craster

SUSTAINABILITY REPORT 2025

Internal Review · Baseline Year

Planet

People

Governance

Why We Are Doing This

The rationale for Craster's first formal sustainability programme

Establish our baseline

2025 is the first year in which Craster's sustainability performance has been formally measured and recorded.

Meeting client & stakeholder expectations

Procurement teams, hotel groups and corporate clients increasingly require evidenced ESG data from their supply partners.

Identify gaps and drive improvement

Understanding where we are is the foundation for knowing where to go. This report maps our current position honestly.

Improve our EcoVadis score

Craster achieved EcoVadis Bronze (63/100) in October 2025. This report directly addresses the gaps identified.

Build toward a public report

Our 3-year path: 2025 Baseline → 2026 Targets → 2027 Public Sustainability Summary.

2025
Baseline & Measurement

→

2026
Targets & Data Expansion

→

2027
Public Sustainability Summary

About Our Business

HEADQUARTERS

London, Great Western Studios

FOUNDED

2002

TEAM

54 employees

MARKETS

Premium hospitality: hotels, restaurants, conference & events, contract catering

CLIENTS

Premium hotel groups, restaurant operators and event spaces worldwide

PRODUCTS

Intelligently designed F&B furniture systems for global commercial hospitality

"Longevity is a core part of our design philosophy. Our ambition is that our products stand the test of time and replace single-use alternatives — forming our commitment to use materials responsibly."

— Craster brand philosophy

Our Sustainability Approach

Three pillars, aligned to the UN Sustainable Development Goals

Sustainability at Craster is not a compliance exercise. It is an expression of our design philosophy — that things made well, from responsible materials, for long use, are inherently more sustainable than the alternatives they replace.

Planet

Reducing our environmental footprint — emissions, materials, packaging and product end-of-life.

People

Supporting our team and supply chain workers — fair conditions, development and wellbeing.

Governance

Operating with integrity — ethics, transparency and responsible procurement.

ALIGNED TO UN SUSTAINABLE DEVELOPMENT GOALS



What Are the UN Sustainable Development Goals?

A global framework for sustainable growth — and why they matter to Craster

The UN Sustainable Development Goals (SDGs) are 17 global goals adopted by all United Nations member states in 2015, forming a shared blueprint for peace, prosperity and sustainability by 2030. They cover everything from climate action and decent work to responsible consumption and strong institutions.



WHY CRASTER USES THE SDGs

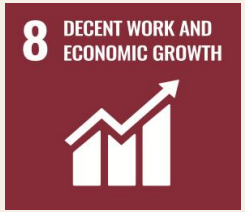
A recognised global standard
Using the SDGs aligns Craster's reporting to a framework that clients, investors and procurement teams worldwide already understand and use.

Covers all four EcoVadis themes
The SDGs map directly to Environment, Labour & Human Rights, Ethics and Sustainable Procurement — the same categories EcoVadis assesses us on.

Honest and proportionate
We only claim alignment to the goals where our activities genuinely contribute. We have identified the five most relevant goals — not all 17.

Foundation for the future

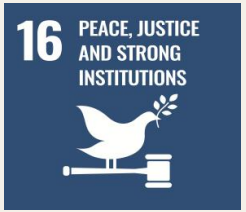
Mapping to the SDGs now prepares Craster for more formal framework reporting as our programme matures.











EcoVadis Assessment — October 2025

Bronze Medal · 63/100 · 67th percentile globally · Valid Oct 2025 – Oct 2026

BRONZE

63

/100 overall

Top 35% globally

67th percentile

Environment	Labour & HR	Ethics	Procurement
63 /100	66 /100	67 /100	58 /100

CONFIRMED STRENGTHS

- Strong HR measures — flexible working, H&S, employee development (100/100 Measures)
- Comprehensive ethics policies with employee sign-off and whistleblower procedures
- Supplier sustainability framework — code of conduct, audits, compliance

