



ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

2023

A Message from our Managing Director

On behalf of the MAR Group, incorporating MAR FM and Sovereign FM, it is my pleasure to present our 2023 Environmental, Social and Governance Report (ESG).

A proactive approach to sustainability and corporate social responsibility has long underpinned our business activities. But in 2022, with a view to formally committing to a science based Net Zero target, we invested extensively into baselining the group's GHG emissions, and we are now in the position to commit to achieving carbon neutrality by 2030 and Net Zero by 2035.

The environmental section of this report documents our journey so far in this endeavour, and sets out our future roadmap to hitting these targets. Of course, in setting and progressing towards these targets the MAR Group may well achieve a competitive advantage, by placing us ahead of many of our peers. However, we have made this commitment with the greater good in mind of making a positive contribution to mitigating the impact on the planet.

Doing the right thing is also key for us when it comes to our clients, our people and our communities. The social section of this report serves as testimony to the work we undertake and the initiatives we implement to ensure that all parties associated with MAR feel valued. Of course, it's one thing to do the right things, but another to do them right. By complying with all our statutory, financial and ethical obligations, we operate within a clearly defined governance regime, aspects of which are highlighted and illustrated in the final section.

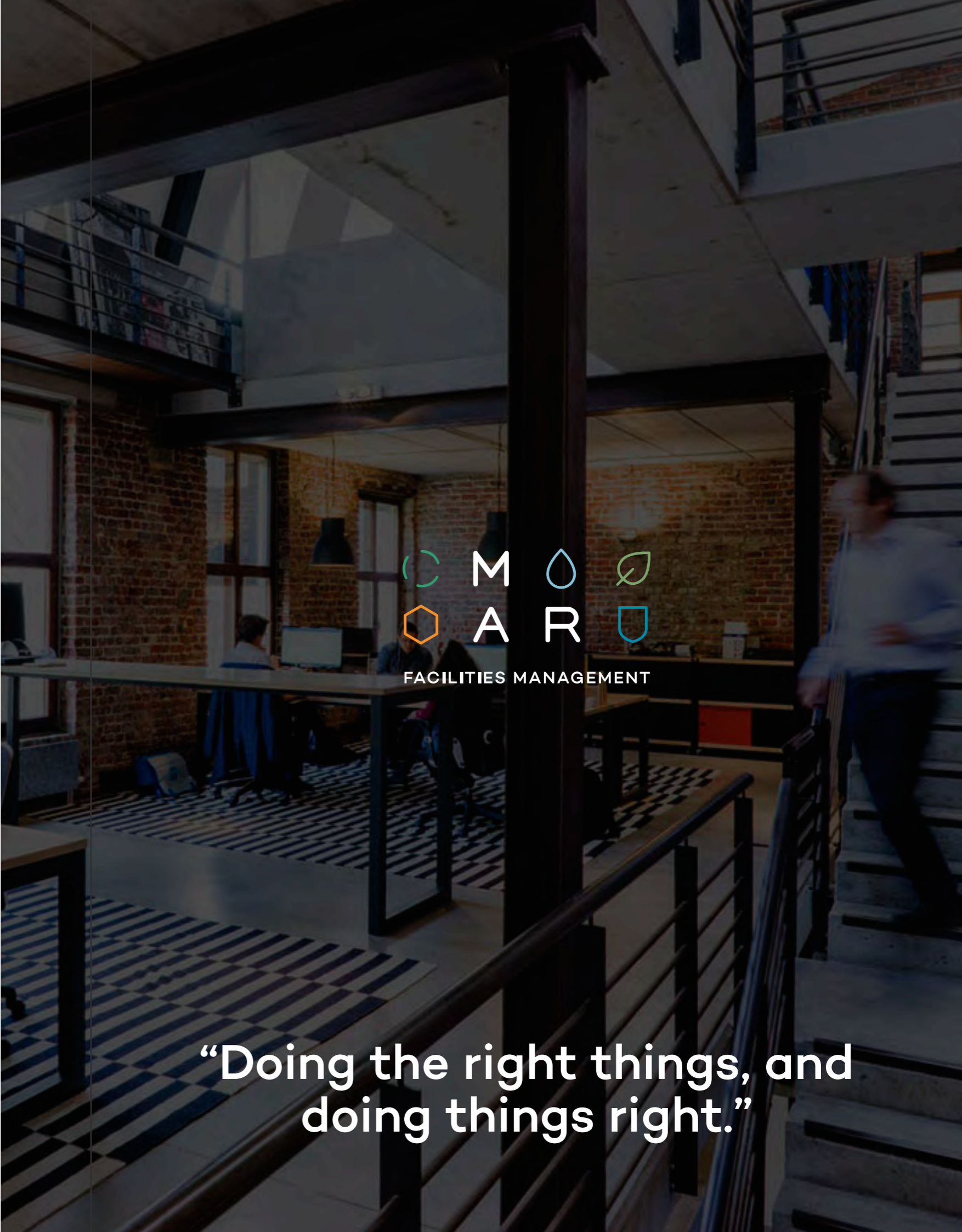
The last few years have been a turbulent and difficult time for us all, with the unprecedented Covid-19 pandemic at the heart of that instability. During this time, the MAR Group has showed its resilience, flexibility and agility, and I acknowledge and thank both our people and our clients for their support and collaboration.

We have emerged strong and optimistic from this period and are energetically dedicated to making a positive difference to the environment, our people, our clients and our communities.

Yours sincerely,



David Aherne
Managing Director
MAR Facilities Management



“Doing the right things, and doing things right.”

Overview

This report covers MAR FM's key ESG initiatives, highlights our recent progress and sets out our future business commitments. Our ESG objectives have been established taking into account qualified market data from external reports, guidance from sustainability experts and steering from our senior management team.

This report aims to emphasise the importance of ESG to MAR FM and provide a transparent overview of where we are currently and where we are headed in the future.

Our ESG report will be published annually and is publicly available via our website and our social media accounts.

Who We Are

MAR FM provide facilities management services across five main categories - Cleaning, Building Maintenance, Waste and Recycling, Security and Grounds Maintenance, thereby providing - for those of our clients that require it - a totally integrated FM service capability.

The first chapter in the MAR story was written back in 1985 when the company was formed to service several local cleaning contracts in the Bracknell area of Berkshire. Now, almost 40 years later, MAR provide clean, secure and well-maintained environments to a multitude of blue chip businesses across the South of England, operating nationally when required. All of our services can be supplied independently of one another, allowing for tailor made customer solutions.

At the heart of MAR's business model is a set of values and operating principles that run deep through the DNA of the company and which we believe set us apart from our competitors. Key to this is a progressive and customer-centric outlook that aims to build long-term relationships with our clients, developing a partnership ethos that demonstrates our commitment to service excellence in every sense.

Although the company can point to a successful history of solid growth over a number of years, we have no intention of standing still. The significant extension of our hard service capabilities via the acquisition of Sovereign FM in June 2019, the ongoing review and implementation of innovative solutions, aligned with our commitment to continuous progress in a range of ESG initiatives, make MAR's next chapter the most exciting one yet.



Our Values

- 01** Placing clients at the heart of everything we do
- 02** Truly delivering on quality and value
- 03** Empowering teams to take responsibility and use initiative
- 04** Training, nurturing and developing our people
- 05** Promoting openness and honesty
- 06** Respecting and embracing diversity and creativity



Our Approach

As a business, we fundamentally subscribe to and are passionate about the principle of building a fairer, more sustainable future for both current and future generations.

We have a long heritage of contributing to and maintaining a productive relationship with the communities we operate in, both through our initiatives and a focus on local recruitment.

In short, we strive to operate a socially conscious and values-led business. One which provides a supporting environment, in which our people can thrive, while simultaneously delivering a high-quality service to our clients.

MAR's ESG framework has been developed to provide a focused and strategic approach to continuous improvement, allowing us to track our journey towards improved sustainability, impactful social action and stronger collaborative leadership.

- 
ENVIRONMENTAL
 Internal transformation, external impact.
- 
SOCIAL
 Socially conscious, values driven.
- 
GOVERNANCE
 Ethically led, honestly accountable.

A Shared Vision

MAR FM aligns its sustainability framework to 'The Sustainable Development Goals', set up in 2015 by the United Nations General Assembly - a collection of 17 interlinked global goals, designed to be a "shared blueprint for peace and prosperity for people and the planet, now and into the future".

MAR is specifically focusing on the goals outlined below:

ENVIRONMENTAL

- 
7 AFFORDABLE AND CLEAN ENERGY
- 
13 CLIMATE ACTION
- 
12 RESPONSIBLE CONSUMPTION AND PRODUCTION

SOCIAL

- 
3 GOOD HEALTH AND WELL-BEING
- 
10 REDUCED INEQUALITIES
- 
5 GENDER EQUALITY
- 
8 DECENT WORK AND ECONOMIC GROWTH

GOVERNANCE

- 
9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
- 
17 PARTNERSHIPS FOR THE GOALS



Internal Transformation, External Impact.

MAR has been a pioneer of a greener approach to business since our ISO14001 accreditation was first achieved in 2010. We continue to work energetically to promote environmental sustainability, both internally and externally with our clients and suppliers.



