



Powering Progress

Sustainability Report

Reporting on our journey
to deliver Vision Zero

FY23

In the interests of sustainability, we kindly request that this report is not printed

Contents

About This Report	03	Our Four Pillars	16	Looking Ahead	48
The Highlights	06	Pillar 01: Climate Change and Energy Transition	18	Glossary	51
About Certas Energy	08	Pillar 02: Safety and Environmental Protection	24	Additional Information	56
Welcome	12	Pillar 03: People and Social	32		
Our Approach	14	Pillar 04: Governance and Compliance	40		

01 About This Report

A Milestone on our Sustainability Journey

Our mission is to empower our people, our customers, and our communities to take tangible steps towards a more environmentally responsible future where we work together year on year to deliver Zero Harm to our people, our business and our communities.

In this report, we provide a record of our achievements, successes, challenges, and progress on our journey to date. A journey that involves every Certas Energy division, every function and every team working together towards our goal of achieving Zero Harm.

This year, our Environmental Sustainability Committee has been engaging with the wider business to develop and implement the company's sustainability strategy and policy. The Committee is monitoring and reviewing progress against defined pillars, priorities, objectives, and targets, so that we deliver on our ambition to provide all stakeholders with a comprehensive sustainability report.

As a milestone on that journey, this **Powering Progress Report** recognises the work we have done to date. It acknowledges the substantial progress being made across the business under the respective banners of our three culture improvement programmes—**SAFETY F1RST Vision Zero, Compliance Vision Zero, and Sustainability Vision Zero**—along with our continuous efforts to be recognised as an **Employer of Choice**.

Furthermore, to create a foundation for our sustainability reporting long-term, we collate and present the information on the following pages under the four sustainability pillars, which shape our sustainability strategy and decision making.



**One
Ambition**

**One
Mindset**

**One
Future**

02 The Highlights

Powering Progress

Pillar 1: Climate Change and Energy Transition

Bringing HVO supply to more **commercial customers** across the UK

Increasing use of **renewable** fuels

Helping to reduce our **customers'** emissions

Launch of our **Renewable Energy division**

Acquisitions of **renewable energy** businesses

ISO 50001:
Energy Management System

Pillar 2: Safety and Environmental Protection

Delivering **world-class** cultural change programme

ISO 45001 Occupational Health & Safety Management System

Reduced Lost Time Injury Frequency Rate (LITFR) by **40%** since 2019

Robust environmental risk management and emergency response systems

Pillar 3: People and Social

Health and Wellbeing Champions appointed

1% of profit committed to Hands in the Community programme

Launch of **ED&I survey**

127 causes and **25,033 people** supported

Finalist SS&C 2023 Blue Prism Awards for Innovation Brilliance in Robotic Automation

Pillar 4: Governance and Compliance

Compliance Vision Zero launched to support Zero Harm to our people and our business

Compliance Week launched with live events in Warrington and Larbert

Virtual sessions accessible across all departments and organisational levels

Introduction to **'Talking Smarter'** launched to explore what compliance means

Good Catch Awards introduced to help build on our robust compliance culture

03 About Certas Energy

Certas Energy remains the largest independent distributor of fuel and lubricants in the UK, employing ≈2,200 people and delivering over four billion litres of fuel to customers every year.

2,200
Colleagues



770
Tankers



800
Retail
Forecourts



Our diverse customer base includes rural residential customers, family farms and businesses ranging from small to large. In addition, we have specialist sector teams for marine, fuel retailing and lubricant customers. For the fuel retail sector, we have supply agreements with 800 retail forecourts, including 400 Gulf-branded sites.

This is a business transforming

Always providing our customers with excellent personal service and a great range of energy products and services. Our extensive and reliable delivery network comprises 94 depots and 770 tankers.



Lubricants



**Boiler
Maintenance**



**Fuel
Cards**



**Alternative
Fuels**



94
Depots



**Additive
Fuels**



We are a major supplier of transport fuel through our branded fuel cards business. In addition, we offer lubricant products to all commercial sectors and other complementary services, including boiler servicing and maintenance, tanks, additives and specialist fuels.

Tanks



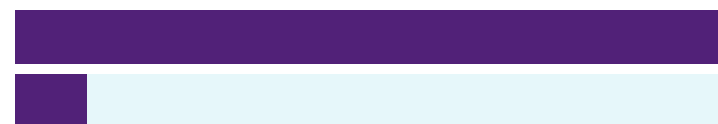
At Certas Energy we always endeavour to take a lead in the industry.

We are part of DCC plc, a leading international sales, marketing, and support services group, which launched its Leading with Energy strategy in May 2022.

Reflecting the transformation at the heart of that strategy, we have introduced several energy transition-focused initiatives to underpin our decarbonisation efforts. This includes the launch of our low carbon, Renewable Energy division led by our newly appointed Renewable Energy Director. This new division aims to help homes and businesses move to cleaner energy supplies for power and heat.

We are committed to exploring low carbon options in liquid fuels, as well as renewable technology for off-grid home heating.

Additionally, driving change in liquid alternative fuel through national supply of Hydrotreated Vegetable Oil (HVO) for commercial and domestic customers. Also part of UKIFDA (UK and Ireland Fuel Distributors Association) and OFTEC's (Oil Firing Technical Association) Future Ready Fuels Project, we are demonstrating HVO's capabilities as an up to 90% reduced carbon emission heating solution alternative to kerosene.



Up to **90%** reduction in carbon emissions vs traditional heating fuels



Sustainable Energy



Heat Pumps



Solar Energy

Our acquisition pipeline is a core part of our strategy to become a leader in the UK's renewable energy installer services space. Recent acquisitions include:

- **Hafod Renewable Energy**, a leading supplier of sustainable energy solutions
- **Freedom Heat Pumps**, one of the UK's leading distributors of air source and ground source heat pump equipment
- **Centreco**, the UK's leading commercial solar installation company

By continuing to grow our Renewable Energy division, we are confident that Certas Energy will continue to drive meaningful change by ensuring our customers' journey to lower carbon operations is as smooth and seamless as possible. Moreover, we plan to enhance our renewable energy offerings in the near future, broadening our commitment to sustainable energy solutions.

Our Values

We work as a **team** and **collaborate**

We are **safe** and **considerate**

We are **open** and **honest**

We constantly **improve** and **inspire**

We **can do** and **will do**



Progress in action:

Winning the UKIFDA Green Award 2023

We won two prestigious UKIFDA Awards for 2023.

These awards commended our unwavering commitment to environmental responsibility and recognised the exceptional contributions of our dedicated team.

The UKIFDA Green Award 2023 highlighted our dedication to a greener future. The fact that we had successfully embedded sustainable principles, standards, and products throughout our operations earned us this distinction.



