

The image is a cover for a sustainable business report. It features a low-angle, upward-looking shot of a modern glass skyscraper. The building's facade is composed of a grid of dark window frames, and the glass reflects the surrounding environment. In the upper right portion of the image, the tops of several tall, leafy green trees are visible against a bright, slightly overcast sky. The overall color palette is dominated by the dark greys and blacks of the building's structure, the vibrant greens of the foliage, and the light blues and greys of the sky. The text is overlaid on the left side of the image.

NEXTEQ

Sustainable  
business  
report

---

Sustainable business report for the  
year end 31 December 2024.



# Contents

---

<b>Introduction</b>	<b>4</b>
Our year at a glance	5
A Message from our Group CEO	6
A Message from our Global ESG Coordinator	6
<b>Our strategic pillars</b>	<b>7</b>
<b>Sustainable development goals</b>	<b>8</b>
<b>Quality education</b>	<b>10</b>
<b>Climate action</b>	<b>11</b>
Climate impact and commitment to Net Zero	11
Global Baseline Emissions Footprint	11
Current global emissions	11
Emissions reduction targets	11
UK SECR reporting	12
Future Environmental ambition	13
Carbon offset	13
Blue carbon removal	13
Community-based carbon avoidance	13
Nature-based carbon avoidance	14
Why these solutions matter	14
Carbon reduction projects	14
<b>Operating responsibly</b>	<b>15</b>
<b>Supply chain integrity</b>	<b>17</b>
Supply chain risks	17
Levels of influence	7
Minerals in the supply chain	18
Monitoring compliance	18
<b>Our practices</b>	<b>19</b>
Modern slavery	19
Our payment practices	19
Health and safety	19
H&S Performance	9
Anti-bribery and corruption	19
<b>Privacy and information security</b>	<b>20</b>
Privacy	20
Information security	20
<b>Our people</b>	<b>23</b>
Employee retention	23
Diversity, Equity Inclusion and Belonging (DEIB)	23
Learning and Development	24
Staff welfare	25
Employee recognition	25
Communication, Transparency, and Empowerment	25
Employee Wellbeing	25
Employee Volunteering	26
<b>Our local community and charitable activities</b>	<b>27</b>

---

# Introduction

Nexteq plc is a B2B technology company specialising in enabling customers in selected industrial markets to outsource the design, development, and supply of non-core aspects of their product offerings.

As a collaborative technology partner, we empower our customers to achieve their goals. Our strategy is customer-centric, driven by passionate teams that combine technical expertise with deep sector-specific knowledge to innovate, craft, and manage solutions that power our customers' businesses.

The foundation of Nexteq's technology lies in its breadth and strength. Our engineering capabilities span a wide range of disciplines, including hardware and software design, display technology, industrial design, and mechanical engineering. This diverse expertise allows us to engineer innovative turnkey solutions tailored to our customers' needs.

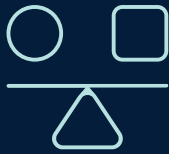
Our value proposition extends beyond the quality of our products and the creativity of our global engineering teams. Our Far Eastern sourcing, manufacturing, and logistics operations, including a thriving hub in Taiwan,

provide us with local access to the Far Eastern electronics market and insights into its complex supply chain dynamics. This enables us to shield our customers from component availability volatility.

As our business grows, we continuously enhance our approach to Environmental, Social, and Governance (ESG) aspects, and our overall sustainable business journey. Together with our partners and customers, we are dedicated to delivering our products sustainably. We understand the importance of transparency in our efforts to build a brighter future collectively.

Sustainable business is a journey we are committed to improving as we move forward. We hope our report provides insight into the many ways Nexteq empowers our people, protects the environment, acts with integrity, and supports our communities.

## Our year at a glance



### Governance

2024 = £0 regulatory fines  
2023 = £0 regulatory fines



### Health and safety

0 Fatalities  
0 RIDDOR reports



### Employee safety

78% Management ethical  
91% Treated well  
91% Safe place to work



### Climate action

2024 = 787,859 (KG)CO<sub>2</sub>e  
2023 = 154,851(KG)CO<sub>2</sub>e



### Carbon intensity

per employee - (kg)CO<sub>2</sub>e  
2024 = 671  
2023 = 651



## A message from our Group CEO

**Duncan Faithfull, Group Chief Executive Officer**

At Nexteq, our commitment to combating climate change, championing sustainability, and advancing ESG (Environmental, Social, and Governance) principles is not just a responsibility—it is a passion. With determination and purpose, we have woven these values into the very fabric of our global operations, aligning our actions with the UN Sustainable Development Goals (SDGs) to create a brighter, more sustainable future.

Our journey is marked by collaboration and ambition. We have forged powerful partnerships to amplify and accelerate our ESG initiatives, tracked and benchmarked our carbon footprint to reduce environmental impact, and made meaningful strides in fostering a diverse, inclusive workplace.

Every step we take reflects our commitment to creating long-term value for our shareholders while uplifting the communities and ecosystems we serve.