Bench**MAR**ks

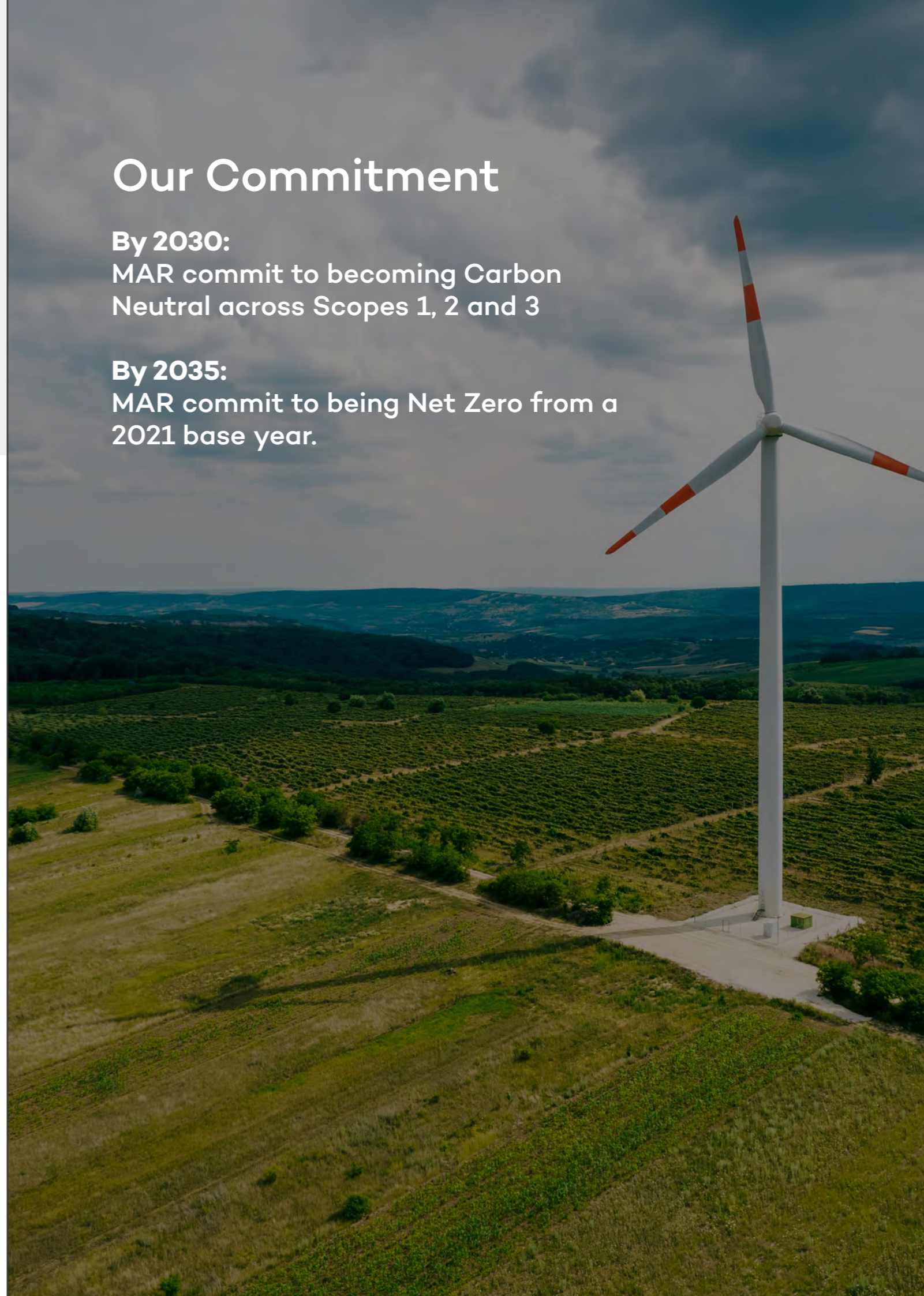
The principles that underpin our approach to environmental sustainability.

- Renewable energy** | Procuring renewable energy, transitioning to LED, completing ESOS audits and offsetting gas usage
- Considerate commuting** | Phasing out fossil fuels, making EV accessible, incentivising alternate travel and encouraging hybrid working
- Sustainable supply** | Implementing responsible supply policies, selecting like-minded suppliers and consolidating deliveries
- Green cleaning** | Stopping single-use, switching to eco-friendly alternatives and improving existing practices
- Waste and recycling** | Operating a circular economy, creating a 'sustainability focused' culture and supporting client change

Our Commitment

By 2030:
MAR commit to becoming Carbon Neutral across Scopes 1, 2 and 3

By 2035:
MAR commit to being Net Zero from a 2021 base year.



Key Differences Between Carbon Neutral and Net Zero

Carbon Neutral*

Any

GHG emissions scope

No specific reduction level required

Abatement ambition

Reductions or removals "Beyond value chain mitigation"

Offsets

PAS2060:2014
ISO14067:2018 (products)
ISO14068 (in development)

Standards and Initiatives

Net Zero

Whole value chain GHG emissions (Scopes 1,2 and 3)

Aligned with Paris Agreement (SBT*)

Carbon removals only 'Neutralisation'

UN Race for Zero Campaign SBTi Net Zero Corporate Standard

*The SBTi purposely do not use the term 'carbon neutral' due to the potential confusion with the term 'Net Zero'. They refer instead to Beyond Value Chain Mitigation, where the quantity of credits purchased matches the remaining emissions at a point in time.

The Science Based Targets Initiative (SBTi)

The SBTi was originally set up by United Nations Global Compact and leading Non-Governmental Organisations (WWF, CDP and WRI) in 2015.

Its purpose is to drive climate action in the private sector by enabling companies to set science-based carbon emission reduction targets.

The Net Zero standard was launched in 2021 and the SBTi continues to develop more detailed sector specific guidance.

Our commitment is predicated on science based targets and we will apply the principles of this initiative when measuring and monitoring our progress.

2366

with science based targets

4665

companies taking action

1720

Net Zero commitments

SBTi Definition of Net Zero

The SBTi Net Zero standard defines corporate Net Zero as:

1. Reducing scope 1, 2, and 3 emissions to zero or to a residual level that is consistent with reaching Net Zero emissions at the global or sector level in eligible 1.5 °C-aligned pathways.
2. Neutralising any residual emissions at the Net Zero target year and any green house gas (GHG) emissions released into the atmosphere thereafter.

For MAR FM this means Net Zero will be achieved when scope 1 and 2 emissions have been reduced by 90% and scope 3 emissions by 97% per £million gross profit and once the remaining 10% and 3% respectively has been offset.

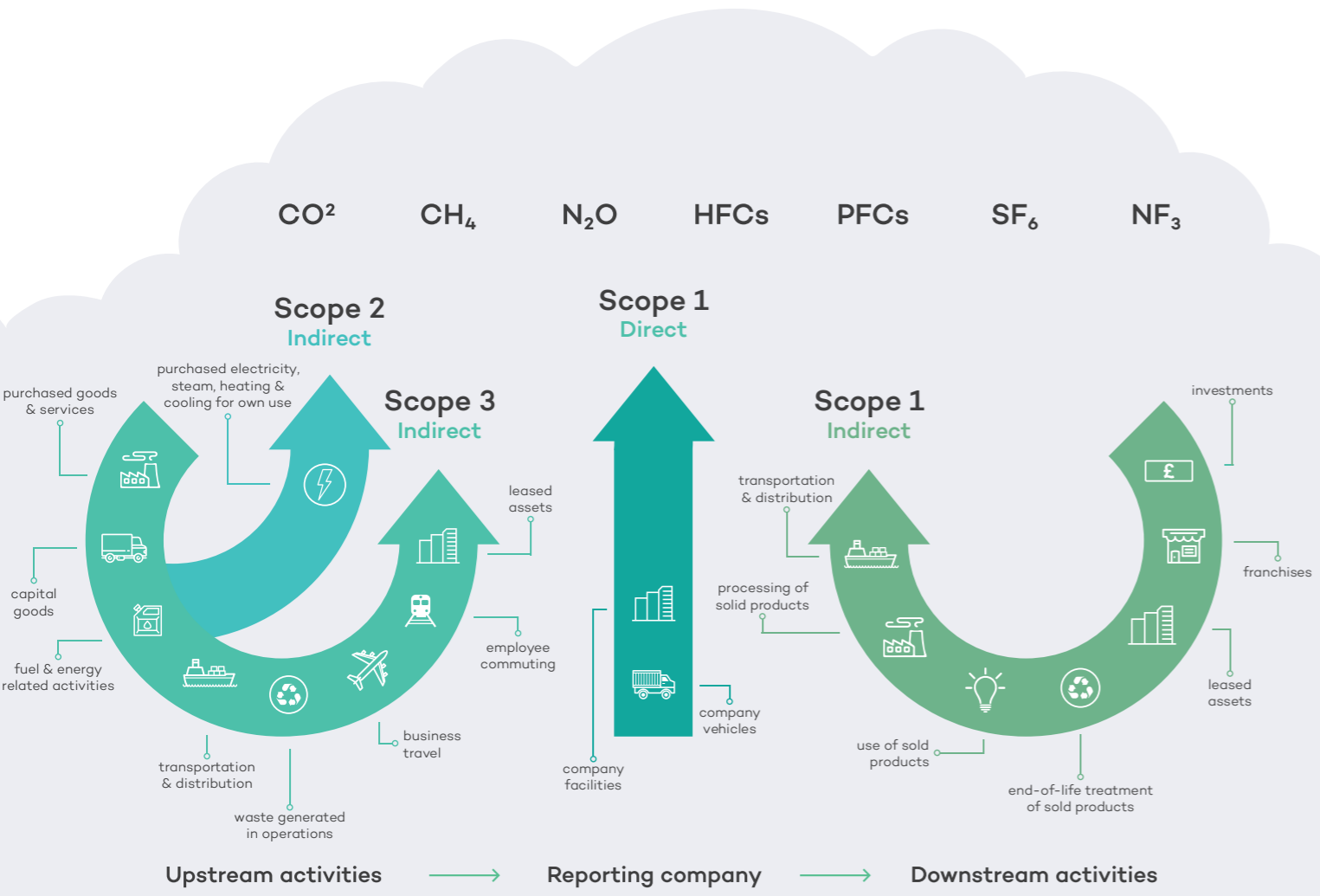
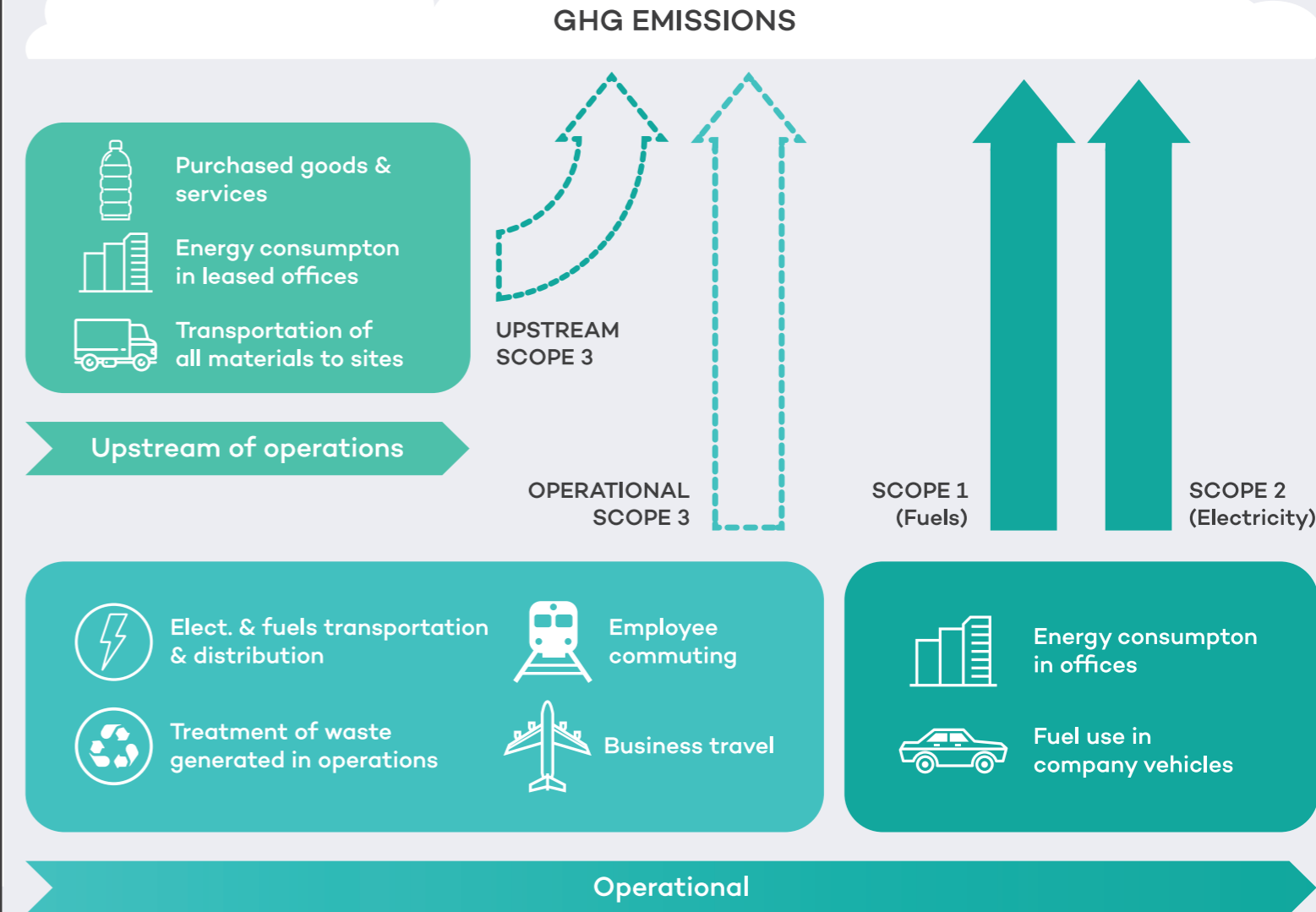
Baselining

