Briggs & Forrester
GROUP

Impact Report

2024 - 2025

The Briggs & Forrester Group's core business activities are the design, installation and project management of mechanical, electrical and public health services. The Group operates across the UK, with offices across England and Wales. The Group's Head Office is in Northampton – the town in which the business was formed in 1947.

FINANCIAL PERFORMANCE

	TURNOVER	PROFIT (PRE TAX)
Briggs & Forrester ENGINEERING SERVICES	£124.3 Million	£2.4 Million
Briggs & Forrester Living	£103.3 Million	£1.8 Million
Briggs & Forrester SPECIAL PROJECTS	£12.2 Million	£0.3 Million

In 2024/25, the Group achieved turnover of £240m, an underlying reduction of 3% from 2023/24, after removing the BSM business which was sold in the year. Our profit before tax of £4.6m was 28% higher than last year on an underlying basis. Each of our operating businesses delivered a profit in the year.

SUSTAINABILITY RECAP

2025 was a year of significant progress in sustainability and social value for Briggs & Forrester. We have strengthened our strategies, enhanced governance, and delivered measurable impact across environmental, social, and ethical dimensions.

501

HOURS EMPLOYEES SCSS LEARNING NOV 24-OCT 25

We continue to be a Partner of the SCSS, and are active participants in the Climate Action Group, Built Environment Against Slavery, Wellbeing, and Digital Leadership Groups.

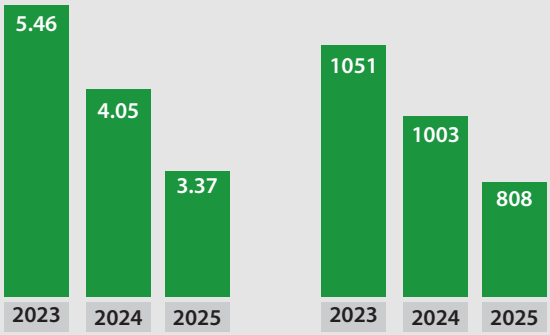
In addition, our supply chain partners engaged extensively with the programme, collectively completing 675 eLearning modules and attending 47 training sessions, further strengthening sustainability capability and alignment across our wider value chain.

OUR BUSINESS

Energy & Carbon

In 2025, we achieved several key milestones in advancing our environmental strategy:

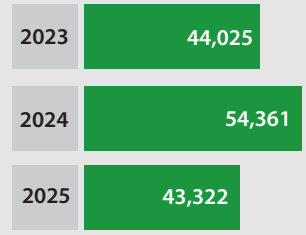
- ESOS Phase 3 Compliance: We completed and submitted our ESOS Phase 3 Action Plan Progress Update, reporting on the energy reduction measures implemented and the progress made to date.
- Science-Based Targets: We formally submitted our commitment to the Science Based Targets initiative (SBTi) to validate our near- and long-term carbon reduction goals.
- Expanded Scope 3 Reporting: We broadened our Scope 3 carbon reporting to include additional categories and improved data accuracy, particularly for purchased goods and services within our supply chain.



Scope 1&2 tCO_2e per £million turnover

Scope 1&2 Emissions in tCO_2e

All Scopes tCO_2e per £million turnover (market based)



All Scopes Emissions in tCO_2e (market based)

Base Year Adjustment for Carbon Reporting

During 2024/25, Briggs & Forrester Group completed the sale of Briggs & Forrester Building Services Maintenance Ltd (BSM). As BSM no longer fell within the Group's operational control at year end, all related energy and emissions data have been excluded from this report. In line with SECR guidance and the GHG Protocol, all previously reported figures- including the base year- have also been recalculated to remove BSM and ensure consistent comparability over time. The Group has designated 2023 as its greenhouse gas emissions baseline year. This reflects the first period in which we held a complete, reliable, and representative dataset across our operations, including our first full assessment of material Scope 3 emissions from the upstream supply chain. Selecting 2023 ensures that future reduction commitments are based on an accurate, comparable, and fully representative carbon footprint, supporting the integrity of our long term carbon strategy and reinforcing our commitment to transparent reporting.

Carbon Emissions Summary

In 2025, we achieved significant improvements in carbon reduction compared to our 2023 baseline year.