04 Welcome

As the largest distributor of fuel and lubricants in the UK, we're harnessing our industry-leading energy expertise to drive meaningful change and we're proud of the evolving liquid fuel business we have today.

Steve Little, Managing Director

Sustainable growth matters to us

‘At Certas Energy, we acknowledge the complexities involved in the energy transition while understanding the urgency of addressing climate change. Foremost, our dedication to customer service has been the driving force behind our Vision Zero principles — aiming to achieve Zero Harm to our people, our business and our communities. This commitment compels us to do everything in our power to address these challenges now — and year upon year into the future.’

We’re clear that it’s going to take a mix of renewable technologies, over time, to transition homes and businesses to cleaner energy options. That’s why we’re developing and investing in our business and people to provide the foundations for the transformation that is required.

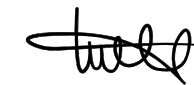
As a distributor of fuel and lubricants in the UK, our industry-leading expertise is now centred on advancing Hydrotreated Vegetable Oil (HVO) as a key product, reflecting our commitment to meaningful and sustainable change. We take pride in our liquid fuel business, adept at supplying our customers with the right products, including HVO, at the right time. This focus aligns us with critical global and governmental climate change targets.

We are committed to creating a business that is growth-focused yet built on sustainable principles, standards, and products. That’s why we have put sustainability and Environmental, Social and Governance (ESG) at the centre of our growth strategy — and at the heart of our reporting cycle going forward.

As highlighted on the following pages, by developing business-wide initiatives, such as the creation of the Renewable Energy division, we are collectively challenging ourselves every day to ensure that we make conscious choices that shape and protect our growth in line with customer requirements in the new energy environment.

To do this effectively, we are monitoring progress continually and evolving our services and products to ensure we make a material impact within our customers’ businesses, and within our own, on the journey to net zero.

By taking the lead in providing cleaner liquid fuel and energy alternatives for homes and businesses, and by providing cleaner mobility solutions for those looking to address the energy transition, Certas Energy is committed to meeting customer demand now, and into the future.



05 Our Approach

Creating a Platform for Rigorous Reporting

This year, we have established the foundation for the long term.

The Board retains responsibility for sustainability right across the business, whilst our various committees, which focus on our four pillars of sustainability (Climate Change and Energy Transition, Safety and Environmental Protection, People and Social, and Governance and Compliance), assist in articulating and developing our sustainability strategy and provide oversight of sustainability initiatives.

Led by its Chairperson, HSE Director Wilma Kelly, the Environmental Sustainability Committee has met six times in the past financial year to support the development of our sustainability programme.

Regularly engaging with the wider business to oversee the development and implementation of our sustainability strategy and policy, the Committee continues to monitor and review progress against defined pillars, priorities, objectives, and targets, whilst also keeping abreast of material matters relating to sustainability.

To inform future sustainability reporting, the Committee has identified and prioritised the topics which are material to stakeholders and to our business. These priorities are now reflected in our strategy and the four pillars (see the following page) against which we aim to measure progress, both in this interim report and in future sustainability reports.



⁰⁶ Our Four Pillars

**Climate Change and
Energy Transition**

**Safety and
Environmental Protection**

**People
and Social**

**Governance
and Compliance**

Maintaining our focus on sustainability

The four pillars describe the areas that are most material to our sustainability, how we measure our progress against them and how they are integral to our decision making. This framework is aligned with that of our parent group, DCC plc.

Our four pillars of sustainability are:

<p>Climate Change and Energy Transition</p> <p>We will reduce our carbon emissions</p> <p>Metrics: Scope 1 and 2 emissions.</p> <p>.....</p> <p>We help our customers reduce their carbon emissions</p> <p>Metrics: Carbon intensity of energy sold, bio content of fuel sold.</p>	<p>Safety and Environmental Protection</p> <p>We keep our people safe</p> <p>Metrics: Lost time injuries (LTIs), serious safety events.</p> <p>.....</p> <p>We protect our communities</p> <p>Metrics: Compliance with ISO 14001 & ISO 45001, PSPI's.</p>	<p>People and Social</p> <p>We support the development of our people</p> <p>Metrics: Employee turnover, performance reviews done, training provided.</p> <p>.....</p> <p>We support inclusion and diversity</p> <p>Metrics: Gender and ethnic diversity, incidents of discrimination.</p>	<p>Governance and Compliance</p> <p>We protect human rights</p> <p>Metrics: Human rights problems in our supply chains.</p> <p>.....</p> <p>We prevent corruption</p> <p>Metrics: Bribery and corruption risks and controls.</p> <p>.....</p> <p>We sell safe products</p> <p>Metrics: Product safety failures.</p>
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Pillar One

Climate Change and Energy Transition

01

We are committed to leading our customers in their energy transition through innovative and cleaner energy solutions. Tackling climate change, while providing access to reliable, affordable and clean supplies of energy, is our most significant strategic challenge.

Driving the energy transition

We recognise the risks and opportunities that climate change poses for both our business and wider society. Transitioning to lower carbon alternative sources of energy means we are taking action to reduce our carbon emissions—and those of our customers.

To improve our performance and increase our business resilience, we have several strategic aims and initiatives in progress. These include:

- Expanding and investing in our depot infrastructure to widen supply capabilities for HVO nationally, enabling more commercial customers to accelerate the decarbonisation of their fleet operations and also our own operations.
- Launching our Renewable Energy division as a one-stop service for the design, specification and installation of solar and battery, heat pumps, and EV chargers for customers to move towards a low carbon future for their homes and business operations.
- Investing in an ambitious acquisition programme, targeting leading renewable energy businesses to help build our in-house services and capability.
- Collaborating with 16 fuel distributors, UKIFDA and OFTEC on the Future Ready Fuel demonstration project. Exploring the use of HVO as a drop-in fuel for off-grid home heating as a cost-effective, practical solution to decarbonise by reducing up to 90% of carbon emissions.



Pillar 1: Climate Change and Energy Transition

Bringing **HVO supply** to more commercial customers across the UK

Increasing use of **renewable** fuels

Helping to **reduce** our customers' **emissions**

Launch of our **Renewable Energy division**

Acquisitions of **renewable energy** businesses

ISO 50001: Energy Management System

01

Decarbonising our business

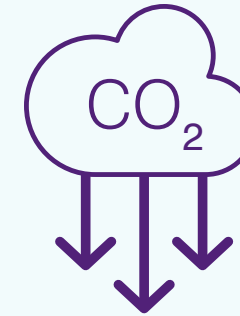
To minimise the environmental impact of our business operations, it's crucial for us to actively seek ways to reduce our energy consumption and decrease our greenhouse gas (GHG) emissions.

