

# Sustainability Report 2024



**BISLEY**



Bisley.  
Made for you.  
Made for life.

Established over 90 years ago, British furniture company Bisley creates solutions to meet the evolving needs of our home and workspaces with innovative products made from quality materials.

From the humble beginnings of car body repairs in 1931, the company began manufacturing workplace products in the 1940s. Today, Bisley produces over 15,000 items per week at its factory in Wales.

Bisley products can be bought in over 50 countries, and

organisations such as Direct Line, the BBC, and PwC are among those who trust Bisley to deliver on their office storage and furniture needs.

An Employee Ownership Trust since 2022, the company has invested more than £80 million in systems and processes since 1989, enabling it to become Europe’s leading manufacturer of steel storage, with one third of all UK steel storage originating from Bisley.

### The Bisley Group

Essential to future-proofing the business, we have reacted to customer demands, environmental concerns, and changing trends within every area of the company. This has necessitated continued evolution and diversification in terms of both the products we sell and the channels through which we sell them.

To reflect our company’s development, our corporate website moved to a new domain name: thebisleygroup.com. This move was made to

solidify Bisley’s expanse as we grow and evolve as a business, encompassing the varied facets of our offering.

It also enhances how we link our various websites and market channels together, making the connections clearer than ever before, while allowing scope to continue to add to our portfolio if required, to meet future demands.

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**BISLEY** Shop



**BISLEY** Direct



**BeSmart™**



**BISLEY** *Bespoke*



**THOMAS MONTGOMERY**



# Our Values

Our values underpin all of our business decisions. While we may add to the many ways in which we apply them, the core principles remain the same.

Integrity	Built on trust, honesty, and long-term commitment.	We remain committed to transparency at every stage of the manufacturing process - from sourcing materials to delivering finished furniture. Our 16 new Environmental Product Declarations (EPDs) demonstrate this dedication.
		Our annual Sustainability Report sets out our progress with detailed disclosure of the impact of our operations.
Pioneering	Innovating through thoughtful, leading-edge design.	Our accreditations are independently audited by third-party specialists to give us an unbiased assessment on how we are performing against our standards, ensuring we remain compliant working in line with our commitments.
		Our investment in R&D ensures we remain at the forefront of furniture manufacturing and allows us to push the boundaries in various aspects of the sector.
Sustainability	Investing responsibly for lasting environmental and social impact.	The development of BeSmart, including onboarding a dedicated team, positions Bisley as a market leader in the industry for smart technology projects.
		The ability to mix steel and wood materials at one manufacturing site opens up new design opportunities, and having product designers, engineers, procurement and production all working closely together means that we can break into new markets (such as the Cora dining range) with agility.
Creativity	Innovation drives continuous improvement.	Throughout our sourcing, operations, and recycling of materials, we continuously investigate how to be more sustainable in our practices.
		Training for our staff in sustainability, including FSC and ISEP courses, has allowed our business to keep up to date with current best practice.
Connected	Strengthening loyalty through meaningful relationships.	The three pillars of environmental, social and economic are a focus in all company reviews and strategy meetings to ensure they are addressed, in order to future-proof the business.
		We're excited about what comes next. We love our classics but are not afraid to re-invent them or try new things, including collaborating with partners to breathe new life into our designs. Such initiatives include creating alternative purposes at end-of-life or incorporating new elements such as exclusive patterns.
		Our New Product Development and Design teams research new technologies, systems and materials, while prioritising upholding the quality of our products and reliability of our sourcing, whilst ensuring we remain at the cutting edge of design.
		To cater to different preferences on how people work, methods of communication, and how they receive information, we review our practices and react to feedback to providing customers, suppliers, and employees with various options to help them perform in the most productive way. Employees are able to receive company updates in person, on screen, in written, or spoken form.
		Our websites are linked with interactive features including a portal specifically designed to give customers greater access to information specific to them 24 hours a day. It is always a priority for any new digital developments to optimise user experience across all devices and improve accessibility.
		Our progress in digital technology does not in any way reduce our appetite to speak directly to our customers or meet face-to-face. We have customer care phone lines looked after by our Customer Service team, direct links from our websites to our phone lines, and phone numbers on our email footers so that the relevant people can also be contacted directly.



**Richard Costin**  
Chief Executive Officer

Things often move at a fast pace in manufacturing, and while it's an integral part of growing our business to keep up with technological advancements and to be prepared for any changes affecting our industry, it makes it even more important to ensure that we take sufficient pause to reflect on our progress and our impact, and that we remain on track to achieve our targets. Ultimately, this is the way we can drive a truly sustainable business, benefiting our staff, customers, and community, while reducing our environmental footprint.

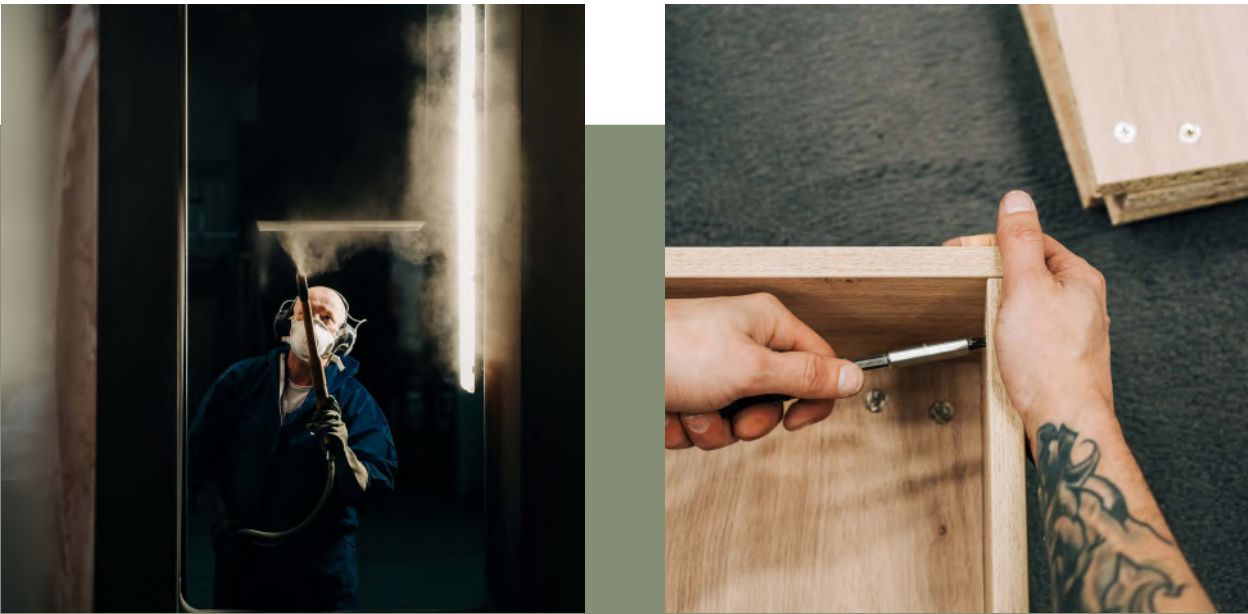
It's about our future both immediate and long-term. We understand that the actions we are taking now will have consequences for generations to come. That is a huge responsibility and rightly so.

Admittedly, it has been a challenge to balance how we remain creative and innovative in our approach while adapting to a changing landscape in terms of manufacturing capabilities and changing regulations, but

I'm extremely proud that we have so much experience and passion within our workforce, that they rise to the challenge every time.

Those who are familiar with Bisley will know that we have a strong legacy, having started as a family business, with people at the forefront of decision-making and that remains the reason why we do what we do - and we love it! That is why the EOT (Employee Ownership Trust) is so important and will continue to be. We want to keep up that legacy by making a positive impact wherever we can.

I'm delighted to see the results of everyone's hard work detailed within this report - not just because it brings us ever closer to our long-term goals but because it demonstrates the dedication, loyalty, and heart of our Bisley team.





# A Year in Review - 2024



Bisley London showroom



Colour launch - Berry

2024 was a memorable year for Bisley.

One of the most significant areas of sustained progress was the reduction of Scope 1 and 2 emissions by a further 10% from the previous year. We have reduced our Scope 1 and 2 carbon emissions by over 56.7% since our 2018 baseline and continue to track carbon intensity to stay on course towards our net zero goals. We maintain our commitment to sustainable sourcing, only purchasing wood from FSC and PEFC approved sources and retaining our FSC certification, ensuring all our wood materials are ethically sourced. We have continued to uphold our ISO certifications (ISO 9001, ISO 14001, ISO 27001, ISO 45001).

Introducing 16 new Environmental Product Declarations (EPDs) across our product ranges has also been a great step forward, demonstrating our focus on transparency. Additionally, the incorporation of our Environmental, Social and Governance (ESG) commitments into our company operations, was showcased in April at the Sustainable Design Forum in Clerkenwell, London, where Bisley proudly sponsored and took part in a panel discussion on sustainability, social value, and environmental impact.

We've also celebrated the launch of three new colours - Berry, Natural Canvas, and Marine Green - chosen for their timeless appeal and ability to complement a variety of materials, expanding our extensive colour offering.

