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# ESG Report



# CONTENTS



## **1. Introduction**

- 1.1 A Message From Our CEO
- 1.2 Who Are MAN Commercial?
- 1.3 About ESG
- 1.4 MAN Commercial's ESG Strategy
- 1.5 Our Commitment

## **2. Environment**

- 2.1 Energy & Carbon Footprint
- 2.2 Transport
- 2.3 Waste
- 2.4 Ethical Supply Chains
- 2.5 Key Impacts, Opportunities & Risks
- 2.6 Initiatives

## **3. Employees**

- 3.1 The Workforce
- 3.2 Equality, Diversity & Inclusion
- 3.3 Gender Pay Gap
- 3.4 Training & Development

## **4. Staff Engagement & Social Community**

- 4.1 Feedback
- 4.2 Recognition
- 4.3 Our Work With Charities

## **5. Accreditations**



# 1.1 A Message From Our CEO

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In 2025, MAN Commercial Protection marked 33 years in business.

When we began in 1993, ESG was not yet part of the corporate vocabulary, today it is embedded in everything we do.

At MAN Commercial, sustainability, ethical governance, and social responsibility are not trends — they are business fundamentals. We understand that long-term success depends on responsible leadership, environmental stewardship, and a resilient, transparent supply chain.

Our guiding principle remains: “The Heart of Our Business Is Our People.” We are proud to recognise and reward those who consistently deliver excellence and go above and beyond for our clients and communities.

Throughout 2025, we strengthened our ESG commitments — refining governance standards, enhancing supply-chain compliance, and driving measurable environmental improvements across our operations.

As we moved through 2025, ESG continued to shape our strategy, our culture, and our growth. We remained committed to continuous improvement, measurable impact, and lead by example in the security sector.

For us, responsible business is not an initiative.

It’s who we are.

Iain McCallister  
CEO

A black and white image of a handwritten signature, likely belonging to Iain McCallister, the CEO mentioned in the text above.



# 1.2 Who Are MAN Commercial?

**MAN Commercial are the Midlands' largest privately owned security company. We base our success on our mission, values and ethics below:**

## Mission

**Provide the best customer and operational service possible in order to expand MAN Commercial's share of the manned guarding market.**

## Values & Ethics

**MAN Commercial's strategy, culture and ethos are all shaped by its values which focus on customer service, care towards our clients and, just as important, support to all our employees, they are:**

- **To be recognized as the best in customer/client service.**
- **To value customers and act in their best interest.**
- **To be open, candid and act with integrity.**
- **To fulfill our people's potential.**

**These core values are what we hold to be truly important. They define what we are as a company and are, in effect, the promise we make to our customers and our employees. These values give us a foundation on which to operate and lie at the very heart of MAN Commercial Protection procedures. Providing an insight into the standards we set for the business.**



# 1.3 About ESG

An ESG report is a vital instrument that enables businesses to communicate their commitment to ethical standards and sustainable practices, reinforcing transparency and accountability.

These reports are equally important for identifying potential risks, including social challenges, environmental compliance issues, and weaknesses in corporate governance. Thus, allowing companies to address them proactively.

- Environmental:**
- *Energy & Carbon Footprint*
  - *Waste*
  - *Ethical Supply Chains*
  - *Transport*
  - *Energy Efficiency*
  - *Recycling*

- Social:**
- *Employees*
  - *Working Conditions*
  - *Health & Safety*
  - *Equality, Diversity & Inclusion*
  - *Equal Opportunities*

- Governance:**
- *Ethical Standards*
  - *Stakeholder Engagement*
  - *Board Diversity & Structure*
  - *Business Ethics*
  - *Compliance*

ENVIRO  
SOCIAL  
GOVERNANCE





# 1.4 MAN Commercial's ESG Strategy

At MAN Commercial Protection, we are committed to creating a positive impact on both the environment and society, while maintaining the highest standards of corporate governance. We recognise that our long-term success is closely connected to the health of the environment and the prosperity of the communities we serve.

This report outlines MAN Commercial Protection's sustainability performance, as well as the key initiatives and objectives that support our sustainability and corporate responsibility policies and strategic goals.