Carbon Emissions

	CO_2 24/25
Scope 1	- 18%
Scope 2	- 8%
Scope 3	- 1%
All	- 1.50%
tCO_2e per £million turnover	- 20%

Electricity

Energy Consumption Change From Baseline Year

- 8%

Gas

- 8%

Transport

- 19%

CO_2e *Emission Reduction*

Our overall carbon footprint reduced by 1.5%, with carbon intensity per £m turnover improving by 20%. Our most significant reductions across all categories have been the progress made with transport emissions, with reductions exceeding 45%. This is reflected in the significant reductions in Scope 1 emissions (18%), which also includes the improvements made in gas consumption from our offices.

Environmental Training & Awareness

Over 345 employees completed our Environmental Awareness course during 2024/25, and as of the end of the year our completion rate was 83%.

We developed and launched our own Embodied Carbon Awareness training video for our staff, designed to deepen understanding of carbon impacts within our operations.

In addition, we expanded and updated several Toolbox Talks, reinforcing environmental best practices and increasing awareness across our site teams.

83%

EMPLOYEES SUCCESSFULLY COMPLETING ENVIRONMENTAL AWARENESS TRAINING

ISO 14001 Certification

nqa.
ISO 14001
ENVIRONMENTAL MANAGEMENT
UKAS MANAGEMENT SYSTEMS
0015

We successfully retained our ISO 14001 certification in 2025, reaffirming our commitment to robust environmental management practices. This internationally recognised standard demonstrates that we have effective systems in place to manage environmental risks, comply with legislation, and drive continual improvement. Maintaining this certification ensures we operate responsibly, minimise environmental impact, and embed sustainability across all aspects of our business.

SOCIAL VALUE

£6,694,989

	% increase from 23/24
£2,828,649 Engineering Services	**+65%**
£3,223,642 Living	**+135%**
£357,186 Special Projects	**+26%**
£251,329 Central services	**+331%**

In 2024/25, we delivered an incredible £6.7 million in social value across our business - making a real difference in the communities in which we operate. An overall increase of 70% in social monetary value achieved in 2023/24.

Communities

During 2024/25 we delivered:

COMMUNITY ENGAGEMENT

VOLUNTEERING
900 Hours

COMMUNITY VOLUNTEERING
556 Hours

ENVIRONMENTAL VOLUNTEERING
136 Hours

EDUCATIONAL VOLUNTEERING
208 Hours

DONATIONS & FUNDRAISING
£101,900

Some of the community engagement activities across the reporting year included:

- The London office donated £200 worth of toys to charity 'KidsOut' over the festive period
- Engineering South West & Wales donated £150 worth of easter eggs to local nurseries
- The Northern region undertook various volunteering stints at Micah Liverpool at their Food Bank
- £1000 donated to Brixworth Cricket Club in support of purchasing their grounds for the local community.
- Staff volunteered at a local animal sanctuary for the day utilising their employee volunteering day

We're committed to building skills for the future and inspiring the next generation by supporting apprenticeship and trainee placements, creating opportunities for hands-on learning and career growth. We support our employees in developing their careers whilst gaining valuable qualifications.