Throughout the course of 2022, MAR worked extensively with our partner Verco (a leading sustainability and environmental consultancy supporting businesses and organisations globally to achieve Net Zero) to baseline our GHG emissions based on 2021 data. It is from this baseline that our targets and commitments have been established.

GHG Emissions Explained

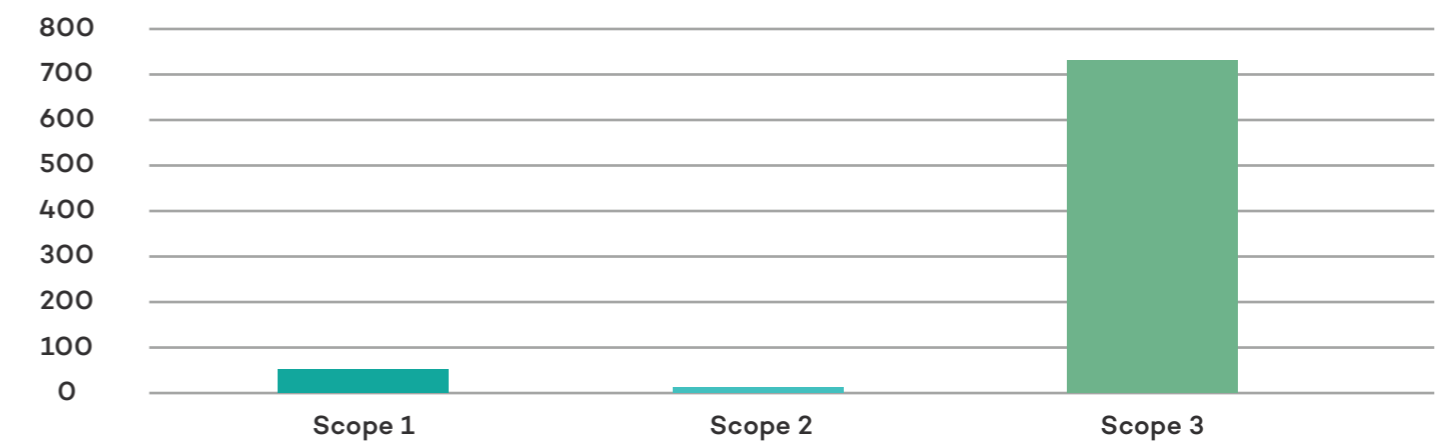
| Scope | Emission type | Definition |
|---------|--------------------|--|
| Scope 1 | Direct emissions | GHG emissions directly emitted by sources the reporting company owns and controls. |
| Scope 2 | Indirect emissions | GHG emissions that come from the generation of purchased electricity, steam, heating and cooling used by the reporting company. |
| Scope 3 | | GHG emissions that are the result of activities from assets not owned or controlled by the reporting organisation, but that the organisation indirectly impacts in its value chain |

MAR FM's GHG Emissions Inventory



Summary of 2021

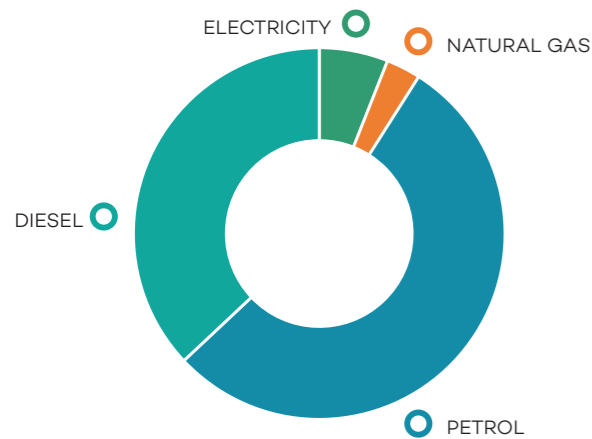
The total emissions calculated for MAR FM across all three scopes is 800 tCO₂e for 2021. This breaks down as seen in the graph below, with Scopes 1 + 2 accounting just over 6% and Scope 3 for the remaining 94%.





Scope 1 and 2 - 2021

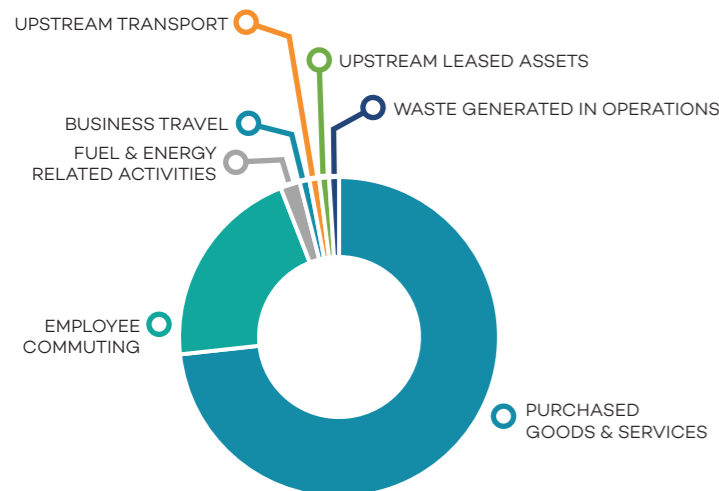
We have used consumption data for 2021. Scope 1 accounts for 94% of the total Scope 1+2 emissions calculated, driven by transport fuel. Scope 2 emissions are location-based emissions*.



| Emission source | GHG Emissions | |
|---------------------------------|--------------------|-------------|
| | tCO ₂ e | % |
| Scope 1 | | |
| Natural Gas | 2 | 3% |
| Diesel | 20 | 37% |
| Petrol | 29 | 54% |
| Scope 2 (location-based) | | |
| Electricity | 3 | 6% |
| Total | 53 | 100% |

* Location-based emissions are calculated using the average UK grid electricity intensity whereas market-based emissions are calculated using the carbon intensity of a specific tariff. Scope 2 electricity emissions under market-based emissions can be reported as zero for renewable energy tariffs.

