



# SUSTAINABILITY PLAN 2024







# CONNECTING THE NEEDS OF PEOPLE, PROFIT AND PLANET

CHH Conex has been on an incredible growth trajectory in recent years thanks to new ownership and an ambitious business strategy. We are committed to connecting the world through our end-to-end value proposition, exceeding client expectations and expanding our reach to compete on a global scale.

We are passionate about making our growth journey a sustainable one in every sense, securing success by boosting the triple bottom line. The development of CHH's Sustainability Strategy is a top priority as we enter the next stage of growth so that the business can prosper by accommodating the needs of People, Profit and Planet.

CHH's smart connectivity solutions will play a key role in supporting smart city development and allowing us all to live in more efficient and productive urban centres. We are helping drive that transformation both here in the UK and key global markets such as the Middle East. With three decades of manufacturing experience, we are a trusted partner for those looking to revolutionise connectivity.

We have always been committed to continuous improvement and this extends to finding innovative ways of making CHH a more ethical and responsible business. We constantly strive to reduce the carbon footprint and energy consumption of our portfolio of solutions and work with our value chain to help secure a more sustainable future.

We are excited about embarking on the next stage of our journey and putting sustainable practice at the heart of our operation. That will involve not only improving our own actions but influencing stakeholders across our industry to consider the impact we all have on the world around us.



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Produced in collaboration with our Sustainability Partners  
Wylde Connections Ltd – [www.wyldeconnections.co.uk](http://www.wyldeconnections.co.uk)

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# DELIVERING A SMARTER FUTURE

CHH has been connecting people for more than 30 years, manufacturing best-in-class wire, cable and connectivity solutions.

We provide an end-to-end value proposition ranging from design

and engineering through to manufacturing, managed services and field support. CHH is valued by clients across the globe as a one stop shop for smart connectivity solutions.

## Our comprehensive offer includes:



### Design, Engineering & Manufacturing

This core division specialises in the production of integrated cabinet systems, cable and loom infrastructure. It supports digital infrastructure across a range of sectors by delivering practical and innovative connectivity solutions. This is helping change the face of the world we live in, be it through 5G and broadband roll out, electric vehicle adoption or smart city development.



### Managed Services

Our Managed Services division provides round-the-clock supply chain management solutions. It supplies field service engineers with consumables, tools, uniforms, PPE and anything else they need to carry out installation and maintenance. Every month the division supplies around 135,000 parts to more than 3,000 engineers and has recently added additional services including new starter kits, returns solution for excess stock, and reverse logistics.



### Networking, Cable & Connectivity Solutions

We recently opened a new office in Dubai which will act as a base for CHH's new Networking, Cable & Connectivity Solutions division. With UK manufactured products, we can support the development of smart cities across the Middle East and we will now focus on building the team, adding resources for sales and marketing and technical support.



### Field Services Support

We can improve the performance and extend the life of products through a range of services including retrofits, maintenance and repairs. This not only adds value for customers but also supports the environment by keeping resources in the value chain for longer.

## Our mission

Our mission is to drive the roll out of smart connectivity by providing full turn-key sustainable solutions.

In 2022 the business changed ownership and has undergone a major transformation to exploit global opportunities.

## Our Culture

One of our core values is being **People Focused** and we recognise that our staff are our greatest asset. We are committed to taking care of one another and having a culture of respect and fun in which everyone feels valued. Beyond our workforce, that extends to every individual we encounter, whether they are customers, suppliers or members of our community. We want to connect as many people as possible to have a positive impact on the world around them.

## Our Values



### Trusted

Trusted by thousands of supply chain businesses and millions of consumers



### Agile

Our team is responsive, proactive, agile, and flexible to continually solve complex problems and add value to our customers



### Driven

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



### People Focused

We are committed to investing in our team and forming new value chain relationships to keep the world connected

*One of our core values is being People Focused and we recognise that our staff are our greatest asset*



# SUSTAINABILITY IN SMART CITIES

We are passionate about providing complete solutions designed to help connect your world for a smarter, sustainable future. That involves providing a comprehensive portfolio of solutions to facilitate the global shift to smart cities.

Our Networking, Cable & Connectivity Solutions division has been set up to primarily support the development of smart cities and our recent expansion into the Middle East ensures that we are at hand to support some of the world's most ambitious projects. We are excited about providing the connectivity solutions necessary to help transform the way people live.

