



# 2024 Corporate Social Responsibility Report

Keeping Industry Working™





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# About this report

Corporate Social Responsibility is an embedded and important programme across our organisation. The aim of this report is to share and showcase all aspects of this programme. The data reflects our 2023 position.

If you require any additional information about any element of this report then please contact: [HSQETeam@cromwell.co.uk](mailto:HSQETeam@cromwell.co.uk)



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# Message from our CEO

At Cromwell, doing the right thing is critical to our ability to be good stewards for our people, our customers, our shareholders, and the environment.

Whether supporting fulfilling careers and strengthening our caring culture for our colleagues, helping our customers achieve their sustainability goals or partnering in our communities to build a better future, we take our responsibility seriously to make the things that matter better.

As environmental, social and governance (ESG) issues and sentiments evolve, Cromwell remains steadfast, ensuring that operating sustainably influences decisions throughout the company.

This year we completed the installation of more than 5,000 solar panels on the roof of our distribution centre. We have fully compensated for our scope 1 and 2 environmental impact and are on-track to be carbon neutral by 2030, with all our electricity and now gas being green sourced.

Helping our customers to keep their people safe starts with keeping our own people safe. We continue to

invest in health and safety training for our colleagues, with a particular focus on mental health and wellbeing, with 70 colleagues now trained in this area.

We were also recognised at the National Safety & Health Excellence awards as the Safety Distributor of the Year. Our new personal protective equipment safety brand, Halo, is doing incredibly well with volumes nearly trebling since its launch. We committed to giving 1% of Halo sales to charitable causes each year, and this is starting to be a significant donation to good causes.

Being part of WW Grainger continues to help us elevate our ethics, compliance, and sourcing capabilities to world-class levels. Our suppliers continue to test each batch of our exclusive brand products, providing a reassurance to quality for our customers that is second to none. We were re-certified for all our quality accreditations, including ISO27001, which covers information security.



Our diversity, equity, and inclusion scores remain very high, and our colleague engagement scores are strong at 84%. Having placed in the Glassdoor top 50 places to work in the UK twice in recent years, our colleague engagement scores remain very high.

**“** I am proud of all that the Cromwell team has achieved over the last year and as we look ahead, we will continue to be guided by our purpose – to help our customers keep their operations running and their people safe. **”**

*Neil*



# Cromwell at a glance

We believe that those who make, manufacture, and build the world around us deserve the very best support.

From power and cutting tools, abrasives, PPE, cleaning and hygiene equipment to inventory management systems, hand tools, and more, we offer everything businesses need to keep their operations running and their people safe.

The Cromwell success story began in 1968 with one man. Now, more than 50 years later, we have a huge network of branches, talented salespeople, and knowledgeable technical experts spanning the whole of the UK and beyond.

£230m  
in sales

30k+  
active customers

1400+  
teams members

842k  
products offered

3,000+  
key suppliers

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# Our Purpose

Our reliable and customer-focused service means our customers can be confident they will get exactly what they need, when and where they need it.

From preventative maintenance to emergency purchases, customers trust us to help keep their operations running. And when they need advice or support – from a product data sheet to the expert opinion of a technical specialist – we're always here to help.

## The Cromwell difference – keeping industry working



### Great products, great quality

Excellent choice and quality products, readily available



### Reliable service

You'll get your products on time, and in full to our promise



### The personal touch

Real people providing real solutions in real time



### Easy to deal with

We work hard to make it easy to find and buy what you need



### Expertise at hand

Specialist technical support to help you get the job done right

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# CSR Highlights

## Customer Sustainability Solutions

Cromwell is continuously working with our own brands and with our suppliers to expand our sustainable product ranges.

[cromwell.co.uk/info/halo](http://cromwell.co.uk/info/halo)

## Diversity, Equity and Inclusion

47%

Female population in people leader/supervisor roles

25%

Female population on our Executive Board

34%

Female population in our Senior Leadership Team

43%

Female population in the Cromwell Leaders Group

## Ethics and Compliance

100%

of required total company team members certified in Cromwell's Business Conduct Guidelines





# Working with everyone in mind

**Awards and accolades**

**Inclusive behaviours**

Be SEEN  
Be HEARD  
Be PROUD

**Great place to work**

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# Our approach to CSR

At Cromwell, we integrate CSR initiatives into our strategy and daily operations at each level of the business to deliver long-term value to our stakeholders. We embrace sustainability within our organization and are dedicated to helping our customers achieve their own sustainability goals through our products, services and resources.



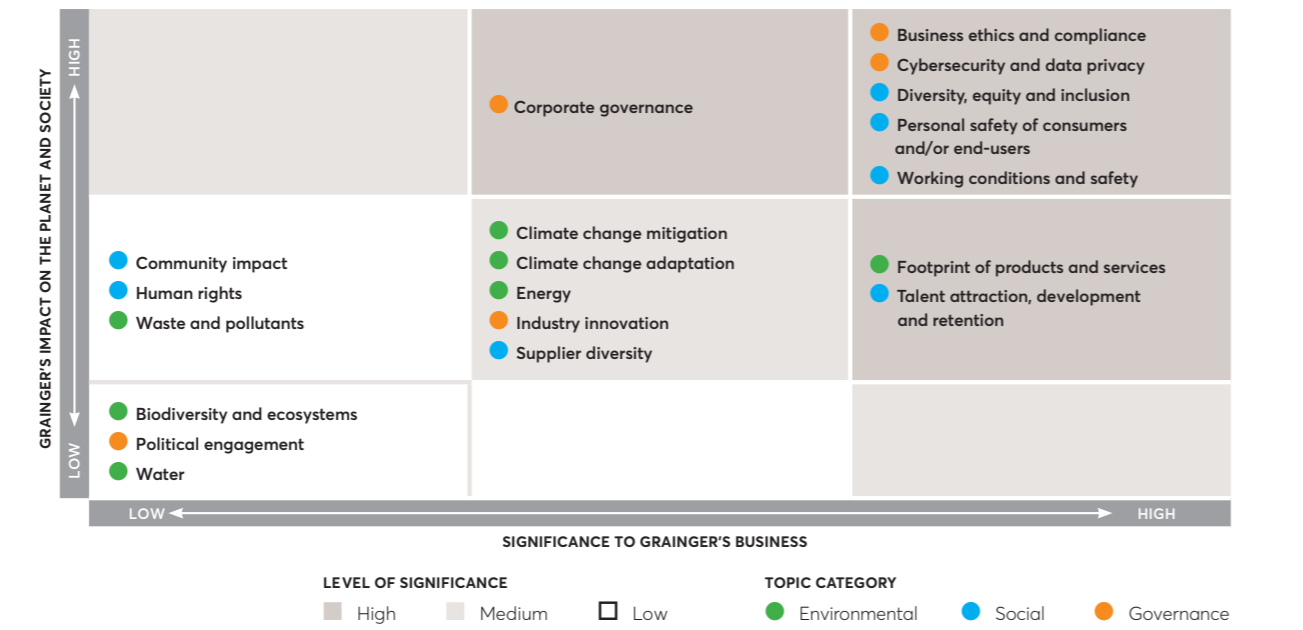


# Materiality assessment

## Our approach

Our materiality assessment, conducted by Grainger, forms the foundation of Grainger's group programme. This assessment references the Global Reporting Initiative (GRI) Standards' definition of materiality and determines the economic, environmental, social, and governance issues that are most important to our stakeholders and our business objectives. By focusing on these issues, we aim to optimise the impact of our products, services, and solutions in these critical areas, and create long-term value for our stakeholders. We engaged a third-party consulting firm to assist with our latest materiality assessment in 2021. We then further prioritised the resulting material topics to identify four near-term priorities where Grainger should invest to improve performance. We update our materiality assessment approximately every three years to ensure we continue to focus on the most important topics for our stakeholders.

\* The Customer Sustainability Solutions topic referenced here is defined as environmentally sustainable products, services, packaging and resources intended to help our customers meet or make progress on their sustainability goals. Supplier diversity is a distinct material topic that has overlap with our total sustainability solutions offering of social and environmental solutions.



