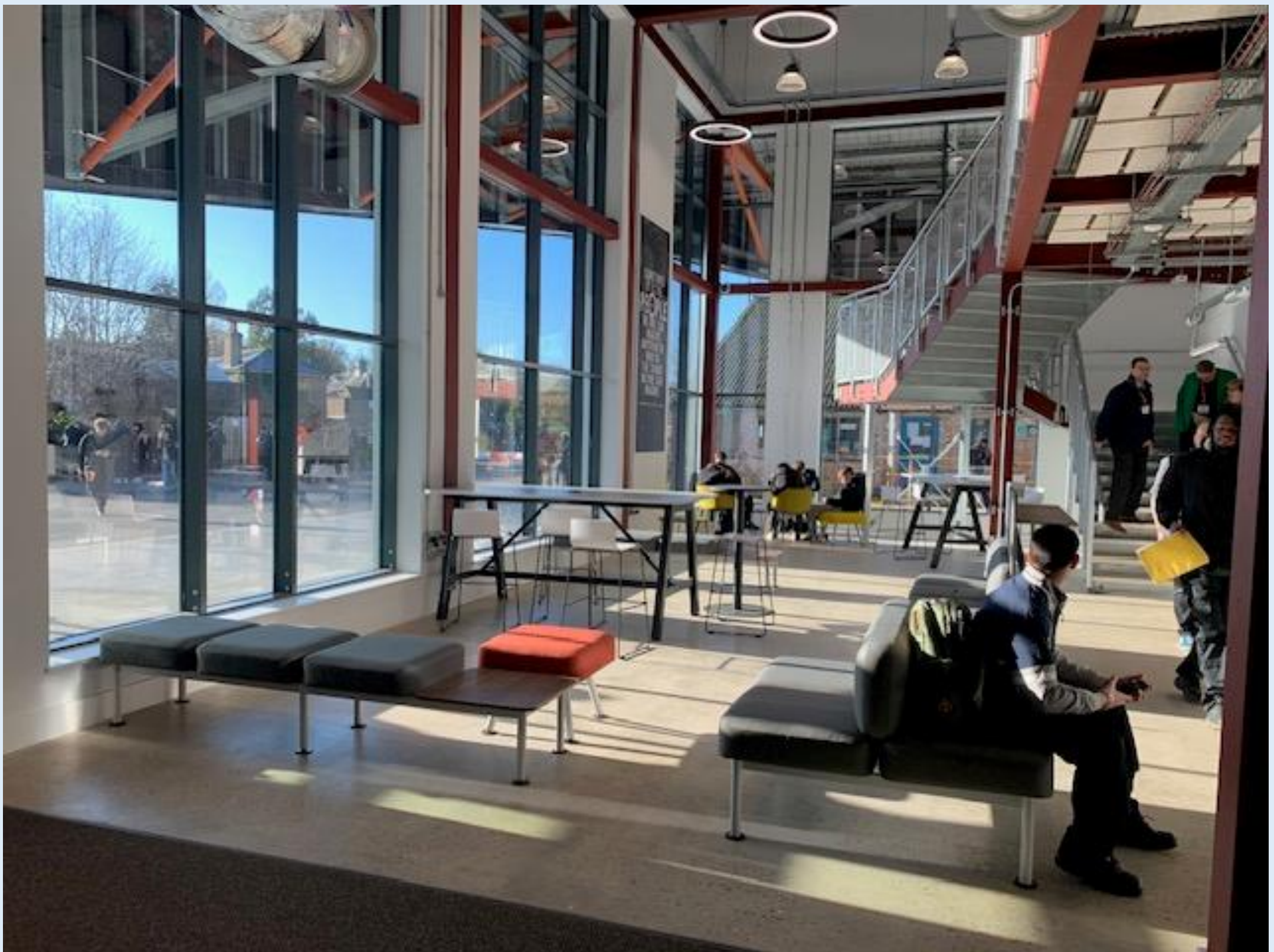


ESG Review

Serving our communities through generation of place-based environmental, social and economic value



Furnishing with Purpose

V11_June 2025

Fiona Edwards CMgr, MIEMA, CEnv



Our Vision

To be the trusted, expert designer and provider of workspaces that are better for People and Planet.

I'm proud to present the latest review of JPA's Environment, Social and Governance performance which we continue to embed into all areas of our business.

Reviewed annually, this document outlines ESG achievements, providing a baseline for future improvements in relation to Climate, Environment, People, Business, Partners and Community.

As a business, we engage with shareholders and stakeholders to create a positive legacy through the design, creation and maintenance of high-quality, circular workspaces.

We were delighted to have won The King's Award for Enterprise for Sustainable Development in 2023,an Ecovadis Platinum Medal rating and Albert Sustainable Supplier status in 2025.


Richard Cooksey
Chief Operating Officer



Furnishing with Purpose

JPA Workspaces are a second-generation family business established in 1974. We work across all contract sectors, focusing on product longevity and circularity to reduce carbon, waste, pollution and impacts on finite resources and biodiversity.

We're committed to supplying, maintaining and decommissioning workspaces in the most sustainable way possible. This is enabled through our business model which incorporates a mix of tangible products and intangible services designed and combined to meet the needs of People and Planet.

Buildings and construction play a major part in Global Warming, accounting for nearly 40% of energy-related carbon dioxide (CO2) emissions whilst also having a significant impact on our natural habitats. Our mission is to help clients consume less furniture and materials through better purchasing choices and re-use, then maintaining these products over their complete lifecycle with zero to landfill.

We support the RIBA2030 Climate Challenge and support UK Interior Design Declares as a signatory, pledging to raise awareness of climate and biodiversity emergencies and the urgent need for action amongst our clients and supply chains.



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Key Achievements to Date

47% Reduction against
baseline of Scope 1 emissions
from 2021 baseline

82% Reduction against
baseline of Scope 2 emissions
from 2021 baseline



Real Living
Wage
Employer
Certification



Good Business
Charter Accreditation

Maintained Zero to Landfill for
all waste streams

£59,235
Value of community
contribution
through furniture
rehoming in 2024



88% Score

Re-certification to
Furniture Industry
Sustainability
Programme in
2024



2023

Switched to renewable
gas and electricity



2023

King's Award for
Enterprise for
Sustainable
Development

£2.38million

Client savings through furniture
re-use, pre-loved and repairs to
date

Joined April 2022

RACE TO ZERO



2025

Ecovadis
Platinum Medal



Company values are the core values or standards that guide the way we do business. They sum up what our business stands for, influences our organisational culture and drives how and why we do things. While plans and strategies may change, the core S.O.C.C.A values of our business are constant.

Service

We are a series of departments that work as a single organisation intent on providing the best service possible. We work together and share our skills, knowledge and experience.

One Team

We are a series of departments that work as a single organisation intent on providing the best service possible to all stakeholders. We work together and share our skills, knowledge and experience.

Communication

We communicate effectively internally and externally. Each person and each department have clear understanding of their roles and responsibilities and how they fit into the JPA business machine, maximising productivity and efficiency.

Continuous Improvement

We work to continually improve our service and are open to changes to find better ways to work. This is achieved through personal development, process improvement, systems improvement and staying ahead of industry trends. Our clients do not stand still and neither do we.

Accountability

We are accountable and responsible for our own actions. Each person and department understand their responsibilities and is held accountable for achieving these.

Guiding Standards and Commitments

JPA business activity is guided by a set of audited standards, systems and processes.

These form the framework for managing the business for the benefit of all stakeholders including shareholders, staff, clients and wider society.

We apply ISO system management principles and the UN Global Compact Management model to the operation of our business to ensure continuous improvement against targets.

