

# CORPS

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Est. 1859

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# SECURITY

**Environmental, Social and Corporate  
Governance Report**  
July 2023

# Foreword

## Mike Bullock



I would like to use this foreword to express my admiration and pride for my colleagues on an incredible year for The Corps of Commissionaires. When the company began in 1859, our founding mission was to provide gainful employment to veterans returning from the Crimean War. We are immensely proud of our history, but we are equally as pleased that our traditions do not prevent us from being a modern organisation with focused policies and strategies on issues facing the contemporary world. In our previous report, we discussed the importance of ESG to the organisation and celebrated the strides we have made in recent years, especially since we began our net zero strategy data collection in 2019. While our ESG activities have been a significant feature of our Director's Report for some time, this annual ESG report has become increasingly essential for our governance and the ongoing growth of the company.

In 2022, we increased our engagement with corporate sustainability. This has led to more data collection and reporting for ESG, which will influence the contents of future reports. My thanks go to our compliance team and our partners PCR Global for their efforts in this area.

Our social enterprise status is now ingrained in the culture of Corps Security. The social value benefits of working with a certified social enterprise have increased the volume of work with some of our largest clients and helped the company achieve success in sectors where we may never have been considered. Working with Corps offers companies an enviable benefit on their social value score, and we have found our customers are more likely to announce our partnership and how their investment in our services offers tangible benefits to the veteran community.

Corps maintains a high retention of employees, demonstrating the value of our culture and commitment to our colleagues. With the cost-of-living crisis becoming a growing concern, specifically for our contract colleagues, we have retained our Employee Assistance Programme, providing free mental and physical support solutions for colleagues.

During 2022, we performed a systematic review of our colleague engagement and communication. This process led to increased investment in CorpsConnect. Once an in-house built platform that offered access to essential daily functions, such as booking holidays or ordering uniform, the company felt that it didn't offer the engagement needed for a business of our size. A dedicated team researched the market to find an existing company, with expertise in the field, who could assist in resolving this issue. A brand new, contemporary CorpsConnect is now live and accessible to all colleagues, providing a growing number of offers and discounts, alongside support articles and links to specific organisations that can assist with reducing energy costs and managing finances.

I would like to conclude by thanking colleagues, customers, and partners for the achievements detailed in this report. There is no time for complacency, and we know we have a long way to go to reach our net zero targets. I can assure you that it is a primary focus within the business. As we refine our approach to where we purchase, how we purchase and how we report on our supplier use, we will be providing more data in future editions of this evolving report.

If you have a view on this report and its findings, we would be delighted to hear from you. You can contact the team at [socialvalue@corpssecurity.co.uk](mailto:socialvalue@corpssecurity.co.uk). We are interested in your opinions and ideas, as we continue our work to improve the lives of the communities in which we serve.

A handwritten signature in dark ink, appearing to read 'Mike Bullock', written over a light grey horizontal line.

**Mike Bullock**  
CEO  
Corps of Commissionaires Management Ltd

# Environmental

Since our 2022 report, we have continued efforts to reduce our environmental impact, act in areas we can control, and remain committed to learning. The company has experienced continued business growth, requiring us to further engage in mitigation activities and rebalance our impact, as the business expands.



As per the previous year's report, we remain committed to our net zero target by 2050 and have continued to investigate ways to ensure our reporting is accurate. We have reviewed our internal processes so that we can track how the business is performing in real time. The company has also reviewed its carbon offsetting programme, following concerns that these were over utilised and could take a while to provide any impact, and is progressing with a new focus on biodiversity programmes that will provide more immediate positive benefits to the environment in the UK.

## Governance Standards

Since 2009, Corps has been fully certified to ISO 14001. Our rigorous processes and procedures remain in place to ensure that we maintain the highest possible environmental standards. In 2022, we partnered with PCR Global to facilitate one of the largest assessments of our processes and procedures around corporate sustainability, which now encompasses our environmental policies.



Although fully certified to ISO 14001, our team is working to digitalise all data and adopt new procedures to elevate our wider corporate sustainability policies, goals, and deliverable strategies.

The group's environmental policy exists to promote a positive impact on the environment. As part of this mission, the aim is to develop processes that help lower energy, reduce waste and pollution, and mitigate the risk of emergency situations, alongside an updated carbon reduction plan, updated annually.

### Energy and Greenhouse Gas Reporting

Corps Security continued to engage with leading carbon and energy management company Carbon Footprint to assess our greenhouse gas (GHG) emissions independently. Following the presentation of our report, we realised how valuable having partnerships and collaborations has been to redress the issues the company faces due to the size and complexities of our operation and to mitigate the potential issues that our continued growth is having on our commitments and ability to achieve them.

