

ESG Review

Serving our communities through generation of place-based environmental, social and economic value



Furnishing with Purpose

V8_March 2025

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Our Vision

To be the trusted, expert designer and provider of workspaces that are better for People and Planet.

I'm proud to present the latest review of JPA's Environment, Social and Governance performance which we continue to embed into all areas of our business.

This also acts as a baseline for future improvement against core strategic objectives including climate, environment, people, business, partners and community.

As a business, we engage with shareholders and stakeholders to create a positive legacy through the design, creation and maintenance of high-quality, circular workspaces.

We were delighted and honoured to have won The King's Award for Enterprise for Sustainable Development 2023 and Ecovadis Gold Medal rating in March 2024 and are looking forward to making further progress in 2025.

Richard Cooksey
Chief Operating Officer



About Us

JPA Workspaces were established in 1974 and are now a second-generation family business.

Celebrating our 50th year of trading in 2024, we're committed to supplying, maintaining and decommissioning workspaces in the most sustainable way possible. Our business model incorporates a mix of tangible products and intangible services designed and combined to meet the needs of both clients and planet.

We work across all contract sectors, focusing on product longevity and circularity to reduce carbon, waste and impacts on finite resources and biodiversity.

Workspace design and furnishings determine operational capacity, effectiveness, inclusivity, performance and user wellbeing. It can also be carbon hungry and wasteful. JPA help clients consume less furniture by buying better quality items which last longer and which we help maintain through a complete lifecycle service. We also help clients maintain existing legacy furniture to reduce the need for new.

JPA projects deliver measurable value through responsible consumption, carbon and waste reduction and active community engagement.



Index

p5 Key Achievements to Date

p6 Our Core Values

p7 Guiding Standards

P8 The UN SDGs

P9 - 12 Social Impact
 Good Health and Wellbeing
 Equality, Diversity and Inclusion
 Community Contribution

P13 - 16 Environmental Impact
 Carbon Reduction
 Waste Reduction
 Supply Chain & Materials

P17 - 19 Economic Impact
 Value Creation
 Ethics and Resilience
 Partnerships

p20 Governance

P21 Data Governance

p22 Next Steps

Key Achievements to Date

47% Reduction against baseline of Scope 1 emissions from 2021 baseline

82% Reduction against baseline of Scope 2 emissions from 2021 baseline



Real Living Wage Employer Certification



Good Business Charter Accreditation

£59,235 Value of community contribution through furniture rehoming in 2024



Maintained Zero to Landfill for all waste streams

88% Score Re-certification to Furniture Industry Sustainability Programme in 2024



2023 Switched to renewable gas and electricity



2023 King's Award for Enterprise for Sustainable Development

£2.38million Client savings through furniture re-use, pre-loved and repairs to date



2024 Ecovadis Gold Medal achieved

Joined April 2022

RACE TO ZERO



Company values are the core values or standards that guide the way we do business. They sum up what our business stands for, influences our organisational culture and drives how and why we do things. While plans and strategies may change, the core S.O.C.C.A values of our business are constant.

Service

We are a series of departments that work as a single organisation intent on providing the best service possible. We work together and share our skills, knowledge and experience.

One Team

We are a series of departments that work as a single organisation intent on providing the best service possible to all stakeholders. We work together and share our skills, knowledge and experience.

Communication

We communicate effectively internally and externally. Each person and each department have clear understanding of their roles and responsibilities and how they fit into the JPA business machine, maximising productivity and efficiency.

Continuous Improvement

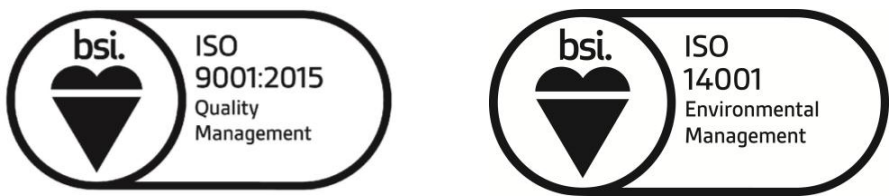
We work to continually improve our service and are open to changes to find better ways to work. This is achieved through personal development, process improvement, systems improvement and staying ahead of industry trends. Our clients do not stand still and neither do we.

