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Abode already has an enviable reputation for designing environmentally sustainable products, like filter taps and swich. We have started using natural materials in manufacture and our packaging continually evolves to be more friendly to the environment.

But sustainability means more to Abode than just 'green' products. Sustainability is an integral part of the way we manage our business. We are proud to have been certified as Carbon Neutral and to be certified by Investors in People for our consideration of social and environmental factors in the way we run our business. Our family culture attracts talent, boosts engagement, and keeps us focussed on what is important. We use renewable energy in our offices and vehicles, minimising our carbon footprint. Like all Yorkshire folk we love the place we live and try to help it thrive.

This report sets out the way in which environmental, social and governance issues are managed, explaining the ESG credentials which mean customers can trust Abode as a partner for the long term.

Matthew Pitt - Managing Director







Design for sustainability

We design, specify, gain feedback and test at our South Yorkshire offices.

This allows us to keep our controls tight, utilising the knowledge we have in our business which is formed of a team of sink and tap specialists.

Our product design team take projects from concept to completion through a carefully mapped process, ensuring we deliver the right products, at the right time. We identify the trends, design and approve to ensure the demands of the market are met and the right products can make their way to the centre of our customers latest projects with every element considered carefully to meet the needs of our customers.







distinctly abode



IDENTIFY TRENDS



APPROVE COMPLETION



DESIGN CONCEPTS



TEST



DELIVER TO MARKET

"Sustainability criteria are used to assess all new product projects"



At Abode we're proud of our products which have a positive impact on the environment, from water saving taps, moving single levers to cold start valves and our water filter products.

Our passion is creating unique, stylish, premium designs, which simultaneously ensure carbon emissions (for us as a company and for our end users) are kept to a minimum. Our inspirational designs always have a distinctive edge, so much so that we have been recognised by several industry awards.

bode

Sustainable products

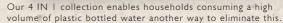
We recognise the impact that our design choices make on our natural environment. That is why our product development processes carefully consider the sustainability of new ideas and designs.

One key area we've identified where we can make an impact is with new product development in our kitchen tap offer.

A great example of how Abode designs products for sustainability is the Naturale Aquifier tap, launched in 2022. Our most environmentally friendly product to date, its sustainable features are shown below.







(swich

Our patented Swich device is a product designed to allow any home to easily introduce filtered drinking water from their kitchen or bathroom tap. Swich enables the conversion of any tap into one which delivers cold ambient drinking water. This device can be retrofit alongside any style of existing tap or added in new installations alike. It comes in a range of finishes, including the new FSC approved Beech.



BOTTLED WATER FIRST YEAR COST £686



WATER FILTRATION

SUSTAINABLE



£296 IN THE UK 13 BILLION PLASTIC

BOTTLES END UP IN

LANDFILL EACH YEAR

SWICH COSTS UP TO 6X LESS THAN BOTTLED WATER





"Reducing plastic waste, made simple and stylish by Abode"





Pronteau 4 IN I Collection

All Pronteau 4 IN I taps feature a filtered cold water function as well as the instant hot water. This provides the same benefits as an Aquifier (water filter) or Swich water filtration product, enabling a reduction in single use plastic by converting users away from plastic bottled mineral water to filtered water directly from the tap.

Pronteau also allows for water wastage to be reduced. As there is no need to fill the kettle every time a hot drink is made or a pan is to be filled, water and energy wastage in the household is reduced when using a Pronteau tap in comparison.

No overfilling, tipping away or boiling full kettles to fill pans or clean.



The benefits...

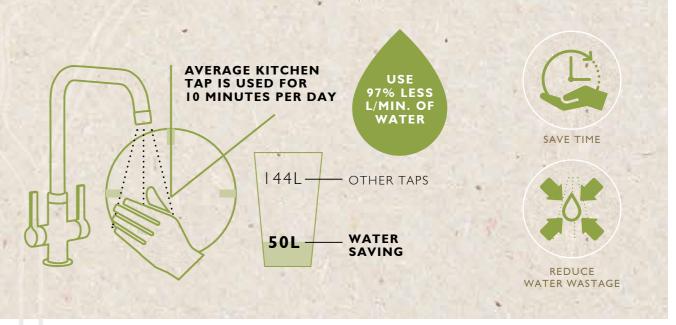


Water saving taps

We recognise the importance of water saving, the positive impact this can have on the environment if everyone does their bit and the impact this also has on household energy bills.

