

Environmental and Social Governance Report

2024/2025



ESG Annual Report

FY 2024/25



Matrix is a business with strong links between its mission, vision & values and our ESG (Environmental, Social & Governance) work reflects that. Our goal is to connect people to work.

We are proud of the steps we have taken over the last year, from reducing our carbon emissions to upping our volunteering efforts, we've raised money for charities, supported social enterprises and signed up to EcoVadis to measure our sustainability score. This year we started mapping Matrix's ESG priorities on a materiality matrix to help us focus and attach targets on the areas that matter most to our business and our customers.

This report showcases a few success stories from the past year, and outlines some of the initiatives we're looking forward to in 25/26. We thank our ESG Board, Team Matrix volunteers and our customers for their support with our ESG efforts.

Together we can continue to drive meaningful change, add social value to local communities and create more sustainable businesses.



Our 5 ESG Aspirations



Value our People and Diversity

We will celebrate and embrace our differences, using them to bring new perspectives to future challenges.



Support Individual Growth

Everyone at Matrix will feel valued and given the opportunity to develop and thrive.



Protect the Environment

We will work in partnership with our clients and suppliers to minimise our carbon footprint and promote green initiatives.



Improve our Community

We will use the skills and resources available to us to make a positive difference to the local community of Matrix as well as our wider clients' communities.



Do Business Responsibly

All employees will have a strong understanding of Matrix's policies and procedures and always act in a fair, honest and responsible way.

Sustainability in Action

Matrix ESG Board: A year of impact



Our charity pool tournament was a cue for generosity and team spirit. In just two weeks, we raised over 50% of our annual fundraising target, with funds supporting vital causes. It was a fantastic demonstration of how fun, friendly competition can drive meaningful impact.



In partnership with Blackbullion, we launched The London Connection Scholarship, our first Scholarship for a student based in London. Scholarships support access to education, reduce financial barriers, and help unlock future potential.



We raised £749 for Bowel Cancer UK through a series of internal initiatives, honouring colleagues and loved ones affected by the disease. The campaign combined awareness-raising with meaningful fundraising.



We're proud to have completed 84 volunteering days this year across Milton Keynes, Basingstoke, and London, where our teams rolled up their sleeves to support local causes.



To embed sustainability into our core operations, we joined EcoVadis, the world's most trusted provider of business sustainability ratings. We're proud to have been awarded the 'Committed' badge in our first year!



Sustainability in Action

Continued...



We expanded our internal training to cover topics that matter deeply to our people, including neurodiversity in the workplace, menopause awareness, and mental health.



This year, we produced our roadmap to Net Zero carbon emissions by 2040, setting a clear, measurable strategy for reducing our environmental impact.



We developed and rolled out a comprehensive Sustainability Policy and Strategy, defining our approach across environmental, social, and governance themes.



We undertook a contract harmonisation project to ensure consistency, fairness, and clarity across our organisation.



This year, we proudly became a Veteran Sponsor through Veterans in Logistics, further demonstrating our commitment to supporting individuals who have served in the Armed Forces as they transition into civilian careers.



We made strategic decisions on attendance of events and conferences to consciously avoid unnecessary travel and to make technology a greater part of our marketing efforts



Our Roadmap to Carbon Net Zero by 2040



Protecting our environment

At Matrix we believe that addressing climate change is not an obligation but an opportunity to build a more sustainable future for generations to come.

Our ESG Board meet regularly to discuss ideas for reducing our carbon emissions and protecting the world around us - 'Protect the Environment' is one of our 5 ESG Aspirations.

We have been working on reducing our impact on the environment since 2017, this roadmap outlines the concrete steps we are taking to transition toward a low-carbon future.

Jump-starting our ambition

2025 Total Emissions 69.97 tCO2e

Scope 1&2

- ⚡ Continue the roll out of energy efficient technology.
- ⚡ Transition company vehicles to EVs or hybrids.
- ⚡ Conduct an energy audit every 12–24 months.

Scope 3

- 🌍 Reduce the amount of printing done for corporate events.
- 👥 Introduce an agile working policy to reduce commuting miles.
- 🌍 Reduce transportation of employees for business related travel.
- 👥 Provide showers and changing areas for cyclists.

Driving our mission forward

2030 Reduction of 28.6% to 50 tCO2e

Scope 1&2

- ⚡ Upgrade to energy-efficient computers, monitors, and servers.
- ⚡ Encourage device shutdowns after work hours.
- 🌍 Work with our landlords to make sustainable changes to buildings.
- 👥 Submit & communicate SBTi target.

Scope 3

- 👥 Offer hybrid/remote working options.
- 👥 Promote cycle-to-work schemes.
- 🌍 Support electric vehicle leasing via salary sacrifice.
- 🌍 Incentivise carpooling.
- 👥 Replace in-person meetings with video conferencing.
- 🌍 Enforce a “lowest carbon option” business travel policy.