Accountability

We are accountable and responsible for our own actions. Each person and department understand their responsibilities and is held accountable for achieving these.

JPA business activity is guided by a set of audited standards, systems and processes.

These form the framework for managing the business to the benefit of all stakeholders including shareholders, staff, clients and wider society.



CERTIFICATIONS

- ✓ ISO14001
- ✓ ISO9001
- ✓ Net Zero Pledge
- ✓ FISP
- ✓ FIRA
- ✓ CHAS
- ✓ Cyber Essentials
- ✓ Good Business Charter

The United Nations Sustainable Development Goals (UN SDG)

The 17 United Nations Sustainable Development Goal (SDGs) were adopted by all United Nations Member States in 2015, providing a shared blueprint for peace and prosperity for people and the planet.



Using the SDG as a framework we focus on 3 key areas to optimise our impact:

SOCIAL VALUE

- Good Health & Wellbeing
- Equality, Diversity & Inclusion
- Community Contribution

ENVIRONMENTAL VALUE

- Carbon Reduction
- Waste Reduction
- Supply Chain & Materials

ECONOMIC VALUE

- * Value Creation
- Ethics & Resilience
- Partnerships, Innovation & Collaboration

Good Health & Wellbeing



The Health and Safety of all those affected by our business activity is a fundamental priority. This includes our own teams, clients, site-based personnel, suppliers and members of the public.

We believe safe, trusting work environments and happy and healthy workplaces are essential to building a successful business.

Wellbeing Initiatives

Our 24/7, 365 days per year employee assist programme, provides free access to a range of support and advisory services to all our teams.

This is another step in raising our collective awareness of wellbeing, which we hope will contribute towards the positive mental health of our teams, improved emotional balance, family life, resilience, vitality and productivity.



Health and Safety

JPA work to the Health & Safety at Work Act 1974 to ensure the safety of staff, clients, visitors, suppliers, members of the public and clients when completing projects on site.

CHAS certification ensures safety and compliance, mitigating risks and supporting efficient supply chain management for all stakeholders on all sites.

RAMS - Risk Assessment Method Statements are completed to identify actions needed to complete activities in a safe manner for all stakeholders.

One in-house accident was reported in 2024. None were RIDDOR reportable with none affecting clients, members of the public or other JPA stakeholders.

An external H&S Review was completed by Peninsula in November 2024



Working Conditions

2024 was a year of ongoing investment aimed at improving the welfare and wellbeing of our teams:

These included:

- Staff engagement survey introduced
- Bright HR Praise introduced for staff recognition
- Employee of the Quarter recognition introduced
- Remote working options for office- based staff
- New breakout and lunch area
- Office space reconfigured for better communication
- New coffee making facilities
- Laptops for increased flexibility
- Bring your Dog to Work Day

Staff Engagement

We introduced staff engagement surveys in 2024 to establish baseline data and to work on how we can improve quality and range of engagement across the business.

By the close of 2024 we had

[illegible]

Employee Recognition

A quarterly employee recognition scheme was introduced in 2024 with all staff able to vote for each other through our Bright Praise system for instant and cumulative recognition. This has been a great success.

Bright Safe System

Bright Safe health and safety software was onboarded in 2023. This supports us to manage our health and safety obligations, plan tasks wherever located and prevent potential accidents and incidents for all stakeholders via a proactive approach to health & safety.

Equality, Diversity & Inclusion



JPA are committed to upholding the right to life and liberty, freedom from slavery and inhumane treatment, freedom of opinion and expression, the right to work and right to education. Our commitment reflects the Ethical Trading Initiative (ETI) and spans our operation, services and supply chain. It is evidenced in our values, culture and behaviours.