An ongoing reduction in energy consumption is currently being achieved through the implementation of the company's Energy Management system which is certified by DNV to ISO 50001.

In addition to reducing energy consumption, we're also advancing the decarbonisation of our Energy Solutions, Roadside Services, Lubricants and Renewable

Energy divisions by shifting to renewable electricity sources and enhancing the use of alternative renewable liquid fuels, particularly Hydrotreated Vegetable Oil (HVO), in our fleet of distribution vehicles. The implementation of HVO has been significantly effective and we are currently advancing plans to broaden its use.

Our dedication to decarbonisation encompasses not only our internal operations but also extends to supporting our customers. Through our Energy Solutions division, we're aiding our customers in their shift towards low-carbon energy solutions with HVO being a key offering.



The HVO we use and supply to customers is responsibly sourced and manufactured from 100% renewable and sustainable waste vegetable fats and oils. It can be used as a direct replacement for diesel—reducing carbon emissions by up to 90% when compared to conventional diesel. Like many companies reliant on fleet logistics, fuel is the biggest contributor to our carbon emissions.

Our objective is to decarbonise our operations to net zero by 2050 or sooner and reduce our Scope 1 and 2 emissions by 50% by 2030, relative to 2019 baseline emissions.

Highlights

Greenhouse Gas Emissions	*Reduction in Scopes 1 & 2 emissions	41%
	Electricity purchased via green tariffs	≈90%
Energy Consumption (vs FY19)	Overall energy consumption reduced	17%
	Reduction in stationary combustion (gas boilers)	36%
	Reduction in mobile combustion	19%

*Reduction in Scopes 1 & 2 emissions by 41% against a FY19 baseline—achieved primarily through the introduction of HVO and procurement of renewable electricity.

How we measure our climate emissions

We measure progress against our objective by assessing and quantifying Scope 1 and 2 emissions across our Energy Solutions, Roadside Services, Lubricants and Renewable Energy divisions.

We follow the Greenhouse Gas (GHG) Protocol, the world's most widely used greenhouse gas accounting standards. The GHG Protocol divides emissions into three categories:

Scope 1:

Emissions from our own company's owned or operated assets— heating and road fuels

Scope 2:

Indirect emissions from the generation of purchased energy

Scope 3:

All indirect emissions generated upstream (supplier) and downstream (consumer) of a company's operations

Scope 1 & 2 emissions

We measure progress against our objective by assessing and quantifying Scope 1 and 2 emissions across our Energy Solutions, Roadside Services, Lubricants and Renewable Energy divisions.

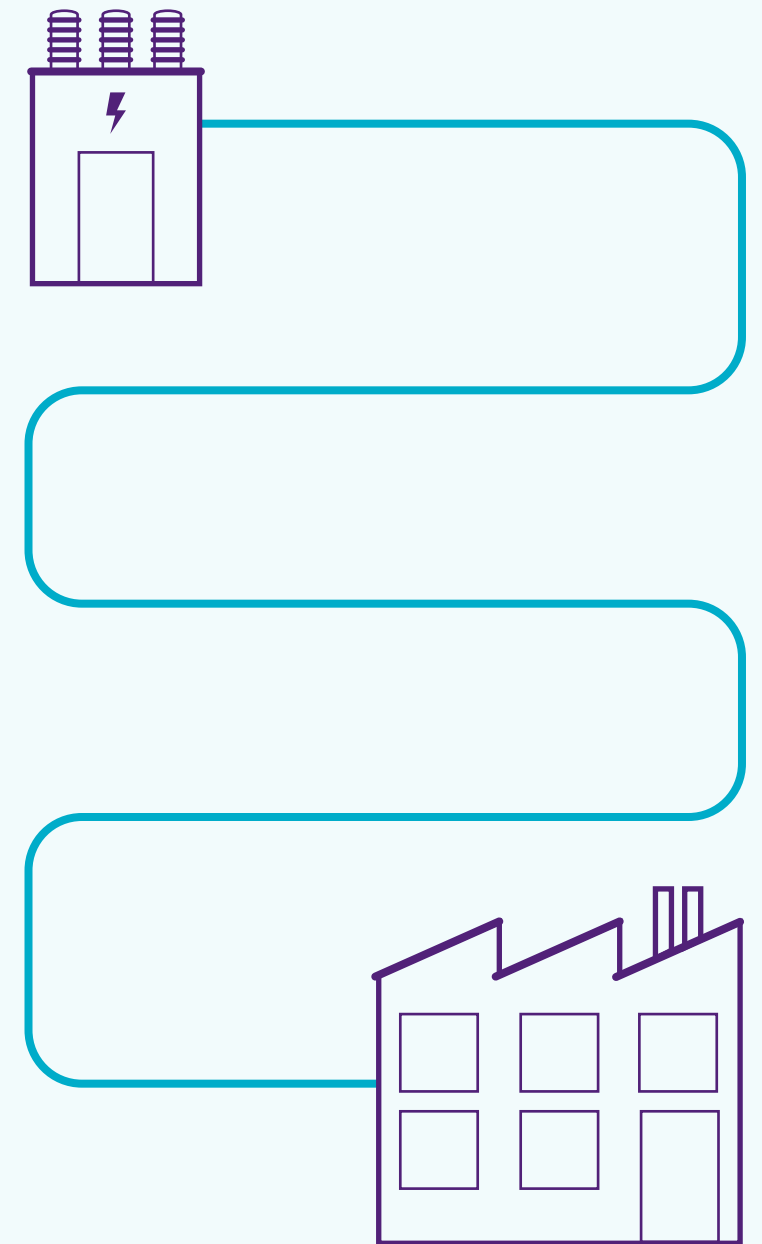
Progress in action:

Improving Fleet Operational Efficiency

To reduce our energy consumption further, we have taken a range of fuel consumption reducing actions.

These include refreshing SAFED driver training to improve overall standards of driving efficiency within the business—with a target of all drivers trained or retrained by August 2024—and the introduction of computer software (ORTEC) for more advanced route planning and data-driven decision making.

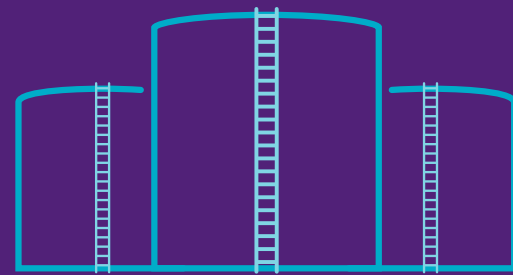
We are also continuing to replace fleet vehicles fitted with older Euro engines with new vehicles fitted with Euro 6 engines and above. A target has been set to have a further 80 new vehicles (12% of the total fleet) on the road by March 2024.



