



PROAV LIMITED ESG REPORT

REPORTING PERIOD APRIL 25 - MARCH 26

proav®

ABOUT PROAV

proAV is a leading global audio visual and collaboration technology integrator delivering innovative workplace, retail, hospitality, education and experiential technology solutions across the UK, EMEA and internationally. Through our combination of technical expertise, global support capability and long-term client partnerships, we deliver solutions that enable organisations to communicate, collaborate and operate more effectively.

As sustainability expectations continue to evolve across the AV and technology sectors, proAV remains committed to embedding Environmental, Social and Governance (ESG) principles throughout our operations, project delivery and long-term business strategy. Our approach focuses on reducing environmental impact, supporting our people, strengthening community engagement and maintaining responsible and ethical business practices across all areas of the organisation.

We continue to strengthen our ESG commitments through recognised certifications, industry initiatives and responsible business programmes. proAV is proud to be a Living Wage Employer, Disability Confident Employer, a member of the Social Enterprise UK, holder of the Supply Chain Sustainability School Silver status and committed to the Armed Forces Covenant, reflecting our ongoing focus on social value, inclusion and sustainability improvement. Alongside our internal initiatives, proAV actively supports diversity and inclusion across the AV industry through engagement with the AVIXA Women's Council, AVIXA Diversity Council and Rise AV, helping promote greater representation and accessibility across the sector.

Our ESG strategy and responsible business activities are also aligned with the broader principles and objectives of the United Nations Sustainable Development Goals (SDGs), supporting areas including environmental responsibility, employee wellbeing, diversity and inclusion, responsible business practices and sustainable economic growth.



"ESG is becoming an increasingly important part of how businesses operate and deliver long-term value. At proAV, we continue to strengthen our approach through improved carbon reporting, investment in our people, enhanced supplier engagement and a growing focus on diversity, inclusion and social value. While there is always more to do, we remain committed to continual improvement and building a responsible, sustainable business for the future."

Richard Brookes
Managing Director | proAV Limited



ESG STRATEGY & FRAMEWORK

Our ESG framework is built around five key pillars that guide our sustainability priorities, operational objectives and long-term commitments.



Environment



People



Social Impact



Supply Chain



Values & Cultures

FY25/26 Highlights

The following highlights demonstrate proAV's key ESG achievements and progress during the reporting period.

Environmental	People	Social Impact	Supply Chain	Values & Culture
Completed transition to 100% renewable electricity	90.8% Training participation	Employee Volunteering Policy launched	Introduced Supplier Sustainability & Responsible Procurement Policy	EcoVadis Silver, top 15% globally
Expanded Scope 3 reporting methodology	20.5% increase in women in senior management	White Lodge apprenticeship levy transfer (£36,000)	Completed sustainability risk assessment of 821 suppliers	Upgraded to ISO 27001:2022 certification
GHG reduction targets in progress	Disability Confident Employer	Armed Forces Covenant commitment	ESG Risk-based supplier due diligence implemented	Zero reportable governance breaches

Memberships, Certifications & Disclosures

- EcoVadis Silver Rating - top 15% globally
- CDP disclosure participation
- SECR reporting
- ESOS participation
- ISO 14001 Environmental Management certification
- ISO 27001 Information Security Management certification
- ISO 45001 Occupational Health & Safety certification
- SafeContractor member

PROAV ENVIRONMENT



Environmental responsibility remains a key focus area for proAV. Through carbon reduction initiatives, operational efficiencies and sustainable service delivery, we continue to improve environmental performance across our operations and supply chain.

Carbon Reduction & Net Zero

proAV remains committed to reducing greenhouse gas emissions and supporting the transition to a lower carbon future. Our emissions reporting is aligned with the Greenhouse Gas Protocol and forms part of our wider ISO 14001 certified environmental management approach.

Greenhouse gas emissions are reported using the most recently available verified annual dataset. As a result, emissions data is presented one reporting year in arrears to allow sufficient time for data collection, validation and calculation, particularly for Scope 3 emissions.

During FY25/26, proAV undertook a significant expansion of its Scope 3 greenhouse gas reporting, establishing a comprehensive FY23/24 baseline aligned with the Greenhouse Gas Protocol. This enhanced assessment increased visibility across indirect value chain emissions including purchased goods and services, transportation and logistics, waste, employee commuting, business travel and other operational activities.