The Board understands that this is not a one-time effort—it is a continuous journey. Placing ESG at the heart of our business demands visionary leadership, clear goals, and an unwavering focus on impact. That is why we've embedded specific ESG objectives into our mission and empowered a dedicated ESG Coordinator to guide us toward our aspirations.

But let's be clear: ESG is not just a box to tick or a trend to follow. It is a mindset, a way of living and working that challenges us to redefine what success truly means. It is about thinking beyond profits to measure our achievements by the positive change we create in the world.

I am deeply proud of how far we have come—but I also recognise that this is only the beginning. There is still so much more to do, and together, we will rise to the challenge with the same passion and purpose that brought us here. At Nexteq, we are not just embracing ESG—we are shaping a future we can all believe in.



## A Message from our Global ESG Coordinator

**Nikki Dow, Global ESG Coordinator**

Nexteq is a business that places significant importance on its customers, employees, community, environment, and ethical business practices. Our team is dedicated to maintaining high standards in service delivery and continuously seeking improvement. We believe that by fostering a culture of responsibility and innovation, we can create value in all its forms. Our commitment to sustainability is reflected in our efforts to minimise our environmental footprint, support our communities, and uphold the highest ethical standards in all our operations.

I am honoured to have been entrusted with coordinating Nexteq's Sustainable Business journey. This role involves collaborating with our global experts, supported by our executive team, to develop our reporting framework and share our success stories through this report. Our approach is holistic, integrating environmental, social, and governance (ESG) aspects into our business strategy. By aligning with international standards and continuously engaging with stakeholders, we aim to drive meaningful progress and transparency in our sustainability efforts.

Our culture is characterised by five pillars. These are the values that have helped us achieve our decades of success.



#### **Innovation**

We believe that success comes through innovation. We champion creative thinking within our group, and actively seek new viewpoints.



#### **Collaboration**

We work together with our customers to fully support them and understand their needs. Together with our colleagues and partners, we are always friendly, honest and supportive.



#### **Expertise**

We value knowledge and take pride in our professionalism. We invest in skills and state-of-the-art thinking so our customers can depend on our expertise.



#### **Determination**

We do not cut corners, even while we strive for efficiency. We enjoy hard work and have an absolute commitment and determination to see a task to completion.



#### **Responsibility**

We believe in being held accountable for our actions. We are open and honest about how we do business and are always accessible to our shareholders, employees and customers.

# Sustainable development goals

The 17 Sustainable Development Goals (SDGs), adopted by the United Nations in 2015, aim to create a better and more sustainable future for all. Our business has aligned with five of these SDGs, which have been identified as material to our operations.

## Sustainable transformation

## Operating responsibly



### 1. Quality Education (SDG 4):

Ensuring inclusive and equitable quality education and promoting lifelong learning opportunities for all.

### 2. Responsible Consumption and Production (SDG 12):

Ensuring sustainable consumption and production patterns.

### 3. Climate Action (SDG 13):

Taking urgent action to combat climate change and its impacts.

### 4. Decent Work and Economic Growth (SDG 8):

Promoting sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.

### 5. Peace, Justice, and Strong Institutions (SDG 16):

Promoting peaceful and inclusive societies for sustainable development, providing access to justice for all, and building effective, accountable, and inclusive institutions at all levels.

Striving for a positive impact on the SDGs is a commendable approach. By focusing on key aspects of our business operations that align with these globally recognised initiatives, we can effectively contribute to meaningful change. While it is not feasible to address all SDG targets, prioritising those within our sphere of influence is a strategic and impactful way to make a difference.





### Strategy in context

Our products play a central role in the daily lives of our customers. We are dedicated to embedding our sustainable business strategy throughout our entire organisation and are committed to fostering positive relationships with all our stakeholders.

We believe that everyone has a role to play in contributing to the communities in which we operate, and we strive to deliver positive impacts in key areas both internally and externally. We are committed to

operating responsibly and ethically, and we maintain transparency about our progress towards our stated goals.

To further our commitment, we have aligned with the Responsible Business Alliance (RBA) code of conduct. This set of standards ensures safe, respectful, ethical, and environmentally responsible working conditions within the electronics industry and its supply chains.



## Quality education

### Apprenticeships

I am currently working as a Helpdesk Analyst while pursuing my Level 3 IT qualification at East Surrey College. My apprenticeship has given me hands-on experience with technologies like PowerShell, Microsoft 365, Active Directory, and Ubiquiti, helping me tackle a wide range of IT challenges, from troubleshooting system issues to setting up configurations.



**Rhys Suckling**

Apprentice  
Helpdesk Analyst

Since joining Nexteq, I have had the chance to be involved in our office move project, where I helped set up and configure new equipment to ensure a smooth transition to the new office space. It has been one of the most notable and enjoyable projects I have worked on so far, as it gave me the opportunity to collaborate with colleagues and contribute to such an important milestone for the company.

My colleagues' support has been crucial in helping me grow, boosting my confidence and improving my skills in problem-solving, communication, and time management.