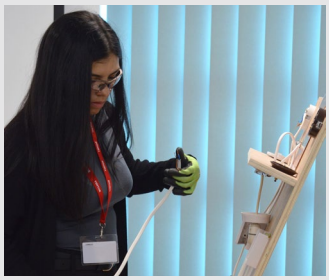
APPRENTICES & EDUCATION

WORK EXPERIENCE &T LEVELS
61
Weeks

APPRENTICES
4889
Weeks

EDUCATION ENGAGEMENT
208
Hours

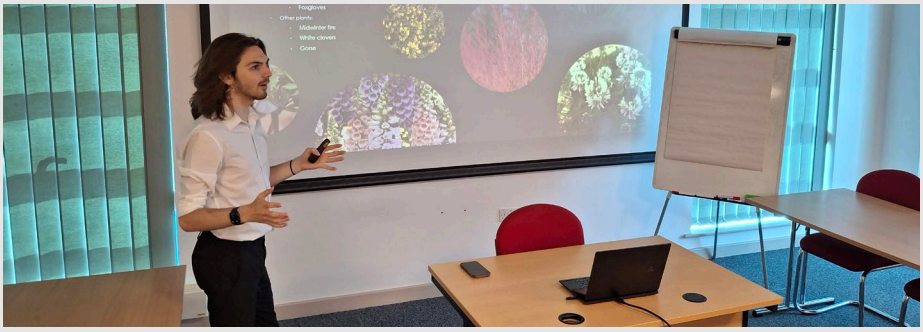
DIRECT STAFF EARN & LEARN POSITIONS
15%



Supporting Future Talent: Tia's Path from Placement to Trainee
During a week-long work experience placement at our Northampton Head Office, Tia participated in a range of activities and gained valuable insights in to our industry. The experience had a lasting impact, helping her to realise her interest in the built environment and clarifying her career direction. "I wanted the opportunity to earn and learn while gaining experience that I wouldn't necessarily gain if I was not in a working environment." Tia was successful in her application and is now working as a Technical Trainee with Briggs & Forrester Engineering Services.

Engineering Services Midlands region accommodated 2 students from Solihull College for 2 weeks of work experience.

Engineering Services SW&W's region held a careers fair in conjunction with the Weston College and the Luke Wheaton Charity.



Central Services facilitated a week of work experience at our Northampton Head Office with their Marketing and Sustainability teams.

WELLBEING

DURING 2023 2024

Wellbeing is a cornerstone of our sustainability, social impact, and health & safety strategy- as a thriving workforce is essential to building a resilient, responsible business. In 2024/25, we re-established our Wellbeing Team, driving improvements in engagement and delivering initiatives that matter most to our colleagues.

- Launched the People & Culture Hub – a dedicated platform providing easy access to resources, policies, and support for all employees.
- Conducted our first Group wide Employee Engagement Survey, giving every voice a chance to shape our culture and future priorities.
- Delivered a series of wellbeing talks, webinars, and campaigns focused on mental health, resilience, and life-stage support- including a menopause awareness webinar hosted by the SCSS to foster understanding and inclusivity.

Employee Benefits

We enhanced our benefits offering to better support employees at every stage of life. This included:

- Improved parental leave provisions to support families.
- Expanded menopause support, ensuring colleagues have access to guidance and resources.
- Clear communication of all benefits and wellbeing initiatives through our new People & Culture SharePoint site, including details of our Employee Assistance Programme and mental health resources.

These actions reflect our commitment to creating a workplace where everyone feels supported, valued, and empowered to thrive.

ETHICAL SOURCING

Modern Slavery

Modern Slavery Awareness Training

388
Employees Trained

Protecting human rights is a core priority for our business. In 2024/25, we strengthened our commitment by delivering Modern Slavery Awareness training to our workforce. By year-end, 84% of employees had completed the training. This equips our teams to identify risks, uphold ethical standards, and ensure our supply chains remain free from exploitation.

In September, we partnered with the Supply Chain Sustainability School to deliver an internal workshop focused on modern slavery. Central to the session was a powerful account from a survivor, whose lived experience brought the realities of exploitation into sharp focus. Colleagues from across the Group attended, and the session received overwhelmingly positive feedback. Participants described it as eye-opening, impactful, and a vital step in deepening their understanding of the issue. This initiative reflects our ongoing commitment to raising awareness, fostering empathy, and embedding ethical practices throughout our workforce.

As active members of the Built Environment Against Slavery (BEAS) Group, our Modern Slavery Governance Team continues to contribute meaningfully to tackling exploitation in the sector. Their latest collaborative project, the Supply Chain Sustainability School's new Modern Slavery Company Assessment Tool, demonstrates this ongoing commitment.

We also supported the launch of the Assessment Tool on 14th October, with a member of our Governance Team speaking at the webinar. The event brought together over 200 organisations, reinforcing our dedication to industry-wide engagement and leadership in ethical supply chain practices.

The BEAS Group's impactful work was recognised at the Unseen Modern Slavery Awards, where they won in the Partnership category. This award celebrates the strength of cross-sector collaboration to tackle modern slavery and promote responsible procurement across the built environment.

Ethical Supplier Assessments

Ensuring our supply chain operates responsibly is critical to protecting human rights and maintaining trust. In 2025, we took an important step forward by incorporating ethical supply chain audits into our internal audit schedule. These audits help us identify and address risks such as modern slavery, poor working conditions, and unethical practices- issues that can have serious social and reputational impacts if left unchecked.
We completed our first ethical audit with one of our labour agency partners in 2025, marking the beginning of a proactive approach to supplier oversight. By embedding these assessments into our processes, we're strengthening transparency, safeguarding workers, and reinforcing our commitment to ethical business practices.

