

Sharing our progress Making an Impact



Welcome back

Our first Impact Report, shared in December last year, was a key milestone in PGL Beyond's ESG journey.

Since that time we have been heavily focused on our ambition to become B Corp certified and develop our culture of continuous improvement right across PGL Beyond.

Through this work we now have an even richer understanding of our ESG work and created even stronger foundations on which to build from. In particular we have developed measures, insight, processes and structures that cement our commitments and help us make an even greater difference.

In this time we have been able to deliver our first Materiality Survey which could not have been possible without the key insight and sharing of thoughts from stakeholders across all our business areas. Our Better Beyond Adventure strategy is a shared journey and we are grateful for everyone who has inputted to help shape the ESG KPIs featured in this report.

We have also recently implemented a new Environmental Management System across the whole PGL Beyond estate. This new system, which is operating in the UK, France and Australia, allows us to track usage so we can ensure we drive meaningful reductions across utilities, water and waste. In addition to this we have also developed long and short term commitments to reducing our green house gas emissions which is another key milestone in our sustainability journey, of which I am very proud.

This is an exciting development in our journey and rest assured we are committed to continuing to share this progress with you.

Anthony Jones, Chief Executive Officer



Our Mission

To unlock potential in young people, through **transformational experiences beyond the classroom**, that have a long-lasting, positive impact on their lives



PGL Beyond's material issues

Being a force for good is key to our sustainability mission at PGL Beyond so our materiality survey allows us to focus on the environmental, social and economic issues that matter most. But who does this matter the most to? It is our stakeholders, our partners, our customers, our investors and of course our colleagues – you are the driving force behind every decision we make.

When undertaking our materiality survey and assessing the results, we have considered a range of factors including our business priorities, the views of our stakeholders, our mission to become B Corp accredited and governmental policies.

Our methodology

In the autumn of 2024, we undertook our first materiality survey at PGL Beyond. We will commit to conduct this every two years to ensure that our priorities for sustainability remain the same priorities as our stakeholders.

The results of the materiality survey will help support our approach to ESG, and what risks and opportunities may arise. We will continue to develop our Better Beyond Adventure strategy in line with these results.

1. Identify the Issues

Ahead of undertaking research, we created a list of relevant ESG areas that aligned with current ESG priorities, our Better Beyond Adventure strategy, and need to meet external legislative requirements.

2. Stakeholder research

Through our engagement phase we canvassed and interviewed a wide range of stakeholders. From our customer and colleagues, to our investors, suppliers and partners; we wanted to get the opinions of those we impact the most.

3. Analyse results

Following our engagement phase, we performed a detailed analysis of both qualitative and quantitative data from online surveys, interviews and focus groups to ensure we could present clear and actionable results.

4. Prioritise actions

Our findings ranked our relevant ESG areas from 1-14 which gave us clear insights into what mattered most to our stakeholders. We have used the recommendations from the materiality assessment to ensure our Better Beyond Adventure strategy is focused on material issues that align with the insights drawn from PGL Beyond's stakeholders' perspectives. To begin with we will focus on the top 6 areas.

5. Review

We are conscious that this materiality survey is a snapshot of a significant period of time and that businesses need to adjust to the changing needs of its stakeholders. We therefore commit to undertaking materiality surveys biannually. This forms just one part of our 'always on' listening framework.

Results of our Materiality Survey



- 1 Guest Safety & Wellbeing
- 2 Guest Experience
- 3 Employee Experience
- 4 Diversity, Equity & Inclusion
- 5 Business Ethics & Integrity
- 6 Purpose & Values
- 7 Talent Attraction & Retention
- 8 Energy Management
- 9 Transparency & Reporting
- 10 Biodiversity & Wildlife
- 11 Industry Influence & Leadership
- 12 Physical Risks of Climate Change
- 13 Charitable Giving & Community Partnerships
- 14 Supplier Engagement

ESG KPIs

As a result of our Materiality Survey we've also been able to develop a suite of ESG KPIs that we will track and share with our internal stakeholders.

