



P L A N T E R I A
G R O U P

Sustainability Strategy Launch Report

2025



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director

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**our purpose is
to harness the
power of nature,
to create
inspirational
spaces.**



OUR STORY

The first seeds of Planteria were planted 47 years ago (1977) by Brian Anderson in Wanstead, East London.

There Brian stored plants in his garden greenhouse and won his first maintenance contract in Central London.

In the 1980s, Brian partnered with his brother, Phil Anderson, and by the 1990s, the business had become established in the London market; with the brothers operating from purpose-built greenhouses and offices in Chigwell, Essex.

2000 saw the fresh flowers created in-house and in 2010, the head office was set up amidst six acres of sprawling country-side in Henham, Essex.

Over the next decade, Planteria grew and flourished, establishing strong roots by welcoming many new members into its family and developing a strong set of values that continue to this day.

Today, Planteria has a team of over 174 employees, providing plants and fresh flower displays to over 2597 sites across the UK.

It has been a year since we moved into our refreshed headquarters, and the impact has been significant. Designed to support our growth, reflect our identity and bring nature into the workplace, the space incorporates biophilic principles and an activity-based working layout that blends wellbeing with collaboration. 12 months on, it continues to provide an ideal setting for our team to work and collaborate.

Our purpose is to harness the power of nature, to create inspirational spaces.

We know our future is one focused on innovation, where sustainability is no longer seen as an add-on by our industry, but as being integral to our future success.

In this report, we build on the foundations of our sustainability strategy, **Growing for the Future**, demonstrating how it has evolved from ambition into action and continues to drive meaningful impact for people and the planet.

We invite you to explore this report and get involved by joining forces with us and sharing your thoughts at sustainability@planteriagroup.com.



*Fora Workspace, Fitzrovia,
42 Berners Street*



EE Tyneside, CBRE

DEAR READER

As we reflect on **Growing for the Future**, I am proud not only of the progress we've made, but of how sustainability has become embedded in the way we think, operate and move forward.

In 2025, sustainability has evolved from an aspiration into a discipline we actively manage. It now informs our decisions, strengthens our resilience and shapes how we deliver value to our clients.

Leadership ownership has deepened, with strategic choices guided by environmental and social considerations, supported by stronger data and governance. Our conversations, both internally and with clients, are increasingly outcome-focused — we are no longer just talking about sustainability; we are working together to deliver it in practical, measurable ways.

OUR VISION REMAINS CLEAR: A WORLD WHERE NATURE IS PLACED AT THE FOREFRONT OF ARCHITECTURAL AND WORKPLACE DESIGN, ENRICHING WELLBEING FOR BOTH PEOPLE AND PLANET

One of the most significant indicators of change continues to be the evolution of our operational model. Our transition towards walking technicians has progressed further, building on last year's success. What began as an emissions-reduction initiative is now delivering wider benefits — from improved efficiency and reduced environmental impact to enhanced recruitment appeal in urban areas. It stands as a clear example of how sustainable thinking can unlock operational innovation.

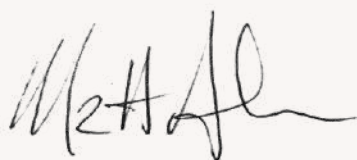


In 2025, our EcoVadis journey started from Bronze to Silver, reflecting the real strides we're making in embedding sustainability across our business. With Gold in our sights, we are turning ambition into measurable impact, strengthening our culture of responsible business, and shaping a more sustainable future for our people, partners and the planet.

We also continued our carbon journey. With our verified greenhouse gas footprint now established and our near-term emissions reduction targets approved by the Science Based Targets initiative (SBTi) — our Carbon Reduction Plan moves firmly into delivery phase. This includes operational changes that support our decarbonisation pathway. These actions bring us closer to our emissions targets while ensuring our approach remains aligned with climate science and best practice.

Alongside our reduction efforts, we focused on transparency, accountability and better measurement of sustainability performance — turning intention into tangible impact. This progress is driven by the commitment of our people and strengthened through collaboration with our teams, clients and supply chain partners. Together, we are building a culture of wellbeing, responsibility and care, creating more sustainable workplaces and healthier environments for all.

As we continue this journey, I invite you to remain part of **Growing for the Future**. By working collectively, we can ensure that our growth supports not only business success, but the wellbeing of people and the planet we all depend on.



MATT ANDERSON
MANAGING DIRECTOR



Growing for the Future

growing for the future

"At Planteria, sustainability is no longer just a goal — it is a lens through which we make every decision. Growing for the Future means creating spaces where people and nature thrive together, where wellbeing and environmental responsibility go hand in hand. Our journey is ambitious, but by working collaboratively with our teams, clients and partners, we are turning ambition into meaningful, measurable impact."

MATT ANDERSON
MANAGING DIRECTOR



At Planteria, our commitment to sustainability continues to evolve as we strengthen the way it is embedded across our business operations, decision-making and partnerships. We recognise our responsibility not only to improve how we work today, but to contribute meaningfully to the long-term wellbeing of people, ecosystems and the built environments we help shape.

Through every project we deliver and every space we transform, we are focused on creating positive impact — enhancing workplace wellbeing, supporting biodiversity, reducing environmental impact and promoting responsible resource use. Our sustainability strategy, **Growing for the Future**, has matured from ambition into action, guiding how we design, collaborate and operate in ways that support both people and the planet.

Over the past year, we have deepened our understanding of the environmental and social issues most relevant to our business and stakeholders. This has enabled us to refine our approach and strengthen the integration of sustainability into everyday business practice.

As our strategy develops, we are aligning our actions to the 13 UNSDGs, ensuring our commitments are focused, measurable and capable of delivering meaningful progress by 2026. This alignment reflects our growing maturity and our intention to move beyond aspiration towards tangible outcomes that address real-world challenges and opportunities.

We continue to build on the strong foundations already in place — enhancing wellbeing through nature, supporting responsible sourcing and collaborating with partners who share our values. Our colleagues play a vital role in this journey, bringing passion and innovation that help translate our commitments into practical change across the business.

Our suppliers remain central to our success, providing solutions that reconnect people with nature and add lasting value for our clients. Together, we are working towards deeper, more resilient partnerships that support shared sustainability ambitions.

Trust continues to sit at the heart of our relationships. Our clients rely on us to create environments that positively impact health, wellbeing and environmental performance. Through Growing for the Future, we aim to further strengthen these relationships while supporting our clients in achieving their own sustainability objectives.

We are committed to transparency and accountability and will continue to review and evolve our strategy annually to ensure it remains aligned with the SDGs and responsive to emerging challenges and opportunities.



OUR 2026 GOALS

people



We understand that people shape our business. It is important that our employees are cared for, treated equally and fairly, and have healthy and sustainable careers.

- EMPLOYEE EQUALITY AND DIVERSITY
- Provide fair and equal opportunities at every level, developing strategies to engage with disadvantaged and under-privileged groups in the horticultural industry
- EMPLOYEE DEVELOPMENT AND TRAINING
- Support the career aspirations of every employee through a tracked personal development programme
- EMPLOYEE HEALTH, SAFETY AND WELLBEING
- Ensure every employee is confident that their health, safety and wellbeing is correctly supported
- WORK CULTURE AND INCLUSION
- Ensure that Planteria Group is recognised internally and externally as a place that is supportive, caring and adaptable for every employees' needs

planet



We care for our planet by reducing our carbon emissions and managing our resource use. We support businesses and individuals to develop positive connections with nature through growing their knowledge and appreciation of it.