We are committed to upholding the 10 principles of the Ethical Trading Initiative, International Labour Organisation and Stronger Together programme within our own organisation and supply chain to ensure all workers are recruited fairly and free from exploitation.

JPA endorse the Real Living Wage Campaign as a RLW accredited company and also the principles of the Good Business Charter.

Externally verified carbon reduction plans are published in line with Science Based Targets (SBT) and ISO14064.

CERTIFICATIONS

- ✓ ISO14001
- ✓ ISO9001
- ✓ Net Zero Pledge
- ✓ FISP
- ✓ FIRA
- ✓ CHAS
- ✓ Cyber Essentials
- ✓ Ecovadis
- ✓ Good Business Charter
- ✓ Living Wage Employer
- ✓ Peninsula HR Support



The United Nations Sustainable Development Goals (UN SDG)

The 17 United Nations Sustainable Development Goal (SDGs) were adopted by all United Nations Member States in 2015, providing a shared blueprint for peace and prosperity for people and the planet.



Using the SDG as a framework we focus on 3 key areas to optimise our impact:

SOCIAL VALUE

- Good Health & Wellbeing
- Equality, Diversity & Inclusion
- Community Contribution

ENVIRONMENTAL VALUE

- Carbon Reduction
- Waste Reduction
- Supply Chain & Materials

ECONOMIC VALUE

- * Value Creation
- Ethics & Resilience
- Partnerships, Innovation & Collaboration

Good Health & Wellbeing



The Health and Safety of all those affected by our business activity is a fundamental priority. This includes our own teams, off-site customers, suppliers and members of the public.

We believe safe, trusting work environments and happy and healthy workplaces are essential to building a successful business.

Wellbeing Initiatives

Our 24/7, 365 days per year employee assist programme, provides free access to a range of support and advisory services to all our teams.

This is another step in raising our collective awareness of wellbeing, which we hope will contribute towards the positive mental health of our teams, improved emotional balance, family life, resilience, vitality and productivity.

24 hours of Bright HR training were completed in 2024.



Certifications and Accident Reporting

JPA work to the Health & Safety at Work Act 1974 to ensure the safety of staff, visitors, suppliers, members of the public and site-based customers when completing project work.

CHAS certification ensures safety and compliance, mitigating risks and supporting efficient supply chain management for all stakeholders on all sites.

RAMS - Risk Assessment Method Statements are completed to identify actions for safe completion of works for all stakeholders.

One in-house accident was reported in 2024 with no working days lost – non RIDDOR reportable with no effect on clients, members of the public or other JPA stakeholders.

An external H&S Review was completed by Peninsula in November 2024.

Improved Working Environment

2024 was a year of ongoing investment aimed at improving the welfare and wellbeing of our teams: These included:

- Staff engagement survey introduced
- Bright HR Praise introduced for staff recognition
- Employee of the Quarter recognition introduced
- Remote working options for office-based staff
- New breakout and lunch area
- Office space reconfigured for better communication
- New coffee making facilities
- Laptops for increased flexibility
- Bring your Dog to Work Day

Staff Engagement

We introduced staff engagement surveys in 2024 to establish baseline data and to work on how we can improve quality and range of engagement across the business.

By the close of 2024 we had increased response rates to our Employee Engagement survey from 78% to 86%. By the end of Q3, 85% of staff felt they had a good relationship with their manager.

Training

Team development, tailored career progression and professional qualifications are the building blocks for growth.

385 hours of training were recorded in 2024, averaging 13.5hrs per person, down on 2023 at 15hrs per person. This included 105 hours of ROSPA/CPD accredited training and Chartered Manager and Chartered Environmentalist professional qualifications achieved by company staff.

A 2025 training plan addresses all areas of JPA activity.



Bright Safe Training

Bright Safe health and safety software was onboarded in 2023. This supports us to manage health and safety obligations, training schedules and planning to prevent potential accidents and incidents for all stakeholders (staff, suppliers, customers and community) via a proactive approach to health & safety.

81 hours of Bright Safe H&S Training were completed in 2024, supported by Risk Assessments, Lunch and Learns and Toolbox Talks.

Equality, Diversity & Inclusion



JPA are committed to upholding the right to life and liberty, freedom from slavery and inhumane treatment, freedom of opinion and expression, the right to work and right to education. Our commitment to the Ethical Trading Initiative (ETI) Principles and Stronger Together Programme spans our operation, services and supply chain.

We strive to provide fair, inclusive and equal employment opportunities through robust recruitment processes, upholding labour rights through due diligence across our supply chains to prevent Modern Slavery issues.



Real Living Wage
JPA endorse the Real Living Wage Campaign as a certified RLW Employer, believing our staff deserve a wage which meets everyday needs. A Fair Wages Policy has been introduced alongside a Supplier Policy and Code of Conduct to ensure fair practice through our supply chain.

Modern Slavery
JPA have unanimous Shareholder and Director advocacy for eliminating modern slavery across our supply chains through recruitment, labour, materials, products and country of manufacture.

Despite being under the threshold of Section 54 of the Modern Slavery Act 2015, we have published a modern slavery website which is reviewed annually.

JPA are committed to upholding the principles of the Ethical Initiative, International Labour Organisation (ILO) and Stronger together Programme.

Increased Diversity
We want to increase diversity to drive innovation and create a more inclusive economy and this is reflected in our recruitment processes.

For suppliers this includes SMEs, companies owned by women, ethnic minorities, LGBTQ+ individuals, people with disabilities, and other diverse groups to create equal opportunity.

Representation
45% of our team are female with growing female representation in senior posts.

Our 2025 Leadership Team has 50% female representation spread across key roles.

28% of our team are from vulnerable or classified minority groups.



Talent Attraction and Retention
JPA have strengthened its brand and reputation to aid talent attraction and retention.

Our business has to stand out from the crowd with a meaningful employee value proposition to attract the team we need and making opportunities available to the widest section of the community. This is achieved through robust, inclusive recruitment processes, training and EDI policies, all published in our Employee Handbook.

Where possible we train and promote from within.

A quarterly employee recognition scheme was introduced in 2024 with all staff able to vote for each other through our Bright Praise system for instant and cumulative recognition.



Community Contribution



We are striving to create place-based social value within our operational communities by engaging locally, sharing our knowledge and connecting charitable, business and industry sectors.

We feel we can best serve these communities by creating innovative, mutually beneficial partnerships, engaging across variety of levels for a better understanding of the collective challenges we are facing and accelerating progress through marginal gains and collective impact.

Engaging with Local Business

JPA are committed to the development of regional business and keen to learn from the perspective of others. Locality simply makes this more meaningful with integration in the following ways:

- Patrons of Hertfordshire Chamber of Commerce
- Hertfordshire Futures Audit and Scrutiny Committee
- Non-Executive Board Member North Herts College
- Magistrate Support Scheme
- Founder members HertsGoGreen&Grow



Community Giving

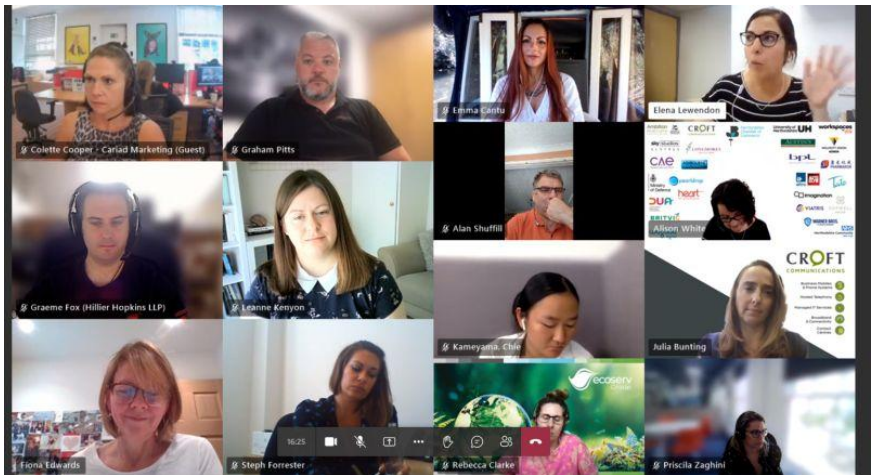
In 2024, the value of goods we donated to community organisations was £59,235.