As I continue my apprenticeship, I am working to strengthen my knowledge in areas like IT infrastructure, security, and automation. I am excited about pursuing additional certifications to help me advance my career in IT support or systems administration.

A word from East Surrey College – we have been fortunate to forge a new training partnership with Nexteq, and from the very beginning, we have been dedicated to

supporting the recruitment and advertisement efforts to ensure that the right candidate was found for the Level 3 Information Communications Technician apprenticeship programme. Upon Rhys' successful application via the Digital Apprenticeship Service, we worked with the support of Fiona Horrod on the enrolment process, making it seamless and straightforward for both your organization and the apprentice.

So far in the apprenticeship, the college's team has continued to offer invaluable support and has provided ongoing workplace training, ensuring Rhys develops the necessary skills and knowledge to excel in the role. Additionally, we have planned regular check-ins and support for both Rhys and your team.

Overall, our partnership with your organisation has been a positive and enriching experience. We are grateful for your continued commitment to Rhys's development and success and look forward to offering the same support to any future apprentices within the organisation.



## Climate action

### Climate impact and commitment to Net Zero

There is compelling evidence that anthropogenic greenhouse gases (GHGs) are directly impacting the climate. Data indicates that global temperatures are rising rapidly, with some of the most recent years being the hottest on record.

The production of electronic devices demands a substantial amount of electricity, and each additional connected device potentially increases energy consumption. Recognizing this, we understand that every organization can undertake activities to mitigate the adverse effects of climate change. At Nexteq, we have identified key areas to focus our efforts on reducing GHG emissions.

Nexteq is committed to achieving Net Zero emissions by 2050.

### Global Baseline Emissions Footprint

The baseline emissions represent the historical record of GHGs produced before implementing any emission reduction strategies. This baseline serves as the reference point against which we measure our progress towards Net Zero.

For our global baseline, we have selected the period from January 1, 2022, to December 31, 2022.

#### Baseline Year: 1/01/2022 – 31/12/2022

Emissions	Total (kg)CO <sub>2</sub> e
Scope 1	14,276
Scope 2 (location based)	102,967
Scope 3 - Business Travel	17,090
<b>Total emissions</b>	<b>134,333</b>

Note: Scope 1 and 2: Recording of emissions for scope 1 and 2 are only available for the UK prior to our baseline year.

### Current global emissions

Our carbon emissions equate to a carbon intensity of 671 (kg)CO<sub>2</sub>e based on 222 employees globally.

#### Reporting Year: 1/01/2024 – 31/12/2024

Emissions	Total (kg)CO <sub>2</sub> e
Scope 1	9,842
Scope 2 (location based)	118,341
Scope 3 - Business Travel – flights	589,995
Scope 3 – Business Travel – fuel for transport	20,865
Scope 3 – Accommodation – New Benchmark Data	34,014
Scope 3 – Home working & Commuting – New Benchmark Data	14,802
<b>Total emissions</b>	<b>787,859</b>

### Emissions reduction targets

To progress towards Net Zero, we have set carbon reduction targets for the 6-year period to 2030. During this time, targets will be set for the remaining period to ensure Net Zero will be achieved by our target date.

We are aiming to reduce our absolute carbon emissions by at least 90% from our baseline year or achieve (and maintain) a carbon intensity metric of <500 (kg) CO<sub>2</sub>e per employee, whichever comes soonest.

This is in line with science-based Net Zero targets. To keep ourselves on track with these long-term targets, we have the following goals:

- Reduce our Scope 1 & 2 emissions by 50% from our baseline year by 2032.
- Reduce our Scope 3 emissions by 30% from our baseline year by 2026.
- Reduce our Scope 3 emissions by 50% from our baseline year by 2032.

## UK SECR reporting

In accordance with the Streamlined Energy and Carbon Reduction (SECR) regulation we report energy use in kWh and Kg CO<sub>2</sub>e for the group.

	2024			2025			Change		
	UK	Rest of World	Group Total	UK	Rest of World	Group Total	UK	Rest of World	Group Total
<b>Energy use (kwh)</b>									
Electricity	91,164	480,394	571,558	107,733	500,952	608,685	18%	4%	6%
Fuel oil for heating	31,927	0	31,927	33,492	0	33,492	5%	0%	5%
Fuel for transport	65,685	18,667	84,352	69,702	15,355	85,057	6%	-18%	1%
<b>Total energy use</b>	<b>188,776</b>	<b>499,061</b>	<b>687,837</b>	<b>210,927</b>	<b>516,307</b>	<b>727,234</b>	<b>12%</b>	<b>3%</b>	<b>6%</b>
<b>GHG emissions (kg CO<sub>2</sub>e)</b>									
Electricity	18,875	99,466	118,341	22,309	103,734	126,043	18%	4%	7%
Fuel oil for heating	9,842	0	9,842	8,220	0	8,220	-16%	0%	-16%
Fuel for transport	16,526	4,339	20,865	16,998	3,590	20,588	3%	-17%	-1%
<b>Total gross CO<sub>2</sub>e emissions</b>	<b>45,244</b>	<b>103,804</b>	<b>149,048</b>	<b>47,527</b>	<b>107,324</b>	<b>154,851</b>	<b>5%</b>	<b>3%</b>	<b>4%</b>
<b>Intensity ratio</b>									
Average number of employees	70	152	222	71	167	238	1%	10%	7%
<b>Total GHG emission per employee (kg CO<sub>2</sub>e / employee)</b>	<b>646</b>	<b>683</b>	<b>671</b>	<b>669</b>	<b>643</b>	<b>651</b>	<b>4%</b>	<b>-6%</b>	<b>-3%</b>