# Sustainability solutions for our customers

Starting with the customer is one of our core principles at Cromwell. We are at our best when we understand their needs and provide solutions that help keep them working safely, sustainably, and efficiently. Cromwell products, services, and resources provide value to our customers while also helping them achieve their sustainability goals.







# Halo sustainability

Cromwell's Halo brand focuses on sustainability by integrating environmentally friendly practices into their personal protective equipment (PPE) products. We aim to reduce single-use plastics and ensure their products are durable and long-lasting. We are committed to keeping people safe whilst also considering the environmental impact of their products.



Bump caps constructed using ecofriendly reground HDPE for durability and strength



Cut F and Cut D sustainable coated gloves. Made with 30% recycled content



Sustainable T-Shirt GRS certified 100% recycled polyester



Sustainable Multi-pocket work trousers and sustainable stretch holster trousers



Safety hiker boots, vegan friendly, recycled microfibre upper



Safety goggles with replaceable lens to prolong usage and reduce waste



# The Diversity Trust and Mind UK: Cromwell donations make a difference

**Mind** is a leading mental health charity in England and Wales, established in 1946. Their mission is to ensure that everyone experiencing a mental health problem receives support and respect. They offer a range of services, including crisis helplines, supported housing, drop-in centres, employment schemes and counselling.

Mind provides information and advice to help people understand their conditions and the support available. They campaign for better mental health services and policies, lobbying the government and local authorities to improve mental health care. Additionally, they work to raise public awareness and understanding of mental health issues, aiming to reduce stigma and discrimination. There are around 125 local Mind associations that operate independently but are affiliated with the national charity, providing tailored services to meet the specific needs of their communities.

**The Diversity Trust UK** is dedicated to promoting equality, diversity, inclusion, and accessibility. They provide training and consultancy services to various sectors, including corporate, public, and social enterprises. Their work includes conducting audits, research, and strategic projects to influence social change and create a fairer society.

They support marginalised communities, such as LGBTQ+ people, Black, Asian, and Minority Ethnic communities, and disabled individuals, by amplifying their voices and addressing issues like discrimination and bias. Additionally, they produce educational media, such as short films, to raise awareness and foster inclusion.



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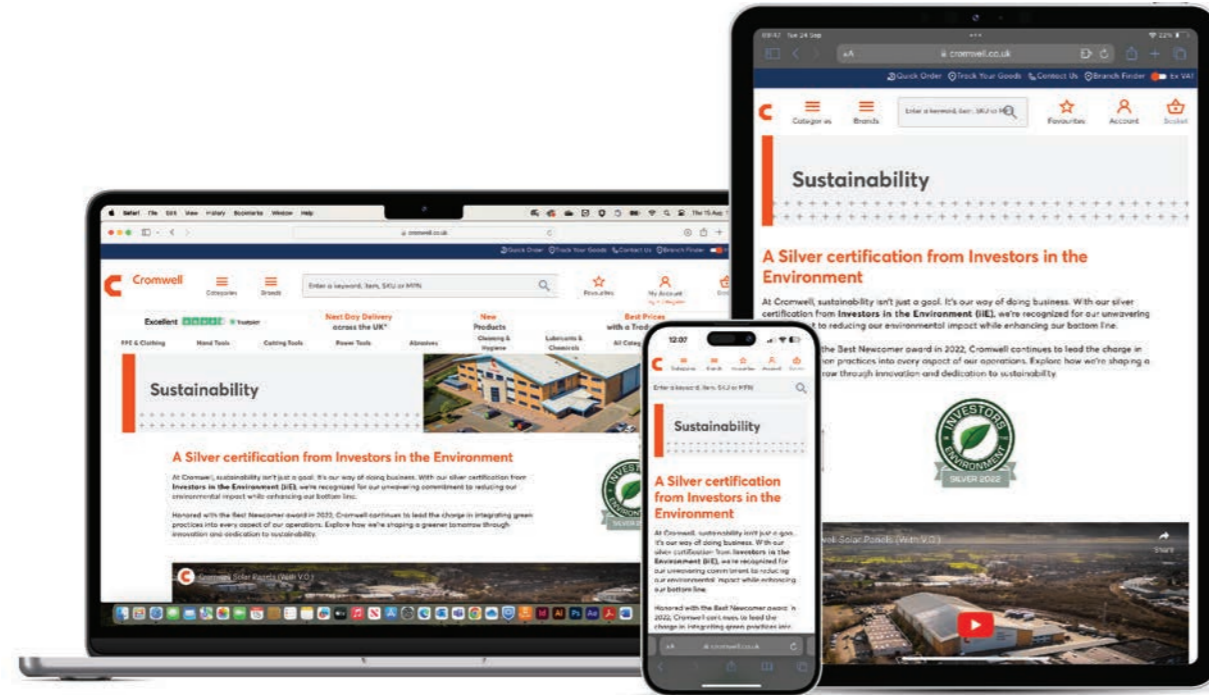




# Sustainability Services

As part of our commitment to helping customers achieve their own sustainability goals, we continue to enhance and improve our sustainability services. Recent improvements include:

- Back-hauling waste management to ensure that any waste generated by our deliveries is placed into our non-landfill waste streams
- Delivering in tote boxes to avoid all unnecessary packaging
- Carbide recycling through trusted partners, helping our customers optimise the life of their tools
- Self-service copy documentation via [www.cromwell.co.uk](http://www.cromwell.co.uk) to include invoices and proof of deliveries – removing paper from our processes
- Electronic invoicing with applicable back-up – eliminating paper and printing for both Cromwell and our customers



# Value-driven sustainable practices that benefit our customers

## Transportation and shipping efficiencies

Our distribution and transportation network is designed to optimise the customer experience and reduce environmental impacts. Throughout our network, we actively manage order fulfilment with the goal of shipping orders in the fewest number of deliveries, using the optimal route to all locations. This is achieved using our Maxoptra tool.

## Sustainable packaging

Our branded 100% recyclable boxes, made from sustainable resources, are used for deliveries from our distribution centre. In addition, to protect our customers' purchases, we add Airtech pocket filling, which is an on-demand solution used as an alternative to conventional air-pad film or pre-inflated bubble wrap. Airtech offers void fill protection at the push of a button, so only the right amount of box filling is used. Airtech air pillows are 100% recyclable and contain a minimum 50% recycled content.





# Value Added Services



# KeepStock® inventory solutions

KeepStock® is the tradename of Cromwell Industrial Vending and Vendor Managed Inventory (VMI) Solutions. KeepStock® systems are fully managed services that reduce the time and costs associated with controlling replenishment of low-value, fast-moving MRO (maintenance, repair and operations) consumables and PPE (personal protective equipment) products.

For more than 25 years, we have used information technology to develop extremely lean and low-cost solutions that enable our customers to access the key benefits of inventory solutions, without the need for expensive and complex integration.

We can provide simple barcode-driven stock check and replenishment services, through to state-of-the-art industrial vending solutions that support user accountability for consumption and waste.

Cromwell does not offer standard packages. In our experience, customer expectations and objectives for managed inventory can be very different. Instead, we have partnered with Supply Point Systems, the world's leading supplier of industrial vending machines and software, so that we can select the right building blocks for each customer and create custom-designed solutions for the unique requirements of their business.



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# KeepStock® industrial vending

Vending provides 24/7/365 availability of the right products at the point where customers need them – significantly reducing consumption and improving productivity. Vending makes it easy to control fast-moving industrial consumables, tools, PPE, and health & safety products. Cromwell provides the machines, software, and the initial stock fill. We take care of setting up, installing and maintaining the equipment. We also monitor re-order levels and automatically take care of restocking.

### Vending benefits:

- Reduced product consumption, typically by 25% to 40%
- Lower inventory costs through consignment stock, as we charge at point of issue
- Improved productivity, as products are available when and where they are needed, rather than customers having to place orders or visit stores to restock
- Product traceability to help with product compliance and offer audit trails
- Reduced health & safety claims



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# KeepStock® VMI (Vendor Managed Inventory)

VMI solutions help businesses reduce the time and cost associated with controlling and replenishing fast-moving industrial consumables. Cromwell provides a fully managed service, from installation of a simple barcode-driven stock system to ongoing checking and replenishment of stock in central stores or multiple satellite locations.

