

ESG REPORT 2025



ESG Strategy

We formalised our ESG strategy and **Net Zero 2030 roadmap**, supported by a full baseline assessment across governance, environmental, and social performance.



Carbon Footprint

We completed our first **full carbon footprint assessment** across Scopes 1, 2, and 3, establishing an emissions baseline. Our total emissions were identified at approximately **20 tCO₂e**.

ESG Governance



Dedicated **ESG and Green Procurement Champions** were appointed to embed sustainability into leadership and decision-making.

Climate Commitments



We formalised our climate ambitions through registration with the **SME Climate Hub** and the **Climate Pledge**. These commitments hold us publicly accountable to emissions reduction targets. They align our climate action with recognised global standards.



Green Procurement

We launched a **Green Procurement Policy** embedding circularity, waste reduction, and responsible sourcing into purchasing decisions.



Environmental Accreditation

We maintained our **ISO 14001** certification, ranking in the top quartile for environmental management performance within our industry.



ESG Partnerships

With support from ESG partner **The Disruption House** (TDH), we strengthened our ESG foundations and set a clear pathway to Net Zero by 2030.

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Employee Experience

Staff feedback highlights our strong culture: **89%** say Universal is a great place to work, and **60%** say it's the best security company they've worked for.



Employee Benefits

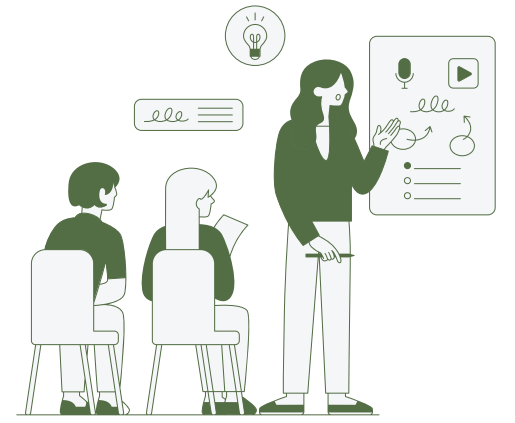
We developed a **sustainable employee benefits programme** to support our staff financially, socially, intellectually, and physically, now available across all contracts.

Fair Pay Employer



We remain a **Living Wage Recognised Service Provider**, supporting fair pay and wellbeing. Employee welfare continues to be a core pillar of our ESG strategy.

Training & Development



We delivered over **1,550 hours of training** across compliance, skills development, and career progression. Training and development scored above sector benchmarks in independent ESG assessments. This investment supports long-term retention and workforce capability.



Charitable Impact

We contributed **£6,420.61** to eight charities supporting health, wellbeing, children's causes, and community initiatives.



Published Reports

We are committed to **publishing our ESG reports** annually on our website, enabling clients, employees, and stakeholders to monitor our ESG achievements over time.



Corporate Volunteering

We supported employability initiatives for those facing long-term unemployment, providing job-search & CV support, contributing **150 volunteer hours**.