## Stakeholder Engagement

*We will actively seek the input and feedback of our stakeholders, including clients, employees, and the communities we serve.*

*We will communicate openly and transparently about our ESG initiatives and progress.*

*We will integrate ESG considerations into our decision-making processes and long-term strategic planning.*

## Environmental Responsibility

*We are committed to continually reducing our environmental footprint by minimising carbon emissions, lowering energy consumption, and reducing waste generation.*

*To support this, we will establish clear, measurable targets to drive improvements in our environmental performance and report transparently on our progress each year.*



# 1.5 Our Commitment

## Governance Excellence

*We will maintain transparent and accountable corporate governance practices, ensuring that they align with the best interests of our employees and supply chain.*

*We will have an independent and diverse board of directors who oversee our business operations.*

## Social Responsibility

*We are committed to upholding the highest ethical standards across all our business activities, while fostering a diverse and inclusive workplace where everyone can thrive.*

*We will invest in the well-being and professional development of our employees, recognising that they are our most valuable asset.*

*We will also actively engage with our communities, supporting local initiatives and social causes to create a meaningful and lasting positive impact.*



# ENVIRONMENT



# 2.1 Energy & Carbon Footprint



**All electricity used by MAN Commercial Protection is sourced from renewable energy.**

**We have identified key areas of energy consumption across our operations—including office equipment, heating, water usage, lighting, and fuel—and have taken steps to minimise usage wherever possible.**

**To improve energy efficiency, we have implemented automated heating systems across all offices and installed timed lighting controls to reduce unnecessary energy consumption.**

**We have also introduced four electric vehicle charging stations, providing eight charging ports, and transitioned our fleet and contract management vehicles to hybrid or fully electric alternatives.**

**By November 2026, we aim to reduce KWH by a minimum of 0.5%.**



# 2.2 Transport

Each year MAN Commercial grows in size, we always aim to maintain our CO<sub>2</sub> emissions. Our CO<sub>2</sub> production, as a company, can be seen below:



We manage and reduce our CO<sub>2</sub> emissions through a range of targeted initiatives, including:

- Ensuring all contract management vehicles are hybrid
- Recruiting locally to minimise travel distances to sites
- Equipping vehicles with GPS tracking to optimise routes and improve fuel efficiency
- Monitoring fleet and mobile vehicle fuel consumption on a monthly basis to ensure it remains within defined thresholds

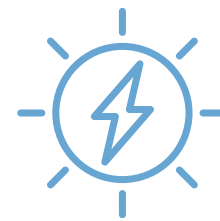
# 2.3 Waste



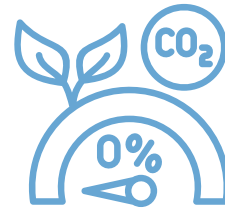
**Our wastepaper is recycled by Shred Station.  
Over the past 12 months, MAN have shredded 5435KG.  
With this amount of secure shredding and recycling, we've saved:**



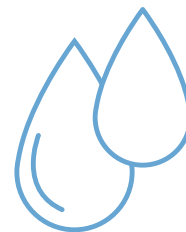
**92 Trees**



**23,000 KWH**



**3,261 Co2**



**173,920L**



**1.26 M3**



# 2.4 Ethical Supply Chains

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**MAN Commercial recognises that implementing and maintaining an ethical supply chain enables us to achieve our goal of long-term sustainability, while strengthening consumer trust and enhancing our reputation.**

**We are dedicated to ensuring that our supply chains are sustainable and sensible. Prior to onboarding or approving any supplier, all partners are thoroughly vetted by our compliance department to ensure they meet our ethical and operational standards.**

**We expect all suppliers within our supply chain to adhere to the following key principles:**

## **1. Fair Labour Practices**

**We are committed to ensuring that all workers are treated fairly and with respect. This includes providing safe working conditions, reasonable working hours, and fair wages. We strictly prohibit child labour, forced labour, and any form of discrimination.**

## **2. Environmental Responsibility**

**We aim to minimise environmental impact by promoting sustainable sourcing, reducing waste, and lowering carbon emissions. This includes the use of renewable resources, pollution reduction, and efficient resource management.**

## **3. Transparency and Traceability**

**We require clear documentation at every stage of the supply chain. Transparency ensures accountability, builds stakeholder trust, and allows us to verify that ethical standards are consistently upheld.**



# 2.4 Ethical Supply Chains

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## 4. Local and Community Impact

We are committed to making a positive contribution to the communities in which we operate. This includes creating fair employment opportunities, supporting local economies, and investing in community welfare. Where possible, we prioritise partnerships with local suppliers to enhance economic stability.

## 5. Ethical Sourcing

We prioritise sourcing materials and products from suppliers who share our commitment to ethical practices. Compliance is often verified through recognised certifications and independent third-party audits to ensure alignment with our values and standards.

## 6. Corporate Governance

We maintain strong corporate governance by implementing policies and procedures that uphold ethical standards across our supply chain. This includes regular audits, compliance checks, and appropriate corrective actions or penalties for non-compliance.