Environmental KPI	FY23/24	FY24/25	Change	Target
Scope 1 (tCO2e)	76.16	75.94	-0.3%	Annual reduction
Scope 2 (tCO2e)	124.81	76.46	-38.7%	Annual reduction
Scope 3 (tCO2e)	133.00	119.12	-10.4%	Annual reduction
Scope 3 reporting	Baseline established	Reporting continued	-	Improved maturity
GHG reduction	-	Targets in development	-	50% by 2035
Net zero ambition	-	Targets in development	-	Net Zero by 2050

proAV continued to make progress against its environmental objectives during FY24/25, achieving reductions in Scope 1, Scope 2 and Scope 3 greenhouse gas emissions. These improvements reflect the positive impact of energy efficiency initiatives, operational improvements and the transition towards renewable energy sources.

The organisation also continued to strengthen its carbon reporting maturity. Following the establishment of a comprehensive Scope 3 baseline for FY23/24, proAV further developed its data collection and reporting processes, improving visibility of value chain emissions and supporting more informed carbon reduction planning.

During FY24/25, proAV continued developing its long-term greenhouse gas reduction objectives, including a target to reduce emissions by 50% by 2035 and an ambition to achieve net zero emissions by 2050. These objectives will guide the organisation's ongoing decarbonisation programme and future environmental initiatives.

Carbon Governance & Accountability

Carbon reduction initiatives are supported through operational management, procurement, logistics, facilities management and service delivery functions across the business. Environmental objectives and reduction initiatives are reviewed regularly to ensure alignment with operational requirements, client expectations and emerging best practice.

Scope 3 Reporting & Data Quality

proAV continues to improve the maturity and accuracy of Scope 3 greenhouse gas reporting through expanded category coverage, improved methodologies and ongoing supplier engagement.

- Purchased goods and services
- Capital goods
- Transportation and logistics
- Business travel
- Employee commuting
- Use of sold products
- End-of-life treatment of sold products

Current reporting methodologies utilise a combination of spend-based, activity-based and secondary emissions data depending on category maturity and data availability. proAV continues to work towards increased use of supplier specific and primary emissions data where feasible.

Sustainable Service Delivery

Remote management, diagnostics and proactive monitoring through proAV's proActiV framework reduces avoidable engineer travel, lowers operational emissions and supports more sustainable long-term technology management.

- Remote diagnostics and monitoring
- Integrated engineering deployment tools
- Paperless workflows and mobile reporting
- Reduced engineer travel through remote support

Fleet, Travel & Logistics

proAV continues to reduce emissions associated with fleet operations, transportation, logistics and business travel through operational planning, remote monitoring, support and diagnostics, and supply chain engagement. As a global AV integrator and support provider, we continue to focus on balancing operational requirements with efficient deployment strategies to help minimise environmental impact wherever practicable.

- Transition towards hybrid and electric vehicles
- Prioritised local engineering deployment
- Consolidated deliveries and shipment planning
- Engagement with lower carbon logistics providers
- Regional deployment through in country resource

Energy Efficiency

proAV continues to improve energy efficiency across its offices, warehouses and operational facilities through investment in lower energy technologies and improved operational practices. These initiatives support the reduction of operational emissions, improved resource efficiency and the continued development of more sustainable working environments across the business.

proAV's current initiatives include:

- LED lighting upgrades
- HVAC optimisation
- Intelligent power management
- Secure print release
- Investment in renewable energy contracts

Circular Technology & Lifecycle Management

proAV supports circular economy principles through responsible equipment lifecycle management, reuse initiatives and compliant recycling practices.

- WEEE compliant recycling
- Manufacturer take-back schemes
- Reuse of client supplied equipment
- Packaging reuse initiatives
- Asset lifecycle extension
- Responsible end-of-life management

Embodied Carbon & Lifecycle Impact

proAV recognises the growing importance of embodied carbon and lifecycle impact assessment within the built environment and technology sectors. While embodied carbon reporting and product lifecycle analysis remain relatively immature across much of the AV industry, we continue to monitor developments in manufacturer reporting capabilities, product carbon footprints and lifecycle assessment methodologies.

Future focus areas include continued monitoring of emerging embodied carbon reporting and lifecycle assessment practices within the AV industry alongside increased supplier engagement and improved product lifecycle emissions visibility.