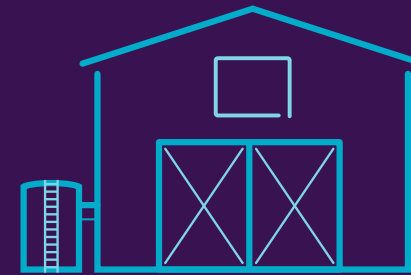
Scope 3 emissions

Our objective is to reduce our Scope 3 carbon emissions to net zero by 2050 or sooner — with an ambition to achieve a **50% reduction** by 2030.

Two categories account for over 90% of our Scope 3 emissions:



The **upstream** emissions associated with the electricity and fuels purchased for own use and onward sale to customers.



The **downstream** emissions generated when the fuel products we sell are used by customers.

Full details of the methodology underpinning our reporting on Scope 3 emissions are set out in our Greenhouse Gas Reporting Criteria from parent company DCC plc.

Pillar Two

Safety and Environmental Protection

02

By helping us to keep people safe, protect communities and prevent pollution, our world-class SAFETY F1RST Vision Zero culture change programme underpins our Zero Harm ambition. Everyone at every level is involved in working towards our goal of ensuring our people get home safe and well every day and that we bring no harm to our business or our communities.

A world-class behavioural-based approach

Working towards the energy transition comes with its challenges, but while our business is changing, we remain focused on the importance of health, safety, and environmental protection.

The vehicle for driving our efforts to meet this goal is SAFETY F1RST Vision Zero—a fresh, world-class behavioural-based approach to health and safety, which was developed through cross-business consultation.

Our HSE culture is shaped by how we think, act, and what we believe in daily. This approach drives our compliance efforts, enhancing the systems and tools in place to support and improve competence.

At Certas Energy, our shared goal is to achieve and maintain Zero Harm across all operations, in every part of our business. In practice, this means achieving:

- Zero Harm to our people
- Zero Harm to our business
- Zero Harm to our communities

SAFETY F1RST Vision Zero empowers colleagues to take shared responsibility for their own safety and that of others, putting Health, Safety and Environment (HSE) first before business performance in everything we do.

Built on trust, every colleague and contractor is encouraged to identify and raise concerns, whether about safety or any other aspect of operating responsibly.



Pillar 2: Safety and Environmental Protection

Delivering **world-class** cultural change programme

ISO 45001 Occupational Health & Safety Management System

Reduced Lost Time Injury Frequency Rate (LITFR) by **40%** since 2019

Robust environmental risk management and emergency response systems

How we support SAFETY FIRST Vision Zero



Our management systems help to ensure we achieve the overarching goal of delivering Zero Harm.

The Certas Energy Health & Safety Policy sets out our defined expectations in key areas including leadership, culture, risk management, compliance, training, and emergency preparedness.

Furthermore, the Certas Energy Environmental Sustainability Policy provides a commitment to deliver a reduction in energy consumption and GHG emissions resulting from the provision of products and services. Our Code of Conduct is aligned with our ISO 45001-certified Health & Safety Management system.

We adopt a thorough and systematic approach to manage the complexities of implementing change effectively while ensuring ongoing safe and profitable operations.

Operational and site safety

Given the nature of our business, making sure our sites are safe and operating to the right safety compliance and standards is essential to prevent hazards.

We strive to do this through a programme of planned preventative maintenance and ongoing capital investment in asset improvement and new developments. Our Depot Network Optimisation programme is a good example of investing in ageing assets to meet ambitious and uncompromising safety standards.

To help the business meet its commitments, we have implemented and maintain an

Integrated Management System (IMS) certified to four recognised ISO standards, including ISO 45001 (Health & Safety Management systems). The system contains policy, process and procedure, which governs the development of business strategy, execution of strategy and all associated business activities. The IMS includes arrangements for the prevention of major accidents and the mitigation of their effects should they occur. This involves the implementation of robust Process Safety performance indicators. These apply across our business with formalised Process Safety Leadership protocols in place to ensure safety compliance and governance.

As an operator of multiple lower tier COMAH (Control of Major Accident Hazards) sites, it's important that the COMAH regulations are adhered to. However, where possible, compliance with regulation is exceeded and industry best practice is adopted. This is achieved by actively engaging with industry bodies to benefit from collaborative efforts and continual improvement initiatives through the exchange of knowledge. An example of this commitment is our membership in the Tank Storage Association (TSA) and our dedication to its Safety Leadership Charter. As members of the TSA, we maintain a direct connection with both the COMAH Strategic Forum and the Process Safety Leadership Group.

This engagement enables us to play an active role in advancing and upholding standards in Process Safety Leadership.

Best practice is also applied to prevent loss of containment, specifically focusing on the prevention of spills throughout all sectors of our business. The risk of spills is well controlled and where necessary, mitigated, with formalised procedures, dynamic risk assessments and clear and tested emergency response protocols. We have had no enforced remediation or prosecutions within FY23 nor any preceding FY23.



Progress in action:

Depot Network Optimisation Investment Programme

As part of our proactive approach to the management of risk, we're undertaking a £55m Depot Network Optimisation (DNO) investment programme over several years.

Led by our Engineering and Operations teams, the DNO project involved a large-scale audit of our network of fuel storage depots, upgrading, de-risking and optimising the Certas Energy portfolio and ensuring each one is future proofed, safe, and sustainable. During FY23, a total of 30 DNO project works were planned across the UK with 28 (or 93%) being completed against the plan.

02

How we measure our progress

To manage Process Safety, we monitor a portfolio of key indicators (e.g., levels of overdue maintenance). These indicators play a crucial role in monitoring the health of our assets and controls, with the ultimate objective of minimising the likelihood of a significant Process Safety Event (PSE). They encompass both leading indicators, which anticipate potential issues, and lagging indicators, which analyse actual performance, such as the total number of PSEs that have occurred.

Measuring against our Safety and Environmental Protection pillar goals, we use the following metrics:

Metric 1: Fatalities

Metric 2: Lost Time Injuries (LTIs)

Metric 3: Process Safety Events (PSEs)

To keep our people safe, we are aiming for a continued downward trend in Lost Time Injury Frequency Rate (LTIFR) — which we reduced to less than 1 in FY22 and we continued this into FY23.

KPI	FY19	FY20	FY21	FY22	FY23
Fatalities	0	0	0	0	0
LTIFR	1.47	1.04	1.26	0.80	0.90
Level 1 PSEs	0	0	0	0	0

Safety training and engagement

We protect ourselves and the communities we serve, and minimise our impact on the environment, through comprehensive training and engagement. Using innovation and technology, we help drive good practice across the business.

Launched in 2020, our world-class SAFETY F1RST Vision Zero programme underpins our Zero Harm ambition. It ensures we hold ourselves to account as a responsible and sustainable business, one that is always looking for continuous improvement, as we continue our journey to delivering and sustaining Zero Harm.

