



SUSTAINABILITY REPORT 2025



Our aim is for everyone to be involved in driving interventions that embed sustainability throughout our operations.

PUTTING SUSTAINABILITY AT THE HEART OF SMART CONNECTIVITY

At CHH we have taken great strides since launching our Sustainability Plan 2023. The business has built on strong foundations and worked with a sustainability consultancy partner to further develop a robust strategy and implement an action plan that will help us manage impacts and secure competitive advantage.

A major milestone was establishing our baseline Greenhouse Gas (GHG) emissions across Scopes 1, 2 and 3. This data gives us a clearer understanding of our environmental impact and provides a foundation for tracking progress, identifying reduction opportunities, and informing a targeted decarbonisation strategy. This data also improves our competitiveness as it meets customer demand to build more sustainable supply chains.

CHH is a solutions provider, and it is our problem-solving capabilities that lie at the heart of our sustainability strategy. As well as managing our own impacts, we are in an ideal position to help customers address their pain points and drive value by making more responsible choices that support their growth plans whilst reducing their environmental footprint.

Much of that value lies in offering Life Cycle Solutions that support circularity by keeping resources in the value chain. This is being achieved by improving operational efficiencies which helps to extend the life of assets and combats waste across various points in the life cycle of products. As we continue to evolve, we remain committed to working in partnership with our clients to create sustainable pathways by better managing resources and materials.

Our people power our business and we will continue to support colleagues by investing in their personal and professional development. Our aim is for everyone to be involved in driving interventions that embed sustainability throughout our operations.

We are excited about what the year ahead has in store and the opportunities it will bring to work with all our stakeholders in taking our plans to the next level.



Paul Turner
CEO



Cory McFarlane
CBO



Produced in collaboration with our Sustainability Partners
Wylde Connections Ltd – www.wyldeconnections.co.uk

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OUR BUSINESS

CHH was founded in 1990 as a small cable assembly business in Birmingham. Over the past three decades we have grown into a trusted provider of smart connectivity solutions. While our early success was rooted in the quality of our manufactured products, we have deliberately evolved beyond being a product-led business. Today, we offer an end-to-end value proposition that includes product solutions, technical services, managed services, and life cycle solutions. Our solution-driven approach helps customers solve complex challenges across telecoms, electric vehicle (EV) infrastructure, smart metering, power generation, renewable energy, rail, nuclear and beyond.

This evolution has been closely tied to the development of our sustainability strategy. When the business changed ownership in 2022, we saw an opportunity to take a more strategic and responsible approach to growth. Working with our consultancy partner Wylde Connections, we have built a comprehensive sustainability programme that is now embedded in our operations and decision-making. We have defined our values, framework and strategy to the UN Sustainable Development Goals (UN SDGs) framework and developed a clear roadmap to reduce our environmental impact, support our people and communities, and future-proof our operation.

We now focus on delivering turnkey solutions that extend the life of assets, keep resources in the value chain, and help our clients meet their own Environmental, Social & Governance (ESG) goals. From repairs and retrofits to reverse logistics and asset tracking, our life cycle solutions are designed to reduce waste and create long-term value.

Over the past three decades we have grown into a trusted provider of smart connectivity solutions.

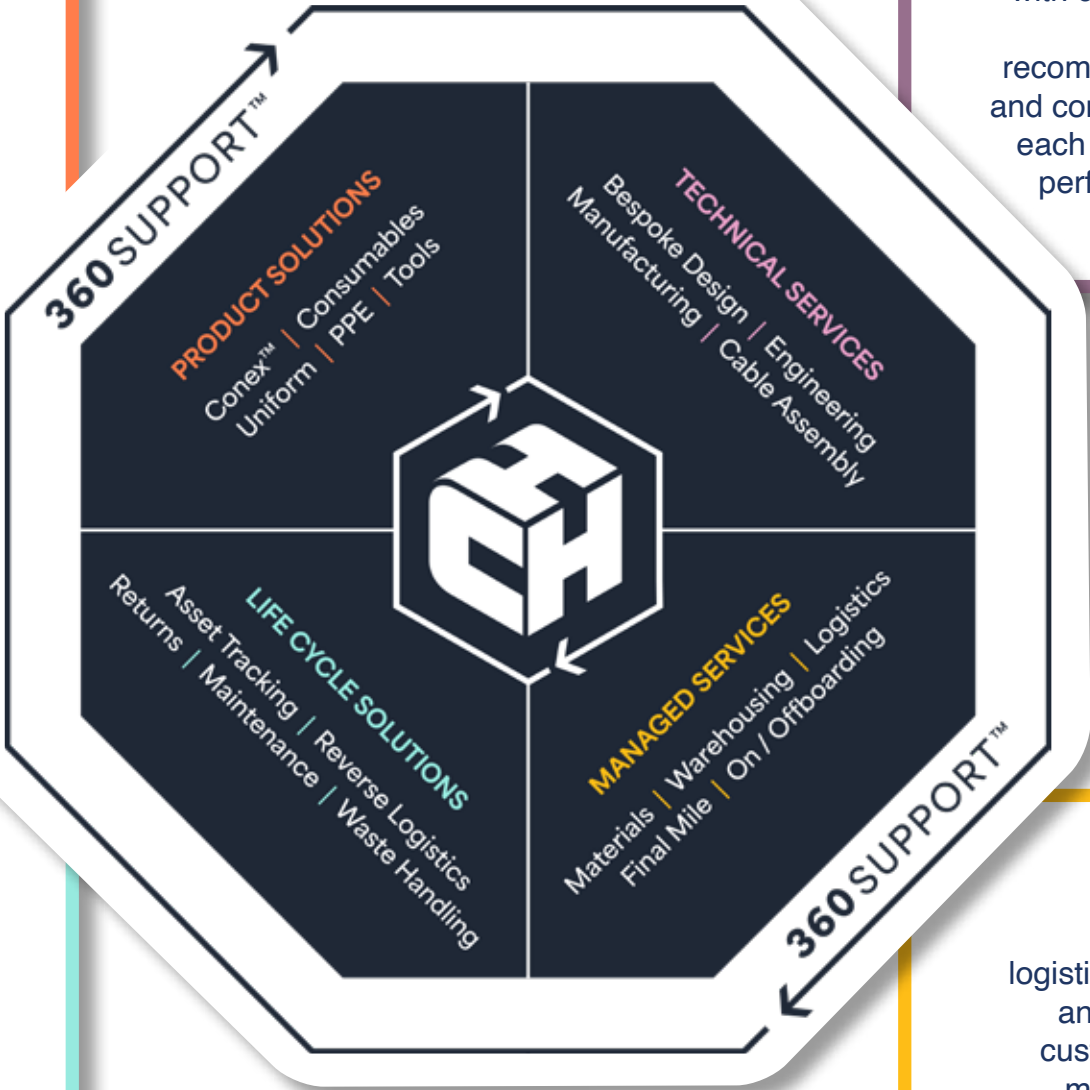
Our Product Solutions offering includes the full Conex-branded portfolio of networking cables and connectivity products, alongside a range of consumables, uniforms, PPE, and tools. Designed to provide engineers with everything they need for a successful installation, CHH products are quality assured and accessible through managed distribution networks.