All suppliers are subject to ongoing monitoring and are formally audited on an annual basis to ensure continued adherence to these principles.

# 2.5 Key Impacts, Opportunities & Risks



<b>Trends &amp; Factors</b>	<b>Impact &amp; approach to addressing</b>
<i>Increased Cost of Utilities</i>	<ul style="list-style-type: none"><li>• <i>Energy and water costs continue to increase. We aim to mitigate these costs by:</i></li><li>• <i>Minimising electricity by ensuring all equipment turned off when not in use.</i></li><li>• <i>Purchasing electrical equipment with energy labels ranging from A-C.</i></li><li>• <i>Reduce water consumption by ensuring dishwasher is only put on at the end of the day.</i></li><li>• <i>Cost review of utility providers to ensure with most cost efficient provider.</i></li></ul>
<i>Switch to Electric Vehicles</i>	<ul style="list-style-type: none"><li>• <i>A rising cost for vehicles may occur</i></li><li>• <i>Vehicle availability may reduce</i></li><li>• <i>Assess business operations to ensure scope of these vehicles is suitable via reviewing charge points along routes, reviewing vehicles specifications and mileage range.</i></li></ul>

# 2.5 Key Impacts, Opportunities & Risks



<i>Trends &amp; Factors</i>	<i>Impact &amp; approach to addressing</i>
<i>Diesel/Petrol Manufacture Cease 2030</i>	<ul style="list-style-type: none"><li>• <i>Fuel and vehicle costs continue to increase.</i></li><li>• <i>These increases can be countered within MAN Commercial by:</i></li><li>• <i>Closer monitoring of operational staff conducting site visits.</i></li><li>• <i>Increase E-Meetings in order to reduce time, travel and fuel consumption.</i></li><li>• <i>In order to encourage this, MAN Commercial introduced Microsoft 365 which includes Microsoft Teams, enabling us to facilitate E-Meetings easily.</i></li></ul>
<i>Paperless Business Operations</i>	<ul style="list-style-type: none"><li>• <i>Internal systems upgrade to allow more tasks to be completed electronically.</i></li><li>• <i>Reviewing business processes to assess opportunities to further reduce paper based tasks</i></li></ul>

# 2.6 Initiatives



<b>Objective</b>	<b>Current (Benchmark)</b>	<b>Targets &amp; Timescales</b>	<b>Means of achievement</b>
<i>Reduce company vehicle emissions by 0.5%</i>	<i>Average vehicle CO2 emissions calculated in:</i> <ul style="list-style-type: none"> <li>•2023 – 83.12%</li> <li>•2024 – 80.13%</li> <li>•2025 – 82.18%</li> </ul>	<i>Ensure by October 2026 this is maintained.</i>	<i>Continuing to update company vehicles with the latest engines; hybrid and electric.</i>
<i>Reduce KWH by 5%</i>	<i>The current KWH is 1024539</i>	<i>Ensure by October 2026 this is maintained.</i>	<i>Better fuel consumption hybrid and electric vehicles better gas and electric management.</i>
<i>Move to sustainable/recycled uniform options.</i>	<i>Majority of our uniform is not recycled or made from sustainable materials.</i>	<i>Ensure by October 2026 this is completed.</i>	<i>Review market availability. Invite alternative uniform suppliers to discuss alternatives and costs.</i>



# EMPLOYEES

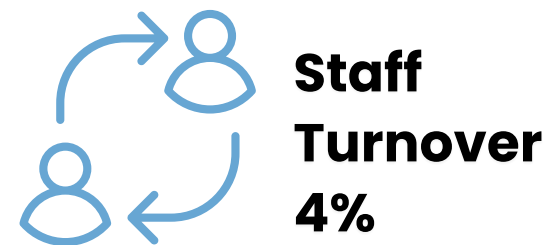
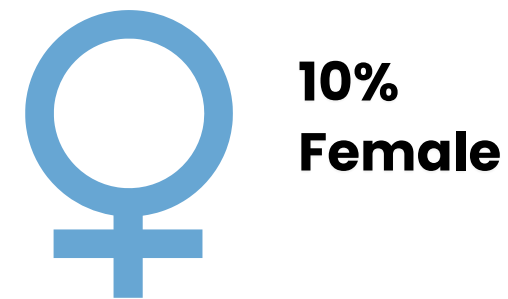
*"The heart of our business is our people"*



# 3.1 The Workforce



Every year our business grows, meaning our workforce does to!  
We currently have a total of 1224 employees.  
Where possible we recruit all of our workforce locally to our sites.