Scope 3 - Value Chain Emissions



| Scope 3 category | GHG Emissions | |
|----------------------------------|--------------------|-------------|
| | tCO ₂ e | % |
| Purchased goods & services | 552 | 74% |
| Employee commuting | 159 | 21% |
| Fuel & energy related activities | 14 | 2% |
| Business travel | 10 | 1% |
| Upstream transport | 8 | <1% |
| Upstream leased assets | 2 | <1% |
| Waste generated in operations | 2 | <1% |
| Total | 747 | 100% |

Pathway to Success

Operational emissions (Scope 1 and 2)

To reduce emissions associated with Scope 1 and 2, MAR FM will:

- Phase out gas boilers by 2024.
- Switch all lighting to LED lighting
- Carry out energy audits at their premises to identify energy saving opportunities and to improve overall energy efficiency.
- Fully electrify fleet by 2028

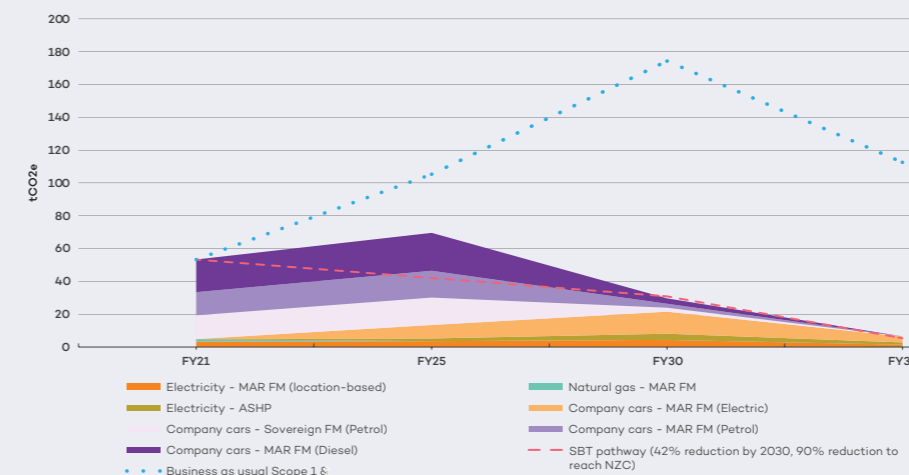
MAR FM also commits to continue procuring 100% renewable electricity.

Indirect emission (Scope 3)

MAR FM will reduce Scope 3 emissions by engaging with suppliers that have SBTi Net Zero targets and a clear Net Zero strategy, MAR FM will liaise with their clients to improve waste segregation and final disposal of the waste generated in the clients' premises. MAR FM will also engage with suppliers to procure more sustainable and less carbon intensive products.

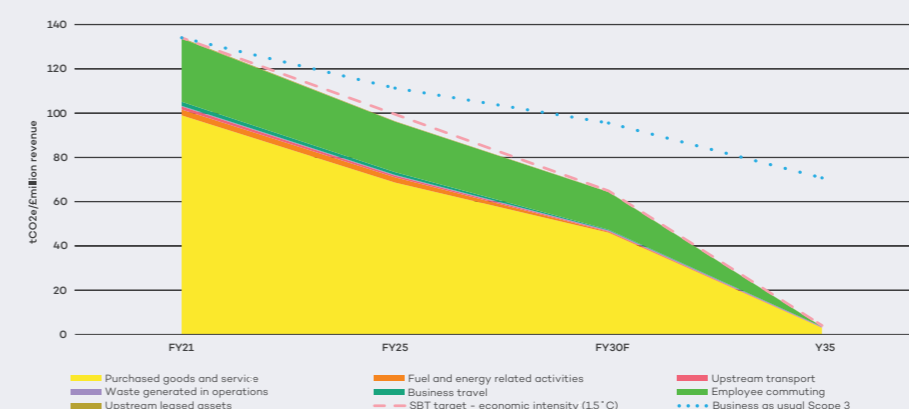
MAR FM will engage with logistic suppliers to have a fully electric delivery fleet to cover upstream transport by 2035 as well as moving away from gas boilers to heat pumps in leased offices.

Scope 1 and 2 - Pathway (location-based)



The decarbonisation of scope 1 and 2 will be achieved by transitioning away from fossil fuel vehicles, moving to offices with heat pumps and implementing energy efficiency measures.

Scope 3 - Economic Intensity Pathway



The decarbonisation of scope 3 is highly dependent on the decarbonisation of suppliers and the reduction of employee commuting emissions.

Achievements to Date

Reducing consumption

Energy consumption reduced by 25% in 5 years via improved equipment and insulation.

Working remotely

Introduction of hybrid working and technology to reduce unnecessary commuting.

Alternative transport

Travel Hierarchy and Bike to Work initiatives to reduce emissions from travel.

Sustainable products

Switch to sustainable cleaning products and consumables in MAR owned facilities.

Hybrid fleet

Transitioned fleet to hybrid vehicles, prior to a final move to EV.

Driving change

'Fuel-efficient driving' training courses provided and fuel consumption monitoring.

Renewable energy

Transition from traditional providers to renewable energy providers.

Fewer deliveries

Consolidation and reduction of deliveries and associated travel and mileage.

Stopping single-use

Introduction of concentrates and refill systems to reduce single use plastic.

No mow May

Supporting wildlife and British eco-systems within our Head Office garden.

Recycled uniform

Transitioning to recycled fabric uniform in all our client sites.

ESOS audits

Full compliance with the Energy Savings Opportunity Scheme.

MAR FM is also a registered waste and recycling broker, ensuring the compliant disposal of all restricted and hazardous waste, and advising clients on recycling strategies to reduce waste to landfill.




Our green cleaning initiative, saved one MAR client 12,000 single-use bottles in 2022.


Through our recycling services, MAR saved 179 trees, in a single Slough-based client site.

Green Cleaning Initiative

Delivering spotless spaces with sustainable solutions.

Working in close collaboration with our suppliers, we are committed to prioritising sustainability within our supply chain. The aim of this initiative is to implement eco-friendly chemicals and consumables into our soft service operations, consolidate and minimise the frequency of deliveries and achieve carbon neutral supply and transportation.

This initiative is also having a positive impact on a number of our existing clients and we are committed to rolling out this programme to as many of them as possible, during the next 12 months.

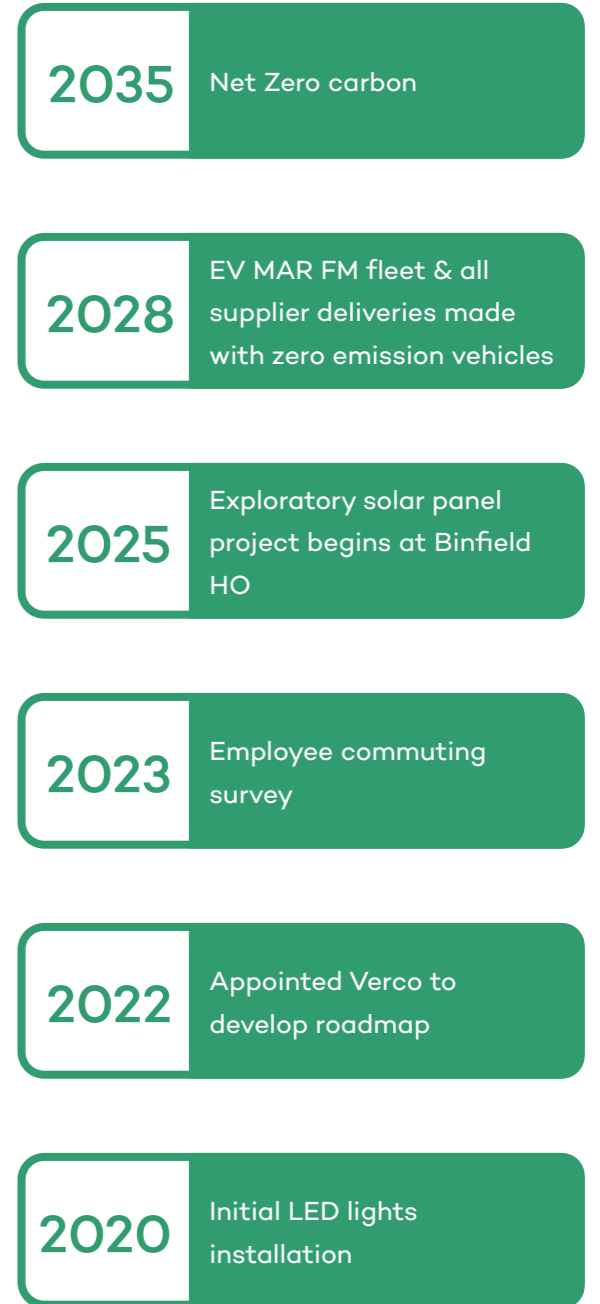
-  Planet friendly products
Implementing eco-friendly cleaning chemicals that are better for the business & kinder to the planet
-  Maintainable materials
Switching cleaning materials, such as disposable cloths, for reusable & renewable alternatives
-  Stopping single-use
Swapping to refillable & concentrated consumables to eliminate single-use plastic from our supply chain
-  Sustainable supply
Selecting responsible, environmentally focused suppliers who mirror our values & commitments
-  Embracing electric
Consolidating deliveries, while taking pro-active steps to achieve carbon neutral transportation
-  Paperless processes
Utilising digital technology to minimise the use of paper in our admin & operational processes



Roadmap to Net Zero

Working with our sustainability advisor, we have developed a clear and definitive action plan which will support the achievement of our goals. Building on the achievements to date and progress so far, our roadmap to further success and reaching our target of Net Zero by 2035 is illustrated below:

| | 2030 | 2035 |
|---|---|---|
| Scope 1 Building energy consumption <ul style="list-style-type: none"> Replace gas boilers with air source heat pumps in own office(s) Transition to LED lighting Mandatory ESOS audits | 2030: Carbon neutral across all scopes | 2035: Net Zero across all scopes |
| Scope 2 Fleet energy consumption <ul style="list-style-type: none"> Phase out fossil fuelled company vehicles & replace current fleet with electric vehicles | | |
| Travel and commuting <ul style="list-style-type: none"> Hybrid & remote working initiative Salary sacrifice scheme EV fleet Commuter surveys for monitoring Cycle / walk to work scheme | | |
| Purchased goods and services <ul style="list-style-type: none"> Responsible procurement policy Green cleaning initiative | | |
| Scope 3 Energy consumption (Indirect) <ul style="list-style-type: none"> Green energy procurement Transition to landlords with Net Zero commitment in leased offices | | |
| Sustainable supply & transportation <ul style="list-style-type: none"> Sustainable supply policy Partnership with main service partner 'Source' | | |
| Waste & recycling management <ul style="list-style-type: none"> Operating circular economy, sorting & recycling waste at source Develop status as a registered waste management company | | |



On going actions

Commitment to continue procuring 100% renewable electricity in MAR FM offices.

