



# Giant Group ESG report 2025



*Driven by Purpose. Measured by Impact.*

## **Introduction**

At Giant Group, ESG is not a corporate trend or an annual compliance exercise - it's how we do business.

We've taken a deliberate, consistent approach: avoiding sweeping promises or fashionable language in favour of quiet, sustained action that actually changes things. Our initiatives are chosen not for attention but for impact - the kind that accumulates through daily effort.

This is the foundation of our sustainability: *not bold headlines but meaningful work done reliably behind the scenes*. We believe in the compound effect of small, thoughtful decisions that build enduring value over time.

While global frameworks guide us, our priorities begin closer to home. We don't replicate what others do simply because it looks good - we respond to the needs around us and focusing our energy where it matters most: the people, communities and environments we directly affect.

In 2025, we formalised this ethos by establishing the ESG Focus Group - a cross-functional team committed to keeping our progress moving, our initiatives alive and our purpose sharp.

### **Maris Hanson**

*Executive Lead for ESG at Giant Group*

## **Introducing the ESG Focus Group**

To ensure that our sustainability agenda is embedded across every part of the business, we established the ESG Focus Group in 2025. This cross-functional team brings together specialists from across Giant Group to drive environmental, social and governance priorities with clear accountability. Below are the key roles and the people leading each area of focus.

### **Executive Lead for ESG – Maris Hanson**

*Function: provides strategic direction and executive sponsorship for ESG across Giant Group*

As Group Chief Legal and People Officer, the Executive Lead ensures ESG is embedded in Giant Group's strategy, culture and risk governance. The role chairs the ESG Focus Group and aligns sustainability with legal, people and business priorities.

### **ESG Programme and Governance Lead – Hamza Imran**

*Function: Leads implementation of ESG strategy and upholds governance standards.*

Responsible for operationalising ESG across the business and ensuring alignment with good governance principles. Oversees ESG initiatives, coordinates the Focus Group, manages reporting and ensures ethical, transparent and compliant practices are embedded into ESG delivery.

### **DEI&B Programme Lead – Victoria Jones & Iqra Saeed**

*Function: Drives diversity, equity, inclusion and belonging across the organisation.*

Develops and implements DEI&B initiatives, embedding inclusive practices into recruitment, training, community engagement and internal culture.

### **Environmental Specialists – Tiina Lehis & Ahsan Raza**

*Function: Manage environmental impact and regulatory compliance.*

Leading initiatives to reduce carbon emissions and waste, and driving initiatives derived from our compliance reporting and targets.

### **Social Impact Coordinators – Ahad Shakir**

*Function: Supporting employee wellbeing and community engagement.*

Leading social responsibility efforts across wellbeing, volunteering, inclusion and community impact programmes.

### **Stakeholder Engagement Officer – Lucy Taylor**

*Function: Manages ESG-related stakeholder communications and feedback.*

Engages clients, employees, leadership and community groups to ensure ESG initiatives are visible, understood and responsive to stakeholder needs.

## Benchmarking Against Global Standards

- **Eco Vadis Rating**
  - 2024 Score: 44/100 - at the start of the journey
  - 2025 Score: 46/100 – rated as ‘Committed’
  - *Target*: 55+ by 2027 through year-on-year improvements
- **Science-Based Targets Initiative (SBTi)**
  - 2025: Emissions mapping in progress
  - 2026: Target submission
  - *Goal*: Net Zero by 2045
- **Carbon Disclosure Project (CDP)**
  - 2025: Climate disclosure initiation via SME Climate Hub
  - *Next*: Formalise integration of CDP data into reporting

## Environmental Responsibility

### Climate Action & Carbon Footprint

- **Baseline Emissions**

For the baseline year 1 June 2022 - 31 May 2023, Giant Group's total emissions were calculated at **12,308 kgCO<sub>2</sub>e**. Our ambition is to reach **Net Zero by 2045** - a 100% reduction.

In the short term, emissions may increase due to improved data visibility and business growth, but our long-term trajectory is firmly downward.

- **Carbon Offsetting**

We have set an objective to purchase verified carbon credits to reduce residual emissions.

*Impact by 31 May 2026: Offset **up to 50%** of our CO<sub>2</sub>*

- **Tree Planting Campaign – Roots of Tomorrow**

Launching in Q3 of 2025, our "Roots of Tomorrow" initiative will engage employees in environmental conservation by planting trees to support reforestation and carbon offsetting.