# 3.2 Equality, Diversity & Inclusion

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**MAN Commercial Protection are an equal opportunities employer and committed to creating a culture in which diversity and equality of opportunity are promoted actively within the organisation and in which unlawful discrimination is not tolerated in line with the Equality and Diversity Act 2010.**

**MAN Commercial recognises the real business benefits of having a diverse community of staff and to this end works towards building and maintaining an environment which values diversity.**

**The aim of the policy is to ensure that in carrying out its activities MAN Commercial will have due regard to:**

- Promoting equality of opportunity across all areas of the organisation.***
- Promoting good relations between people of a diverse background.***
- Eliminating unlawful discrimination.***
- Selection criteria and procedures for the company will be kept under review to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities.***

**The policy is guided by the following principles:**

- All staff should enjoy a safe environment free from discrimination and harassment/bullying.***
- All employees should have equal access to quality services that are made available by MAN Commercial.***
- All staff should have equal access to opportunities for personal, professional or academic development and career progression and promotion opportunities wherever possible.***

**MAN Commercial have a number of employees who are currently in transition, we work closely with each individual to ensure they feel supported through this process and beyond.**



# 3.3 Gender Pay Gap

**MAN Commercial Protection Limited Gender Pay Gap Reporting 2025.**

**All UK employers with over 250 employees are required to publish their gender pay gap information on an annual basis. At MAN Commercial Protection Ltd we strive for equality and welcome the opportunity to be visible with our information and therefore, support the government’s initiative to have companies publish Gender pay statistics.**

**We recognise this is a step forward in legislating for equality, and we are committed to treating our people fairly and equally in all that we do and in particular to promoting opportunities for development.**

**We are confident that our gender pay gap is not caused by men and women being paid differently to undertake the same or similar duties, but is driven instead by the nature of our business and structure of our workforce; with roles naturally interesting specific audiences.**

**As of the snapshot date (April 2025) our mean and median gender pay gap based on hourly rates of pay shows women are as below:**

<b>Mean Pay Gap</b>	<b>Median Pay Gap</b>
<b>0.61%</b>	<b>-0.79%</b>
<b>Mean Bonus Pay Gap</b>	<b>Median Bonus Pay Gap</b>
<b>6.28%</b>	<b>29.14%</b>

**A bonus payment was received by 3.61% of females and 5.09% of males**

<b>Quartile</b>	<b>Lower</b>	<b>Lower Middle</b>	<b>Upper Middle</b>	<b>Upper</b>
<b>Female</b>	<b>3.7%</b>	<b>6.1%</b>	<b>6.8%</b>	<b>6.8%</b>
<b>Male</b>	<b>96.2%</b>	<b>93.8%</b>	<b>93.2%</b>	<b>93.2%</b>

**The quartile analysis shows that females represent a higher proportion of senior roles than less senior roles.**

**We are committed to consistently reviewing and addressing any imbalance we have within our business as we promote our culture and seek a workforce that represents the communities we operate in and the customers we serve.**



## 3.4 Training & Development

# TRAINING ACADEMY



**MAN Commercial has proudly operated a successful training academy for over three years. In April 2023, we expanded this offering by opening our training centre to the public.**

**Following changes to SIA licence renewal requirements introduced in 2021, we recognised an opportunity to grow our training provision. By 2022, the time was right to turn this vision into reality and establish a dedicated in-house academy.**

**Having our own training facility allows us to better support our officers through their SIA licence renewal process, while also extending these opportunities to the wider public.**

**MAN Commercial now delivers a range of accredited courses, including:**

- **Door Supervisor (Full)**
- **Security Officer (Full)**
- **CCTV (Full)**
- **Door Supervisor Top-Up**
- **Security Officer Top-Up**
- **Emergency First Aid at Work**

**Over the past 12 months alone, we have delivered an impressive 17,948 hours of training to our employees. This reflects our strong commitment to continuous development and maintaining the highest professional standards.**

**At MAN Commercial, we are passionate about equipping our officers with the knowledge, skills, and confidence needed to perform their roles effectively. By investing in training and upskilling, we not only support our team members' growth but also add tangible value to our clients' contracts.**

**Ensuring that every officer fully understands their roles and responsibilities when representing MAN Commercial on-site is essential. Our training academy plays a key role in achieving this, helping us deliver a consistently high standard of service**