The cumulative value of JPA's community furniture rehoming programme to date is £674,200 over 5687 items.

An additional £1700 was also donated to community fundraising activities during 2024.

Herts Go Green and Grow

JPA are founding members of Herts Go Green and Grow, a voluntary group helping local businesses of all sizes across Hertfordshire tackle climate change through shared knowledge and learnings.



Sponsorship

We were delighted to sponsor Shay Stewart, R6 National Super Sport Rider in 2024 and are doing so again in 2025.

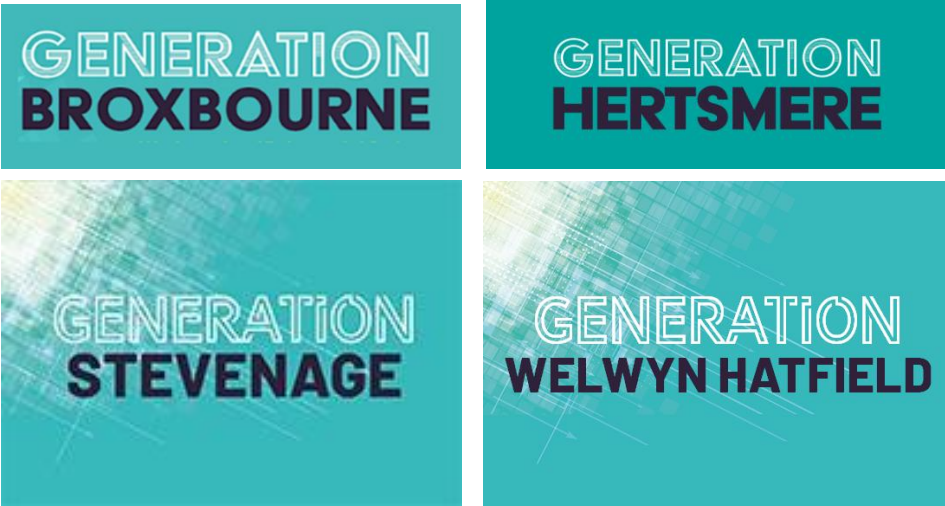


Volunteering Hours

2024 saw over 217 community volunteering and mentoring hours by JPA staff within our operational community.

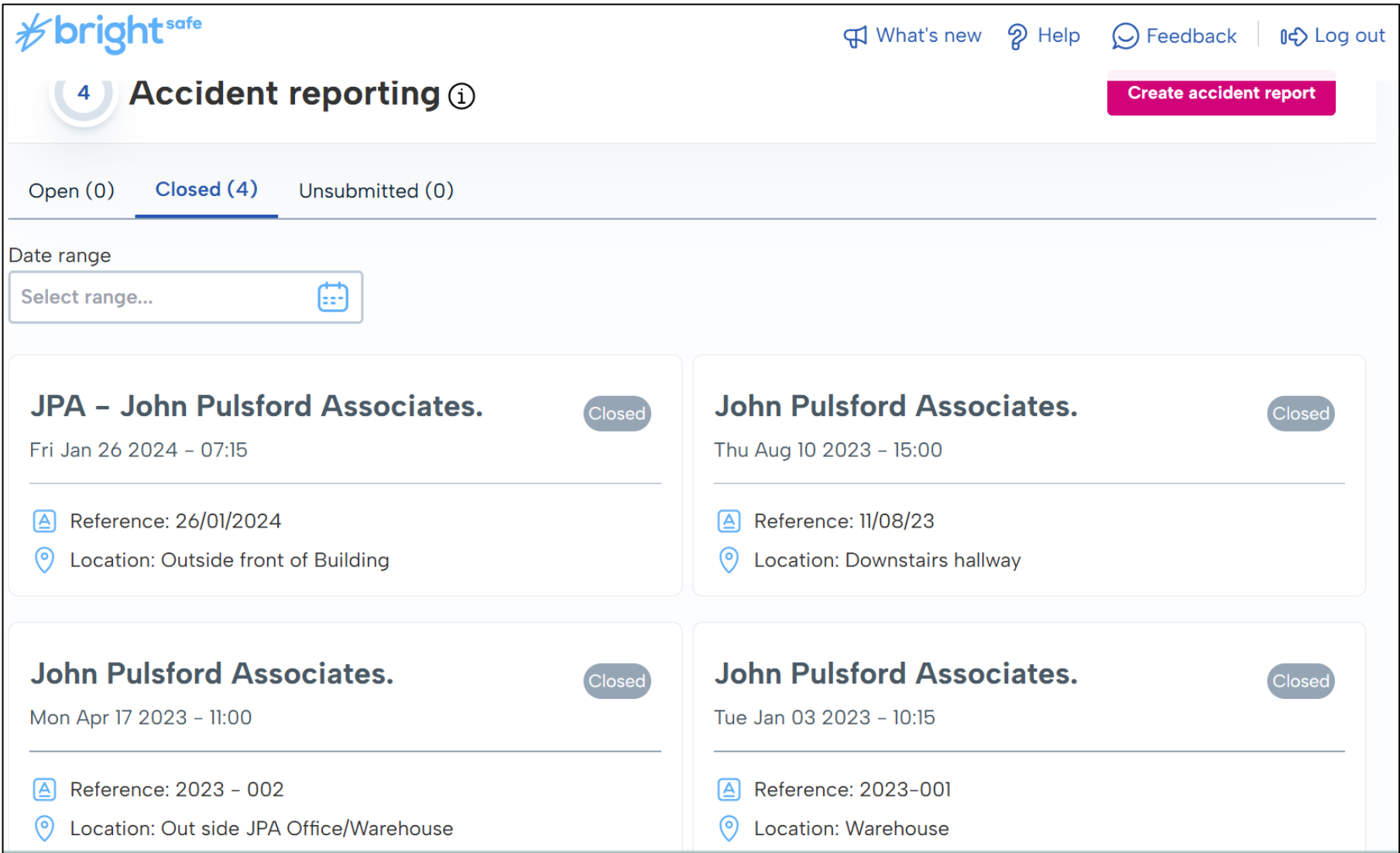
Careers Fairs

We work with the Hertfordshire LEP and local authorities to engage with students via careers fairs in Stevenage, Hertsmere, Welwyn Hatfield and Broxbourne, showcasing career pathways in our industry. We have also organised interior design student experiences at our St Albans offices.



Bright HR, Bright Praise & Bright Safe Platforms:

Bright HR, Bright Praise and Bright Safe platforms enable JPA to measure and report performance. For example, we celebrate our outstanding performers via a live leaderboard on Bright Praise, whilst accident reporting is captured live on Bright Safe – see below.





Carbon Reduction

Climate change requires all of us to commit to carbon reduction and Net Zero by 2050. JPA joined the Race to Zero on 27th April 2022 and have a net Zero target of 2040. Data is externally audited and verified by Net Zero International .