JPA provide fair and inclusive employment opportunities through robust recruitment processes, uphold labour rights and apply due diligence across our supply chains to prevent Modern Slavery.



Real Living Wage Employer

JPA are a certified Real Living Wage Employer as we believe our staff deserve a wage which meets everyday needs. We are also working with our supply chain to ensure that wages and benefits reflect the local living wage or international conventions with good practice reflected by all. A Fair Wages Policy will be introduced in 2025.

Human and Labour Rights

JPA have director advocacy for eliminating modern slavery across our supply chains through recruitment and labour and materials, products and country of manufacture.

Despite being under the threshold of Section 54 of the Modern Slavery Act 2015, we have published a modern slavery website which is reviewed annually by our MD.

We are committed to upholding the principles of the Ethical Initiative and International Labour Organisation (ILO).

Upskilling

Covid-19 tested our resilience and demonstrated the importance of cross-role capacity activity. Team development, tailored career progression and professional qualification programmes are bridging skills gaps and ensuring the building blocks for long-term behaviour change and growth.

A rolling programme of ROSPA/CPD accredited was completed in 2024 and will be continued in 2025.

Female Representation

Over 45% of our team are female with growing female representation in senior posts. Our leadership team now has 50% female representation spread across key roles.



Talent Attraction and Retention

Our business has to stand out from the crowd with a meaningful employee value proposition to attract the team we need, making opportunities available to the widest section of the community through robust, inclusive recruitment processes.

JPA have strengthened our brand and company reputation to attract and retain the staff we need. Equally important in this process is visible leadership, aligned vision and strong company culture through relentless social media marketing evidencing our behaviours and activities.



Community Contribution



We are striving to create place-based social value within our operational communities by engaging locally, sharing our knowledge and connecting charitable, business and industry sectors.

We feel we can best serve these communities by creating innovative, mutually beneficial partnerships, engaging across variety of levels for a better understanding of the collective challenges we are facing and accelerating progress through marginal gains and collective impact.

Engaging with Local Business

JPA are committed to the development of regional business and keen to learn from the perspective of others. Locality simply makes this more meaningful with integration in the following ways:

- Patrons of Hertfordshire Chamber of Commerce
- Herts LEP Audit and Scrutiny Committee
- Local Skills Improvement Planning participation
- Non Executive Board Member North Herts College
- Magistrate Support Scheme



Sponsorship

We were delighted to sponsor Shay Stewart, R6 National Super Sport Rider in 2024 and will be doing so again in 2025.



Community Giving

In 2024, the value of goods we donated to community organisations was £59,235.

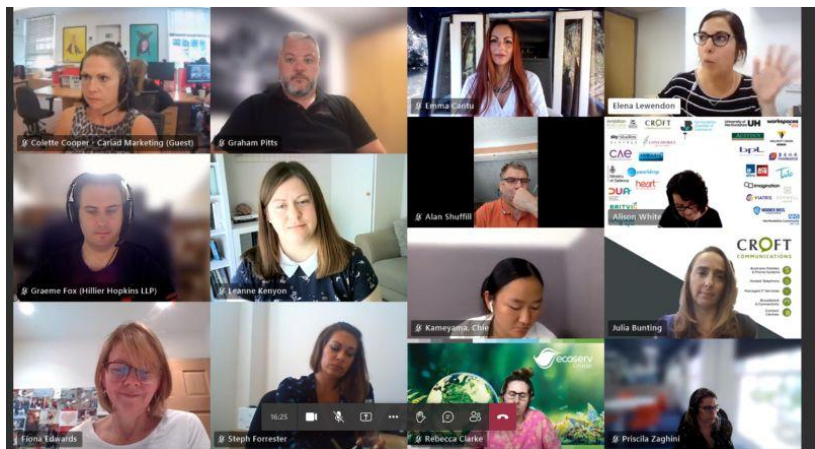
The cumulative value of JPA's community furniture rehoming programme is £674,200 over 5687 items.

