

ESG Annual Report 2023



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Introduction



Prohire Group leads by example, working with our customers wherever they are on their sustainability journey to support them on their journey to Net Zero. The commercial vehicle sector is going through a period of legislative and technological change and it's our vision to lead the charge as the UK's most trusted provider of sustainable vehicle hire.

As I present our second annual Prohire Group ESG report, I am extremely proud to share that, since the publication of our first ESG report in July 2023, we have achieved the internationally recognised environmental management standard, ISO 14001.

Achieving this standard, a key objective of our ESG strategy, ensures that Prohire meets environmental regulations by improving efficiency whilst demonstrating our ongoing commitment to improving our environmental performance. It recognises the increased prominence of environmental management within Prohire's strategic planning processes, greater input from leadership and a stronger commitment to proactive initiatives that boost environmental performance, all of which were outlined in our first ESG report.



The accreditation provides a framework for a systematic and integrated approach for all employees, which allows the environmental management system to become part of the fabric of our business. Through the implementation of this standard, we are already seeing increased employee engagement that aligns with our ongoing ESG plans.

Our alternative fuels division, ProGreen continues to support our customers in achieving their Net Zero ambitions by decarbonising fleets via the deployment of high-performing, reliable, zero-emission vehicle technology. By the end of March 2024, 26 percent of Prohire's new vehicles will feature an alternative technology.

Our strength lies in our team, and we continue to invest in local people, systems and sustainable infrastructure. We're a proud employer and our commitment to finding and training new talent locally, particularly for highly skilled technical roles, continues. In November 2023, we expanded our operations in the south and into London by unveiling a new workshop at our depot in Tunbridge Wells. As a result, we recruited eight new colleagues, tripling the size of our team at Prohire South. We've invested in the wellbeing of our team as well as continuing our focus on mental health.

We have the best team in the industry, and I look forward to working with them in 2024 and beyond to deliver our ESG strategy.

Jay Edwards
Managing Director
Prohire Group



Environmental

2023 Highlights

We support our customers in their transition to alternative fuels, guiding and advising them in their journey for the right vehicles to suit their needs, all of which are bespoke builds. We educate our customers and use telematics which allow ProGreen to monitor the vehicles, deliver optimum performance, prevent critical failure, and report on CO2 savings. We are committed to reducing the carbon, water and waste footprints of ourselves and our customers.

26%

of all new vehicles
deployed are
an alternative
fuel

Energy efficient
led lighting
fitted throughout
HQ and Prohire
South



The removal and
disposal of physical
media has been
reduced by

72%



Obtained ISO14001
Environmental
accreditation

Re-engineered
our tyre network
and all tyres are now

100%
recycled

Environmental
volunteering
launched, including
gardening in the
local community

Increased
charging
infrastructure at
all Prohire sites with
the flexibility of



Colleagues have
completed carbon
literacy training with
more planned for 2024

2024 Plans

All company cars to be
100% ELECTRIC
by the end of 2025



positive planet™

'Road to Zero'
rollout plan to commence

Reduce waste to landfill by a further
50%

Mobile Technicians to be paperless

 **proflex**
by prohire
to be paperless

Investigate the potential to reuse energy across all Prohire locations

Develop environmental workshop to further educate and develop colleagues

6 monthly audits of the ISO14001 Standard

Reduce energy consumption by
20%
across all locations

Social

2023 Highlights

We aspire to be an employer of choice, providing our people with the right tools, training and culture in which to thrive in their careers. We are committed to career development. We are recognised through our Investor in People accreditation and staff development programmes. We support our people in the areas of mental health and wellbeing.

Community
volunteering
project was
launched



Apprentice
strategy
has been
developed



Number of
social events
increased within
the business



Quarterly
colleague
engagement
surveys

Mental
Health First
Aiders have
developed
their skill sets



2024 Plans

Attain
Investors in
People Gold



**INVESTORS
IN PEOPLE**

Further
develop
wellbeing and
mental health



Build our
social events
calendar

Launch
'Lunch & Learn'
with colleagues



Launch
Apprentice
strategy




Develop
team bonding
events


Governance

2023 Highlights

Prohire continues to formalise our governance regime. We share our knowledge with the wider industry and are represented on industry panels and at events. We play our part in advising and guiding Government policy through our membership of the BVRLA.



Completed
third party
email hosting



Integrated
third party
phone system
hosting

Monthly
team meetings
to continuously
progress and drive
our ESG agenda

Completed
Machine Learning
(ML) of the
Recharge BOT

Third party
hosting of
business critical
apps developed

2024 Plans

Further
develop
governance
regime

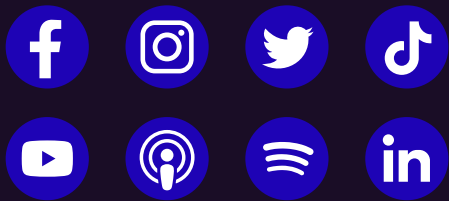
Complete the
integration
of critical
business apps

Implement
AI/machine
learning into
business

Create a data
warehouse
for improved
management
and reporting
of data



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