Using our stock-management expertise, we work with customers to select the right products, stock levels, and storage layout. We visit at regular intervals to check stock levels and scan item barcodes to trigger replenishment orders. Customers' local branches receive and check ordered items before replenishing the storage bins on site.

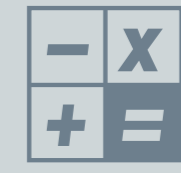
### VMI benefits:

- Improve purchasing efficiency by reducing suppliers, orders, and invoices freeing up time and reducing purchase-to-pay costs
- Lower inventory costs by demand-driven replenishment – improving product availability and supporting inventory reduction
- Reduce replenishment costs, as we take ownership of restocking - saving money and reducing wasted staff time
- Improve productivity as users have 24/7/365 access to products at the point of use – reduces wasted time associated with visiting stores and sourcing products



### EFFICIENCY

Auto-replenish stock, reduce walk and wait times, manage stock and accountability.



### COST SAVING

25% - 40% saving depending on your business needs.



### AVAILABILITY

Products available 24/7 where and when you need them.



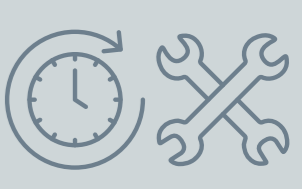
### VALUE

Add value to your organisation with world class management information and data insights



### BESPOKE SOLUTIONS

Customisable inventory management solutions to cater to your business needs.



### MAINTENANCE

24/7 maintenance support from our team of expert field technicians





# Environmental

Cromwell strives to operate its business and supply chain sustainably. We take proactive steps to align our operations with our commitment to environmental responsibility.



# Our 2024 highlights

100%

Green sourced electricity

99%

Non landfill for waste for another year!

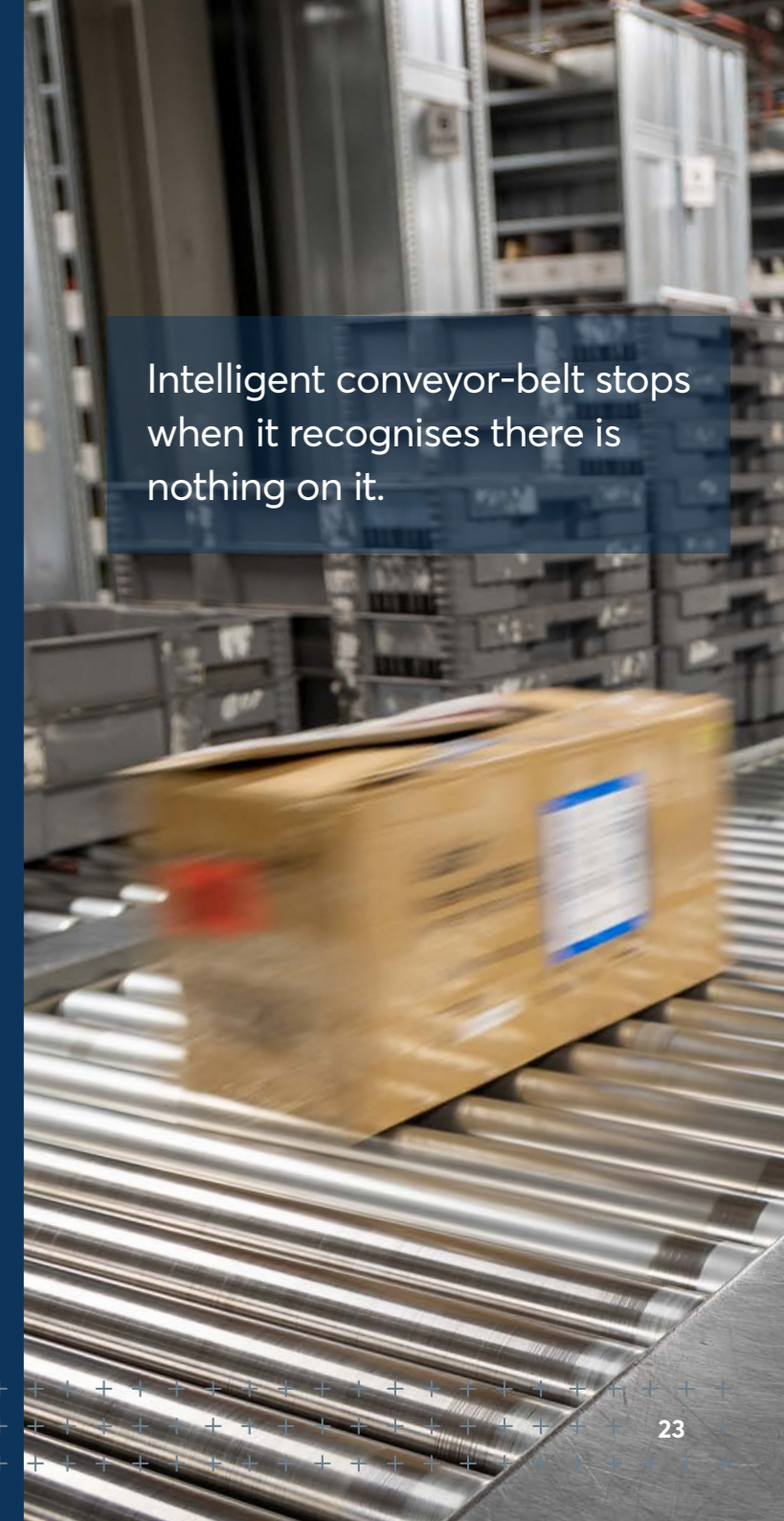
2,059

Tonnes reduced emissions - Electric Van trial

3m

Litres of water reduced

Intelligent conveyor-belt stops when it recognises there is nothing on it.





# Environmental management

## Our approach

At Cromwell, we aim to be responsible citizens of both our communities and our planet. We strive to operate our business and supply chain sustainably, and continue to work with our partners and supply chain to achieve this, while also supporting our customers in their own sustainability efforts.

We recognise the urgency of climate change and are dedicated to reducing our carbon, water, and waste footprints throughout our operations and value chain. We are focused on reducing our dependence on non-renewable energy, improving energy efficiency, and embedding sustainability into every aspect of our operations.

Our CSR policy demonstrates our commitment, and our plan includes meeting short-term and long-term objectives, including:



Having a fully integrated management system which is ISO 9001, ISO 45001, and ISO 14001 accredited - providing policies, processes, and training materials to help meet our objectives



Promoting awareness of CSR activities through all team member townhall updates



Supporting 'green champion' forums run by team members to monitor, measure, and deliver continuous improvement



Health, safety & environment (HS&E) meetings across all sites to provide working groups that promote continuous improvement opportunities