# STAFF ENGAGEMENT & SOCIAL COMMUNITY

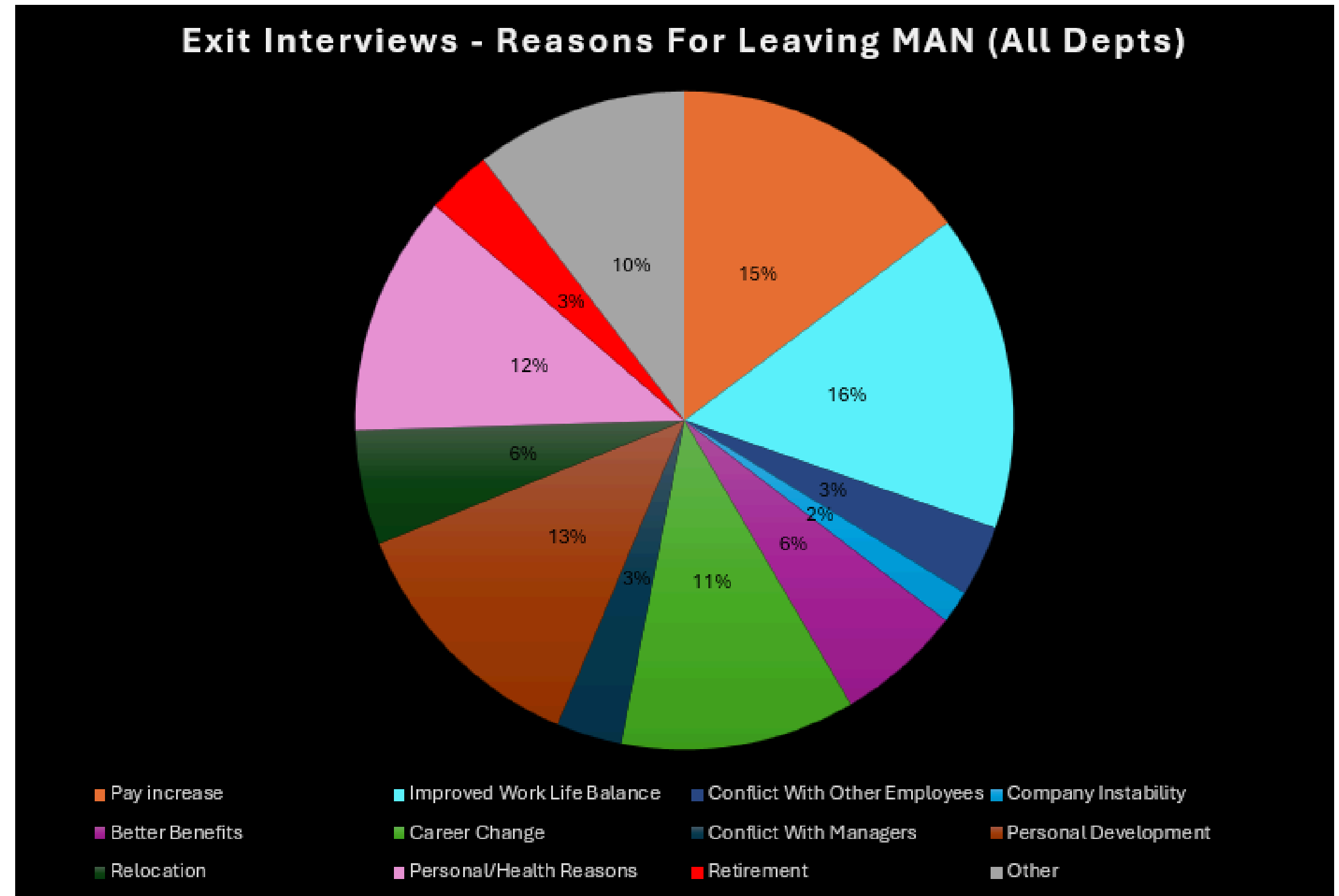


# 4.1 Feedback

Feedback is crucial for any business and we feel it is very important to give our employees a voice. This allows for constructive comments to be logged and taken on board along with any positive feedback being rewarded and recognised where necessary.

Any employees that makes the decision to leave are asked to complete an exit survey, the results for this year are shown adjacent:

Over the past 2 years, MAN Commercial have had 1 employment tribunal which we successfully defended.



