

Sustainability Report 2024

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Introduction

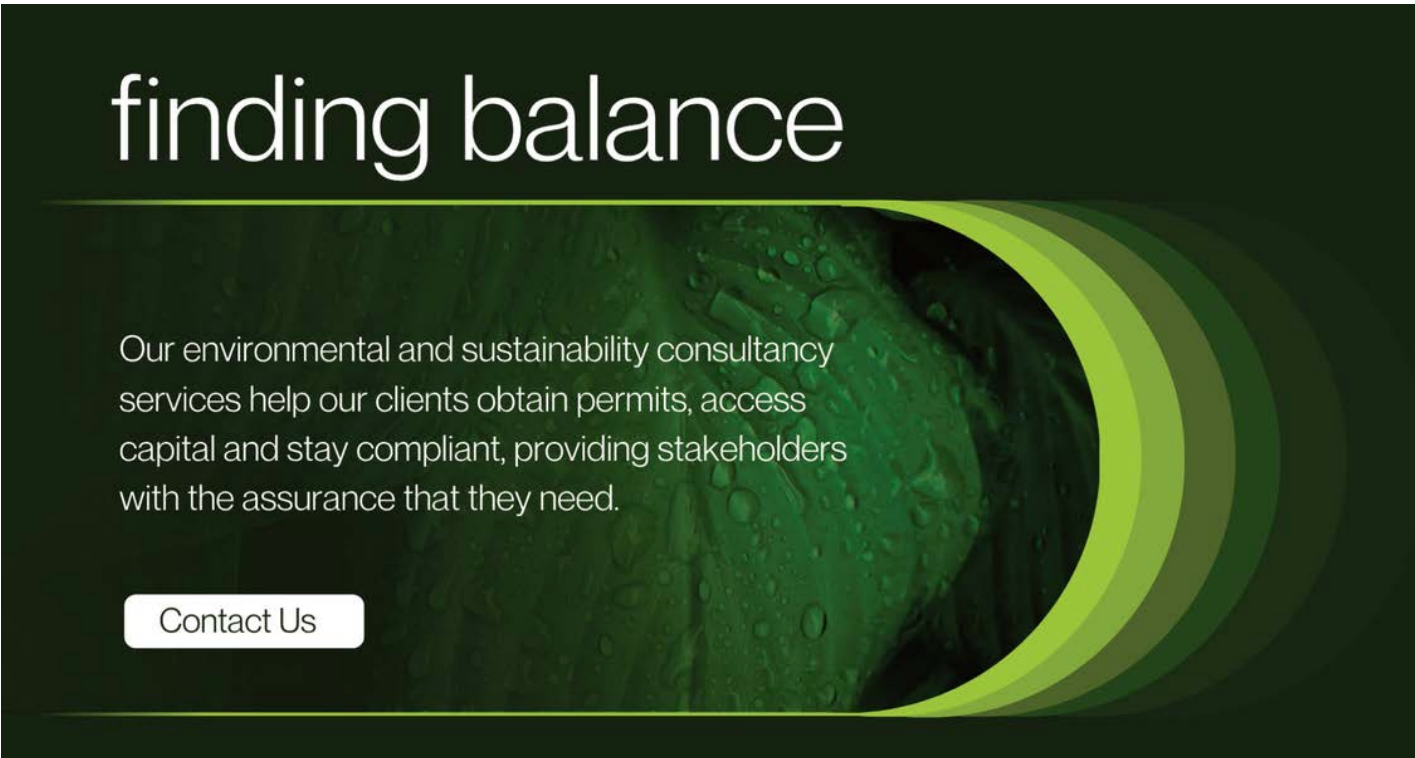
Who We Are

At WKC, we pride ourselves on delivering high-value environmental and sustainability consultancy services across selected geographical markets and industry sectors. We broadly group our services into three categories: technical, permitting and planning, and assurance. In practice, however, we often draw upon expertise from across these disciplines to provide our clients with a premium, integrated service offering.