We offer a range of water saving taps across our kitchen taps and Pronteau categories. All products in this offer are specified with a 5L/pm limitation which can deliver daily water savings of up to 97%*.

* Based on the Pico Monobloc and 10 minutes of water usage per day per household.





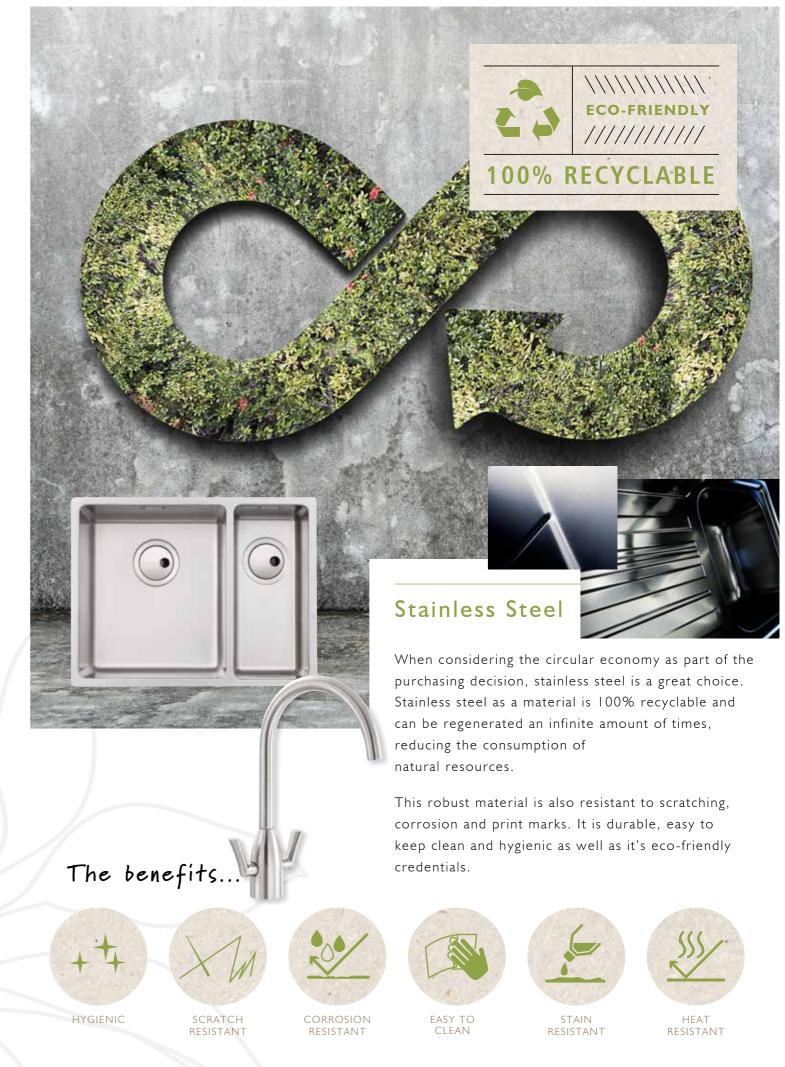
Added extras

Exclusive to Abode is our filter recycle scheme.

This applies across our Pronteau, Aquifier and Swich categories. We give our customers the option to return their used filter to us when they receive their new one via a free returns service.

Once we've collected a sizable batch, we send them to our approved recycling partner who responsibly oversees the separation of each component part. The plastic can be ground down to be reused and the internal resin is also brought back to life for reuse.