Developing a supplier engagement strategy to actively encourage all suppliers to source more sustainable and less carbon intensive products



SOCIAL

Socially Conscious, Values Driven.

MAR FM is made up of a wide variety of people, from a multitude of backgrounds, who each bring their own unique qualities, experience and views, reflecting the communities in which we operate.

As an employer, we are committed to providing a supportive and nurturing environment, free from discrimination, that encourages growth and safeguards wellbeing.

BenchMARks

The principles that underpin our approach to social value.

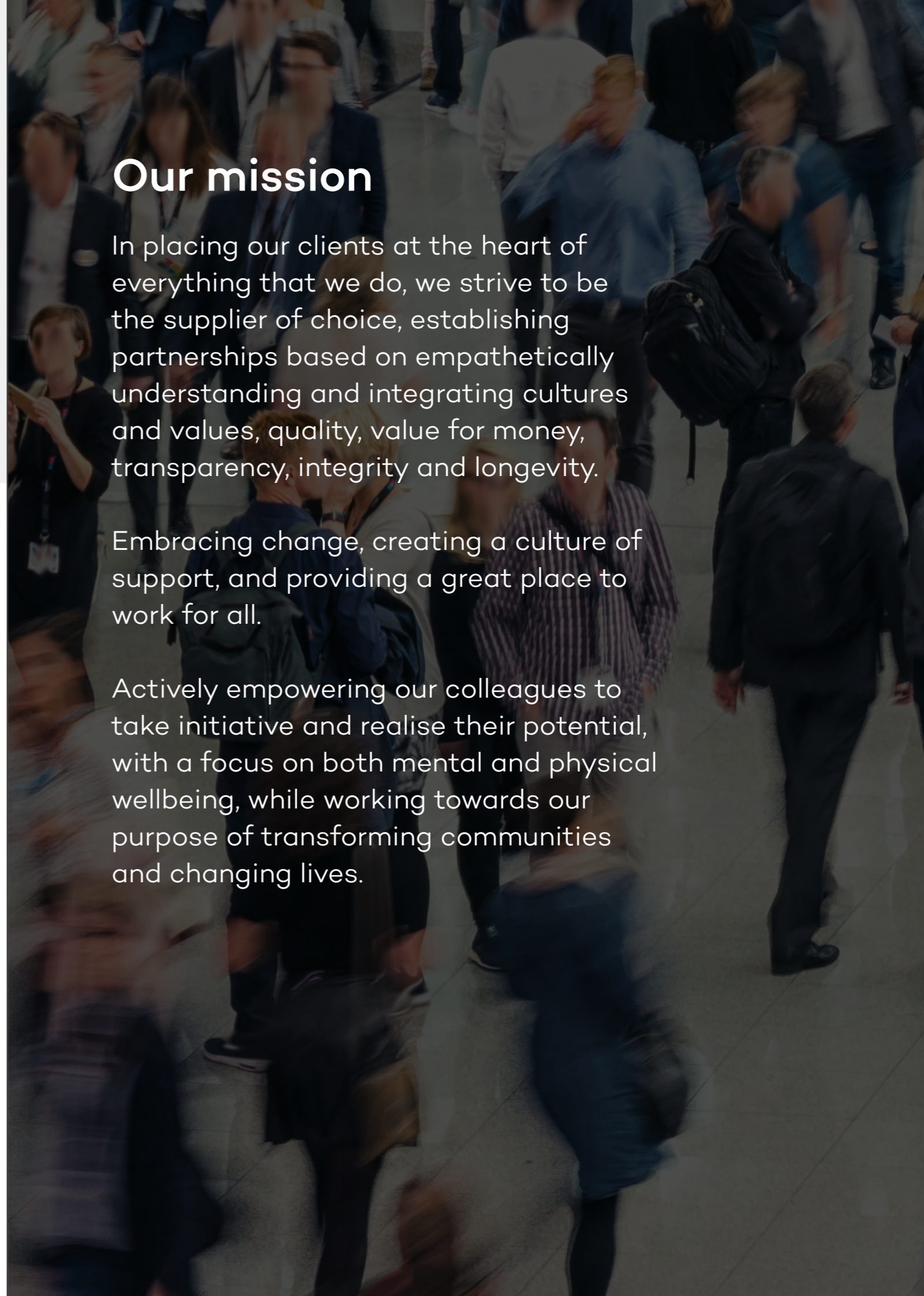
| | |
|----------------------------------|---|
| Colleague recognition | Creating an environment in which colleagues feel valued and efforts are recognised and rewarded |
| Diversity & inclusion | Hiring without bias, supplying transparent data and providing enhanced EDI training as standard |
| Investment in people | Committed to continuously investing in our people, coaching for success and providing sustainable progression |
| Considerate culture | Creating a culture of support with a strong focus on the mental and physical wellbeing of our team |
| Socially impactful | Contributing meaningfully to our community and proactively supporting good causes |

Our mission

In placing our clients at the heart of everything that we do, we strive to be the supplier of choice, establishing partnerships based on empathetically understanding and integrating cultures and values, quality, value for money, transparency, integrity and longevity.

Embracing change, creating a culture of support, and providing a great place to work for all.

Actively empowering our colleagues to take initiative and realise their potential, with a focus on both mental and physical wellbeing, while working towards our purpose of transforming communities and changing lives.





Investing in People

Our people are our greatest asset and, as such, we strive to always prioritise their happiness and wellbeing, providing the best possible experience of working life.

Though considered investments, we supply a range of benefits from private health, dental and optical care, to life assurance and a significant benefits platform offering various discounts on goods and services, helping to ease the strain of increased cost of living.

COLLEAGUES SAVE AN AVERAGE OF £1000 ON GOODS AND SERVICES ANNUALLY, THROUGH OUR BENEFITS PLATFORM

OUR MENTAL HEALTH FIRST AIDERS PROVIDE RELIABLE & ACCESSIBLE SUPPORT TO SAFEGUARD WELLBEING

MAR also encourage physical activity and support mental wellbeing, with workout videos, gym discounts, on-demand meditation and sleep resources, being available via our Employee Wellbeing Hub. If required, staff can also access the Employee Assistance Programme, offering enhanced face-to-face counseling sessions.

Additionally, we have implemented our mental health first aider scheme to ensure all team members have easy access to confidential and reliable support.

MAR believe that no matter what role they fulfill, everyone should be fairly compensated for their commitment. It's why we have been an active supporter of the Living Wage Foundation, as a Recognised Service Provider, for more than 8 years. We also understand that a little appreciation can make a big difference, which is why our long-standing annual awards event and 'Above & Beyond' certificates are in place to recognise and reward colleagues that have made an outstanding contribution.

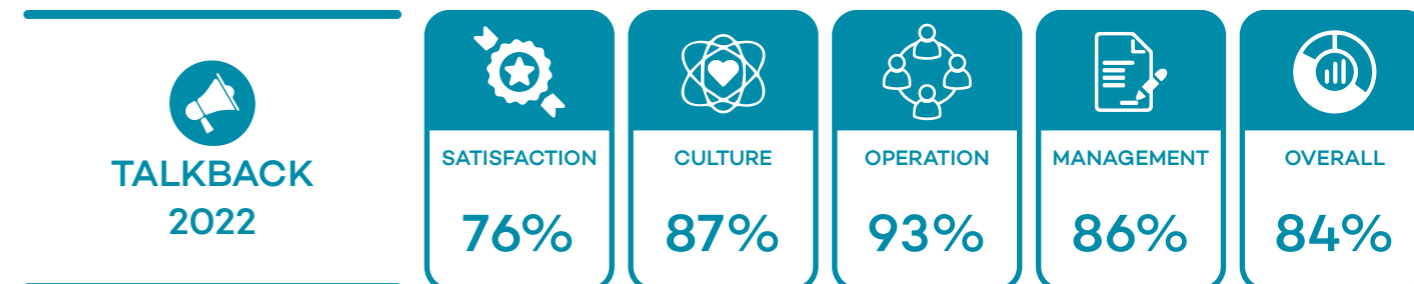


Culture and Wellbeing

MAR's culture is built on trust, respect, integrity and equality, a set of values and principles that run deep through the DNA of the company. Key to this is a progressive and open-minded outlook that remains objective and flexible, encourages collaboration and rejects discrimination.

The success of our approach is measured by listening to our colleagues. Our 'Talkback' surveys provide detailed feedback and opportunities for us to improve, empowering our employees to influence policy and allowing MAR to deliver a continuously improving environment.

Regular and effective communication also plays a significant role in keeping our colleagues informed and engaged, with over 20 company-wide newsletters being issued to staff over the last 3 years, containing details of company activities, updates and information on our progress as a business.