Our GHG emissions have been assessed following the Greenhouse Gas Protocol Corporate Standard, using the 2022 emission conversion factors published by Department for Environment, Food and Rural Affairs (Defra) and the Department for Business, Energy & Industrial Strategy (BEIS). The assessment follows the dual reporting approach for assessing Scope 2 emissions from electricity usage, presenting both a location- and market-based total. In addition, we applied the financial control approach.

The team has been working in accordance with the UK government's 'Environmental reporting guidelines: including Streamlined Energy and Carbon Reporting requirements' and has used the 2021 emission conversion factors published by Defra and BEIS.

### Comparisons and Benchmarking

We will continue to chart our emissions and environmental impact with Carbon Footprint. It is essential we retain our annual reporting while using 2019 (our first reporting year) as a benchmark.

The table (right) summarises our GHG emissions for reporting year: 1st January 2022 to 31st December 2022.

Scope	GHG Protocol Emission Category	Emission Source	Location-based (tCO <sub>2</sub> e)	Market-based (tCO <sub>2</sub> e)
1	On-site fuel use	Natural gas	20.45	20.45
	Company owned vehicles	Company vehicles	70.13	70.13
		Vans	60.47	60.47
Scope 1 Total			151.05	151.05
2	On-site consumption of purchased electricity, heat steam and cooling	Electricity	41.47	14.31
Scope 2 Total			41.47	14.31
3.1	1. Purchased goods and services	Water	0.27	0.27
		Paper	0.18	0.18
3.2	2. Capital goods	Computing	20.57	20.57
3.3	3. Fuel- and energy related activities (not included in Scope 1 or Scope 2)	Scopes 1 and 2 WTT	59.96	51.93
		Transmission and distribution	4.70	0.89
3.5	5. Waste generated in operation	Waste	6.57	6.57
		Wastewater	0.50	0.50
3.6	6. Business travel (not included in Scope 1 or Scope 2)	Cash opt out vehicles	60.88	60.88
		Flights	3.04	3.04
		Grey fleet (employee-owned vehicles)	0.40	0.40
		Rail	0.20	0.20
		Hotel stays	0.16	0.16
		Taxi	0.00	0.00
3.7	7. Employee commuting	Commuting	61.48	61.48
		Home-working	6.80	6.80
Scope 3 Total			225.72	213.88
Tonnes of CO <sub>2</sub> e			418.23	379.24
Tonnes of CO <sub>2</sub> e per employee			0.13	0.11
Tonnes of CO <sub>2</sub> e per £ million turnover			4.89	4.44
Total Energy Consumption (kWh)*				1,068,402

## Corps Security's carbon footprint comparison and percentage change

We are delighted to be able to show we reduced our absolute location-based greenhouse gas emissions by 6.1% since last year. In addition, 81% of our electricity is now sourced from renewable energy.

81% of our electricity is now sourced from renewable energy



Element	2019	2020	2021	2022	% change on baseline year (2019)	% change on previous year
Well To Tank (Location-based)	-	-	-	84.71	n/a	n/a
Company car travel	-	-	-	70.13	n/a	n/a
Owned Vans	-	-	-	60.47	n/a	n/a
Cash opt out car travel	-	-	-	50.02	n/a	n/a
Commuting*	-	-	-	48.94	n/a	n/a
Site electricity (Location-based)	69.84	90.32	43.60	45.26	-35.2% ▼	3.8% ▲
Computing	-	-	-	20.57	n/a	n/a
Site gas	42.56	52.75	19.47	0.45	-51.9% ▼	5.1% ▲
Site electricity (Market-based)	-	-	-	17.09	n/a	n/a
Home-workers	-	12.24	17.38	6.80	n/a	-60.9% ▼
Waste	-	-	-	6.57	n/a	n/a
Flights	21.14	0.00	0.00	2.74	-87.7% ▼	0%
Well To Tank (Market-based)	-	-	-	1.89	n/a	n/a
Water (and wastewater)	-	-	-	0.77	n/a	n/a
Employee-owned car travel (grey fleet)	18.67	23.40	27.50	0.31	-98.4% ▼	-98.9% ▼
Paper	-	-	-	0.18	n/a	n/a
Rail travel	5.63	0.00	0.00	0.16	-97.1% ▼	0%
Hotel stays	-	-	-	0.16	n/a	n/a
Taxi travel	3.00	0.00	0.00	<0.01	-99.9% ▼	0%
Vehicle fuel usage	284.39	166.10	192.97	0.00	-100.0% ▼	-100.0% ▼
<b>Total Tonnes of CO<sub>2</sub>e (Location-based)</b>	<b>445.24</b>	<b>344.81</b>	<b>300.91</b>	<b>418.23</b>	<b>-6.1% ▼</b>	<b>39.1% ▲</b>
<b>Tonnes of CO<sub>2</sub>e per employee (Location-based)</b>	<b>3.68</b>	<b>3.25</b>	<b>2.84</b>	<b>.10</b>	<b>-15.8% ▼</b>	<b>9.1% ▲</b>
<b>Tonnes of CO<sub>2</sub>e per £million turnover (Location-based)</b>	<b>4.94</b>	<b>3.72</b>	<b>3.46</b>	<b>4.89</b>	<b>-1.0% ▼</b>	<b>41.5% ▲</b>



Although our commitment to using 2019 as a benchmark demonstrates our true operational impact pre-pandemic, we are consciously aware that our emissions continue to increase year on year.

