down the region. These sessions take place every fortnight at a dedicated school and during the hour-long sessions, the children learn not only about the physical benefits of rugby, but also about the importance of caring for their individual health and well-being.

Treapp

Investing in reforestation and restoring natural areas could significantly address this emissions gap and this is why Bisley has decided to work with Treapp. We are focusing on bringing support to the areas that need it most, looking to alleviate desertification, species extinc-

tion, soil erosion, landslides, and flooding as well as social injustices. By using agroforestry and utilising ecosystem services, we can maximise the potential of these areas, improving blue carbon, increasing biodiversity, reforestation, carbon sinks and creating a valuable source of income and food for local communities.

Our primary areas of focus will be Ethiopia, Haiti, Indonesia, and Madagascar. Deforestation has led to more than 98% of Haiti's forests disappearing, with similar situations occurring elsewhere, with Madagascar losing 80% of woodlands and mangrove forests being depleted by over 40% in Indonesia. Meanwhile, desertification is so extreme in Ethiopia, it has put biodiversity hotspots, including the Horn of Africa and the Afromontane at extreme risk, making reforestation a vital need to stabilise the area and mitigate the effects of climate change.

Each quote we produce will contribute to these causes, reforesting land and absorbing CO2, as well as providing vital ecosystem services, improving both the environment and the lives of the local inhabitants.

Treeapp nursery, Nepal.



We have provided **over £105,000** worth of charitable donations.



Rodney Parade, Bisley Stand

STAFF

We want to empower our staff and actively try to create a supportive and accessible environment where individuals can learn and develop, becoming the leaders of tomorrow. As a result, we have incorporated TWI training (Training Within Industry) to simplify and create safer working methods and practices for employees, as well as providing skills for staff improvement and efficiency in the workplace. We heavily invest in our staff and over the past year have provided over 30% of our employees with professional development training which has ranged from NVQs to degrees.

Health and well-being

Occupational health aims to improve general health and well-being, providing support to employees who are in work or returning to work, complying with equality legislation, and considering the specific needs of every individual that has disabilities or health conditions.

Rewards for employees

As well as education and healthcare support, we offer a range of other rewards for employees. We provide staff



with complimentary rugby tickets, Costco memberships, and regularly sponsor local causes that are important to our people. We also offer a savings scheme and have done so for over 20 years, helping staff to manage their finances.

Engagement with staff

Staff are at the forefront of changes here at Bisley, and we recognise the importance of good communication for invoking positive transformation. Throughout the year, we conduct regular meetings with the Works Council, with each agenda based upon staff requests to representatives. We also engage with staff through Team Briefs, our Health and Safety team and relevant forums. We supply information and updates on our work intranet Blink, which has been active for over 3 years.

We also like to celebrate staff dedication and service, providing a presentation night to honour and award long service.

Diversity and inclusion

We are proud of the diverse cultural footprint at Bisley, and we continually strive to ensure that both new and existing employees consider the importance of inclusivity.

We recently employed MAKEuk to provide equality and diversity training for managers at Bisley, to ensure everyone feels supported and has a voice within the company. The training was delivered to appreciate and understand individual differences, providing everyone with the relevant skills to work in an inclusive way.

The training encapsulated a number of key themes such as dignity, protected characteristics, unconscious bias, The Equality Act 2010, understanding different types of discrimination, and how we can promote best practice in an organisation.

Gender pay gap

The gender pay gap is defined by the UK government as the difference in the average earnings between males and females for a company. It became legislation in 2017 for employers that exceeded 250 or more employees to report and publish this data. Our payroll identifies discrepancies within wages, to ensure that women are treated equally at Bisley. According to the Office for National Statistics (ONS), the UK gender pay gap was recorded as 8.3% last year (ONS, 2022). Bisley is proud to declare that both our mean and median gender pay gaps are considerably lower and currently negative. More information on our pay gap information can be found on our website.

Bisley gender pay gap 2022

Mean -3%
Median -7.7%

Q+A WITH PHIL WESTCOTT

GROUP HR MANAGER



How do we continue to keep our employees motivated and engaged?

Our employees are the beating heart of Bisley, and we understand the importance of listening and engaging with them as best we possibly can.

In December 2022, we announced the establishment of the Employee Ownership Trust (EOT), where 51% of Bisley will be indirectly owned by the circa 500 global employees, most of whom are based in the UK, but also with offices throughout the world, including Dubai, New York, Paris, Germany, the Netherlands, and Ireland. Mr Brown, our late Owner and Chairman wanted to ensure the long-term success of Bisley, and that the heart of this has always been the most important element - our people.

The EOT reinforces the importance of our employees to the business, including them in some key decisions that are related to the best interests and performance of the business.