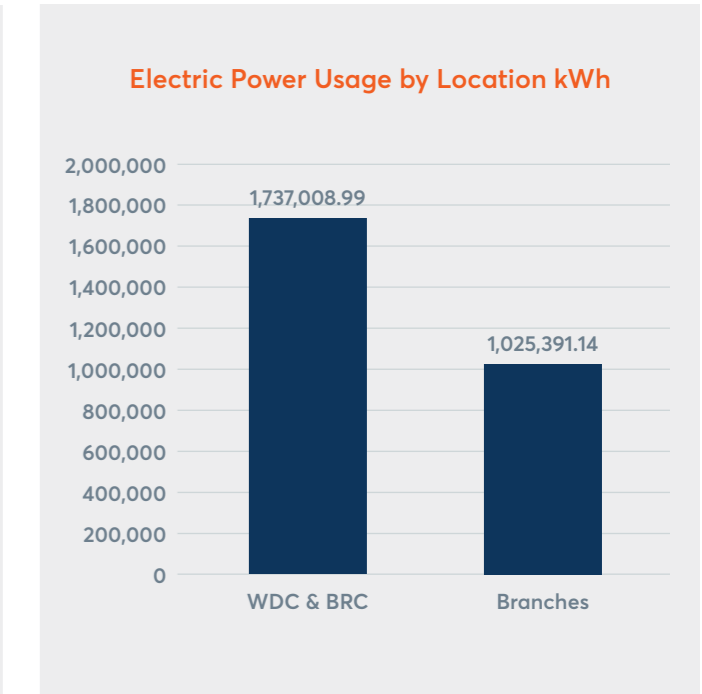
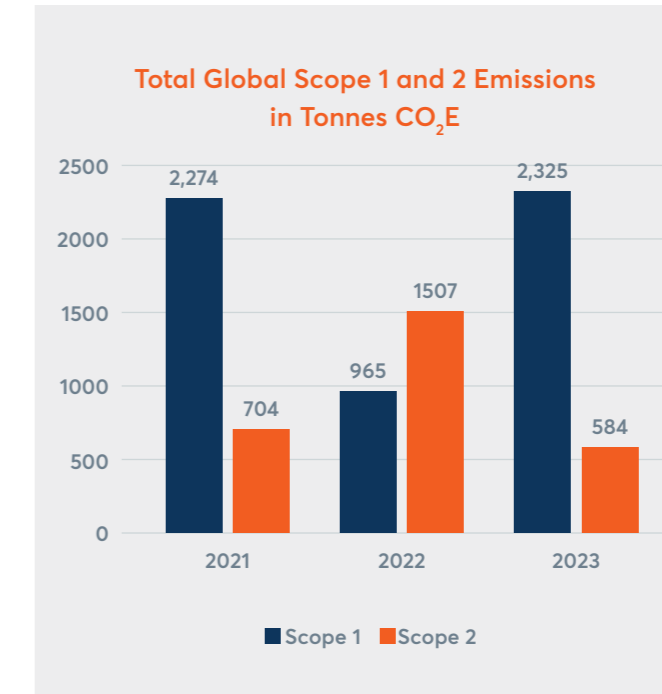
A three-year plan, consisting of five pillars and championed by leadership, to set out clear milestones and objectives



# Climate change disclosure and greenhouse gas (GHG) emissions

Cromwell has several initiatives in place to minimise our greenhouse gas emissions by reducing our energy consumption and our dependence on energy from non-renewable sources. These include:

- A partnership with EDF to supply energy from renewable sources
- Replacing lighting with energy-efficient LED alternatives
- Fitting sensors in our World Distribution Centre (WDC) to manage energy consumption in less-used areas
- Replacing aged estate with A-rated buildings
- Providing electric vehicle charging stations for Company and team member use





## Emissions reduction strategy

### Solar Panels

2,325 panels have been fitted feeding power through six inverters. Essential roofing repairs have been done with circa 34,000 fixings and over 1,105 liner meters of corroded overlaps.

The solar array covers around 50% of the WDC roof space and produces circa 825,000 kWh of electricity. During the summer months, the system will produce enough power to fully support our WDC operation.

By using renewable energy at Wigston site it reduces our carbon footprint by 158 tonnes of CO<sub>2</sub>, equivalent of planting over 7,000 trees.

### High-efficiency lifecycle replacements

A core part of our strategy is upgrading equipment to more energy-efficient alternatives once it has reached the end of its useful life. One way we do this is through retrofitting LED lighting. As an example, at our Bulk Receiving Centre (BRC) Whetstone warehouse, we achieved an annual energy saving of 166,650kWh, reducing our carbon footprint by 61.8 tonnes.

**2,325**  
solar panels have been fitted

**825,000 kWh**  
of electricity is produced

**61.8 tonnes**  
reduction in our carbon footprint

**99.9%**  
non-landfill waste across the estate

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### Scope 3 emissions

Cromwell also recognises the importance of reducing Scope 3 emissions as part of our overall strategy.

We continue to look at upstream and downstream continuous improvement opportunities. As part of this work, we have already reviewed our travel impact. While we cannot offset these emissions, we have partnered with "Just one Tree" which focuses on combating climate change through ecosystem restoration. Its purpose is not to offset polluting activities, but rather to actively support environmental restoration with the goal of reducing greenhouse gases and restoring biodiversity.

We are planting enough trees to offset the carbon produced by fleet.

[www.justonetree.life](http://www.justonetree.life)

### Just One Tree

But it's not just about each tree that grows. It's about:

- Regenerating forests
- Restoring the planet as nature intended
- Increasing biodiversity on land and in the oceans
- Improving lives in the communities where we plant
- Raising environmental awareness in the classrooms
- Tackling climate change

It's also about the people

- Just one tree supports communities facing poverty, reduced crop yields and climate change.
- Just one tree provides training, agricultural education and sustainable incomes whilst they plant, grow and protect the trees.
- This enable the community members to lift themselves out of poverty.

**Morro Ayuta**, at 9 miles long, is the second most important mass nesting beach in the world for Olive Ridley sea turtles (*Lepidochelys olivacea*). The mangroves and dunes provide protection to the over one million sea turtles that arrive each year to nest. However, sedimentation from upland deforestation, illegal logging and fires have degraded the mangrove forest that surrounds Morro Ayuta.

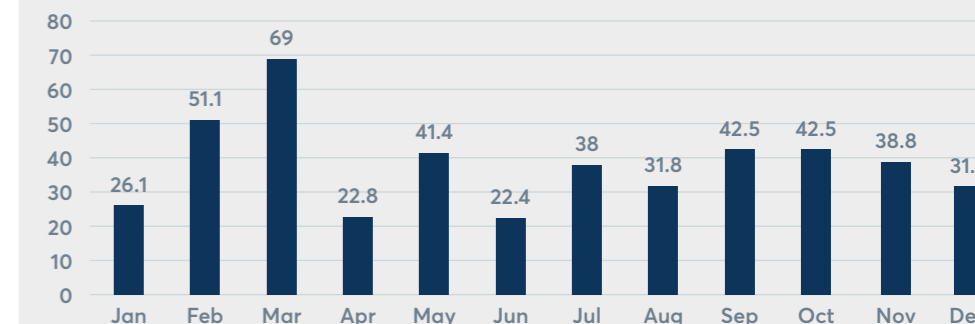
9082 Trees were planted in 2023 which Captures 2797.26 tonnes of CO<sub>2</sub>



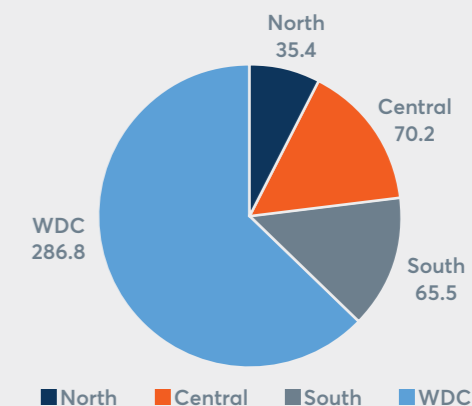
## Waste & Recycling

At Cromwell, we focus on reducing or eliminating waste. This, combined with standardising our recycling processes and sharing best practice, has enabled us to achieve 99.9% non-landfill waste across our estate. By having our own dedicated team in our waste area and backhauling waste from our estate into this area, we can work with third-party partners to optimise waste streams. These partnerships enable us to track waste by location and share information with team members, so they can identify optimisation opportunities.