In FY23, following a period of extensive consultation across the business, we introduced a new behavioural-based

safety framework to underpin all aspects of SAFETY F1RST Vision Zero. The new framework introduced shared behaviours and task-specific rules across all the different divisions of the business. The new framework for SAFETY F1RST Vision Zero was introduced to the business by our HSE Director during our The Big Launch week in the first half of 2023.

We also held a series of local divisional launches and recruited and trained a total of 100 SAFETY F1RST Vision Zero Champions from diverse roles and geographical locations across the business. Our Champions are now helping our HSE team to build and lead our SAFETY F1RST communities.

Given the fundamental role of driving in our business operations, we have continued our commitment to driver excellence through training delivered by our Driver Training Academy. The Academy serves as a cost-effective solution to enhance driving standards and deepen drivers' understanding of the specialised industry in which we operate. Comprehensive advanced driver training programmes, encompassing



Driver Certificate of Professional Competence (CPC), Dangerous Goods Driver (ADR), and Petroleum Driver Passport (PDP), are exclusively delivered through the Academy to ensure our drivers possess the necessary skills for safe and energy-efficient driving.

Additionally, specialised training programmes are dedicated to areas such as Safe and Fuel-Efficient Driving for LGVs (SAFED), along with tailored training for marine, aviation, and retail environments. Moreover, the Academy oversees training in manual handling, risk assessment, and spill prevention, ensuring a comprehensive approach to skill development and safety in these areas.

Progress in action:

Sharing The Moments That Matter

To enhance safety engagement, our efforts include ongoing training delivery, sharing insights from events, disseminating bulletins and newsletters, active participation in weekly Health, Safety, and Environment (HSE) meetings, and fostering information exchange with SAFETY FIRST Champions, among other initiatives.

Additionally, the implementation of Living Walls at multiple Certas Energy locations has played a pivotal role in improving safety engagement, providing a visual representation that places safety at the forefront of awareness. The racing-themed Living Wall at one site encourages our colleagues to report near misses. It enables ideas and proposals to be plotted visually on the 'racetrack' and each idea is discussed and then pursued, parked, or moved on to the finish line.

Progress in action:

A Focus On Winter Working

Winter Zero featured a seasonal safety campaign specifically tailored to engage colleagues in Bulk Fuel Operations on winter-related risks.

We conducted workshops focusing on safety and security with our Roadside Services colleagues. Additionally, winter well-being support initiatives were extended to our office-based colleagues during this period.



Pillar Three

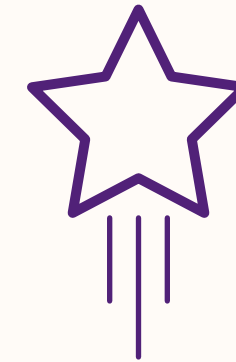
People and Social

03

Our sustained success depends on our people, and one of our key goals within Certas Energy is to be recognised as the Employer of Choice in our industry—a place where the best people choose to come to build rewarding, long-term careers. We want to attract and retain the best talent and are committed to providing opportunities for development, growth, and progression.

03

A focus on growing our talent



At Certas Energy, we recognise it is our people who will lead us successfully through the challenges of the energy transition. To ensure that we continue to maintain our focus and momentum, we invest in our people and our culture to help grow talent, find better ways of working, and create new opportunities.

We ensure that everyone in the business can contribute to delivering our goals. We support this by driving clear engagement, effective collaboration, and visible leadership. We communicate our values and priorities to ensure that as a team we all get behind one shared vision.

We have a highly experienced Senior Leadership Team with deep knowledge of the markets in which they operate. They recognise the value that our colleagues bring to our customers and so we make every effort to recognise and reward their efforts. Together, we strive to understand the changing needs of the market and adapt the solutions we offer to provide the best possible service to our customers.

As the business continues to grow, the depth and quality of our talent is vital to our future success. One of our key goals is for Certas Energy to become the Employer of Choice in our industry, and be a business where the best people come to build long-term careers.

We offer several pathways for development utilising both in-house and external expertise through Sponsored Qualifications, Apprenticeships and focused development programmes to build commercial, financial, technical, managerial or behavioural competence.

Several of our Senior Leadership Team began their careers in different areas of the business, at varying levels, before having the opportunity to develop and progress into leadership roles that help shape the future direction of the company. They continue to inspire future generations of talent joining the business today.

Pillar 3: People and Social

Health and Wellbeing Champions appointed

1% of profit committed to Hands in the Community programme

Launch of **ED&I survey**

127 causes and **25,033 people** supported

Finalist SS&C 2023 Blue Prism Awards for Innovation Brilliance in Robotic Automation

Health and Wellbeing

People



The nature of our industry often demands a lot, and in the world of hybrid and remote working, it has never been more important to support each other and, in turn, feel supported in our roles. Our Health and Wellbeing Programme offers valuable care to colleagues who may need additional help and support to manage challenges that many of us face inside and outside the workplace.

The Health and Wellbeing Programme commenced in 2019 with the introduction of Health and Wellbeing Champions, who received Mental Health First Aid training along with a range of other health-related training—including courses in the use of defibrillators and epilepsy awareness.

In 2020, an external partner undertook a review of our Health and Wellbeing Programme to benchmark against the Government standard *Thriving at Work*. Following this, we reviewed, updated, and created relevant policy and procedures including our Stress and Mental Wellbeing Policy and guidance for our Mental Health First Aiders, detailing their role and responsibilities with a specific focus on safeguarding their own wellbeing.

In FY23, we carried out specific line manager training, a requirement identified by the external review. This included a series of 90-minute webinars on Managing Mental Wellbeing, which were well received and led to increased enquiries about the Health and Wellbeing Programme. In May 2023,

we trained an additional cohort of Health and Wellbeing Champions as Mental Health First Aiders, bringing the total number to 31 at that time.

To support our Health and Wellbeing Programme, we also have an Employee Assistance Programme with Health Assured, which is available to all colleagues and their households; and a physiotherapy service, also available to all colleagues, provided by Back in Action.

Volunteering and corporate giving

Our Charity and Partnerships initiative, Hands in the Community, supports and encourages a range of engagement, volunteering, and giving opportunities throughout the business to support those in our local communities who are most in need.

Hands in the Community enables our business, teams, and communities to connect in a meaningful and sustainable way to create measurable social impact for the communities we live in and serve nationally. Through Hands in the Community, everyone working in the business gets one day a year to volunteer, and we commit to invest 1% of our profits to support community initiatives each year.

This year, we supported 127 causes across 94 organisations in the UK, with grants ranging from £250 up to £10,000. Through our donations and working with a comprehensive network of community partners, our funds will support over 25,033 people in communities local to us.