DEVELOPMENT AREAS — UPDATED STATUS

ESG reporting with KPIs
In progress — this report

Quantitative environmental targets
Planned: follows 2025 baseline

Supply chain risk documentation
Addressed — supplier matrix operational



Target for Oct 2026 assessment: EcoVadis Silver (top 25%)

GHG Emissions Overview

GHG Protocol Corporate Standard · Operational control boundary · 2025 Baseline Year

Scope 1

Direct Emissions

ZERO

Craster has no Scope 1 emissions. We do not operate company-owned combustion sources, a company vehicle fleet, or owned premises. All occupied space is leased. Scope 1 is declared as zero — not as an omission, but as a genuine reflection of our operational model.

Scope 2

Purchased Electricity

CALCULATED

Covers purchased electricity at our London office. Annual consumption: 11,196 kWh. Scope 2 total: 2.32 tCO2e (location-based, DEFRA 2024 grid emission factor 0.20707 kgCO2e/kWh).

Scope 3

Value Chain Emissions

PARTIAL BASELINE

Reporting Scope 3 for categories where reliable data is available in this baseline year. Categories are detailed on the following slide. Remaining categories are noted with a planned timeline for inclusion.

Quantitative reduction targets will be set once the 2025 baseline is confirmed. Baseline first — then targets grounded in actual data.

Scope 2 — Purchased Electricity

Location-based method · DEFRA UK grid emission factor · London office, kitchen & showroom

Reporting period	[Jan–Dec 2025]
Location	London office (Including Kitchen, and Showroom spaces)
Electricity consumption	11,196 kWh
UK grid emission factor (DEFRA)	0.20707 kgCO2e / kWh
Scope 2 total (location-based)	2.32 tCO2e

Methodology note

Calculated using the location-based method in accordance with the GHG Protocol Corporate Accounting and Reporting Standard. Emission factor sourced from the UK Government's DEFRA Greenhouse Gas Conversion Factors for Company Reporting.

What does this mean?

2.32 tCO2e reflects Craster's relatively small office footprint. For context, this is roughly equivalent to driving a petrol car 9,000 miles, or 0.04 tCO2e per employee — a useful baseline as we begin tracking year-on-year.

Scope 3 — Value Chain Emissions

GHG Protocol Scope 3 Standard · Partial baseline · 2025

CATEGORY	DATA SOURCE	STATUS	tCO2e
Cat 6 — Business Travel	Travel bookings / Finance	**Calculated**	**16.84**
Cat 4 — Upstream Transport & Distribution	Logistics records	**Calculated**	**31.39**
Cat 9 — Downstream Transport & Distribution	Customer order / shipment data	**Calculated**	**126.10**
Cat 7 — Employee Commuting	Staff survey / estimate	Assess for 2027	**TBC**
Cat 1 — Purchased Goods & Services	Supplier data	Assess for 2027	**TBC**

Scope 3 boundary note:
Categories not included in this baseline year are listed as TBC. This is intentional and transparent — partial Scope 3 reporting with clear boundaries is best practice. Coverage will expand in 2027 as supplier data becomes more available. Cat 6 business travel uses a cost-based spend approach (distance-based targeted for 2026). Cat 4 upstream transport and Cat 9 downstream transport both use a distance-based method: weight (tonnes) × distance (km) × DEFRA 2024 emission factor (kgCO2e/tonne-km). Cat 4 covers 511 supplier shipments (road 295t / sea 75t / air 6t); Cat 9 covers 13,856 outbound shipments by region (USA 92.8t, EU 85.5t, UK 4.6t, Other 21.6t), excluding 1,968 customer collections. Rail freight is being trialed in 2026 to reduce air/sea dependency.

Product Sustainability

Longevity by design — our core environmental differentiator

At Craster, we transcend conventional conceptions of sustainability. Every product is designed for rigorous, resilient use — combining high-quality, ecologically considered materials with the intention that it will outlast the alternatives it replaces.