Carbon Reporting is externally verified, aligned with SBT principles with detailed targeted outcomes and timelines and ISO14064 standards. 2023 reporting is published on our website with 2024 calculations in progress.

NetZero Commitment

As a signatory of the Network Net Zero Community we have committed to the following with ongoing external verification in place:

- Pledge
- Plan
- Proceed
- Publish
- Persuade



Furniture Carbon

If we are to reduce emissions by 50% by 2030 (to achieve NetZero by 2050) we need to have a baseline.

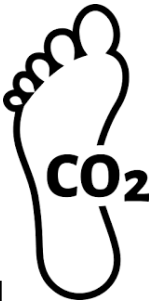
JPA have begun carbon benchmarking for project furniture to help clients establish a baseline from which to improve performance providing certificates and reports. On average, 20 furniture items equate to approximately one tonne of carbon CO₂e.



Carbon Neutral Deliveries

We additionally chose to offset 2024 scope 1 & 2 emissions (20.9t CO₂e) through Ecologi's Verified Carbon Standard (VCS) carbon removal schemes (24t CO₂e)

We invested in a further 67t of carbon avoidance through Ecologi VCS schemes. This means that administrative and operational activities including deliveries and installations were carbon neutral as we seek to reduce to plan.



Clean Energy - REGO

In March 2023 the company moved to 100% renewable energy across all sites. This was renewed in March 2025.



Scope Emissions Reduction

Baseline emissions were calculated in 2021 for scope 1 & 2 emissions, with an interim target of 65% reduction by the end of 2026.

47% reduction in scope 1 emissions and an 82% reduction in scope 2 from 2021 baseline has been achieved ahead of schedule and frees capacity to focus on scope 3, mainly supplier spend, some 99% of our total emissions.

To date, scope 3 supplier reductions have been calculated by spend but we are seeking actual data from the top 50% of our suppliers in 2025.

Consolidated Distribution

Whilst looking to upgrade our fleet of vehicles with suitable electric or hybrid vehicles, we have worked with clients to reduce fleet miles by consolidating deliveries and optimising loads.

This enabled a 47% mileage reduction in 2024, building on a 34% decrease in 2023 and a 50% decrease in 2022.



Biodiversity

In 2024 JPA organised two tree planting days for local organisations which saw over local 80 trees planted.

We planted a further 128 UK trees, funded 25m² habitat restoration and 24t CO₂e carbon removal through Ecologi Gold rated schemes.



Waste Reduction

Reducing materials waste by increasing product longevity and circularity is a simple way to reduce carbon from manufacturing emissions and resource extraction.

From design to decommissioning, JPA projects specify quality products, helping Clients consume less and retain for longer through a range of circular services. Quality products have residual value for re-use or re-sale when no-longer required whilst also reducing unnecessary manufacture of new items.

Material Consumption & Waste Reduction

Furniture waste is by far our largest stream, accounting for over 60tonnes in 2024 against 2.03 tonnes of general waste which has reduced from 46,200 litres in 2021 to 34,100 litre sin 2024.

From project design to decommissioning, we work with clients to consume less product, help them use it for longer (through our in-house maintenance, repair, reupholstery, re-configuration and re-working services) and ensure re-use at highest value at end of life. Materials recovery processes are in place when taking redundant items back.

To date we have recycled 808 tonnes of unwanted furniture away from landfill - 35,939 items, also saving 1114 tonnes of CO2e through this process.

0% Landfill

JPA are zero to landfill for all waste with recycling streams in place for all materials. Recycling across all waste streams was 106 tonnes in 2024.

Associated landfill nasties are eliminated through materials recycling of all waste including ground, air and water pollution, noise, disease, increased vermin, decreased local mammal population and further associated emissions.



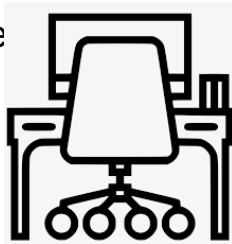
2024 Furniture Recycling and Re-Use

Item Type	Volume
Client furniture landfill tonnes eliminated	95.7 tonnes
Client furniture recycling units	2561 items recycled
Cummulative furniture recycling units to date	35,939 items recycled
Cummulative items re-homed in community to date	5687
Landfill savings through 100% packaging recycling	7.1 tonnes CO2e

Furniture Recovery and Re-Use

We operate furniture collection, community re-homing and materials recycling schemes ensuring nothing goes to waste. To date we have re-homed 5687 items of unwanted furniture in operational communities.

5687



In 2024 JPA re-homed 827 redundant furniture items, saving communities over £59,2365 and 25tonnes CO2e.

Materials Optimisation

In-house JPA re-use and optimise all materials to reduce waste, cost of waste and impact on finite resources such as extended use of uniforms, internal hardware, equipment and phones, re-use of cardboard for packing etc. Occasionally items are rehomed internally by staff.

Waste is sorted into streams and reported annually, increasingly becoming a potential asset i.e 19tonnes of steel were recycled in 2024 bringing £3000 revenue. We are looking for other partners to donate/ sell waste for re-use.

Hazardous Waste

JPA had no hazardous waste or requirement for special operation in 2024 but have processes in place and approved waste suppliers should the need arise.

0% Packaging Waste

JPA have recycling and recovery streams in place for all packaging. Much of this is re-used from job to job, especially cardboard to provide floor protection and clad walkways and lifts.

Any purchased packaging is both recycled and recyclable with no single use plastic. It is largely made of up vehicle blankets used multiple times per lifecycle before recycling.

Supply Chain & Materials



Our Head of Sustainability works across the business to raise awareness of how each role and each department contributes to our company vision and responsible business strategy. With purchases accounting for over 90% of JPA's environmental and social impact, increased supply chain collaboration and training for JPA buying teams is essential for business success.

More effective supplier partnerships, Improved sourcing criteria, reduced consumption, increased lifecycles, continuity of parts, product flexibility and materials recapture will all help reduce the environmental impact of our products on the planet.

Products – A Circular Approach

We work with clients to supply and maintain high quality furniture at all stages of its lifecycle, managing material resources back into production streams for new products when possible. Our challenge is to ensure they are conducive to both optimal building and human performance.

Our Head of Sustainability works with purchasing teams to ensure our products and services decrease reliance on natural resources, optimise existing materials and promote waste as a resource. They enable re-use and circularity to become the new norm.

Although decisions made at design stage can determine up to 80% of a product's environmental impact, the relationship between clients and suppliers often determines how great that impact actually is.

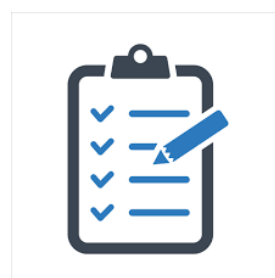
Sustainable Supply Chain Mapping

JPA purchasing teams aim to source products that are as environmentally and socially sustainable as possible seeking evidence of manufacturing, materials and labour rights data to guide decision making.

Factors such as carbon reduction planning, use of renewables, environmental certifications, origin of manufacture, timber certification, voc testing, product EPDs, Red List declarations, modern slavery policies, real living wage, zero hours contracts, equality and fairness are all considered to improve the value of our products and services

Hazardous Substances

We're also working to reduce harmful chemicals impacting on air quality through better product selection, safeguarding human health and wellbeing across the supply chain. This is evidenced through VOC testing, inherently FR fabrics and our commitment to Interior Design Declares.



Healthy Materials

We specify products which contribute to the wider environmental picture through whole building assessments such as BREEAM, LEED, SKA and WELL with credits available for both new and re-used furniture.