There is a global drive to deliver so-called 15-minute cities, sustainable urban landscapes that ensure residents have everything they need on their doorstep. For example, The Line in Saudi Arabia will comprise a 100-mile-long megacity providing a home for around nine million people.

These new urban centres rely on smart tech and our new Networking, Cable and Connectivity Solutions division will help turn the vision into reality. CHH's design and manufacturing expertise will help accelerate the transition.

*There is potential for these new urban centres to help address some of our greatest challenges*



We will also continue to support connectivity transformation closer to home. Here in the UK, we have helped develop the nation's digital infrastructure by facilitating the transition towards electric vehicles, enabling, and installing smart meter devices to accurately monitor a range of utilities, and ensuring as many people have access to best-in-class communications networks.

There is potential for these new urban centres to help address some of our greatest challenges. UNSDG 11 talks about making cities and human settlements inclusive, safe, resilient and sustainable. According to the UN, smart sustainable cities can use innovation to improve quality of life, efficiency of urban operation and services, and competitiveness, while ensuring they meet the needs of present and future generations with respect to economic, social, environmental as well as cultural aspects.

Our research and development team is working hard to ensure that we provide sustainable energy efficient solutions that support this goal. Our sustainability journey is helping us take a responsible approach to product design and development, carefully considering the impact our activities have on the world around us.

We know that we can always do more to protect and preserve the environment and that is why we are committed to becoming an ethical and responsible business that supports the triple bottom line of People, Profit and Planet.



# MAPPING MILESTONES ON OUR SUSTAINABILITY JOURNEY

We have highlighted the key actions that we are committed to achieving across the next six years.

In our Annual Sustainability Reports that will subsequently follow this Strategy, we will provide updates as to how we are progressing with each of these actions.

## 2024

- Establish Scope 1, 2 and some operational 3 CO2e (equivalent) emissions
- Develop a Greenhouse Gas (GHG) reduction strategy
- Provide access to health and wellbeing benefits
- Align CHH's Purpose, Vision, Mission, Values and Culture with sustainability
- Implement a Diversity, Equity and Inclusivity Policy
- Gain EcoVadis accreditation status
- Start to implement a Supplier Code of Conduct
- Ensure any new energy tariff is 100% renewable energy

- Report on second year emissions including all relevant Scope 3 categories both from baseline year and those not included in baseline report
- Reduce our GHG emissions from our baseline emissions report inline with our reduction strategy
- Incorporate sustainability training and awareness into our HR processes
- Develop a baseline report on our impacts on nature
- Ensure that 20% of our supply chain are meeting our Supplier Code of Conduct standards
- Improve our EcoVadis score and status

## 2025

## 2026

- Create a portfolio of Lifecycle Assessments on our highest valued and manufactured products
- Be recognised as sustainability leaders in the industry through engagement with stakeholders and winning awards
- Improve the percentage of our suppliers meeting our Supplier Code of Conduct to 50% of our supply chain
- Continue to improve EcoVadis score and status

- Ensure that no suppliers are non-compliant with our Supplier Code of Conduct
- Implement energy efficient machinery to continue reducing our GHG emissions
- Implement plan to reduce negative life cycle impact for consumables and manufactured products
- Ensure any acquisitions or business plans are inline with the Circular Economy