Longevity by Design

Metal frames: 10-year structural warranty. Timber frames: 8-year warranty. High-wear parts are designed to be replaced — extending product life significantly.

Design for Disassembly

Products are engineered to be disassembled, remanufactured or recycled at end of life. Customers receive guidance on proper disposal and material recovery via product data sheets.

Responsible Materials

Responsible materials used where possible across the range. Timber sourced from legal, traceable and compliant origins.

Replacing Single-Use

Every Craster product is a long-term alternative to disposable or low-durability options — reducing cumulative material consumption over its operational lifetime.

3rd-Party Tested

Product safety and quality independently verified. Dedicated customer-facing test report directory page on hubspot in development at craster.com, giving transparent access to test results.

Aligned to SDG 12: Responsible Consumption & Production

Packaging, Waste & Operational Practices

~1.5t+

of plastic packaging
removed since Aug 2024

**switched to paper & card alternatives wherever possible*

Packaging
Ongoing shift from plastic to paper-based packaging. Optimised for material use and recyclability in line with our supplier guidelines.

Operations
Hybrid and remote working reduces commuting emissions. Virtual-first meeting policy reduces business travel. Paper-light administration.

Product Data
Updated data sheets include end-of-life guidance, H&S information and warranty terms — enabling customers to make informed decisions.

In progress:

Updating product data sheets with end-of-life and health & safety information to be live Q2 FY27 (July-September 2026) · Full product warranty policy published March 2026 · Third-party test report directory updated on an ongoing basis, giving clients transparent access to current product test data. ·

Material Topics & Environmental Policies

Identified through EcoVadis assessment and internal review

Product longevity, circularity & end-of-life
SDG 12

GHG emissions — operations & supply chain
SDG 13

Packaging & waste reduction
SDG 12

Responsible sourcing of materials
SDG 12, 15

Employee wellbeing & development
SDG 8

Data protection & information security
SDG 16

Human rights in the supply chain
SDG 8, 16

Business travel emissions
SDG 13

ENVIRONMENTAL POLICIES IN PLACE

Environmental policy — energy consumption & GHGs ✓ · Environmental policy — materials, chemicals & waste ✓ · Product end-of-life / circularity policy (in development)
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Workforce Overview — People Metrics

Reporting period: 2025 · Source: HR

54
Total Employees
FTE + part-time

48% / 52%
Gender Split
Female / Male

12
Nationalities
represented

3.8 yrs
Avg Tenure
average

20%
Turnover Rate
annual

308+ hrs
Training Hours
average per employee – 5.7+ / yr

HEALTH & SAFETY

0
Recordable accidents

0
Days lost to injury/illness

(RIDDOR reportable)

Culture, Wellbeing & Development

EcoVadis Labour & Human Rights Measures: 100/100

Wellbeing & Flexibility

- Flexible, hybrid and connected working arrangements available to employees
- Family-friendly programmes: shared parental leave, childcare support
- Healthcare coverage for all employees
- Employee wellbeing initiatives and support programmes available to employees
- Employee satisfaction survey conducted annually, alongside regular surveys on various topics
- Craster has a comprehensive suite of family and leave policies in place

Health, Safety & Fairness

- Health & safety emergency action plan and risk assessment in place
- H&S training provided to all employees as part of onboarding process
- Grievance mechanism for discrimination and harassment concerns
- Equal opportunity and anti-discrimination measures embedded within recruitment, promotion, and employment practices

Development & Progression

- Skills development training provided across all functions
- Regular performance and development conversations
- Formal career development discussions with all employees
- Internal mobility actively encouraged
- Access to LinkedIn Learning and external development opportunities available to employees

Aligned to SDG 8: Decent Work & Economic Growth

Modern Slavery & Human Rights

Zero tolerance — in our operations and supply chain

Craster has zero tolerance for modern slavery, forced labour, child labour and human trafficking — in our own operations and throughout our supply chain. We are committed to acting ethically and with integrity in all business relationships.