CONSIDERATE CONSTRUCTOR

We are proud to have achieved perfect (45/45) scores across all CCS visits in 2024/25, and to have been awarded an additional two best practice points in our latest CCS visit- a testament to our commitment to excellence and responsible construction.

The Considerate Constructors Scheme is a nationally recognised initiative that promotes the highest standards in the construction industry. It focuses on five key areas: respecting the community, caring for the environment, valuing the workforce, securing everyone's safety, and presenting a professional image. CCS assessments measure how well sites go above and beyond statutory requirements to operate responsibly and ethically.

Achieving perfect scores means our sites consistently demonstrated best practice- minimising disruption to local communities, reducing environmental impact, and creating safe, respectful working environments. This recognition reinforces our dedication to delivering projects that not only meet client expectations but also contribute positively to society.

CONSIDERATE CONSTRUCTORS SCHEME

45/45

RESPECT THE COMMUNITY
15 / 15

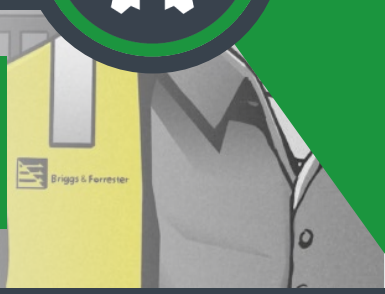
CARE FOR THE ENVIRONMENT
15 / 15

VALUE THEIR WORKFORCE
15 / 15

HEALTH & SAFETY

In 2025, Briggs & Forrester continued to strengthen its Health & Safety culture, with safety as a core business principle across all operations. Through our "Safety Starts with M&E" initiative, we streamlined processes and enhanced communication, ensuring that safety remains at the heart of everything we do.

H&S INSPECTIONS
641



DURING 2024 2025

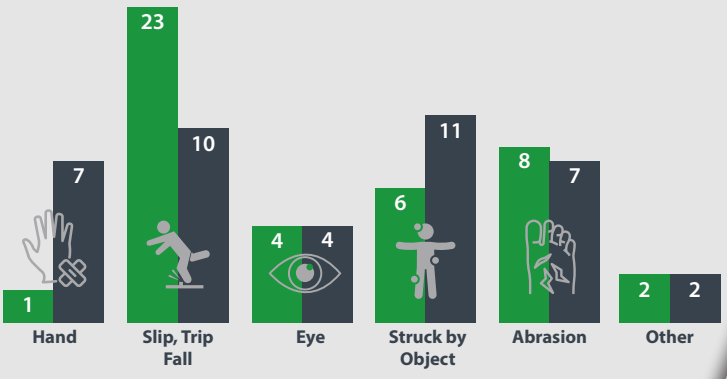
- Centralised Information Hub: We launched the Group Health & Safety SharePoint, providing a single point of access for critical information, alerts, and lessons learned. This has improved collaboration and transparency across the business.
- Enhanced Reporting: Our new accident/ incident reporting process has improved efficiency, response times, investigation outcomes and supported overall safety performance.
- Measurable Impact: Our efforts delivered a 7% reduction in recorded accidents across the Group compared to the previous year.
- Digital Innovation: Following successful pilots in 23/24, we rolled out Chime (our digital system for recording site attendance and induction) across 28 live projects, supporting real-time communication and reporting. In addition, ACC continues to become established as our primary document control system for HSE requirements, such as inspections, audits and site briefings.

LOOKING AHEAD 2026

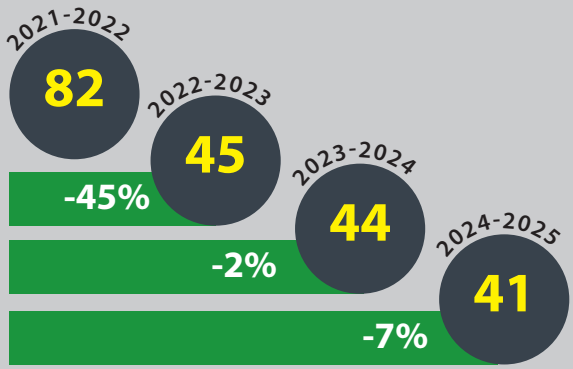
We remain committed to continuous improvement, focusing on reducing our Incident Frequency Rate (IFR) and exploring innovative solutions to make safety even more effective. Our "Back to Basics" strategy will ensure every voice is heard in shaping and improving our Safety Management System.

