



ESG Report

2024-2025

Pickfords

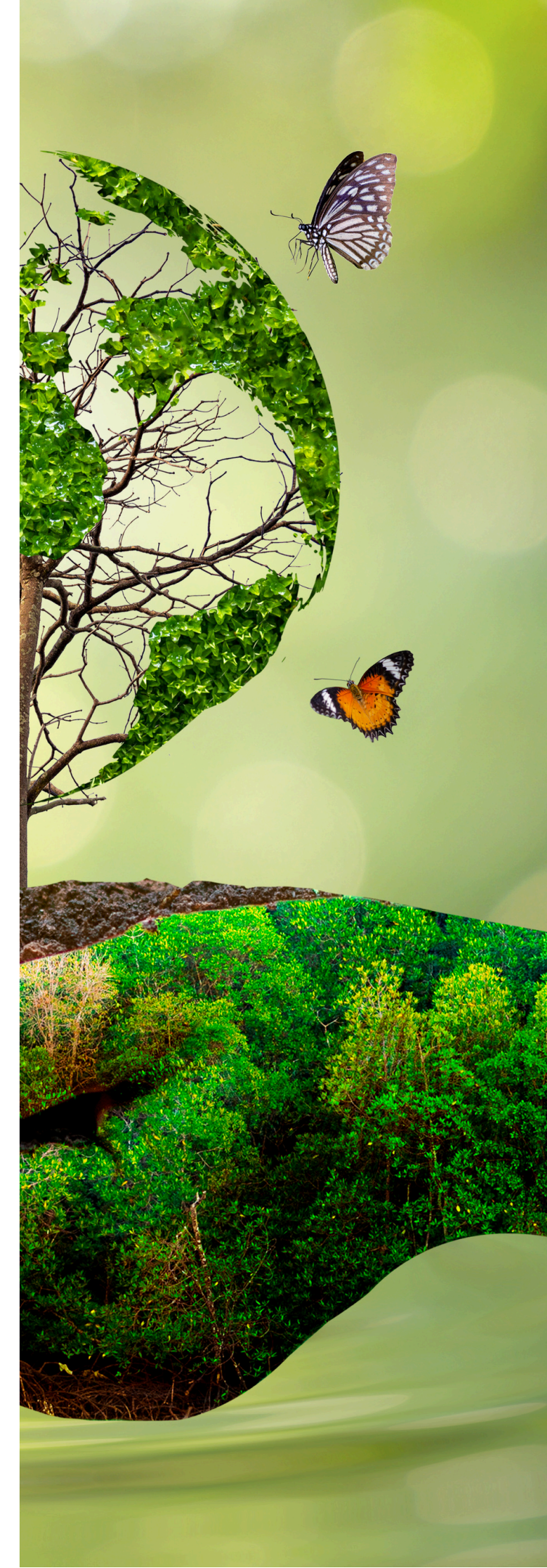
Introduction

This report covers the period of 2024 -2025.

The Senior Executive Team at Pickfords determines the ESG topics that are relevant to its business, employees and stakeholders at regular Executive meetings throughout the year. The principles and priorities are detailed in a Materiality Assessment and are revisited at each Senior Executive meeting as a regular agenda item. Our ESG programme is embedded in our Senior Leadership priorities.

About Pickfords

Pickfords is the UK's largest relocation, removals and storage company. Our owned transport operations serve every postcode in the UK. Our international network, the Pickfords Global Network relocates individuals and families to two hundred locations worldwide. Our challenge as a transport company is to reduce our carbon emissions and the impact of our business operations on the environment.





Executive summary

Mark Taylor

Managing Director

I am pleased to share Pickfords' latest ESG report, which highlights the steps we have taken this year to improve how we run our business, support local communities, and reduce our impact on the environment. Looking back on 2024/2025, there were many standout moments for me.