"Free recycling of used filters allows consumers to help us reduce waste"



How we minimise our impact on the environment



Built to last

Across our product portfolio we have strict quality standards, ensuring we only use the very best components and latest manufacturing techniques to ensure long-life performance. When it comes to environmental impact, buying cheap, only to end up buying twice (or more) is extremely detrimental to our natural environment and resources. We're confident that with our product quality guarantees and comprehensive aftersales and spares services that your Abode product(s) will sit proudly in your kitchen or bathroom for many years to come.

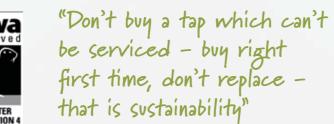
As well as this we ensure compliancy with the following across our portfolio (as applicable).

WRAS/KIWA Reg 4, Part G(3) of UK Building Regulations, UKCA, LVD/EMC/RoHS





ESG Document







Aftersales support

All Abode products come with longevity at their core, backed by comprehensive warranties, a suite of aftersales support and spares service.

On top of our comprehensive product warranties, our UK aftersales service team are dedicated in providing superior customer service. We have customer experience advisors trained on all aspects of our products, with specialists in each area and software in-house to further support the customer experience.

We supply and stock spare parts for all Abode products across their serviceable lifespan, supported by a team of specialists in-house with a wealth of experience in taps and plumbing systems.

We have an engineer fleet to support our Pronteau hot water tap systems and specialists in the office to support customers via phone and email.











PlanetMark Carbon Neutral

Reducing emissions

Abode is a carbon neutral business – in the year to March 2022 our carbon emissions under scope I and 2 of the Greenhouse Gas Protocol was 39 tonnes of CO2.

Since 2018 we have significantly reduced our carbon footprint as you can see in the table below.

We are dedicated to see a further reduction on this with a target for 2025 of 34 tonnes of CO2.

We were proud to become PlanetMark certified in 2022 and achieve our goal of carbon neutrality. We will continue with this endeavour until we reach our target of a Net Zero Carbon position.

Scope I & 2 Emissions

(tCO2e)	FY19	FY20	FY21	FY22	4 year average	FY26 TARGET
Gas	6.6	7.2	4.2	4.9	10.9%	4
Electricity	12.3	9.9	8.4	7.9	18.4%	4
Car Fuel*	46.8	37.7	13.3	20.5	56.9%	10
Travel	7.0	16.0	0.5	5.7	28.9%	16
TOTAL	72.7	70.8	26.4	39.0	100%	34



Electrification of our car fleet

Cars	FY22	FY23	FY24	FY25
Electric	I	I	I	2
Hybrid	3	7	7	8
Fossil Fuel	5	3	2	0
TOTAL	9	11	11	11
Car Fuel*	20	30	20	10

70% of upstream emissions measured and reported

Strategic objectives in ESG area:

- I. Investment in energy efficiency
 - Solar panels (£30K in FY23)
 - LED office lighting (£5K in FY23)
 - EV chargers (+2 per year)
- 2. Electrification of fleet
- 3. Measure/report upstream emissions for 70% of all purchased volume by end of 2022



INVESTED IN 2022

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Abode is proud to be a Carbon Neutral Business

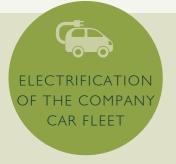
Sustaining Success

One of our core goals at Abode is continuous development, whether it be our product, our processes or our principles. The ESG principles outlined throughout this document are extremely important to us and we know they're equally important to you. We will continue to develop, and our achievement of Carbon Neutral Status in the year to March 2022 is the first stepping stone on our journey towards Net Zero Carbon.

In the year to March 2022 our operation from our Barnsley head office achieved carbon neutrality, we committed to reducing emissions by reducing our footprint by 5% in the period ending March 2023 which equates to 1.95 tCO²e.



Three SMART targets were set as part of our carbon management plan to enable us to achieve this initial goal;



We have set a target to ensure all company cars will be hybrid or electric hybrid by 2025 so no petrol cars remain. This process has already begun with a number of fleet cars already being hybrid electric or electric. By 2025 this will reduce our carbon emissions by 51%.