# 4.1 Feedback

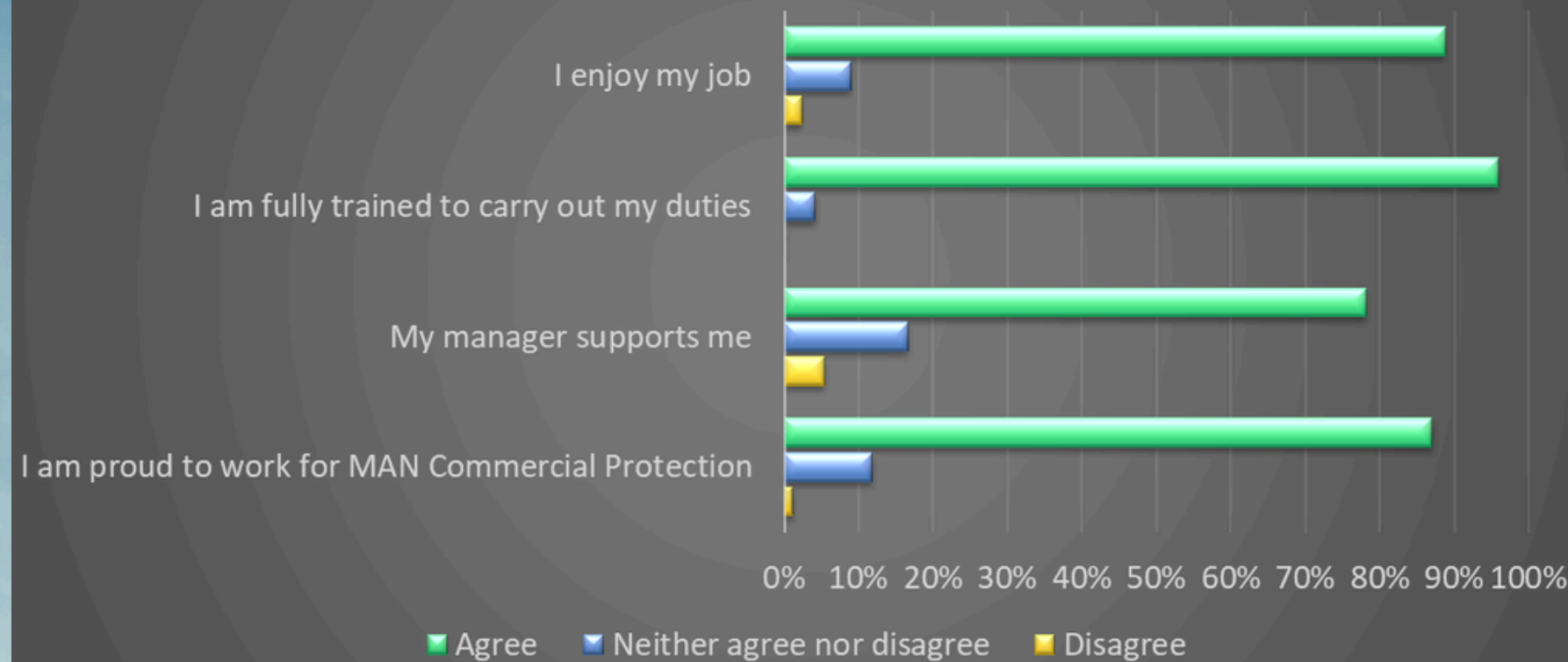


In May 2025 we conducted our annual employee engagement survey and all results are shared with colleagues and managers.