These will be the measures that we use through the remainder of FY25 and these will be reviewed and approved at our highest reporting level on an annual basis.

ESG area	KPI	Target	Review frequency	Reporting frequency	Method of reporting
1 Guest Safety & Wellbeing	Reduce serious and major accidents in FY25 by maintaining a culture of continuous improvement	1%	Annually	Quarterly	Main Board
2 Guest Experience	Improve PGL Beyond Net Promoter Score in FY25	63	Annually	Quarterly	Main Board
3 Colleague Experience	Improve colleague engagement score in FY25	8.1	Annually	Quarterly	Main Board
4 Equality, Diversity, & Inclusion	Improve colleague diversity across PGL Beyond	Multiple	Annually	Quarterly	Main Board
5 Business Ethics & Integrity	No serious breaches of PGL Beyond Code of Ethics	0 incidents	Annually	Quarterly	Main Board
6 Purpose and Values	Colleagues inspired by the purpose and mission of the organisation	Maintain upper quartile score for industry	Annually	Quarterly	Main Board

Our governance framework

It's important to us that all our internal stakeholders right across our PGL Beyond network are engaged with our ESG journey. And that's why each quarter we'll be sharing our progress, insights and what's coming next through the method detailed below.

Alongside this we have many routes for listening and clear channels for colleagues to share their thoughts such as our monthly PGL Engage all colleague survey, and regular Ask Anthony panels. And for more serious concerns, we also have our Whistleblowing Policy for anonymous feedback to the highest level of the organisation, our Chairman, Mike Dennis.



Main Board attendance rates FY24

Our Main Board is our highest level of governance across the PGL Beyond network. The team are responsible for leading the organisation in all locations and meet quarterly in person. During Financial Year 2024 the Board was composed of the following individuals:



Mike Dennis
Chairman
Ares Credit Group



Oliver Ashforth-Shaw
Managing Director
Ares Credit Group



Alex Jones
Managing Director
Ares Credit Group



Anthony Jones
Chief Executive Officer
PGL Beyond



Andrew Clark
Chief Financial Officer
PGL Beyond

Meeting date	Attended by
16 January 2024 – Ordinary Main Board meeting replaced with annual all colleague PGL Beyond conference	Oliver Ashforth-Shaw Alex Jones Anthony Jones Andrew Clark
1 May 2024	Mike Dennis Oliver Ashforth-Shaw Alex Jones Anthony Jones Andrew Clark
11 July 2024	Mike Dennis Oliver Ashforth-Shaw Alex Jones Anthony Jones Andrew Clark
27 November 2024	Mike Dennis Oliver Ashforth-Shaw Alex Jones Anthony Jones Andrew Clark

Lessening our Impact

Launching our new Environmental Management System (EMS)

As an organisation, we're passionate about using less and minimising our impact. We've already completed installation of LED lighting and EVC chargers in some locations, but we're always keen to do more.

Being able to track our usage is key in supporting target setting and tracking. Through the early part of 2025 we've implemented an Environmental Management System (EMS) to help us manage our environmental impact.

After completing a context assessment and identifying the measures that are relevant to our organisation, we identified the environmental aspects within the scope of our EMS must include carbon emissions, energy consumption, gas consumption, water consumption, and waste disposal within our direct operations.

The scope of our EMS will be reviewed on an annual basis to confirm it is meeting the desired objectives. To see our full EMS linked targets, please see overleaf.

What is an EMS?



An Environmental Management System (EMS) is a framework through which environmental performance can be monitored and improved against a set of defined targets.

An EMS is a structured collection of documents and data tools that collectively define an organisation's environmental strategy.