Waste in Tonnes



Tonnes of waste by locations





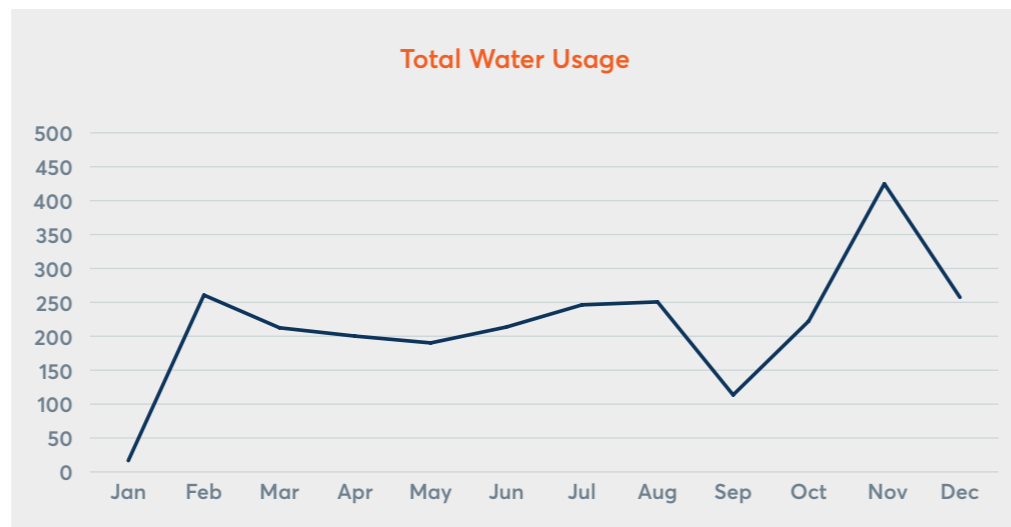
### Hazardous waste

As a distributor of maintenance, repair and operation (MRO) products, we do not generate hazardous waste through our processes or byproducts – and we only handle products in manufacturers' packaging.

Cromwell does generate incidental hazardous waste from products that are damaged, obsolete or returned when no longer usable. Our waste-stream policies and processes ensure that regulated waste management is conducted in accordance with all applicable laws and regulations.

### Water

We monitor and measure all water usage across our estate, and take every opportunity to reduce it. One project in 2023 saw the introduction of Ureco sleeves into our urinals. These help to prevent costly blockages and significantly reduce water use. This project is predicted to reduce our water usage by 3,501,810 litres and CO2 emissions by 3.68 tonnes.



### Vehicle emissions

After introducing our first green van to support our Leicester branch operations back in 2022, we have had the opportunity to monitor and reduce our carbon emissions. Based on a van average per year, we are looking at around 2,059 tonnes reduction.

Our plan for 2025 is to continue to reduce the carbon emissions through the use of our green vehicles.





# Social

Cromwell is committed to creating a safe, inclusive, and rewarding place to work for our team members and to strengthening the communities in which we operate.



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# Our 2024 highlights

47%

Female population in people leader/supervisor roles

25%

Female population on our Executive Board

34%

Female population in our Senior Leadership Team

80%

Female population rated as Consistently Meets or above





# Health and safety

**Cromwell is committed to providing a safe working environment and ensuring that team members are properly trained to perform the variety of tasks necessary to support our customers.**

As a global leader in industrial distribution, Cromwell achieves health and safety excellence by promoting:

- Safe people and processes for our operations across the estate
- Safe environments through correct product handling, storage, and waste minimisation for all business areas
- Safe distribution through proper transportation of hazardous materials

Our health and safety programme is integrated into all aspects of our business operations, keeping our team members safe and healthy, while keeping our facilities operating safely and sustainably.

Our induction programme includes health and safety training for all new team members. Managers receive additional training on accident and near-miss reporting, alongside mental health awareness training to support all colleagues.

### Cromwell safety performance: 2018 - 2023

	2019	2020	2021	2022	2023	Average
Frequency rate RIDDOR reportable (per 100,000 hours)	0.17	0.06	0.07	0.13	0.10	0.11
Accident Incidence Rate (per 100,000 employees)	5	2	2	2	2	2.6
Total number of near misses	638	2387	655	1249	1419	-



# Diversity, Equity & Inclusion (DEI)

Our diversity and inclusion policy sits at the heart of our strategic plan. Our aim is to continue to attract and retain team members who are fully representative of society. We believe that by valuing differences, treating everyone equally, and providing equal opportunities for all, we empower our team members to reach their full potential. Embracing diversity and providing inclusive workplaces in all the locations where we operate benefits our business – because diverse teams think more creatively and bring different perspectives to help solve challenges. A working environment that respects and values diversity promotes a more motivated and engaged workforce. All of these extraordinary benefits allow us to better understand and serve our customers, work with our suppliers, and elevate our brand as a business and an employer on the world stage.

We have a dedicated team of champions made up of colleagues from across the business working continually to help shape our culture. They share regular

communications, awareness updates, initiatives, and reminders of the ways in which concerns can be raised.

### Our commitment to DEI includes:

- Providing a fair and transparent recruitment process, with all internal candidates receiving feedback directly from the hiring manager
- Creating an environment that promotes disclosure of diversity characteristics
- Increasing the visibility and effectiveness of team networking groups. While there is no obligation for team members to join such networking groups, they are open for any team member to join
- Consistently demonstrating inclusive leadership at all levels, supported by learning and development activities
- Taking seriously and acting upon allegations of inappropriate language, situations, or practices and

having the skills to mediate and investigate issues as soon as they arise

- Ensuring our policies highlight to all employees that any form of discrimination is unacceptable, will be considered a disciplinary offence, and will not be tolerated
- Committing to getting the basics right – putting appropriate reasonable adjustments in place for colleagues in a timely manner



# Diversity Solutions

At Cromwell, we have a clear ambition to create a 'Great Place to Work'. To achieve this, we need to ensure we provide a working environment that allows everyone to be themselves and to be at their best. Our ambition is to attract and retain team members who are fully representative of our society, who bring different thinking to our decision making, and who create an inclusive environment for everyone – including our customers.

### What do we mean by diversity and inclusion?

- Diversity is what makes us all the individuals we are. This could be our gender, race, religion, age, or sexual orientation, but it can also include our educational background, political views, hair colour, tattoos, piercings, or even just the hand we write with.

- Inclusion is about valuing these differences, treating everybody equally, and providing opportunities for everybody to reach their full potential.

### Why is it so important?

Individually, we all like to be treated as an equal; to feel like an integral member of our team who is valued for the unique contribution we bring to the workplace.

There are lots of ways that diversity and inclusion can benefit the Business as a whole. A diverse team can be drawn from a wider pool of talent, which means we can reach a larger audience when we are looking to attract and recruit more people.

Diverse teams think more creatively and bring a different perspective to the table. Valued and respected teams are highly motivated, with higher levels of employee engagement. The benefits of diverse teams

can also extend beyond the Business to external perceptions of our brand and our reputation as an employer. Diversity therefore has a pivotal role to play in our success as an organisation. We operate in various locations across the world and have team members in many countries, serving our local and global customers.

Only by understanding the diversity of our customers, and the sectors we operate in, can we hope to meet their ever-changing needs while helping to keep their operations running and their people safe.



# Advancing in DEI

In 2022, Cromwell leaders participated in a diversity, equity, and inclusion (DEI) learning course, entitled "Managing Unconscious Bias". The course was modelled by Grainger and based on the programme Grainger senior leaders look in 2021. It was designed to help team members:

- Learn more about what unconscious bias is and why most people experience it.
- Explore how workplace bias may emerge in our day-to-day work.
- Identify specific and effective behaviours for managing it in the workplace.

Following the course, leaders were asked to hold team discussions to reinforce these lessons.







## Team member learning

Learning starts on the very first day when team members join Cromwell. We invite all new joiners to a welcome event, which showcases the Cromwell principles and the functions of the business. This sets people up well for success on day one, giving them an instant support network of new and experienced colleagues.