Volunteering Hours

2024 saw over 217 community volunteering and mentoring hours by JPA staff within our operational community.

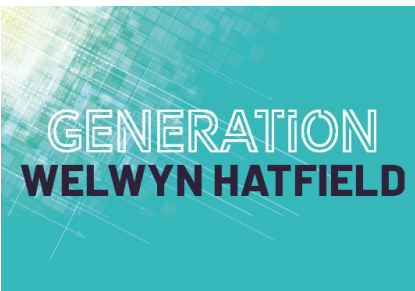
Herts Go Green and Grow

JPA are founding members of Herts Go Green and Grow, a voluntary group helping local businesses of all sizes across Hertfordshire tackle climate change through shared knowledge and learnings.



Careers Fairs

We work with the Hertfordshire LEP and local authorities to engage with students via careers fairs in Stevenage, Hertsmeire, Welwyn Hatfield and Broxbourne, showcasing career pathways in our industry. We have also organised interior design student experiences at our St Albans offices.



BrightHR Praise helps JPA celebrate our outstanding performers and spotlight achievements with company-wide visibility and a live leaderboard scored against our company values:



CERTIFICATE

of congratulations

This certificate is proudly presented to :

Kevin Ward

for outstanding work during the first quarter of 2024 as voted by his colleagues and peers across all departments on Bright HR Praise. Very many congratulations.

Graham Pulsford
Managing Director

Richard Cooksey
Chief Operating Officer



JPA®
Workspaces

12



Carbon Reduction

Climate change requires all of us to commit to carbon reduction and Net Zero by 2050. JPA joined the Race to Zero on 27th April 2022 and have a net Zero target of 2040. Data is externally audited and verified by Net Zero International .

Carbon Reporting is aligned with SBTi principles with detailed targeted outcomes and timelines and to ISO14064 standards. 2023 reporting is published on our website with 2024 calculations in progress.

NetZero Commitment

As a signatory of the Network Net Zero Community we have committed to the following with ongoing external verification in place:

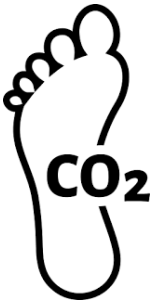
- Pledge
- Plan
- Proceed
- Publish
- Persuade



Furniture Carbon

If we are to reduce emissions by 50% by 2030 (to achieve NetZero by 2050) we need to have a baseline.

JPA have begun carbon benchmarking for project furniture to help clients establish a baseline from which to improve performance providing certificates and reports. On average, 20 furniture items equate to approximately 4 tonnes of carbon CO₂e.



Carbon Neutral Deliveries

Whilst working to reduce scope 1 & 2 emissions, we additionally chose to offset these emissions through Ecologi's Verified Carbon Standard (VCS) schemes.

This means that administrative and operational activities such as deliveries and installations were carbon neutral.



Clean Energy

In March 2023 the company moved to 100% renewable energy across all sites.



Scope Emissions Reduction

Baseline emissions were calculated in 2021 for scope 1 & 2 emissions, with an interim target of 65% reduction by the end of 2026.

47% reduction in scope 1 emissions and an 82% reduction in scope 2 from 2021 baseline is ahead of schedule and frees capacity to focus on scope 3, mainly supplier spend, some 99% of total emissions.

To date, scope 3 supplier reductions have been calculated by spend but we are aiming for actual data for the top 50% of suppliers by 2025.

Consolidated Distribution

Whilst looking to upgrade our fleet of vehicles with suitable electric or hybrid vehicles, we have worked with clients to reduce fleet miles by consolidating deliveries and optimising loads.

This enabled a 47% mileage reduction in 2024, building on a 34% decrease in 2023 and a 50% decrease in 2022.



Biodiversity

In 2024 JPA organised two tree planting days for local organisations which saw over 80 trees planted.