Ensuring sustainable ation

2035

⚙️ To be further defined

Measuring and continuing success

2040

⚙️ To be further defined

Social Value Impact

“Once again, I’m immensely proud of the work that the Social Value Team has done this year. We’ve delivered more Social Value than ever before, **engaging 10,871 people** across our clients' communities.

We’ve used specialist skills and knowledge to reach new groups of candidates and educate our supply chain. We’ve worked with Mind, Resources for Autism and Learning Disability Network London to support those who face additional barriers to employment.

The team are also delighted to have been supported by the wider business this year. Team Matrix have used **84 volunteering days** across our customers communities. They’ve planted trees, worked in food banks and hosted careers assemblies.”

Siobhan Goss.

Head of Corporate Social Responsibility



Social Value Impact

This year, in review...

This year, we're proud to have worked with around **80 incredible partner organisations** - from charities and universities to social enterprises and council-led employability teams. Together, **we've reached and engaged 10,871 people**, helping open doors to opportunity and supporting individuals on their journey into work.

Our outreach has been far-reaching and varied:



We've built new partnerships with organisations like **Voice Out Women**, **Resources for Autism**, and **Sanctuary in Chichester** - enabling us to better support those facing the greatest barriers to employment. Collaborations with universities such as **The University of Westminster** have also helped us design career-ready resources that ease the transition from education to work.

Every number here reflects real people, real progress, and the power of working together. Here's to building on this momentum in the year ahead!



Highlights

April 24

We kicked off the year with purpose, delivering 'Age is No Barrier' - a confidence building workshop in partnership with Southwark Works, with brilliant support from a volunteer at Regen Solutions. We also created and ran a brand-new employability session for Mind, supporting participants at their weekly Job Club in Hillingdon.

May 24

In May, we shone a spotlight on disability inclusion with an awareness session for Tower Hamlets Council employees. We also connected with **over 1,000 attendees** at the Redbridge Careers Fair - a brilliant opportunity to support a diverse mix of jobseekers.

June 24

This month we focussed on skills-building: from delivering a Time Management workshop for Lewisham apprentices to running an Aspiring Managers session for Sutton Council. We also paid a special visit to Ardleigh Green Primary in Havering, where we hosted an interactive employability day for Year 6 students



July 24

In July, we supported care-experienced young people at a dedicated careers fair in Bromley and ran mock interview sessions for students at East Barnet School — helping young people build confidence in real-world situations.

August 24

We joined Leaders in Community in Tower Hamlets to deliver an in-person Employability Masterclass - empowering young people with the tools and knowledge to take their next steps.

September 24

This month, we delivered our first session for Voice Out Women in Enfield, helping participants recognise and communicate their skills with confidence. We also spoke at an apprenticeship information evening in Islington for college students and their families, supporting informed choices about future career paths.

October 24

Our work with the Sefton@Work Careers Fair marked a proud moment as part of our commitment to the Sefton Caring Business Charter. We also focused on care-experienced young people, delivering career support that's both relevant and accessible.



Highlights *Continued...*

November 24

In celebration of Black History Month, we supported PECAN's closing event by funding a local catering business for a film night that honoured Black filmmakers - a perfect blend of cultural celebration and community empowerment. We also delivered Inclusive Ideas - the second in our workshop series for suppliers, focusing on disability inclusion in recruitment.



December 24

We closed the year with heart, offering mock interviews to young people supported by Forward Trust - an organisation helping people overcome barriers like substance abuse, past offending, and homelessness. This initiative was powered by the wider Matrix team and volunteers from across our supply chain.

January 25

2025 started strong as we co-designed and delivered an employability drop-in service for Leeds Asylum Seekers Support Network, hosted at the iconic Leeds Playhouse - a proud Theatre of Sanctuary. With help from two fantastic suppliers, we supported displaced people on their journey into meaningful work.

February 25

National Apprenticeship Week brought a flurry of activity - we ran myth-busting sessions, visited schools and colleges, and engaged with current apprentices across the UK. We also delivered a Professional Skills Bootcamp for YMCA, helping participants build confidence and capability for roles in the Early Years sector.

March 24

We partnered with the University of Westminster to deliver two workshops - one virtual session focused on navigating that all-important first job hunt, and another in-person session in central London, supporting students to make the most of LinkedIn for career growth. We also joined Learning Disability Network London to host a workshop exploring the value of volunteering.



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Strong Governance, Sustainable Future

Following the acquisition of Matrix Security Watchdog, we found ourselves with two sets of ISO-certified governance policies - a sign of two strong systems, but also an opportunity to streamline, strengthen, and move forward as one unified business

1

We began by extending the scope of Matrix's existing ISO certification to officially include Matrix Security Watchdog.