We made real progress on our ESG journey, showing our ongoing commitment to being more sustainable and socially responsible. One big step was adding an electric vehicle to our fleet and rolling out a new waste policy to meet updated regulations introduced in March. This included better sorting of waste to reduce what goes to landfill.

We also launched an air pollution policy to help protect both our people at work and the environment. On the people side, we introduced an HR dashboard to track workplace goals and saw a positive trend in our Diversity Index. We also made progress in closing the gender pay gap, launched a new Employee Assistance Program, and trained our managers in mental health awareness to support a healthy, balanced workplace.

In our communities, we continued to back important charities such as The Salvation Army, Young Minds, Healing Military Minds, and Soldiering On. We also supported the Removers Benevolent Society, helping colleagues in our industry who are facing tough times.

As part of our focus on nature, we supported environmental charities like Tusk, the Woodland Trust, and the Marine Conservation Society. My Nature Team is full of ideas to help restore nature and reduce the environmental impact of what we do.

Our Sustainability Team also created a new environmental policy this year, with clear and measurable targets. We have registered these with SBTi.org, a global organisation helping businesses fight climate change. One of our next big goals is to start measuring our Scope 3 emissions – these include indirect emissions from things like our suppliers and business travel – so we can fully understand and manage our carbon footprint.

This report covers our three areas of focus; environmental impact, social contribution and corporate governance.

Our areas of focus

This report details our performance against these three areas of focus

Environment

Carbon reduction
Recycling and reuse
Energy usage
Air Pollution
Nature restoration
Sustainable buildings
Business commuting
Supply Chain

Social

The workplace
Diversity and equality
Employee wellbeing
Gender Pay Gap
Fair practice
Career opportunities
Customers
Community engagement

Governance

Ethical framework of business
Anti-corruption and Bribery
Data security and privacy
Policies
Stakeholder communication
Quality accreditation framework



The environment

Our commitment to Net Zero: Tackling greenhouse gas emissions

Pickfords is committed to combating climate change. We have been measuring our carbon emissions since 2019/2020 and have a robust carbon reduction plan in place to achieve Net Zero by 2050. Our comprehensive approach includes tracking:

Scope 1 emissions: These are our direct emissions from sources we own or control, primarily our fleet's fuel consumption.

Scope 2 emissions: These are indirect emissions from the purchased electricity used in our offices and warehouses.

Scope 3 emissions: This covers all other indirect emissions throughout our value chain, such as upstream transportation, employee commuting, and waste generation.

In 2025 we have added Scope 3 emissions to our carbon measures. We felt this was important because Scope 3 addresses areas like upstream transportation, employee commuting and waste management. By measuring these emissions, we can identify areas for improvement and focus on reduction in the years to come.

Our 2023-2024 carbon reduction plan will therefore show an increase in emissions as Scope 3 was not included in Pickfords' Baseline Measures.

To ensure our efforts have impact and are verifiable, our carbon reduction plan sets science-based targets. We have officially registered our intent to reduce our carbon with SBTi.org in 2025, demonstrating our commitment to rigorous, validated goals.



We achieved our goal of committing our carbon reduction targets with SBTi.org



DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Environmental policy

In 2025 the Senior Executive team documented the factors affecting our business and our impact on the planet and our local communities in a materiality assessment document. This has allowed us to clarify our focus and set planet goals for our employees to help us achieve our carbon reduction targets. This document is regularly reviewed at senior level.

In 2025 we used our assessment to create a new environmental policy with qualitative and quantitative targets. We also reviewed our recycling policy to align with our environmental goals.

Here is how we are working to reduce our carbon footprint:

Fleet management and fuel efficiency: We have a fleet replacement plan in place to improve the fuel efficiency of our fleet. We are optimising routes and transitioning to alternative fuels with the introduction of our first electric van to the fleet. All our drivers receive CPC Training to ensure they drive responsibly and sustainably.

Green freight options: For air and sea freight, we recommend green shipping lines and present these environmentally friendlier options to our clients. We are working on a carbon calculator to help our consumer and business accounts make informed decisions.