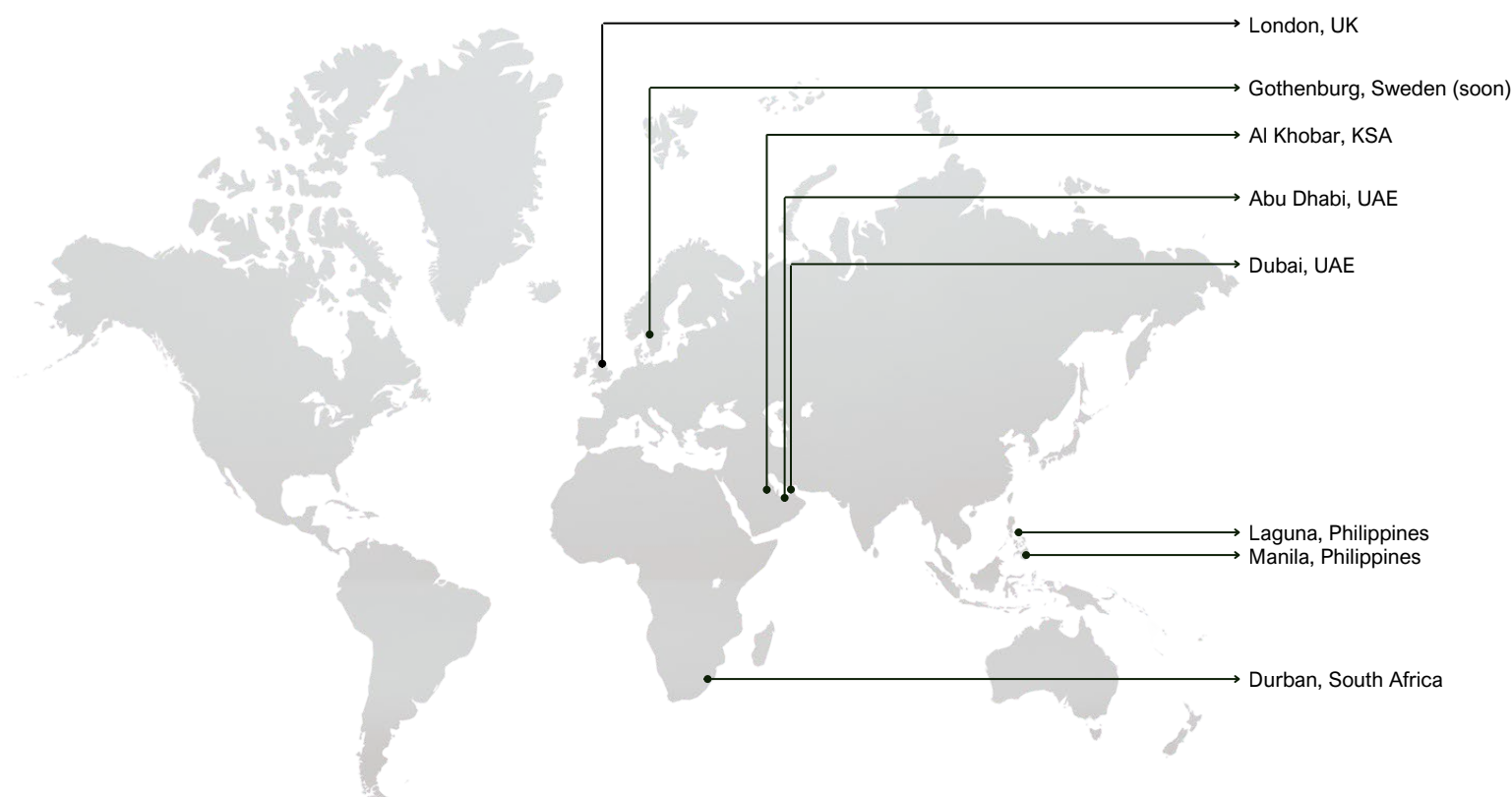
Our clients range from SMEs to some of the world's largest organisations. While our origins lie in the traditional energy sector, we now support projects across a diverse range of industries, including petrochemicals, mining, transportation and renewable energy. Our strategically located offices enable us to deliver services throughout Europe, Africa, the Middle East and Southeast Asia.

Our environmental and sustainability consultancy services help clients secure permits, access capital and maintain regulatory compliance, while providing stakeholders with confidence and assurance.