Our engagement with the design community continued in May with two major milestones: the opening of our new showroom in Dublin, a 2,000 sq ft space that caters to Ireland's thriving architecture and design community; and our

participation at Clerkenwell Design Week, where we transformed our exhibition space to highlight our growing presence in sectors beyond traditional storage - home, leisure, hospitality, and more.

Celebrating diversity and inclusion remained central to Bisley's culture. In March, for International Women's Day, we recognised the importance of female voices in what remains a male-dominated manufacturing industry. We celebrated the social, economic, and cultural contributions of women across our global teams with an afternoon tea, inspirational stories, and interviews. This commitment to gender inclusivity continued into November for International Men's Day, where we opened up vital conversations about men's mental and physical health. Colleagues shared personal experiences - ranging from post-partum depression in men to challenges surrounding emotional vulnerability - ensuring these important topics receive the attention they deserve.

During Pride Month in June, we celebrated our LGBTQ+ colleagues and communities through a series of engaging activities including a Pride quiz, educational resources, and inclusivity workshops led by an external group. The month's festivities concluded with a well-earned visit from an ice cream van at our Newport site—bringing people together in the spirit of unity and celebration.

Our story continued into the autumn. In September, we took part in Material Matters during the London Design Festival, offering visitors a deep dive into the materials and processes that shape our products. October saw our growing retail presence strengthen further as we launched a new home space in John Lewis's flagship Oxford Street store, as part of their "Home Hero" concept. This prestigious partnership gives us a platform to share our British heritage and the craftsmanship behind our designs.



Pride, Newport HQ



John Lewis, Oxford street

## Highlights of the Year...

56% reduction of scope 1 and 2 emissions since 2018.

100% of wood, steel, packaging and general waste diverted from landfill.

1,485 trees planted through partnership with Treeapp.

100% of our electricity used is renewable.

Bisley Shop rated 4.6 out of 5 on Feefo.

63% of staff have worked at Bisley for 10 years or longer.

16 new EPDs

We appointed 9 new mental health first aiders.

15,351kg combined weight collected over 2024 with Waste to Wonder, equating to 48,761kg Carbon saved.







# Governance



The company strategy is determined with input from the Board of Executives and agreed by the Board of Directors, with ultimate responsibility that the company stays on track with its goals, not only in terms of financial and operational performance, but also that we are operating in line with our agreed ethics and practices, resting with our CEO, Richard Costin.

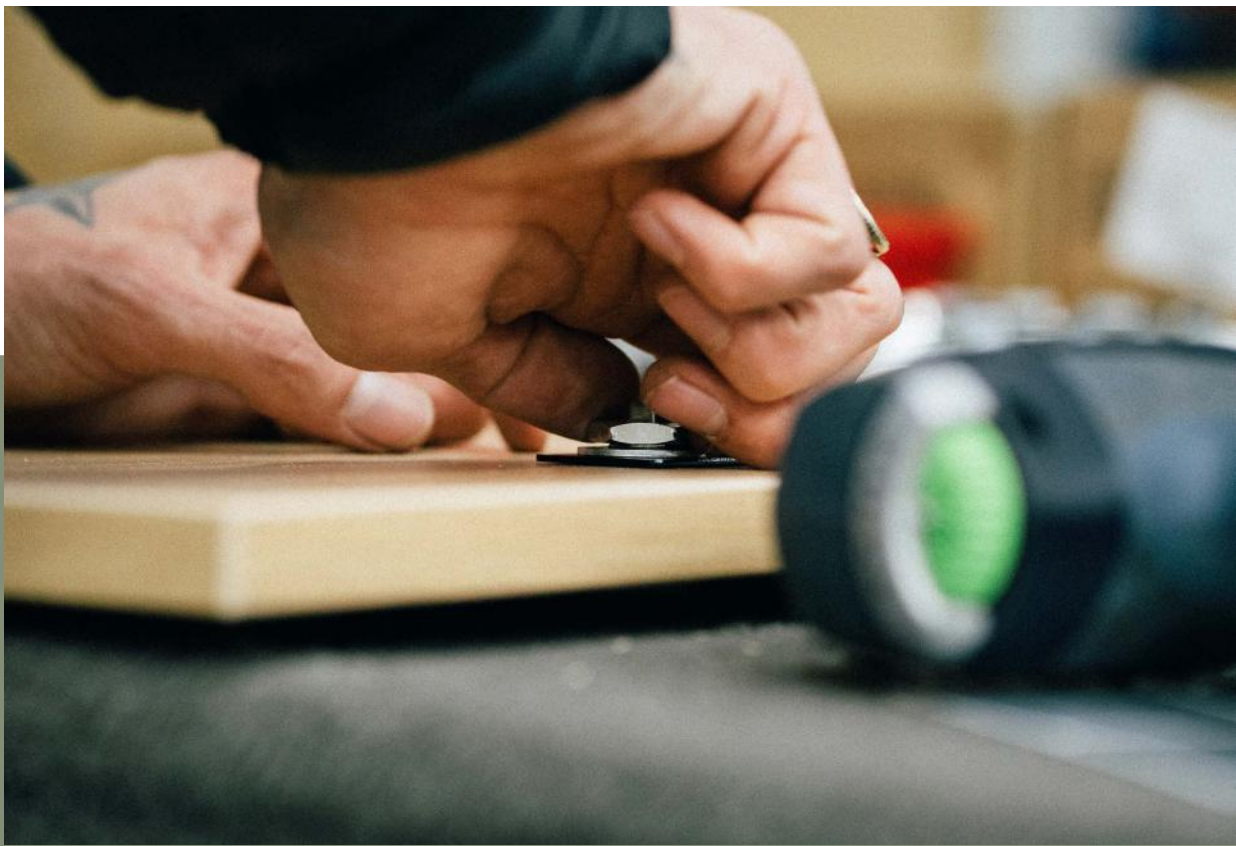
However, as sustainability encompasses every area of our operations, we recognise that it is only possible to achieve our targets with involvement from every level.

With the Employee Ownership Trust owning a 51% share of the business, there is a vested interest from all staff, led from the top down. Sustainability is everyone's responsibility and we encourage ideas from all

stakeholders for continuous improvement. Representatives from all departments attend works council meetings where company updates are provided, questions are raised by staff, and suggestions are put forward.

All operations are assessed and reporting is verified by third-party specialist auditors to ensure accuracy of data and compliance to our policies and standards, to maintain certification.

It is the responsibility of each head of department to ensure that their section has a thorough understanding of its standard operating procedures and is aware of its performance against set targets, as well as how these feed into the wider company goals.



# Achieving our Sustainable Development Goals

We periodically review, and adapt our business model to ensure that we do not compromise on maintaining the Sustainable Development Goals (SDGs) we uphold as part of our company's growth plans. We are committed to embedding sustainability into every aspect of our operations. From responsible sourcing to reducing our environmental impact throughout production and delivery, the SDGs remain central to our business ethos, guiding our decisions and long-term strategy.

Logos will be placed throughout this report to demonstrate how Bisley is aligning with and contributing to the Sustainable Development Goals, providing a visual understanding of our commitments and progress.



The United Nation's Sustainable Development Goals

# The Well-being of Future Generations (Wales) Act

We use the Well-being of Future Generations (Wales) Act 2015 as a guiding framework to develop initiatives and measure effects, to ensure our decisions are made with long-term thinking in mind - balancing social, environmental, and economic impacts. In this way we focus on contributing positively to a sustainable future for both current and future generations.



# Our People



## Well-being of our people

At Bisley, we are committed to improving employee well-being, with a dedicated team prioritising signposting and arranging activities with the aim of providing either a health or financial benefit to our staff. An email address set up for the well-being team gives all employees a way to contact the team at any time with feedback on initiatives, ideas for future activities, or if in need of support.

We have trained nine new mental health first aiders from all areas of the business, to ensure that our employees always have someone they can talk to when they need it.

In addition, we have partnered with bigmoose, a Welsh-based charity, dedicated to helping individuals in the UK facing mental health challenges by providing access to specialist support. By combining our internal mental health first aid training with our partnership with bigmoose, we are creating more varied avenues for our employees to seek help in a way that is most comfortable for them, offering them support both in and outside of the workplace.

We have responded to the breadth of research carried out and studies documented by health organisations to support the benefits of reading on our mental and physical health including; reducing stress, and lowering blood pressure and heart rate. To ensure that all staff have access to a variety of reading materials, we installed a free to use library in our communal canteen, with books donated from members of staff.

Health and Safety is a crucial part of employee well-being and there are numerous measures in place to protect the safety of staff, in addition to the external audits carried out including;

- Any near misses are discussed with remedial action in a daily production meeting.
- Weekly internal audits on all production areas are rotated and carried out by a team spanning multiple departments to ensure objectivity.
- DSE assessments are carried out for all users.

These activities specifically focus on optimising the workspace so employees can be as comfortable and productive as possible.



## Gender pay gap

Mean	0.9%
Median	-14.7%



## Inclusivity and engagement

In order to promote an inclusive working environment where everyone feels safe and respected, we invited all employees to take part in inclusivity training provided by an external agency covering the topics of sex and gender, pronouns and terminology, sexual orientation and language. The course discussed preconceptions and stereotypes and allowed staff to raise questions in a respectful way, free from judgment.

