

Materiality

Our material issues

Our 24 material issues have been organised under nine categories. Each category is explored in depth in our sustainability report.

Issue	Section in the report
1. Ethical behaviour	Ethics (PG 11)
2. Modern slavery prevention	Ethics (PG 11)
3. Fair remuneration	Ethics (PG 11)
4. Fraud prevention	Ethics (PG 11)
5. Corruption prevention	Ethics (PG 11)
6. Safety at work	Health and safety (PG 15)
7. Labour conditions	Health and safety (PG 15)
8. Employee engagement	Engagement (PG 19)
9. Employee satisfaction and retention	Engagement (PG 19)
10. Leadership development	Talent (PG 23)
11. Employee training	Talent (PG 23)
12. Cost efficiency	Clients (PG 27)
13. Service quality	Clients (PG 27)
14. Integration of multiple services	Clients (PG 27)
15. Client satisfaction and retention	Clients (PG 27)
16. Client engagement	Clients (PG 27)
17. Diversity and inclusiveness	Diversity (PG 31)
18. Carbon footprint	Environment (PG 35)
19. Energy efficiency	Environment (PG 35)
20. Optimal fleet selection and use	Environment (PG 35)
21. Community investment	Communities (PG 39)
22. Corporate volunteering	Communities (PG 39)
23. Impacts on local communities	Communities (PG 39)
24. Responsible supply chain	Suppliers (PG 43)