Additionally, we planted 128 trees planted, funded 25m² habitat restoration and 24t CO₂e carbon removal.



Waste Reduction

Reducing materials waste by increasing product longevity and circularity is a simple way to reduce carbon from manufacturing emissions and resource extraction.

From design to decommissioning, JPA projects specify quality products, helping Clients consume less and retain for longer through a range of circular services. Quality products have residual value for re-use or re-sale when no-longer required whilst also reducing unnecessary manufacture of new items.

Reducing Furniture Waste

From project design to decommissioning, we work with clients to consume less product, use it for longer and ensure re-use at highest value at end of life.

0% Landfill

JPA are zero to landfill for all waste including redundant furniture and general waste. Recycling across all waste streams was 106 tonnes in 2024.

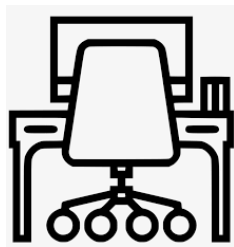


Associated landfill nasties are eliminated through materials recycling of all waste including ground, air and water pollution, noise, disease, increased vermin, decreased local mammal population and further associated emissions.

Landfill Reduction via Furniture Take-Back

We operate furniture collection, community re-homing and materials recycling schemes ensuring nothing goes to waste.

JPA provide the missing link enabling materials to be returned to manufacturers as goods become available that are more circular in nature.



Waste Reduction via Support Services

JPA support projects for their entire lifespan through a complete range of in-house services including maintenance and repairs, reupholstery, re-configuration, re-working, re-use, community rehoming and materials recycling.

Hazardous Waste

JPA had no hazardous waste or requirement for special operation in 2024.

2024 Furniture Recycling and Re-Use

Item Type	Volume
Client furniture landfill tonnes eliminated	95.7 tonnes
Client furniture recycling units	2561 items recycled
Cummulative furniture recycling units to date	35,939 items recycled
Cummulative items re-homed in community to date	5687
Landfill savings through 100% packaging recycling	7.1 tonnes CO2e

0% Packaging Waste

JPA have recycling and recovery streams in place for all packaging.

Purchased packaging is both recycled and recyclable with no single use plastic. It is largely made of up vehicle blankets used multiple times per lifecycle before recycling.

Supply Chain & Materials



Our Head of Sustainability works across the business to raise awareness of how each role and each department contributes to our company vision and responsible business strategy. With purchases accounting for over 90% of JPA's environmental and social impact, increased supply chain collaboration and training for JPA buying teams is essential for business success.

More effective supplier partnerships, Improved sourcing criteria, reduced consumption, increased lifecycles, continuity of parts, product flexibility and materials recapture will all help reduce the environmental impact of our products on the planet.

Products – A Circular Approach

We work with clients to supply and maintain high quality furniture at all stages of its lifecycle, managing material resources back into production streams for new products when possible. Our challenge is to ensure they are conducive to both optimal building and human performance.

Our Head of Sustainability works with purchasing teams to ensure our products and services decrease reliance on natural resources, optimise existing materials and promote waste as a resource. They enable re-use and circularity to become the new norm.

Although decisions made at design stage can determine up to 80% of a product's environmental impact, the relationship between clients and suppliers often determines how great that impact actually is.

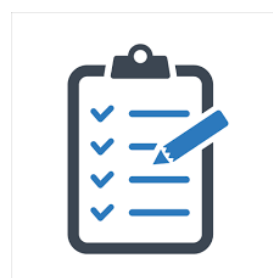
Sustainable Supply Chain Mapping

JPA purchasing teams aim to source products that are as environmentally and socially sustainable as possible seeking evidence of manufacturing, materials and labour rights data to guide decision making.