Energy consumption: We are actively reducing energy use in our offices and warehouses through initiatives like LED lighting and switching renewable energy. We also run internal "switch the lights off" campaigns and continue to regularly review our lighting systems.

Pollution and waste reduction: We have a clear Air Pollution Policy and have installed Pollution Monitors at our warehouse locations. Our warehouse managers actively monitor air pollution to ensure our employees work within a healthy workplace.



Market-based CO₂e emissions per employee decreased by approximately 17.9% from 2022/23 to 2023/24*

*Excluding Scope 3 added in 2023/2024

Environmental policy and services

We are working to reduce single-use plastics and paper usage in the workplace, including developing digital portals to minimise physical documents.

Waste management & circular economy initiatives.

At Pickfords, we are dedicated to minimising waste and embracing circular economy principles. In 2020, we thoroughly reviewed our packing materials inventory, ensuring all materials we use are 100% recyclable. When plastic is necessary, we source materials made from at least 30% recycled content that are also fully recyclable.

Our waste management strategy also includes several key initiatives:

Robust recycling and reuse programmes: We have a clear policy for recycling cardboard, plastics, and other materials. We also facilitate donation and reuse programs for unwanted client items.

Customer-centric recycling: We encourage our customers to recycle on moving day through our "Move Day Charity Collection" service in partnership with the Salvation Army. Pickfords provides a "Box of Hope" for customers to fill with unwanted clothes and bric-a-brac, which we then collect for resale or reuse.

Comprehensive end-of-life management: As an authorised waste carrier, Pickfords offers services to recycle, reuse, or resell old furniture, extending its lifespan.

Waste management training: We have provided training for our warehouse managers to segregate waste and reduce the % of waste sent to landfill.

Looking ahead, in 2025, Pickfords established specific waste management goals for our operational managers. We are actively working to reduce the amount of waste sent to landfill through enhanced segregation and onsite recycling efforts across our operations.



Environmental performance

Our carbon reduction plan for 2023 /2024 showed an increase in carbon emissions due to business expansion and growth.

In 2023/24 we added Scope 3 to our carbon measures, which included additional areas of scope. Our carbon emissions therefore are reported as growing, but this is expected with these new areas of focus.

To track our progress, we have measured our market-based Scope 1 and 2 emissions in 23/24 and compared them to the same measures in 22/23. This comparison showed that our revenue has increased and our CO2 emissions have decreased per £m turnover by -17.9%. This is a direct result of our carbon reduction initiatives in the period - particularly in the area of energy usage and seafreight.

	2019/2020	2022/2023	2023/2024	Change on baseline year (%)	Change on previous year (%)
Market-based Scope 1 and 2 tonnes of CO ₂ e	1,690.83	2,605.58	2,179.25	+28.9%	-16.4%
Market-based based Scope 1 and 2 tonnes of CO ₂ e per employee (FTE)	4.24	5.65	4.55	+7.3%	-19.5%
Market-based based Scope 1 and 2 tonnes of CO ₂ e per £M turnover	35.73	39.62	32.53	-9.0%	-17.9%



Market-based CO₂e emissions per £M turnover decreased by 17.9% from 2022/23 to 2023/24*
*Excluding Scope 3 added in 2023/2024

Our commitment to nature: Pickfords' nature positive approach

Pickfords is a Nature Positive company, working to restore and regenerate the natural environment. As part of our comprehensive carbon reduction strategy, we have identified fleet and waste management as key areas for significantly reducing our environmental impact.

To drive these efforts, Pickfords established its own Nature Committee. In 2024/2025, this committee completed several projects aimed at mitigating our operational footprint and enhancing biodiversity:

Local ecosystem support: We created a butterfly garden to encourage local pollinators and a Bug Hotel to support insect populations. We also planted wildflowers at our Kings Langley head office to enrich the local environment.