These solutions are designed to keep resources in the value chain and maximise asset value. We are using technology to provide end-to-end support including asset tracking, reverse logistics, returns management, maintenance, repair, and retrofit. By extending product life and enabling reuse, we help customers reduce waste, cut emissions, and align with circular economy principles.

OUR SOLUTIONS

We apply our expertise in design, precision engineering, manufacturing and cable assembly to deliver tailored solutions. Our in-house engineering team works closely with customers to understand technical requirements, recommend suitable materials and configurations, and ensure each solution is optimised for performance, reliability, and ease of installation.

Our team provides end-to-end operational support that simplifies logistics, improves efficiency, and reduces costs for our customers. From inventory management and secure storage to final mile distribution, onboarding and offboarding, we drive value, address pain points and streamline field service operations.



WHAT DRIVES US

OUR MISSION

Complete solutions designed to help connect your world for a smarter, sustainable future.

OUR CULTURE

People are the lifeblood of our business, and we are committed to fostering a culture in which colleagues feel valued and empowered. CHH has always had a family feel and one of our greatest achievements is maintaining that spirit throughout our growth journey. We are setting up a new reward and recognition programme that celebrates people for embodying our values and we are proud of creating an environment in which everyone is empowered to fulfil their potential.

OUR VALUES



Driven

Driven to create a better world, one that is more connected and sustainable, one that utilises communication technology for good, and one that has collaboration and excellence at its heart.



Agile

Connectivity does not delay, and nor do we. Our team is responsive, proactive, agile, and flexible. Only with these traits can we continually solve complex problems and add value to our customers.

Responsible

We are a responsible business that seeks to prosper by serving the needs of people and planet. As an ethical company we recognise our duty of care to all stakeholders, from our people to the local community.



People Focused

CHH is nothing without its people. We are committed to investing in our team and forming new value chain relationships as we collaborate with our partners to keep the world connected.