Meanwhile, our Volunteering Programme saw some 670 hours volunteered across a total of 42 community-based events.

Progress in action:

The Bread and Butter Thing

At Certas Energy, we are always looking for ways to give back to our local community. Recently our staff had the opportunity to volunteer with The Bread and Butter Thing, an organisation dedicated to reducing food waste and making life more affordable for people on low incomes.

Our staff volunteering took place at The Bread and Butter Thing's warehouse in Trafford Park, where they helped sort stock and load vans for distribution across Manchester. We are incredibly proud of our staff who took part in this amazing volunteering event. It was great to see them giving their time and energy to support their local community. We are committed to working with organisations that create measurable social impact in their communities and encourage staff across the business to do the same by engaging with the Volunteering Programme.

Progress in action:

Incredible Edible Knowsley

The Certas Energy Senior Leadership Team embraced the power of community by working with Incredible Edible Knowsley.

Together, they supported Incredible Edible with its mission of growing produce from soil to fork by helping plant, harvest and maintain the site. Incredible Edible donates the food that is grown back into the community to support those who are in need.



Equity, Diversity and Inclusion

As part of our journey towards being an Employer of Choice, our Equity, Diversity and Inclusion (ED&I) forum constantly challenges, improves, and evolves how we make our business more diverse, inclusive, and representative of all the customers and communities that we serve, creating a place where colleagues can feel a sense of belonging.

Focusing on workplace inclusivity and diversity fosters individual representation and empowers colleagues professionally and personally. We prioritise equal opportunities for all, irrespective of age, disability, gender, race, religion or belief, sexual orientation, or other factors.

Since establishing our ED&I forum in 2020, we have partnered with our colleague Champions who are passionate about making a difference. Each brings their own diverse background and experiences. Our ED&I initiatives span key events such as International Women's Day, Pride Month, Black History Month, and International Day of Persons with Disabilities.

In 2023, we launched our very first ED&I survey to help us better understand the makeup of our diverse workforce and how diversity influences the experiences people have in their working lives.

Earlier this year, we also committed to becoming a Disability Confident employer and achieved Level 1 with the intention of achieving Level 2 in FY25. Our Ethnicity Group also launched a Culture Calendar aimed at creating awareness and spotlighting milestone events for diverse communities.

Our current objectives include increasing visibility during Pride Month (see Progress in action), expanding our outreach nationally, and promoting inclusivity for all identities. We are also partnered with akt, a charity that supports LGBTQ+ youth facing homelessness or hostile environments, providing safe housing and opportunities.

Progress in action:

Manchester Pride 2023

We enthusiastically participated in the Manchester Pride Parade this year, marking the apex of our three-year commitment to ED&I initiatives. Over this period, our ED&I forum spearheaded various programmes designed to foster dialogues and implement inclusive policies throughout the company.

The Manchester Pride Parade marked an important event for the company, demonstrating our commitment to LGBTQ+ colleagues and their communities. With this dedication, the company aims to make a meaningful difference in the lives of our LGBTQ+ colleagues and their families by fostering an inclusive environment where everyone can bring their authentic selves to work and experience a sense of safety, support, and comfort.



Gender pay demographics

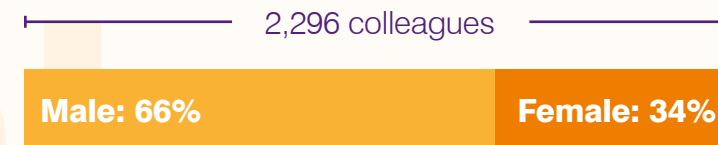
Our 2022 Gender Pay Gap report represented a total working population of 2,296 colleagues across a variety of roles and levels. Our workforce is characteristic of the wider, male-dominated oil, gas, and logistics industry, with a 66%:34% split, in favour of male colleagues.

Despite this, we were pleased to report a 10% increase in the female working population since 2021.

Roles such as Drivers and Heating Services Engineers comprise approximately 38% of our working population. These roles typically struggle to attract women,

however, in April 2022 we employed four female Tanker Drivers (including one apprentice), and one female Senior Heating Service Engineer; and these are numbers we expect to build upon going forward.

Our mean Gender Pay Gap remains in favour of our male workforce, at 12%, which is reflective of the wider gender imbalance of our industry. However, we are pleased to report that this figure has decreased by 3% over the last 12 months. We have also seen a reduction in the gap between median pay levels, from 20% in 2021 to 15% in 2022.



+10%
increase in female working population

+4 female Tanker Drivers

15%
median pay gap level down from 20%

Modern slavery

This year the company published its eighth modern slavery statement for the year ended 31st March 2023. Certas Energy is opposed to slavery and human trafficking in all parts of activities and supply chains and is committed to ensuring that it has adequate policies and procedures in place to identify and prevent these practices.

Pillar Four

Governance and Compliance

04

At Certas Energy, we have a shared responsibility to be honest, transparent and ethical in all our activities. Protecting human rights, preventing corruption, and delivering safe products, we all want to do the right thing in the right way. As a team, we are firmly committed to demonstrating how compliance is embedded in our culture and to treating all our stakeholders with respect.

Together we will always do what's right

Strong governance, and compliance with the many laws and ethical standards that apply to all our activities are fundamental to how we do business. Working together, we are building a robust compliance culture that is part and parcel of the fabric of how we do business and ensures that everyone at all levels understands their compliance roles and responsibilities.

Compliance Vision Zero signifies our commitment to fostering a compliance culture where each individual feels supported in proactively voicing concerns, and empowered to recommend and apply compliance measures that align with our everyday work routines.

Our goal is to protect our colleagues, our customers and Certas Energy from the consequences of non-compliance incidents—ensuring Zero Harm—while simultaneously ensuring that Certas Energy continues to be a great place to work for all our colleagues.

At the heart of Compliance Vision Zero is a vision of an open culture where we all share responsibility for delivering a smarter focus on compliance—conversation by conversation, decision by decision—and for ensuring Zero Harm to our business and our people.

By making our compliance policies and procedures clear and transparent, as well as providing relevant and targeted training, we're making it easier for our colleagues to recognise non-compliance risk in an ever-changing business and energy transition landscape.

We encourage everyone to take full ownership of compliance through regular engagement, targeted training, and better-quality investigations. By reducing the number of non-compliance incidents, we're aiming to enhance shareholder value, drive sustainable growth, and better support our customers.

Pillar 4: Governance and Compliance

Compliance Vision Zero

launched to ensure Zero Harm to our people and our business

Compliance Week launched with live events in Warrington and Larbert

Virtual sessions accessible across all departments and organisational levels

Introduction to **'Talking Smarter'** launched to explore what compliance means

Good Catch Awards introduced to help build on our robust compliance culture

Governance architecture

We can only achieve our safety, environmental and people-related goals if we have robust operational systems and processes which include a good governance structure.