Factors such as carbon reduction planning, use of renewables, environmental certifications, origin of manufacture, timber certification, voc testing, product EPDs, Red List declarations, modern slavery policies, real living wage, zero hours contracts, equality and fairness are all considered to improve the value of our products and services

Chemical Use and Air Quality

We're also working to reduce harmful chemicals impacting on air quality through better product selection, safeguarding human health and wellbeing across the supply chain. This is evidenced through VOC testing, inherently FR fabrics and our commitment to Interior Design Declares



Healthy Materials

We specify products which contribute to the wider environmental picture through whole building assessments such as BREEAM, LEED, SKA and WELL with credits available for both new and re-used furniture.

Key elements include timber from certified forests, calculated carbon costs, low VOCs, Red List free items, eco-label certification and volumes of recycled and recyclable materials in manufacture.

Product Compliance and Safety

JPA select and specify contract quality furniture meeting UK and global manufacturing standards to withstand the robust demands of the contract furniture market. Items supplied have lengthy warranties supported by JPA whilst items are in use as part of our standard service.

Where needed, specific product training is provided to clients on delivery and installation by JPA fitting teams to ensure safe, effective use.

Timber Sourcing

JPA prioritise manufacturers certified to responsible timber procurement schemes to reduce exposure to corruption and poor working practices which do not align with our principles.

These schemes also promote core labour rights and fair pay, looking after the local communities and land management.



Environmental Value: Responsible Consumption and Production

The quickest and cheapest way to reduce carbon, whether in day-to-day emissions e.g. gas, electricity or vehicle or use of existing products, is simply to plan better and waste less.

Buying better and using for twice as long reduces 50% carbon and 50% costs over product lifecycle, whilst using less of everything saves valuable carbon and pennies.

JPA Workspaces optimise clients' existing furniture resources through site re-use and/or repair, community re-homing and materials recycling contributing in a measurable way to UN SDG12 Responsible Consumption and Production.



Our Positive Impacts to date...





Value Creation

JPA contribute to local and regional economies through value creation and value preservation. Our Service Innovation team ensures we are clear about the problems we are trying to solve for our Clients and where we can add the most value in the project process.

We provide products and services that customers consider worthy of their time, energy and budget. The value in our products and services, and the perceived benefits outweigh the cost, communicating benefits to clients within an acceptable price point.

Customer Satisfaction

We monitor service levels to our customers via feedback, snagging and customer complaints, logged and reported in Hubspot so that the spectrum of snags, nonconformances, complaints, credits can be viewed, analysed and reported on from a single source.

"My thanks go to JPA for helping to transform one of our tired offices. Following recent growth in our team we needed to create additional desk space and so we contacted JPA. JPA was brilliant from start to finish." HG, Director, HCF.

"I just want to say that you have been amazing in supporting us through this process – it's been a long one. We have really benefitted from your innovative thoughts and commitment to ensure we get the most out of the space we have. We really can't thank you enough. From day one, you have listen to our visions and ideas and have made this process so much easier." UCL Security



Enhancing Client Reputation

Nielsen studies show that 66% of consumers would spend more on a product if it came from a sustainable brand. We work closely with clients to help them procure sustainably, communicating how this has been achieved with stakeholders for optimal impact and enhanced reputation.

We bring a King's Award for Enterprise for Sustainability to our value proposition.

Continuous Improvement

We work to continually improve our service via our ISO9001 Business Management System. Our leadership team is open to personal development, process and systems improvement to stay ahead of industry trends.

We are using the Ecovadis platform to record, monitor and review company progress against ESG criteria, achieving a Gold Medal in 2024. Re-assessment is due in 2025.

Our clients do not stand still and neither do we.



Deliverable ESG

We provide carbon reporting for clients on completed projects showing embodied carbon of furniture purchased.

Where furniture items have been re-used or specified as second life, we also show embodied carbon savings and landfill savings.

Where we have rehomed clients' redundant furniture in the community, we provide reports on donated value, carbon and landfill savings which to feed directly into clients own ESG reporting.

The cummulative value of JPA's in-house furniture rehoming processes 'Take 2' is £674,000 to date.