Our total emissions have increased since the previous year by 39%. However, it is important to note that market-based emissions are lower due to 3 out of 12 site tariffs being 100% renewable energy – something we focused on in 2021 and 2022 – which is helping to improve our overall emission score. In addition, this is the first year that Corps Security began including Well-to-Tank emissions as part of our footprint and assessing more Scope 3 elements. The company now has sufficient telematics on vehicles to report the mileage travelled by each one more accurately, meaning vehicle fuel usage has been replaced by company-owned vehicles.

A significant portion of our environmental impact still sits with the vehicles in our fleet, which is essential to our business operations. It remains our aim to replace as much of the fleet with electric vehicles, or hybrid in certain situations, as we can. As the UK electric vehicle charging infrastructure improves and becomes more readily available in more rural locations, this will become increasingly feasible to ensure smooth operations across our fleet. Corps has installed a dual-electric vehicle charging point in London and two dual points in Glasgow, increasing our total vehicle charging capacity to six at any given time.

We are pleased to report that our site energy reduced further due to a hybrid working policy for site-based colleagues. However, we are not complacent; we understand that we must continue the positive work we are doing and engage with the operations teams at each location to tackle site-specific operational challenges.

### Offsetting

While we remain focused on reducing our energy usage and our overall impact on the environment, we acknowledge that our operational requirements will always be a challenge. At present, we continue to offset our carbon footprint by funding several projects including a tree planting scheme in the UK with the aim of protecting the Amazon Rainforest. For each tCO<sub>2</sub>e offset,


one tree is planted in the UK – in school grounds, parks, farms, woodlands, and biodiversity sites – while an additional tCO<sub>2</sub>e is offset through the Brazilian Amazon Verified Carbon Standard (VCS) Reduced Emissions from Deforestation and Degradation (REDD) project to guarantee the emission reductions.

However, concerns have been raised about the validity of tree planting schemes and whether the true number of trees required to offset emissions remains a viable offsetting strategy. Our compliance and reporting personnel, working alongside PCR Global and Carbon Footprint, are exploring alternative options that offer a quicker, stronger, and more positive impact on the environment. A proposal is to be presented to the senior management team on biodiversity and nature-based solutions with a view to engaging with a new, or potentially additional, offsetting strategy by 2024. The company will report our findings in the next ESG report, due in 2024.

### A Move to Digital

In 2022, Corps continued to engage with digital platforms to reduce paper usage and the environmental impact associated with it. Electronic Daily Occurrence Books (EDOBs) continue to be used on all sites and by patrol personnel, a solution that remains the most significant operational change to date. Officers input more than a million actions on the EDOBs per year, and all current and new locations now perform paper-free reporting. Considering the growth of the business, and the growing number of locations, this has removed the need for more than 200,000 sheets of paper – equating to a tonne of paper, which would take 24 trees and 2 million litres of water to produce.

In addition to the reporting of hazards, incidents and daily inputs, Corps requires officers to report any environmental concerns quickly while performing patrols, including damage to equipment or infrastructure and urgent or necessary repair that may have an environmental impact. Our patrol colleagues can identify unnecessary energy usage on site, such as unnecessary lights and heating or air-conditioning that may have been left operational during site downtime.



We will save  
over 200,000  
sheets of paper

Which would  
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to produce

### Cycle to Work Scheme

Corps continued the Cycle to Work scheme, which encourages employees to get fit, save money, and reduce their environmental impact by reducing car journeys and excessive emissions. The government initiative allows employers to loan bicycles and cyclist safety equipment to employees as a tax-free benefit, potentially saving more than 25% on a bike and/or bike accessories. Employees pay nothing upfront, with payments taken tax efficiently from their salary, benefiting hundreds of Corps colleagues to the value of £28,820. Corps Security operates the scheme through Reward Gateway, who now provide further digital solutions to us, as detailed further in this report.

**Tax-free benefit  
that could save  
more than 25%  
on a bike**



## Social Enterprise Status

Corps is delighted to have been awarded Social Enterprise Status in the UK in 2021. At the time of last reporting, we were taking our first steps in the discussions with Social Enterprise UK following a client's recommendation to pursue this avenue.



Corps has been a certified social enterprise in the UK since Summer 2021. In our last ESG report, we had just begun the journey with Social Enterprise UK. However, in the last year, we have elevated our commitment and positioning to become the largest social enterprise in the UK as well as an award-winning one.