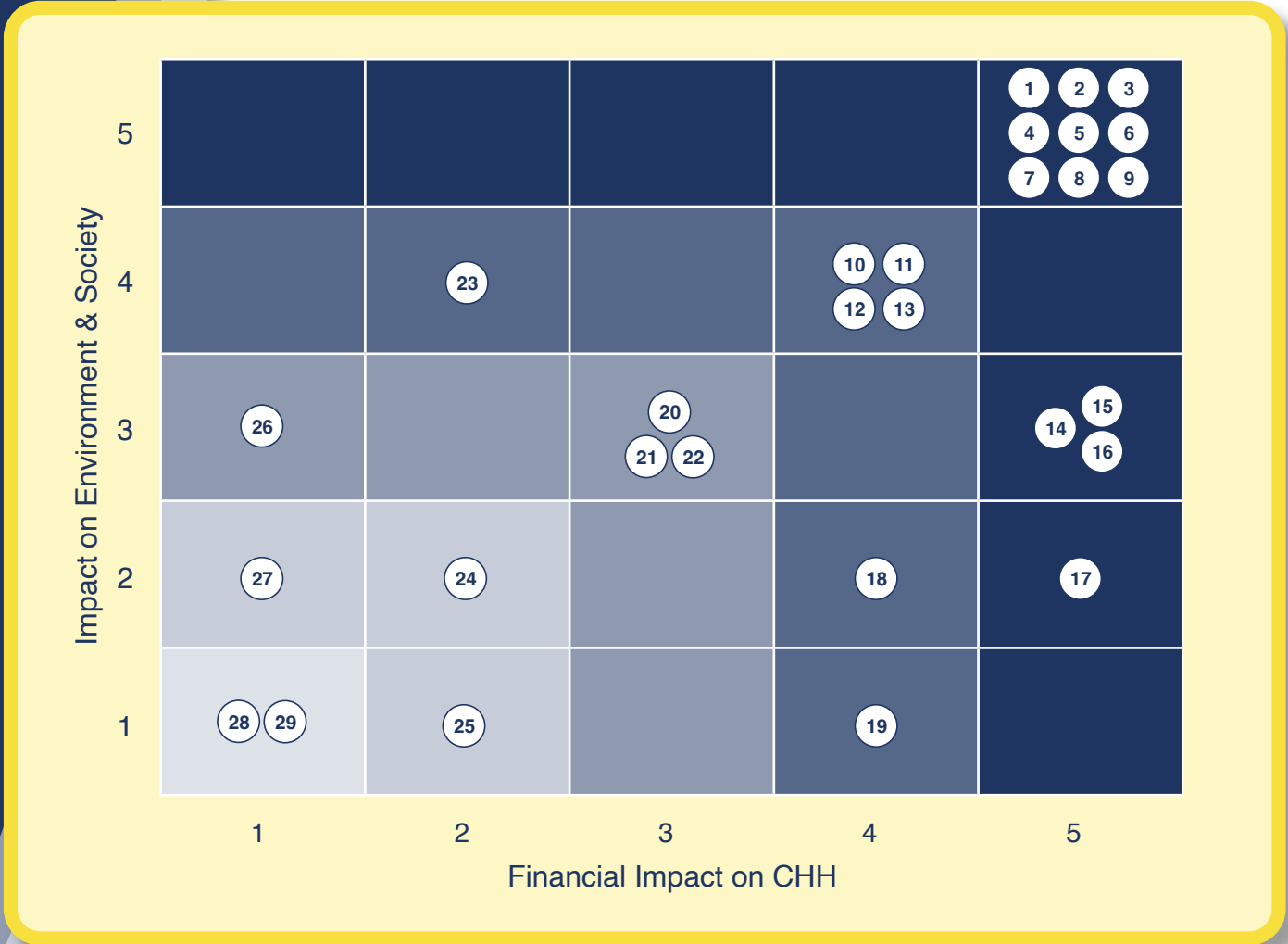


Trusted

We are the company that thousands of supply chain businesses and millions of consumers rely on. We power connectivity 24/7, driving smart, sustainable cities around the globe.

MATERIALITY ASSESSMENT

As part of CHH’s commitment to aligning with evolving sustainability frameworks and best practices, we undertook an internal double materiality assessment in 2025. Our leadership team identified and prioritised the most important Environmental, Social and Governance (ESG) topics that influence both our business success and our broader impact on people and the planet. While CHH is not currently mandated to report under the Corporate Sustainability Reporting Directive (CSRD) or the Task Force on Climate-related Financial Disclosures (TCFD), we are evolving our materiality assessment to align with the frameworks that underpin CSRD and TCFD. This proactive step reflects the maturity of our sustainability journey and ensures we are well-positioned for future compliance.



We identified and assessed 29 material topics, mapped across three key pillars:

Environmental (e.g. greenhouse gas emissions, climate risk and resilience, circular economy)

Social (e.g. workforce mental and physical wellbeing, stakeholder engagement, diversity, equity and inclusion)

Governance (e.g. ethical business practices, sustainable supply chain management, data and cybersecurity)

Each topic was scored against two dimensions:



Financial Materiality – The degree of risk or opportunity the issue presents to CHH’s business operations, performance or long-term value creation



Environmental and Social Materiality – The scale and significance of CHH’s positive or negative impact on environmental and social systems

Scores ranged from 1 (low impact) to 5 (high impact), with assessments made internally based on current business activities. For example, environmental impact scores such as GHG emissions were evaluated in the context of CHH’s own emissions profile, rather than global emissions trends. This focused approach ensures our assessment reflects direct operational relevance and helps us identify where to prioritise resources and action.

- 1 Ethical Business Practices

2 Skills Development

3 Labour Practices

4 Future Workforce

5 Compliance

6 Supply Chain Due Diligence

7 Risk Management

8 Health & Safety

9 Policies, Processes & Procedures

10 Circular Economy & Waste Reduction

11 Environmental Compliance

12 Board & Executive Oversight of ESG

13 ESG Reporting Transparency

14 Standards & Accreditations

15 Data & Cybersecurity
- 16 Sustainable Supply Chain Management

17 Stakeholder Engagement

18 Climate Risk & Resilience

19 GHG Emissions

20 Sustainable Product Design & Lifecycle Impacts

21 Workforce Mental Wellbeing

22 Workforce Physical Wellbeing

23 Diversity, Equity & Inclusion

24 Energy Efficiency & Renewable Energy

25 Community Impact & Volunteering

26 Air Pollution

27 Biodiversity & Ecosystem Impacts

28 Noise Pollution

29 Water Pollution

The outcomes of this assessment are being used to inform our ESG strategy, reporting priorities, and future engagement with stakeholders. This structured, data-informed approach enables CHH to embed sustainability deeper into our business model and reinforces our ambition to lead by example in our sector.



We aim to reduce waste generated by 25% by the end of 2030 and by the same date reduce waste intensity by 33%.