- ENERGY AND CARBON
- Commit to becoming net zero carbon by 2050, and publish a pathway to achieve this by the end of 2024
- WATER AND WASTE MANAGEMENT
- Increase our positive environmental impact across our entire operation
- BIOPHILIA
- Enhance every client's awareness of the benefits of nature through training and our services



partnerships

Our partners and suppliers form the backbone of our business. We work collaboratively with them in everything we do, delivering innovative products to our clients.

CLIENT EXPERIENCE AND ENGAGEMENT

Engage with and support all of our platinum clients to ensure every project positively impacts people and the planet

COMMUNITY ACTION

Achieve ESG strategic partnerships with core clients

Establish a strategic community partnership that best serves our local communities

SUPPLY CHAIN MANAGEMENT AND ENGAGEMENT

Facilitate a sustainable supply chain through educating, supporting and engaging every supplier on sustainability issues

RESPONSIBLE PRODUCTS AND INNOVATION

Develop an implementation framework and cross departmental working group, focusing on our ESG innovation program

progress

We ensure that our journey is communicated and reported on in open and transparent ways. By setting governance and accountability measures across the business we will sustain positive progress on all our focus areas.

COMMUNICATIONS AND REPORTING

Publish an annual sustainability progress report to ensure accountability against our sustainability strategy goals

SUSTAINABLE GOVERNANCE

Future proof the business through an annual sustainability review to assess and manage potential risks and opportunities

MATERIALITY REVIEW

We assessed sustainability topics using two criteria:

1

STAKEHOLDER IMPORTANCE

How important the issue is to customers, employees, suppliers, regulators etc.

2

STAKEHOLDER IMPACT

How much the issue affects risk, cost, growth, compliance or reputation

Each topic
was scored:

Low = 1
Medium = 2
High = 3

Topics scoring 5 or above are considered material and are listed below:

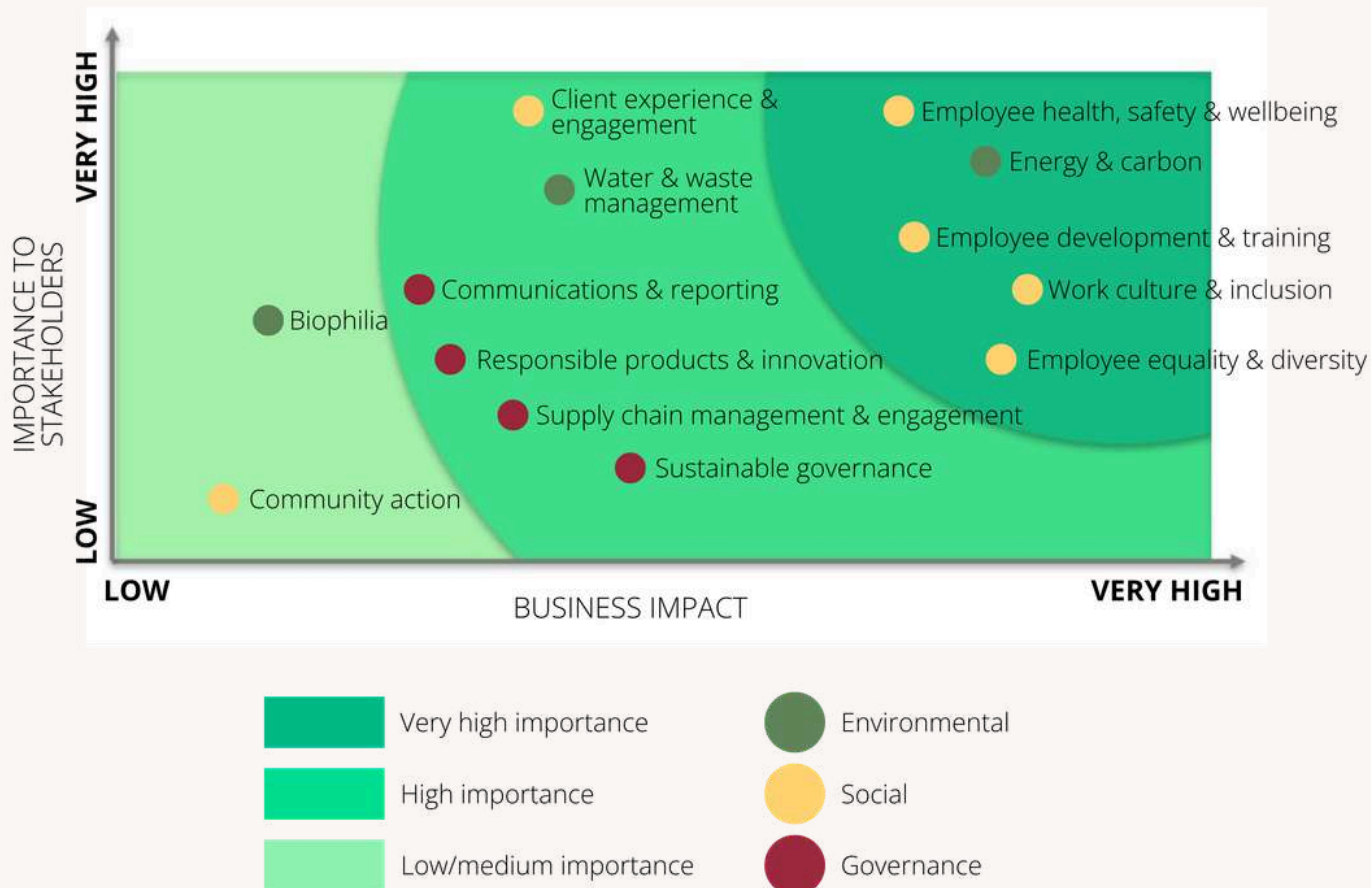
SOCIAL

- Employee equality and diversity
- Employee development and training
- Employee health, safety and wellbeing
- Work culture and inclusion
- Client experience and engagement

ENVIRONMENTAL

- Energy and carbon
- Water and waste management





Our materiality assessment shows that our highest priority goals centre on supporting our people and reducing our environmental impact. Employee wellbeing, equality and diversity, development and training, and a positive, inclusive work culture are the most important topics to both our stakeholders and our business.

Alongside these social priorities, reducing energy use and carbon emissions remains our most significant environmental focus. These core issues guide where we direct our efforts, investment and improvement activities to create meaningful value for our teams, clients and the planet.



Growing for the Future: People

VALUING PEOPLE THROUGH RESPONSIBLE RECRUITMENT

In 2025, we strengthened our commitment to responsible and inclusive recruitment by introducing several meaningful improvements that place people, transparency, fairness, and accessibility at the centre of our hiring process. One of the most significant steps was appointing a dedicated Talent Acquisition Manager to lead sustainable recruitment operations, ensuring greater consistency, structure, and a strong partnership with hiring managers across the business.

We placed increased emphasis on creating a welcoming and accessible candidate experience, including the introduction of post-interview candidate surveys. These allow us to capture honest feedback and continually improve our approach, ensuring interviews remain conversational, respectful, and inclusive environments where candidates feel comfortable to be themselves.

To further support non-discriminatory and fair hiring practices, all job adverts are reviewed using a bias checker to remove exclusionary or gender-coded language. We have also embedded clear equality, diversity, and accessibility statements within our job adverts, actively encouraging applications from all backgrounds. Each advert now includes clear guidance on reasonable adjustments and accommodations, ensuring candidates know support is available at every stage of the recruitment process.