To enhance staff engagement further, we have also introduced the Viva Engage platform through Microsoft. This provides a more streamlined approach to internal communication, connectivity and a supporting work environment. We have also ensured that every person has easy and regular access to the platform.

## Developing our people

Ongoing staff development is also an area of focus, with training courses, programmes and personal development plans tailored to help realise individuals' potential, in line with business needs.

We currently have three apprentices at Bisley—two in Design and one in Maintenance—each making valuable contributions to daily operations. We recognise the importance of apprentices to ask relevant and important questions and bring a fresh and objective perspective to our business.

We also arrange courses to help employees in their continued professional development and to remain informed of developments in specific areas, such as leadership training and ISEP courses. This year, 11 members of staff spanning the departments of Marketing, Communications, New Product Development, Data Analysis and Logistics also benefited from a Project Leadership course, which focused on how to lead and manage projects effectively.



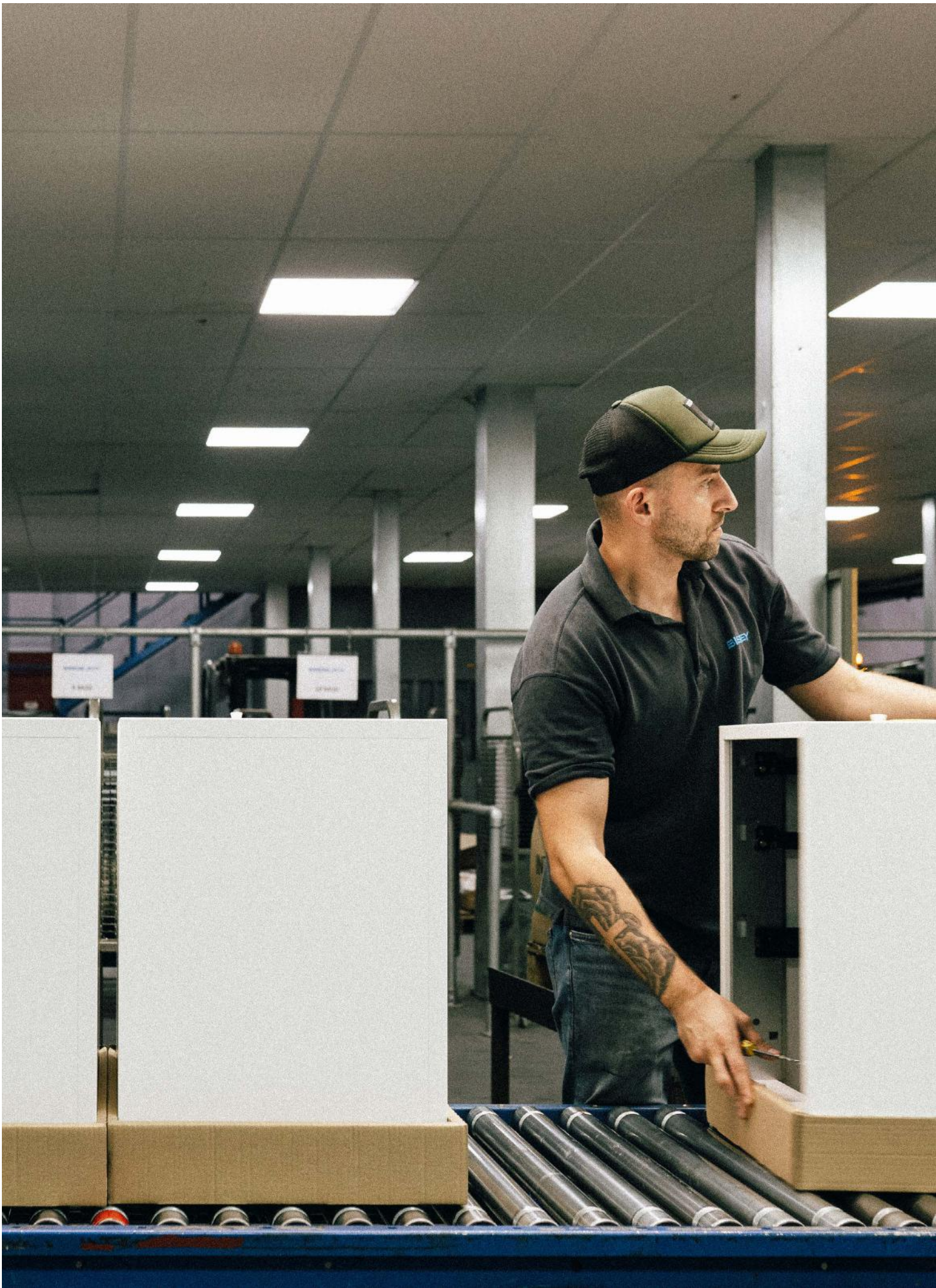
**Staff benefits**

- EOT - Applicable after one year's service
- Life assurance
- Access to private healthcare under company scheme
- Cycle to work scheme
- Long service awards
- Company pension
- Company savings scheme

Our focus on employees has led to a reduction in staff turnover and our length of service figures remain very strong as a result.

Staff turnover has improved by 22.7% year on year, down from 22% in 2023 to 17% in 2024.  
63% of staff have a length of service of 10 years or more.  
36% of staff have a length of service of 20 years or more.  
24% of staff have a length of service of 25 years or more.

Looking forward, we will continue to encourage feedback from all levels on how we can improve engagement and further increase the number of activities to help to improve the financial, mental and physical health, and well-being of all members of the Bisley team.





# Our Customers

Throughout 2024, our commitment to enhancing the customer experience has been stronger than ever, particularly as we transitioned to form the Bisley Group. This exciting change has brought about a refreshed approach to customer service, new showroom refurbishments, and a variety of engaging events designed to strengthen relationships with our clients.

### Customer experience

The Bisley Group has streamlined its customer experience by uniting all aspects of the Bisley business under a cohesive online presence.

Additionally, the transition has allowed Bisley to upgrade its hosting server for the UK Bisley Shop. The popularity of the consumer website had outgrown its previous infrastructure - a challenge that highlighted our growing success. With this change, Bisley is ensuring that its platforms continue to support and enhance user experience.

We've also invested in our physical spaces, with newly refurbished showrooms that were showcased during a range of events throughout the year. Notable highlights included the popular darts event and several Nerdworking gatherings, providing fantastic opportunities for networking and building effective relationships. Islandbridge events were also hugely successful, bringing together clients and partners for meaningful connections.



Nerdworking



Dublin showroom launch

Subscribers to our Bisley e-commerce sites received more benefits than any other years with exclusive promotions such as early access to our Black Friday discounts weeks ahead of non-subscribers. They were also introduced to newly launched products before anyone else, on top of benefiting from an exclusive discount.

One of the standout achievements of the year was receiving the Gold Trusted Service Award from Feefo for the Bisley Shop, with an impressive rating of 4.6 out of 5 for the 2024 calendar year. This recognition reflects the dedication and hard work of our team in delivering exceptional service across e-commerce platforms and in-person interactions.

Feefo presents Gold Trusted Service Awards to businesses that collected at least 50 reviews between January 1st 2024 and December 31st 2024, with a Feefo service rating of between 4.5 and 5.

Examples of reviews received are as follows:



#### "Great services from Bisley"

Absolutely fantastic service end to end: from using their online shop, registering for their newsletter, getting great information and help in my calls and emails with their customer service team through to ordering placement, delivery and after care.

Will continue to use and recommend Bisley to others.

Great ideas for the home furniture ideas."

#### "Superb"

Superb cabinets, made in the UK, and everything I hoped they would be.

Delivery was excellent too, with the delivery men removing the packaging so that I could check them.

All in all I have no hesitation in recommending Bisley Shop, for first class services and world class products."

#### "Perfection!"

The filling cabinets delivered was pristine and beautifully packed. it was delivered by two people who unpacked it and moved it into situ. I could not have asked for better service. You get what you pay for. It may seem expensive but it is robust and the drawers close seamlessly. I has had Bisley cabinets in the past in different office and they last for years."

#### "Volume Filer - Foolscape version"

very pleased indeed with my volume filer from Bisley, Love the colour - a mat chalk which suits my study (thought I was tempted by stunning orange or red!)

I was delighted to be regularly updated as to the progress of my order and that it was fulfilled very quickly as promised. Service in this respect was excellent

Delivery was prompt and very efficient & the carrier had no issues with bringing it up to my apartment & removing & taking away all packaging

A thoroughly satisfactory experience Bravo Bisley."

#### "Great Company"

The service from start to finish with Bisley was exceptional. From the first email keeping me informed of receipt of my order, through the manufacturing stage then to delivery. Delivery was by a fantastic company, so polite. The Bisley furniture I ordered arrived in perfect condition and looks great in my study. I would definably use and recommend this company again."







Another important digital development for us and our customers this year was the launch of the Bisley Direct Dealer Portal. Dealers using our portal will receive multiple benefits including access to a wider range of products, quicker lead times, and the ability to place orders, receive acknowledgements, and track updates at any time of the day. We launched the portal with a select number of existing customers to test its functionality, and following valuable feedback, introduced additional developments to improve the process further.