Key elements include timber from certified forests, calculated carbon costs, low VOCs, Red List free items, eco-label certification and volumes of recycled and recyclable materials in manufacture.

Product Compliance and Safety

JPA select and specify contract quality furniture meeting UK and global manufacturing standards to withstand the robust demands of the contract furniture market. Items supplied have lengthy warranties supported by JPA whilst items are in use as part of our standard service.

Where needed, specific product training is provided to clients on delivery and installation by JPA fitting teams to ensure safe, effective use.

Timber Sourcing

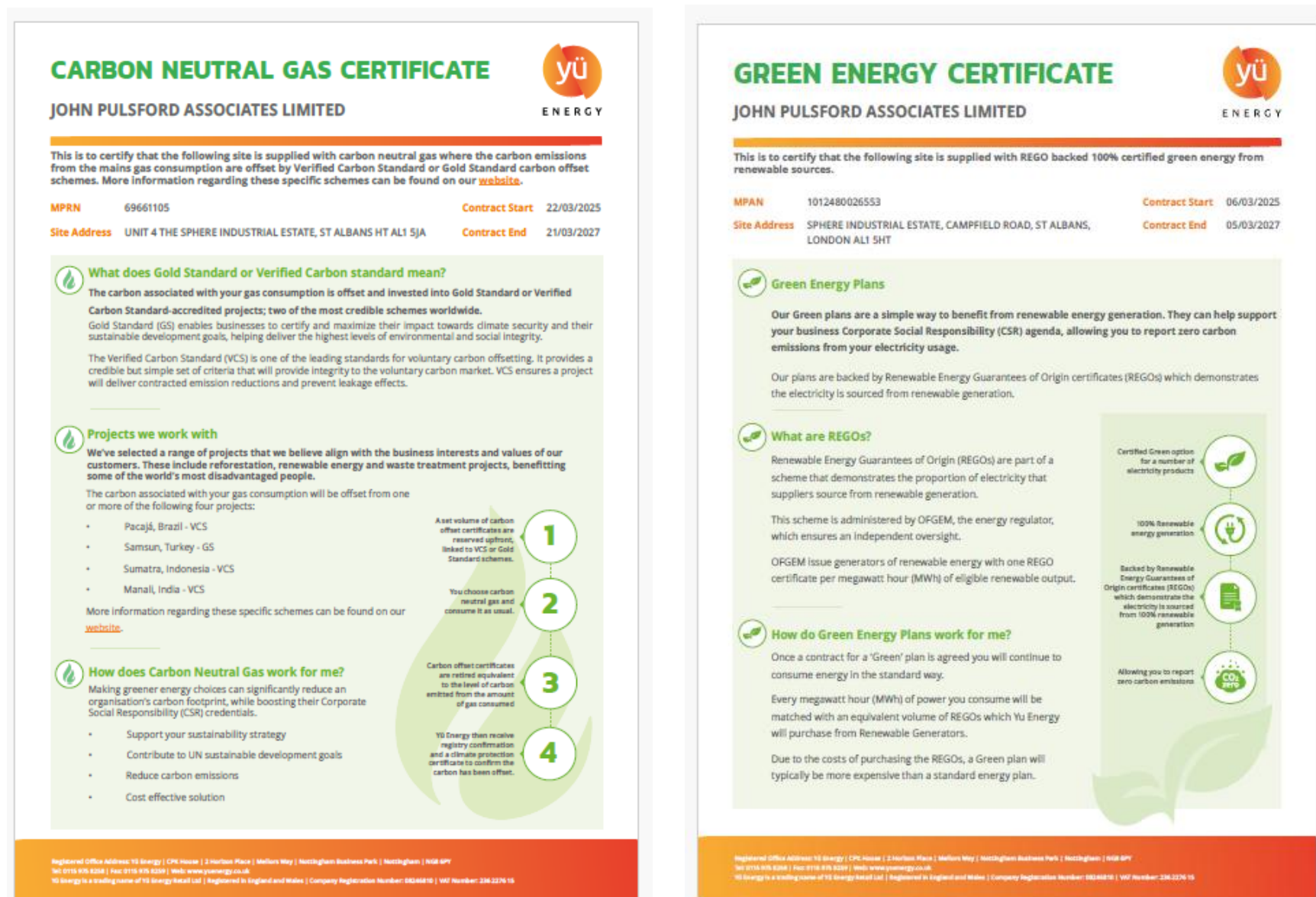
JPA prioritise manufacturers certified to responsible timber procurement schemes to reduce exposure to corruption and poor working practices which do not align with our principles.

These schemes also promote core labour rights and fair pay, looking after the local communities and land management.



Environmental Value: Emissions Reduction Activities

Transitioning to renewable energy in 2023 has reduced scope 1 and 2 gas and electricity by over 90%. Combined with significant decreases in operational vehicle emissions we are on track to reduce total scope 1 and 2 emissions by 50% in line with our 2026 target. JPA's carbon data and Carbon Reduction Plan are externally verified by Net Zero International aligned with Science Based Targets and to ISO14064.



In 2024, JPA chose to additionally offset all scope 1 and 2 emissions totalling 20.9tonnes CO2e as well as embodied carbon from specific project works through Ecologi Gold rated verification schemes as below. We also support biodiversity through tree planting and habitat restoration.





Value Creation

JPA contribute to local and regional economies through value creation and value preservation. Our Service Innovation team ensures we are clear about the problems we are trying to solve for our Clients and where we can add the most value in the project process.

We provide products and services that customers consider worthy of their time, energy and budget. The value in our products and services, and the perceived benefits outweigh the cost, communicating benefits to clients within an acceptable price point.

Customer Satisfaction

We monitor service levels to our customers via feedback, snagging and customer complaints, logged and reported in Hubspot so that the spectrum of snags, nonconformances, complaints, credits can be viewed, analysed and reported on from a single source.

"My thanks go to JPA for helping to transform one of our tired offices. Following recent growth in our team we needed to create additional desk space and so we contacted JPA. JPA was brilliant from start to finish." HG, Director, HCF.

"I just want to say that you have been amazing in supporting us through this process – it's been a long one. We have really benefitted from your innovative thoughts and commitment to ensure we get the most out of the space we have. We really can't thank you enough. From day one, you have listen to our visions and ideas and have made this process so much easier." UCL Security



Enhancing Client Reputation

Nielsen studies show that 66% of consumers would spend more on a product if it came from a sustainable brand. We work closely with clients to help them procure sustainably, communicating how this has been achieved with stakeholders for optimal impact and enhanced reputation.

We bring a King's Award for Enterprise for Sustainability to our value proposition.

Continuous Improvement

We work to continually improve our service via our ISO9001 Business Management System. Our leadership team is open to personal development, process and systems improvement to stay ahead of industry trends.

We are using the Ecovadis platform to record, monitor and review company progress against ESG criteria, achieving a Platinum Medal in 2025. Re-assessment is due in 2026.

Our clients do not stand still and neither do we.



Deliverable ESG

We provide carbon reporting for clients on completed projects showing embodied carbon of furniture purchased.

Where furniture items have been re-used or specified as second life, we also show embodied carbon savings and landfill savings.

Where we have rehomed clients' redundant furniture in the community, we provide reports on donated value, carbon and landfill savings which to feed directly into clients own ESG reporting.

The cummulative value of JPA's in-house furniture rehoming processes 'Take 2' is £674,000 to date.

Savings from Repairs
£2.38million - Estimated client savings through JPA's circular services, product maintenance support and total life care.

£2.38million



Ethics & Resilience



While compliance with laws and regulations is the highest priority there is always more we can do. We are committed to managing and improving working conditions across our supply chains, helping companies improve their responsible and sustainable business practices across operation, services and products.