CIRCULAR ECONOMY AND WASTE REDUCTION



FINANCIAL
IMPACT

4



ENVIRONMENTAL
& SOCIETAL IMPACT

4

CHH has developed a range of Life Cycle Solutions to address customer pain points by maximising resources and putting an infrastructure in place to support circularity. Industries that rely on field service installations such as smart metering generate significant waste. Devices are routinely decommissioned, replaced or scrapped before the end of their usable life and there are no mechanisms in place to return working assets to their owner. We have used technology and applied our problem solving expertise to reduce costs and keep resources in the value chain.

The team used circular economy principles to design solutions that extend the life cycle of valuable resources. By extending product life and enabling reuse, we help customers reduce waste, cut emissions, and secure competitive advantage by demonstrating their sustainability credentials.

For instance, when an engineer removes a smart meter from someone's home, they can log it on our app before returning it to one of CHH's secure drop off points. It is scanned and taken by one of our vans to a central hub where it is ready to be used again or returned to the asset owner. Similarly, our team can extend the life of cabinets out in the field through maintenance, repair and retrofit services.

In terms of embracing responsible waste management within our own business, we have set ambitious targets. Our waste intensity is currently 2.342 tCO₂e per £ million turnover. We aim to reduce waste generated by 25% by the end of 2030 and by the same date reduce waste intensity by 33%.

We plan to achieve this by increasing the recycled percentage of general waste to 50% by the end of 2027 and explore every opportunity to keep resources in the value chain. The introduction of the Simpler Recycling legislation on 31 March 2025 will help us meet our goals. We now have bins to segregate waste into four streams – dry recyclables, paper/cardboard, food waste, and general waste. We are looking to implement sustainability training throughout the organisation by the end of 2025 which will incorporate responsible practice. This helps ensure compliance and minimise the amount of waste consigned to landfill.

SUSTAINABLE PRODUCT DESIGN AND LIFECYCLE IMPACTS



FINANCIAL IMPACT 3

ENVIRONMENTAL & SOCIETAL IMPACT 3

We are committed to embedding this life cycle thinking throughout our business strategy and our work to support the circular economy will see CHH address this. This is a material issue that has the potential to both manage our impacts and generate more revenue. By Q2 2026 we will look into conducting Life Cycle Assessments (LCAs) on two of our product lines. This will allow us to pinpoint environmental hotspots, reduce costs through smarter resource use, meet growing regulatory and customer demands, and strengthen our sustainability credentials in a competitive market.

ENVIRONMENTAL COMPLIANCE

FINANCIAL IMPACT 4

ENVIRONMENTAL & SOCIETAL IMPACT 4



This forms a critical part of our sustainability strategy. CHH is ISO 14001 certified which means that we meet all relevant legal and regulatory requirements while managing environmental risks effectively. We demonstrate this by using tools such as legal registers, risk assessments, and documented procedures to track obligations, control impacts, and ensure they remain up to date with changing legislation. Our legal register was last updated in March 2025.

CLIMATE RISK AND RESILIENCE

FINANCIAL IMPACT 4

ENVIRONMENTAL & SOCIETAL IMPACT 2



Adaptation is a business imperative, and CHH is committed to addressing this. As the frequency and impact of extreme weather events increases, we need to address how they affect our operations and what can be done to mitigate risks. Be it addressing how people and equipment work during heatwaves or assessing flood impacts, we plan to evaluate climate risk to build long term resilience.

A recent study led by King’s College London estimates that climate disruption to global supply chains could lead to \$25 trillion net losses by 2050. As part of our evolution, we need to factor these risks into business planning.

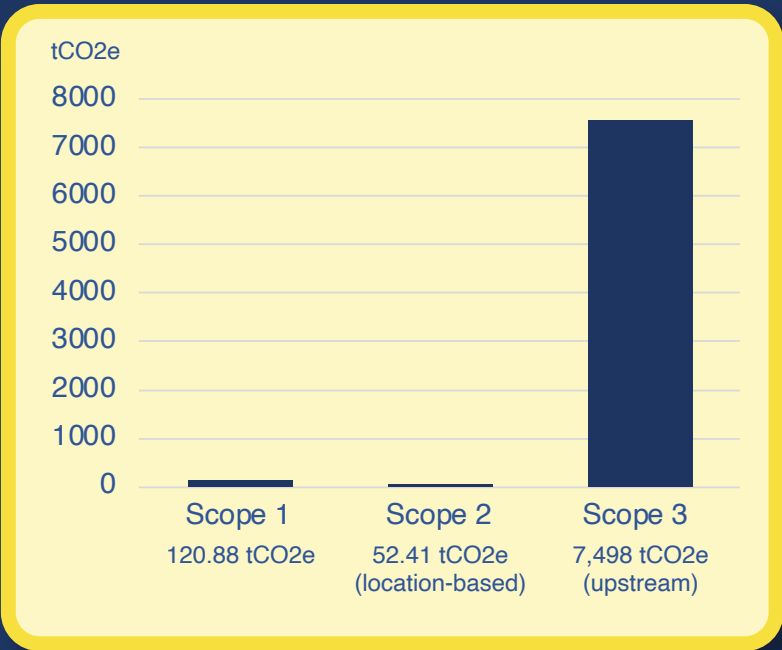
GREENHOUSE GAS (GHG) EMISSIONS



FINANCIAL IMPACT 4

ENVIRONMENTAL & SOCIETAL IMPACT 2

We understand that GHG emissions is a material issue for CHH. The financial impacts of non-compliance are considerable and by failing to report on emissions the business also risks



losing out on commercial opportunities. Customers are increasingly asking for ESG data. By reporting on and measuring our impacts we not only demonstrate our credentials as a responsible business but will secure competitive advantage.