We have a Works Council where representatives from different areas of the business meet to discuss anything related to the business that they wish to raise. These representatives will then feedback any developments to any queries raised. Again, we feel that this is a great way to keep our workforce motivated and engaged, giving them the confidence to raise any queries they may have.

We also develop a bi-monthly internal document which is called a Team Brief, which includes business-related updates to keep our employees in the know. This communication includes some financials, as well as HR information and Health and Safety guidance.

We are continually working to keep our employees motivated and engaged and encourage staff to share any ideas or suggestions for improvement.

How do we work to implement any employee feedback or suggestions into the overall business strategy?

Through our TWI and NVQ training programmes, which allow our employees to learn and train within our industry. We've worked closely with TWI for the past three years and initially, these courses were offered to those working across our manufacturing site and within the operations team. We quickly realised that although training was vital for managers, supervisors, and section leaders, it was important that the ideas gained from the TWI training was cascaded down to the shop floor.

Training and development can encourage employees to feel more confident and empowered to give their opinions and feedback, without feeling scared or worried. Those producing our products on a daily basis may be able to offer invaluable suggestions on how to improve efficiency, workflow, and productivity, which ultimately impacts growth, and hopefully profitability of the business. In turn, this can boost employee retention and save the business money on recruitment and fixing errors that could have been avoided.

We enjoy hearing employee feedback, especially when a new and effective process has been implemented following a change. We want people to work smarter, not harder and will always listen to feedback offered and try to make strategic improvements.

How have we adapted and evolved in the last year with regards to training and development?

As I've mentioned above, the training offered by TWI has been invaluable to us as a business. It has ensured that we're more productive, aligned and more efficient in many of our day-to-day activities.

In the last 18 months, we estimate that over 50 members of staff have benefitted from the training courses offered, and this is across various areas of operations within the business. We are now also able to offer training into the support functions of the business with the design team. We hope to see a similar level of business and personal growth in the coming year with further training and development opportunities being provided.

We actively invest and develop our people across our Group, allowing them to widen their skills and become future leaders of Bisley. Working with our subsidiaries, we plan to launch the Bisley Academy. This will allow our staff to work, network, and learn about our different and diverse businesses and their local customer base and business requirements. We wish our existing staff to be the future of Bisley!

What are our HR goals for the year ahead? What are we hoping to achieve?

We understand the importance of preparing the business for the challenges of the future and we will continue to actively invest and develop our employees to provide them with the necessary skills and knowledge to take the business forward.

We recognise the health and well-being of our workforce and see it as another key HR activity. The development of a well-being policy and an environment where employees feel comfortable to express how they are feeling with the business providing appropriate support for both physical and mental well-being is essential in today's world of work.

We've also recently rolled out a new digital HR system, which allows employees to access personal documents, such as wage slips and P60s. Not only does this reduce the amount of administrative work

for the department, but also reduces administration for managers and employees. Rather than having to fill out a form and submit it to the manager, they can simply log in to their individual online profile and go from there. We are really hoping to build on this platform going forward as a central hub where employees can go for people-related information.

How are we attracting more women into the manufacturing industry?

In what has been considered widely as a male dominated industry, we are committed to improving diversity within our business and looking at ways to encourage more women into the industry. We've recently hired our very first female Maintenance Technician and continue to increase the number of women holding senior positions within the business with three female directors currently in post.

Are we supporting any new, local charities this year? If so, why?

We support a whole host of charities and are more than happy to sponsor employees who are taking on incredible challenges to raise vital funds for very worthy local causes. We have recently supported Mark Thorpe, who is our PP1 Paint Line Section Leader, as he completed the Cardiff Half Marathon, raising money for Mind Newport in October, and we continue to work closely with St David's Hospice, another high profile, local charity.

We also take part in the Macmillan Coffee Morning annually, and of course, we continue to support our local rugby team, the Dragons, as they continue to develop their Community Gateway initiative, which was founded by the late Mr Brown.

How do we continue to support our local community?

As well as the continuation of our relationship with the Dragons, we understand the benefits of close links with the community and its young people who may become our future employees.

Before the pandemic, we often welcomed schools

and colleges to visit our factory, to show them how our machinery and equipment operate. They really enjoyed learning about our business and were often surprised about the sheer scale of our operation. This is an initiative we'd love to reintroduce in the next year or so.