The technical expertise required to deliver these services is both broad and complex, necessitating a multidisciplinary team. Our strength lies in providing balanced, pragmatic advice that combines process engineering knowledge, environmental science expertise and a detailed understanding of regulatory frameworks. Equally important are the diplomacy and stakeholder engagement skills that enable us to operate effectively in challenging sectors and locations around the world.



WKC at a Glance



16+

YEARS OF SERVICE
EXCELLENCE

1000+

PROJECTS
COMPLETED

\$200 Bn+

CAPITAL VALUE OF
DEVELOPMENTS SUPPORTED

50+

COUNTRIES
ADVISED IN

Key Figures

Financial

\$6-8M

Group-wide turnover

\$8-10M

New awards

+20%

Net profitability

Projects

115

Number of awarded projects

71%

Percentage of projects from
returning clients

Staff

60

Average full time
employee headcount

78%

Retention rate

Geographic Coverage

New awards came from 17 countries in the Middle East, Europe, Africa, America, and central and southeast Asia. The Arabian Gulf Region, the UAE and KSA in particular, remained our largest markets.

Sustainability in Focus

Sponsoring The Arctic Challenge 2024

As a key sponsor and partner, WKC worked closely with The Arctic Challenge team to explore different environmental data collection possibilities during the one-of-a-kind rowing expedition. The Arctic Ocean serves as a living laboratory for scientific inquiry, offering unparalleled opportunities to study climate dynamics, biodiversity, and ecosystem resilience.

By embarking on this expedition, The Arctic Challenge team were able to leverage the Arctic's unique characteristics to address pressing scientific questions and drive forward sustainable solutions. The mission to inspire a generation and raise awareness of the fragility of our planet's wonderful ecosystems has also been a key factor in WKC deciding to become an official sponsor of the record-breaking project.



Commitment to a New Sustainability Centre in Sweden



WKC’s projects have increasingly included sustainability aspects to them. Many business stakeholders now expect businesses to report on their sustainability credentials, and climate legislation in various parts of the world has triggered a demand for the understanding and assessing of greenhouse gas emissions. In 2024 the WKC board took the decision to expand our consultancy services to cover ‘sustainability’ more directly and thoroughly than we had previously.

WKC have committed to the setup of a ‘Sustainability Centre of Excellence’, to be based in Sweden, addressing not only the growing demand for such services from our clients, but also to raise WKC’s own in-house sustainability performance starting with an all-encompassing Policy, followed by our first Sustainability Report.

New World-Class Environmental Consultancy Office in Saudi Arabia

In 2024, WKC successfully established a new branch in Al Khobar, Saudi Arabia, with the aim of providing Saudi-based clients with high-quality environmental and sustainability consultancy services.

Our team will support major projects across the Kingdom in sectors including oil and gas, petrochemicals, renewable energy and mining. Through the provision of technical, regulatory and scientific expertise, we will help clients minimise environmental impacts while navigating the increasingly complex regulatory landscape.

The establishment of our Saudi branch will also create significant opportunities for our people, including access to high-profile projects, international secondments and professional development experiences. In addition, the office will provide employment and training opportunities for both expatriate and Saudi nationals seeking to build careers in the environmental and sustainability sector.



Other important initiatives and events relevant to our sustainability work in 2024



Jerelle, Marc, and Daniel at a community outreach programme

WKC supported the world’s largest closed-loop pumped storage hydro scheme.

WKC launched a new internal communication channel through Bamboo HR boosting awareness and inclusion.

Successfully contributed to NEOM, KSA’s sustainable, high-tech mega-project where people and nature will harmoniously coexist.

Collaboration with Technology Innovations Institute (TII) in Abu Dhabi on an innovative, drone-based method of dispersing mangrove seeds/propagules, as well as providing advice on source locations for the propagules/nursery.

A year of important milestones in our journey!

MESSAGE FROM OUR CO-FOUNDER AND DIRECTOR

2024 was an exceptional year! We reached new highs in terms of headcount, topline revenues and bottom line profitability. Setting a strong foundation for future performance, we also had record project awards with a healthy mix of both returning and new clients. Building on recent years' successes, we opened a new office in Al Khobar, Saudi Arabia, and have set in motion plans to open a new office and Sustainability Centre of Excellence in Sweden in early 2025.