We recently finished calculating our baseline GHG emissions. The exercise gave us an accurate picture of our environmental impact across Scopes 1, 2 and 3. By measuring our baseline over a 12-month period to the end of 2024, we have a solid foundation to track progress, identify emissions hotspots, and prioritise actions that deliver meaningful carbon reductions.

Purchased goods and services account for 7,317 tCO2e, 95% of our total. We rely on our suppliers to calculate Scope 3 emissions and for our baseline year have only been able to access spend data. It is important that we now begin to engage with our supply chain to obtain more accurate data based on activity so that we have a more accurate picture and do not need to be so reliant on estimates. We will work to continually improve our data collection methodology and procedures. For instance, we aim to improve the quantity and quality of data in areas such as upstream and downstream transportation.

CHH also intends to implement initiatives to encourage employees to use less carbon intensive modes of transport such as walking, cycling and taking public transport.

For more information and detail about baseline emissions, please see our 2024 emissions report: <https://chhconex.com/wp-content/uploads/2025/09/CHH-Internal-GHG-Report-2024.pdf>



CHH is ISO 14001 certified which means that we meet all relevant legal and regulatory requirements while managing environmental risks effectively.

ENERGY EFFICIENCY AND RENEWABLE ENERGY



FINANCIAL IMPACT 2

ENVIRONMENTAL & SOCIETAL IMPACT 2

Energy is a major source of CHH’s emissions, and we will follow our sustainability action plan to identify opportunities to reduce energy use.

Electricity	
Consumption	253,109 kWh
Intensity	2.12 tCO2e per £million turnover

We aim to reduce energy consumption and intensity by 50% by 2030 by exploring energy reduction and energy efficiency opportunities. Currently 44% of our electricity is from a renewable source and we intend to switch to a 100% renewable energy tariff when our current deal ends.

Gas	
Consumption	499,844 kWh
Intensity	3.701 tCO2e per £million turnover

AIR POLLUTION

FINANCIAL IMPACT 1

ENVIRONMENTAL & SOCIETAL IMPACT 3



According to a report by the Royal College of Physicians, air pollution causes more than 500 deaths a week in the UK, with health harm to almost every organ of the body. Although air quality in Birmingham where we are based is considered Good by the Air Quality Index, we are committed to reducing our environmental impact and considering the health of our local communities.

Our transport fleet continues to expand as our business grows. We are currently exploring the viability of using electric vehicles. We will explore the range and capacity of these vehicles to determine whether we can transition to low carbon vans.

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NOISE AND WATER POLLUTION



FINANCIAL IMPACT 1

ENVIRONMENTAL & SOCIETAL IMPACT 1

Our operations do not impact on noise pollution and there have been no previous complaints or breaches of compliance with water pollution. We will remain vigilant in ensuring we monitor and manage our impacts effectively.

BIODIVERSITY AND ECOSYSTEM IMPACTS



FINANCIAL IMPACT 1

ENVIRONMENTAL & SOCIETAL IMPACT 2

As a business we do not have a significant impact on biodiversity, but we do appreciate the reputational benefits associated with considering nature in our decision making. Nature positive interventions would have benefits not only for the environment but employee health and wellbeing. As part of our sustainability strategy, we will investigate whether there are any opportunities to boost biodiversity through planting, and we aim to increase our financial contributions to nature-positive charities and will work to identify causes that are aligned with our values and are important to our people.





CHH takes pride in being a people-focused business where loyalty and longevity are not just valued but actively nurtured.

SKILLS DEVELOPMENT



FINANCIAL
IMPACT

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ENVIRONMENTAL
& SOCIETAL IMPACT

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Our scoring in the Materiality Assessment reflects the emphasis we place on skills development. Financially, the benefit of upskilling our existing workforce far outweighs the cost of recruiting new people and offering continuous professional development opportunities helps us attract and retain talent within a competitive recruitment market.

We are committed to empowering our colleagues through training so that they have the knowledge and skills they need to meet personal and business objectives. For example, CHH's SHEQ Manager Sarah Sherwood has enrolled on the ISEP Certificate in Environmental Management (PISEP). PISEP is an internationally recognised qualification for environmental professionals that will help Sarah develop and implement our sustainability strategy. We are also exploring options to roll out workforce-wide sustainability awareness training to maximise benefits and embed best practice.

LABOUR PRACTICES



FINANCIAL
IMPACT

5



ENVIRONMENTAL
& SOCIETAL IMPACT

5

CHH takes pride in being a people-focused business where loyalty and longevity are not just valued but actively nurtured. Our employees are our most important stakeholder and so labour practices scored so highly in our assessment.

Many of our team members have been with us for decades, some of whom have been at CHH since the beginning. Their commitment has played a vital role in shaping who we are today. We believe in creating an environment where individuals are supported to grow and progress, often moving from the shop floor into senior roles through continuous development and encouragement

We are currently developing a recognition and reward programme to ensure fair remuneration and benefits. We will showcase colleagues that embody CHH values and incentivise workers in a way that will cement our position as an employer of choice in our sector and one that allows its people to fulfil their potential.

FUTURE WORKFORCE



We operate in an industry that is struggling with a skills gap as older workers retire. We therefore prioritise securing our future workforce and engaging with the next generation of CHH employees. We are exploring ways to connect with prospective candidates and have invested in our Birmingham site to create a more appealing working environment. From upgrading office space and introducing breakout rooms to offering leisure activities such as pool and darts, we have made CHH a more attractive place to work.