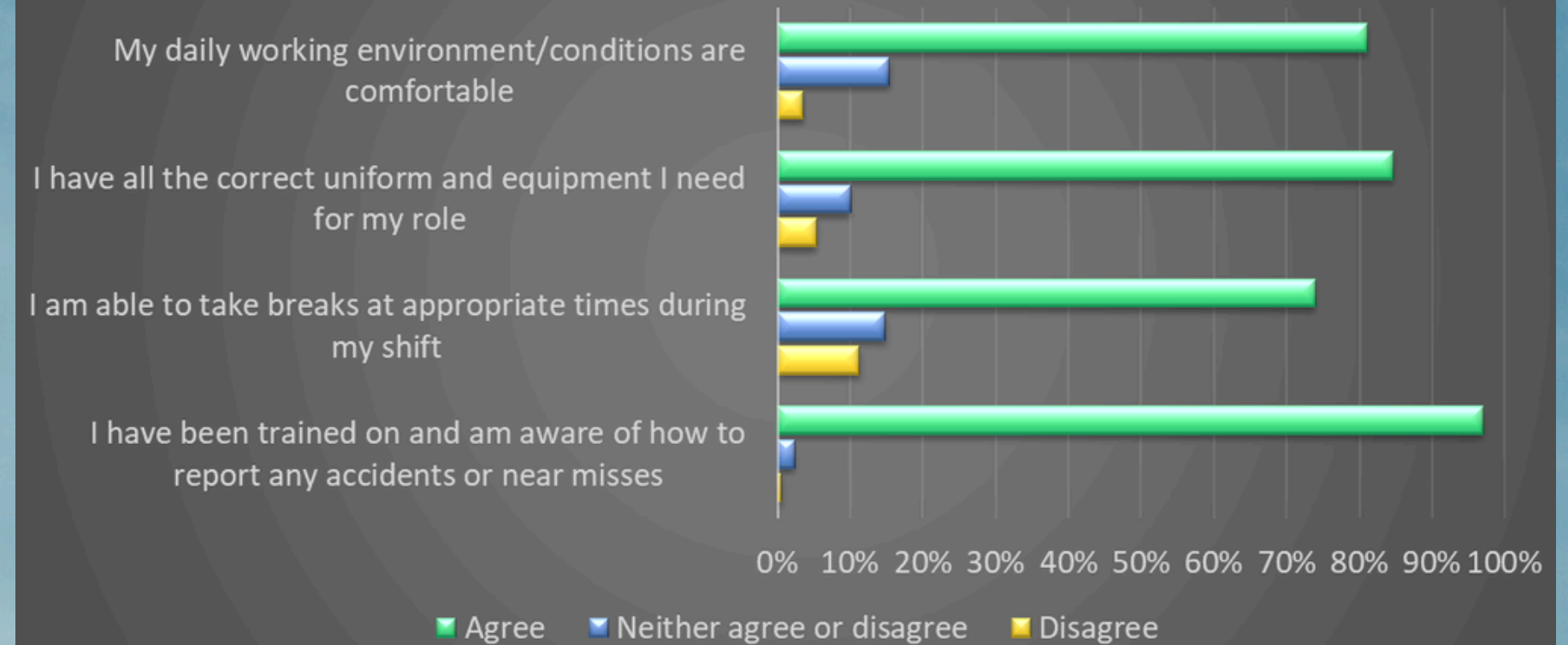
We received a high response rate.

Below are snapshots of some of our results:

## JOB FULFILMENT



## WORKING CONDITIONS



# 4.1 Feedback



The heart of our business really is our people... our employees and our clients. We want to take onboard all feedback to help us improve and be a brilliant company to work for and with.

Below are some testimonials from our very own MAN Commercial employees:



I have been working at MAN for a few months now and only have good things to say. Very supportive and helpful team that make you feel right at home from the get-go.

Still very much a family run business yet have managed to grow and develop the company even globally. Couldn't recommend working here more!

*MAN Commercial Head Office Employee  
October 2024*



One fantastic company, from HR to control room, everyone's helpful. Recently I moved to a new site, and I could not be happier.

I joined back in 2016 and was stuck on one site and decided a change was needed and spoke to Control who then helped me out and I changed over. Once again TOP company with great employees and Management. Pay always on time, fantastic sites all around UK, and big events they cover.

Anyone looking to join, JOIN!!!!

*AN Commercial Field Based Employee  
July 2022*



I've had a really positive experience working at MAN so far. The training and support provided helped me settle into my role quickly and build confidence early on, knowing I could ask questions and get support when needed. My manager took the time to check in not long after I started to make sure I was comfortable, to reassure me I was on the right track, and to discuss future projects as well as what I was interested in focusing on work-wise moving forward.

This support was greatly appreciated. Overall, everyone has been very inclusive and welcoming, and I really couldn't be happier with my second professional role since graduating.

*MAN Commercial Head Office Employee  
March 2026*

# 4.1 Feedback



**Most of our clients are long-standing clients. Some of them have been with us for as long as we have been in business! Below are some client testimonials received:**



“If you're looking for top-notch security services, look no further than MAN Commercial Protection Ltd. This outstanding company offers unparalleled professionalism and expertise, combined with an unwavering commitment to customer satisfaction. Their team of highly skilled security professionals is dedicated to providing the highest level of protection for your business, event, or personal security needs. Their attention to detail and proactive approach to security is second to none, ensuring that you feel safe and secure at all times. What's more, MAN Commercial Protection Ltd is always available to answer any questions or concerns you may have. They provide valuable advice and support, making them a true partner in your security journey. With their exceptional service and dedication to customer satisfaction, it's no wonder that MAN Commercial Protection Ltd is one of the top security companies in the industry. So if you're looking for a company that can provide reliable, effective security services, be sure to give them a call. Your peace of mind is their top priority.”