Modern Slavery Statement

Published at craster.com

Supply Chain Due Diligence

Conducted through our supplier matrix - all live and potential suppliers are assessed and tiered on quality and sustainability criteria from At Risk to Strategic Partner.

Supplier Code of Conduct

Updated version ready for distribution at next contract update — explicitly requires suppliers to prohibit forced labor, child labor and all forms of coercion.

Grievance & Whistleblowing

Mechanism available to employees and supply chain workers to report concerns - confidential and independently operated.

Product Developer Training

Training on anti-bribery and corruption issues completed by product development team.

Framework Alignment

Our approach is informed by the UN Guiding Principles on Business and Human Rights (UNGPs) and the ILO Declaration on Fundamental Principles and Rights at Work.

Aligned to SDG 8: Decent Work · SDG 16: Peace, Justice & Strong Institutions

Governance, Ethics & Oversight

Oversight & Accountability

- Sustainability and ESG activities are overseen by the Senior Leadership Team, with accountability assigned to designated business owners
- ESG performance is reviewed annually by Senior Leadership, with actions tracked through the business planning process
- Responsibility for ethics and compliance matters is assigned to designated managers, with escalation routes to Senior Leadership where required

Ethics Framework

- Comprehensive ethics policy covering anti-corruption, fraud prevention and conflict of interest, signed by all employees
- Whistleblowing policy and confidential reporting channel available to all employees and workers
- Anti-bribery & corruption framework aligned to the UK Bribery Act 2010
- Anti-bribery and corruption training delivered to relevant employees in 2025, with completion records maintained

Information Security

- Data protection framework aligned with UK GDPR requirements, supported by policies, employee training, and data handling procedures
- Information security awareness training provided to employees as part of onboarding and ongoing compliance activities
- Incident response procedure (IRP) in place for data breach scenarios
- Information security risk assessment scheduled for 2026 as part of the ongoing development of the information security programme

Aligned to SDG 16: Peace, Justice & Strong Institutions

Responsible Procurement & Supplier Matrix

Going beyond compliance — active supplier development

SUPPLIER MATRIX — TIER SYSTEM

At Risk → **Approved** → **Preferred** → **Strategic Partner**

Live and potential onboarding suppliers are assessed and tiered across quality and sustainability criteria. The matrix is a live management tool — reviewed regularly and used to inform sourcing decisions and supplier development priorities.

27	7	20
Live suppliers in matrix	Pipeline suppliers being assessed	On-site audits conducted 2024/25

- New supplier code of conduct ready for use — covers environmental, social, labour & human rights, and procurement clauses.
- Further more detailed sustainability clauses to be embedded in supplier contracts at next renewal cycle — not just issued as a standalone document.
- Developer training on supply chain social and environmental issues completed by the team.

Aligned to SDG 12: Responsible Consumption

EU Deforestation Regulation (EUDR)

What it is, what it means for Craster, and what we are doing

WHAT IS THE EUDR?

The EU Deforestation Regulation (EUDR) — Regulation (EU) 2023/1115 — requires operators and traders placing certain commodities and derived products on the EU market to prove those goods have not contributed to deforestation or forest degradation. It entered into force in June 2023 and is one of the most significant supply chain transparency regulations to emerge from the EU's Green Deal agenda.

SEVEN COVERED COMMODITIES

Wood	Cattle	Coffee	Cocoa	Palm Oil	Soy	Rubber

ENFORCEMENT TIMELINE (REVISED to DECEMBER 2026)

The application date was extended by 12 months in December 2025 to allow improvements to the EU information system and reduce administrative burden, particularly for smaller operators. The regulation's core objective — deforestation-free supply chains — remains unchanged, and we are on track to be compliant on time with medium/large distributors in December 2026 even though we have until June 2027.

WHAT THIS MEANS FOR CRASTER

Wood is a core material — Craster products use solid hardwoods, timber frames and wood-derived surfaces, placing us directly within scope of EUDR's wood commodity requirements.