### Transparency

The creation of 16 new EPDs provides our customers with transparent and comprehensive information on the environmental footprint of our products, so that they can make informed decisions on the right product for their needs, or if acting as a project facilitator, ensures any required information is immediately and freely available.

As we look forward, we'll continue to focus on the User Experience (UX) of our website, offering additional services for our e-commerce customers such as installation, and more exclusive benefits for our subscribers. We will also use more detailed analysis from our customer experience system to keep elevating the customer journey.





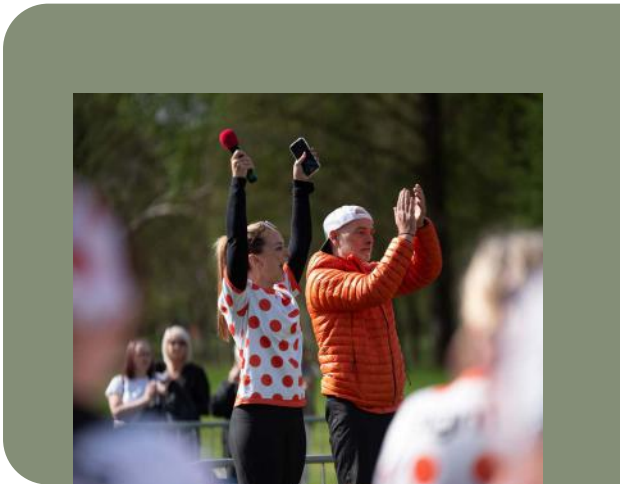
# Society and Community



## bigmoose

In 2024, we began our collaboration with bigmoose, a mental health charity that provides therapy to anyone who is struggling, with no qualifying criteria nor medical referral required. We have committed to working together on various initiatives including giving talks to our employees to highlight the support available, sponsoring bigmoose events, and helping to furnish their offices.

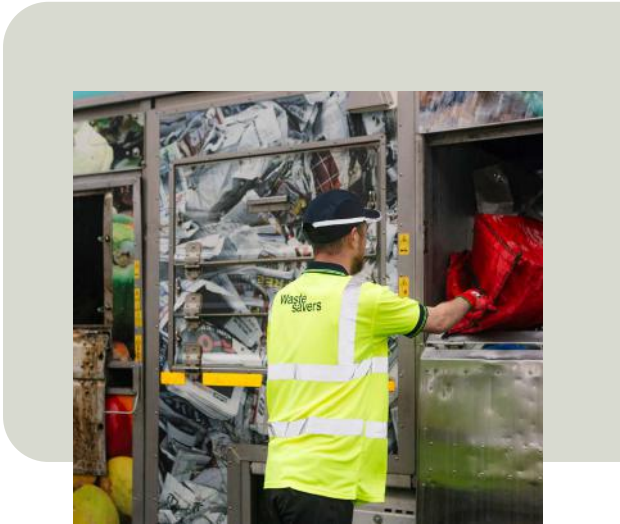
Through this partnership, we can provide a support channel for employees who would rather talk to people outside of the work environment and we can also give back to help others receive the support they need. In 2024, bigmoose delivered 5,150 therapy sessions, with a calculated social value of £6,393,240, so we're delighted to be contributing to the vital work that they do.



## British Heart Foundation

Having established an initiative with the British Heart Foundation to offer a free furniture collection service for our customers, helping us to develop a more circular business, our partnership with BHF continues to grow, with us also directly providing furniture

that we are unable to reuse ourselves that can be sold to help fund lifesaving research. Through this partnership, customers are able to arrange collections, free of charge, that will provide an alternative end of life use.



## WasteSavers

We're proud to be a part of WasteSavers' efforts to increase recycling across Newport and Wales.

WasteSavers have supplied jobs to the local community through waste collection and recycling since 1998. Not only this, but WasteSavers have also set up repair cafes and reuse shops in Newport that have

saved material from ending up in landfill and provided affordable services for the local community.

We have been actively improving our separation of recycling on-site through better labelling and more recycling sites providing more options for workers to separate from time of disposal. This has led to significant improvements of recycling sent to WasteSavers.

## Social enterprises

Where possible, we have sourced sundry products from social enterprises, enabling us to support areas that would otherwise be difficult for us to help directly.

The social enterprises that we have worked with in 2024 are all making a positive impact in various ways. Examples of these include - employed people who face significant barriers to work such as homelessness, diverting waste from landfill, contributing to reforestation projects, empowering farmers to gain a dignified livelihood and increasing women's participation in farming, and funding global education projects. In 2025, we plan to roll this out on a larger scale with more products and services being sourced through this route.



## Other causes supported:

- Sponsored shirts for Lliswerry Lizards' under 14s football team - proposed through a Bisley employee.
- Lliswerry FC's first team match sponsorship - proposed through a Bisley employee.
- Macmillan Coffee Morning.
- Customer charity quiz night - Bisley donated a prize to be auctioned.
- Donated a £250 voucher for customer charity raffle.
- We donated money raised through the sale of recycling scrap metal to St David's Hospice.
- Sponsored logo on Cwmbran RFCs under 9s team shirt - proposed through a Bisley employee

We were also proud to sponsor the Happy Place exhibition and auction, and hosted the event at our London Showroom in May 2024. The art exhibition, containing 30 miniature worlds where people were encouraged to find comfort, was auctioned to raise money for the LGBTQ+ homelessness charity Stonewall Housing. Enough money was raised for 35 homeless people to have a night of safety and travel vouchers.

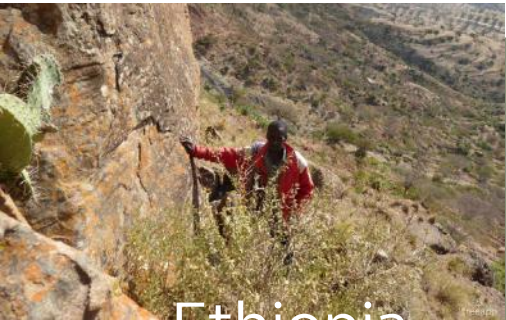




Treeapp

Bridging both sustainability pillars of people and planet, Treeapp’s projects aim to address the ecological crises and social injustices in the most affected areas.

This year, we focused on supporting projects in Ethiopia, Haiti, Indonesia and Madagascar.



Ethiopia

Excessive logging has jeopardised areas of biodiversity that serve as potential major food source providers for local inhabitants. Planting trees here helps to restore the cover originally provided by the forests, which is necessary for farming and beekeeping to continue. Additionally, locals will benefit from the income provided by tree planting, including giving women the opportunity to remain in school, as they may choose to use the income to pay for extended education.



Haiti

98% of Haiti’s forests are already gone and the UN estimates that a further 30% are being destroyed every year. Treeapp initiatives in this area include preserving and restoring mangrove areas and promoting agroforestry and sustainable fishing, giving the local population options that are both economically and environmentally sustainable.



Indonesia

Indonesia has lost over 40% of its mangrove forests, part of the wetlands surrounding the islands that are vital for local fishermen. By planting more mangrove along the coasts, Treeapp is helping to restore aquatic ecosystems, as well as protecting areas from flooding.



Madagascar

Over 80% of forests are now gone, having been cut down for farming or for timber export. Treeapp’s project in Madagascar is crucial to address the displacement of water and land species and reintroduce them into the area.

In addition to the above projects, we extended our support to cover further areas including Brazil, Burundi, Peru and the UK, helping to address a wider range of crises. These projects support farmers, restore key water springs and basins, protect communities from land degradation to enable cultivation of food crops, combating soil erosion and reviving forests.

While the economic situation is not as extreme in the UK as the other countries we are supporting, the need to increase biodiversity and reverse displacement of species within the UK is vital. Treeapps projects here address these issues while sequestering carbon.

Our impact so far

1,485 trees planted

161.87 tonnes CO<sup>2</sup>  
Absorbed by the trees across their lifetime

15 workdays  
Created for local communities

9904.95 m<sup>2</sup>  
Land reforested





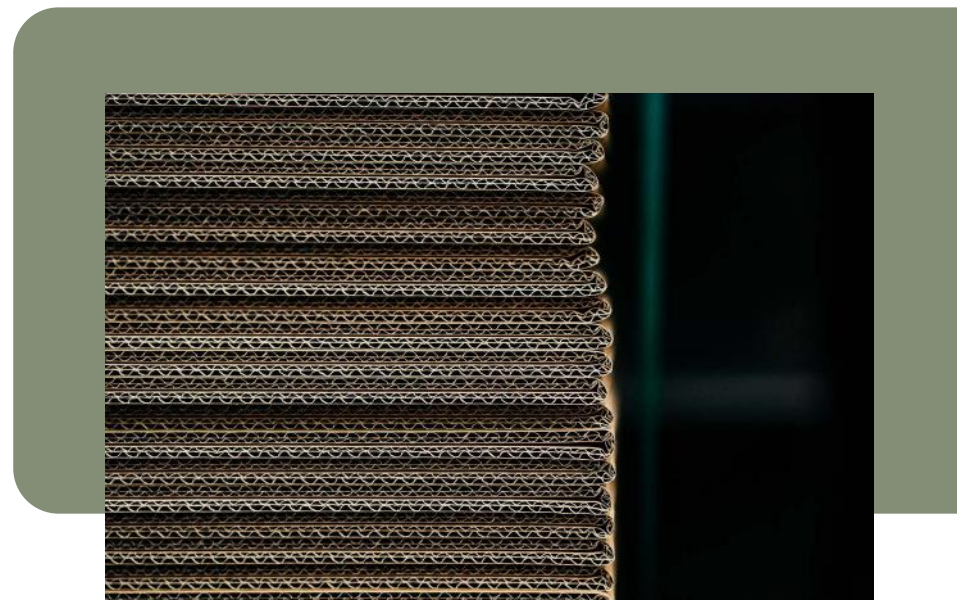
# Environment

We've made significant strides, but are still in the early stages of our net-zero journey. This time line outlines our key emissions reduction goals.