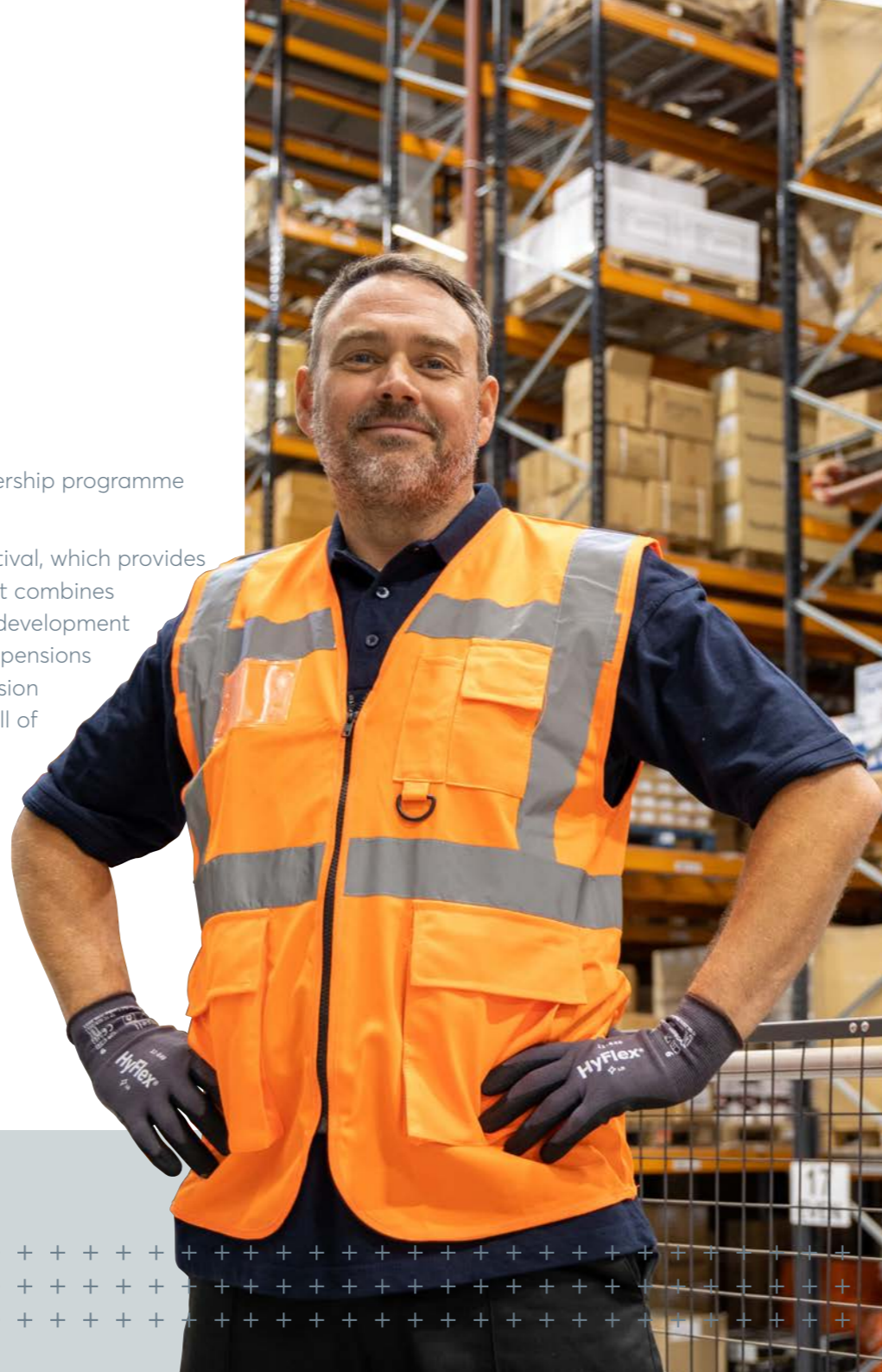
This is followed up by targeted training and development, according to the individual's role. Managers will undertake people management essentials development and Lets Talk development sessions helping to get the best out of their people. For other colleagues, they have access to our Personal growth sessions which enhance the skills they already have, so they can be the best version of themselves. Many of these are completed within their first 3 months of joining, setting them up for success.

In 2022, we introduced Cromlead, which provides a two-day development module for new managers, as

well as Better Never Stops, a leadership programme for more established managers.

Every year, we have a learning festival, which provides two weeks of dedicated learning. It combines on-the-job training with personal development in the form of well-being sessions, pensions support, diversity, equity and inclusion (DE&I) sessions, and much more. All of which is underpinned by the Cromwell principles.

Alongside our internal programmes, we also have a number of people taking part in apprenticeships with external providers, giving them formal qualifications that support their ongoing development.



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## Team member engagement

We use a continuous listening approach to understand and take action on employee feedback and sentiment. Our listening strategy includes:

- Conducting an annual engagement survey with all Cromwell team members, followed by a check-in survey six months later
- Candidate and exit surveys to capture valuable feedback at the beginning and end of an individual's employment experience with Cromwell
- Facilitating regular roundtable discussions and team member calls involving our executive team

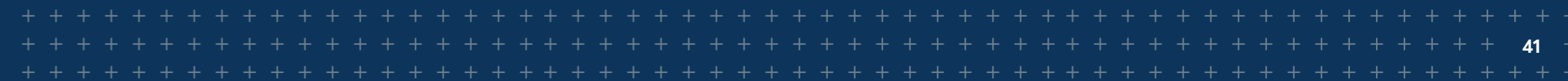
We hold our leaders accountable for discussing engagement results with their teams and crafting action plans based on the findings, to continuously enhance the team member experience.

Our engagement scores consistently surpass industry benchmarks and have seen continuous improvement, underscoring our dedication to creating a fulfilling and rewarding workplace for everyone.

84%  
engagement score



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# Talent management

We continue to focus on helping team members grow their careers and be successful at Cromwell. We support their growth with differentiated learning and development options, including gaining cross-functional experience through project work and work shadowing. We know that leaders who demonstrate our principles and gain experience across different areas of the business can help improve results, build high-performing teams, and better understand the business from end-to-end.

Through regular talent forums with senior leaders, and bi annual talent reviews, we get to know our highest potential emerging talent and identify ways to accelerate their development.



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# Performance and development

In addition to ongoing informal conversations, team members and leaders have two formal performance and development discussions each year plus goals setting sessions. Open, honest dialogue about performance, development, and career growth supports our principles, keeps lines of communication open, builds trust, and helps to fulfil our purpose.

We provide team members and leaders with resources to enable effective discussions on setting clear goals, delivering impactful feedback, and supporting individual career development. To further enhance these conversations, we have developed a guide to provide leaders with additional and consistent language to assess team member performance and to focus input for goal and development planning.





# Total Rewards

Cromwell delivers a comprehensive Total Rewards program that allows UK colleagues to actively participate in benefits that are most important to them and their families. They are designed to combine longer term wellbeing benefits for the times when colleagues need them, with more immediate, tangible reward through benefits like our online discounts platform to put more money in their pockets.

Colleagues have access to a range of **Lifestyle Benefits**, such as Holiday Purchase which enables them to buy up to one weeks extra holiday each year and Cycle To Work which reduces the cost of travel by saving on Tax and National Insurance and helps the environment. They also have access to product discounts, gift card savings for well-known retailers, reduced price gym membership and offers on tickets for days out and cinemas.

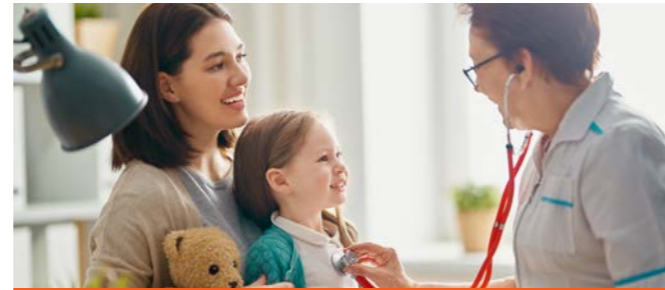
Our **Cromwell Cares** support program provides access to a Hardship Fund which continues to aid our colleagues during times of financial need. With enhanced sickness, maternity and paternity pay, to support our colleagues when they are not at work, we truly care about their welfare and want to ensure they can be their best self without the worry of financial hardship.