The methodology used to produce emissions reporting is the GHG Reporting Protocol (Corporate Standard). By the end of 2025, we anticipate the potential decommissioning of our Balsham office in the UK, which, if achieved, would significantly reduce our Scope 2 emissions. While the timeline for this transition remains subject to market conditions, our commitment to sustainability remains steadfast. We continue to explore opportunities to minimise emissions and enhance operational efficiency as part of our broader global sustainability strategy.

## Future Environmental ambition

As part of our environmental journey, we are broadening our range of environmental reporting to encompass additional sections of Scope 3 which enables us to monitor and improve indirect greenhouse gas emissions that occur across our value chain.

In addition to reporting Scope 3 transport emissions under the Streamlined Energy and Carbon Reporting (SECR) regulation, we have, for the second consecutive year, calculated our global carbon footprint for business flights. This year, we have further expanded our benchmarking to include emissions from accommodation and homeworking and commuting. Looking ahead to 2025, we plan to extend our Scope 3 reporting even further by incorporating emissions from our supply chain and distribution, reinforcing our commitment to a comprehensive and transparent approach to sustainability.

Location	2022 CO2e (kg)	2023 CO2e (kg)	2024 CO2e (kg)	Change
UK	189,000	211,350	321,727	+52%
Rest of World	186,770	163,520	268,268	+64%
<b>TOTAL</b>	<b>375,770</b>	<b>374,870</b>	<b>589,995</b>	<b>+57%</b>

## Carbon offset

At its simplest, a carbon offset refers to balancing out the associated carbon of our organisation by funding an equivalent reduction of carbon emissions elsewhere.

We have chosen to use the Gold Standard as this is one of the most widely respected carbon standards available. Established in 2003 by the WWF and other international NGOs to ensure that projects that reduce carbon emission meet the highest levels of environmental integrity and contribute to sustainable development.

Nexteq have offset 788,000 (KG)CO2e supporting nature-based carbon avoidance, community-based carbon avoidance and blue carbon removal this year.

## Blue carbon removal

Blue carbon refers to capturing and storing CO<sub>2</sub> in coastal ecosystems like mangroves, seagrasses, and salt marshes, which act as natural carbon sinks. Protecting and restoring these ecosystems helps mitigate climate change while offering additional benefits, including:

- Habitat protection for marine life.
- Coastal defence against erosion and storms.
- Fisheries support, sustaining food security and livelihoods.
- Water quality improvement by filtering pollutants.

## Community-based carbon avoidance

This involves projects that reduce carbon emissions while improving lives, particularly in developing regions.

Examples include:

- Energy-efficient cookstoves that cut fuel use, lower costs, and improve indoor air quality.
- Clean water solutions like filtration systems that reduce reliance on wood-burning for boiling water.
- Sustainable farming methods that lower emissions and enhance soil health.

### Nature-based carbon avoidance

Protecting natural habitats prevents CO<sub>2</sub> release from forests, wetlands, and grasslands. Key approaches include:

- Forest conservation to prevent deforestation.
- Wetland preservation to maintain high-carbon storage ecosystems.
- Sustainable land management to balance conservation with economic needs.

### Why these solutions matter

These methods help reduce CO<sub>2</sub>, protect biodiversity, and support communities, making them essential for climate resilience and sustainable development.

### Carbon reduction projects

The following environmental and cultural measures have been implemented, are in progress or being considered for implementation since the global baseline calculations:

Activity	Completion	Scope
Commit to measuring carbon footprint aligned to SECR for required business activities to identify areas of risk and improvement to reduce these emissions	UK 2019	1,2,3
Global 2022	1,2,3	1,2,3
Create a global team to lead initiatives made up of representatives from different locations and departments to support the roll out of initiatives and management of data, this includes sharing and collaborating throughout our organisation	2023	1,2,3
Alignment to relevant Sustainable Development Goals	2023	1,2,3
Implement Supplier Code of Conduct	2022	3
Provision of electric car charging points at all UK offices	2023	3
We/Landlord to implement low-cost options such as reducing boiler temperatures, adding solar control reflective window sheets, sensor lighting	In progress	2
Implement behavioural change initiatives within the workplace for reduction of emissions including clear messaging for turning off lights, monitors, computers, and other electrical appliances.	In progress	2
We/landlord to procure 100% renewable electricity tariff to reduce market-based emissions	In progress	2
Develop and implement a sustainable travel policy to support environmental impact of choices when travelling, staying in hotels, and commuting utilising the emissions travel hierarchy:		
Digital communication, Walking and Wellbeing, Cycling, Public and shared transport, Public and shared EVs and car sharing, Air Travel	In progress	3

We have achieved 100% green tariff electricity in our UK offices and installed multiple electric car charges for use by employees and visitors.