## 2030

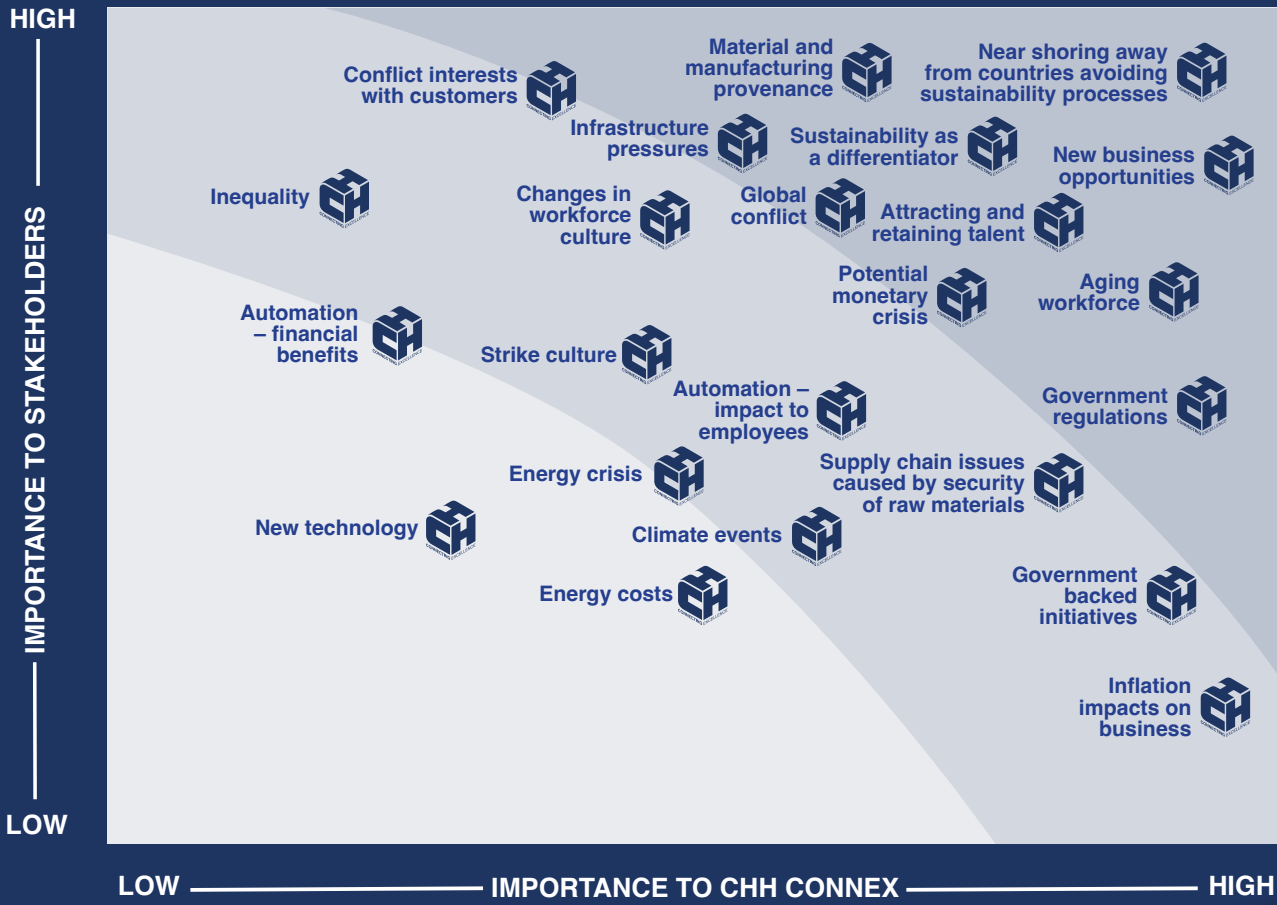
# UNDERSTANDING AND ACTING ON WHAT'S IMPORTANT

As part of our Sustainability Strategy, we conducted a Materiality Assessment. This was carried out to identify what is important, not just to us as a business and to the success of CHH, but also what is important to our stakeholders.

One of the key areas we highlighted in our assessment was concern about sourcing our materials and components

from countries and businesses that lack sustainability processes. This is why, as part of our Growth Strategy, we have been looking at near shoring and re-shoring processes back to the UK.

This is evident with the expansion of our newest division, Networking, Cable & Connectivity Solutions. This will not only ensure due diligence across our supply chain, but near shoring and re-shoring may result in a reduction in our Greenhouse Gas emissions. We are currently calculating our emissions and will produce a report in the coming months.



## Our Stakeholders

Ensuring we understand what is important to our stakeholders, we need to actively engage with each group. We arranged this Stakeholder Mapping session to identify the different groups of stakeholders, those who are Internal, External and Connected.

We highlighted four key stakeholders to focus on with our Stakeholder Engagement Strategy. These are:



Our Staff



Our Customers



Our Suppliers



Future Generations

It is not possible to communicate with future generations but we must keep them in mind when making business decisions. It is important that those who come after us have access to the same opportunities and rights to live in a habitable planet.

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# SUPPORTING THE UN SDGS

The United Nation's Sustainable Development Goals (UN SDGs) are made up of 17 global goals designed to transform our world by 2030. They cover a whole range of issues seeking to end poverty, fight injustice, and tackle climate change.