STAKEHOLDER ENGAGEMENT



CHH is a fast-paced business. As we evolve it is important that we keep people up to speed with our progress. Without effective stakeholder engagement we risk damaging relationships which could have significant financial impacts that negatively affect brand loyalty and reputation.

As part of developing our sustainability strategy we conducted a stakeholder mapping session which identified the different groups and how they are connected with our business. We grouped these into those who are internal, connected or external. We then grouped these stakeholders into an interest/influence matrix. This helped us identify the levels of interest and influence different stakeholders have on the business. This has helped us shape how we engage with them and at what level.

Improving stakeholder engagement is a key priority and we publish regular articles and social posts to help people follow our journey. We are about to launch our first external and internal email newsletters to further support this work.

WORKFORCE PHYSICAL AND MENTAL WELLBEING



The investment in facilities for our people also supports workforce wellbeing by creating spaces where colleagues can relax and recharge. Failing to focus on employee welfare would not only be a dereliction of duty but CHH would suffer financially as we would find it harder to attract and retain talent. We put people first and this is one of our key differentiators.

HEALTH AND SAFETY



We are proud of our health and safety record.

Near Miss Rate
5.31 cases per 100,000 hours

Accident Rate
9.3 cases per 100,000 hours

According to the Health and Safety Executive, workplace injuries and ill health cost UK businesses more than £15 billion per year and as a responsible employer we take our duty of care very seriously.

As part of our drive for continual improvement, we recently enrolled Emily Knight on the NEBOSH National General Certificate in Occupational Health and Safety. The qualification is designed to develop a range of skills including identifying and controlling common workplace hazards and understanding the UK's key health and safety regulations. Emily now has the skills she needs to support the work of our SHEQ Manager Sarah Sherwood.

The investment in facilities for our people also supports workforce wellbeing by creating spaces where colleagues can relax and recharge.

DIVERSITY, EQUITY AND INCLUSION



FINANCIAL
IMPACT

2

ENVIRONMENTAL
& SOCIETAL IMPACT

4

Being an inclusive, equitable and diverse organisation brings many advantages. Being able to tap into a wider talent pool that offers different skills, experiences and perspectives helps drive innovation and challenge the status quo. We want to ensure recruitment remains focused on hiring employees based on merit and performance. To ensure CHH continues creating a diverse workforce, recruitment processes focus on inclusive job advertising and by making application processes accessible to people from a diverse range of backgrounds.

Gender	
Male	76 (66%)
Female	39 (34%)

Age Range	
16 - 24	7
25 - 34	36
35 - 49	35
50 - 64	35
65+	2

Ethnicity	
White British	68
Asian	11
Black	15
Other	21

COMMUNITY IMPACT AND VOLUNTEERING



FINANCIAL
IMPACT

2

ENVIRONMENTAL
& SOCIETAL IMPACT

1

We are proud to support and raise money for good causes within our local community. Our employees have participated in various 5-a-side tournaments, charity quizzes, and hiking events to raise thousands of pounds for charities such as St. Basils, Birmingham Hospice, and Sandwell Parents for Disabled Children.

Our partners and customers also host various events throughout the year to raise funds for the charities they support. Our employees have participated in various auctions supporting organisations such as The Christie Foundation, Mind, and City in the Community.

CHH is also a member of the Birmingham & Black Country Wildlife Trust which works for nature’s recovery across Birmingham and the Black Country; protecting, restoring and creating wildlife-rich, accessible spaces that benefit people and wildlife.



We are proud to support and raise money for good causes within our local community.

GOVERNANCE

ETHICAL BUSINESS PRACTICES



CHH has a clear set of values which employees are encouraged to embody within their day-to-day work. At the heart of that is a commitment to treat people fairly and with respect. We demand a high standard of ourselves and our wider value chain and have succeeded on the back of forming long term relationships based on trust and transparency. By ensuring these values inform all decision making we help enhance our reputation, build brand loyalty and attract and retain the best talent.

COMPLIANCE



The financial risk of non-compliance is significant. Not only does it expose businesses to potential fines and penalties, but it damages reputations and can result in the loss of contracts with key customers. CHH minimises the risks of non-compliance by keeping our environmental legal register and wider compliance areas, such as health and safety, up to date. We also produce monthly and more detailed quarterly reports which are shared and discussed during senior leadership meetings. We scrutinise key metrics during these meetings to address and mitigate potential compliance issues.

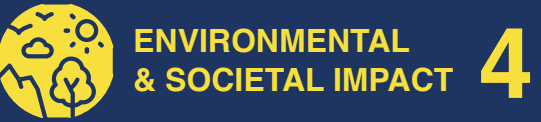
We passed our recent ISO 14001 audit with no non-conformities. There have also been some improvement actions to ensure we continue our compliance with environmental legislation.

SUSTAINABLE SUPPLY CHAIN MANAGEMENT



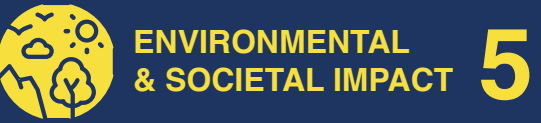
Building a sustainable supply chain will help CHH secure compliance, meet ESG objectives and address disruption caused by climate change. Supplier due diligence is a key priority as we work to ensure that best practice is embedded throughout our value chain. We want social and environmental impacts to be managed responsibly, and we will engage more widely with suppliers to ensure that their activities are aligned with our values and objectives.