In 2024, we implemented the 'WKC Experience' initiative, aimed at enhancing the overall experience of both new and existing employees. This included maximising the use of our leading HR platform, BambooHR, introducing a programme of regular employee feedback through BambooHR's digital survey tools, updating existing policies and implementing new guidelines, and strengthening our staff appraisal and reward programmes.

As part of this broader enhancement programme, we also introduced a new learning management system, TalentLMS, to expand opportunities for training and professional development across a wide range of disciplines.

In addition, we completed the full roll-out of our advanced project management system across the business.

The system provides enhanced real-time data, enabling our consultants to deliver projects more efficiently while equipping senior management with better

information to support informed, operational decision-making.

People and relationships have always been at the heart of WKC, and this approach continues to bear fruit. Staff turnover remains low, attendance rates are high, and we are proud of the diverse mix of genders and nationalities represented across our teams. Of particular note, several of our senior employees have been with WKC for 14 years or more – a significant achievement for a company that celebrated its 15th anniversary in 2024.

We also take pride in recruiting a relatively high number of university graduates, providing them with clear and rewarding career pathways, together with ample opportunities for personal and professional development. We actively encourage and support the transfer of staff between offices, enabling our people to experience new cultures, develop new skills and gain valuable international experience that enriches both their careers and our business.

We are proud to publish our first Sustainability Report and look forward to continuing our contribution towards a more robust future alongside our employees, clients and wider stakeholders.

Onwards!

“During 2024 we continued to build new milestones along our journey delivering premium environmental consultancy services to a wide range of clients and sectors, in different parts of the world.

Tristan Coleman
Co-founder and Director



Scope, Methods and Data Collection

This sustainability report covers the fiscal year 2024. It is aligned with the EU Voluntary Standard for Small and Medium Sized ([VSME standard](#)), Basic Module.

VSME Standard	Focus Areas
ENVIRONMENT B3: Energy and GHG Emissions B4: Air, Water and Soil Pollution B5: Biodiversity B6: Water Consumption B7: Resource Use, Circular Economy and Waste Management	Energy consumption and GHG emissions, positive environmental impact
SOCIAL B8: Workforce General Requirements B9: Workforce Health and Safety B10: Workforce Remuneration, Collective Bargaining and Training	Workforce composition, sick-leave, general health safety with work related incidents/accidents. Remuneration, carrier paths, on the job training, incentive schemes
GOVERNANCE B1: General Requirements B2: Basic Policies, Structures for Transition Towards a Sustainable Economy B11: Corruption and Bribery	Business model, sustainability policies, governance structure, stake- holder engagement, business ethics, incentive schemes, turnover and significant assets

In addition, we have added a few elements from the EU “CSRD standard” pursuant to the EU Corporate Sustainability Reporting Directive. These elements include taking a due diligence approach to environmental pollution, performing a Double Materiality Assessment (DMA), and engaging in a stakeholder process.

Double Materiality Assessment (DMA)

We conducted a simplified DMA covering the key areas of the EU 2022/2464 CSRD. While not required under the VSME standard, it supports the identification of key opportunities and potential bottlenecks. The assessment drew on available metrics, policies, governance, and risk and opportunity analysis. Four material areas, aligned with CSRD (ESRS) and also covered by VSME, were identified and are reported here.

Areas	Relevant Standards**	Results from DMA	Risks and Opportunities
Environment	ESRS E1 Climate // B3 Energy and GHG emissions	Partly material in terms of negative impact from GHG from business travelling. No other large GHG emissions (i.e. energy use)	Risk: Potential increase in energy costs driven by global supply constraints Opportunity: Supporting clients in reducing GHG emissions through WKC’s services
Environment	ESRS E2 Pollution // B4 Pollution of air, water and soil	Material in terms of positive impact, with ESIA and advisory services contributing to the reduction of air, water and soil pollution.	Opportunity: Continue expanding services that support pollution reduction, including strengthened due diligence for WKC and clients
Social	ESRS S1 Own workforce // B10 Remuneration and training	Partly material for positive impacts through on-the-job training and development, and partly material in relation to current remuneration levels.	Risk: Rapid developments in AI, sustainability requirements and permitting standards require continuous skills development Opportunities: - Expand training, and staff engagement in innovation, sustainability and AI - Further review remuneration and incentive structures - Leverage HR expertise to improve staff welfare, coordination and retention
Governance	ESRS G1 Business conduct // B2 Practices, policies initiatives for sustainability transition	Partly material in terms of strengthening policies, practices and initiatives to support sustainability, internal efficiency and a stronger value proposition.	Opportunities: - Increase staff engagement across regions in sustainability activities - Strengthen internal and external communication - Further refine sustainability services to support broader economic and societal value