- **Travel Reduction Policy**

We prioritise remote meetings and only permit essential travel, encouraging public transport when needed.

- **Waste & Pollution Management**

In partnership with our serviced office landlords, we implement responsible waste management. Staff receive training on pollution reduction and recycling best practices. These practices are supported by our ISO14001 certification which guides our approach to environmental management and continuous improvement.

- **Climate Change Education**

Employees receive regular sustainability training and are invited to submit green initiatives that support environmental goals.

- **Annual Conservation Volunteering**

Starting in Autumn 2025, Giant Group will host an annual company-wide volunteering day supporting conservation work across Royal Parks in London, UK to both deepen our environmental and community impact through direct action and provide a meaningful way to bring our people together.

## Office Closures & Hybrid Work

- **Office Closure Timeline**

Our strategic move to reduce our real estate footprint has significantly lowered energy use and carbon emissions:

1. **Chelmsford Office** – Closed Sep 2023
2. **London Harbour Exchange** – Closed Apr 2023
3. **Uxbridge Office** – Closed May 2024

- **Serviced Office Strategy**

We now operate via flexible, energy-efficient serviced offices. This shift cuts resource consumption and aligns with our environmental goals.

- **Remote Working**

A large portion of our workforce now works from home.

- Reduced commuting emissions
- Lower energy usage from centralised spaces
- Reduced paper and supply waste through digital operations

## Social Responsibility

### Know Our People

Our most human-centred work now falls under **Know Our People** — a unifying initiative to better understand, engage and grow our workforce.

- **DEIB Questionnaire (2024)**

In 2024, our first Diversity, Equity, Inclusion and Belonging survey set a baseline for how our people feel and who we are.

- 2025: Findings now inform policies, team structures and cultural initiatives
- *Impact Snapshot:* [Insert DEIB report graphic placeholder]

- **Disability Confident Employer**

We are proud to be officially recognised as a Disability Confident Employer, committed to accessibility and inclusion.

- **Cultural Inclusivity**

Attracting the right talent and retaining existing talent relies on some basic foundations - one of which is culture. Culture emerges from the values and behaviours our people adopt and embody.

At Giant Group, we believe the success of our strategy is closely connected to the values and behaviours lived across the group. Cultural consistency is key, which is why we integrate our culture message into all stages of the employee lifecycle - including recruitment, onboarding, internal communications, Giant Appraise and day-to-day team interactions.

We have identified three core values and behaviours that shape a healthy and resilient culture:

1. **Always honest and humble**

*We say what needs to be said.*

2. **Always doing the right thing**

*We do what's right and not what's easy.*

3. **Always moving forward**

*We passionately strive for constant improvement.*

These principles are central to how we work, how we lead and how we grow - together.

- **Employee Growth and Development**

At Giant Group, we believe that meaningful employee engagement goes beyond communication - it's about inclusion, ownership and shared progress. We actively involve colleagues in shaping how we work through formal and informal feedback channels, annual reviews and ongoing dialogue via our intranet and team forums.

Our approach is supported by ISO9001-certified quality management procedures, which ensure operational consistency and continual improvement. This includes:

- Ongoing training with role-specific documentation
- Departmental targets linked to operational outcomes, reviewed regularly by management
- Performance tracking through one-to-ones, team reviews and bi-annual appraisals
- Complaint and incident analysis to identify preventative actions and improve experiences.

We are equally committed to professional and personal growth. To ensure job satisfaction and career progression, we focus on:

- Clearly defined roles and transparent career paths
- Bi-annual Giant Appraise conversations with two-way feedback
- Encouraging continuous learning (including financial study support) and cross-functional development
- Promoting consistent management practices across teams
- Gathering regular staff insights via engagement surveys.

We also provide structured Bi-annual Refresher Training which is delivered to all HQ staff on topics such as environmental awareness, climate change, data security, modern slavery and DEI&B.

Together, these efforts help ensure that every colleague at Giant Group has the support, clarity and opportunity they need to thrive - both within their role and beyond it.

- **Identify Potential Stars Framework**

Introduced in 2025, this assessment helps us look beyond job roles to focus on:

- The **impact** individuals make
- **Hidden skills** and strengths
- **Aspirations**, both within and beyond work

These insights now shape our Giant Appraise, enabling deeper conversations and fairer progression pathways.