Equality, Diversity and Inclusion

At MAR, we celebrate the diversity and individuality of our people. We are proud to enjoy a tapestry of cultures, ethnicities, religions and genders and strive to ensure that our colleagues can flourish, regardless of their background.

This starts with our recruitment process, that is specifically designed to mitigate both conscious and sub-conscious bias during hiring decisions.

We understand that education and experience are an important part of achieving equality and promoting progressive mindsets in the workplace.

MAR include both education, through a variety of EDI courses, and experience via our EDI event calendar, to all our colleagues, increasing knowledge and providing perspective.

- ✓ 100% management completion of 'Mental Health Awareness for Managers' training.
- ✓ 100% management completion of 'EDI Awareness' training



Leadership and Development

MAR believe that continuous development and dynamic leadership are fundamental to achieving an environment in which colleagues can thrive and enjoy a rewarding career.

Our comprehensive induction and ongoing training programmes ensure everyone can perform confidently and safely in their role and create a strong baseline of colleague satisfaction.

An enhanced up-skilling scheme enables our managers and supervisors to lead with purpose, creating a fair and supportive environment. To ensure progression is attainable to all, biannual performance reviews provide meaningful and measurable occupational stepping stones, to allow our people to realise their full potential.





MEANINGFUL AND MEASURABLE SMART TARGETS AND REVIEWS ALLOW OUR PEOPLE TO REALISE THEIR FULL POTENTIAL

In addition, MAR offer access to further education and advanced training and recently launched an apprenticeship programme to bring fresh talent into the industry, nurturing those looking to grow in a new and promising occupation.

- ✓ 3 full term apprenticeship courses in business studies completed since 2020, with 3 more currently in progress
- ✓ Over £40,000 committed to the apprenticeship programme over the next 3 years.



Retaining Talent

By combining fair remuneration, effective communication, flexible working practices, meaningful benefits, comprehensive training and dynamic leadership, we are able to offer our employees secure and fulfilling long term careers, within a nurturing and progressive environment.

This has resulted in a marked year-on-year improvement in MAR's recruitment effectiveness, retention rates, absence levels and survey results. This ensures that we are able to hire and retain the best possible talent, which is crucial in delivering service excellence to our clients.

MAR FM COMMITMENT: ACHIEVE A GENDER PAY GAP OF 5% OR LESS BY 2025

| | |
|--------------------|----------------------|
| 6.9% | 14.9% |
| MAR FM CURRENT GPG | NATIONAL AVERAGE GPG |

| RETENTION RATE | | LENGTH OF SERVICE | |
|----------------|-------------|--|--|
| 2022 | 2019 | 55% | 33% |
| 97% | 94% | OF COLLEAGUES HAVE OVER 2 YEARS OF SERVICE | OF COLLEAGUES HAVE OVER 5 YEARS OF SERVICE |

Achievements to date

Hybrid and remote working

Introduction of flexible, hybrid and remote working policies to improve work-life balance.

Mental health first aiders

Provision of mental health first aid trained staff to provide reliable and accessible support.

Enhanced development

Funding of further education, training and language courses.

Apprenticeship training

Implementation of apprenticeship training scheme to welcome new talent to the industry.

Pet friendly offices

Introduction of pet policy to welcome dogs into our Binfield head office.

Better training

Re-energised training programmes providing improved staff development and opportunities.

EDI Calendar

Implementation of an extensive EDI calendar for 2023, celebrating a range of inclusivity events.

Reward and Recognition

Annual awards and 'Above and Beyond' certificates to recognise colleague contribution.

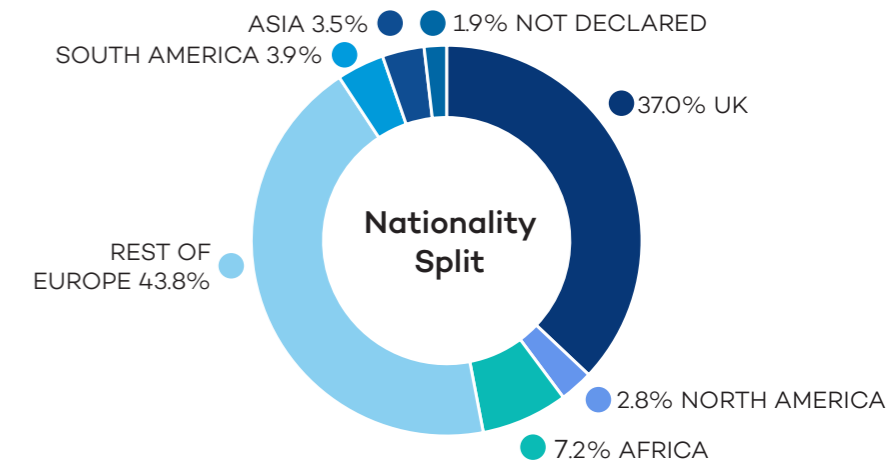
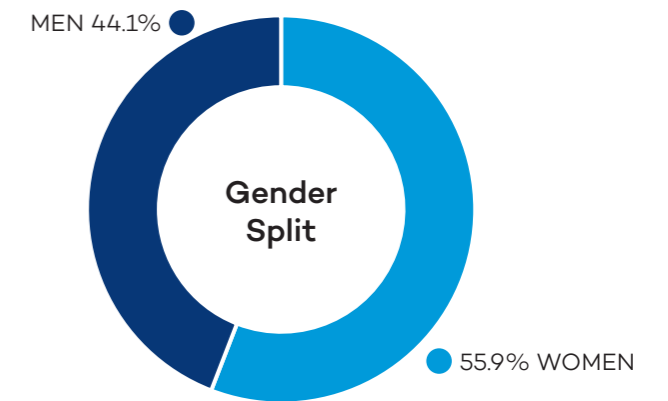
Extra Benefits

An enhanced benefits package, such as wider entitlement to Life Insurance Cover.

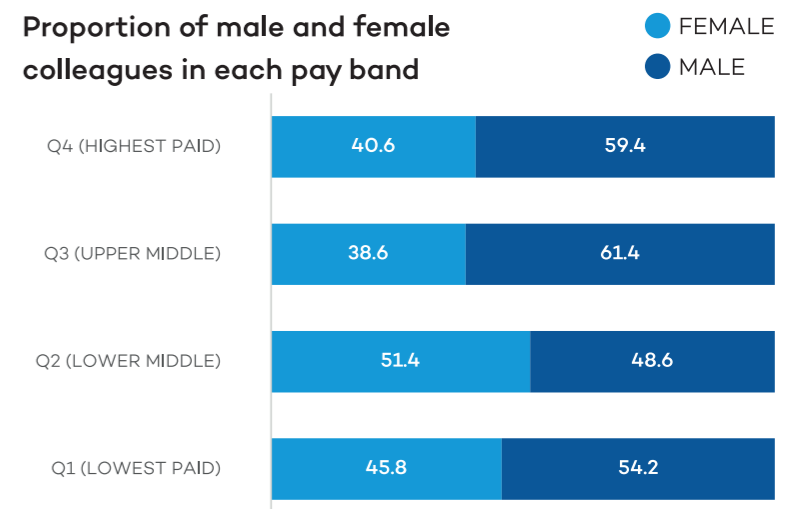


Driven by Data

Strategies underpinned by high-quality, data-driven decision making, with accountability and transparency at the heart of everything we do.



Proportion of male and female colleagues in each pay band



Charity & Community Highlights

We appreciate the vital role that a businesses like ours play in engaging with local people, organisations and initiatives to support the communities that we serve and goods causes, both close to home and nationwide.

MAR actively participate in a variety of events and are proud to count a number of national charities amongst our portfolio of clients. We always look to source new staff or suppliers from within a close proximity to sites, providing jobs within our communities where ever possible, and regularly commit our services and expertise through various schemes, such as Zero Waste Week and the Big Tidy Up.

Through our internal charity and community committee, we operate a structured approach to our philanthropic efforts. Each September, a company-wide communication invites colleagues to nominate causes for consideration. At the end of the submission period, the committee creates a shortlist and a vote decides our final three causes for the following year. Our charity and community fund, set aside annually, is used for both donations and facilitating fundraising activities and events.

MAR actively engage clients and suppliers, in appropriate initiatives and encourage our team members to take part, with paid volunteering days available to all staff members.



95% of all MAR employees live within 10 miles of their main place of work.