*Impact, Risk, Opportunity: identification of significant areas
**ESRS number according to EU CSRD Directive and B number according to the EU VSME standard

Our Stakeholders

We engage closely with our stakeholders, which is one of the reasons for attaining a high degree of trust, reoccurring business and low staff turnover. We work closely with our employees, clients, suppliers, authorities, financial institutions, local universities, and local communities to develop solutions that create value. Through collaboration, we can reduce environmental impacts, strengthen social responsibility, and generate economic benefits - building trust and long-term commitments along the way.

We continue to look for new ways to deepen these relationships, whether during the provision of our environmental and sustainability expertise, or during extra-curricular activities. Our commitment extends to the communities where we operate; this includes recruiting locally, contributing to environmental awareness projects, and engaging directly through education and outreach.

Stakeholders will be even more important for us as we expand into new regions. Not only for how we operate as a business, but also to better assist our clients. Strengths and knowledge that we gather during various interactions with stakeholders can be used across our offices, contributing to the transfer of best practices within the group.

Consultations with local authorities

During 2024 we held various consultations with local authorities, tasked specifically for overseeing environmental performance within their jurisdictions:

- Environment Agency – Abu Dhabi (EAD)
- Dubai Municipality (DM)
- National Centre for Environmental Compliance (CEC), KSA
- Royal Commission (RC), KSA
- Fujairah Municipality, UAE
- Ras Al Khaimah EPDA, UAE
- Sharjah Environment and Protected Areas Authority, UAE
- Umm Al Quwain Environment Department, UAE
- Department of Environment and Natural Resources – Environmental Management Bureau (Manila, Philippines)



Meetings in the Philippines

Engagement with external stakeholders

During 2024 we continued to deepen our relationship with a clients, authorities and local communities.

Abu Dhabi community outreach

In 2024, we partnered with a client to visit a school in Abu Dhabi, where we introduced students to the importance of waste management and the role of environmental science in tackling sustainability challenges.



Emma and Nneka, Abu Dhabi, March 2024

Working with local communities in West Africa

While conducting environmental noise monitoring near a mining operation in the Democratic Republic of the Congo (DRC), Celetia spent time engaging with children in local villages, building positive relationships with the communities where we work and reflecting WKC's commitment to respectful community engagement.



Celetia with the local community kids at a project site in the Democratic Republic of Congo

Internal stakeholders

Our employees are our backbone, and we have systems and procedures in place to support professional development, a safe and inspiring work environment, and a healthy work-life balance. We regularly assess satisfaction and engagement through HR tools and metrics.

To provide a clear view of our current sustainability position, we conducted an internal stakeholder survey in August 2025. As this falls outside the reporting period, only a brief summary of results is included. The survey consisted of 10 questions, mostly using a 6-point Likert scale.

The results were positive, with over 70% of respondents stating that sustainability policies and procedures are important, aligning with their view that WKC contributes positively to sustainability.

Respondents also identified areas for improvement, including setting KPIs, strengthening recycling practices, increasing staff involvement, applying more rigorous supplier and material selection, and contributing further to the circular economy.

Environment

Environment and GHG emissions

Our energy consumption is relatively low, with office energy mainly used for cooling and powering electronic equipment, including air conditioning, which varies by office location. A small amount of fuel (petrol) is used for our two company vehicles.

Travel to and from work is split between public transport (metro and bus) and private cars. The GHG emissions from employees commuting by car are not included in the table below. However, our flexible remote working policy helps to reduce commuting-related emissions.

We will also investigate the possibility of providing charging facilities for employees with electric vehicles.