- **Service Recognition and Long-Term Commitment**

At Giant Group, loyalty is not taken for granted — it's celebrated. We recognise that long service reflects deep commitment, trust and sustained impact. Our long service recognition framework ensures that team members are acknowledged in ways that are both meaningful and personal.

**Recognition Milestones:** Service awards at 5, 10, 15, 20, 25, and 30 years

**Acknowledgements:**

- 10 Years: Company-wide message from an SLT leader
- 15 Years and beyond: Company-wide message from the Group CEO

**Celebration:**

- In the UK: The **15-Year Club** — an annual lunch hosted by the Group CEO
- In Pakistan: An equivalent celebration with local leadership

These moments of recognition strengthen the connection between contribution and appreciation — and reflect our belief that long-term commitment deserves visibility and gratitude.

- **CEO Connect: Meet the People Shaping Our Future**

Launching in Q3 2025, the **CEO Connect** is a quarterly leadership initiative designed to foster deeper relationships between the Group CEO and the people shaping Giant's future.

Every quarter, 5-6 top performers from across the Group will be invited to an informal session with the Group CEO to:

- Share their stories and experiences
- Ask questions or raise ideas
- Build visibility with senior leadership

This initiative is part of **Know Our People** and reinforces our commitment to active listening, open leadership and personalised recognition.

- **Staff Newsletter**

Our bi-monthly editions bring people together across countries, departments and time zones. It celebrates contribution, builds community and strengthens visibility.

## Wellbeing & Safety

- **Safe & Healthy Workplaces**

We provide robust training and equipment, supported by policies aligned with health and safety legislation - including homeworking environments.

- **Employee Assistance Programme (EAP)**

We offer a 24/7 helpline via Care First for emotional, financial and personal support.

- **Mental Health Support**

Mental health first aiders are trained in both regions. We support the Mental Health at Work Commitment and regularly promote resources.

- **Volunteer Time Off (VTO)**

All UK staff receive a paid day annually to give back through volunteering.

*Impact by 31 May 2025: 9 employees contributed 65 hours of community support*

- **Royal Parks Volunteering**

A 20-person team is set to take part in the Royal Parks environmental volunteer scheme.

*Impact by 31 May 2026: The initiative aims to support biodiversity and preserve green spaces through hands-on conservation work, contributing approximately 100 collective volunteer hours to maintain and protect London's Royal Parks. It also fosters team connection and environmental awareness across the business.*

- **Donation Matching & Giant Giving**

We match charitable donations and encourage team participation in community events to support our fundraising initiatives.

## Community Engagement

- **Great Ormond Street Hospital Partnership (GOSH)**

Our “Giant Giving” initiative commits to raising £50,000 between June 2023 and May 2025. Our employees fundraising activities are staff-led. All funds raised are matched by the company to recognise these efforts and show overall support.

In December 2024, we proudly delivered our 500<sup>th</sup> pair of Christmas PJ set to children receiving oncology treatment at GOSH. This annual tradition continues to be one of our most meaningful contributions and will remain a cornerstone of our seasonal giving programme also after our corporate partnership will come to an end in May 2025.

- **Giant Giving Fundraising Beyond May 2025**

Our long-standing support continues through smaller, regular fundraising initiatives. We match charitable donations and encourage team participation in community events to support our fundraising initiatives.

*Impact by 31 May 2025:*

- Raised over **£50,000** across **more than 20** events over 2-year period

- **Accessible Learning in Pakistan**

We provide financial support for children whose families cannot afford schooling.

*Impact by 31 May 2025: 9 students funded with fees, supplies and access to education*

*Impact by 31 May 2026: To launch Phase II of our Accessible Learning initiative through a corporate partnership with a local Non-Profit Organisation, supported by fundraising via volunteering events. Our goal is to provide education to 50–60 students by the end of 2026.*

- **Giant Pantry**

Giant Pantry is our small way of giving back, providing quarterly food and other essentials to support the families of our cleaning staff in Pakistan. It's a gesture of gratitude, rooted in respect, and a reflection of the values we stand by.

*Impact by 31 May 2025: With an annual contribution of £540, we have supported 7 families up until now.*

*Impact by 31 May 2026: Our vision is to evolve Giant Pantry into a small-scale **Giant Food Bank** to provide an ongoing support hub where essential items are readily available to any member of our extended community in need.*

- **Work Experience Placements in UK**

As part of our commitment to accessible learning and early talent development, we support work experience placements with local secondary schools, offering students valuable exposure to the workplace and insight into potential career paths.