Supporting Client Sustainability Goals

proAV continues to support clients in achieving their own sustainability objectives through responsible technology design, operational efficiency and lifecycle management initiatives. We work collaboratively with clients to support project-specific sustainability targets and provide ongoing environmental benefits through long term support contracts, remote service delivery and sustainable technology management approaches.

proAV combines sustainable service delivery with lower energy technologies and remote support capabilities, to help clients reduce environmental impact while maintaining effective collaboration and operational performance.

- Sustainable technology design
- Support for project specific sustainability targets
- Remote support reducing travel emissions
- Reuse and refurbishment initiatives
- Spend based carbon analysis reporting
- Lower energy technology solutions
- Ongoing sustainability support through managed service contracts





PROAV PEOPLE



Our people remain central to proAV's success. We continue to invest in employee wellbeing, learning and development, diversity and engagement to support a positive and inclusive workplace.

People KPI	FY24/25	FY25/26	Change	Target
Employee headcount	574	565	-1.57%	Sustainable Growth
Employee retention	85.6%	83.9%	-1.7%	>85%
Employee turnover	14.4%	16.1%	+1.7%	<15%
Employee internal mobility	53	78	+47.2%	Increase YoY
Women in senior management	39%	47%	+20.5%	45% by 2026
Ethnic minority representation	18%	19%	+5.6%	20% by 2026
Employee apprenticeships	9	9	0%	Increase YoY
Employees completing training	433	513	+18.5%	Increase YoY
Employee training participation	75.4%	90.8%	+15.4%	Increase YoY

proAV continues to maintain a stable and engaged workforce, with headcount remaining broadly consistent at 565 employees during FY25/26. Employee retention remained relatively strong at 83.9%, despite a small increase in turnover from 14.4% to 16.1%.

This increase was influenced in part by factors outside of proAV's direct control, including TUPE transfers associated with client contract changes, contract losses and organisational restructuring. Excluding these external factors, workforce stability remains in line with historical performance. Analysis of voluntary attrition indicates that career progression is the primary reason employees choose to move on, providing valuable insight that is helping shape our ongoing investment in training, development and internal advancement opportunities.

Alongside maintaining a strong retention rate, proAV continues to make positive progress in workforce diversity, with ethnic minority representation increasing from 18% to 19%, whilst women in senior management increased significantly from 39% to 47%, exceeding our 2026 target of 45% and demonstrating continued progress towards a more diverse and inclusive leadership team.

During FY25/26, proAV increased employee participation in formal training and development activities, with the number of employees completing training rising by 18.5% from 433 to 513 individuals. Employee training participation also increased significantly from 75.4% to 90.8%, demonstrating greater engagement with learning and development opportunities across the business. This improvement was achieved despite a slight reduction in overall headcount and reflects our continued investment in employee development, compliance and professional growth.

The year also saw the successful introduction of several new learning programmes focused on information security, health and safety, ESG awareness and workplace conduct. Strong completion rates across these courses demonstrate a positive culture of continuous learning and support proAV's commitment to maintaining high standards of safety, security, sustainability and governance. By increasing both participation and completion rates, proAV has further strengthened the skills, knowledge and resilience of its workforce, ensuring employees remain well equipped to support the business, its clients and future growth.

Skills Development, Career Progression & Future Talent

proAV recognises that the long-term success of the business depends on developing, retaining and attracting skilled talent across all areas of the organisation. We continue to invest in learning and development initiatives that support technical capability, professional growth, compliance awareness and future career progression.

Through a combination of internal development programmes, manufacturer-led training, apprenticeships and digital learning platforms, employees are provided with opportunities to enhance their skills and support long-term career development within the business. This is reflected in a 47.2% increase in internal mobility during FY25/26, demonstrating continued opportunities for career progression and development.

Apprenticeships form an important part of our learning and development strategy. During the year, 9 proAV employees undertook apprenticeship programmes, combining formal qualifications with practical workplace experience. These programmes support the development of technical, operational and professional skills whilst creating clear pathways for career progression within the business.

Alongside apprenticeships, employees have access to a broad range of technical, compliance and professional development training designed to enhance capability, support internal progression and foster a culture of continuous learning.

As part of our commitment to supporting future industry talent and improving accessibility into the AV sector, proAV also participates in university engagement and interactive career fair initiatives to help promote awareness of careers within technology, engineering and professional services.