To support this we plan to install electric vehicle charging points at our Barnsley premises in 2023.



We will revise our business travel policy in FY23 whereby all business travel will be assessed and replaced with online conferencing where practical.





At the end of 2022 we invested in installation of solar panels on the warehouse roof at our Barnsley Head Office. Following this installation our target is to reduce our electricity emissions figure to 4.0 tCO²e in FY23.

We will also reduce the use of electric lights following an installation of sensors and our use of gas through substitution of electric comfort heating.



Carbon offsetting strategy

Whilst we have just begun the journey to our Net Zero Carbon goal we decided to offset remaining carbon in the form of carbon credits via Fenix Carbon.

We chose to support a wind farm to mitigate GHG emissions in Brazil. This project consists of seven wind farms delivering 726,712 MWh/year of clean energy to the NIS, displacing fossil-fuel based electricity generation, with average annual reductions in GHG emissions of 331,582 tCO2e.











Sustainable packaging

When Abode was established, our luxurious packaging was part of our offer, we wanted our quality to come across from the very first touch point. However in the past 5 years we have been constantly re-assessing our packaging with sustainability in mind.

Our product portfolio was once widely packaged in large boxes with luxurious foam inners, however we have moved forward to make our packaging more eco-friendly.

Our packaging now widely consists of full cardboard packaging with slotted cardboard inners to effectively hold our products and additional components in place.

We are working hard to substitute any remaining plastic packaging materials with other materials that are more widely/easily recyclable.

Where required, secondary packaging for transportation of multiple products is minimised whilst ensuring we maintain safe handling of our products.

Where we purchase additional packaging for products made up from a bill of materials in the UK, we do so from responsible, local suppliers.

We favour packaging solutions that use recycled and easily recyclable materials (e.g. pulp cardboard) and this is a now a consideration in the early stages of each new product development project at Abode. On top of this we have been running a rolling change programme since 2019 to improve the recyclability credentials of the packaging across our full existing product portfolio.

We are increasing the amount of packaging information available to customers to help them recycle packaging for example with use of the Mobius Loop and plastic recycle codes.

We closely monitor our use of packaging materials and target products to bring the quickest reductions in waste.

Responsible sourcing

Our Scope Three assessment:

What we included:

- Manufacture of products, including material components and factory energy use
- Transportation of products from factories to our UK warehouse
- Usage/end of life treatment considerations related to sold products where applicable
- Waste generated at all stages down the supply chain
- Business travel and employee commuting
- Warehousing and distribution in the UK



What we found in our first carbon footprint report (April 21-March 22):

The nature of the Abode business model (under which manufacturing of our product designs is outsourced), means that Scope Three emissions constitute the majority of our carbon footprint.

- About a third of the total (32%) relates to manufacturing.
- Only a very small proportion (1%) relates to inbound haulage, vindicating our policy of manufacturing mostly in Europe.

We arrange our logistics intelligently to deliver direct from source and use backhauling wherever possible. This minimises the volume of freight being transported, so that emissions and other impacts on the environment are minimised.







MANUFACTURE OF PRODUCTS



INTELLIGENT LOGISTICS



WASTE GENERATION, USAGE & END OF LIFE TREATMENT



UK WAREHOUSING & DISTRIBUTION



LOW CARBON



Factory assessment processes include strict evaluation of waste and water management. We encourage proactive cooperation and ideas from all our supply partners and service providers.

We have identified design as the area where we can quickly and significantly reduce our overall emissions. We will improve the efficiency of production processes, eliminating waste and power usage.

The next stage of our ESG journey is to set KPIs and targets within Scope Three.

Our assessment of Scope three emissions has been developed in conjunction with CEN-ESG.

Abode's Scope 3 emissions are calculated in line with the World Resources Institute (WRI) Greenhouse Gas Protocol: 'Corporate Value Chain (Scope 3) Accounting and Reporting Standard', as well as the WRI's 'Technical Guidance for Calculating Scope 3 Emissions'.