- **Giant Lifeline – Blood Donation Campaign**

A new initiative to launch Q3 2025 in both the UK and Pakistan to support local blood banks and raise awareness about blood and platelet donation.

- **Community Outreach & Charity Drives**

We local events organised in both countries are to strengthen our connection to the communities around us.

## Governance & Ethics

Our governance practices are simple: be fair, be transparent and be accountable.

- **Equal Opportunities**

Fair access to employment, pay, development and leadership.

*2025 Snapshot:*

- 23% of workforce from underrepresented backgrounds (social mobility categorisation based on National Statistics Socio-Economic Classification)
- 40.6% of female representation across the workforce
- 30% of female senior leaders

Salaries are reviewed annually to ensure our pay practices remain fair and competitive across all roles and locations.

Giant Group also completes and publishes its annual Gender Pay Gap report. The latest one can be accessed here: [Gender pay April 24 for April 25 publication](#)

- **Armed Forces Covenant**

Giant Group is a registered partner of the Armed Forces Covenant. We actively support the employment of members of the Armed Forces community, including service leavers, veterans and their families, reinforcing our commitment to inclusive hiring practices.

- **Mandatory Inclusion Training**

All staff complete annual DEIB training, ensuring awareness is embedded into daily decision-making.

*2025 Completion Rate:* 86.3% attended in person online session and 98% completion rate for employees having watched the recorded session

- **Zero Tolerance for Misconduct**

Our code of conduct and whistleblowing protections support a culture of trust.

*2025 Breaches Reported:* 0

- **Child Labor, Forced Labor, and Human Trafficking**

We remain committed to ensuring that all employees adhere to international labour standards.

- *YE31 May 2025 Reported Child Labor Incidents:* 0
- *YE31 May 2025 Reported Forced Labor Incidents:* 0
- *YE31 May 2025 Reported Human Trafficking Incidents:* 0

## Ethical Leadership

- **Integrity & Compliance**

We uphold high standards of corporate governance and adhere to all applicable laws and regulations by maintaining an up-to-date Risk Register and Legal Register to proactively identify, monitor, and address potential risks and regulatory obligations across the business. These registers support decision-making, ensure legal compliance and reinforce our commitment to transparency and accountability.

- **Anti-Corruption Measures**

We implement strict anti-bribery and corruption policies, reinforced by training and leadership example.

- *YE31 May 2025 Confirmed Corruption Incidents: 0*
- *YE31 May 2025 Percentage of Reported Cases Substantiated: 0%*
- *2025 Completion Rate: 86.3% attended in person online session and 98% completion rate for employees having watched the recorded session*

- **Data Privacy & Cybersecurity**

Our IT security protocols ensure GDPR and local data protection compliance and our supported by our ISO27001 certification. Regular staff training during bi-annual Refresher Training sessions reinforces best practice in handling sensitive information.

- *YE31 May 2025 Confirmed Information Security Incidents: 0*
- *2025 Completion Rate: 86.3% attended in person online session and 98% completion rate for employees having watched the recorded session*

- **Transparent Reporting**

We are committed to clear and accountable reporting of ESG progress and results. Our ESG Focus Group collates metrics and feedback across the business which are then formalised by the ESG Programme & Governance Lead, signed off by the Executive Lead for ESG and shared by the Stakeholder Engagement Officer for wider visibility and maximum impact.

## ESG Focus Group – 2025 Activity & Progress

Formed in 2025, our ESG Focus Group ensures our strategy is not a shelf document. Its focus is to deliver:

- Quarterly goal reviews and ESG performance tracking
- Integrated data for Eco Vadis, SBTi and CDP disclosures
- Clear action plans for every framework we commit to
- Staff-wide engagement through workshops and communication campaigns

This group will remain instrumental in ensuring our sustainability agenda doesn't sit still - it evolves, stays visible and adapts with purpose.

## Conclusion

Our ESG journey is not a strategy slide - it's a living standard.

We don't aim to be the loudest but we do intend to be the most consistent.

Whether supporting children through critical illnesses at GOSH or providing education for underprivileged in Pakistan, reducing carbon emissions, conserving nature or improving our Eco Vadis score with purpose, we approach every action with the same question:

***Will this make a meaningful difference - today and over time?***

By choosing substance over style and by looking first at what's real and relevant around us, we are committed to staying grounded in the communities we serve and the responsibility we carry.

## Giant Group

*Driven by Purpose. Measured by Impact.*