Savings from Repairs
£2.38million - Estimated client savings through JPA's circular services, product maintenance support and total life care.

£2.38million



Ethics & Resilience



While compliance with laws and regulations is the highest priority there is always more we can do. We are committed to managing and improving working conditions across our supply chains, helping companies improve their responsible and sustainable business practices across operation, services and products.

The 2023 Global Risk Report identifies at least 6 of the 10 identified major risks to our planet over the next 10 years as linked to the environment. We therefore have to build an agile and resilient business to deal with rapid change whilst optimising opportunities.

Management Systems

JPA are audited externally every year by several bodies including British Standards for ISO9001 and ISO14001 to ensure that exacting standards and systems are upheld. These international standards provide a framework to manage product safety, integrity, legality and quality.

We want our customers and consumers to be proud of choosing to work with us.

Compliance

JPA comply with all environmental, health and safety, human resources and social legislation. Our Company Handbook incorporates all our policies, which are reviewed annually, approved and signed off by our Chief Executive Officer.

The company handbook is issued to all new staff on induction.

Risk Reduction

Annual SWOT analyses are completed by the Leadership Team together with risk assessments completed across the scope of business activities.

Annual ESG assessment through Ecovadis is helping the business to measure and publish progress year on year in key areas.

Anti-bribery training has been completed by key staff amongst a growing awareness of the risks that this issue poses.

A series of new policies have been introduced including a Business Ethics Policy, a Fair Wages Policy and Supplier Code of Conduct

Improved Supplier Audits

Our supply chain forms approximately 90% of our social and environmental impact. A new supplier audit process was rolled out in 2023 and will be improved in 2025 for greater accuracy. This provides us with a greater understanding of the impacts of suppliers' performance against environmental, social and economic measures.

This is important as we seek to benchmark products, reduce risk, human impacts and scope emissions in the pursuit of a more responsible supply chain.

Materials Sourcing

JPA have published an Ethical and Sustainable Procurement Policy to guide our procurement activity ensure we are aligned with principled organisations with robust working practices are conditions. We are registered with Stronger Together to develop our learning and strengthen good practice within the furniture industry.

A new supplier audit process is due to be launched which will help strengthen working relationships, product design and customer service output.

Planning

Clear corporate goals, strategy, risk management, operational execution and financial management enable the company to perform and achieve its targets which include benchmarking against the Triple Bottom Line.

Company updates and plans are shared at quarterly inset days designed to engage and communicate effectively with our teams.

Annual planning and target sessions take place at the end of each year in advance of the next to ensure readiness.

Partnerships, Collaboration & Innovation



Collaboration enables companies to work together effectively, sharing knowledge, expertise, and resources to achieve common goals. It leads to increased productivity and efficiency, improved communication, cost savings, a culture of innovation, and a stronger business relationship.

We are committed to building new partnerships, sharing resources and seeking out like-minded organisations to deliver a great experience at every level of our supply chain.

Diverse Partnerships

We partner with like-minded customers and suppliers to achieve our vision and are in strategic discussions with other sustainable, progressive companies to drive innovation and change in our day-to-day business.

We want to increase diversity amongst staff and suppliers to drive innovation and create a more inclusive economy. For suppliers this includes SMEs, companies owned by women, ethnic minorities, LGBTQ+ individuals, people with disabilities, and other diverse groups to create equal opportunities

Local Sourcing Preference

We have a preference for local supply where possible which can help reduce carbon emissions and contribute to more local economies.

This is not at the expense of reliability, comfort, aesthetics or longevity. It is worth noting that products sourced further afield do not automatically have a higher carbon footprint, we have to find the best balance.

Local Economic Partnerships

We want our partnerships to provide value to our stakeholders, support our operational economies and enable knowledge sharing for the common good.

Partnerships are enhanced through locality and we are actively developing local networks for optimal value for all stakeholders.