Supply chain traceability — Our supplier matrix and updated code of conduct require suppliers to source materials from legal, traceable, and certified sustainable origins, directly supporting EUDR due diligence requirements. We have onboarded the Qarma EUDR & Compliance tool to ensure compliance with this regulation.

Certification monitoring — We are monitoring material certification status across our timber suppliers and will require evidence of deforestation-free sourcing as part of onboarding and ongoing review.

Aligned to SDG 15: Life on Land · SDG 12: Responsible Consumption & Production

UN Sustainable Development Goal Alignment

Craster's activities mapped to the most relevant global goals

Our sustainability programme is aligned to the UN Sustainable Development Goals. The following goals are most directly relevant to our business activities, products and supply chain.



Decent Work & Economic Growth

Flexible and fair working conditions for all employees. Employee development, career progression and internal mobility. Living wage commitment. Supply chain labour standards through the supplier code of conduct, aligned to ILO core conventions.



Responsible Consumption & Production

Longevity by design — products engineered to last and replace single-use alternatives. Plastic-to-paper packaging shift (~1.5t+ removed). Design for disassembly and end-of-life guidance provided to customers. Responsible material sourcing across the supply chain.



Climate Action

GHG baseline established in 2025. Scope 1: zero. Scope 2 and partial Scope 3 now being measured. Quantitative reduction targets to follow once baseline is confirmed. Virtual-first meeting policy and hybrid working reduce travel emissions.



Life on Land

Timber sourced from legal, traceable origins. Monitoring material certification across timber suppliers. On track for EUDR compliance December 2026.



Peace, Justice & Strong Institutions

Comprehensive ethics framework: anti-corruption policy, whistleblower procedures, UK Bribery Act 2010 compliance. Anti-corruption training programme in progress. Data protection aligned to UK GDPR. Zero tolerance for modern slavery and human trafficking.

Key Gaps Identified — Updated 2025

Identified and being addressed — each with a clear owner and timeline

As our baseline year, 2025 has been as much about understanding what we don't yet measure as what we do. The gaps below have been identified honestly — each with a planned resolution.

Gap	Status	Owner	Timeline
Corruption risk assessment	Training completed	Leadership	**2025**
Procurement KPIs	Data exists in supplier matrix — not yet formally reported	Procurement	**2026 report**
Scope 3 completeness	Partial baseline only — further categories to be added	Operations	**2027**
Quantitative environmental targets	Deliberately deferred until baseline is confirmed	Operations	**H1 2027**

Items resolved since EcoVadis assessment: supplier matrix now operational · ESG reporting in progress · anti-corruption training underway · new supplier code of conduct in development

2026 Development Priorities

Building on the 2025 baseline — target: EcoVadis Silver

01 **Confirm GHG baseline & set targets**

Finalised 2025 Scope 2 data. Set first quantitative carbon reduction target for 2027 onwards. Expand Scope 3 to additional categories.

02 **Complete risk assessments**

Further risk assessments to completed and documented. Both are natural follow-ons from existing work.

03 **Formalise procurement reporting**

Draw supplier matrix data into ESG KPIs — number assessed, tier breakdown, audit frequency, % of spend.

04 **Embed new supplier code of conduct**

Finalise and embed into supplier contracts. Begin phased rollout using matrix tier as priority order.

05 **Mid-year internal update**

Produce a brief progress update in H2 2026 — building the rhythm of regular reporting.

06 **Target EcoVadis Silver**

The work captured in this report directly addresses the gaps identified. Oct 2026 assessment target: top 25% or above.

2026 TARGET

EcoVadis Silver Medal — top 25% globally

The work captured in this 2025 report directly addresses the gaps identified by EcoVadis across all four themes.

Target-Setting Framework

Baseline first — then targets grounded in actual data

Our approach: establish a reliable baseline before committing to specific numbers. Setting targets before data is stable risks either under-ambition or over-commitment — neither of which serves our stakeholders well. Our 2025 baseline year gives us the foundation to set meaningful targets in 2026.