MAN Commercial are a client of ours and always a pleasure to deal with, no matter who we speak to. We find that the team are friendly, professional and efficient whether dealing with matters remotely or on site. We love to visit the offices and see the memorabilia around the building which give you an insight into MAN Commercial's fantastic history in the security sector. The business is going from strength to strength and the awards that MAN have won over the years is testament to this. We hope to continue our business relationship and see MAN Commercial continue to thrive and be the best in the world of security.



Quick note to say a huge thank you for the brilliant support from your teams at our leadership event last week. Both offices were absolutely fantastic — really professional, super helpful, and a real credit to MAN Commercial. They made everything run so smoothly, and I've had loads of positive comments from our leadership team. It was clear how much pride your people take in what they do. Really appreciate the partnership, and I'm looking forward to working with you all.



# 4.2 RECOGNITION TRAINING ACADEMY

We gave our first employee of the month award almost 15 years ago back in January 2011. To date this is still a popular method of recognition, each winner receives a framed certificate and shopping voucher.

Over the past 15 years over 235 employee of the month awards have been presented, with multiple teams winning each month.

For 2025 we issued 19 employee of the month awards.

At MAN Commercial we feel that it is important our employees receive recognition as when we celebrate our people, success and motivation will follow!

Below are some images of our 2025 winners:





# 4.2 RECOGNITION TRAINING ACADEMY

At MAN Commercial, we have worked hard to build a strong reputation within the security industry. The awards we've received over the years reflect our commitment to excellence, professionalism, and continuous improvement.

- **Business of the Year – British Security Awards June 2021**
- **Contribution to the Industry – Iain McCallister – British Security Awards June 2022**
- **Security Team at The Brewery, Romford Team of the Year – British Security Awards June 2023**
- **Security Team at Parrs Wood Leisure Centre, Manchester awarded BSIA North West Region Team of the Year – British Security Awards June 2023**
- **Solihull Business of the Year – Solihull Chamber of Commerce Awards September 2024**
- **Excellence in Training, Education and Development in People – Solihull Chamber of Commerce Awards – September 2024**
- **Company Leader of the Year – Iain McCallister – West Midlands Business Awards Lifetime Achievement – Iain McCallister – Security & Safety Entrepreneur Awards– April 2025**
- **Security Officers of Distinction – Vandon Eunick and Chloe Swinbourne – ACS Pacesetters Awards – May 2025**
- **Runner up – Business of the Year & CSR Award – British Security Awards June 2025**



# 4.3 Our Work With Charities

In 2023, as part of our 30th anniversary celebrations, we proudly raised £20,000, which was donated to three charities that hold a special place in our hearts. This milestone not only marked three decades of success but also reinforced our ongoing commitment to giving back to the community.

We have continued to build strong relationships with local charities and community initiatives. As part of this, we actively support grassroots sport, including sponsoring two local football teams—Coldlands Colts and Lane Head Dynamos—helping to nurture young talent and promote community engagement through sport.

Our charitable efforts have remained a key focus, and in 2025 alone, we contributed over £10,000 in donations to a range of worthy causes.

In addition to these initiatives, our CEO, Iain McCallister, was honoured to be appointed Chairman of the Solihull Moors Foundation, further strengthening our connection to community-driven projects and our commitment to making a positive and lasting impact.



# Accreditations



Certificate Number 4145  
ISO 9001  
ISO 14001  
ISO 45001

ISO 50001 is the internationally recognised standard for using energy efficiently within business. Using energy efficiently helps organisations save money as well as helping to conserve resources and tackle climate change. ISO 50001 supports organisations in all sectors to use energy more efficiently, through the development of an energy management system (EnMS).



Certificate Number 4145  
ISO 9001  
ISO 14001  
ISO 45001

ISO 14001 is an internationally recognised standard that helps organisations manage their environmental impact and comply with legal requirements. It provides a framework for organisations to design and implement an Environmental Management System (EMS).



The Approved Contractor Scheme introduced a set of operational and performance standards for suppliers of private security services. Those organisations that meet these standards are awarded Approved Contractor status. This accreditation provides purchasers of private security services with independent proof of a contractor's commitment to quality.

# Accreditations



Safecontractor is one of the fastest growing health and safety assessment schemes in the UK. MAN Commercial Protection Ltd are proud to be accredited by Safecontractor.



The Approved Contractor Scheme introduced a set of operational and performance standards for suppliers of private security services. Those organisations that meet these standards are awarded Approved Contractor status. This accreditation provides purchasers of private security services with independent proof of a contractor's commitment to quality.



2025

# Thank you for reading our annual report, see you next year.

Contact us:

[compliance@mancommercialprotection.co.uk](mailto:compliance@mancommercialprotection.co.uk)