[www.sdg.un.org/goals](http://www.sdg.un.org/goals)

The goals aim to provide a route to a fairer and more sustainable future and were developed with the help of key stakeholders across the 193 member states. The UN SDGs are a useful framework to guide sustainability strategies and we have used them to help shape our thinking, underpin our actions, and manage our impacts across key themes.

## Social



**Goal 3** – We recently implemented our own Electric Vehicle scheme which many of our staff took up. There has been plenty of research into the impacts of EVs, including the embodied carbon and non-exhaust particulates. However, the elimination of particulates from exhaust pipes in ICE vehicles does bring a significant improvement to human health.



**Goal 4** – We are committed to constantly training our staff to improve their range of skills and knowledge. This is why we have involved so many of our senior leadership team in this process to increase their awareness about sustainability so they can then use this knowledge to disseminate it across the rest of the business.



**Goals 5 and 10** – We foster a very diverse and inclusive workforce. One of our actions is to monitor and record the level of diversity across the business.. We are also reducing the level of inequality, not just in the UK, but now across the MEA region by increasing the number of people that have access to broadband and communications technologies.



**Goal 17** – We have been partnering with many of our suppliers and customers to influence them on sustainability issues. Our aim is to be seen as a sustainable leader in our industry, and our work with our sustainability consultancy Wylde Connections can help us achieve this goal.

## Environmental



**Goal 6** – We are positively impacting on this goal as we are helping our customers accurately track their water usage with our smart meters. It has been proven that by installing smart meters, the amount of water used reduces which is beneficial in areas with high levels of water scarcity.



**Goal 7** – CHH has positively impacted this goal by again installing smart meters which not only potentially reduce water usage, but also energy bills as less energy is needed to heat up less water. We have recently changed our waste suppliers to ensure we have Zero Waste to Landfill. Our waste is now used to create more energy. We understand there are criticisms that come with burning waste, this is why we are also committed to reduce the amount of waste we produce.



**Goal 12** – We have shifted towards using more reusable, recyclable, and renewable materials. We have started to use sugarcane, which is a renewable material. We understand however the implications for food production and we are continuously looking and investing in more sustainable materials. We have also been using polycarbonate which is highly recyclable and reusable.



**Goal 13** – Connecting more people to broadband and communications technology can lead to greater energy use, and increased GHG emissions. We also use a vast network of transport and logistics which emits GHGs and particulates. Our R&D and supply chain teams are focused on developing more efficient products and identifying where we can reduce the number of deliveries and use alternative modes of transport.



**Goals 14 and 15** – Our commitment to reducing unsustainable materials such as polystyrene will reduce the amount of waste that ends up in the environment. Currently we are not sustainably sourcing our wood, but we are looking into sourcing wood that is certified from sustainable sources.

## Economic



**Goal 8** – By connecting more people to broadband and communications technologies, we are increasing their potential to access work.



**Goal 9** – Through our R&D team, we are constantly looking for innovation in more efficient and effective products to be used across various industries and in the development of smart cities.



**Goal 11** – We are facilitating the development of smart cities, providing the products, components, and expertise needed for this transition.



# LOOKING TO THE FUTURE

## Growing and Developing

Since the recent changes in ownership and structure, we have already expanded the business by dividing it up into different divisions. As we continue to facilitate the development of smart cities, we are looking forward to continuing to grow in the Middle East and connecting this region of the world.

We are committed to continuous innovation and improvement across all our operations, finding new products and service offerings that improve efficiency and effectiveness.

With our sustainability goals and objectives, we are looking to establish our Greenhouse Gas Emissions baseline to report our reduction targets.

Through the work to create our Sustainability Strategy, we plan to embed sustainability across our whole operation. With buy-in from the senior leadership team, we aim to foster behavioural change for positive impacts and to become a regenerative, ethical, and responsible business.

## Influencing our Value Chain

As previously mentioned, we aim to be seen as a sustainable leader in our industry. To achieve this, we are committed to continuous improvement across our whole value chain, ensuring we have effective due diligence. By ensuring our value chain aligns itself with our values, vision, and mission, we can become a force for good and drive change throughout our supply chain.

*We aim to foster behavioural change for positive impacts and to become a regenerative, ethical, and responsible business.*





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



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

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