Our job adverts have also been enhanced to improve clarity, readability and accessibility, with clearly structured content, straightforward language and transparent explanations of role expectations. We introduced Health & Safety information as a standard inclusion in every advert, giving candidates a more complete and informed view of the roles they are considering. Where possible, we also highlight flexibility and working arrangements to reduce unnecessary barriers to entry.



Improved recruitment reporting now provides greater visibility of key hiring metrics, enabling us to monitor outcomes more effectively and identify opportunities to strengthen inclusion further. Communication has been another key focus, with faster response times and more consistent updates helping candidates feel informed, supported and respected throughout their recruitment journey.

Together, these changes have helped us create a more accessible, non-discriminatory and people-focused recruitment experience, one that supports our values, promotes equality of opportunity and strengthens Planteria's long-term sustainable growth.



NURTURING OUR PEOPLE FOR FUTURE GROWTH

In 2025, we developed a clear People & Culture roadmap for 2026, setting out priorities to support engagement, capability building, leadership development and long term organisational resilience. Engagement was further strengthened through regular townhalls and focus groups, ensuring colleague voices continue to inform decision making.

Alongside this, we enhanced our learning and development offering through external expertise, laying the foundations for clearer development pathways and a culture of continuous improvement. Together, these initiatives are helping to create an inclusive, supportive workplace that promotes wellbeing, career progression and long-term business success.



PEOPLE DEVELOPMENT, TRAINING & COMPETENCE

Planteria has continued to invest in structured staff training to support wellbeing, competence, and a positive safety and sustainability culture across the business.

Training is delivered on a role-appropriate basis, ensuring employees receive content relevant to their responsibilities and level of risk, rather than a one-size-fits-all approach.

In 2024, 173 Human Focus training modules were completed. In 2025, 547 Human Focus training modules were completed by 126 members of staff, covering core health and safety, risk management and compliance topics relevant to both office based and operational roles, including manual handling, working at height, fire safety, COSHH awareness, risk assessment, first aid, driver safety and ISO management system awareness. This represents active engagement across a significant proportion of the workforce, within a total year end headcount of 172 employees.

In addition to Human Focus, further training was undertaken throughout the year to support operational competence, compliance and continuous improvement. Training needs and completion are monitored as part of Planteria's Integrated Management System, aligned with ISO certification requirements.

This approach ensures that staff are appropriately trained to work safely and responsibly while maintaining flexibility and commercial sensitivity in how training is delivered and managed.

As part of the People & Culture Roadmap, in 2026, a Learning and Development specialist will be recruited to consolidate training activities and introduce a single system for recording and managing training data.

EMPLOYEE VOICE BUILDS CULTURE AND VISION

A committed workforce is central to driving sustainable change. We continued to use biannual employee surveys and eNPS to assess engagement, wellbeing and alignment with our purpose, with strong results reflecting a growing connection between our people and our sustainability ambitions.

We also strengthened how insights are shared and acted upon, introducing clearer feedback loops that promote transparency and accountability. These insights have informed improvements to wellbeing, workplace initiatives and our approach to diversity, equity and inclusion, ensuring they reflect colleague priorities and support an inclusive, engaged and empowered workforce.

NOVEMBER 2025 STAFF SURVEY QUOTES:

I've already been able to grow in my position, and while we are still very new, I know there will be more opportunities in the business to explore in the future.

I'm happy with the relationship between my manager and me. We're able to have honest conversations and support each other through difficult or transitional periods, which has helped build trust and a positive working relationship.

Enjoy working at Planteria and looking forward to helping the company achieve it's ambitions.





STRENGTHENING WELLBEING IN THE WORKPLACE

Good wellbeing underpins a safe, resilient and productive workplace. We recognise that family circumstances, financial pressures, work demands and wider world events can affect people in different ways. Alongside pre-employment health assessments, occupational health referrals, return-to-work interviews and regular welfare checks, colleagues can also access our confidential Wellbeing Solutions service, which we actively promote across the organisation.

- Confidential support and counselling
- Mental health and wellbeing guidance, self-help resources and signposting
- Tools and guidance for managers to support wellbeing conversations
- Occupational health support, including workplace adjustments where appropriate
- Resources to support work-life balance and healthy routines
- Information and practical support on financial, legal and everyday matters (where included within the service)





Since introducing Wellbeing Solutions in early 2025, we have seen increased engagement with the service for advice and support, and we believe this has contributed positively to colleague wellbeing.

Looking ahead to next year, we plan to strengthen our wellbeing programme further by expanding physical wellbeing initiatives and developing a network of trained mental health champions, helping to ensure timely, visible and accessible support for everyone.