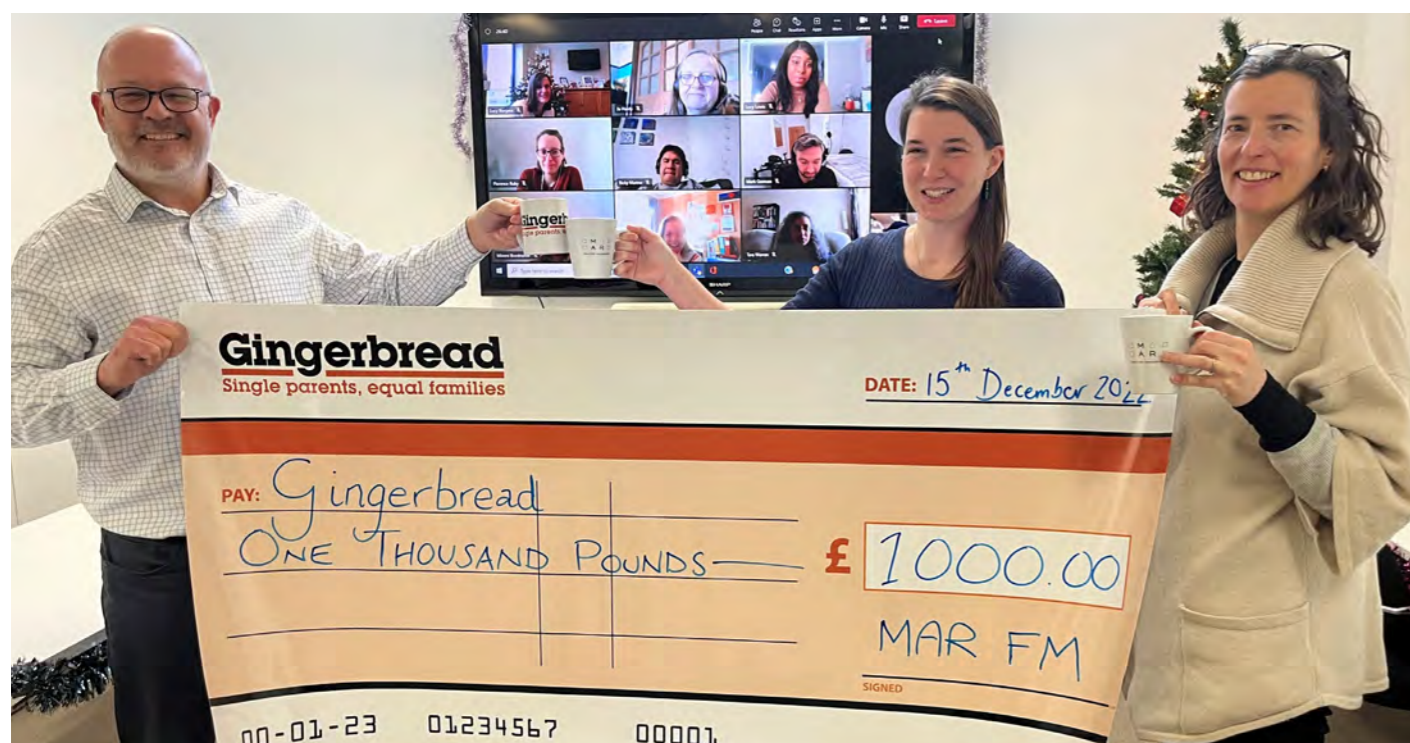


Gingerbread Christmas Appeal

Each year, MAR select a charitable cause for the festive season. Gingerbread is a fantastic organisation, carrying out a fundamentally important role in offering advice, support and community to single parents and their families. MAR was proud to contribute to their 2022 Christmas appeal and gain further insight into the valuable work they do. Commenting on the donation, MAR's Sales Director Sean Spencer said:



“Hearing first-hand about the great work that the people at Gingerbread do was both heart-warming and inspiring, and we're delighted to have been able to make this donation to such a worthwhile cause”



A Climb For a Good Cause

In December 2022, MAR FM was approached, through our subsidiary company Sovereign FM, by Adrian, who was planning to climb to the base camp of Mount Everest, raising money for Dementia Support. We were more than happy to come on board as a sponsor.

Adrian was successful in raising £2,600 for Dementia Support. We are pleased to have had the opportunity to contribute towards his incredible journey and to support a wonderful cause at the same time.



MAR teamed up with Under One Sky; a remarkable organisation that supports the homeless living on the streets of London.

**UNDER
ONE
SKY**

Accompanied by a donation, MAR volunteers from across the business traveled to the capital, to help Under One sky with the distribution of essential items, such as sleeping bags, thermal clothing, toiletries, food and drinks. In addition to the supplies, the organisation and volunteers also provided interaction, comfort, and information of support resources, which is equally as vital to those who find themselves on the street.

We were extremely proud of our volunteers, who during the Christmas period, stepped away from their festivities to collectively contribute to a fantastic cause.





Family Fun'd-raising

Within our Head Office village of Binfield, the Easter Egg hunt and Scarecrow Trail are eagerly anticipated annual events, that provide a fun experience for local families, while raising funding for good causes in the community. MAR take part each year, creating a themed display to accompany others, spread across the village.

Money raised from participating in these events is put towards community projects, such as funding the elementary school, restoration of historical buildings and other important local initiatives.

It also creates a fantastic opportunity to get better acquainted and to build strong bonds with our neighbours.

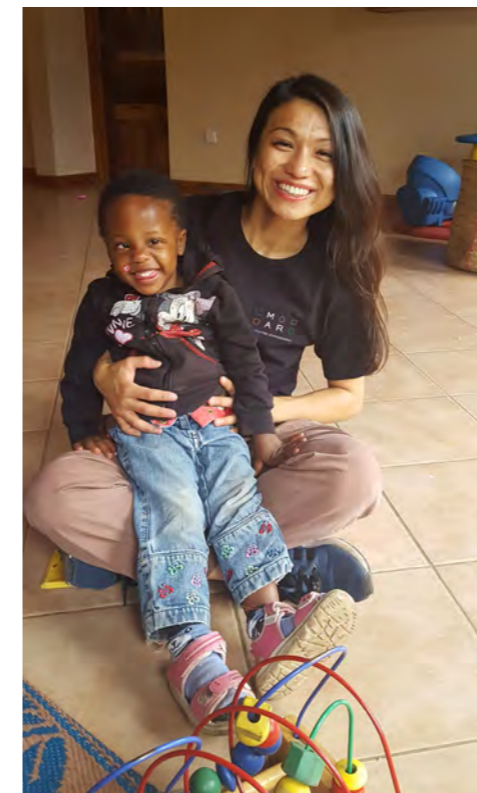


Keeping it Clean

MAR is passionate about helping to create a greener, more sustainable environment for current and future generations.

Initiatives, such as 'The Big Tidy Up' protect local eco-systems and change attitudes towards safeguarding nature, while creating a healthier environment for people to thrive in.

MAR regularly commit both donations and volunteers to support these events, which align closely with our values on protecting our planet.



Supporting Soya

MAR work energetically to support charities and initiatives as a business, and our team members regularly undertake their own projects independently. This was the case with Soya, who set a ambition to spend 4-6 weeks volunteering in an orphanage, in Tanzania.

While our standard policies encourage colleagues to take at least a few days off to volunteer, throughout the year, we also make additional allowances to support staff who wish to participate in outstanding projects, such as this one. To aid Soya in achieving her goal, we approved the full absence period and covered the costs of the flights to and from the location.

Soya successfully completed her time in Tanzania, making a wonderful contribution to the community she worked in and children she worked with.



GOVERNANCE

Ethically Led, Honestly Accountable.

Capitilising on nearly 40 years of industry experience, we have developed robust processes, ensuring that best practices are followed and standards are maintained at a consistently high level, whilst optimising productivity.

Our flexible management system adheres to ISO9001 standards, delivering efficiency and allowing us to focus on continual improvement.



Bench**MAR**ks

The principles that underpin our approach to corporate governance.

Inspiring leadership

Maintaining a diverse, effective, and entrepreneurial board, who take accountability for business success

Data driven decisions

Underpinning our strategies with high-quality, data-driven decision making to achieve service excellence

Accountable operation

Operating a highly principled, ethical and transparent organisation with a 'one team' approach

Safeguarding success

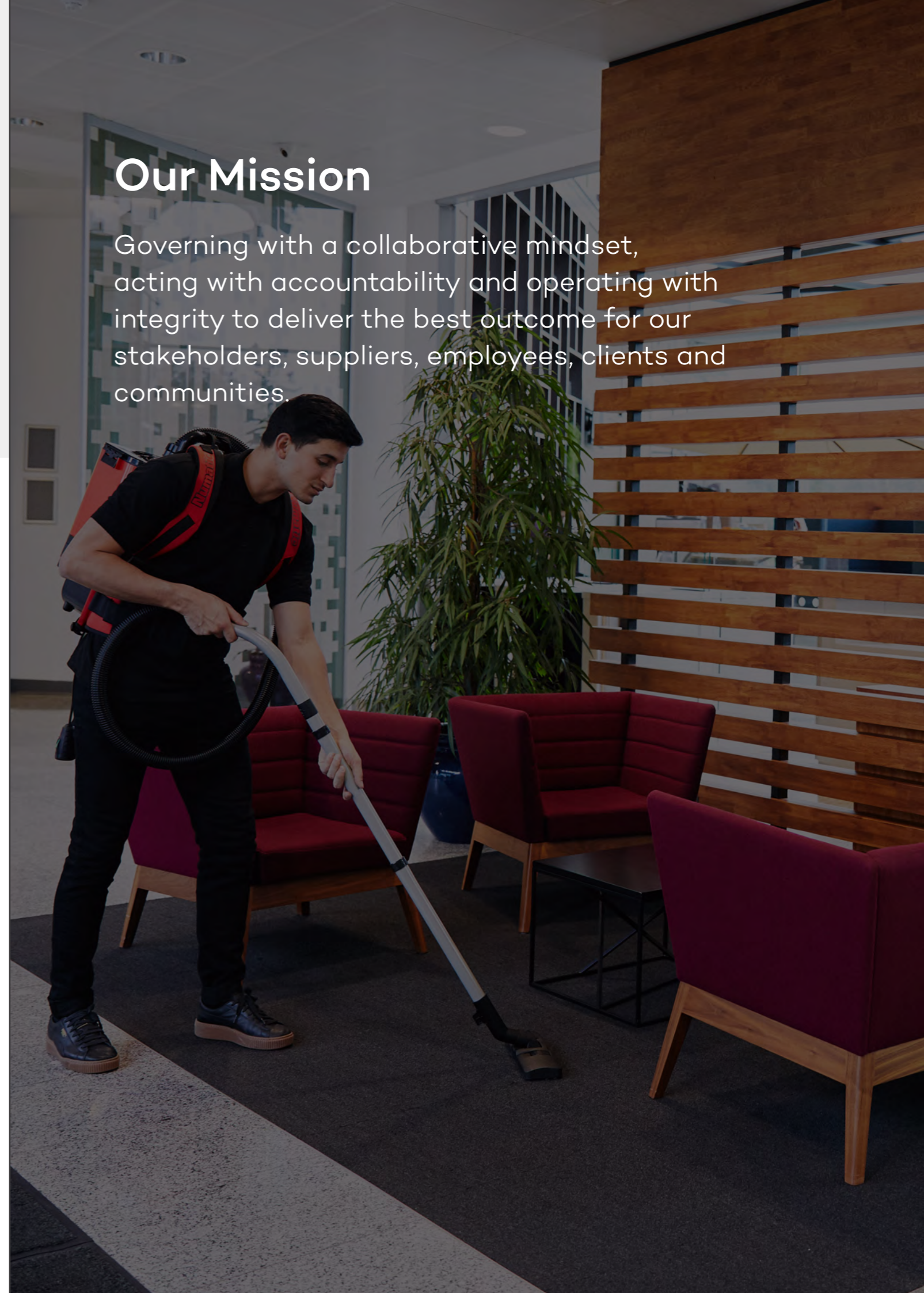
Protecting stakeholders with robust risk mitigation, reliable quality management and a strong procedural framework

Purposeful innovation

Continuously investing in meaningful and sustainable innovation, delivering added value to our customers and our business

Our Mission


Governing with a collaborative mindset, acting with accountability and operating with integrity to deliver the best outcome for our stakeholders, suppliers, employees, clients and communities.