"We arrange our logistics intelligently to deliver direct from source and use backhauling wherever possible. This minimises the volume of freight being transported, so that emissions and other impacts on the environment are minimised."

Responsible sourcing

- O Upstream supply chains are nearly all in the UK or Europe (80% by value) eliminating the significant carbon impacts of deep-sea container freight and making measurement of scope 3 emissions easier.
- A high volume of Abode products are ethically produced in SMETA approved factories. This will progressively increase to 100%.
- When driving ESG thinking with factories we particularly focus on employee well-being and factory working conditions.
- A full set of audited policies are maintained for Modern Slavery, Bribery & Corruption, Human Rights, Business Conduct etc.
 (Abode employees are trained in how to apply these.)
- Factory assessment processes include strict evaluation of waste and water management (e.g. effluent from chrome plating plants). We encourage proactive cooperation and ideas from all our supply partners and service providers.
- We arrange our logistics intelligently to deliver direct from source and use backhauling wherever possible. This minimises the volume of freight being transported, so that emissions and other impacts on the environment are minimised.



LOW CARBON



INTELLIGENT LOGISTICS



EMPLOYEE WELL-BEING



WATER WASTE MANAGEMENT







"A high volume of Abode products are ethically produced in SMETA approved factories"

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SOCIAL

Charity & The Community

Abode is based in Barnsley, South Yorkshire, many of our office based staff live locally and some in the nearby community. As a business, supporting our local community is extremely important. As a close-knit team who maintain a family feel as integral to all we do, we want to share that and our ability to support those local to us who need support.

In 2022 we were proud to become a sponsor of Friends of Wilthorpe Park in Barnsley. This is a charity which solely relies on the support of volunteers who make up their committee. This amazing group have transformed a local park from an unloved, unused, run down amenity into a hub of the community.

Phase one of our support with Wilthorpe Park is the sponsorship and planting of a commemorative rose garden for HM Queen Elizabeth II. Some members of the Abode ESG Committee went along in November to plant the rose bushes and offer their support in some general maintenance of the area.





Our next project with Wilthorpe Park is to support with the building of a pathway for the children who attend the Junior & Infants School next to the park. Along this pathway the volunteers will plant fruit tree's so the children can pick fruit on their way to school. We also plan to sponsor the planting of fruit, vegetable and herb patches in the park so the local community are supported with the availability and ability to pick fresh produce as they need it.

Wilthorpe Park is a treasured place by people of all ages in the community local to Abode, not only do they do all the fabulous things above they also host events for the community to bring everyone together, we very much look forward to helping them carry on with their endeavours.

https://en-gb.facebook.com/FriendsOfWilthorpePark/

"Transforming the local park into the hub of the community"



Charitable work

For several years now Abode have selected a local charity to partner with, often at difficult times of the year for some like Christmas or around special events.

Over the years, charitable support has been provided to many local organisations working to make life better in the local community by offering financial support, food or gifts. We have also supported national charities through specific staff member fundraising activities. Some examples are:

Bluebell Wood

Ey Up Charity

Barnsley Hospital Children's Ward

Kirkburton Scout Group

Canal and River Trust – a project to remove litter and debris from the Leeds Liverpool canal

Barnsley Food Bank

Alzheimer's UK

Macmillan Cancer Support (Alan Hanna - Olympic distance triathlon)

Orphanage in Sri Lanka – donation of taps and showers following the devastating Tsunami

As the business grows, our contributions to charities is an area we are keen to expand. We plan to extend our opportunities for volunteering to our employees, plan company-wide sponsored charity events to raise funds for charities close to our hearts both locally and nationally and we are keen to do as much as we can to support charities local to us in need of support.

An ESG committee was formed in 2022 comprising Abode employees from each area of the business, this group will ensure focus remains on our charitable efforts moving forward.

We also love to support local SMEs whenever possible, for example as production partners or with property or marketing services.