PEOPLE SCORECARD METRIC

37%

OF WEB HITS IN 2025
RELATED TO MENTAL
WELLBEING

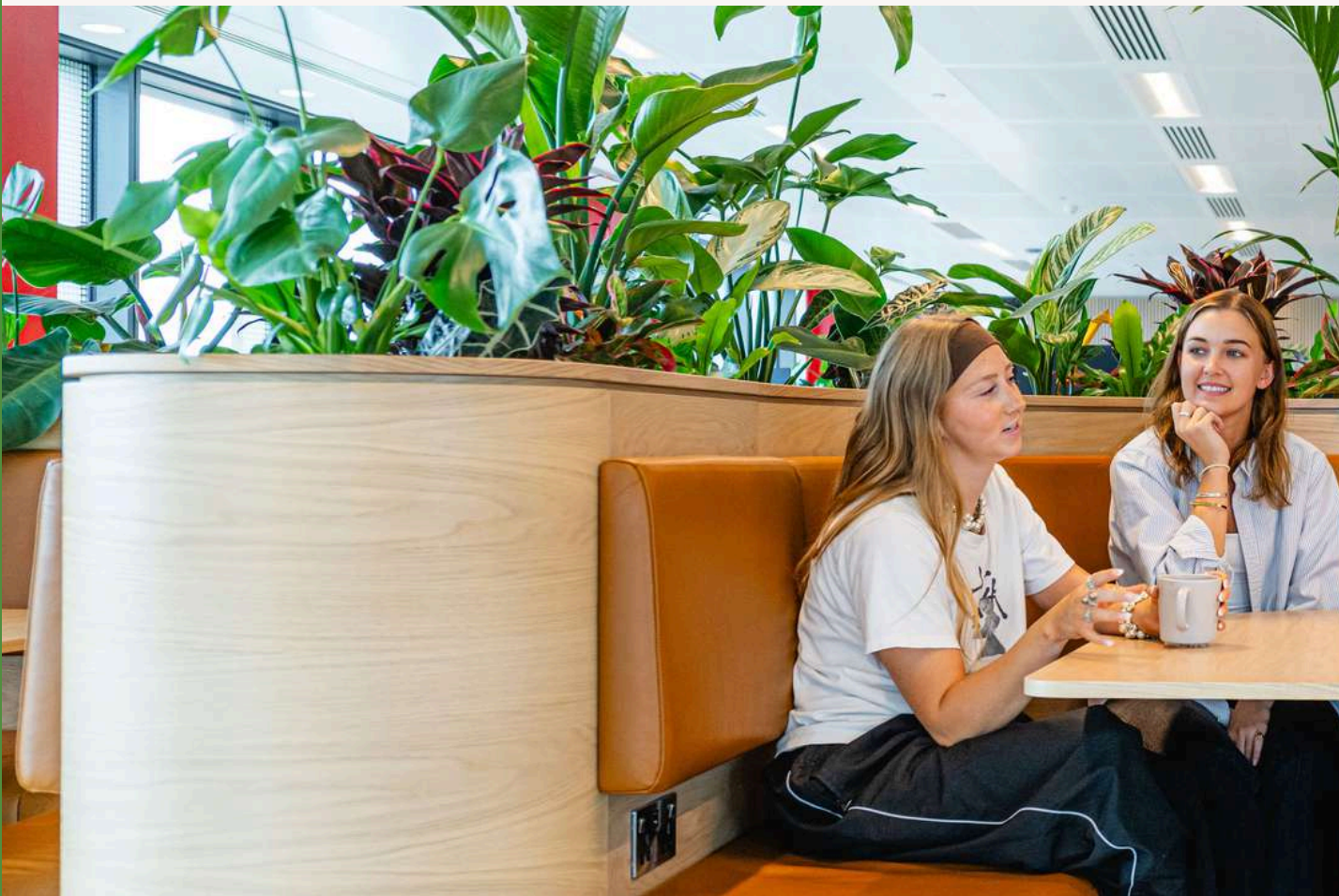
23%

WEB HITS IN 2025
RELATED TO FAMILY
MATTERS

MENOPAUSE AWARENESS AND SUPPORT

As part of our commitment to employee wellbeing, inclusion and gender equality, we introduced focused communication and support around menopause for our female workforce. All line managers received guidance on how to respond sensitively and appropriately to menopause related conversations, with reassurance that the People & Culture team is available to provide specialist advice whenever needed.

Posters were placed in female facilities to raise awareness of available support, and managers were offered additional resources or short briefings to help build their understanding of how menopause can impact employees at work. This initiative forms part of our broader wellbeing strategy and reinforces our dedication to creating a supportive, respectful and informed workplace for all.



FOUNDATIONS OF TRANSPARENCY

Alongside our engagement and feedback activities, we maintain clear, accessible and trusted mechanisms for raising concerns. Formal grievance procedures and confidential whistleblowing channels are in place to ensure colleagues can safely report issues relating to discrimination, fairness, ethical behaviour or misconduct without fear of retaliation.

These mechanisms are supported by clear policies and consistent processes to ensure concerns are handled promptly, sensitively and fairly, with appropriate oversight and follow up. Insights from grievance and whistleblowing cases, alongside wider colleague feedback, help inform improvements to wellbeing, inclusion and people practices. Together, these approaches reinforce fair and consistent treatment, strengthen trust and accountability, and support the development of an inclusive, engaged and empowered workforce.





HUMAN RIGHTS

Respect for human rights is central to our values and operations. During the year, we commenced the Stronger Together process to strengthen our approach to identifying and addressing risks related to modern slavery, exploitation and unfair treatment across our operations and supply chains.

Our commitment applies to all employees, job candidates and third parties. We promote fair recruitment, transparent employment practices and safe, inclusive working conditions, supported by clear policies, supplier expectations and confidential speak up mechanisms. Together, these actions help ensure fairness, accountability and positive outcomes for people and communities connected to our business.



PEOPLE SCORECARD METRIC

48.6%

OF WOMEN EMPLOYED
IN THE WHOLE
ORGANISATION

50%

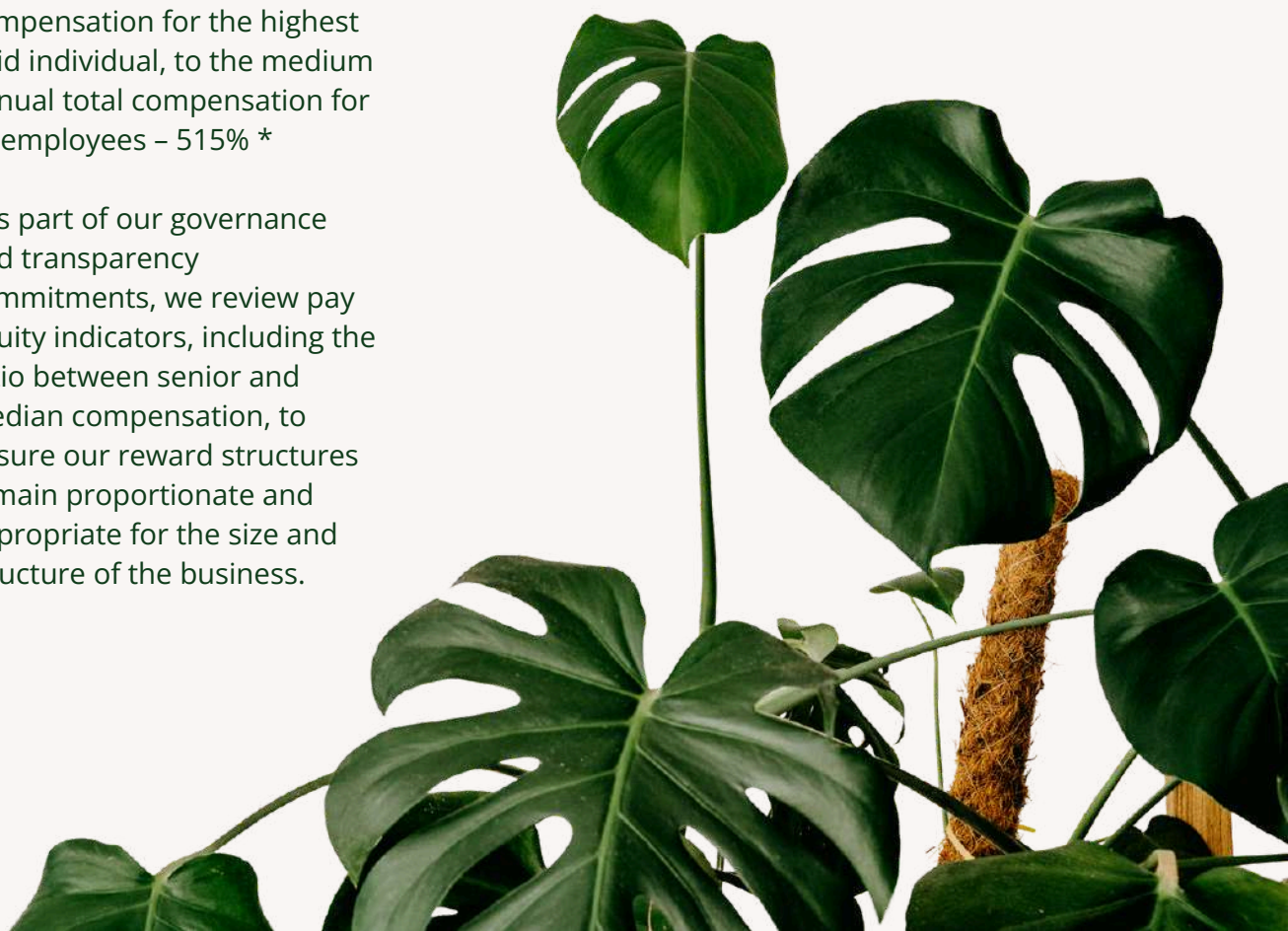
OF WOMEN AT TOP
MANAGEMENT LEVEL

17%

OF WOMEN WITHIN THE
ORGANISATION'S BOARD

Ratio of the annual total compensation for the highest paid individual, to the medium annual total compensation for all employees – 515% *

*As part of our governance and transparency commitments, we review pay equity indicators, including the ratio between senior and median compensation, to ensure our reward structures remain proportionate and appropriate for the size and structure of the business.