# Operating responsibly

We are committed to ensuring our business operates ethically, lawfully and with integrity and believe doing so is critical to our long-term success.

This area of our report contains sections relating to key risks we face and details the controls in place to ensure our operating procedures meet regulatory requirements, our customer contractual arrangements and our stakeholder expectations.



## Supply chain integrity

We work with our supply chain to ensure integrity by managing various legal, social, ethical and environmental risks. We encourage those who work directly with us to adopt sustainable business practices and sign up to our supplier code of conduct.

## Health and safety

Ensuring the people that work for us are healthy and safe is one of our most important priorities. We promote our approach by adhering to regulations in all our areas of operation.

## Anti-bribery and corruption

We do not tolerate any form of bribery or corruption. We maintain and train our policy throughout Nexteq and onwards to our suppliers and contractors.

## Privacy and information security

Our strict governance and compliance controls aid in the protection of our customers, employees and stakeholder data. We respect privacy and pro-actively manage security risks to ensure we remain within the regulatory frameworks appropriate to our locations of operation.





# Supply chain integrity

We work with more than 290 direct suppliers that assist us in meeting our business and customer needs. We rely on complex and multilayer supply chains with our direct suppliers often having multiple suppliers of their own, who in turn rely on multiple suppliers.

We manage the integrity of our supply chain by analysing and acting upon various legal, social, ethical, and environmental risks and encourage our direct suppliers to adopt sustainable business practices and work to our Supplier Code of Conduct, which is developed around the principles in the Responsible Business Alliance Code of Conduct.

Safety in our supply chain is critically important; our comprehensive measures are in place and designed to make sure that everyone who works for us does so in a safe and lawful way. We reinforce this culture across our supply chains through close working relationships and contractual arrangements to meet the standards that Nexteq require.

We believe that engaging directly with suppliers through regular review and monitoring is one of the most effective ways of improving performance in our supply chain and work, where evidence of non-conformance is identified, with improvement plans to strengthen our interaction and working practices together.

## Supply chain risks

Some of the highest-level risks along the supply chain in the electronics industry include injury to people working operationally in the field, forced labour, disposal of harmful substances, corruption and human rights abuse in the mining of metals and minerals.

Our Supplier Code of Conduct and period supplier reviews seek to challenge our direct suppliers to demonstrate their adherence to our mandatory ethical, workforce and environmental standards. We expect all suppliers to adhere to our supplier code of conduct and uphold lawful business practices.

Our suppliers are responsible for managing risks within their organisations and understand that we expect them to hold their suppliers accountable to the same, high standards. They are also responsible for maintaining their upstream suppliers to the same standards.

When selecting suppliers or continuing to work with existing suppliers we assess their compliance to our Supplier Code of Conduct, achievement of environmental and social activities and successful management of health and safety in the same way that we assess commercial factors such as cost, quality, and achievement of service level agreements. Each supplier is analysed, and risk assessed.

## Levels of influence

We manage the provision of new suppliers to support the needs of our business and complete regular supplier reviews.

A supplier cannot be engaged without appropriate due diligence being completed prior to entering contractual arrangements. For all component suppliers these audits are completed by expert supplier management and procurement personnel in our Taiwan office.

We have relationships with international, national, and local suppliers. Our support for local businesses has a positive impact on communities local to our offices through providing employment near to our operating locations.

Monitoring our supplier's compliance against our code of conduct is a complex activity and can be challenging because of the multiple suppliers and their suppliers within our supply chain. The level of influence we have

over businesses in our supply chain can vary significantly and we concentrate on the management of our direct suppliers where impact would be felt most by our customers and our business.

### Minerals in the supply chain

Whilst Nexteq does not purchase raw materials such as minerals or ores, all electronic products have numerous components that may contain one or more of the 3TG metals. These 3TG metals are referred to as 'conflict minerals' regardless of their country of origin and whether its extraction has helped finance illegal organisations. The 3TG metals (tin, tantalum, tungsten and gold) can be used as follows.

- Tin for soldering metal and electronic components,
- Gold and Tantalum are used in components such as connectors or capacitors,
- Cobalt is used within lithium-ion batteries.

The smelters, refiners and miners are many supply chain tiers away from Nexteq and we have little, if no, influence on the provision of these minerals. However, we work closely with our suppliers to identify components and products likely to contain these minerals. It is important to Nexteq that our suppliers understand and influence the provision of such metals through reviewing their standards and onward ethical process adherence

### Monitoring compliance

We expect our suppliers to monitor their compliance to our code of conduct and address any failures immediately. Our approach to monitoring is determined by the nature of the risks and the supplier activities involved, in general, our suppliers are expected to confirm compliance to our code of conduct and be open to regular audit by Nexteq.