The three principal vehicles for ensuring our good governance are as follows:

The Certas Energy Board is ultimately accountable for ESG matters and oversees the company's strategy, execution, and risk management. It meets 10 times per year and receives regular updates from members of the Senior Leadership Team and the committees established to feedback information on Environmental, Social and Corporate Governance related topics.

The Environmental Sustainability Committee was established in September 2022 with members appointed from across all function and operational divisions of the company to represent the four sustainability pillars. The Committee meets a minimum of once every quarter and its purpose is to support the Board in articulating and developing the company's position and response to climate change and the transition to a low-carbon economy in line with the overarching business strategy. The Committee engages with external experts and partners to ensure that its members and the Board have the requisite skills and experience to recognise and evaluate climate risks and opportunities.

The Risk and Compliance Committee has delegated authority from the Board to oversee governance and compliance matters. The role of the Committee is to keep abreast of changes in law, regulatory focus and ethical practice and to support the company response. The Committee also reviews escalated concerns, regulatory matters and investigations and directs and oversees the investigation of non-compliance incidents, initiating any necessary changes in policy and procedures in response. The Committee meets quarterly and has a standing agenda covering regular reporting topics and conducting reviews against the Strategic Risk Register and Divisional Risk Register checking against any risk movements, emerging risks and the adequacy and effectiveness of identified risk controls.

Our Code of Conduct

As part of DCC plc, Certas Energy has embedded the DCC Code of Conduct within the business and all colleagues understand the important role it plays in displaying the correct compliant behaviours.

The Code is used as the basis for much of the mandatory compliance training that is in place at Certas Energy including:

- Anti-bribery and corruption
- Competition law
- Supply chain integrity

Key compliance topics are discussed at monthly Legal and Compliance Connect meetings across the business. Training on key compliance topics is mandatory for all new colleagues as part of their onboarding and induction programme and is refreshed at regular intervals during their time with the business. It is enhanced with a combination of face-to-face training, webinars and other compliance initiatives which are part of the Compliance Vision Zero Programme.

Progress in action:

Vision Zero Compliance Week

Following the launch of Compliance Vision Zero, we held our first ever Certas Energy Compliance Week in September 2022. The entire business dedicated a week to focusing on what compliance means at Certas Energy and how everyone can play their part. Highlights included live events being held in Warrington and Larbert with virtual sessions provided across the business, and an introduction to 'Talking Smarter', a dedicated workshop exploring compliance and its importance.

The Certas Energy Legal and Compliance Team toured the business delivering workshops and seminars to promote a clear understanding of compliance and to dispel misconceptions. Topics included anti-bribery and corruption, greenwashing, raising concerns, contract basics and Know Your Customer.

The key message throughout the week was one of continuous vigilance and improvement to ensure the company continues to operate ethically and responsibly to safeguard our integrity. The week of events was well received, with colleagues gaining a better understanding of their compliance responsibilities and how to integrate compliance into their daily work.

Raising concerns

We encourage all colleagues to 'raise a concern' about possible or suspected unlawful, unethical, or socially irresponsible behaviour, without fear of retaliation.

We provide a range of mechanisms to support this which include raising a concern with their line manager, a member of the Legal and Compliance team, a Senior Leadership Team member, or escalating concerns to the Legal and Compliance team at DCC plc. As part of DCC plc, we also have access to an independent and confidential reporting channel, which is provided by Safecall.

The various processes available to raise a concern were promoted throughout the business as part of the Code of Conduct refresh, with posters supplied to all office and depot locations. We also recently introduced the Good Catch Awards (see Progress in action) to recognise those that spot a particular compliance issue or risk.

Any whistleblowing reports are recorded on the company's whistleblowing register and are fully investigated with reporting (anonymously if required) provided to the Risk and Compliance Committee and, where appropriate, DCC plc.

Progress in action:

Good Catch Awards

The Good Catch Awards were introduced to enable colleagues to nominate one another when someone spots a particular risk or issue in their team, and it is then caught before it becomes a compliance issue.

Through this scheme, Certas Energy rewards colleagues who show a strong understanding of the compliance risks in their business area or the wider organisation. The goal of the awards is to help promote a culture of compliance awareness in the workplace, where everyone feels empowered to speak up if they notice something that could potentially cause harm to the business. Recognising and rewarding colleagues who make a Good Catch inspires others to be vigilant in their roles.

Anti-bribery and corruption

We operate in accordance with the DCC Anti-Bribery and Corruption Policy and have implemented our own policies and procedures including Know Your Customer onboarding checks. These use third party providers to assess risk and make checks against third-party databases including the National Fraud Database.

The Know Your Supplier onboarding process follows the DCC Supply Chain Integrity Policy and is based on risk assessment criteria of location, materiality, product type and manufacturer. Last year from 174 new suppliers added we identified 1 medium and 0 high-risk suppliers. Depending on risk level identified, further due diligence checks are completed using third-party screening services covering

sanctions and adverse media searches. Suppliers must also abide by the Supplier Code of Practice. There were no reported breaches in 2023.

We also have a Gifts and Hospitality Policy in place which ensures that any gifts or hospitality given or received, accepted, or refused above a certain value are accurately reported and a register is maintained. Material breaches of these policies are reported to the Risk and Compliance Committee and the ultimately to the Board.

Risk identification and management

To ensure that we actively manage risk, our risk management processes include regular reviews of division risk registers

and controls, and a bi-annual review of all significant risks to the business under the Strategic Risk Register. This process identifies clear risks and their potential impacts, details the controls that are in place to mitigate the risks, and identifies clear ownership of the identified risks.

The Board is updated regularly on any material movements to the identified risks. Compliance is a standing agenda item at every single Operations Committee meeting and every organisation-wide Town Hall meeting to communicate consistently to everyone.



Progress in action:

Compliance Hub

A new Compliance Hub has been created and promoted within Certas Energy as a one-stop shop for all the compliance resources the business requires. It provides a centralised location for compliance policies, procedures, and documentation, and enables the business to take ownership of compliance requirements and manage compliance obligations.

The Hub is designed to help us stay up to date with changing regulations and requirements. With a focus on simplicity and ease of use, the platform aims to simplify the compliance process and reduce the risk of compliance-related issues. Colleagues can also access a range of compliance templates and checklists, as well as expert guidance and support on specific compliance issues.