SAFE BY NATURE: EMBEDDING HEALTH & SAFETY INTO SUSTAINABILITY AT PLANTERIA



“The H&S Committee has been a positive step forward for the business. As a Floristry Manager, it provides a clear platform to raise concerns, share experiences between departments and work collaboratively on practical solutions. Having this structured forum helps ensure that health and safety remains a consistent priority and gives teams confidence that issues will be addressed constructively and efficiently. It’s a constructive forum that supports continuous improvement and reinforces a strong safety culture.”

ANDY MOORE
FLORISTRY MANAGER

At Planteria, sustainability isn’t just about environmental impact—it’s about people too. Our internal Health & Safety (H&S) Committee has now met for a full year, embedding wellbeing and safety into the fabric of our workplace culture. This isn’t a formality—it’s a foundational part of how we care for our people as much as we care for the planet.

The committee meets quarterly and brings together voices from across the business. Roles such as Service Team Leaders, our Fleet Manager and the Quality Manager are among the representatives involved who offer operational insight and diverse perspectives that shape the conversation. Together, this group champions a proactive and collaborative approach to health, safety and wellbeing across all our sites.



Training has already begun to build capability: we now have a dedicated staff member that monitors training requirements ensuring that all staff complete the required health and safety training. H&S auditing is being added to quality control audits to ensure that all issues are addressed. Building on this momentum, we will provide IOSH (Institution of Occupational Safety and Health) training to H&S committee members in 2026, further strengthening our expertise and advancing our commitment to continuous improvement.

By placing safety at the heart of sustainability, the H&S Committee ensures that everyone, at every level, has a voice in shaping the spaces we work in. It's a vital part of our growth—rooted in care, powered by people.



“H&S is very important to Planteria directors as we wish all staff, and people they work with, to be safe and to be able to lead healthy lives. We strive to engender a H&S culture throughout the organisation to ensure our policies are implemented effectively and everyone is encouraged to provide feedback to help us to continually improve.”

BRIAN ANDERSON

LEGAL & COMPLIANCE DIRECTOR



PEOPLE SCORECARD METRIC

NUMBER OF
WORK-RELATED
ACCIDENTS IN 2024

10

NUMBER OF
WORK-RELATED
ACCIDENTS IN 2025

21



110%

INCREASE

The increase is due to non-reportable minor incidents, reflecting improved reporting from staff as a result of enhanced communications and guidance on how and what to report. This demonstrates our success in creating a more transparent and safety-aware culture.

NUMBER OF DAYS LOST
DUE TO WORK RELATED
ACCIDENTS, FATALITIES
OR ILL HEALTH IN 2024

44

NUMBER OF DAYS LOST
DUE TO WORK RELATED
ACCIDENTS, FATALITIES
OR ILL HEALTH IN 2025

3



93.2%

REDUCTION

We achieved a 93.2% reduction in days lost due to work-related incidents, reflecting significant improvements in workplace health and safety practices.





PLANTERIA
GROUP



Growing for the Future: Planet

CONTINUING OUR GHG REPORTING JOURNEY

As part of our commitment to sustainability and transparency, we have published our 2025 Greenhouse Gas (GHG) Emissions Report, aligned with ISO 14064-1:2019. The report shows how we measure, monitor and reduce our carbon footprint as we work toward a Net Zero future.

Using the operational control approach, the report covers all facilities and activities under Planteria's control, providing an accurate view of our core operations. Data is collected from reliable sources, including utility bills and fuel records, and converted using the latest UK Government GHG conversion factors, with additional ONS data applied where relevant.

To ensure credibility, the report was independently verified by NQA, confirming that our methodology, boundaries and calculations meet the rigorous standards of ISO 14064-1:2019.

We have implemented a range of carbon reduction initiatives: improving energy efficiency, exploring renewable energy, supporting low-carbon commuting, walking technicians and working with suppliers to reduce emissions across our value chain. Transparent reporting and clear measurement remain at the heart of these efforts.

Looking ahead, we are proud to announce that our near-term emissions reduction targets have been approved by the Science Based Targets initiative (SBTi). This independent validation ensures our targets are aligned with climate science, reinforcing our roadmap to Net Zero and our commitment to leading by example.



PLANET SCORECARD METRIC

Walking technicians in our London region:

32%

2023

40%

2024

44.8%

2025

By reducing reliance on vehicles for appropriate locations, Planteria is able to:

- Cut fuel consumption and associated carbon emissions
- Reduce congestion and local air pollution
- Improve the efficiency of routine site visits
- Support more sustainable patterns of work within urban environments



GHG EMISSIONS REDUCTION FROM 2023 TO 2025 (TCO₂E)

Emissions Type	2023	2024	2025
Total (location – based)	3,943.73	3,301.36	2,257.07
Total (market-based)	3,955.83	3,293.34	2,269.65

SBTI TARGET DASHBOARD

COMPANY

NEAR-TERM STATUS

NET-ZERO STATUS

ORGANIZATION TYPE

Planteria Group UK Limited
United Kingdom, Europe

TARGETS SET

—

SME

View less

SBTI ID: 40029062

Organization type: SME

Sector: Professional Services

Temperature alignment
(based on scope 1 and 2 targets): 1.5°C

Target language:

This target was approved using a streamlined target validation route exclusive to small and medium-sized enterprises (SMEs).
<https://docs.sbtiservices.com/resources/FAQsforSMEs.pdf> Planteria Group UK Limited commits to reduce absolute scope 1 and scope 2 GHG emissions 98.47% by 2035 from a 2023 base year, and to measure and reduce its scope 3 emissions.

DOWNLOAD ALL DATA AS XLS

TARGETS / COMMITMENTS

ACTION	COMMITMENT TYPE	STATUS	TARGET	SCOPE	TARGET CLASSIFICATION	BASE YEAR	TARGET YEAR	DATE PUBLISHED
Target	NA	NA	Near-term	1+2	1.5°C	2023	2035	2025-12-11

ENGAGE & BLOOM: WHERE BIOPHILIA GETS PERSONAL



At Planteria Group, we are advancing the role of biophilic design within the built environment, supporting organisations in creating workplaces that prioritise human health, experience and performance. By embedding nature-led strategies into commercial spaces, we help clients deliver environments that enhance wellbeing, encourage engagement, and contribute to more sustainable, high-performing workplace outcomes.

Building on the momentum of 2024, we have strengthened our offering in response to increasing demand for people-centric, evidence-based workplace design. This includes continued alignment with the International WELL Building Institute (IWBI) and the WELL Building Standard, particularly the MIND concept, which focuses on education, engagement and occupant experience. IWBI research further demonstrates the return on investment associated with health-focused design strategies, showing that environments which prioritise wellbeing can improve employee performance, reduce absenteeism and support stronger organisational outcomes.



In 2025, we have also integrated the findings of the Tokuhiro study into our design approach. This research provides deeper insight into how specific plant characteristics, such as leaf shape, density and visual complexity can influence cognitive function, concentration and psychological response. By applying these findings, we are now able to deliver more purposeful planting schemes, carefully tailored to the function of each space. This allows us to enhance biophilic design strategies by selecting and positioning planting to actively support outcomes such as focus in work areas, relaxation in breakout spaces and overall user experience across the workplace.