In the short-term, we continue to focus on emission reductions throughout the company, as we have seen success through the last 7 years from the baseline.

In the long-term, the focus will be to balance any residual emissions to ensure we reach net-zero.

Our journey to net-zero is ambitious but crucial. We are committed to transparency and continuous improvement as we work towards a sustainable future for all.



## 2018 - 2024

2024 goal of reducing Scope 1 and 2 by 25% reached.  
Scope 1 and 2 emissions reduced by 56.7% from baseline.

## 2030

Reduce operational emissions (Scope 1 and 2) over the next 5 years, 5% at a time to reach the target of 60% by 2030 against the baseline.

## 2040

Reduce operational emissions (Scope 1 and 2) by 70% by 2040 against the baseline.

## 2050

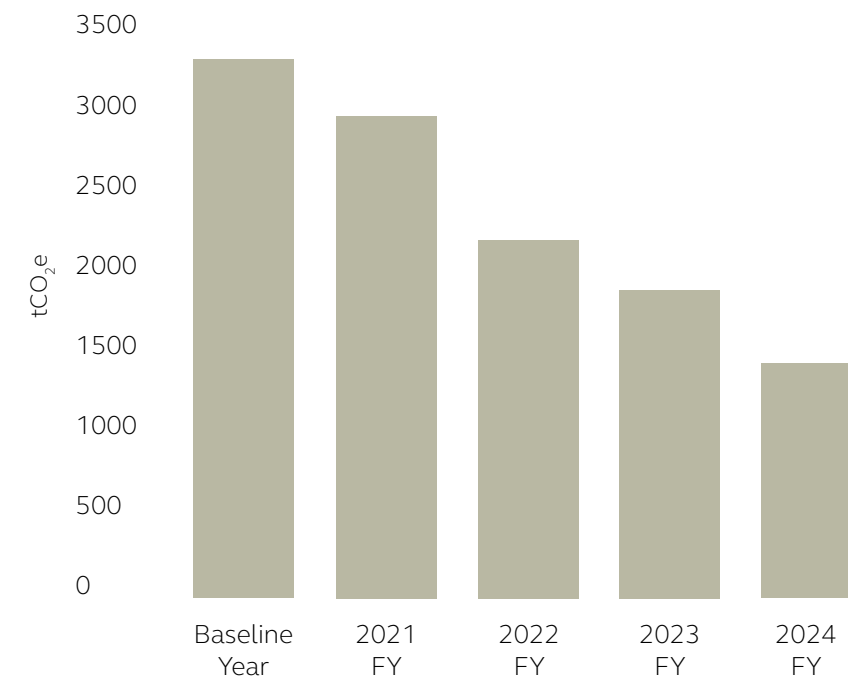
Achieve net zero emissions covering Scope 1, 2, and 3 by 2050. This comprehensive target includes all direct, indirect, and value chain emissions.

## Introduction

We've made significant progress in reducing our emissions through multiple initiatives. In the following section, you'll find an overview of the actions we've taken to cut emissions and enhance operational efficiency, breaking it down to understand how these figures have been achieved.

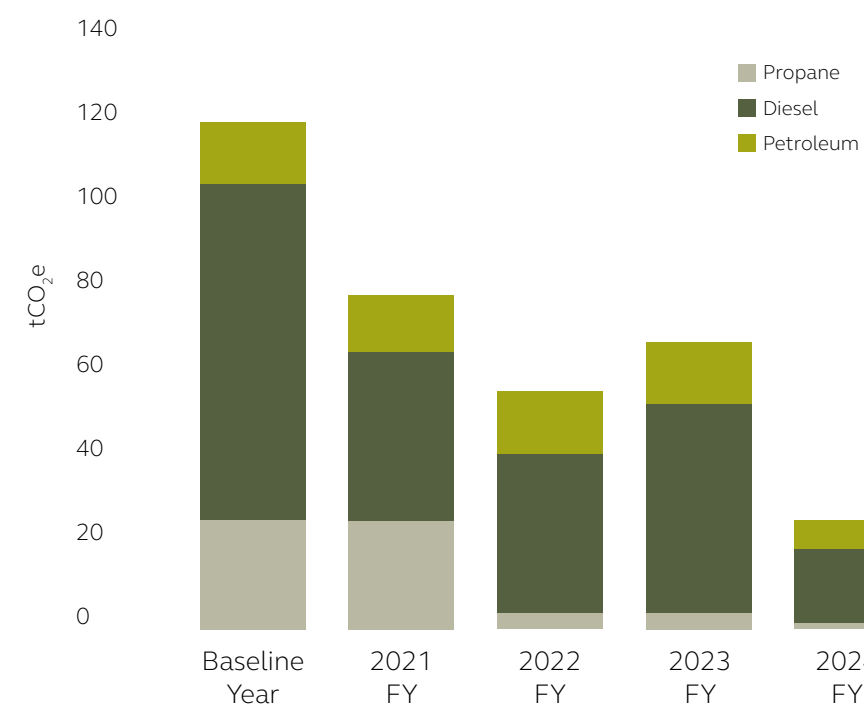
## Scope 1

### Natural gas



Natural gas: Consolidating powder plants and increasing heat retention in our ovens has improved efficiency and helped reduce our natural gas usage.

### Transport - propane, diesel and petroleum



All 19 of our forklifts are now fully electric, reducing our propane and LPG usage to zero.

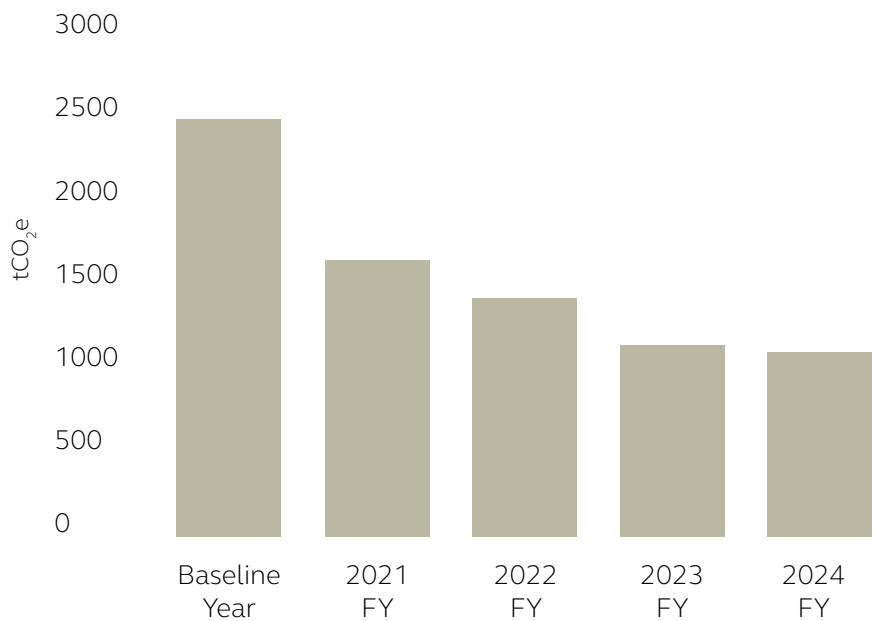
Propane: Previously used to fuel our forklift fleet, propane consumption has now been reduced to zero following our transition to a fully electric fleet of forklifts.



Scope 2

While our use of renewable energy sources means our Scope 2 emissions could be considered negligible, we remain committed to improving efficiency further in this area. The graph below illustrates the energy consumption of our Newport factory over the past 5 years.