The 2023 Global Risk Report identifies at least 6 of the 10 identified major risks to our planet over the next 10 years as linked to the environment. We therefore have to build an agile and resilient business to deal with rapid change whilst optimising opportunities.

Management Systems

JPA are audited externally every year by several bodies including British Standards for ISO9001 and ISO14001 to ensure that exacting standards and systems are upheld. These international standards provide a framework to manage product safety, integrity, legality and quality.

We want our customers and consumers to be proud of choosing to work with us.

Compliance

JPA comply with all environmental, health and safety, human resources and social legislation. Our Company Handbook incorporates all our policies, which are reviewed annually, approved and signed off by our Chief Executive Officer.

The company handbook is issued to all new staff on induction.

Risk Reduction

Annual SWOT analyses are completed by the Leadership Team together with risk assessments completed across the scope of business activities.

Annual ESG assessment through Ecovadis is helping the business to measure and publish progress year on year in key areas.

Anti-bribery training has been completed by key staff amongst a growing awareness of the risks that this issue poses.

A series of new policies have been introduced including a Business Ethics Policy, a Fair Wages Policy and Supplier Code of Conduct

Improved Supplier Audits

Our supply chain forms approximately 90% of our social and environmental impact. A new supplier audit process was rolled out in 2023 and will be improved in 2025 for greater accuracy. This provides us with a greater understanding of the impacts of suppliers' performance against environmental, social and economic measures.

This is important as we seek to benchmark products, reduce risk, human impacts and scope emissions in the pursuit of a more responsible supply chain.

Materials Sourcing

JPA have published an Ethical and Sustainable Procurement Policy to guide our procurement activity ensure we are aligned with principled organisations with robust working practices are conditions. We are registered with Stronger Together to develop our learning and strengthen good practice within the furniture industry.

A new supplier audit process is due to be launched which will help strengthen working relationships, product design and customer service output.

Planning

Clear corporate goals, strategy, risk management, operational execution and financial management enable the company to perform and achieve its targets which include benchmarking against the Triple Bottom Line.

Company updates and plans are shared at quarterly inset days designed to engage and communicate effectively with our teams.

Annual planning and target sessions take place at the end of each year in advance of the next to ensure readiness.

Partnerships, Collaboration & Innovation



Collaboration enables companies to work together effectively, sharing knowledge, expertise, and resources to achieve common goals. It leads to increased productivity and efficiency, improved communication, cost savings, a culture of innovation, and a stronger business relationship.

We are committed to building new partnerships, sharing resources and seeking out like-minded organisations to deliver a great experience at every level of our supply chain.

Diverse Partnerships

We partner with like-minded customers and suppliers to achieve our vision and are in strategic discussions with other sustainable, progressive companies to drive innovation and change in our day-to-day business.

We want to increase diversity to drive innovation and create a more inclusive economy. For suppliers this includes SMEs, companies owned by women, ethnic minorities, LGBTQ+ individuals, people with disabilities, and other diverse groups to create equal opportunity.

Local Sourcing Preference

We have a preference for local supply where possible which can help reduce carbon emissions and contribute to more local economies.

This is not at the expense of reliability, comfort, aesthetics or longevity. It is worth noting that products sourced further afield do not automatically have a higher carbon footprint, we have to find the best balance.

Local Economic Partnerships

We want our partnerships to provide value to our stakeholders, support our operational economies and enable knowledge sharing for the common good.

Partnerships are enhanced through locality and we are actively developing local networks for optimal value for all stakeholders.

Cummulative marginal gains will help achieve measurable performance against UNSDGs – together.



I have worked with JPA for over 20 years They have always offered a very professional service from the concept of a scheme to installation. Their extensive product knowledge helps when trying to keep schemes within budget without compromising on quality. This combined with their friendly, helpful staff who take great pride in what they do, I would have no hesitation in recommending them.

FB RFH



Industry Engagement

JPA are actively engaged across our industry to help develop responses, actions and behaviours across the in relation to climate change and in particular - UN SDG12 – responsible consumption and production.

- * Furniture Industry Sustainability Programme
- * Furniture Makers Climate Change Committee
- * Sustainable Design Collective
- * East of England Furniture Makers Committee



Economic Value:

In addition to reduced waste, carbon, pollution and materials consumption a significant consequence of our focus on product longevity and circularity has been the financial savings to stakeholders generated by extended procurement cycles and reduced cost of waste.

By the end of 2024, JPA Repair and Refresh activities saved Clients £2.38million in unnecessary procurement spend.

Our community re-homing programme has generated £674,200 in value since we began this programme, with over 5687 items rehomed and diverted from landfill.

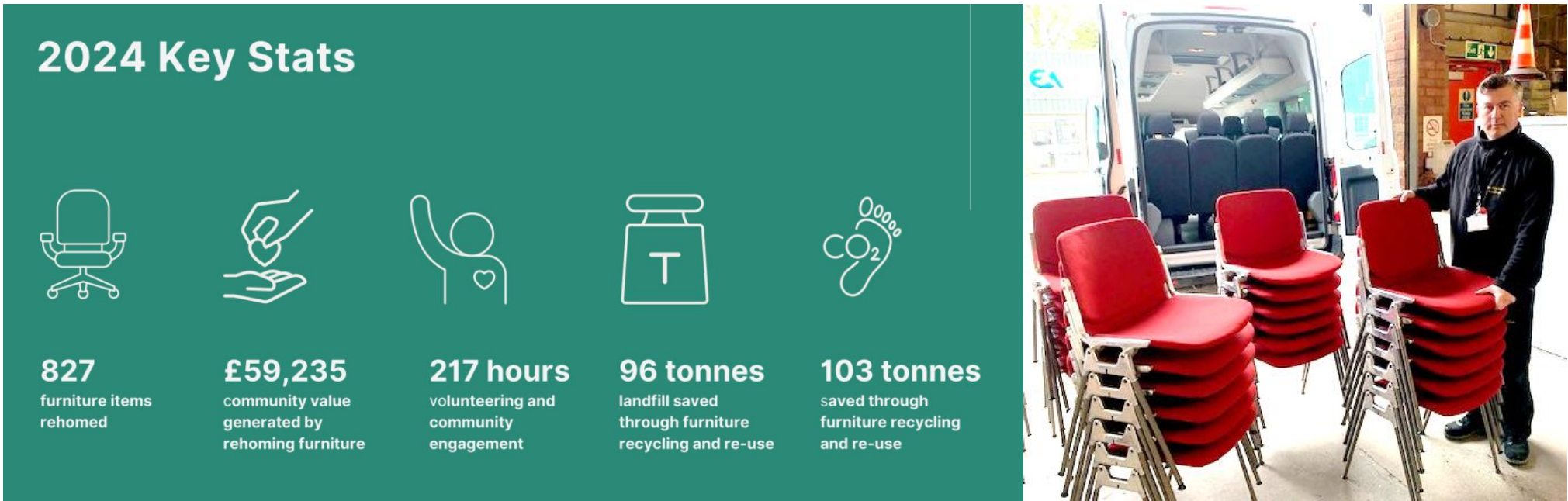
Our Positive Impacts to date...



JPA® Workspaces

3

2024 generated a further £59,235 of community value through furniture rehoming and 217 hours of community volunteering valued at approximately £5000.



Our board and leadership team operate legally, ethically, sustainably and effectively for the benefit of all stakeholders who include our staff, clients, suppliers, customers and wider communities.

Our leadership team is backed unanimously by shareholders and directors and are responsible for managing our business on a day-to-day basis.