ACCIDENT STATISTICS

Accident By Type Comparison 2023/24 and 2024/25



Yearly Reported Accidents 2021 to 2025



RECOGNITION & CERTIFICATION

Our occupational health and safety management system remains ISO 45001 certified, alongside multiple SSIP scheme accreditations. We are proud to maintain our long-standing recognition from the Royal Society for the Prevention of Accidents (RoSPA):

- President's Award – every year since 2013.
- Order of Distinction Award – since 2018.
- Consecutive Gold Awards – since 2004.

QUALITY

During the operational year, we maintained our commitment to quality management through a structured and proactive internal audit programme. A total of 17 HSEQ internal audits were completed across the business, which included 10 dedicated quality-only audits, to ensure that our standards remained robust and that continuous improvement opportunities were identified for action. Our audit activity provides us with valuable insights into performance across all service areas and reinforces a culture of accountability, continual improvement, and operational excellence.

We also successfully maintained our ISO 9001 certification, reflecting ongoing adherence to internationally recognised quality management standards.

To support engagement and transparency we established a dedicated Quality Hub site within our internal Sharepoint Hub. This has been regularly updated throughout the year and supports us to keep the workforce informed, connected, and involved in quality processes- strengthening shared understanding and enabling consistent improvement across all teams.

1. Request customer feedback, use data to measure meeting or exceeding requirements.
2. Gather relevant metrics such as KPI's, customer satisfaction and performance monitoring to aid risk-based thinking and drive improvement.
3. Communicate to workforce purpose of QMS and provide training and awareness to all. Encourage a culture of accountability and involvement.
4. Build and maintain relationship with clients, suppliers and subcontractors, interested parties and other stakeholders.
5. Strong leadership is required to drive Quality from the top down and consistency across business. Communicate strategic and operational goals .
6. Identify root causes of issues, communicate opportunities for improvement, innovate and continually improve.
7. PLAN, DO, CHECK, ACT. Process driven culture with the aim to demonstrate consistency, efficiency and effectiveness on activities and outputs.

A	Process Integration
B	Improved Customer Satisfaction
C	Increase Project Securing
D	Reduce Waste
E	Lessons Learnt
F	Drive Improvement

CUSTOMER FEEDBACK

Throughout the year, customer satisfaction received from our projects remained exceptionally strong. Feedback from across the three companies shows an outstanding overall satisfaction rating of 5 out of 5.

Alongside quantitative results, qualitative feedback further highlights the positive impact of our teams. Customer commentary included praise for the 'excellent site teams with a great experience and helpfulness, working hand in hand with us to achieve a great job, also thoroughly appreciated by the client and their team! Additional comments reflected our 'general good performance', reinforcing the reliability and professionalism experienced by customers across different regions. This combination of strong scores and positive narrative feedback demonstrates the organisations ability not only to meet expectations but to build trusted, valued relationships with clients.

DIGITALISATION & INNOVATION

At Briggs & Forrester, we continue to recognise that skills shortages and increasing project complexity across the construction industry present ongoing challenges to quality, productivity and programme certainty. Building on the strong foundations established in previous years, our focus during the current reporting period has been on consolidating, refining and embedding our digital tools and ways of working to support continuous improvement across the business.

Rather than introducing technology for its own sake, our approach to digitalisation is centred on ensuring the tools we deploy are fully adopted, consistently applied and aligned with our operational processes. This enables us to maximise value from our investment in digital platforms while supporting our teams to work more efficiently and effectively.

By reducing time spent on repetitive, administrative and non-value-adding tasks, our digital strategy continues to allow our people to focus their time and expertise on activities that add the greatest value to our projects, our clients and our business.

CONSOLIDATING DIGITAL DELIVERY

Autodesk Construction Cloud (ACC) continues to play a central role in our digital delivery strategy. Over the past year, its use has been further embedded across live projects to enhance quality management, improve information accessibility and strengthen accountability. By standardising workflows and data capture, ACC supports more consistent delivery and provides greater visibility of project performance across teams and regions.