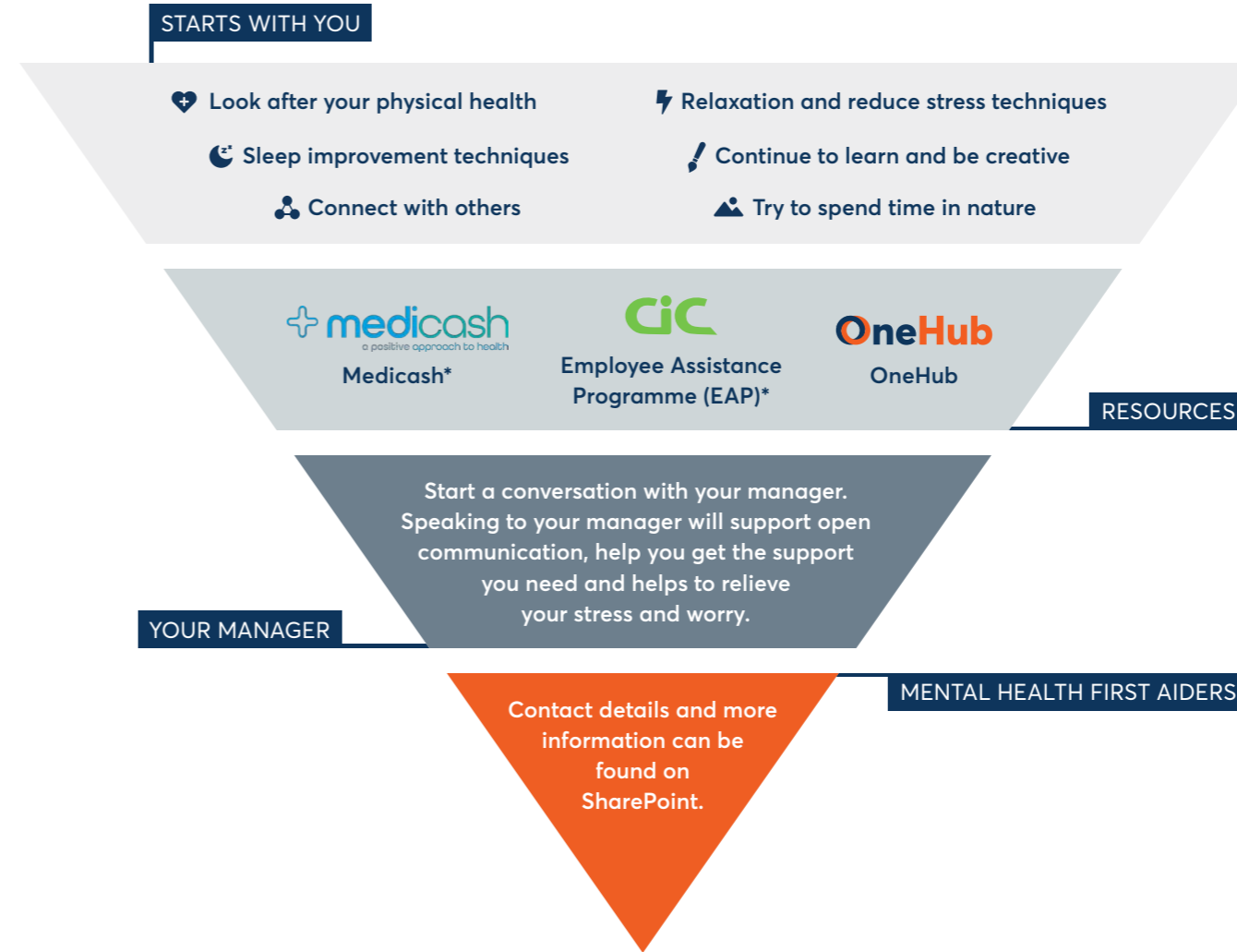
Lifestyle Benefits



Cromwell Cares



Wellbeing



**Wellbeing** support is always available through our Employee Assistance Programme providing confidential telephone advice 365 days a year, face to face counselling, tips on financial planning, consumer issues, and a variety of health topics such as weight loss, exercise and meditation. Our Healthcare Cash Plan provides money back towards the cost of everyday treatments such as optical & dental care, inoculations, and complimentary therapies such as acupuncture, physiotherapy and much more. Access to a virtual GP and prescription service is also available to ensure timely medical support can be obtained and we have Life Assurance provision in place to help families should the worse happen.

We regularly seek colleague feedback through our engagement surveys and listening groups and conduct external benchmarking to ensure our compensation and benefits programmes remain competitive. Our recognition schemes enable individual and team performance and behaviours to be celebrated and we continuously look for ways to invest in our colleagues during their time at work or at home with their family, in appreciation of their valued contribution and commitment to our business.



# How we make a difference – team members out and about

## Loros Warehouse Distribution

Cromwell's HR team went to their local Loros Warehouse Distribution.

The team were split across different activities from sorting donations, supporting in the shop with stock rotations and pricing, scanning CDs/DVDs for money, and even researching items on eBay to see if items could be sold for more.

Loros provide free, high-quality, compassionate care and support to terminally ill adult patients, their family and carers across Leicestershire & Rutland.

With the MOUNTAINS of donations, they have to sort through, everyone was so happy to get the chance to help them out!



## The Three Peaks Challenge

The Value-added services team held a cake sale to raise money for 2 great charities, Remembering Rufus and the British Heart Foundation in memory of our dear colleague Marc Malkin.

The Three Peaks Challenge is one of the most popular trekking challenges in the UK and involves climbing the highest mountains in Scotland, England and Wales (Ben Nevis, Scafell Pike and Snowdon), one after another.

Jenny Mewett, Ian Glover, Owain Brown, Jake Corbally-Lidgett, Phil Scott-Heale, Alex Dean and Kev Miller raised money for these great charities by doing The Three Peaks Challenge.

The challenge was completed in less than 24 hours and raised over £4,000



## Planters at Cromwell Leicester

The finance, Compliance and Legal department have made an effort to help our local biodiversity by planting some seeds for pollinator friendly flowers.

The planters were made from wood that would have otherwise been waste.

Pollinators like Bees, Wasps and Butterflies, Moths and Birds are struggling to survive due to human activity reducing their habitats and food sources. By supporting our pollinators, we also help the whole ecosystems that rely on them.

Reducing our waste is also our key part of our ESG journey and we should re use our waste where we can.



# Governance

Cromwell is committed to being a responsible corporate citizen. We strive to integrate environmental, social, and governance (ESG) objectives into the daily operation of our business.



## Ethics and compliance

Our commitment to doing the right thing is ingrained in our company history, our culture of compliance, and our Cromwell Principles. Our stakeholders trust Cromwell to operate with the greatest integrity, and in turn we hold ourselves accountable to full compliance with local, national, and international laws and regulations. We maintain our culture of compliance and ethical standards through a robust framework of policies, training, and reporting.

## Policies and training

The Grainger Business Conduct Guidelines are applied across Cromwell. They define our shared expectations of how we work together, serve customers and business partners, and honour our commitments to shareholders wherever we do business.

In December 2022, the Grainger Board adopted an updated set of Business Conduct Guidelines, incorporating new and enhanced topics including responsible sourcing, diversity, equity and inclusion (DEI), intellectual property, and social media.

Every new Cromwell team member must complete training and certification. In 2023, 100% of Cromwell team members completed Business Conduct Guidelines training and certification. In addition, we expect all team members to demonstrate their personal commitment to the company's high operating standards by certifying their annual compliance with the Business Conduct Guidelines. Team members also regularly complete training to fully understand our expectations of legal and ethical behaviours, defined by the Business Conduct Guidelines.

Through our online learning management system, we provide additional ethics and compliance training to colleagues globally, based on their role in the organisation. Examples of this training include anti-bribery and corruption, data privacy and security, government code of ethics, trade compliance, and workplace behaviour.

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# Forward-looking statement

We continue to work within our three-year strategy plan, as approved by the Cromwell Leadership Team.