Reporting:
There were no reported whistleblowing, corruption, bribery, fraud or reported conflict of interest incidents in 2024. A new Business Ethics Policy has been introduced and shared with all JPA staff via the Employee Handbook.

All staff receive the Employee Handbook, Safety Handbook and Health and Safety Policy and Procedures which are reviewed, updated and shared with teams annually. They are also available on-line via Bright HR/Bright Safe alongside a range of company reports, training documents and published information.

Progress against targets is communicated openly at quarterly company-wide inset-days.

JPA are audited annually by external auditors with no fraud, irregularities, money laundering or other related incidents reported.

During 2024 JPA averaged 28.5 members of staff working a total of 48,445 hrs. We have no zero hours contracts, are A Real Living Wage Employer and have a new Fair Wage Policy and Supplier Code of Conduct in place.

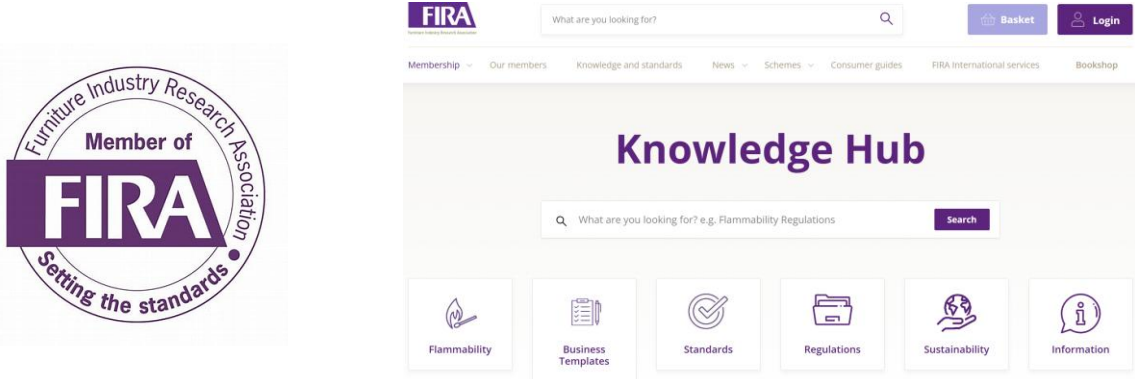
5.61 days were lost through absence per member of staff down from 7days in 2023.

We are committed to increasing training and awareness of business ethics, inclusion and equality within the Leadership Team and across the business to strengthen processes and systems in these areas. Professional development is encouraged and the business now enjoys the benefits on an in-house Chartered Manager and Chartered Environmentalist.

Training is tailored to each area of the business for continued progress against benchmarks. Many modules are CPD/ROPSA certified and reported from Bright HR, Bright Safe and Ecovadis Academy.

Additional toolbox training, training presentations, lunch'n learn sessions and attendance at industry events (Workplace Event, Clerkenwell Design Week etc) support these.

Industry knowledge is gained from FIRA membership (Furniture Industry Research Association) and access to its Knowledge Hub:



Working knowledge is enhanced by participation on the Furniture Industry Sustainability Programme steering panel, Furniture Makers' Climate Change committee and Women in Office Design Sustainable Design Collective.





JPA endorse and are committed to UN Global Compact core values across human rights, labour standards, environment and anti-corruption. These make up the Ten Principles of the UNGC.

Improvement in these areas is reported through Ecovadis assessment process which mirrors these and provides robust criteria and sharper focus to help us measure and strengthen our performance.

This commitment is also reflected in the 10 components of our Good Business Charter accreditation.



John Pulsford Associates Ltd

Supply & Installation of Office, Education, Health care, Commercial, Hospitality and NHS Furniture.

Visit website

It's great that John Pulsford Associates Ltd is an accredited Living Wage Employer, committed to paying a wage based on the cost of living to all their staff.

Celebrate this on Twitter



The business is committed to increasing training and awareness of ethics, inclusion and equality within the Leadership Team and across the company to strengthen processes and systems in these areas.

To achieve this we apply the UN Global Compact Management Model to the operation of our business, applied through our ISO9001 Business Management System.

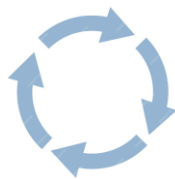
Commit – Assess – Define – Implement – Measure – Communicate

Environmental & Social Value

Achieved July 2024 by



From redundant furniture
re-homed at



ESTIMATED
CARBON SAVINGS THROUGH
RE-USE

3.63T CO₂e

contributing to lower pollution and
better health

ESTIMATED
FINANCIAL VALUE THROUGH
RE-USE

£6,910

freeing school funds for
other valuable spend

ESTIMATED
LANDFILL SAVINGS
THROUGH RE-USE

2.14 tonnes

avoiding, ground, air and
water pollution

98 Redundant furniture items donated including desks, chairs, bookcases, tables and cupboards

Intangible Value:

- ✓ Social impact – improving staff and student experience.
- ✓ Low emissions for transport – less than 20 miles = 0.02tonnes carbon emissions.
- ✓ Improved community engagement and partnerships.

Data is based on industry averages, knowledge gained through industry committees and in-house expertise. Accuracy is best available during this time and intended as benchmarks for future impact reduction.

Fiona Edwards, MIEMA, CEnv, Head of Sustainability, JPA Workspaces

Approved by: Richard Cooksey
Chief Operating Officer
27.01.2025

Environmental & Social Value Achievement 2025

PRESENTED TO



Reapit

How data is calculated

The furniture donated on 18-01-25 to

Sele School, Hertford

has achieved:

ESTIMATED EMBODIED
CARBON SAVINGS
THROUGH RE-USE

730kg CO₂e
= .73 tonnes CO₂e

ESTIMATED SOCIAL
VALUE THROUGH
DONATION

£2270.00
freeing funds for other
valuable spend

ESTIMATED LANDFILL
SAVINGS THROUGH RE-
USE

432kg
avoiding, ground, air and
water pollution

Items donated included 6 x task chairs, 4 x nests of two 5 tier laminate lockers and 1 x foosball table.

Estimated data is based on industry benchmarks, knowledge gained through industry committees and in-house expertise. Accuracy is best available during this time.

Fiona Edwards, Head of Sustainability, JPA Workspaces

Approved by: Richard Cooksey
Chief Operating Officer
27_01-2025

JPA® Workspaces



JPA remain diligent in relation to data collection and storage to ensure confidentiality, integrity and availability as requested.

There have been no data breach incidents in 2024 and Cyber Essentials certification has been maintained.

A GDPR policy is in place supported by Cyber Essentials certification and our provider, Utilize.

Systems are regularly tested for vulnerability by Utilise who provide feedback and results.

Networking breach checks remove any immediate point of ingress/egress and secure any identified security holes. Checks include:

- * Firewall
- * VPN device (e.g., SMA)
- * Default passwords on devices
- * Event viewer on servers
- * User password security group policy
- * Users' password expiry
- * Old user accounts
- * MFA in use where possible
- * Anti-virus

Cloud based back up server and data recovery processes are tested and reported regularly. Dark web monitoring is also in place.

A data breach procedure is in place to respond to potential incidents and records are only retained to schedule for as long as needed. A Subject Access Request policy is also in place.

Unauthorised access and disclosure measures include subject access requirements, multi-factor authentication, robust password policies, phishing awareness training and regular reviews of system activity.

Consent is gained as required in relation to collection, processing, sharing and retention of data from internal and external sources.



Next Steps – 2025 and Beyond

We will continue to build our business around Triple Bottom Line reporting supported by:

KPIs

We will update KPIs and targets within each area of identified impact. These will help us measure progress and identify areas for improvement.