- Employee apprenticeship programmes
- Professional development opportunities
- Technical and compliance training
- Career progression pathways
- Internal mobility and talent development
- Continuous learning and skills development

Wellbeing & Inclusion

proAV is committed to supporting employee wellbeing, inclusion and work life balance through a range of initiatives including an employee assistance programme, private medical insurance, mental health first aiders and flexible working arrangements. We are also a recognised Disability Confident Employer and a signatory of the Armed Forces Covenant, demonstrating our commitment to creating an inclusive and supportive workplace for all employees.

Employee Engagement & Social Dialogue

proAV recognises the importance of maintaining open and constructive communication with employees across all areas of the business. We support a culture of engagement, feedback and collaboration through regular communication channels, employee engagement initiatives and accessible HR support.

Employees are encouraged to share feedback and contribute to workplace improvement through regular employee surveys, bi-annual performance and development reviews, wellbeing discussions and ongoing communication with managers and HR representatives. Our HR ITSM platform also includes a dedicated employee community site, providing a central space for communication, updates, resources and employee engagement activity across the business.

Formal processes including grievance, whistleblowing and behavioural policies further support transparency, fairness and employee voice throughout the organisation.

proAV continues to review and develop employee engagement and communication initiatives as part of our commitment to creating a positive, inclusive and supportive working environment.

Diversity, Equity & Inclusion

proAV is committed to fostering a diverse, equitable and inclusive workplace where employees feel valued, respected and supported. We recognise the importance of building a workforce that reflects a broad range of backgrounds, experiences and perspectives, helping strengthen collaboration, innovation and long-term business success.

Diversity and inclusion form an important part of our ongoing ESG action plan and people strategy. We continue to review opportunities to improve representation, employee engagement and inclusive workplace development across all areas of the business. This includes the planned introduction of employee workgroups and engagement forums to help support gender diversity, minority representation and employee inclusion initiatives.

As part of our wider commitment to improving diversity across the AV industry, proAV actively supports a number of industry-led initiatives and organisations focused on inclusion, accessibility and representation. This includes engagement with Rise AV, which supports greater visibility and opportunities for women within the AV sector, alongside participation in the AVIXA Women's Council and AVIXA Diversity Council.

We continue to monitor diversity metrics and maintain transparent reporting processes to support ongoing improvement and accountability across the business. We support these commitments through a range of industry partnerships and initiatives, including:

- AVIXA Women's Council support
- AVIXA Diversity Council support
- Rise AV engagement
- Annual Gender Pay Gap reporting
- Disability Confident Employer
- Supporter of the Armed Forces Covenant

SOCIAL IMPACT



proAV continues to support the communities where we operate through charitable partnerships, fundraising activities, volunteering, work experience placements, skills development initiatives and wider social value programmes. We recognise that creating positive social impact extends beyond financial contributions and includes supporting local communities, improving access to employment opportunities, investing in future talent and empowering our employees to contribute to causes that matter to them.

Social Impact KPI	FY24/25	FY25/26	Change	Target
Charitable donations	£26,482	£27,970	+5.62%	Increase YoY
Employee volunteering hours	-	Baseline year	-	Increase YoY
Employee participation numbers	-	Baseline year	-	Increase YoY
Work experience placements	3	3	0%	Increase YoY

proAV continued to deliver positive social impact during FY25/26 through charitable giving, employee engagement and skills development initiatives. Charitable donations increased by 5.62% year-on-year, rising from £26,482 to £27,970, demonstrating our ongoing commitment to supporting charitable and community causes. Work experience placements were maintained at three placements during the year, helping to provide valuable industry exposure and career development opportunities. FY25/26 also established baseline measurements for employee volunteering hours and participation levels, creating a foundation for future growth and supporting our objective to increase employee involvement in community and social value activities in the years ahead.

Community Engagement Highlights

Throughout FY25/26, proAV employees participated in a range of charitable, wellbeing and community engagement initiatives supporting both national charities and local community organisations. These activities form part of our wider commitment to social value, employee engagement and community support. Activities during the year included:

- Off The Record charity bike ride
- Easter egg donations with Cantello Tayler Recruitment
- Mental health Awareness Week - Wear it Green
- Stripey Stork donations and installation services
- MS Society charity bike run
- Macmillan Coffee Morning and bake sale
- Diabetes UK London Walk
- Overbury charity music night
- Christmas Jumper Day
- Christmas raffle supporting White Lodge Centre

Employee Volunteering

During FY25/26, proAV introduced a formal Employee Volunteering Policy to further strengthen our commitment to supporting local communities and encourage employees to participate in meaningful social

impact activities. The policy enables employees to undertake approved volunteering activities and supports both company led initiatives and individual volunteering opportunities that align with our values and wider social responsibility objectives.