Alongside this, we have continued to deliver targeted engagement and education programmes, including our Engage & Bloom initiative, designed to connect people with nature in meaningful and measurable ways. In 2025, we delivered 25 CPD sessions to architects, design teams, end clients and facilities management, sustainability and ESG professionals reaching 220 individuals in person and a further 234 through virtual sessions. These sessions translate the latest research into practical, commercially relevant strategies, helping project teams embed biophilic design principles into workplace environments.

The evidence base underpinning our work continues to grow. Research by Dr Craig Knight and the University of Exeter's Identity Realisation Research Group demonstrates that workplaces enriched with plants and opportunities for personalisation can increase wellbeing by up to 47%, boost creativity by 45% and improve productivity by 38%. These findings, alongside emerging insights from IWBI and the application of the Tokuhiro study, reinforce the business case for integrating nature into the built environment—not only as a design enhancement, but as a strategic investment in people and performance.



MEET KATIE LE CHEVALIER, DESIGN PARTNERSHIP MANAGER

Katie Le Chevalier joined Planteria in 2013 and is a biophilic design specialist and educator, working closely with architects, interior designers and workplace professionals to deliver nature-led strategies within commercial environments.



Since 2017, she has delivered CPDs, workshops and presentations to hundreds of A&D professionals across the UK, translating complex research into clear, actionable design approaches. As a WELL Accredited Professional and WELL Faculty member, she continues to play a key role in advancing best practice and shaping the future of healthy, high-performing workplaces.

PLANET SCORECARD METRIC

8

ENGAGE & BLOOM
SESSIONS FROM
SEPTEMBER TO
DECEMBER 2024

43

ENGAGE & BLOOM
SESSIONS IN 2025



PLANET SCORECARD METRIC

Building on its successful launch in 2024, our Engage & Bloom programme scaled significantly in 2025 with 43 workshops delivered across the year through webinars and interactive nature-connection sessions.

The programme plays a key role in supporting employee wellbeing by enabling individuals to better connect with nature, reduce stress and embed biophilic principles into their everyday lives. At an organisational level, it also strengthens team cohesion, supports positive workplace culture and contributes to healthier, more resilient working environments.

Through initiatives such as Engage & Bloom, we continue to deliver measurable social value by enhancing employee wellbeing while deepening connections between people and the natural environment.

**IN 2024, WE DELIVERED
13 BIOPHILIC CPD
SESSIONS REACHING 79
INDIVIDUALS. IN 2025,
WE DELIVERED 25
SESSIONS REACHING 220
INDIVIDUALS IN PERSON
AND A FURTHER 234
THROUGH VIRTUAL
SESSIONS.**



"We all had a good time and your Florist was a fantastic host. Thank you very much for putting this event together, it was very much appreciated."

"We all thoroughly enjoyed the wreath making event you held for us, thank you! Excellent team! So organised & helpful, first class! :)"

"A massive thank you for a wonderful wreath decorating event today. We all had a fabulous time & absolutely loved decorating our christmas wreaths! Your team were so friendly & helpful & made the event so enjoyable! Thank you for your time & beautiful products to craft a lovely finished creation. It was the best day!!"

"Thank you for today! It was a great success."



**Engage & Bloom
Attendee
Feedback**

PLANET SCORECARD METRIC

TOTAL WEIGHT OF WASTE
PRODUCED IN **2024**

150.71 T

TOTAL WEIGHT OF WASTE
PRODUCED IN **2025**

176.78 T



17.3%

INCREASE

0.20 = WEEE
0 = HAZARDOUS
WASTE

100%
LANDFILL
DIVERSION RATE

Recycling Rate
96.7%
RECYCLED

3.3%
RECOVERED

**We continue to
be a zero to
Landfill Site.**





RECYCLING & ZERO-TO-LANDFILL COMMITMENT

We operate a zero to landfill waste management system, ensuring that all non-recyclable waste is diverted from landfill and sent for energy recovery, in line with our environmental commitments and client expectations.

To maximise recycling and reduce our environmental footprint, we use an onsite baler to compact cardboard and clear plastics into bales for efficient collection and recycling. Cardboard and plastic bales are managed through our waste provider, who collects these materials as part of our recycling streams.

Additional waste streams—including green waste, mixed recycling, food waste, confidential paper and WEEE—are handled through dedicated processes. These procedures ensure that materials are correctly segregated, recycled where possible and responsibly processed in accordance with our zero to landfill policy.

Through this combination of robust waste segregation, baler enabled recycling, and zero to landfill disposal, we are continually improving our resource efficiency and advancing our progress toward a more circular, low impact operational model.

Reused / Repurposed Materials – We maximise resource reuse by returning or selling pallets, providing surplus planting pots and plants to charities and selling ex-client displays to a local tradesman who refurbishes and resells them, extending their useful life and supporting circular reuse within the community.



WATER MANAGEMENT

Water plays a limited but important role in our operations, which are predominantly office based and horticultural rather than industrial or water intensive. Our approach focuses on efficient consumption, responsible discharge and ongoing monitoring, aligned with expectations for service sector businesses.

Our Henham site was refurbished with sustainability and efficiency in mind, incorporating sensor activated taps and low-flush toilets to minimise unnecessary water use and reduce wastage, as documented in our sustainable office design updates.

All wastewater from the site is processed through our Klargester wastewater treatment system, where it undergoes biological treatment before being safely discharged. A Klargester system works by separating solids, biologically filtering the wastewater through aeration and settlement stages, and then releasing the treated effluent into the ground via a drainage field, allowing clean, filtered water to safely percolate back into the local soil and natural ecosystem—an environmentally responsible solution well suited to our rural location. This approach supports our commitment to responsible water use, protects local biodiversity and ensures our operations maintain a low environmental footprint.





PLANET SCORECARD METRIC

TOTAL WATER
CONSUMPTION IN **2024**

0.88 ML

TOTAL WATER
CONSUMPTION IN **2025**

0.72 ML



18.2%

REDUCTION





KPI	2023	2024	2025	Notes / Evidence Source
Total Water Consumption (ML)	2.09 ML	0.88 ML	0.72 ML	Based on meter readings and invoices. Reduction due to efficiency measures.
% Change vs Previous Year	–	-57.9%	-18.2%	Calculated from annual water use data.
Water-Efficient Fixtures Installed	Yes	Yes	Yes	Sensor taps, dual-flush toilets, efficient fittings implemented during refurbishment.
Klargester Biological Treatment System Operational	Yes	Yes	Yes	Treats wastewater before clean discharge (not counted as reuse/recycling).
Water Reuse / Recycling	Not applicable	Not applicable	Not applicable	No industrial processes.
Water Monitoring & Leak Detection	Basic meter checks	Strengthened	Ongoing	Supported by regular monthly invoices and site meter readings.
Annual Water Audit	–	–	Introduced	Internal review using water-efficiency checklist

PEAT-FREE, PLANT POSITIVE

Ecoponic is our 100% peat-free, soil-free growing solution. Water-efficient, pest-resistant and fully recyclable, it protects peatlands while giving plants the ideal conditions to thrive — and we continue to use it across our projects.

We use Ecoponic substrate in 98% of our interior displays, advancing our journey toward more sustainable practices. This isn't just an operational change — it reflects a mindset that prioritises the planet while maintaining outstanding plant performance.