Our environmental targets

ESG area	Target	Target year
Guest safety & wellbeing	Reduce metered electricity consumption per night stay by 3% annually from a FY24 baseline	Annually
Natural gas	Reduce heating fuel consumption per night stay by 3% annually from a FY24 baseline	Annually
Energy (qualitative engagement target)	On a monthly basis, collect energy data and monitor performance across all properties occupied by PGL Beyond	Ongoing
Water consumption	Reduce water consumption by 3% per night stay annually from a FY24 baseline	Annually
Water (qualitative engagement target)	On a monthly basis, collect water data and monitor performance across all properties occupied by PGL Beyond	Ongoing
Waste disposal	Target a 70% recycling rate across all PGL Beyond properties by FY30	2030
Waste disposal	Target a 50% diversion from landfill rate across all PGL Beyond properties by FY30	2030
Waste (qualitative engagement target)	On a monthly basis, collect waste data and monitor performance across all properties occupied by PGL Beyond	Ongoing
Carbon emissions associated with electricity consumption	Procure 100% renewable electricity across all PGL Beyond properties by FY27	2027
Carbon (location based Scope 1-3 emissions)	Reduce Scope 1-3 operational carbon emissions by 3% per night stay annually from a FY24 baseline	Annually
Carbon (qualitative engagement target)	On a monthly basis, calculate operational location and market based emissions associated with energy, water and waste	Ongoing

2024 scope 1-3 carbon footprint

Scope 1-3 overview

Overview of PGL Beyond's Market-Based Scope 1, 2 and 3 emissions for 2024 reporting year.

Total 2024 scope 1-3 footprint:

76,932 tCO₂e

on a market basis

Scope 3 emissions accounted for the majority of PGL Beyond's emissions at **93%** of the total footprint.

And whilst we measured and shared our Carbon Footprint for 2023, we have taken the decision to use 2024 as PGL Beyond's baseline year due to more accurate reporting data.



Our decarbonisation targets

Through our sustainability journey we have recognised that having accessibility to robust data is key to taking the next step.

Whilst we still have some way to go, we are confident that through data capture, measurement and holding ourselves to account we will only improve.

Data is regularly shared and we are laser-focused on embedding energy and carbon consciousness across the organisation (through initiatives such as regular poster campaigns, monthly utility reviews focused on usage, annual energy audits and monthly agenda item on PGL Beyond centre meetings). As such we're proud to announce our decarbonisation goals.

KPI	Measure
Reduce PGL Beyond's Scope 1 and 2 GHG emissions as a result of efficiency improvements implemented by PGL Beyond	by 1-4%
Energy, water and waste intensity reduction – relative to previous year	6.5% reduction in 2026
Reduce absolute Scope 1 & 2	By 63% by 2035
Reduce Scope 3 intensity	By 52% by 2030
Reduce absolute Scope 1 & 2	By 90% by 2050 or earlier
Reduce absolute Scope 3	By 90% by 2050 or earlier

Our supplier targets

As part of our commitment to building a business that champions sustainable and environmental standards, we need to ensure that our suppliers are doing the same. As a large organisation, we need to uphold sustainable procurement regulations.

To ensure we live and breathe this every day, we're introducing a new policy that will ensure we are only working with suppliers who support our ESG standards. Plus, we're upskilling all colleagues that work in our Procurement Team so they understand how their day job supports and guides sustainable procurement practices across the business.

And to hold ourselves to account, we've developed a set of supplier goals that we'll track, report on and review each year.

Focus area	Target	Target year
Supplier diversity	Increase diversity of supplier ownership to 15%	2027
Social & environmental impact	Increase supplier participation in social and environmental impact assessments to 75%	2027
Supplier code of conduct	Increase supplier sign up to code of conduct to 75%	2027
Cost of Goods (COGs)	Increase COGs within country of operations to 33%	2027
Local purchasing	Increase purchasing with local suppliers to 20%	2027

We'd love to know what you think...

Our Better Beyond Adventure strategy is ever-evolving and as an organisation, we're committed to continuous improvement.

But we can't do it alone; we'd love to know what you think about our work or where you'd like to see us do more.

You can contact us via email:

betterbeyondadventure@pglbeyond.com

Want to find out more about our supplier engagement? Please read [here](#)