# Our practices

## Modern slavery

As a responsible and ethical business, Nexteq has a zero tolerance approach to all types of activities that pertain to slavery and human trafficking within our business and supply chain.

We are committed to ensuring that there is not modern slavery or human trafficking in our supply chain and if we become aware of any such practise, we act immediately and decisively to highlight and remedy the issue.

Our anti-slavery position reflects our commitment to acting ethically and with integrity in all our business relationships and this is supported by our policies on bribery and corruption, and whistleblowing.

## Our payment practices

Nexteq payment terms consider the size of the supplier, the contractual arrangements and the nature of the service or product provided. We have suppliers ranging from small and medium-sized enterprises to global organisations.

In general, payment terms are 90 days from receipt of invoice.

## Health and Safety

Nexteq has an excellent record in our approach to health and safety (H&S) and takes appropriate steps to keep our employees safe. We are committed to managing H&S effectively to protect our employees and other persons with whom we interact, because we recognise that we have not only a moral and legal duty, but also that our employees are our greatest asset. Our commitment to H&S does not differentiate between our employees, contractors, or suppliers and their onwards contractors. We want everyone to work in a safe and healthy way, every day.

A fully inclusive and consultative approach to H&S is embedded across our organisation. All employees can input to and discuss safety concerns and decisions.

## H&S Performance

Continual monitoring of our safety performance is essential to ensure the safety of everyone working with us and for us. It also helps us focus on and address any risks that are identified.

Accident and near-miss data is collected centrally, and all accidents and near-misses must be investigated, mitigated, and reported.

We continued to maintain our low accident rate throughout 2024.

Zero RIDDOR Reports

Zero Fatalities

Zero lost time incidents

## Anti-Bribery and Corruption

Bribery and corruption are, unfortunately, a feature of corporate and public life in many countries across the world. It is widely accepted that corruption inhibits economic growth, damages businesses both financially and reputationally and may result in criminal or civil liabilities and penalties for organisations and individuals.

Nexteq does not tolerate any form of bribery and corruption and is committed to operating responsibly and engaging with stakeholders to manage the social, environmental, and ethical impact of its activities in the various markets in which it operates.

We have a clear gifts and entertainment policy which all employees are bound by.

# Privacy and information security

## Privacy

Nexteq considers privacy and information security aspects as a top priority for customer confidence, legal and regulatory compliance, and the protection of the Nexteq brand.

Our commitment to privacy and information security is a vital part of our responsibility to customers and is central to our privacy and information security culture.

Our privacy commandments aid us in meeting regulatory requirements and building trust with our stakeholders:

Everyone has a right to privacy across our customers, employees, and wider stakeholder groups. That is why we apply a company-wide approach to managing privacy.

Respecting individuals' privacy is essential to maintain trust in our business. Managing privacy risk effectively and ensuring compliance to regulations is at the core of our approach.

Our privacy program governs how we collect, use, and manage personal data to make sure we respect confidentiality and any choices that have been made regarding the use of personal data.

## Information Security

Our approach to information security is based around integration of information security controls at point of design for our internal systems and procedures.

As attacks on systems and information become more advanced and widespread, it is essential that we continue to develop our capability to detect and protect against threats and attacks. We do this through a range of controls:

- **Risk Management:** Understanding, reviewing, and reporting the risks and threats associated with information assets.
- **Perimeter controls:** Maintaining devices designed to prevent unauthorised access to and from our network.
- **Secure configuration:** Ensuring systems are configured in the most secure and up-to-date way and standardised to meet our business needs.
- **Access control:** Maintaining role-based access control with the least access as default.
- **Malware protection:** Latest virus and malware protection is installed.
- **Patch management:** Only supported versions of applications are used and all necessary patches applied.



---

## Our privacy commandments

### Privacy by design

Incorporate privacy and security in our products and services

### Limit collection

Minimum information received to achieve requirements

### Secure data

Technical and organisational information security controls in place

### Respect rights and freedoms

Ease of access to choices and clear privacy notice

### No unauthorised disclosures

It is private information - we keep it that way

### Protect confidentiality

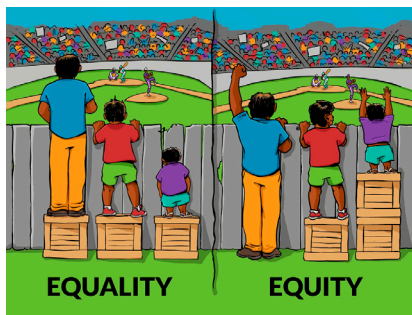
Manage information within guidelines



# Our people

## Employee retention

Having a supported, loyal and productive workforce helps to provide stability throughout Nexteq. Last year we committed to reducing our voluntary attrition rate from 12% down to 10%. We are so pleased to say that we have reduced it down to an outstanding 6.8% this year! The average global attrition rates are trending at around 20% in 2024<sup>1</sup>, so this is a remarkable achievement for us across our offices and a true testament to the fact that our employees enjoy working for us as much as we enjoy working with them.