POLICIES, PROCESSES AND PROCEDURES



We need robust policies and procedures to guide our actions. Many of those are legal requirements and fall within our compliance obligations. Striking the right balance in business policies is essential. While overly prescriptive procedures can stifle creativity and reduce agility, well-crafted policies that go beyond compliance can actively support positive behaviours, enhance wellbeing, and create a more inclusive and engaged workplace. Clear yet flexible frameworks allow employees to feel supported rather than restricted, helping to attract and retain talent, foster innovation, and build a culture of trust and shared responsibility.

RISK MANAGEMENT



Managing risks effectively is a strategic priority for CHH. This covers everything from health and safety to supply chain management. Risks need to be identified early so that appropriate measures can be put in place. We complete an annual risk assessment, with the aim of checking progress on a quarterly basis.

BOARD AND EXECUTIVE OVERSIGHT



The CHH leadership team embarked on the sustainability journey and is committed to further embedding its principles throughout the business. Everyone has a responsibility to make this happen and we are planning to give ESG responsibilities to all business leaders and managers with progress to be reported on in leadership team meetings. We will back this up with sustainability awareness training to be rolled out by the end of 2025.

REPORTING TRANSPARENCY



Transparency in ESG reporting is key to avoiding greenwashing, building trust and brand loyalty. Evidencing credentials will help CHH win more business and meet changing customer requirements. It is important that our stakeholder engagement not only shares the stories of our success but acknowledges areas for improvement. All claims must be backed up with evidence, methodology and verified data, as demonstrated in our GHG Emissions Report.

DATA AND CYBER SECURITY



CHH has robust procedures in place to ensure data privacy as part of our compliance with GDPR. We are trusted by stakeholders that we will handle information in a responsible manner.

CHH has also recently received the Cyber Essentials Certification. Cyber Essentials is a UK government backed scheme that provides a strong baseline of security by protecting organisations from a range of common internet-based cyber attacks, such as malware, ransomware, and phishing. This certification requires adherence to five fundamental security measures: Firewalls, secure configurations, user access control, malware protection, and patch management. With this certification, our stakeholders can be assured that data is secured and protected.

STANDARDS AND ACCREDITATIONS



Achieving standards and obtaining accreditations evidences our performance and validates our claims. This improves our competitiveness and helps ensure we have the systems and processes in place to drive continual improvement across key business metrics, including those relating to ESG.

We have recently achieved the Ecovadis accreditation. We have also received our corrective action plan to help us improve our score when we come to re-assess our performance. Some of these actions have already been started, such as setting our Net Zero targets. We have included the other actions in our robust Action Plan, with other actions to further embed sustainability throughout our organisation.