Biodiversity sponsorships: Beyond our direct actions, we sponsor beehives to support vital pollinator populations. We also invest in charities like Tusk, dedicated to protecting African habitats and endangered species, and contribute to cleaner ocean programs with the Marine Conservation Society.

Investment in reforestation: To further offset our carbon emissions, we planted 210 trees and donate to the Woodland Trust each year to support reforestation projects.



Environmental compliance

A cornerstone of our operations

At Pickfords, adherence to all relevant environmental laws and regulations is a fundamental pillar of how we operate. Our Sustainability Manager regularly reviews the aspects and impacts of our operations, and our scores are subject to audit by an external body.

Our long-standing dedication to environmental stewardship is demonstrated by our pioneering achievements: Pickfords was the first removals company to achieve ISO 14001 certification in 2000 for its robust environmental management system.

In 2024 Pickfords achieved Eco Vadis Bronze Award accreditation, which places Pickfords in the top 35% of companies in the UK. Our ESOS report supports our strategy and ensures Government sustainability requirements.





Social value

Employees and labour practices: Fostering a fair and inclusive workplace

At Pickfords, we are committed to fair practice and fostering a diverse, equitable, and inclusive (DE&I) workplace. This commitment is woven into the fabric of our company culture and supported by a range of policies and initiatives:

Diversity, equity & inclusion (DE&I): We promote a diverse workforce, ensure equitable opportunities, and cultivate an inclusive culture where everyone feels valued. We conduct an annual diversity survey to monitor our Diversity Index, which currently stands at 0.8, reflecting the international nature of our business. Our recent survey also revealed that nineteen languages are spoken within the company. We meticulously measure our Gender Pay Gap each year, and this data directly informs our recruitment policies to ensure fairness.

Employee well-being: The health and safety of our employees are paramount. We offer comprehensive wellness programmes, robust mental health support, and conduct ergonomic assessments for our drivers and movers. This includes dedicated mental health training, mental health wellness plans, and readily available counselling support. Our Employee Assistance Programme (EAP) Wisdom, provides free, confidential support, advice, and counselling services to help our employees thrive both in and out of the workplace.

Training & development: Our comprehensive Training Policy and quarterly 'Goal Tracker' process ensure continuous opportunities for skill enhancement, career progression, and professional development for all staff.



Diversity Index of 0.84 against a target of 0.7



Employees and labour practices: Fostering a fair and inclusive workplace

Fair labour practices: We rigorously adhere to all labour laws, ensuring fair wages, appropriate working hours, and the absolute prevention of forced or child labour. We provide essential Modern Slavery training to our staff, ensuring vigilance within our supply chain. Furthermore, Pickfords supports the Modern Slavery Helpline through our sponsorship of the Salvation Army.

Employee engagement & recognition: We foster a culture of open communication and engagement through regular Investors in People surveys and 'TEAM Briefings.' These briefings allow local teams to directly share ideas and feedback with the Senior Executive Team and Managing Director. Our Reward and Recognition scheme empowers managers to acknowledge and celebrate excellent performance that aligns with our core company values, which are the fundamental building blocks of our culture and underpin our commitment to exceptional customer service.

Social Mobility Compact. Pickfords is a signatory to the Social Mobility Compact, which reflects our commitment to recruiting fairly, encouraging diversity and equal opportunities and to create career and training opportunities for young people entering the industry.

Apprenticeships; Pickfords has an award-winning apprenticeship scheme and aims to create ten apprenticeship opportunities each year to young people from outside the industry and for existing staff.



10 Apprenticeships set up each year



0 issues of Modern Slavery raised in the period

Customers and community

Customer Satisfaction: Pickfords seeks feedback from its customers through several channels including Trustpilot and Google My Business reviews and digital customer questionnaires for its corporate accounts. The results of this information feeds into Pickfords' service improvement plans to ensure we retain focus on quality.

Ethical marketing and sales: Our business process and marketing team ensure that our customer communications, pricing and terms and conditions are transparent, easy to understand and accurate. Pickfords' terms and conditions have been created as 'The Large Print' for improved accessibility and understanding.