As part of the programme, employees can apply for one paid volunteering day each year to support charitable organisations, community groups and local initiatives. The policy encourages employees to contribute their time and skills to causes that are important to them whilst creating positive outcomes for local communities.

FY25/26 represents the baseline year for the programme. From FY26/27 onwards, proAV will formally measure and report volunteering activity, including employee participation rates, volunteering hours contributed, community organisations supported and the social value generated through volunteering initiatives. These metrics will help us better understand and maximise the positive impact our people create within the communities we serve.

Social Mobility & Industry Access

proAV is committed to supporting social mobility and improving access to careers within the AV and technology sectors through early careers engagement, skills development and community partnerships. Our Young Talent programme provides pathways into the AV and workplace technology sector for school leavers, apprentices, college students and university graduates, offering practical industry exposure, mentorship and hands-on experience across engineering, design, programming and business support functions.

Through work experience placements, university engagement and apprenticeship levy transfer initiatives, proAV continues to raise awareness of career opportunities and support future talent development. To date, we have funded six Level 4 Children, Young People and Families Practitioner apprenticeships through an apprenticeship levy transfer to White Lodge, representing an investment of approximately £36,000. We continue to explore opportunities to utilise apprenticeship levy transfers to support additional organisations and community groups.

proAV also partners with Royal Holloway University to support its Summer Skills Placement Programme, which aims to widen participation and improve access to career opportunities for under-represented groups, including students from black heritage backgrounds, those registered with the university's disability and neurodiversity team, care leavers, individuals from lower socio economic backgrounds and first generation university students. As part of the initiative, proAV provided two summer placement opportunities, offering participants valuable workplace experience and insight into careers within the AV and workplace technology sector.



SUPPLY CHAIN



proAV recognises the important role our supply chain plays in supporting our ESG objectives and long-term sustainability commitments. We continue to strengthen responsible procurement and supplier sustainability engagement through structured ESG due diligence, supplier risk assessment and responsible sourcing initiatives.

Our supplier onboarding and review processes incorporate environmental, ethical and operational considerations, helping ensure suppliers align with proAV’s expectations relating to sustainability, labour standards, business ethics and responsible business conduct.

To support this approach, proAV maintains:

- Supplier Sustainability & Responsible Procurement Policy
- Supplier ESG onboarding and DDQ assessment processes
- Supplier Code of Conduct
- Risk-based supplier sustainability assessments and monitoring
- Modern slavery and labour standards due diligence checks
- Review of supplier environmental commitments and certifications
- Responsible procurement principles and supplier engagement activities

Supplier assessments consider a range of ESG topics including environmental management, labour standards, modern slavery, ethics, anti-corruption, health & safety and supply chain resilience. Where appropriate, enhanced due diligence activities may be undertaken for higher-risk or strategically important suppliers.

proAV continues to develop supplier engagement and ESG monitoring processes as part of our wider commitment to responsible procurement, emissions transparency and sustainable supply chain management.

Supply Chain KPI	Impact KPI	FY25/26	Target
New suppliers screened through ESG process		Baseline	100%
Strategic/high risk suppliers assessed for ESG risks		Baseline	Annual review
Suppliers covered by supplier code of conduct		Baseline	100%
Supply chain sustainability risk assessments		Baseline	Annual review
Modern slavery due-diligence review		Baseline	Annual review

VALUES & CULTURE



Strong governance and ethical business practices underpin proAV's approach to ESG and responsible operations.

- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- ISO 45001 Occupational Health & Safety
- ISO 27001 Information Security
- Cyber Essentials Plus
- Modern Slavery Statement
- Mandatory compliance training

Cybersecurity & Operational Resilience

- ISO 27001:2022 certified information security management
- Cyber Essentials Plus accreditation
- Secure digital operations
- Operational resilience and risk management

Governance KPI	FY24/25	FY25/26	Change
Whistleblowing reports	0	0	0%
Modern slavery reports	0	0	0%
Discrimination/harassment reports	0	0	0%
Corruption reports	0	0	0%
Security breaches	0	0	0%





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