## Diversity, Equity Inclusion and Belonging (DEIB)

Diversity, equity, inclusion and belonging (DEIB) is a framework for addressing inequality and discrimination in any setting, including the workplace. It is important that we are continually working towards building a fair and equitable workplace that is part of society.

Our approach has been to start by informing, educating and training our employees so that they are aware of

these concepts and can start to think about how they can contribute to ensure we are aware and respectful of:

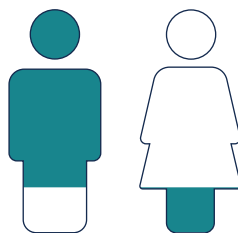
- The differences between people.
- Ensuring everyone has access to the same resources.
- Creating a welcome and respectful environment.
- Ensuring a sense of belonging and being accepted as part of a community.

In terms of the ways in which Nexteq has promoted DEIB in the workplace, we have focused on training employees to ensure that they are aware of their biases and how to respond to inequality. This is part of our Group Learning and Development Strategy, and is one that is focused on rolling out continuous training programmes to ensure that we focus on creating an inclusive environment. This will also ensure that when managers hire, they are aware of their biases and will seek to recruit diverse candidates at all times.

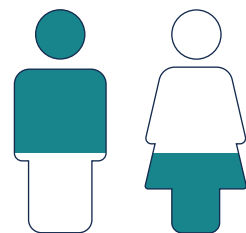
Being a global business, we strive to ensure that we recruit employees from a range of ages, ethnic/racial groups, religious beliefs, gender and personal backgrounds. This is to ensure an inclusive and diverse workplace at all times. This can often prove to be a challenge at times since there can be lower levels of representation in some roles. However, we always ensure that we at least try our best to consider and act to positively discriminate where we are able to.



1 Female Board Member



20% Senior Female Managers



36% Female Employees

<sup>1</sup> The global employee turnover rate has risen to approximately 20% in 2024 – this is up from 18% in 2023 (The Work Institute)

At present 36% of our workforce is made up of women, an increase of 1% since last year and 64% are male. We have 1 female Non-Executive Director making up 25% of the 4 Non – Executive Directors on the board. 20% of our roles in management are currently occupied by women. We aim to improve these statistics by this time next year and we are always looking for ways in which to do this. However, it needs to be mindful of the fact that there is a serious level of competition for these types of roles and therefore must balance this with the commercial challenges faced by an SME like us, such as the cost impact to our organisation. Our Senior Leadership Team firmly believes in equity for all and is committed to doing more to further this cause through a range of initiatives.



### Understanding our People

In 2023 we initiated our first ever externally led Employee Survey. We asked a total of 60 questions about the organisation, focusing on Respect, Fairness, Pride and Camaraderie. These metrics awarded us with a 'Great Place to Work' accreditation.

Date	2023	2024	Difference
Staff response rate	70%	74%	+3%
Staff who voted positively in our favour	77%	71%	-6%
Management is honest and ethical in their working practices	90%	78%	-12%
People are treated regardless of age, race, sex, sexual orientation	93% (average)	91%	-2%
Physically safe place to work	95%	91%	-4%

It is great to see that the staff response rate has increased from 70% to 74%, indicating that more employees feel confident in sharing their views. While we acknowledge the decreases in some of the other areas, it is important to remember that this past year has been one of significant transition. With a new CEO, Duncan Faithfull, a new CFO, Matt Staight, and a new Interim Chair, Nick Jarmany, we are entering a fresh and exciting phase for the company. Leadership is highly committed to listening, learning, and making meaningful improvements to build on these already strong figures. Despite the challenges of change, our focus remains on fostering a positive and inclusive work environment, ensuring transparency, and driving engagement even further. This is a pivotal and exciting time in the company's journey, and we are looking forward to growing together in the year ahead.

During 2024 HR embarked on a series of initiatives that resulted from the feedback of the previous survey and also employee-led focus groups that explored the key themes and concepts that came up in more detail. The aim was to do something about the areas where our employees felt that we could do more. The main themes were:

### Learning and Development

- **Leadership Programme** – A coaching-based training approach designed to strengthen leadership capabilities.
- **Management Marvel Programme** – A structured development initiative aimed at equipping managers with the skills and knowledge needed to become exceptional leaders.

- **Nexiteq Knowledge Hub** – Employee-led LinkedIn Learning sessions, facilitated by HR via Microsoft Teams. These interactive one-hour monthly sessions provide employees with the opportunity to learn, engage, and discuss key workplace topics.
- **LinkedIn Content Maps** – A self-directed learning resource offering employees structured learning pathways through LinkedIn Learning.
- **Employee Development Engagement** – 71% of employees reported receiving training or development opportunities to further their professional growth, a significant increase from 57% in 2023.