Our Focus		Our People	Our Planet	Company & Community	Ethics & Governance	Our Products
Description	We value our people, promote diversity and work to ensure they have a safe, rewarding and inclusive environment	We are committed to conducting business in an environmentally responsible way and we work continuously to improve our sustainability performance	We actively support and give back to the communities in which we operate	We are committed to being a responsible corporate citizen and doing the right thing	We supply high quality sustainable products allowing our customers to keep industry working and people safe	
Highlights	<b>Our 3 year strategic priorities</b> 5 star audits, Report D&I metrics and commit to improving them, All colleagues have safety training and all manager have safety qualification	Use our roofs for solar, Water collection systems, Go paperless, Plant a forest, our products are sustainable and traceable, Electric fleet	Develop a charity committee, build partnerships with a small number of charities, develop support for apprentices or be part of a STEM programme	Include in on-boarding, communicate pro-actively and make simple, policy well defined and understood, annual renewal of training	Whole product cost and product lifespan, product design incorporates CSR criteria, material suppliers packaging elimination and recycling, improve product data specs	

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# Grainger key performance data



	2021	2022	2023
<b>GRAINGER</b>			
Total revenue (\$ billions)	13.0	15.2	16.5
Total team members	24,200	26,000	26,000
Total full-time team members	22,700	23,000	23,200
Total part-time team members	1,500	3,000	2,900
Total U.S. team members	18,000	19,000	19,000
<b>THE GRAINGER TEAM: LIFE AT GRAINGER</b>			
Team Member Development <sup>2</sup>			
Total training hours completed by team members (hours)	306,000	360,000	361,000
Average training hours per team member (hours) <sup>3</sup>	Not stated	12	11
Percentage of workforce receiving career or skill-based training (%)	Not stated	Not stated	69
Ethics			
Percentage of global team members that completed Business Conduct Guidelines training (%)	100	100	100
Operating Sustainably			
Global non-hazardous waste landfilled (thousand pounds)	25,000	24,000	24,000
Percent of non-hazardous waste landfilled (%)	36	25	22
Global non-hazardous waste recycled (thousand pounds)	44,000	72,000	85,000
Percent of non-hazardous waste recycled (%)	64	75	78
U.S. hazardous waste disposed (thousand pounds)	Not stated	Not stated	58
Global total water usage (cubic meters)	524,000	504,000	538,000
Percent change from prior year in global water usage (%)	Not stated	(4)	7
Impacting Communities			
Cash and product contributions to non-profit organizations (\$ million)	96	47	56
U.S. team member volunteer hours (hours)	10,000	12,000	16,000

2. Includes North American team members

3. Denominator used for calculating average training hours per team member in 2022 and 2023 includes all team members taking courses throughout the calendar year, accounting for both turnover and new hires. This is an update in methodology that began in 2022.





# Cromwell key performance data

Table 1. UK greenhouse gas (GHG) emissions and energy use data for period 1 January 2023 to 31 December 2023

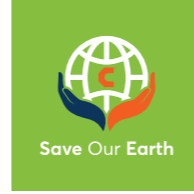
Emissions source	Units	kWh	Carbon (kgCO2e)	Carbon (tCO2e)
<b>Scope 1</b>				
Natural gas	3,978,330 kWh	3,978,330	727,751.61	727.75
Small car (petrol)	168,938 km	101,853	23,786.42	23.79
Medium car (petrol)	154,473 km	117,977	27,525.52	27.53
Large car (petrol)	8,679 km	10,141	2,362.82	2.36
Small car (diesel)	1,241,176 km	681,219	172,908.23	172.91
Medium car (diesel)	2,606,894 km	1,720,263	435,768.45	435.77
Large car (diesel)	36,094 km	29,783	7,528.92	7.53
Small car (hybrid)	37,469 km	15,817	3,803.08	3.80
Medium car (hybrid)	157,692 km	70,277	17,194.69	17.19
Large car (hybrid)	520 km	319	79.24	0.08
Diesel	360,672 litre	3,565,243	906,031.18	906.03
<b>Total Scope 1</b>			<b>2,324,740</b>	<b>2,325</b>
<b>Scope 2</b>				
UK National Grid electricity	2,805,307 kWh	2,805,307	580,906.97	580.91
Average car - BEV	96,685 km	-	4,875.80	4.88
<b>Total Scope 1 &amp; 2</b>			<b>2,910,523</b>	<b>2,911</b>
<b>Total tCO2e per *m2 of area on gross scope 1 &amp; 2</b>				<b>0.045</b>
<b>Total tCO2e per *£m Turnover on gross scope 1 &amp; 2</b>				<b>12.60</b>
<b>Scope 3</b>				
<b>Category 1 – Purchased Good &amp; Services</b>				
Water supply	10,741 m3	-	1,897.85	1.90
<b>Category 3 – Fuel &amp; Energy related activities</b>				
Transmission and distribution of UK national grid electricity	2,805,307 kWh	2,805,307	50,257.39	50.26

Emissions source	Units	kWh	Carbon (kgCO2e)	Carbon (tCO2e)
<b>Scope 3 Continued</b>				
T&D Average car (EV)	96,685 km	-	422.51	0.42
WTT - Natural Gas (kWh)	3,978,330 kWh	3,978,330	120,185.34	120.19
WTT - Diesel (average biofuel blend)	360,672 litre	-	220,374.22	220.37
WTT- UK electricity (generation)	2,805,307 kWh	2,805,307	128,763.59	128.76
WTT- UK electricity (T&D)	2,805,307 kWh	2,805,307	11,137.07	11.14
WTT - Diesel - Small car	1,241,176 km	-	42,100.69	42.10
WTT - Petrol - Small car	168,938 km	-	6,600.39	6.60
WTT - Hybrid - Small car	37,469 km	-	1,012.78	1.01
WTT - Diesel - Medium car	2,606,894 km	-	106,335.22	106.34
WTT - Petrol - Medium car	154,473 km	-	7,644.86	7.64
WTT - Hybrid - Medium car	157,692 km	-	4,464.25	4.46
WTT - Diesel - Large car	36,094 km	-	1,840.81	1.84
WTT - Petrol - Large car	8,679 km	-	657.19	0.66
WTT - Hybrid - Large car	520 km	-	20.19	0.02
WTT - Unknown - Average car	25,019 km	-	1,092.32	1.09
WTT - Battery Electric Vehicle - Average car	96,685 km	-	1,174.72	1.17
<b>Category 5 – Waste Generated in Operations</b>				
Water treatment	10,741 m3	-	2,162.45	2.16
Commercial and industrial waste (recycled)	214 tonnes	-	4,555.21	4.56
Commercial and industrial waste (combustion)	246 tonnes	-	5,235.18	5.24
<b>Category 6 – Business Travel</b>				
Average car (Unknown fuel)	25,019 km	17,195	4,171.64	4.17
Business Travel - Transporter Provided	136,648 kg	-	136,648.14	136.65
<b>Total Scope 3</b>			<b>858,742.01</b>	<b>859</b>
<b>Total Scope 1, 2 &amp; 3</b>			<b>3,769,265</b>	<b>3,769</b>
<b>Total tCO2e per * m2 of area on gross scope 1, 2 &amp; 3</b>				<b>0.058</b>
<b>Total tCO2e per *£m Turnover on gross scope 1, 2 &amp; 3</b>				<b>16.32</b>
<b>Scope 2 (Location based)</b>				
Green tariff electricity	2,805,307 kWh	2,805,307	0.00	0.00

\*Notes: For 01 January 2023 to 31 December 2023 the area m2 was 64,785 and the Turnover was GBP £231,000,000



# Cromwell and the Sustainable Development Goals (SDGs)



SUSTAINABLE DEVELOPMENT GOALS



## Notes



Providing and ensuring **inclusive education** and promoting **lifelong learning opportunities** for all.



Making cities and human settlements **inclusive, safe, resilient** and **sustainable**.



Achieve **gender equality** and empower all women.



Ensure **sustainable** consumption and production patterns.



Promote sustained, inclusive and sustainable **economic growth**, full and **productive employment** and **decent work** for all.



Take urgent action to **combat climate change** and its impacts.



Building resilient **infrastructure**, promote inclusive and sustainable industrialisation and foster **innovation**.



Protecting, restoring and **promoting sustainable use** of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss.

Lined area for notes.





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## 2024 Corporate Social Responsibility Report

Contact us

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We welcome your feedback at [HSQEteam@cromwell.co.uk](mailto:HSQEteam@cromwell.co.uk)

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