With more forward-thinking businesses wanting to use their spending power for good, Corps' social enterprise status can help them achieve their goals.

- We can help customers enhance their own ESG credentials.
- We can provide a proven commitment to diverse supplier spend.
- We can help customers demonstrate to shareholders a commitment to buying from a social enterprise.
- We can offer a creditable charitable outlet, aligned with our own social mission, providing much needed funds to charities helping ex-military personnel.



### **Ethical, Accountable and Transparent**

As the oldest security company in the world, what makes us truly special is that we were established with a very clear social mission: to help veterans in need by providing gainful employment to ex-service personnel. Operating as a trust, our Board of Trustees safeguard this mission and ensure we stay true to our roots. Our company structure means we have no shareholders who require dividends, allowing us the financial freedom to price competitively and do what's right for our customers and their businesses.



As an ethical and socially conscious business, we would like nothing more than to see every company offer the ESG benefits we can. However, as it stands, our competitors would find it practically impossible to replicate our social enterprise status. Here's why:

- They have corporate structures fundamentally unaligned with social enterprise
- They have shareholders who require dividends
- They would have to change company constitution to reinvest or give away profits
- This would require the passing of a 'special resolution' – a 75% shareholder vote in agreement
- We are simply streets ahead in terms of offering our customers a future-proofed socially responsible option.

### How did Corps Security qualify?

The strict covenants for entry into the social enterprise scheme would be considered tough for most businesses, not least one with an operational team exceeding 3,000 colleagues.

**A Clear Social Mission:** Corps was founded with a primary mission to provide gainful employment to service men who had served our country in the Crimean War, which came to an end in 1856. This clear mission, providing support and engagement with a small but underrepresented social group of society, ensured Corps met this requirement. Although the wording of our mission has changed for the modern world, our commitment to the support and nurturing of veterans remains our primary mission.

**Reinvestment of Profits:** Social enterprise conditions dictate that at least half of its profits or surpluses are reinvested or donated towards its purpose or mission. Corps' connection and support of **Combat Stress** is engrained in our operations, ensuring we qualified for social enterprise status on this point too. Recently awarded contracts have committed to providing 1% of contract value to Combat Stress for the duration of the agreement.



**COMBATSTRESS**  
FOR VETERANS' MENTAL HEALTH

**Independent Business:** Corps is an independent business, owned by a trust. This means our operations exist for the benefit of people and the planet, not financial reward.

**Ethical and Accountable:** Corps remains accountable for the way we operate and the impact we have on society and the planet. Much contained within this ESG report confirms our commitment to remaining accountable against many factors the business can control.

Our social enterprise status confirms and upholds our commitment to our people, planet, and purpose.

### Our People

Our most significant commitment is to our people.

The biggest challenge as a business is to maintain a positive culture driven for success and a commitment to service with more than 3,000 colleagues spread across hundreds of locations all over the UK. Most people we employ are contract staff working at a customer's location, which can lead to a disconnect from our culture, values, and the mission to which we hold so dear. In 2022, we initiated a systematic review of our communications, policies, and commitments to colleagues with a view to improving the company culture and increasing engagement with our growing colleague base.

Corps has an enviable colleague support structure, with growing benefits of which we are immensely proud, and we can attribute this focus on people as the reason our colleague retention remains strides ahead of other security companies and any other organisation of comparable size.

## An operation comprising over 3,000 colleagues





### Providing a Real Living Wage

At Corps, we believe that everyone has the right to a fair real living wage. We continue our membership of the Living Wage Foundation's Recognised Service Provider Scheme. As detailed in previous reports, all operational, sales and support colleagues employed at operational sites across the UK are paid above the real living wage.

Our consistent challenge has been to bring our contract colleagues, the officers working at our customer sites, in line with operations personnel. In 2022, we reported that we had reached our goal of 75% of contract colleagues on the real Living Wage as set by the foundation. By the beginning of 2023, that number had further increased to more than 95%.

In 2022, it was announced that the Real Living Wage, set by the Living Wage Foundation, would increase in line with the current economic environment. Due to rising inflation, especially on food following the invasion of Ukraine by Russia, the cost of a basket of food had seen incredible and unprecedented increases. As such, the real Living Wage set the largest year-on-year increase ever recorded – 10.1%, bringing the hourly rates to £10.90 in the UK, and £11.95 in London.

Such a large rise in the base pay rate had a significant impact on the number of our colleagues being paid the Living Wage when it was introduced in May 2023. Anticipating this increase, in Q4 2022, the senior management team, developed a number of alternative solutions to help customers meet our joint obligations here and only a small number of customers have in fact left Corps Security, with the vast majority recognising the importance of continuing to pay the real living wage. Currently we remain at just over 95% of colleagues being paid the living wage, and the target is for this to be at 100% by the end of the year.