Carbon — Scope 2 *Set Q1 FY28*	Reduction target to be confirmed once 2025 baseline electricity data is finalised. Ambition: align to a science-based trajectory over time.
Packaging *Set Q4 FY27*	Building on the 1.5t+ of plastic removed since Aug 2024. First formal target: extend the initiative with a named annual reduction goal.
Procurement Coverage *Set Q4 FY27*	Target % of supply base assessed annually through the supplier matrix. Data source: matrix tier breakdown from procurement records.

All targets will be published in the 2026 internal report with a baseline comparator. External targets will be explored from 2027.

Our 3-Year ESG Maturity Path

From baseline to public reporting — a realistic, committed programme

2025 BASELINE & MEASUREMENT

- EcoVadis Bronze Medal — 63/100, top 35% globally
- First GHG baseline established (Scope 1: zero, Scope 2 & partial Scope 3)
- Supplier matrix operational — live and pipeline suppliers tiered
- Internal Sustainability Report published in 2026
- New supplier code of conduct developed & ready

2026 TARGETS & DATA EXPANSION

- Quantitative carbon and procurement targets set
- Scope 3 categories expanded
- Procurement KPIs formally reported
- Mid-year internal update published
- EcoVadis Silver target (top 25%)

2027 PUBLIC SUSTAINABILITY SUMMARY

- First public-facing sustainability report at craster.com
- Two years of comparative data available
- External assurance explored
- EcoVadis Silver confirmed or Gold target set
- External framework commitments (e.g. UN Global Compact) to be evaluated

Policy & Document Index

Evidence register — for internal use and EcoVadis submission

Document	Status	Date
Environmental Policy	*In place*	March 2025
Ethics & Anti-Corruption Policy	*In place*	July 2025
Whistleblower Policy	*In place*	Feb 2026
Health & Safety Policy	*In place*	May 2025
Data Protection / GDPR Policy	*In place*	December 2025
Prevention of Sexual Harassment Policy	*In place*	April 2026
Total Reward Policy	*In place*	March 2026

Document	Status	Date
Shared Parental Leave Policy	*In place*	April 2026
Supplier Code of Conduct (updated)	*In place*	June 2026
Product Warranty Policy	*Published*	March 2026
Product End-of-Life Policy	*Added to all Data Sheets*	July 2026
Customer Health & Safety	*Added to all Data Sheets*	July 2026
Modern Slavery Statement	*In place*	June 2026
Connected Working Policy	*In place*	February 2026
Lone Worker Policy	*In place*	June 2026

Methodology & Data Notes

Transparency on scope, methods and limitations

GHG METHODOLOGY

- Framework: GHG Protocol Corporate Accounting and Reporting Standard
- Organisational boundary: Operational control basis
- Scope 1: Zero — no owned combustion sources, no company fleet, leased premises only
- Scope 2: Location-based method. Emission factor: DEFRA UK Government Greenhouse Gas Conversion Factors
- Scope 3: GHG Protocol Scope 3 Standard. Included categories listed on slide 8. Excluded categories noted with planned timeline.

PEOPLE DATA

- HR data covers the reporting period [Jan–Dec 2025]
- All figures refer to direct employees of Craster Ltd only
- Contractor and agency staff are excluded from headcount unless otherwise noted
- Data source: HR department reporting

Methodology & Data Notes

Transparency on scope, methods and limitations

GENERAL NOTES

Prepared by: Helena Collins – Quality & Compliance Manager · Craster Ltd · Date: June 2026 · Next review: July 2026 · Classification: Confidential Internal

- 2025 is the first year of formal sustainability measurement for Craster — this is the baseline year
- Where data is not available for the full period, the coverage period is noted in the relevant section
- Comparatives will be available from 2026 onwards
- This report has not been externally assured — assurance is planned from 2027