Data

We will collect quantitative and qualitative data to establish the baseline impact of operations against each area identified.

Baselines

Baselines will enable measurement of goals set and help us align with industry standards as they arise.

Legislation

We will continue refining our strategy to meet legislation, ISO20400 guidance and 2024 UK Sustainability Reporting Directives.

Capacity

We will continue building our ESG programme, internal capacity and external impact.

Upskilling

We will continue to create an environment where our leaders are always improving their leadership ability and our people are upskilling through relevant engagement and training.



We're on a great adventure, determined to play our part in finding solutions to the pressing social and environmental challenges of our time.

We look forwards to working together with all stakeholders to face these challenges, creating new partnerships, making new discoveries and developing the innovations needed for success.

We hope you will join us!

Raising Carbon Awareness

We work with clients to show them the benefits of using existing furniture longer, re-use and buying less which saves clients money and importantly carbon, waste and cost of waste with less impacts on biodiversity and finite resources.



CERTIFICATE

of Environmental Achievement

This certificate is presented to

JHP Electrical

For preventing 1.48 tonnes of embodied furniture carbon (CO₂e) and associated impacts on nature/natural resources by choosing to procure 38 refurbished furniture items for their new office space.

96% materials re-use and carbon neutral installation were also achieved

Graham Pulsford

Chairman

JPA Workspaces

16th October 2024

Fiona Edwards

Head of Sustainability

OAKLANDS

Oaklands College Construction Centre 2024

Embodied Carbon Benchmark for FF&E

Introduction

Oaklands College have worked with Fusion Projects and JPA workspaces to provided long-lasting FF&E for the new Construction Centre.

FF&E embodied carbon (CO₂e) has been estimated as below to enable future benchmarking and reductions. Data references include FIRA 2011 benchmarking figures and industry working knowledge.

Carbon Data

Room	kg Co2e per room	Room	kg Co2e per room
RM002	1452	RM29	1012
RM003	1856	RM39	1893
RM004	360	RM102	1403
RM14	1155	RM109	1451
RM16	117	RM115	2406
RM19	1401	RM114	2274
RM20	1292	RM119	2247
RM21	1912	RM120	2007
RM24	2052	RM121	466
RM25	2007	RM122	1253
RM26	2017	RM124	217
RM27	2017	RM125	1020
RM28	612	GEN	40

39.5 tonnes CO₂e

The total embodied carbon for all rooms is 35,939kg CO₂e. This equates to 35.9 tonnes of FF&E CO₂e for this project.

Additional Supplier Value

GBC

Good Business Charter Certified

Living Wage

Real Living Wage Employer

King's Award for Sustainability

ecovadis

Ecovadis Gold Medal

Carbon Neutral Installation

Oaklands College have delivered environmental and social impact to the Construction Centre project by partnering with JPA Workspaces and promoting responsible procurement across multiple layers of the supply chain.

JPA Workspaces reflect the ESG objectives of Oaklands' College, bringing inherent value to this project through delivery of the 10 principles of the Good Business Charter across their operation, services and products.

Fiona Edwards

VL09_12_2034

CERTIFICATE

of Environmental Achievement

This certificate is presented to

GARDEN STUDIOS

For preventing 2.7 tonnes of embodied furniture carbon production and associated impacts on nature/natural resources by choosing to procure 55 refurbished furniture items for Iris production offices.

100% materials re-use and carbon neutral installation were also achieved

Graham Pulsford

Chairman

JPA Workspaces

16th October 2024

Fiona Edwards

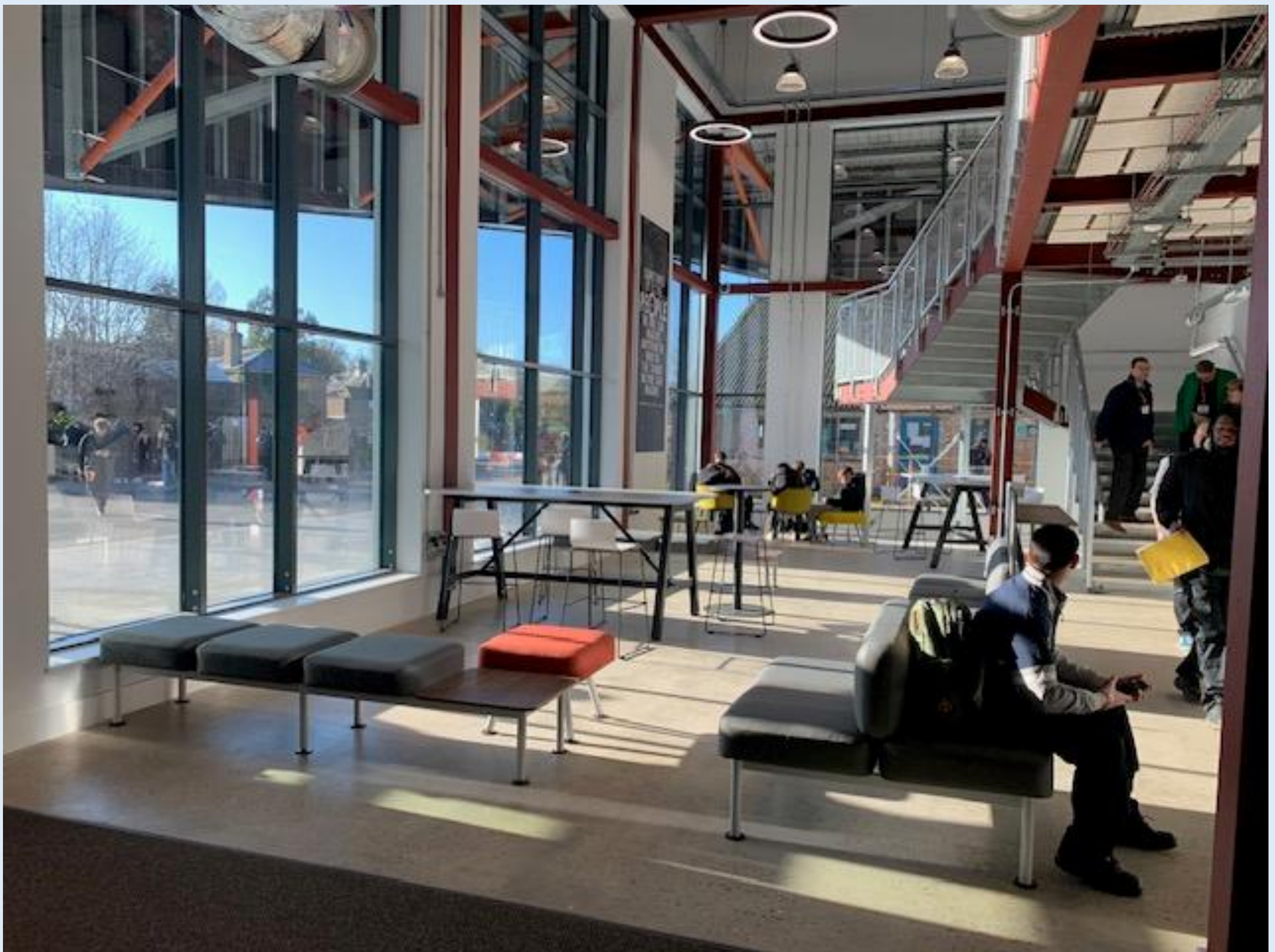
Head of Sustainability

JPA®
Workspaces

27

ESG Review

Serving our communities through generation of place-based environmental, social and economic value



Furnishing with Purpose

V11_June 2025

Fiona Edwards CMgr, MIEMA, CEnv