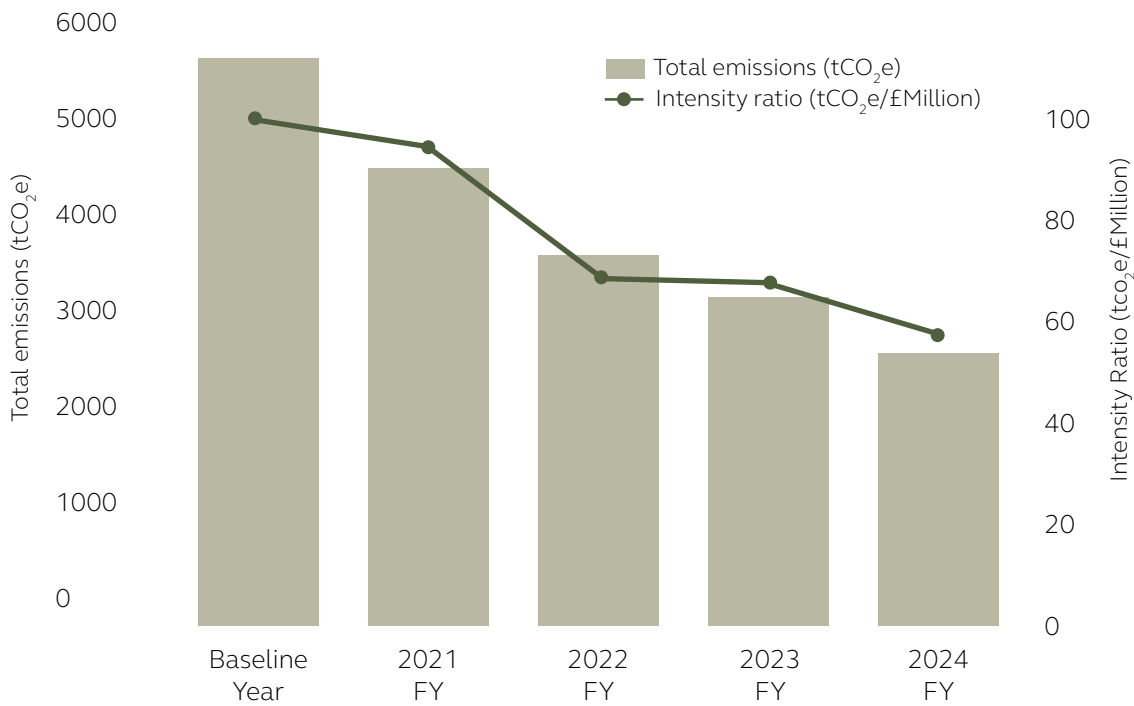
Grid electricity



Scope 1 and 2 emissions with intensity ratio

We believe the carbon intensity ratio is one of the most important figures to consider when estimating a business's emissions, as it looks not only at the output but it maintains consistency as the business changes. The carbon intensity we use is measured in tonnes of carbon dioxide per million pounds of turnover ( t Co2e/mil ), giving an accurate representation of how we are performing. The figures below demonstrate how this has changed over recent years.

Emissions and intensity ratio over time



Scope 3

We are currently exploring partnerships with external organisations to help us better understand and quantify our Scope 3 emissions. As reporting on Scope 3 is likely to become mandatory in the near future, we're taking proactive steps to stay ahead of the curve and to begin disclosing this data as soon as possible.

We have begun looking into category 6 and 7 of the 15 categories of Scope 3:

Category 6:  
Business travel - We are looking to set the baseline year to be the FY 2025-2026.

Category 7:  
Employee commuting - setting the baseline year for 2025.

Energy Consumption and Improvements



- Over 2024, following ESOS recommendations and continuously reviewing our operations for efficiency improvements, we have made the following progress on-site in Newport.
- We have consolidated our operations to fewer powder paint plants to increase efficiency. Through this, we have reduced the need for four oven burners and an infrared panel.
- In our woodwork section, we have improved the extraction system from star delta to an inverter process, increasing its efficiency by 13%.
- Installation of a new sand cleaner has reduced the cycle time from three hours previously to 1.5 hours.
- New office heating provided by air source heat pumps, a far more energy efficient process than conventional aircon systems has improved energy saving of approximately 20%.
- Installation of thermal insulation in the roof space of our customer services offices has improved heating efficiency by an estimated 20%.
- We have engaged with an independent specialist to collect half-hourly energy consumption data using small meter attachments for ongoing improvements. There's no specific energy savings, but plenty of indirect savings through better monitoring.
- Commitment to renewable energy through EDF's renewable tariff (UK REGOs/European GoOs).
- Mandatory participant in the Energy Savings Opportunity Scheme (ESOS), audited by the Confederation of British Metal Formers (CBM), last audited in October 2021, planned audit for 2025.
- Participant in the industry-level Climate Change Agreement (CCA) with reduction targets set by the Department of Business, Energy, and Industrial Strategy (BEIS).





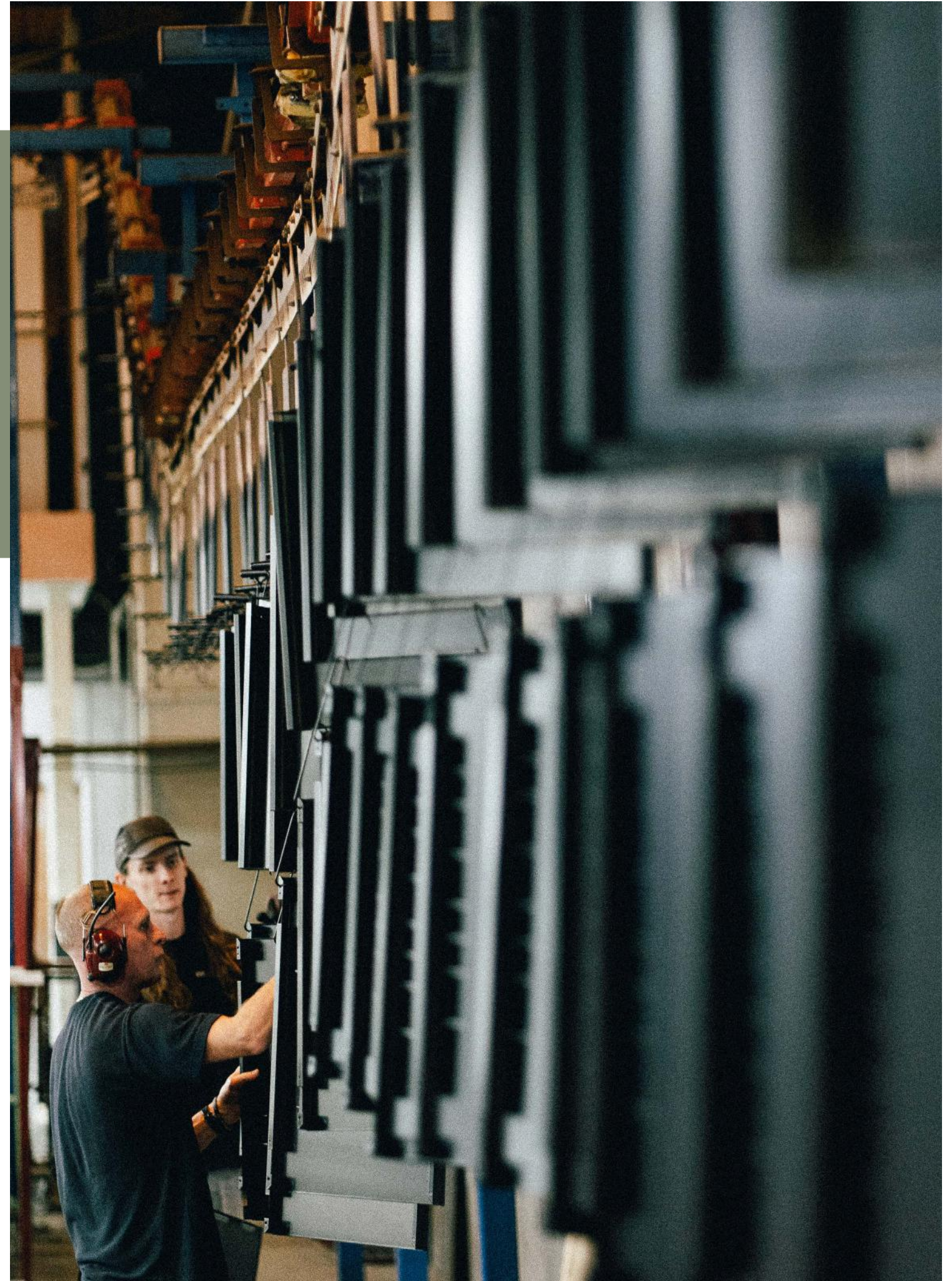
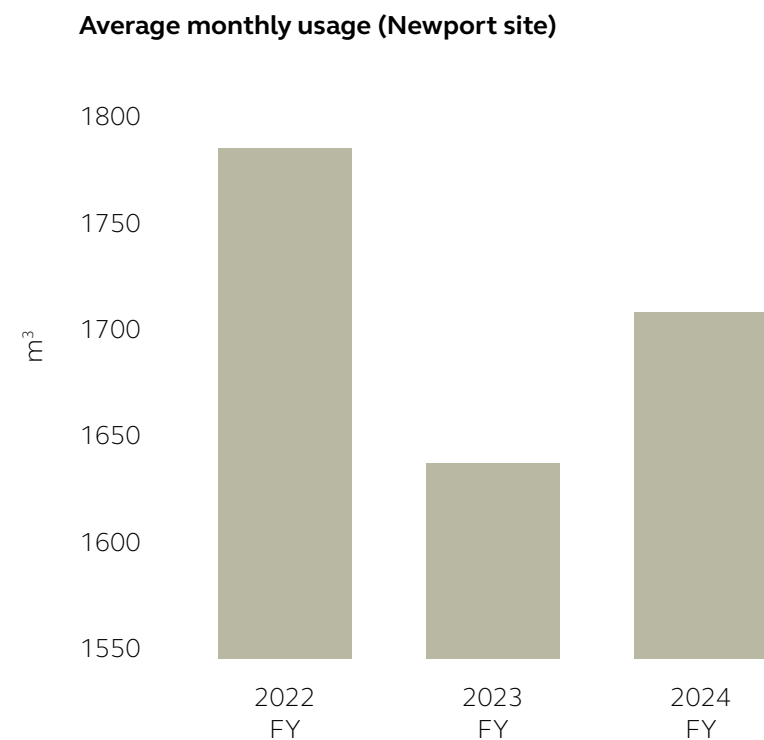
## Water Consumption



From 2021 to 2024, we have reduced our overall water consumption. However, there has been a slight increase in usage between 2023 and 2024. This rise is largely due to changes in our business model, shifting from long-term contracts and bulk product manufacturing to shorter-run, and bespoke projects that have led to changes in our processes on site, ultimately leading to more water required.