ACC is increasingly being used not only as a project collaboration platform, but also as a quality management tool, supporting improved oversight of installation quality, issue management and compliance activities. This ongoing refinement ensures our project teams have access to accurate, up-to-date information, enabling more informed decision-making and reducing the risk of rework.

HEALTH & SAFETY INNOVATION

Following successful trials, Chime is now being rolled out across multiple regions, supporting improved site attendance management, compliance and competency checking. This wider adoption has further streamlined site onboarding processes, giving real-time visibility of who is on site and ensuring that appropriate qualifications and competencies are in place before work commences.

Chime complements our wider digital ecosystem by reducing administrative burden on site teams and allowing them to focus on delivering safe and productive work environments.

DATA CAPTURE & ACCURACY INVESTMENT

During the year, the business has invested in an in-house laser scanning solution, which is now in active use on projects. This capability enhances our ability to accurately capture site conditions, validate installations and support coordination activities. Bringing this service in house improves turnaround times, increases control over data quality and reduces reliance on external providers, supporting both programme certainty and cost efficiency.

The integration of high quality point cloud data into our digital workflows strengthens coordination, reduces risk and supports better decision-making throughout the project lifecycle.

PRE-CONSTRUCTION EFFICIENCY

Within our Estimating teams, the implementation of digital take-off tools is improving efficiency and consistency during the pre-construction phase. By automating measurement and data extraction activities, estimators are able to spend less time on manual take-offs and more time focusing on value added activities such as risk assessment, optioneering and commercial strategy.

This investment supports improved bid quality while making better use of our people's expertise at a time when skilled resource remains at a premium.

FUTURE PLANS

- Alongside the continued refinement of our existing digital platforms, the business is actively exploring where artificial intelligence (AI) tools can be responsibly introduced to further reduce administrative burden, improve data quality and support better decision-making. This includes assessing opportunities to automate routine processes, enhance data analysis and support teams with faster access to relevant information.
- As with all technology adoption at Briggs & Forrester, any introduction of AI will be carefully evaluated to ensure it delivers tangible benefits, aligns with our governance frameworks and supports our commitment to quality, safety and continuous improvement.

APPENDIX

SOCIAL MONETARY VALUE - The Group uses the Impact Evaluation Standard (IES) metrics and monetary proxy values for calculating social value impact.

CARBON EMISSIONS - The Group's Carbon reporting is undertaken in line with our financial year, November to October. Carbon emissions are calculated using financial data and applying the appropriate GHG Protocol carbon conversion factors for the reporting period.

YEAR	***2022-2023***	***2023-2024***	***2024-2025***
TURNOVER (Million £)	192	247	239
SCOPE 1 & 2 ONLY			
ELECTRICITY KWh	598,498	655,209	643,306
ELECTRICITY tCO_2e (market)	56	0	0
ELECTRICITY tCO_2e (location)	119	130	109
NATURAL GAS KWh	30,2397	30,0826	27,6608
NATURAL GAS tCO_2e	55.317	55.021	50.608
TRANSPORT FUEL KWh	3,435,352	3,462,257	2,764,375
TRANSPORT FUEL tCO_2e	938	948	757
ENERGY TOTAL KWh	4,336,248	4,418,293	3,684,289
TONNES CO_2e (market)	1051	1003	807
TONNES CO_2e (location)	1113	1133	917
tCO_2e per million turnover (market)	5.462	4.051	3.368
tCO_2e per million turnover (location)	5.786	4.577	3.824
SCOPE 3 ONLY			
Purchased goods & services (general spend excludes capital goods & investments	42,409	52,798	41,990
Capital goods	50.127	71.618	74.636
Fuel and energy related activities (not included in scope 1 or 2)	280	291	246
Waste generated in operations	32	30	38
Business travel	201	165	155
TONNES CO_2e	42,973	53,357	42,506
TOTAL ALL SCOPES			
TONNES CO_2e (market based)	44,024	54,361	43,314
SCOPE 1,2,3 TOTAL (market)	228	219	180
TONNES CO_2e (location based)	44,087	54,491	43,423
SCOPE 1,2,3 TOTAL (market)	229	219	181