How we measure our progress

Our Objectives

Protect human rights

Our Progress

No breaches of human rights identified within Certas Energy's operations or supply chains

Modern Slavery Act Statement published containing more detail on our activities in this area

Supply Chain Integrity Policy followed for all new supplier onboarding

Prevent bribery and corruption

Sell safe products

No incidents of bribery and corruption identified

Annual training programmes rolled out to all staff and completion rates monitored monthly

No material product safety failures

Safety data sheet updates completed

07 Looking Ahead

2024 and Beyond

This Powering Progress report is intended to establish the foundations for delivering our first full sustainability report in 2024. While reviewing the progress we have made to date, we have also established the governance and reporting structures required to ensure that in the coming year, we make further progress to deliver on that ambition.





Against the backdrop of the ongoing cost of living crisis in the UK, global geopolitical unrest impacting supply chains, stubbornly high inflation, and a slow economy, we recognise that the challenges our customers face day-to-day may eclipse or impact our long-term business goals.

However, as a highly focused team, we are determined to remain on course to deliver our first, full sustainability report, while being aware and responsive to the challenges faced by our people, our customers, and the communities in which we operate.

With an increasing focus on our rapidly growing Renewable Energy division, we will continue to take our commitment to the energy transition and sustainability seriously. We will plan, implement, and sustain further progress towards a more environmentally responsible future.

A future where we work together as we strive to deliver Zero Harm to our people, our business and our communities.

08 Glossary

The glossary for this report includes key words with descriptions and how they are considered within our materiality assessment. The glossary is split into the four pillars: Climate Change and Energy Transition, Safety and Environmental Protection, People and Social, and Governance and Compliance.

Powering Progress Report

ESG

Environmental, Social and Governance

HVO

Hydrotreated Vegetable Oil

LTI

Lost Time Injury

LTIFR

Lost Time Injury Frequency Rate

Climate Change and Energy Transition

DNV

Det Norske Veritas

DNV is a leading global provider of accredited management systems certification.

Economic performance

The impact that our operations have on the environment can affect profitability and the flow of economic value (e.g., cascade effect of Task Force on Climate-Related Disclosure requirements on DCC plc).

Emissions

All greenhouse gas emissions that are created through operations.

Energy

Total energy usage and intensity and how monitoring to increase efficiency can reduce the environmental impact.

GHG

Greenhouse Gases

Indirect economic impacts

Refers to our influence on the communities we operate within.

Market presence

This is our visibility and relates to our industry reputation and how we place ourselves in the energy sector.

Materials

This relates to our fuel, lubricants and any other related materials involved with production, ensuring responsible sourcing and use of sustainable materials where possible.

Supplier Environmental Assessments

Relates to internal procedures that implement DCC's Supply Chain Integrity Policy and transitioning to source suppliers that supply biofuels and solar PV.

Safety and Environmental Protection

Biodiversity

Protecting, preserving, and restoring nature where an impact has been created in relation to spills needing remediation.

COMAH

Control of Major Accident Hazards

CPC

Certificate of Professional Competence

Customer health & safety

Communicating to our customers about responsible storage and use of products.

Dangerous Goods Driver / ADR

If you are driving a vehicle carrying dangerous goods then you must, by UK law, hold an ADR licence. (European Agreement concerning the International Carriage of **D**angerous Goods by **R**oad)

DNO

Depot Network Optimisation

HSE

Health, Safety and Environment

IMS

Integrated Management System

LGV

Large Goods Vehicle

Occupational health & safety

The implementation of our health and safety policies and reducing the harm to our people.

PDP

Petroleum Driver Passport

PSE

Process Safety Event

SAFED

Safe and Fuel-Efficient Driving

TSA

Tank Storage Association

Waste

Responsible handling and subsequent disposal of waste that is produced throughout our operations.

Water and effluents

Ensuring low water usage and in accordance with the discharge permit regime within the UK.

People and Social

Child labour

Prohibiting and addressing the employment of minors, in accordance with DCC Supply Chain Integrity Policy.

Customer privacy

Ensuring that internal IT and cyber security standards are adhered to in compliance with GDPR.

ED&I

Equality, Diversity and Inclusion. Ensuring equity for our people and fostering a workplace that is accessible regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy, and maternity.

Employment

Building attraction and retention, hybrid working, work-life balance, employee benefits, minimum/living/fair wage, employees in supply chain, staff turnover, temporary vs permanent contracts, and job security.

Forced and compulsory labour

Eradicating forced labour and coerced forms of work, in accordance with DCC Supply Chain Integrity Policy.

Freedom of association and collective bargaining

Ensuring that internal IT and cyber security standards are adhered to in compliance with GDPR.

Labour / management relations

Creating a healthy, transactional environment between our workforce and the company's management.

Local communities

Seeking opportunities to strengthen the communities we operate in, partnering with charities to maximise engagement.

Non-discrimination

We will both ensure that our respective colleagues are treated fairly, in compliance with all applicable laws and regulations, including in relation to non-discrimination.

Rights of Indigenous Peoples

Considering the impact of our operations on the rights of indigenous people that may be affected, accounting for land and resources.

Security practices

Internal policies and procedures to implement DCC Supply Chain Integrity Policy for security contractors.

Supplier Social Assessments

Guaranteeing that our suppliers are operating ethically and adhering to responsible business standards as part of DCC Group Supply Chain Integrity Policy.

Training and education

Investing in training and technical upskilling opportunities for our colleagues and new businesses, allowing people to transition easily into new roles if chosen.

Governance and Compliance

Anti-competitive behaviour

Avoiding unfair practices in accordance with DCC Code of Conduct.

Anti-corruption

Maintaining corruption-free operations, in accordance with DCC Anti-bribery and Corruption Policy.

Marketing and labelling

Responsible marketing that includes taking caution with the products that are advertised. Avoiding unsubstantiated 'green' claims on fuel. Compliance with food and labelling requirements.

Procurement practices

Consider procurement policy, which is supportive of and incentivises local, smaller suppliers.

Public policy

Certas Energy to ensure trade associations and industry groups of which it is a member are in alignment with company views.

Tax

National tax strategies to drive environmental and social policies.

This report contains certain 'forward-looking statements' that relate to the operations and activities of Certas Energy and sets out how Certas Energy intends to conduct its business in the future. While Certas Energy has made every effort to ensure the report is as accurate as possible, forward-looking statements are based on assumptions using currently available information that is subject to a range of uncertainties. Actual results or outcomes may differ materially from those projected or implied in such statements. Forward-looking statements are subject to risks that will or may occur in the future and that are beyond Certas Energy's ability to control. They therefore do not represent a guarantee of future conduct or policy. Certas Energy assumes no obligation to publicly update any statements made in this sustainability report and does not guarantee the appropriateness, accuracy, usefulness, or any other matter whatsoever regarding this information.



Certas Energy UK Ltd,
1st Floor, Allday House, Warrington Road, Birchwood
Cheshire, WA3 6GR

0345 600 4040 | www.certasenergy.co.uk