Despite this, we have made significant strides in water efficiency. The consolidation of our powder paint plants has streamlined operations and improved water usage overall.

Historically, we have introduced automatic taps and low-flush systems to help reduce consumption, and we are actively exploring additional water-saving initiatives to build on this progress.





# Waste and Circularity



### Packaging we send out

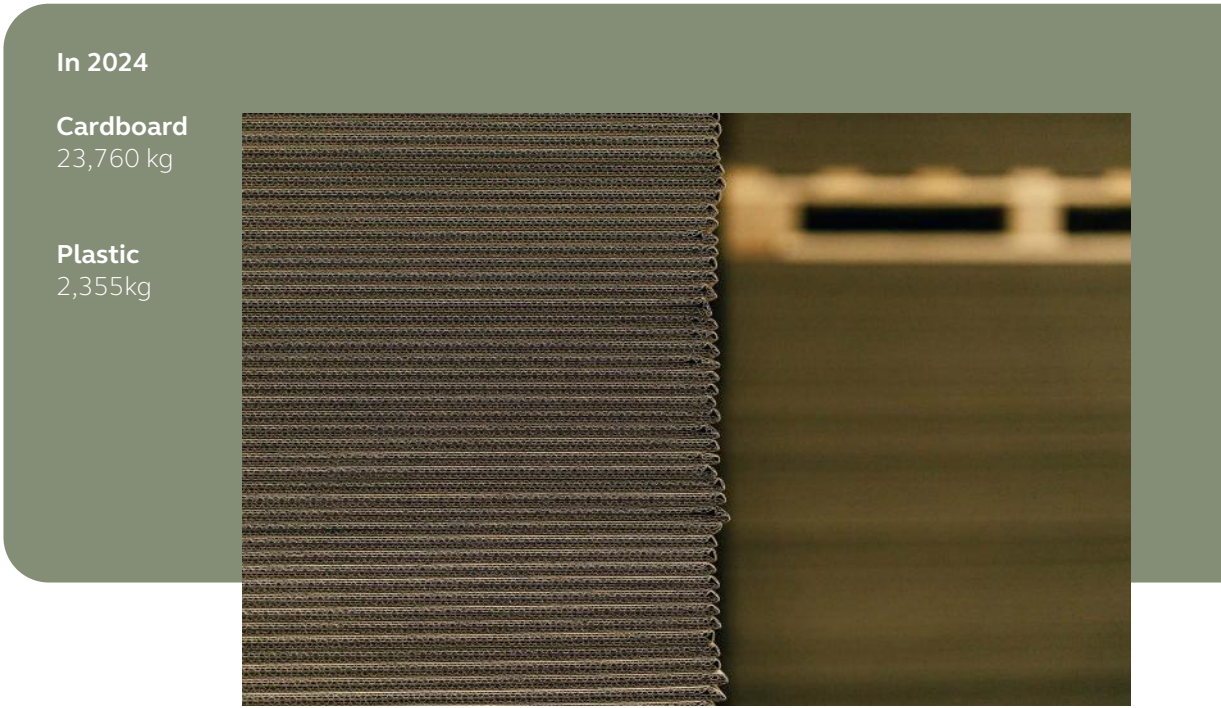
The Environment Agency has set out further regulations to improve recycling across the UK and reduce the waste sent to customers. The new Extended Producer Responsibility has been in place in 2024 to regulate these new initiatives.

We've partnered with Clarity, a compliance scheme, for their expertise in this area; to help us ensure our reporting is as accurate as possible, in line with the new and upcoming regulations.

We have also been working towards greater communication with our organisations downstream to understand where our packaging ends up and examine the whole life cycle of the packaging. As a result, we've looked at our suppliers and have been ensuring the packaging we send out is both recycled and easily recyclable in households.

### Packaging we receive

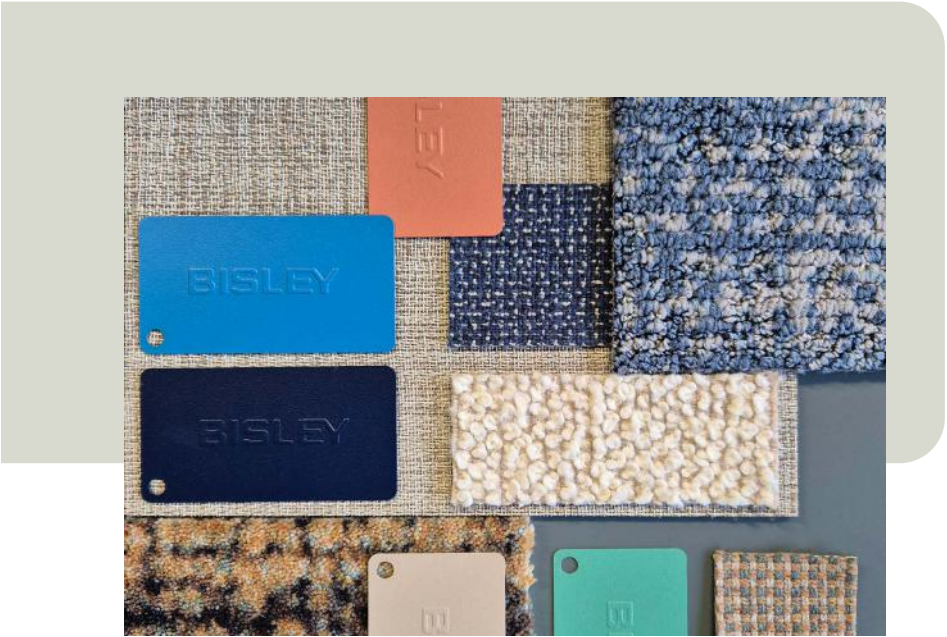
We continue to bale and recycle our polyethylene wrap and cardboard that is sent to us or used in daily operations.



We are reducing our waste by improving the efficiency of our packaging processes. We are working closely with suppliers and courier companies to ensure we have the most suitable packaging designs for our furniture, ensuring they are not only more sustainable but also better suited for transport. By using less material without compromising protection, we're minimising excess waste and reducing our environmental footprint. These improvements also enhance the customer experience, as deliveries arrive in well-packaged, easy-to-recycle materials that reflect our commitment to sustainability and responsible business practices.

Using our on-site cardboard machine has ensured we keep offcuts to a minimum and can tailor all our packaging to any new designs or products. It also enables us to maintain fluidity with the packaging process.

For our on-site cardboard machine, all cardboard is 100% recycled content.



### Colour samples

In addition to our packaging initiatives, we allow our customers to test which of our colourways will fit with their work or living space. Our customers can order a colour sample supplied on the same substrate as the finished product, to ensure they have the correct colour before buying, eliminating the unnecessary return of a product, reducing both costs and wasted emissions. We are currently in the process of setting up a direct link from the action of a customer placing a sample order to a tree being planted through Treeapp, making this an even more sustainable activity for our customers in the near future.

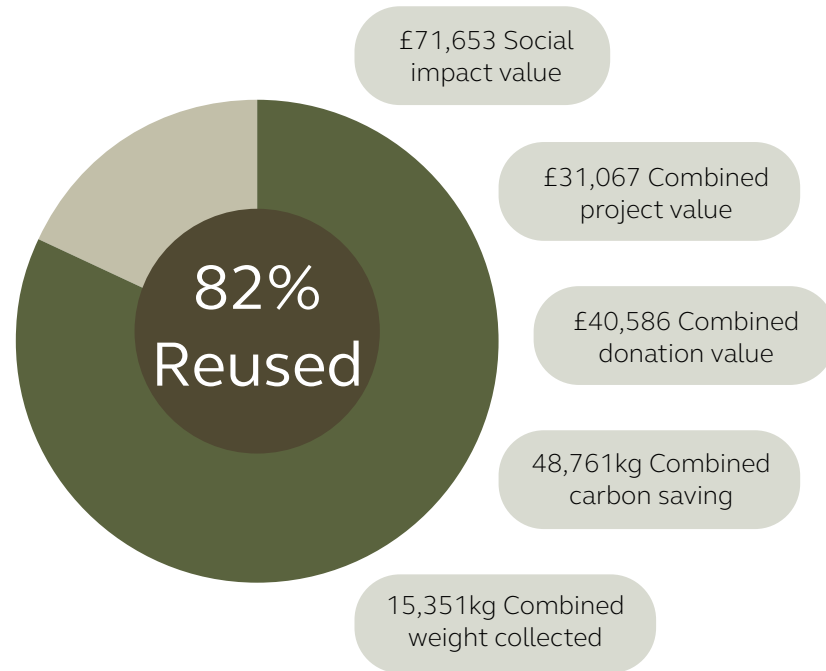
### Reuse

We encourage our customers to give pre-owned furniture a second life. To support this, we provide access to trusted reuse and recycling partners such as the British Heart Foundation (BHF), Clearabee, and Waste to Wonder. Details of these partnerships along with how customers can use our accounts are found on our sustainability page [here](#).