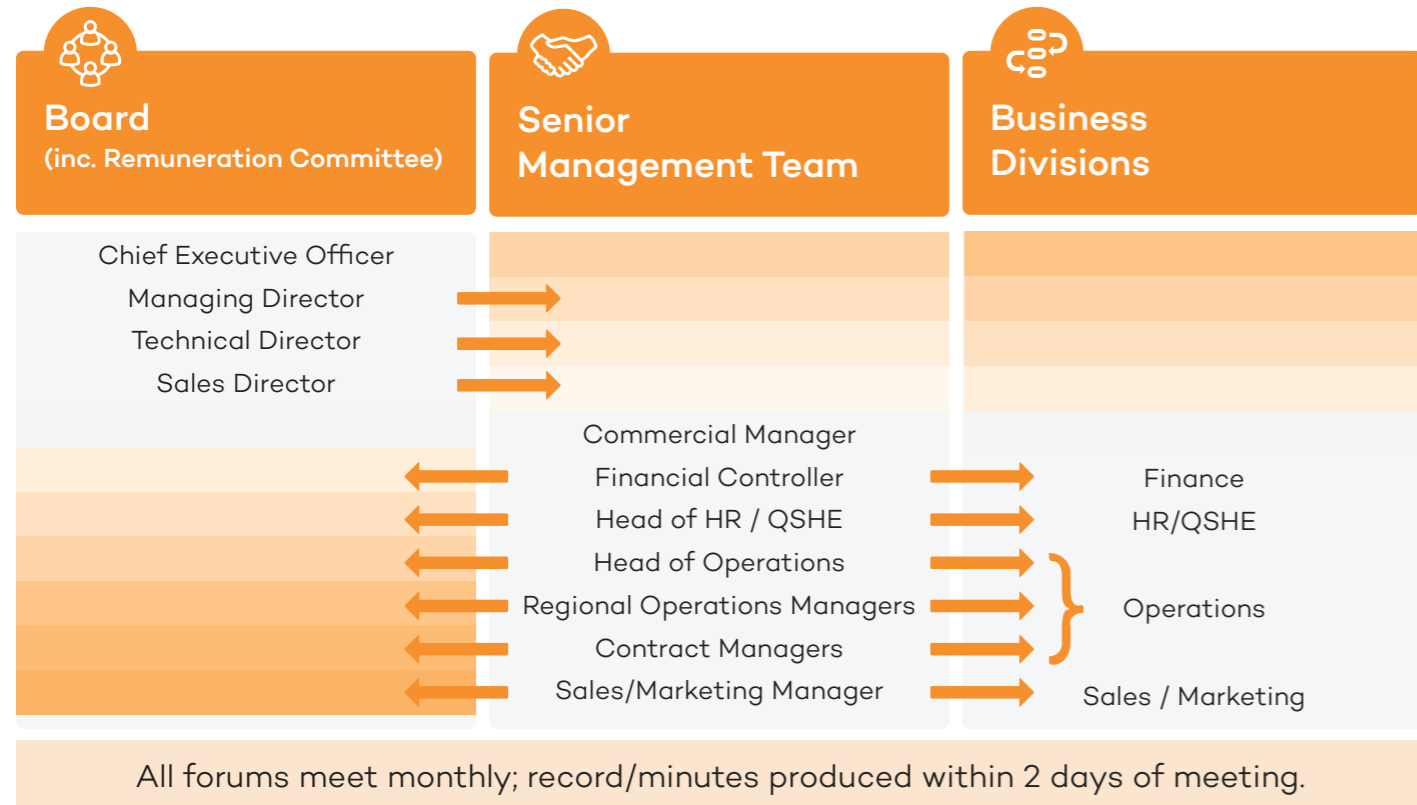
Structure and Strategy

MAR maintain a robust leadership and management structure which ensures that we meet our:

- Legal responsibilities as a Limited Company (Companies House)
- Financial responsibilities (Annual accounts, HMRC)
- Duty of care to our people and our clients (H&S legislation, return to work, client contracts)
- Ethical obligations



53%
OF MAR'S SENIOR
MANAGEMENT TEAM
ARE WOMEN



Supply Chain Partners

MAR insist that all of its partners and suppliers maintain the highest of standards in terms of corporate governance, legal obligations and ethical compliance. All of our supply chain partners are therefore rigorously vetted, both during the initial on-boarding process and annually thereafter.

Quality Management System

As a business, we operate under the control of a quality system laid down within the ISO 9001 series of standards, which we are proud to have held since 1998. Our adherence to these standards are measured through quarterly internal reviews and annual external audits, via an independent assessment body. The criteria and principles that must be met to achieve this accreditation, help us to create a strong customer focus, improve staff acquisition and retention, enhance internal management teams and ingrain consistency in productivity levels.

Measuring Performance

Our performance is measured using standard financial metrics, alongside a series of operational criteria, the combination of which gives us a robust and consistent health-check of our overall performance.

MAR undertake a regular, six-monthly customer satisfaction survey, giving the recipients free reign to provide feedback and influence change. Other forms of performance assessment include unscheduled inspections and audits. Results are collated and reported within routine site-based meetings. Any non-compliance is entered into an action log, allowing for deficiencies to be corrected. Historical data ensures lessons are learned and permanent solutions are put in place.



Ethics and Values

MAR FM has a wide range of policies and reports that provide assurance that the business is being operated responsibly, ethically, and safely. These include:

- Gender Pay Gap Report
- Modern Slavery Statement
- Pandemic Response
- Risk Assessment
- Safe Working Guidance Policy
- Environmental Policy
- Anti Bribery & Corruption Policy
- GDPR Policy

All of these policies and others are publicly available either on our website or via a submitted request.



Accreditations and Affiliations

We are proud to have attained accreditations in a number of key areas, with our ISO 9001 Quality Standard first being awarded as far back as 1998 and our Environmental and Health and Safety accreditations following in 2010.

These independent assessments give our clients the assurance that they are dealing with a business that takes performance standards seriously and serve as testimony to our discipline, compliance and governance.



We are also pleased to be affiliated with several industry bodies, all of which we play a keen and active role in supporting.



Innovation

Operating more economically, sustainably and efficiently through meaningful innovation, with a focus on delivering genuine value to our customers.

THE EVOLUTION OF FM

As rising expectations push businesses to operate more economically, sustainably and efficiently, opportunities exist for innovative solutions to remedy outdated practices and processes. This is a topic that remains at the forefront of MAR's approach to service delivery and is one that, we believe, has a key role to play in driving trading partnerships forward with our clients.

While we recognise that continuous improvement through innovation and best practice is an essential on-going process, it is our view that when examining areas of opportunity, a genuine solution must be provided with a mutual benefit to both parties. In simple terms, 'gimmicks' while unfortunately common, does not equal progression.

Therefore, within the business, we operate an internal 'innovation forum' - a group that meets quarterly and which comprises sales, marketing and operational staff. These team members are responsible for researching and reviewing new technologies and processes, with a focus on adding genuine value, while ensuring that we stay ahead of the innovation curve. As part of this process, we also encourage our suppliers to constantly submit new products and ideas into the group, which are then formally evaluated as to their suitability for use amongst our clients.

For us, innovation should not be regarded as a 'one size fits all' and, with this in mind, MAR carefully evaluate the requirements of each of our clients, providing unique suggestions that offer bespoke and meaningful solutions, in-line with individual requirements.



Data driven decisions

Integrating technology into our service offering for smart, efficient and comfortable environments



Future of clean

Smart washroom combined with eco-friendly chemicals & packaging for a greener cleaning future



Exploring new frontiers

Sophisticated monitoring for improved productivity, labour planning and team management



Age of automation

An exciting chapter lies ahead, as advancements in automation are made across the FM industry



In Summary

Our ESG framework consolidates our company's values and aspirations into a focused and measurable set of commitments.

The MAR FM Group is extremely proud of the dedication and contribution made by our employees, that has facilitated our significant progress thus far, and enables us to confidently set ambitious aspirations for our future.

As a business, we understand the importance of never becoming complacent, especially where our planet, people, customers and communities are concerned. It is MAR's ambition to continuously improve our ways of working, with a vision to constantly increase the value we offer to our clients and colleagues.

Accountability for the completion of our 2023 ESG goals has been divided across the diverse talent that we are privileged to call our team. These objectives will be regularly reviewed to maintain momentum, with resources being committed as necessary.

It is our intention for this first annual ESG report to become the start of a long-standing process, whereby meaningful benchmarks serve to further set us apart from our competitors, while providing the best experience of working life to our staff and the highest quality of service to our customers.

We look forward with anticipation to reporting on our progress in 2024 and setting new targets for a fairer and more sustainable future.





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