After a successful scope extension audit with our UKAS-accredited auditors, this milestone was proudly completed in November 2024.

2

Next, we carried out a full review of our ISO policies, including:

- **ISO 9001 (Quality Management)**
- **ISO 27001 (Information Security)**
- **ISO 14001 (Environmental Management)**

We aligned these frameworks to ensure consistent governance across all areas of our business, removing duplication and making our systems more efficient and future-ready.

3

With ISO 27001 updated globally, we transitioned our Information Security Management System (ISMS) from the 2013 version to the newly released ISO 27001:2022 standard.

This ensured our systems reflect the latest best practices and evolving expectations around data protection.

4

After 11 days of rigorous audit by our independent UKAS-accredited body, we were successfully recertified to all three standards - with zero non-conformities.

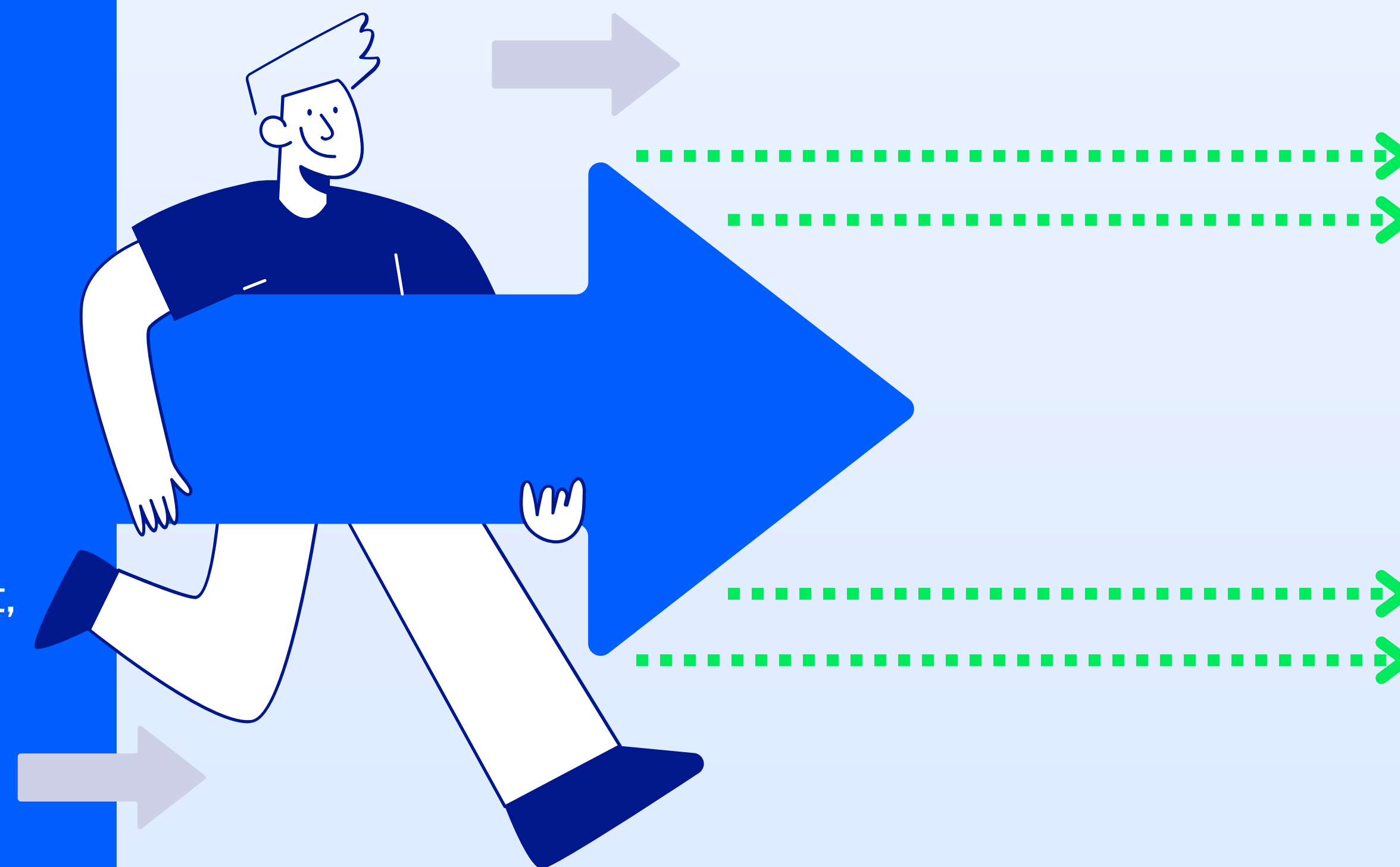
A huge thank you to everyone involved. This was not just a compliance exercise — it was a step forward in how we operate, protect, and deliver excellence across everything we do.