These partnerships make it easier for customers to responsibly pass on unwanted furniture responsibly, helping to reduce landfill waste and support charitable and environmental initiatives. By facilitating reuse, we're not only extending the life cycle of our products but also empowering customers to make more environmentally conscious choices.







### Waste to Wonder

Working with Waste to Wonder has continued to give products a second life and divert unnecessary waste from landfill. To follow are statistics based on recent projects on which we have worked with Waste to Wonder:

- 82% of the furniture was reused.
- Accounts for 15,351kg collected and saved from either recycling, recovery, or landfill.

### Recycling our waste

We're continuously working to improve our recycling efforts across all areas of the business. Through partnerships with organisations like Wasteavers, we send materials such as plastic bottles, cans and paper to charities who will benefit from the value of these products to help the community.

We recycle metals and wood from used furniture and manufacturing processes, further reducing our environmental impact. We also provide facilities for the responsible disposal of smaller items like batteries and ink cartridges in our site at Newport. These actions reflect our ongoing commitment

to sustainability by making recycling simple, effective, and accessible throughout our operations.

Here is a breakdown of our recycling in 2024:





# Sustainable Design and Procurement



Here’s a look at the key stages of our design and procurement process - from where we source our materials to how our products are expertly designed in-house.

This process outlines the core structure we follow, with a focus on its sustainable aspects. While specific steps may vary depending on the project, this represents our overall approach.

Stage one	Idea creation or collaboration	Headed up by our new product development team with input from a variety of sources. Ideas for new products, or amendments to existing designs, are welcomed from staff and customers and prioritised through market research and how any development would meet the overarching strategy.
Stage two	Design development	<p>Our design process builds in recyclability. All products are manufactured to enable them to be disassembled with simple tools to make them easier to recycle. There is a high level of modularity in our products that also makes refurbishment an option to continue their life cycle.</p> <p>Our approach to eco-design incorporates system and functional innovation, and adapts as necessary to changes in our industry and markets.</p>
Stage three	Procurement	<p>Bisley operates a sustainable procurement policy.</p> <p>Our suppliers are required to maintain effective policies and procedures to manage their environmental impact. We utilities local suppliers wherever feasible. Many of our raw materials are manufactured in the UK, as is our packaging and many of our internal components.</p> <p>The local proximity of our supply chain ensures we produce a lower carbon footprint, while generating economic and social value at a local level.</p>
Stage four	Testing	<p>We will often test our products to various standards, including :</p> <p>- Testing for Volatile Organic Compounds (VOCs) with the stability and strength testing</p> <p>Products are tested both internally and externally to ensure our products meet the BS EN standards and continue to maintain their performance long after they leave our site.</p> <p>BS EN 14073 Part 2 (Safety) BS EN 14073 Part 3 (Stability and strength) BS EN 14074 (Strength and durability of moving parts)</p>

Testing also extends to packaging and delivery with sample items sent out to review i) robustness and suitability of packaging ii) delivery service iii) clarity of any instructions provided.

# Accreditations and Compliance

## Accreditations



## Partnerships



## Memberships





# Climate Risk and Opportunity

The risks of climate change to our business must be addressed to understand how resilient we are in the long-term.

In recent years, we have seen the effects of climate change, with more erratic weather patterns from record breaking dry periods to also some of the wettest periods on record.

These shifts have seen extreme strains on water resources, agriculture, and infrastructure, underscoring the urgent need for climate resilience.

At Bisley, we want to be as prepared as possible for future climate changes and ensure we remain at the top of our industry and maintain output, while ensuring we continue to be as efficient as possible.

<b>CCL (Climate Change Levy)</b>	<b>Carbon Tax (CBAM)</b>	<b>Product regulations</b>
Bisley has been a member of the voluntary Climate Change Agreement for a number of years. This has allowed our company to review and set targets for reducing our emissions with in a dedicated timeframe.	The EU has now introduced the EU Carbon Border Adjustment Mechanism (CBAM) to heavily tax certain materials being imported into the EU. The UK is following suit and many countries on a global level will be implementing this in the next 5 to 10 years.	As expected, product regulation is constantly evolving within the manufacturing industry. We continue to keep an eye on moving trends and regulations to ensure we are both compliant and ahead of the curve.
CCL rates are increasing, leading to increased energy costs, furthering the need for more efficient and energy saving machinery within our operations.	The carbon associated with our products (embedded carbon) may become subject to tax depending on what taxes are introduced by which countries. Currently, we do not fall under the bracket to pay further fees.	
The opportunities lie within the future CCA (Climate Change Agreement) scheme offering a structured pathway to large reductions in the company’s energy and carbon targets.		

<b>Extended producer responsibility (EPR)</b>	<b>Sustainable products</b>	<b>EU Deforestation-free Regulation (EUDR)</b>
As these regulations are becoming more data-driven, we continue to review our output of packaging output and improve our internal systems to streamline the process.	Transparency is extremely important to us. We’re proud to be a British manufacturer and are continuously welcoming the move to manufacturing more sustainable products that are competitively priced.	TheEURegulationonDeforestation-free products (EUDR) is a European Union regulation on deforestation. The EU has set this regulation to guarantee that the products that the European Union (EU) citizens consume do not contribute to deforestation or forest degradation worldwide.
We are continuing to assess our product packaging, optimising both the efficiency for the warehouse packers and for the journey to each customer’s doorstep.	We continue to assess our suppliers and understand what they are doing to ensure the raw materials and components for our products are of the highest standard.	To stay ahead, we have signed up to modules that will enable us to transition easily into EUDRs targets from our current FSC Chain of Custody accreditation.

# Disclosure

We want to ensure the facts and figures are easily visible for us to be as transparent as possible. This disclosure section of the report shows how we are operating and moving forward as a more sustainable manufacturer.

<b>Energy Management - Calendar Year</b>	
Electricity usage - Newport Site (2024 CY)	4,702,269 kWh
Gas usage (2024 CY)	6,736,785 kWh
Percentage grid electricity	30%
Percentage renewable	100%

<b>Chemical management</b>	
Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products.	Bisley Furniture Limited/FC Brown (Steel Equipment) Limited, does not directly import or formulate any of the chemicals covered by REACH regulations and are classified as a downstream user. All chemicals and preparations used during the production of Bisley products are in accordance with instructions for use set out by chemical or substance suppliers. Bisley has no registration obligations under REACH as we are a manufacturer of articles/products with no intended or foreseeable release and therefore the requirements of REACH regulations do not apply to Bisley products.
Percentage of eligible products meeting volatile organic compound (VOC) emissions and content standards.	All our products that are sent to the USA or Canada are compliant with the current TSCA VI VOC emissions standards.

<b>Product life cycle - Environmental Impacts</b>	
Description of efforts to manage product lifecycle impacts and meet demand for sustainable products.	1. Design is easy to disassemble. 2. Parts available to buy if any are damaged. 3. Packaging is varied depending on need- reducing excess packaging. 4. Cardboard machine- cut to size. 5. All steel and wood offcuts are recycled - looking to reduce/ reuse and recycle further. 6. Our FSC CoC certificate ensures that wood used in our products is responsibly sourced.



Weight of end-of-life material recovered.	Our 16 new EPDs are available to anyone interested in the life cycle of our products.
	These are externally verified to ensure our customers are satisfied that the products they buy are fully transparent about their material sourcing,water use and energy use.
Percentage of recovered materials recycled.	Over 2024, Waste to Wonder collected a combined weight of 15,351kg.
	British Heart Foundation - We are looking into ways where any furniture that isn't new, can be donated to BHF.

Wood supply chain management

Total weight of wood fibre materials purchased.	1,440 tonnes
Percentage by standard - sheet wood.	99.5% FSC 0.5% PEFC
We only purchase sheet wood from suppliers that are accredited to FSC® or PEFC standards as it enables us to purchase wood that supports responsible forestry.	

Activity metric

Annual production.	Steel = 7,226 tonnes Wood = 1,400 tonnes
Area of manufacturing facilities.	36,166m²

Our Policies

- [Sustainability Policy](#)
- [Sustainable procurement policy](#)
- [Sustainable work from home policy](#)
- [Sustainable printing policy](#)
- [Supplier code of conduct](#)
- [Modern slavery policy](#)
- [Equality and diversity policy](#)
- [Environmental policy](#)
- [Corporate and social responsibility policy](#)







**BISLEY**