Category	Country	Fossil Energy (MWh)	Category	GHG emissions (tCO2e) ²
Fuel consumption (heating/cooling)	South Africa	46.48	Scope 1	894
	Saudi Arabia	37.6	Scope 2	137
	Philippines	55	Scope 3	1031
	United Arab Emirates	58.82		
Total:		216.9 ¹		

Scope 1 emissions include direct emissions from our own operations, and these have varied slightly between quarters.

Scope 2 emissions, from purchased electricity and heat, are lower than Scope 1 but follow a similar trend.

As electricity and heat in our offices are included in the rent, we lack detailed information on these emissions.

1. The calculations were based on offices of 100m² and the consumption of electricity per m² based on commonly applied factors.
2. Calculations were based on the corporate standard of the GHG Protocol

Air, water or soil pollution

WKC is not required to hold an environmental permit and has no emissions of hazardous substances to water or soil. Air pollution from our operations is very limited and primarily associated with the use of two petrol company vehicles.

Emissions from employee commuting (private vehicles) are not included in this table but may be considered in future reporting. The table also includes air pollution from business air travel, estimated based on average travel distances. No other significant air pollutants have been identified from our operations.



Daniel, installing ambient air pollution monitoring stations for projects in Namibia and DRC

Emission Source	Pollutant	Emissions (g/km ²) ³	Medium
Emissions from the company cars (petrol)	CO	390	Air (through fuel emissions)
	NOx	195	
	NO ₂	4	
	NH ₃	58	
	PM	3.98E-03	
	SO ₂	7.40E-03	

Biodiversity

WKC's offices are not located in or close to biodiversity sensitive areas, as protected by EU or international law such as Natura 2000 and UNESCO World Heritage and Key Biodiversity Areas, or areas protected by national government in forest or river basins. All our offices are in non-sensitive, built-up environments, typically in existing office buildings or commercial premises.



Vince installing a camera trap for monitoring wildlife in the UAE

3. Using calculation method - Tier 2 with emission factors, for passenger cars - petrol medium Euro 5 from EMEP/EEA air pollutant emission inventory guidebook.

Water consumption

For all our offices that we rent we use municipal water and do not draw water from other wells or water sources. Water is used for hygienic and food related purposes. According to general assumptions from for U.K. Building Research Establishment (BRE) Best Practice, which provides a methodology for minimal uses, typically for co-working facilities where water is predominantly used for hygienic and food related purposes and does not include landscaping and HVAC purposes, the average person consumes about 11 litres at work per day. This methodology gives us a total of 161,040 litres in total across all offices.



Ravel conducting a mangrove survey in the UAE

Resource use, circular economy and waste management

WKC runs office spaces and use minimal resources to be able to carry out its operations. The resources mainly used are electricity for heating/cooling and powering electrical and electronic equipment, computers and mobiles, air pollution and noise assessment electrical equipment, office furniture and staples.

We avoid waste generation through buying minimal supplies, a high degree of digitisation and favour buying reused or organically sourced products where possible. In providing environmental and sustainability services, such as permitting and EIA, for various industries including oil, gas, mining and gas, we can emphasise the need for efficient use of resources, and waste avoidance. We also through our marine and terrestrial projects contribute to restoration of local ecosystems.



Daniel at a local beach-cleanup community project in Durban

Our waste generation, which predominantly comprises of non-hazardous packaging, organic, paper and plastic waste. We occasionally have electronic and electrical waste from used computer, mobile phones, monitoring equipment, printer toners and lighting sources. Waste generation from electronic and electrical equipment is reduced through our policies of buying refurbished equipment and using the equipment as long as possible. All waste from our offices is adequately stored and collected by waste management companies. Not all offices have yet separate collection possibilities, but we are advocating improved waste collection practices in the office spaces we rent.

Being in the consultancy sector and being highly digitised and holding the ISO 14001 certificate in two our offices put us in the category “efficient, green office”, generating roughly 150 kg household and organic waste per employee and year. This gives a total of 9150 kilo⁴ waste per year. Exact amounts of each waste fraction are not known. Continuous measurement of waste fractions is planned to be implemented as from 2026.



4.Based on an average of 150 kilo per employee and year.

Social

Workforce

We value employees as our most important stakeholders. This can be shown in some of the figures below. During 2024, we employed an average of 61 employees. All of these were fulltime, open-ended, contracts as we believe that these provide financial and emotional safety to our employees. We have a good gender balance across the staff with 53% men and 47% women.