Abbie Wilkinson completes skydive, raising over £2000 to support this local charity offering support for children with shortened lives.



Christmas donation given in place of corporate cards and gifts to EyUp who support NHS patients with mental health and wellbeing.



Supported their Make a Memory appeal with the donation of a Pronteau tap. We've also donated to the children's ward with raffle funds from Abode events.



Abode sponsored this local fundraising event with volunteer support on the day provided by Rob Wilsher.



Matthew Pitt completes The Dales Way long distance sponsored walk, walking 84 miles to raise money for this charity close to his heart.



Abode have made donations at Christmas to ensure our local foodbank is well stocked at this key time of year when many are struggling.

MACMILLAN CANCER SUPPORT

Alan Hanna completes Triathlon raising almost \mathcal{L} 1500 for this charity which supports so many people across the UK every year.



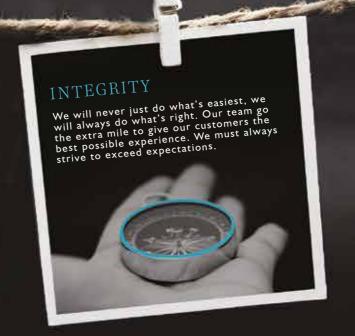
Our purpose is our people...

Our people are our most valuable asset which is why we underpin everything we do to centre around our team, after all what would Abode be without the people behind it.

We did a lot of work in 2022 on redefining our company purpose and values. The process involved all staff to ensure the outcome was one based around the core values held across our business.

We want to ensure that every member of the Abode team share the same vision and that this comes across to our customers in everything we do.





FROM OUR

FAMIY

TO YOURS, WE INSPIRE

& ENHANCE HOMES

WITH HEART & PASSION
IN EVERYTHING WE DO

abode

OUR PEOPLE

Management of our people

Abode and Norcros plc regards its employees as its most valuable asset. The strategy and business model are underpinned by the commitment and efforts of everyone in the Abode family.

To ensure the welfare, wellness and involvement of all of our people, we place focus in the following areas;

- Abode is accredited to the Investors In People standard which is based on leadership, support of performance and delivering sustainable outcomes. Since gaining the accreditation we have made several improvements across our business to our communications, staff policies, schemes and business management processes to ensure everything we do is the best it can be for our people.
- Business performance is discussed quarterly with every member of the Abode family through briefing presentations and staff surveys.

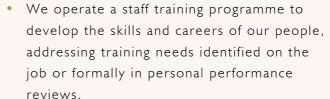


norcros









- · We use an externally managed confidential Whistleblowing hotline which allows staff to register any concerns outside the normal grievance procedures.
- Participation at all levels of the company is encouraged. We operate a staff suggestion scheme and suggestions are often rewarded if they deliver a business benefit.
- The health and wellbeing of our employees is extremely important to us. To support this we offer free Flu Vaccination vouchers to all employees and access to life & wellbeing support and resources, as well as exclusive offers all delivered through an online platform.

"We're committed to developing and supporting our people"







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have all the facilities they need. This included;

- · A new outdoor seating area for lunch breaks and to give the option of sitting outdoors for meetings
- · An additional room beside the canteen to give extra space at lunchtime, to act as a break-out area when quiet time is needed and to provide additional space for meetings.
- · A showering room with additional toilet facility for staff who cycle to work or exercise during their lunch break.

We respect work/life balance at Abode as we know that the right balance is pivotal to the wellbeing of our employees and underpins the quality of their work. Following 2020 we reassessed our working polices and we now operate a 50/50 working from home policy with non-operational staff having the ability to work in the office or from home each week.

Abode encourages employees to socialise and

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"Employee engagement ratings are consistently over 90%"

celebrate success together, both as a company and in smaller groups of colleagues. Each year we have a Christmas party for all employees to come together and celebrate the end of each calendar year. We have hosted events for milestones such as our 10 and 20 year anniversaries, we also encourage our teams to get together, so each quarter our teams meet and organise something to allow them to socialise outside of work and enjoy themselves as a thank you from Abode for everything they do.