Community engagement:

Pickfords supports a number of charities including:

The Salvation Army. We support vulnerable families, including survivors of modern slavery and domestic abuse, the homeless and children in poverty.

The Removers Benevolent Society: We raise funds to support members of our industry facing financial difficulties.

Young Minds: We donate to support young people struggling with their mental health.

Supporting Nature:

TUSK: We offer time and resources to raise funds for endangered species and habitats in Africa

Marine Conservation Society: We raise awareness and funds to invest in marine conservation.

The Woodland Trust: We invest in the UK's largest woodland conservation charity to preserve our natural ecosystems.



£51k raised to support our communities



YOUNGMINDS





Supporting the military

Military Minds: Pickfords is a Forces Friendly Company and provides support to the UK's leading charity for veterans' mental health.

'Soldiering On.' Pickfords sponsors this organisation which provides support for wounded, injured, and sick veterans re-entering the workforce.

Human rights

Pickfords promotes Human Rights through its Supplier Code of Conduct and Modern Slavery Policy. All managers receive Modern Slavery Training to ensure they are alert to human trafficking in the supply chain and there is a whistle blowing policy for employees to report an incident.

Supply Chain Management

Supplier Code of Conduct: Pickfords has detailed its standards for companies to be a member of its vetted supply chain through its Supplier Code of Conduct. These standards include business ethics, environmental practices, and labour standards.



98% of managers received Human Rights Training



EMPLOYER
RECOGNITION
SCHEME

BRONZE AWARD

Governance

Corporate governance

Board Structure & Oversight: Pickfords is a minority owned company and is a member of MSDUK which is the UK's leading supplier diversity advocacy organisation. 30% of the Senior Executive team is made up of women.

Ethics & Anti-Corruption: Pickfords has an Anti-Bribery and Corruption policy, together with a Code of Conduct, which is signed by every employee. Our Code of Conduct explains our standards and shapes our culture and promotes ethical business practices and whistleblower protection, and training.

Data Security & Privacy

Pickfords takes a comprehensive approach to data security, prioritising the protection of sensitive customer and corporate information. We implement robust information security measures, including regular penetration testing, GDPR training for all staff, and alignment with ISO27001 standards to ensure best practices are followed. As a Cyber Essentials Plus certified organisation, we maintain strong technical controls to guard against cyber threats. Additionally, we are fully committed to compliance with all relevant data protection regulations, including the UK GDPR, ensuring that data is managed lawfully, transparently, and securely.

Transparency & Reporting

Stakeholder Communication: Our ESG performance is communicated through our annual ESG Report and includes our progress and achievements in our ESG journey.



100% of data security accreditations renewed.

Looking ahead with Mark Taylor



In the future, we are committed to doing even more. One new initiative will be introducing “Planet Goals” – specific environmental actions linked to each employee’s role, so everyone can help reduce our impact. We are also focused on making our supply chain more ethical and sustainable and tackling modern slavery risks.

We will continue shifting to digital processes to cut down on paper use and will be launching an Ecobox shop, where customers who move themselves can buy eco-friendly packing materials. Inside the business, we are aiming to reduce how much waste we send to landfill and will be encouraging everyone to help cut down on local energy use.

As Managing Director, I want to say a big thank you to all our teams for their amazing effort and commitment to our ESG work. Their hard work has played a huge part in helping us build a more sustainable, fair, and responsible business.

Whether it is making our operations eco-friendlier, creating a more inclusive and ethical workplace, or making sure we stick to strong standards, their contributions have really made a difference.

I am proud of everything we have achieved together and really looking forward to what we will accomplish next.

Mark Taylor
Managing Director



The background of the entire image is a photograph of several hands of different skin tones gently holding small green seedlings with soil. The image is overlaid with a semi-transparent blue filter. In the center, there is a solid blue square containing the company name and establishment year in white text.

Pickfords

Est. 1646