The staff turnover for 2024 was on the low end, 22%, translating into a high retention rate (78%). Another parameter that indicates a general high level of satisfaction at work and sufficient safety routines is a high work attendance rate of 98,5%.



WKC UAE team heading to a project site, November 2024

A culture that values people

Some of the reasons for these figures, is a transparent internal carrier path with a clear grading system. Other reasons are the focus on providing full-time, open-ended contracts to provide stability but also fringe benefits as well as a company culture and mentality that value time together as a team, also having staff trainings, events and other social activities. The opportunity for remote work and relocation between offices is also a contributing factor. We believe in high transparency and to celebrate our achievements. Some of the landmarks and achievements, often focusing on the achievements at individual or team level are highlighted in our internal newsletter “*Onwards!*”.



Clip from “Onwards”

Occupational health and safety and work environment

During 2024 we had no accidents or incidents. One “near miss” was, however, recorded with a vehicle that broke down in a remote area. This situation was solved smoothly and there was no imminent danger to any of our staff members. The incident, though, lead to an overview of our procedures to try to avoid and get even better prepared in case a similar situation would occur.



Vince, Gaby and Arathi during marine water and sediment monitoring in the UAE

In the employee survey that we carried out in August 2025 (which we still report in this 2024 report) there were a couple of staff that raised some concerns over the need to address situations where employees might feel unsafe. We do have a fair amount of work on site (on our clients’ sites) – especially in relation to permitting and EIA projects and it is important to consider risks to our physical and mental wellbeing. For outdoor work on site, we assure that everyone is using, mandatory, protective equipment and clothing, including helmet and protective shoes.

Remuneration, collective bargaining and training

Remuneration levels are in parity with the market average. The entry level salary is slightly below the market average but in return we offer full-time, open-ended contracts, which offers our staff, particularly young, graduated staff with an opportunity for a long, prosperous carrier with us.

Salaries are set based on a clear-cut and transparent promotional system, where parameters like competence, role, responsibilities are considered. Parameters are the same for men and women.

When considering our salary levels, it is also important to weigh in geographical differences in remuneration and general life costs. Hence, the pay level in general is higher in UAE, Saudi Arabia and the UK compared to the remaining locations. We try to devise the most fair and incentivising remuneration scheme possible.

Gross salary includes base salary, pension contributions and we also strive towards also offering private health insurance. Result-based bonuses are awarded for higher roles including those of partners and directors. These are mainly based on revenue raised. WKC has not entered into collective bargaining agreements. We offer access to several digital training courses in areas such as communication, sales, AI, business and project management tools and sustainability. During 2024, 180 digital courses were made available to our staff.

In addition to digital courses, we also carried out workshops lead by experts. Two such examples for 2024 were the training offered in the Manila office on geospatial solutions and the leadership workshop on “Productivity and Persuasion” organised in our South African office.

Governance

General requirements

WKC is a group of private limited liability companies with an overarching holding company based in Abu Dhabi, UAE. WKC has regional offices and operations in Saudi Arabia, South Africa, the United Kingdom, Philippines and Abu Dhabi and Dubai in the United Arab Emirates.

Company	Location	Address	Postal Code
WKC Group (Pty) Ltd	Ballito, South Africa	Unit 5B, 7 Moffat Drive, Dolphin Coast	4420
WKC Group Asia-Pacific Corp	Manila, Philippines	Northgate Cyberzone, 24th Floor Axis Tower 2, Filinvest Avenue, Alabang, Muntinlupa City	1781
	Laguna, Philippines	Unit 2E Ashdon Courtyard Building, National Highway, San Antonio, Los Baños	4030
WKC Arabia for Environmental Consulting LLC	Al Khobar, Saudi Arabia	Office 3, 1st Floor, Business Icon Tower, Abdulrahman Aldakhel Street, Al Rakah Al Janubiyah	34226
WKC Middle East Environment Consultancy LLC	Abu Dhabi, UAE	Office M02, Omar Bin Zayed Tower, TCA	P.O. Box 130627
WKC Environment Consultancy LLC	Dubai, UAE	Office 505/506, Arenco Building 3, Dubai Investment Park	P.O. Box 413116
WKC Group Ltd	London, United Kingdom	34 Queen Anne Street	W1G 8HE

All above locations are office premises. We have no warehouses or other industrial plants. Our assets in term of equipment and inventories are limited to scientific monitoring equipment. We have site vehicles to support our terrestrial and marine field work surveys as well as a boat for use in the UAE.