Our CEO, Mike Bullock, remains part of the foundation's leadership group, co-chairing the Group since March 2022. He has been fundamental in promoting the benefits of offering the real Living Wage as standard across the FM sector to both employees and businesses. Through his efforts, Mike has been encouraging clients, suppliers, and organisations across the business sector to educate themselves by visiting client and corporate events, attending networking groups and penning articles in industry publications.

In 2022 75%  
of all colleagues  
across the business  
were paid the real  
living wage.



By the beginning of  
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95%.



The target is for  
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year.



### Corps Together

At Corps, equality, diversity, and inclusion (ED&I) are expected, not simply requirements. Our colleagues are some of the most diverse of any business – something we remain deeply proud of.

Our Corps Together initiative is not just a policy; it is a charter of commitments to our colleagues and that they make to one another. It underpins our core value – “Everyone Matters”. Corps Together aims to unite all colleagues to ensure a safe, welcoming, accepting, and inclusive workplace for all. Corps Together is run by a passionate group of volunteer colleagues called ‘Guardians’ who protect six key commitments from the company: Talk, Opportunity, Goals, Education, Talent, Honesty, Equality and Respect.

Corps Security has partnered with PILAA, an expert in supporting businesses to deliver against ED&I goals. Its team is directly engaged with Corps Together and the Guardians, committing Corps to improve and develop our colleague protected characteristics and provide free training for colleagues (including learnings around language, dealing with difficult situations, disability awareness and LGBTQ+ issues, and more).

Working alongside PILAA, Corps Together has increased support for the protected characteristics and is developing wider colleague engagement through support and network groups to ensure people can engage with the team on issues that matter to them.

Our extended characteristics now encompass: Race, Age, Disability, Religion or Belief, Sex, Sexuality, Gender Reassignment, Marriage and Civil Partnership, and Pregnancy, Maternity and Paternity.

Corps Together will continue to undertake its annual ED&I survey with all colleagues, which the company will use to evolve our policies and protect our people’s rights, passions, and beliefs.

## Equality, diversity, and inclusion are expected at Corps



Corps Together is operated by a passionate group of volunteer colleagues called ‘Guardians’





### Colleague Charter

Our Colleague Charter represents our commitment and support for all colleagues. Based on the acronym PRIDE (promise, respect and recognition, information, development, and envoys) it applies to every one of us, always, and we are delighted to see this commitment personified in every colleague across the organisation.

### Corps Connect - our Colleague Portal

In our last report, we cited the ongoing 'journey of finding innovative, exciting, and interesting ways to communicate with our colleagues'. In the report, we referenced the use of Corps Connect, our in-house colleague communication and employment platform.

Historically, a fundamental challenge we have faced as a business is the quality and consistency of our colleague communication. In response, the company undertook a systematic review of our communications, with support from our external communications agency, focusing on improving Corps Connect.

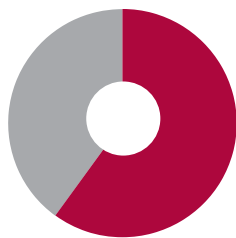
After months of consideration and exploring various platforms, Corps Security chose to partner with a provider already known to us, Reward Gateway. Having already operated our Cycle to Work Scheme through its digital solution, Reward Gateway's proposal provided what we needed to increase our colleague engagement. In addition, our internal team, led by our new internal communications specialist, can update colleagues instantly.

Corps Connect is a fully branded, easy-to-access interface accessible for all colleagues. It launched to operations teams in March and all contract colleagues in April 2023. The platform provides:

- Regular company news and updates
- A Reward and Recognition section where colleagues can thank and support individuals who perform above and beyond their line of duty
- A Benefits section offering money off everything from a weekly shop to holidays and even a car MOT

All 3,000+ colleague have unique access with their own account





**61%**  
of our colleagues either agreed or strongly agreed that Corps Security proactively promotes ED&I

tailored to their role. Colleagues can find help with the cost of living, company policies, benefits and documents, and an open communication line directly to the CEO. Access to our training and development programme is accessible alongside news and updates from Corps Veterans Association and Corps Together.

In our next ESG report, we will include an impact report on the introduction of the new Corps Connect platform on company culture, engagement, and colleague retention.

### Your View Matters

Our annual colleague survey, Your View Matters, is the primary opportunity for our colleagues to provide feedback to us anonymously. With our guiding principle, 'Everyone matters', Your View Matters ensures all Corps colleagues can raise their views on important elements of our operation and their employment.

In 2022, we received varied feedback from our colleagues. 61% of our colleagues either agreed or strongly agreed that Corps Security proactively promotes ED&I. 60% also agreed or strongly agreed they could approach the senior team if they had an issue with ED&I. 80% of our colleagues believe we offer a good service to our customers, while 7 in 10 felt our heritage is important to them and our customers. Importantly, 68% of our colleagues are planning to stay with Corps Security for the long term, a rise since 2020. One colleague commented: "I think Corps Security has come on leaps and bounds in the last 12 months with the Corps Together initiative and receiving social enterprise Status."