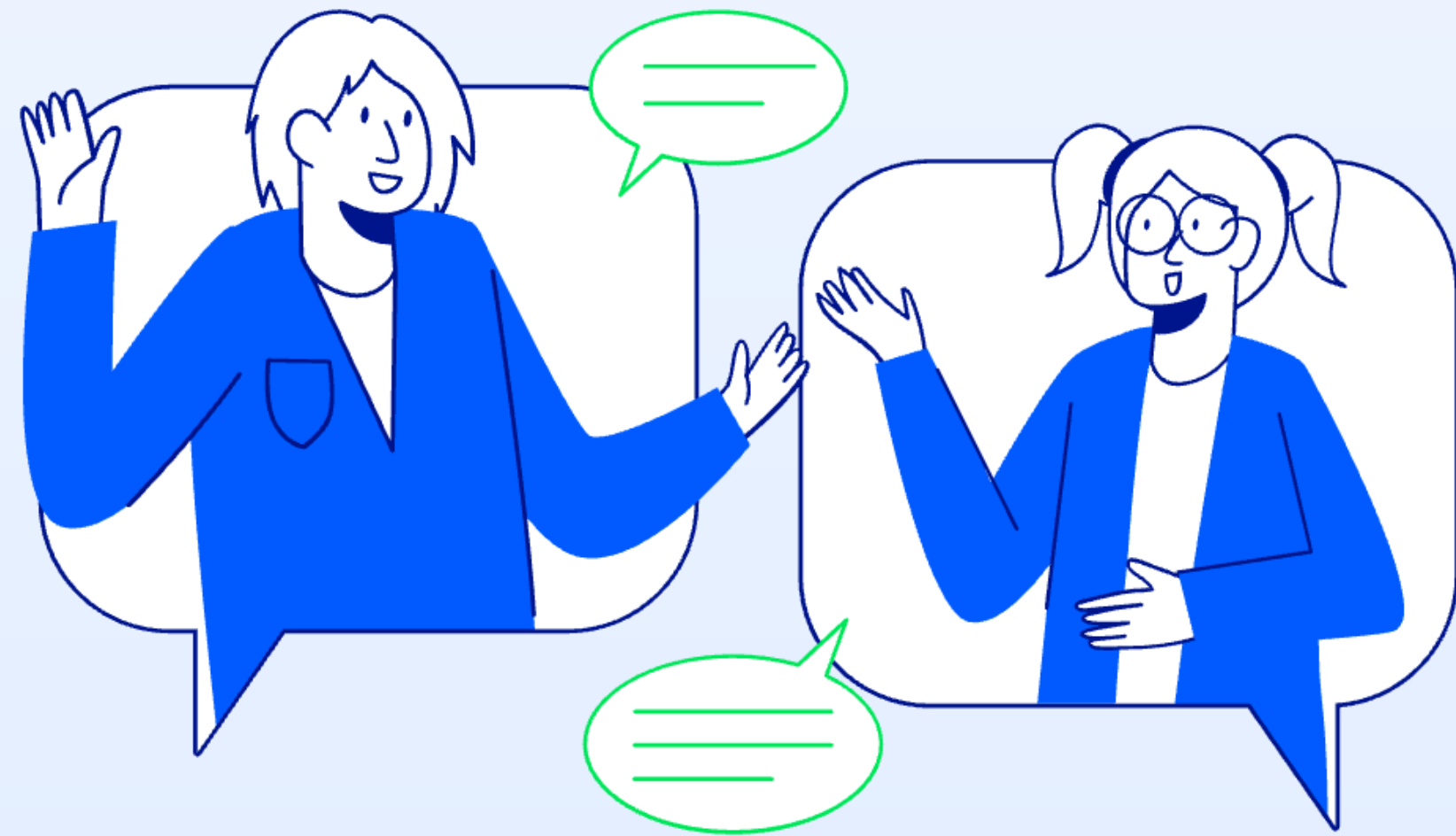


Looking Forward to 2025 And Beyond

As an ESG Board, we're looking to continue to build on this momentum in 2025/26. We have targets to engage more people than ever before on their journey into work, we're going to partner with more charities, and we're going to keep pushing to drive down our carbon emissions. We're launching new initiatives that will benefit Matrix employees, our local communities, and the world around us.

We know that meaningful change requires long-term commitment, collaboration, and transparency. That's why we're investing in stronger partnerships, improving data collection, and introducing more inclusive practices across all areas of our business.





Get in Touch

Visit us at teammatrix.com

Reach out to the team to find out more about our ESG mission and actions, or how Matrix can support your goals and organisation.



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