We have had six new employment contracts signed in 2022 to further bolster our teams and enhance experience, maintain our service and add capacity.

When we grow the Abode family, we ensure we recruit people who care about our values, who care passionately about the environment and are committed to work towards our sustainability KPIs.

Abode employees are 53% male and 47% female. With an average age balance as follows: Male – 45 years Female - 40 years Average age - 43 years

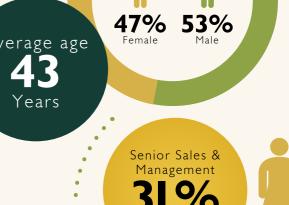
Women occupy 31% of our Senior Sales and Management positions.

100% of our employees are on **permanent** contracts earning a competitive salary, all above the national living wage.

Abode is committed to encouraging diversity and eliminating discrimination in its role as an employer and as such we operate a strict discrimination policy.

Our employees are provided with welfare privileges and benefits in addition to those required legally. Employees are offered the chance to share in the success of the business through incentive schemes and employee share schemes.





permanent contracts above minimum wage

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GOVERNANCE

Public Accountability

Abode is owned by Norcros plc, a public limited company quoted on the London Stock exchange with annual revenues of £400m.

Norcros reports against the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), including climate-related risk assessments. A disaster recovery plan is maintained by management and successfully sustained business throughout the Covid lockdowns of 2020 and 2021.

The business operates a formal ESG Governance structure including divisional forums and twice yearly reporting to the Board.

All divisions across the Norcros Group, including Abode, use a common set of methodologies to measure Carbon Footprint and have been assessed by CEN-ESG.

Board





"We operate a formal ESGI structure including divisional forums and twice yearly reporting to the Board"







Our working environment is designed to prevent occupational accidents and illnesses. We have a proud record of having achieved very low levels of accidents and near misses throughout our history.

All employees are given mandatory online training in Health & Safety, with more extensive modules for Fire wardens and First aiders.

We have a Health & Safety management system in place including risk assessments, observational reporting, and regular workplace audits.

There is a cross functional Health & Safety Committee comprised of employees at all levels which meets regularly to review performance and act on any initiatives. This is always chaired by a Director and minutes are circulated to all employees.

Health and Safety is reported to the Norcros Board monthly. Fatalities and major/minor accidents are logged and monitored.







GOVERNANCE

Health & Safety

Abode has a clear and accessible Health & Safety Policy which is driven from the top of the organisation. It covers all employees, visitors and contractors, setting out a commitment to create, maintain and continuously improve standards.



Norcros plc
Board of Directors
(with reporting by Divisional MD)

Abode Operational Board (with professional advisors)

Cross-functional H&S Committee
(chaired by Operations Director)