### Cost of Living – Minimising the effects on our colleagues

Following the dreadful invasion of Ukraine by President Putin of Russia, our primary support for our colleagues is focused on their welfare, especially their mental health, and the invasion's impact on the cost of living.

Our new Corps Connect platform offers multiple strands of support for our colleagues, some regularly updated by Reward Gateway and communicated to our colleagues via notifications and emails. In addition, our internal communications team have developed sections of the platform to offer advice, guidance, and support – linked to reputable sources – around reducing energy bills, accessing discounts, and offers on goods to reduce

the cost-impact of everyday life.

Our employee assistance programme remains in place to support colleagues on physical and mental wellbeing. Every colleague has free access to activities, articles, videos, education tools and workplace mental health support, which includes direct access to mental health support personnel.

### Funding SIA Licenses

All Corps Security colleagues at an operational level are Security Industry Authority (SIA) trained and licenced. This is a legal requirement. However, the cost of the training and licences can be a significant barrier for potential new employees to join Corps. To that end, and as previously reported, we have continued to fund new colleagues training and licence application fees when joining the Corps family.

In addition, all licence holders are subject to regular upskilling and licence renewals. Corps will continue our commitment to funding upskilling training for colleagues and supporting with SIA licence and badge renewals to ease the financial burden for our dedicated colleagues.

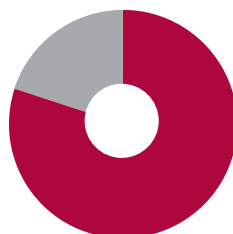
### Colleague Welfare Fund

The Colleague Welfare Fund is a financial lifeline for colleagues who face a sudden costly burden that could be adversely affecting them. We are acutely aware that many of our frontline colleagues are on a living wage and may not always have the capacity to save for 'life's little emergencies'.

The fund is agreed with the senior leadership team but is managed by operational teams. Our Colleague Welfare Fund team has the capacity to agree support funding for our colleagues, without having to go through unnecessary, slow, and bureaucratic processes. The fund can be used for essential vehicle repairs, broken down boiler repairs, or similar unexpected issues.

To avoid the need for the fund to be used for costs related to personal loss, the leadership team, championed by CEO Mike Bullock, has introduced a new benefit to support our colleagues' families in the event of their passing in service, providing not just financial but emotional support too.

**60%**  
agreed or strongly agreed that they could approach the senior team if they had an issue with ED&I



**80%**  
of our colleagues believe we offer a good service to our customers

**68%**  
of our colleagues plan to stay with Corps Security for the long-term



## Company sick pay 14 days (3 waiting days) after 1 year of service

### Employment Benefits

Alongside the benefits we have mentioned, all colleagues have several employment benefits which offer everyday assistance to cut living costs and other long-term benefits. These include:

- Company sick pay – 14 days (3 waiting days) after 1 year of service
- Pension Scheme
- Full company uniform (paid for by Corps Security)
- An improved Maternity and Paternity Policy
- Access to perks, discounts and offers via Benefit Hub
- Reward & recognition scheme
- Long Service Awards
- Access to HSF scheme
- Employee Assistance Programme – 24/7 confidential and professional wellbeing support
- Award-winning training opportunities
- Refer a Friend recruitment bonus scheme
- New business lead scheme.

### Veteran Support

Our unwavering support for the veteran community remains the backbone of Corps Security, which qualified us for our social



enterprise status and will remain the mission of the business as it has been since our inception. Since the last report, we have taken further strides in our support for veterans.

### Combat Stress

Corps' commitment to our charity partner Combat Stress, the UK's leading charity for veterans' mental health, grows with each passing year.

Alongside the extensive fundraising efforts across the business, Corps continue to support and encourage donations from our customers. To enhance our donations from profits, we have continued to provide prospective customers with the opportunity to be involved in our efforts too.

During the bid or tender process, we provide an optional investment package that includes a donation of 1% of the contract value (not profit) to Combat Stress. This allows our customers to engage with our vital social mission, which helps them achieve their own social value goals while making a difference to the lives of veterans.

A study undertaken by the Corps team, using a typical manned guarding contract proposal, identified that, over the course of a fiscal year, the 1% donation would fund five individual sessions with a psychiatrist for a veteran, 22 one-to-one sessions with an occupational therapist, four days of funding for the Combat Stress Veteran Helpline, 29 video therapy sessions at home, and 89 veterans attending peer support group meetings in the community.

### Corps Veterans Association

Corps created the Corps Veterans Association to provide a safe space for the ex-forces' men and women across our organisation to unite, share experiences and guide one another on the integration into civilian life.