**Staff welfare**

- **Enhanced Maternity Leave in Taiwan** – Maternity leave entitlement has been extended from 8 weeks to 12 weeks, supporting employees with greater flexibility and well-being during this important time.

**Employee recognition**

- **Enhanced Work Milestone Celebrations** – Introduced more frequent recognition of employee service milestones, now celebrating achievements at 5, 10, 15, 20, and 25 years, reinforcing appreciation for long-term commitment and contributions.

**Communication, Transparency, and Empowerment**

- **Strengthened Communication and Collaboration** – Under the leadership of our new CEO and CFO, alongside a restructured Senior Leadership Team (SLT), there is a strong emphasis on open communication, transparency, and employee empowerment. Innovation and efficiency are key priorities, with a recognition that employees play a crucial role in identifying opportunities to streamline processes and enhance productivity. Through our approach, we are fostering a culture of inclusivity, teamwork, and continuous improvement, ensuring that every voice is heard and valued.

We have worked hard to ensure that we delivered an excellent group learning and development plan that is available to all our employees. We are also in the process of setting up a global staff welfare committee that aims to empower our employees to come up with ideas on how we can improve staff welfare across the group. We plan to focus on employee recognition in 2025. We have also set up a Senior Leadership Team that is focused on ensuring we promote effective communications, transparency, consultation and empowerment across our Group.



**Employee Wellbeing**

We believe employee wellbeing spans the overall health of our employees, including their physical, mental, emotional and economic health. This can be impacted by many factors, including:

- Working environment.
- Relationships.
- Work-life-balance.
- Financial.
- Personal.

We have tried to ensure that the aspects above are taken into consideration when any decisions are made in our business that could impact our employees.



Wellbeing is important because it can positively impact our business productivity, engagement and retention.

Some of our offices have a government mandated staff welfare committee and will regularly meet to come up with ideas and initiatives to help support employee welfare.

For example:

- Team socials.
- Monthly birthday celebrations.
- Festival celebrations.
- Health related events.
- Cinema vouchers.
- Volunteering time.
- Charity events.
- Learning and development.

We have run a series of sessions across the globe that focus on mental health and wellbeing to ensure that we all are mindful of this topic at all times.

The aim is to have these committees set up and run by employees across the organisation. Some of the key areas of focus in 2025 will be around what else we can do to promote employee wellbeing across the organisation.



### Employee Volunteering About Crawley Open House

Crawley Open House provides 24 bedspaces for homeless individuals over 18, prioritising those from Crawley and West Sussex but open to all in need. They offer non-judgmental support for issues like substance misuse and mental health, allowing pets and providing an initial 28-day stay to explore move-on options.

They support those facing homelessness and social exclusion with short-term accommodation, move-on houses, Outreach Services, and the Laing Rooms. The new Resource Centre in Three Bridges aims to enhance residents' confidence and skills for employment and education. They also offer debt management advice and budgeting guidance.

The Health Team provides holistic support, including GP appointments, chiropody, and counselling, focusing on mental health and recovery from substance misuse. Outreach Workers support those at risk of homelessness or anti-social behaviour, with intensive help from the TAP Outreach Worker for complex cases.

The Resettlement Team assists with housing issues, including referrals to other providers and advice on improper evictions and poor maintenance for those insecurely housed.

## Our local community and charitable activities

Our Global Charity Committee, comprised of dedicated volunteers from our various offices, has been actively operating for over a year. Through monthly meetings and consistent communication, we have supported a diverse range of charitable causes throughout 2024. Below is a selection of the initiatives we have championed this year.

This year, our Japanese colleagues participated in another walking challenge during May, where each person walked 9,000 steps per day. Their efforts raised an incredible ¥8,000 for the Japan Red Cross to support the Noto Peninsula Earthquake relief efforts. Meanwhile, the UK office took part in the Macmillan Mighty Hike across the South Downs, successfully raising over £3,500 for Macmillan Cancer Support.

In Italy, our office organized an Easter Raffle for the La Chiave di Volta charity organization. The staff's generous participation helped raise €460, and they also bought Easter eggs and other typical Easter sweets to celebrate the holiday together.

We were introduced to Healing in Music is a Gift (HIMIG), a community organisation currently raising funds to build a church. In November, colleagues from our Taiwan office made significant progress in Taiwan's blood donation culture by raising over 3 litres of blood.

Our American colleagues in the Corona office participated for the second year running in the Breakthrough T1D Walk, sponsored by Densitron. Back in the UK, we supported and raised funds for Rett Syndrome research by participating in a 5K run at Beat Box Hill, inspired by a colleague's personal experience. The funds went to Reverse Rett, a charity dedicated to supporting individuals with Rett Syndrome and their families.

Additionally, we supported Balsham Nursery and Primary School and contributed to foodbanks in all offices to help those less fortunate and vulnerable people and families.





Nexteq plc  
Aisle Barn  
100 High St  
Balsham  
CB21 4EP, UK

Tel: +44 (0)20 3597 6800  
[www.nexteqplc.com](http://www.nexteqplc.com)