ACCOLADES

We have an extensive portfolio of Environmental Product Declarations, covering a large proportion of our steel and wood products, including:

- LateralFile range (including lodges, drawer units, two-door cupboards, combination units, and tambours)
- SystemFile range (including lodges, drawer units, two-door cupboards, and tambours)
- Essentials range (including lodges, drawer units, two-door cupboards, and tambours)
- Be range
- Note and integrated Pedestals
- Bite
- Monobloc and CLK
- LockerWall
- Living by Bisley
- Glide
- Caddy

HPD – 12 Health Product Declarations self-prepared using the HPD collaborative builder tool, on the following products:

- LateralFile range (including lodges, drawer units, two-door cupboards, combination units, and tambours)
- SystemFile range (including lodges, drawer units, two-door cupboards, combination units, and tambours)
- Essentials range (including lodges, drawer units, two-door cupboards, and tambours)
- Note and integrated Pedestals
- Bite
- Monobloc and CLK
- LockerWall
- Living by Bisley
- Glide
- Caddy

Memberships

- FISP
- CBM
- Made In Britain
- Sedex
- The Furniture Makers' Company

Accreditation and Certificates

- TUV NORD
- Achilles
- ISO27001
- ISO45001
- ISO9001
- ISO14001
- Acclaim SSSIP
- Constructionline Gold
- Constructionline Social Value
- SafeContractor
- Cyber Essentials
- FSC Chain of Custody
- Manufacturing Guild Mark
- EDF renewable energy certificate

Awards

- Mixology – Manufacturer of the Year Award 2021
- Mixology North – Storage Product of the Year 2021 – Belong collection
- Insider Made in Wales Award – Manufacturer of the Year Award 2021
- Manufacturing Guild Mark 2015 – present
- Designer Awards – Commercial Product of the Year 2021 – Be range
- ICONIC – Best of Best Awards 2020 – BOB
- FX – Design Award for Public, Leisure or Office Product 2020 – Buddy
- Mixology – Storage Product of the Year 2019 – BOB
- Design Guild Mark Awards:
 - MultiDrawer (2017)
 - BOB (2019)
 - Buddy (2022)
 - Hideaway desk collection (2023)

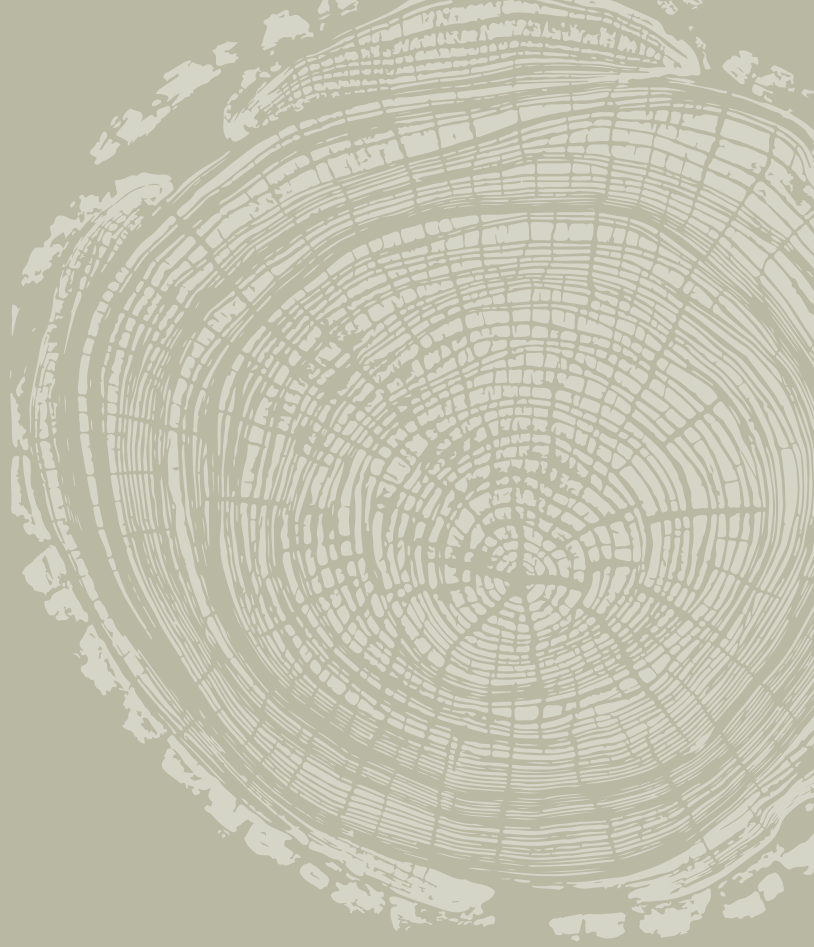


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Through protecting standing forests, under threat of clearance, carbon is locked in that would otherwise be released. These protected forests are then able to continue absorbing carbon from the atmosphere, referred to as REDD (Reduced Emissions from Deforestation and forest Degradation). This is now recognised as one of the most cost-effective and swiftest ways to arrest the rise in atmospheric CO₂ and global warming effects. Additional to the carbon benefits is the flora and fauna this land preserves, including a number of species identified at risk of extinction on the IUCN Red List of Threatened Species.





For more information please see our Sustainability Report at:
<https://www.bisley.com/design-inspiration/sustainability/>

BISLEY