SUPPLY CHAIN DUE DILIGENCE

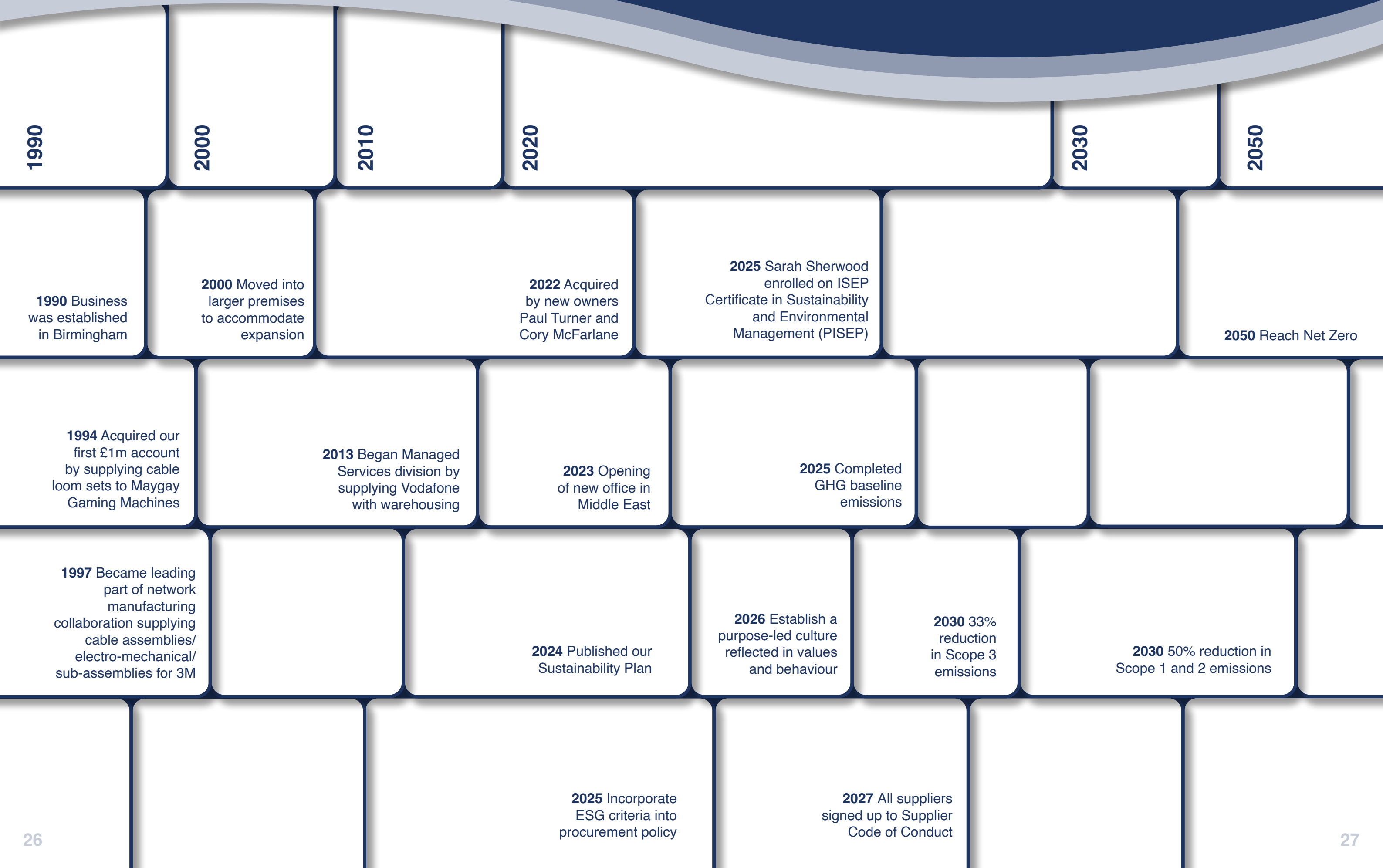


Supply chain due diligence means identifying, assessing, and addressing ESG risks across a company's value chain to ensure responsible sourcing, legal compliance, and long-term business resilience. Risks might include human rights violations, environmental harm and unethical labour practices.

At CHH we require suppliers to complete an approval form which includes detail on environmental, quality and sustainability policies, as well as control of subcontractors and resource management. We are working with a third party sourcing and supply chain consultant and the process they have put in place includes the use of a supplier code of conduct to support due diligence.

The CHH leadership team embarked on the sustainability journey and is committed to further embedding its principles throughout the business.

OUR SUSTAINABILITY JOURNEY





LOOKING TO THE FUTURE

CHH has never been a business to rest on its laurels, and we are committed to build on these strong foundations. We continue to invest significant time and resources into implementing our strategy.

A key development is appointing a long-standing member of CHH as our sustainability lead. Sarah Sherwood has been with us for over 35 years. Already responsible for our environmental management, Sarah will now be expanding her role to incorporate all aspects of ESG. Her ISEP qualification will stand her in good stead to help CHH face the challenges and embrace the opportunities ahead.

With the backing of CHH's leadership team, Sarah will also work closely with Wylde Connections to implement our action plan and meet the objectives set out in our road map. It is important that we maintain momentum and continue to share our progress with all our stakeholders. As part of our communications strategy, we are launching a newsletter to help keep everyone up to speed.

Now that we have established our GHG baseline we will continue improving the quality and quantity of data we collect to gain a more accurate picture and identify emissions hotspots. We will use this information to inform our carbon reduction strategy and set ambitious decarbonisation targets.

At the same time, we will continue to evolve our Life Cycle Solutions to support our customers in embracing circularity. We are for instance exploring the possibility of extending the life of lithium batteries and repurposing old smart meters so that they can be brought back into the value chain.

In terms of social impact, our people-focused philosophy is what has made us the success we are today. We will continue nurturing our talented workforce and helping them achieve their goals. CHH's new reward and recognition programme will celebrate those who embody our values and apply the principles set out in this strategy in their day-to-day work.

As ever, our interventions will be driven by the needs of our customers. We look forward to working with them and our other stakeholders to continually evolve our offer and apply our expertise to meeting the needs of people, profit and planet.

CHH has never been a business to rest on its laurels, and we are committed to build on these strong foundations.

REFLECTIONS

Working as CHH's sustainability partner has been a hugely rewarding experience, not only because of the transformation we've seen within the business, but because of the commitment and drive demonstrated by the entire leadership team.

CHH is a business with a proud history, but it is also one that refuses to stand still. Over the last three years, the company has made significant strides in redefining itself as a solutions provider and I've been delighted to see that this is with sustainability at its core. I've had the privilege of working closely with CHH through this period of evolution, and what stands out most is their willingness to embrace change, challenge assumptions and genuinely lead by example.

From the outset, CHH recognised that engaging with the sustainability agenda was not just a compliance exercise, but a strategic imperative. With growing customer expectations and an ever-changing regulatory landscape, it was clear that ESG needed to be a central pillar of their growth strategy.

The timing aligned perfectly with their internal restructuring and rebranding efforts. We have since worked with the team in developing a robust strategy and helping implement its vision throughout the organisation. Now that CHH has established its baseline GHG emissions, we have the insight to help set out an ambitious carbon reduction strategy. At the same time, the development of the Life Cycle Solutions offer is challenging the take-make-discard model of consumption and helping CHH customers reduce waste and keep resources in the value chain.

The business has positioned itself as a partner of choice, giving customers a one-stop-shop for smart connectivity and providing solutions that help them make more responsible choices. CHH is growing at an impressive rate, and it is refreshing to see how the business has embraced sustainability as an enabler.



Dr Denise Taylor
Managing Director
Wylde Connections Ltd



CHH recognised that engaging with the sustainability agenda was not just a compliance exercise, but a strategic imperative.

Complete solutions designed to help connect your world for a smarter, sustainable future



Get in touch today to learn more about
our range of smart connectivity solutions:

+44 121 344 4229
enquiry@chhconex.com