100% PEAT FREE:

Protecting the planet by preserving peatlands

HIGHLY WATER EFFICIENT:

Absorbs 44% of its weight in water, cutting down water use

PEAT RESISTANT:

With no organic content, it's inhospitable to soil-borne pests

RECYCLABLE & REUSABLE:

A truly circular product with no waste



FLEET SUSTAINABILITY & EFFICIENCY IMPROVEMENTS

During 2025, fleet operations focused on delivering tangible environmental and cost savings while maintaining operational capability across the van and light commercial vehicle fleet. Key initiatives targeted emissions reduction, fuel efficiency and right sizing of the fleet, directly supporting wider corporate sustainability objectives.

A major milestone was the introduction of the company's first fully electric van, a Renault Kangoo E Tech, deployed for urban and regional operations. This vehicle produces zero tailpipe emissions and provides a practical foundation for evaluating the future expansion of electric and low emission vehicles within the fleet, while also reducing exposure to fuel price volatility.

Alongside vehicle technology improvements, the fleet was strategically reduced from a peak of 85 vans to 69 by year end, representing an 18.8% reduction. This optimisation delivered immediate environmental benefits through lower overall fuel use and CO₂ emissions, as well as cost savings associated with insurance, servicing, maintenance and vehicle downtime. This demonstrates that emissions reductions have been achieved not only through cleaner vehicles, but through smarter fleet management.

Operational efficiency was further improved through the implementation of speed limiters and enhanced fuel monitoring. Speed management supports lower fuel consumption and emissions at higher speeds, while also improving safety and reducing vehicle wear. Weekly fuel reviews and driver guidance on efficient driving, idling reduction and journey planning reinforce responsible vehicle use. Combined with the use of discounted fuel networks nationwide, these measures provide ongoing cost control while embedding sustainability into day to day fleet operations.

Collectively, these actions show that fleet sustainability at Planteria Group is being delivered through practical, measurable interventions that reduce environmental impact, improve efficiency and support long-term decarbonisation goals.

ENHANCING NATURE AT WORK: OUR OFFICE GARDEN PROJECT

Following our office refurbishment and a wider environmental review, we identified a small, under used grassed area at the rear of our head office—an area seen by both staff and visitors as they arrive on site. What was once a plain, unremarkable patch of turf has now been transformed into a thriving **sustainability garden**, designed to enhance biodiversity, improve visual appeal and create a calming outdoor space for our team.

The garden now features a variety of **wildlife supporting elements**, including bug hotels, a hedgehog house, logs and pollinator friendly planting chosen to attract butterflies and beneficial insects. To improve aesthetics while enhancing functionality, **large bamboo planting** was introduced to screen essential outdoor utilities, blending them into the landscape, turning necessary infrastructure into a backdrop softened by greenery.

The space also now includes seating, allowing staff to enjoy the garden during breaks or use it as an informal outdoor meeting spot. This project reflects both our environmental values and our commitment to creating a workplace that promotes wellbeing. Staff from across the business contributed to preparing and planting the space, further reinforcing engagement with our sustainability initiatives.

Through simple but thoughtful design choices, our sustainability garden demonstrates how even small outdoor areas can be transformed into biodiverse, functional and inspiring green spaces that benefit wildlife, staff and visitors alike.





Growing for the Future: Partnerships

ON THE UP: CLIENT INSIGHT DRIVING NPS GROWTH

Delivering a consistently positive client experience remains a core priority for our business, and in 2025 we continued to strengthen how we collect, analyse and act on customer feedback to drive meaningful service improvements. Building on the foundations established in 2024, we refined our quarterly SurveyMonkey process to improve response rates and broaden the insight gathered across our full client base. This ensures we receive regular, representative feedback that genuinely reflects the experience of our customers.

Every response is reviewed and managed by our Customer Experience Manager, who continues to follow up personally with clients to discuss their comments, gain contextual understanding and close the loop quickly. This proactive engagement has helped us deepen relationships, resolve issues faster and demonstrate that customer input directly shapes service enhancements.

Throughout 2025, we further embedded feedback into operational decision making by sharing key insights with regional service teams. This has enabled teams to act on recurring themes, celebrate strengths and collaboratively address areas requiring attention—supporting a culture of continuous improvement across the organisation.

We continue to measure satisfaction using the Net Promoter Score (NPS) as a key performance metric and remain committed to achieving our long term target of a score of 70, recognised as world class. This ambition reinforces our ongoing commitment to placing clients at the centre of our operations and delivering a service experience that continually improves year after year.



“We closed 2025 with an NPS of 42%, despite a strong final quarter. In 2025, our focus shifted toward increasing overall response volume to gain a more accurate and representative understanding of customer sentiment. By capturing a broader range of client feedback, we were able to identify emerging trends earlier and implement targeted improvements before they escalated into cancellations or complaints.”



SHAUNI DRING

HEAD OF CUSTOMER EXPERIENCE



DEVELOPING A STRONG FOUNDATION FOR SUSTAINABLE PROCUREMENT

At Planteria, we continue to work with our supply chain to be transparent, responsible and forward-thinking.

BUILDING A STRONG, SUSTAINABLE FOUNDATION

Our “Good–Better–Best” sustainability specification helps suppliers improve step by step across three key areas:

- Environmental Stewardship
- Health, Safety & Wellbeing
- People & Business Ethics

PARTNERSHIPS, NOT JUST PROCUREMENT

We see our suppliers as long-term partners, not vendors. By fostering trust, open dialogue and shared learning, we create a value chain built on mutual respect and continuous improvement — not box-ticking.

A SHARED VISION FOR THE FUTURE

Our sustainable procurement strategy reflects our commitment to responsible growth. It’s about doing the right thing and creating a positive ripple effect for people and the planet. While we are proud of the progress made so far, we view this as the beginning of a journey, building stronger, trust-based partnerships with suppliers who share our vision.





PRUNING THE PORTFOLIO

As our plant catalogue grew, we identified inefficiencies in stock management and operations, alongside greenhouse overstocking. In response, we developed a streamlined core plant list, improving efficiency while meeting client needs.

Further logistics improvements enhanced our processes: a shuttle service delivers plants directly to London teams and a just-in-time ordering system reduces onsite stock levels and strengthens inventory control. We also partner with local wholesalers to respond quickly to urgent replacements or unexpected issues.

To keep the portfolio current, we continue with quarterly cross-functional reviews, bringing together Commercial, Purchasing, Service and Training teams to evaluate plant performance, suitability, care requirements and trial new varieties.

This structured approach has streamlined operations, boosted efficiency and enhanced client satisfaction, ensuring our Plant Portfolio remains dynamic, fit for purpose and environmentally considerate.

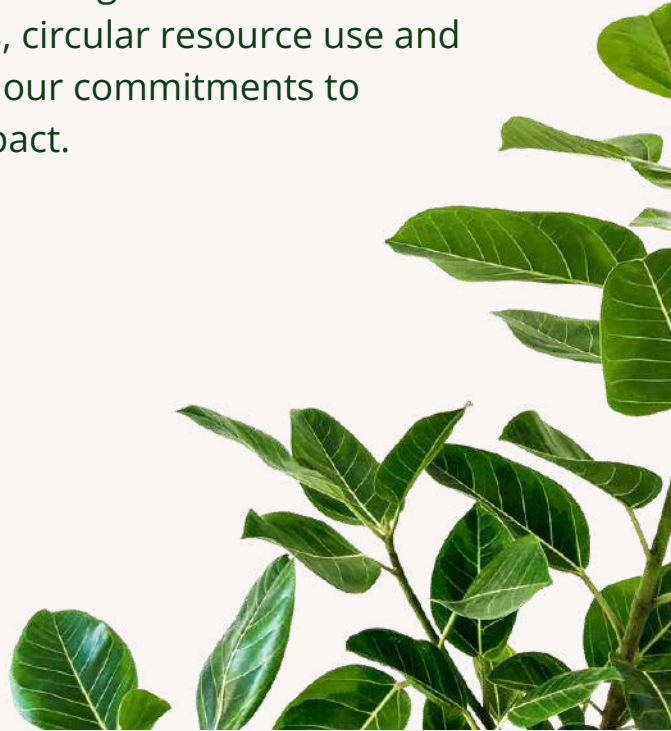
GIVING BACK: OUR COMMUNITY AND CHARITY ACTIONS

In 2025, we began supporting two nature focused education charities through our operational footprint and client relationships. This included a Yorkshire based programme, supported via one of our clients, which brings nature into schools and promotes outdoor environmental learning for young people. We also supported a local charity that provides underprivileged children with access to rural studies, outdoor learning and nature based wellbeing activities.