Our Veterans Association keeps Corps' bond with the UK Armed Forces alive, moving it beyond simply the ability to communicate. A new standard has been produced and, in full military style was formally blessed to mark the official launch of the association to both colleagues, peers, and the wider military community on



23rd May 2023.

During 2023, the Corps Veterans Association will be directly linked to the Commissionaires service provided by Corps Security. As this is a not-for-profit service, all profits will be donated to the association to fund activities and attendance of significant and essential events, such as Remembrance services across the country, and attendance of notable military and royal engagements.

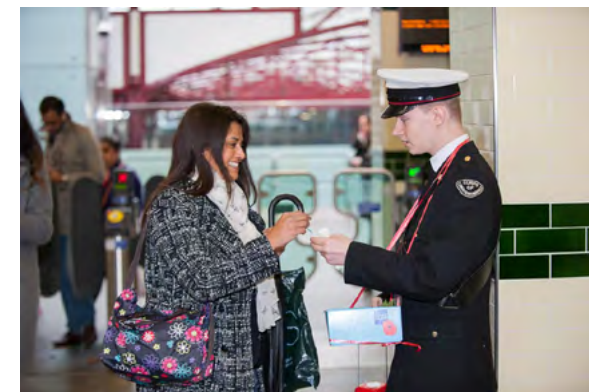
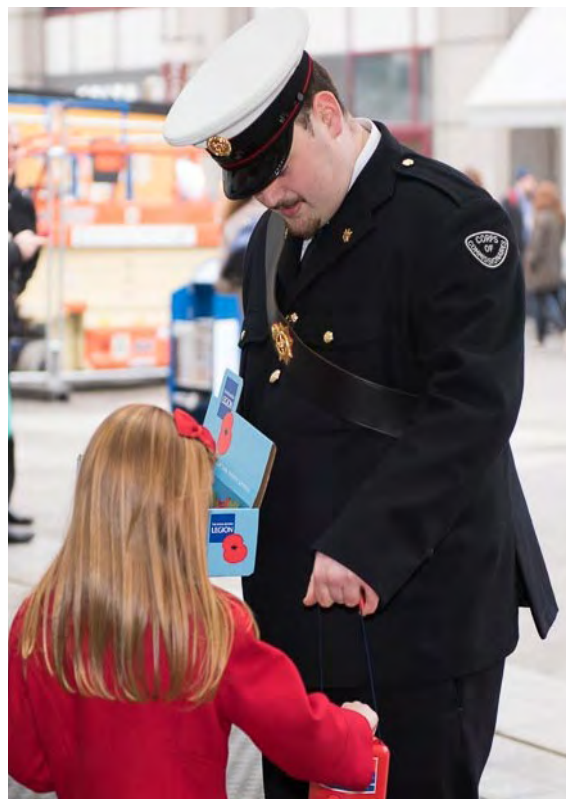
### Community Activities & Fundraising for Veterans

Alongside our commitment to Combat Stress, we provide support for the Soldiers, Sailors, Airmen and Families Association (SSAFA), which provides lifelong support to servicepeople and veterans from the British Armed Forces.

At Corps, we always match employees' own fundraising and will continue to offer paid time off to colleagues for volunteering activities. Every year, we participate in the Poppy Appeal with many of our Commissionaires selling poppies, working closely with customers to ensure everyone can be involved. We will continue to support other activities in the community, such as Armed Forces Week in June where we run a social media campaign around the SSAFA Salute and a Big Brew event.

### Links to the Armed Forces

Corps continues to employ a significant number of former service personnel, some of whom may struggle to transition to civilian life. We provide a place where they can find meaningful employment in a culture with some similarities to the Armed Forces, helping them adjust. For Corps, this is about fulfilling our responsibility as part of the Armed Forces Covenant – the promise by the nation to ensure that those who serve or who have served in the forces, and their families, are treated fairly. Corps is a proud member of The Defence Employer Recognition Scheme (ERS). The scheme encourages employers to support Defence and inspire others to do the same. It encompasses bronze, silver, and gold awards for employer organisations that pledge, demonstrate or advocate support for Defence and the Armed Forces community, and align their values with the Armed Forces Covenant. At the time of our last report, Corps had achieved silver status with the goal of reaching gold standard.



We are delighted to say that Corps holds the gold status.

Corps is a keen supporter of the Reserve Forces, something that is important to many of the service personnel within our colleague base. We continue to offer two weeks of paid leave to enable colleagues to undertake reservist activities. We understand that this reinforces our veterans' connections to their Forces family, which can help improve their mental health.





# Corporate Governance

Corps Business is an award-winning, trust-based independent company. As an independent business, we do not have shareholders to pay. We commit all profits to reinvestment and donations to our nominated charities.

The company has always focused on ensuring that its corporate governance reflects the highest principles, making us aware of the UK Corporate Governance Code. Therefore, the board has welcomed the introduction of the Wates Corporate Governance Principles for Large Private Companies. The board applies the six principles set out in this document to its corporate governance.