LOW ACCIDENT RATE



ONLINE TRAINING

GOVERNANCE

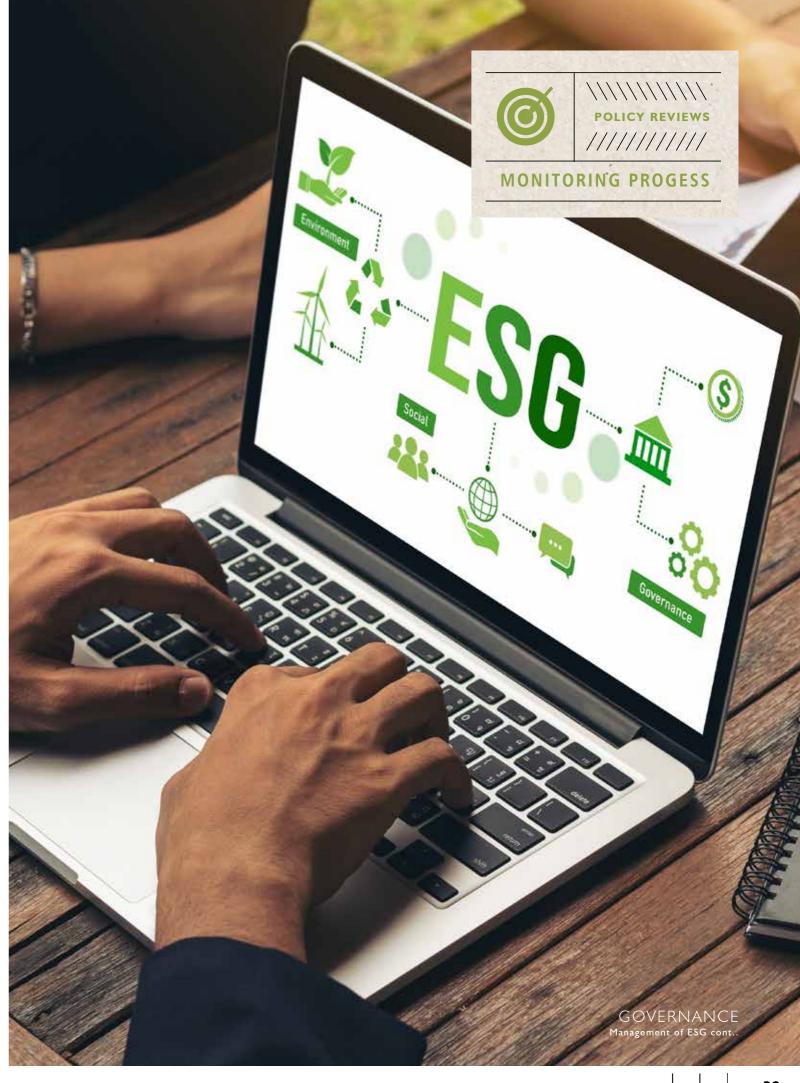
Management of ESG

ESG is always an agenda item at Quarterly Board Meetings, and we also have an ESG forum where divisions of Norcros share ideas and align to best ESG practices. This forum now ensures we proactively monitor progress against targets, assess initiatives and review policy. It also features in monthly management reporting and meetings of Senior Management.

The Norcros Board has developed a materiality assessment to define which issues matter most to the group, from a financial perspective, and the issues which impact society. This prioritises efforts and will be a vital input to our developing ESG plan, we will focus our effort on the material issues shown in the top right of the diagram below.



"Our assessment of materiality defines which issues matter most to the business and our stakeholders"



GOVERNANCE

Sustainable development

Cyber and data security are given specific management attention as a business risk.

The Abode office and associated third party logistics are largely paperless and we deploy document storage software for all operational processes.

All capital applications made by Abode to the Board of Norcros plc are reviewed against ESG criteria before being approved.

Norcros impact and influence six of the United Nations Sustainable Development Goals (UN SDGs). As a group, we makes the greatest contribution to SDGs 8, 12 and 16 (explained in the graphic below) through the provision of safe, quality products and ensuring our business is conducted in an ethical manner. The alignment of these material topics to the SDGs most relevant to us is shown below.

Environment

Material topics:

- Energy management
- · Effective use of raw materials
- Waste management
- Packaging and plastic
- Innovative and efficient products
- Climate change and emissions

Aligned UN SDGs:



7 AFFORDABLE & CLEAN ENERGY



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION

Social

Material topics:

- Talent and workforce development
- · Health and safety
- Supply chain management
- Human rights
- Freedom of association
- Product quality and safety

Aligned UN SDGs:



4 QUALITY EDUCATION



8 DECENT WORK AND ECONOMIC GROWTH



12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Governance

Material topics:

- Ethical conduct and integrity
- Cyber and data security

Aligned UN SDGs:



8 DECENT WORK AND ECONOMIC GROWTH



16 PEACE JUSTICE AND STRONG INSTITUTIONS



"Our offices and logistics processes are largely paperless"

abode

Unit L, Zenith Park, Whaley Road, Barnsley, South Yorkshire S75 IHT

Tel: 01226 283434

www.abodedesigns.co.uk www.pronteau.co.uk