To enhance circularity, we redistributed surplus planting pots through the A Good Thing platform, enabling charities, community groups and educational growing projects to request free materials. We also delivered multiple fundraising events, including staff baking days, hot food lunches with donations going to a local food charity, providing planting for a local school fête and contributing to Cycle the Month for Prostate Cancer UK in support of a colleague.

Additionally, several team members volunteered at a local children's farm, helping with fence painting, animal care and general farm maintenance.

Together, these actions demonstrate meaningful contributions to community wellbeing, education access, circular resource use and direct charitable support—aligned with our commitments to Community Engagement and Social Impact.





Growing for the Future: Progress

RELENTLESS TO IMPROVE: GOVERNANCE THAT DRIVES SUSTAINABLE PROGRESS

At Planteria, we aim not only to embed sustainable solutions into our business but also to inspire our people and the wider industry to take bold action for the planet. To ensure transparency and integrity, our leadership team uses external verification to support sustainable governance, metrics, and reporting.

As part of our 2025 sustainability strategy, Planteria Group underwent a thorough assessment of its business practices through EcoVadis, a global leader in sustainability ratings. The assessment covers 21 criteria across four pillars: Environment, Labor & Human Rights, Ethics and Sustainable Procurement.

We are proud to have achieved a Silver Medal, putting us in 90th percentile, reflecting the progress we have made since our initial Bronze rating in early 2025. This milestone demonstrates our commitment to continuous improvement and verified sustainability performance.

Looking ahead, we are targeting Gold in 2026, guided by the opportunities highlighted in the EcoVadis framework and our core value of being “relentless to improve”. Annual and ongoing assessments will continue to inform our efforts, ensuring we drive measurable impact for our people, society and the planet.



MELONIE WADDINGHAM
QUALITY MANAGER



Throughout 2025, we undertook the key development work required to progress from Cyber Essentials to Cyber Essentials Plus, strengthening our overall cybersecurity posture. Following this work, we received formal confirmation of our Cyber Essentials Plus certification in Q1 2026.

During 2025, we upgraded our Environmental Management System by achieving ISO 14001 certification through a UKAS-accredited certification body, reinforcing our commitment to robust environmental practices and continuous improvement.

By aligning action with accountability, we're building a future where sustainability is embedded in every decision - driven by purpose, guided by progress and powered by people.

PROGRESS SCORECARD METRIC

0

CORRUPTION
INCIDENTS IN 2025

0

INFORMATION
SECURITY
INCIDENTS IN 2025

0

WHISTLEBLOWER
REPORTS IN 2025

Whistleblowing covers a broad range of issues including corruption, fraud, modern slavery, health & safety, environmental harm, data protection and legal non compliance. No whistleblowing reports were raised during 2025.

GROWING RESPONSIBLY: OUR FIRST STEPS INTO THE USA

Planteria's expansion into the United States represents a significant milestone in the organisation's long-term, sustainable growth strategy.

While initially identified by clients as a potential opportunity, the past 12 months of operations have firmly established Planteria within the US market. Building on 49 years of trusted client relationships in the UK, Planteria has successfully transferred its expertise and workplace innovation capabilities across the Atlantic, enabling the delivery of high-quality, sustainable planting services in a new geography.

Our initial focus was the New York market, where services were self-delivered to ensure quality, consistency and operational control. This foundation enabled us to identify and respond to a substantial opportunity in California - a market globally recognised for progressive workplace practices, particularly among large technology organisations investing heavily in employee wellbeing and talent retention.

Expanding into this region has allowed Planteria to scale responsibly, supported by a dedicated team of full-time technicians, while maintaining our service standards.

Clients continue to choose Planteria as a partner to support more sustainable and efficient workplace practices that enhance the day-to-day experience of colleagues. By improving indoor environments, we contribute to healthier, happier and more productive workplaces, reinforcing the link between sustainability, wellbeing and long-term organisational performance.

Looking ahead, we are optimistic about the partnerships we will continue to build throughout 2026, further strengthening our positive environmental and social impact in the US market.







ECOVADIS SILVER AWARD

Planteria has earned a Silver Medal, a recognition awarded to the Top 15% of companies assessed by EcoVadis in the 12 months prior to the medal issue date. It reflects the quality of the company's sustainability management system and demonstrates a commitment to promoting transparency throughout the value chain.



ISO14001 CERTIFIED (UKAS ACCREDITED)

ISO 14001 is an internationally recognised standard for environmental management systems (EMS). It provides a framework for organisations to design and implement an EMS, helping them improve their environmental performance, comply with legal requirements and achieve sustainability goals.



SBTI (SCIENCE BASED TARGETS INITIATIVE)

The SBTi's Target Dashboard lists companies and financial institutions that have set science-based targets, or have committed to developing targets.



CYBER ESSENTIALS

Cyber Essentials is a UK government-backed cybersecurity scheme that helps organisations protect themselves against common cyber threats. It sets out five core technical controls that organisations implement to strengthen their security posture, and certification is achieved through a structured self-assessment process. Cyber Essentials Plus builds on this by providing a higher level of assurance through independent technical testing, demonstrating that these controls operate effectively in practice—not just in documentation.



ISO9001 CERTIFIED (UKAS ACCREDITED)



ISO 9001 is a globally recognised standard for quality management systems (QMS). It helps organisations improve their performance, meet customer expectations and demonstrate their commitment to quality. The standard outlines requirements for establishing, implementing, maintaining and continually improving a QMS.

CHAS ELITE ASSURED



CHAS Elite Assured is the highest level of accreditation offered by CHAS (Contractors Health and Safety Assessment Scheme). It helps businesses demonstrate compliance with SSIP (Safety Schemes in Procurement), PAS 91 and the Common Assessment Standard, covering 13 areas of risk management.

ACHILLES NETWORK SILVER PLUS



Achilles Network Silver Plus is a membership level within the Achilles Network, a global supply chain pre-qualification system. It provides suppliers with broad assurance across key risk and compliance areas, including financial, health and safety, and ESG (Environmental, Social and Governance) standards.

SAFE CONTRACTOR



SafeContractor is a leading health and safety accreditation in the UK, designed to help businesses demonstrate their commitment to workplace safety. It is part of the Safety Schemes in Procurement (SSIP), which simplifies compliance checks for contractors and suppliers.

LIVING WAGE



Living Wage Accreditation is a certification offered by the Living Wage Foundation to employers who commit to paying the Real Living Wage - a voluntary wage rate based on the cost of living.

join us on our sustainability journey



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