Shrinivas Honap



The board has two committees (an Audit Committee and a Remuneration Committee) both of whose terms of reference cover the points recommended by the combined code.

The duties of the Audit Committee include monitoring the internal controls throughout the group, approving the group's accounting policies and reviewing the annual financial statements before submission to the board. The committee meets approximately three times a year. Mr N. K. Pearch was Chairman of the Committee until his resignation on 30 April 2022 and has been succeeded by Mr S. M. Honap. Mrs F. E. Strens is a member of the committee. Representatives from the auditors attend part of the committee meetings. The board receives the minutes of all Audit Committee meetings.

The Remuneration Committee was appointed to establish and implement a formal and transparent procedure for developing policy on executive remuneration and recommending remuneration packages for the non-executive directors and individual executive directors for board consideration and approval.

Fiona Strens



Throughout the year, the committee was chaired by Mrs F. E. Strens and included Mr S. M. Honap. The committee meets at least twice a year to consider remuneration matters relating to all board members and senior executives. The objective of the committee is to ensure that the group board members have appropriate incentives to encourage enhanced performance and are rewarded for their individual contributions to the success of the group in a fair and responsible manner. In determining such packages and arrangements, the Remuneration Committee has due regard to the combined code recommendations as well as the industry norm.

## Our Customers

Corps is fully transparent about governance during the bid process. Our governance is communicated in all proposals, provided in written documentation when required, and documented in our policies and website, which is available for public view.

During the bid process and on first communication with Corps, we consistently run a background check on businesses. We have a strict code of conduct when it comes to partnering with new companies and are not averse to refusing services to companies that do not meet the necessary standards set by the Corps leadership team.

Corps will actively encourage all future contract customers to follow our example and pay, at a minimum, the real living wage. This is reflected in our pricing model and is openly provided and communicated to prospective customers. In addition, our team will review all ESG policies to ensure mutual benefits can be achieved for both companies.

### Our Supply Partners

We operate a small network of trusted supply partners that provide support in areas such as marketing and PR, website design and maintenance through to specialist software providers for employee scheduling and accounting. Where appropriate, partners who directly support our operations teams are ACS accredited in line with SIA guidelines.

We are in constant dialogue with our partners and consider them part of our extended team. They attend company events and are fully engaged with our activities. We also adhere to the Prompt Payment Code, always paying our suppliers on time within the terms agreed at the outset of the contract. Our average payment terms are 45 days. As an accredited Living Wage employer, we ensure that our regularly contracted suppliers (those contracted personnel who work two or more hours a week, for eight or more consecutive weeks a year) are paid the Living Wage.





## Letter from Chris Nickols



As a former Trustee of The Corps of Commissioners for a number of years, followed by Non-Executive Board roles since 2020, I am fully aware of the company's commitment to Corporate Social Responsibility and ESG. The impressive results of the last ESG report seemed challenging to repeat. However, this year the company's activities extend into wider Corporate Sustainability and our commitment to the UN 17 goals to ensure worldwide Sustainable Development.

The company has reaffirmed its clear intent to retain the social mission envisaged by Captain Sir Edward Walter KCB back in 1859. Our more modern approach has evolved to support veterans in need throughout society, not just with employment. That commitment, alongside our charity partners, is positively impacting the quality of life for many of those who have served our country and their families.

In the last year, our governance has once again proved beneficial to the company, as the value of being a Social Enterprise has led to substantial growth in 2022/23. Social value is seen as increasingly important in our evolving world, and our commitment to our social mission - alongside our vision and values that have been the backbone of our organisation since its conception - remains at the forefront of our business strategy as we approach our 165th year of operations in 2024.

In our Corporate Sustainability, Corps' commitment to our people, planet and purpose is demonstrated in our focus on Employment Rights, Equality, Diversity, and Inclusion through to broader issues such as Modern Slavery. These issues exist in

British society, and it is right to address them, but they equally impact populations across the globe. Our commitment to Corporate Sustainability means that our expert team review our supply chains, engage with our partners and prove that our operations do not negatively impact any global society. We can now digitally assess and report on our business activities, and I look forward to seeing the first set of outcomes in our evolved 2024 ESG Report.

My final comment on this report is one of pride in the increasing value we are placing on our people. The passion and drive to ensure fair pay for all resulted in us reaching our Real Living Wage milestone last year. Our team have used recent significant Living Wage increases as an opportunity to engage, educate and empower our customers to join our mission to provide a fair wage for all colleagues.

Corps of Commissioners remains committed to our pledge to support our people, planet and purpose and I thank our colleagues, customers, and partners for their ongoing support in achieving our goals.

A handwritten signature in black ink, appearing to read 'Chris Nickols'.

**Chris Nickols CB CBE DL**

Chairman

Corps of Commissioners Management Ltd