- Our businesses include the following EU NACE codes:
- 7112: Engineering activities and related technical consultancy
 - 7022: Business and other management consultancy activities
 - 7120: Technical testing and analysis

Basic policies and sustainability structures

Governance and incentive schemes

Our Board consists of four male members of British nationality. Chairman of the board is Tristan Coleman, also Managing Director of WKC. Apart from the Board, we are governed by a Leadership Team. Currently the senior management consist of seven men and one woman, representing UK, South Africa and the Philippines. The Leadership Team meet several times a year to set the course for the forthcoming year and to follow up on targets and activities.

We have several incentive schemes at various levels to motivate and engage our employees. For instance, we offer guidance and mentorship in transitioning through the company from junior to senior positions. We also encourage relocation between the regional WKC offices, which often can mean a faster path to professional development and promotions.

Strategic decision-making involving growth, development of new, innovative services or other potentially disruptive business models are based on a suite of best practices, hence leading to well-informed, disciplined and unbiased decisions that consider potential conflicting views or data, taking into account the bigger picture and that can be post-evaluated. We have also adopted digital tools and systems ensuring that decisions are well-based and documented to be able to track and evaluate. These tools and systems are available to a majority of WKC staff, enhancing common value creation, consistency and efficiency.



WKC Senior Leadership Team, London 2024

Company Policies

Our general strategies and policies touch sustainability in many ways. First, our business and financial strategies are geared towards maintaining a business of premium quality environmental services. Since many of our clients are in the traditional and industrial sectors, providing robust environmental expertise in terms of EIA, permitting, CO₂ assessments, noise and air pollution assessments, ecological and marine surveys as well as a range of sustainability services, we contribute to a more environmental robust and sustainable world.

We also strive to adopt efficient management systems, such as ISO 14001:2015, which is already being implemented in two of our offices. In July 2025 we adopted a new Sustainability Policy, which sets out some key priorities linked to the United Nation’s Sustainable Development Goals: 8 (decent work and economic growth), 9 (industry, innovation and infrastructure) and 13 (climate action). Our Sustainability Policy paves out a direction in our sustainability work. On the next page we present an overview of what we have in place or are planning soon.

Anti-corruption

We have not been subject to any investigations connected to anti-corruption or other illegal or unethical behaviour in 2024 or any preceding year. To prevent this at all costs, we have reviewed our procedures and adopted a new Anti-Corruption Policy that will enter into force in September 2025. This policy replaces previous policies and guidance and applies to all staff, to suppliers and other key stakeholders that we engage with. The Anti-Corruption Policy is mostly aligned with ISO 37001: Anti-bribery management system. It reinstates the zero-tolerance target for corruption or bribery, also more clearly defining what constitutes corruption and bribery.

Topic	Policies, Activities and Initiatives	Targets
B3 GHG Emissions and Energy	- Sustainability Policy: Climate action (own operations) - Sustainability Policy: Climate action (clients)	- Reduce carbon emissions from own operations to the lowest possible level - Support clients in achieving carbon neutrality goals
B4 Pollution	- Sustainability Policy: Environmental stewardship - ISO 14001:2015	Ensure environmental stewardship across operations and improve environmental performance
B9 Workforce – Health and Safety	- Sustainability Policy: Safety and well-being - HR procedures: Health and safety training and management systems	- Maintain a safe, inclusive and development-oriented workplace with zero accidents - Ensure all staff participate in health and safety training
B10 Workforce – Remuneration and Training	- Recruitment practices - Regular employee surveys - Innovation in services - Flexible working conditions and internal mobility	- Provide competitive, industry-aligned remuneration packages - Conduct most recruitment locally - Ensure access to relevant training for all employees - Promote technical excellence and innovation in service delivery
B11 Anti-corruption	- Business strategy - Anti-corruption policy (adopted September 2025)	Maintain a zero-tolerance approach to corruption



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