Cummulative marginal gains will help achieve measurable performance against UNSDGs – together.



I have worked with JPA for over 20 years They have always offered a very professional service from the concept of a scheme to installation. Their extensive product knowledge helps when trying to keep schemes within budget without compromising on quality. This combined with their friendly, helpful staff who take great pride in what they do, I would have no hesitation in recommending them.

FB RFH



Industry Engagement

JPA are actively engaged across our industry to help develop responses, actions and behaviours across the in relation to climate change and in particular - UN SDG12 – responsible consumption and production.

- * Furniture Industry Sustainability Programme
- * Furniture Makers Climate Change Committee
- * Sustainable Design Collective
- * East of England Furniture Makers Committee





Our board and leadership team operate legally, ethically, sustainably and effectively for the benefit of all our stakeholders who include our staff, clients, suppliers, customers and wider communities.

Our leadership team is backed unanimously by shareholders and directors and are responsible for managing our business on a day-to-day basis with no ABC or whistle blowing incidents.

We are committed to reducing the impact of our operation and services through better design, reuse and redesign thereby conserving biodiversity and finite resources for future generations.

Every decision made and action taken supports the delivery of transformational workspaces which enable our clients to achieve their business objectives with optimal environmental and social impact.

JPA are certified members of the Good Business Charter, recognising championing and encouraging responsible business behaviour for the benefit of people and planet.



“If the global population reaches 9.6billion by 2050, the equivalent of almost 3 planets will be required to sustain current lifestyles



JPA remain diligent in relation to data collection and storage to ensure confidentiality, integrity and availability as requested.

A GDPR policy in place supported by Cyber Essentials certification and our provider, Utilise.

Systems are regularly tested for vulnerability by Utilise who provide feedback and results.

Networking breach checks remove any immediate point of ingress/egress and secure any identified security holes. Checks include:

- * Firewall
- * VPN device (e.g., SMA)
- * Default passwords on devices
- * Event viewer on servers
- * User password security group policy
- * Users' password expiry
- * Old user accounts
- * MFA in use where possible
- * Anti-virus

Cloud based back up server and data recovery processes are tested and reported regularly. Dark web monitoring is also in place.

A data breach procedure is in place to respond to potential incidents and records are only retained to schedule for as long as needed. A Subject Access Request policy is also in place.

Unauthorised access and disclosure measures include subject access requirements, multi-factor authentication, robust password policies, phishing awareness training and regular reviews of system activity.

Consent is gained as required in relation to collection, processing, sharing and retention of data from internal and external sources.

Next Steps – 2025 and Beyond

We will continue to build our business around Triple Bottom Line reporting supported by:

KPIs

We will update KPIs and targets within each area of identified impact. These will help us measure progress and identify areas for improvement.

Data

We will collect quantitative and qualitative data to establish the baseline impact of operations against each area identified.

Baselines

Baselines will enable measurement of goals set and help us align with industry standards as they arise.

Legislation

We will continue refining our strategy to meet legislation, ISO20400 guidance and 2024 UK Sustainability Reporting Directives.

Capacity

We will continue building our ESG programme, internal capacity and external impact.

Upskilling

We will continue to create an environment where our leaders are always improving their leadership ability and our people are upskilling through relevant engagement and training.



We’re on a great adventure, determined to play our part in finding solutions to the pressing social and environmental challenges of our time.

We look forwards to working together with all stakeholders to face these challenges, creating new partnerships, making new discoveries and developing the innovations needed for success.

We hope you will join us!

ESG Review

Serving our communities through the generation of place-based environmental, social and economic value

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Covid-19 provided the opportunity for many organisations to re-evaluate their business purpose. It was the catalyst for JPA to bring together the various elements of its sustainable activity spread across the company into a clearly defined purpose and aligned vision.

The world requires a different approach with higher goals than simply profit, and JPA want to play their part.

Fiona Edwards

Head of Sustainability
JPA Workspaces

