



In keeping with previous years, we are pleased to report on our ESG activities over the course of 202. In compiling the report, we have regard to guidelines from the [Global Compact](#) and [BITC](#) as well as [ISO26000](#) and its 7 core subjects; in line with the rest of the world, our ESG reporting is developing – building on previous frameworks, we are now following the ISO IWA 48 standard, using the KPI numbers, cross-referenced to the UN Sustainable Development Goals.

CEO Commitment Statement

*It is our intention that we have a positive impact on all our stakeholders, that we actively engage and contribute to our local communities, that we follow and help promote best practice as outlined by global authorities, that we have a positive impact on all those we touch; that observers should, with justification, say
“as a Company and as individuals, MCFT does the Right Thing” or,
to use Paul Polman’s criteria, “the world should be better off because our business is in it”.*



Chris Craggs, CEO

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Scope

(This report relates to MCFT's UK operation – mention is made of other territories for context.)

Established in the UK in January 1992, the company specialises in commercial kitchen maintenance, planned and reactive, as well as installation and commissioning.

During 2024, MCFT UK HQ located in Maidenhead, Berkshire with a satellite office in Falkirk, Scotland. Since 2015, the business has been established in the Gulf, initially in the UAE, now in Qatar and Saudi Arabia (3 locations), adding, in the course of 2024, a team in Muscat in Oman; work is also carried out in neighbouring countries, Kuwait and Bahrain.

In the course of 2021, the first European business was established in Alphen aan den Rijn in the Netherlands, with work also being carried out in Belgium where, in 2024, a separate entity was created so that our Belgian employees work under Belgian law for a Belgian company.

In September 2022, the first venture into Asia-Pacific started from a customer request, with a team in Manila. This has grown rapidly, hitting 100 employees by the end of 2024, based in 8 locations around the Philippines.

2024 also marked the start of operations in Germany; office in Bochum in North-Rhine Westphalia, serving a local customer base.

The nature of our business means that field technicians can be and are scattered throughout the geographies in which the company operates – MCFT has roots in a great many local communities.

The Business Year – and ESG

The business continued to grow in the UK, delivered by employed technicians (less than 1% sub-contracted works – specialist or remote locations).










Whilst support for community projects – in particular, Plunkett projects – continued unabated, as did the development of our governance procedures, the highlight and central feature of our ESG has been the growth of the Technical Academy – and, in the course of the year, the first inspection by regulators: ESFA, who check that finances are being properly accounted for (clean bill of health and OFSTED..

Why focus here in an ESG report? Because it requires unparalleled long-term commitment to set up, administer and compliantly operate a full-time educational facility, tacked on to a grass-roots business. The level of complication required by regulators is beyond the capacity of most trading businesses – MCFT has been fortunate to have found experienced and passionate leaders to form the administrative heart of this, to all-intents-&-purposes, “college”. We believe the quality and care of teaching, support and career development is unparalleled in the industry – and we use the UK model, with local variations, to inform our other territory academies.

One area of continuing frustration is the dearth of viable eco-friendly vans: with the range which technicians need, availability of charging infrastructure, electric light commercial vehicles are still not an option. Might our ESG-focused customers provide on-site charging??

Chris Craggs
Founder

Objectives are stated under the three headings (Environment, Social, Governance), alignment with SDG's and report on actions against those objectives (where appropriate, further detailed reports below)

| | Topic | What are we going to do which we can test & measure | SDG # | Action | Score |
|----------------------|----------------|---|---|---|-------|
| Environmental | | | | | |
| E1 | Emissions | MCFT will continue to monitor and review fleet statistics on a monthly basis, encouraging positive, safe and environmentally friendly behaviours to reduce emissions |  | Through close monitoring and tight control there was a 13.5% improvement in fuel economy over 2023. Further details below. | |
| E2 | Emissions | MCFT will continue to review and be compliant against governmental standards (Euro 6 engine London) and to trial, as available, new technologies including electric vehicles. |  | Electric van trials have not proved practical with restriction on range and parking/EV charging in Central London. The company will continue to monitor options. All vans are ULEZ and CAZ compliant. | |
| E3 | Climate Change | Refrigerants: MCFT will ensure continued compliance with developing regulations, monitor and report on purchases and returns of refrigerant gas |  | The company, in line with EU requirements, has a fully compliant F-gas tracking system (sample report below) | |
| E4 | Utilities | Meter readings are recorded and monitored, reported on a monthly/per capita as well as an absolute basis |  | Electricity consumption was reduced by 90% per ft ² and 89% per office worker – Further details below. | |
| E5 | Water | MCFT will ensure that all those requiring training and WIAPS certification achieve same. |  | All senior technicians are WIAPS certified | |
| E6 | Waste | MCFT will continue to seek and recover equipment to repurpose, evaluating and identifying equipment as Repurpose, Auction for Charity or Recycle |  | See S8 for further details | |
| E7 | Waste | MCFT will document, monitor and report on disposal of waste in accordance with regulations |  | See further details below. | |
| E8 | Off-setting | MCFT will continue to support a QAS Approved offsetting scheme to remain carbon neutral - this will be reviewed and reported annually as part of the ESG report. |  | In 2024 Heart of England Forest named MCFT planting partners after level of donations. In 2024 MCFT achieved Ecovadis Bronze. | |
| E9 | Education | MCFT will inform customers on environmentally-preferred equipment options and will monitor response to same. |  | Development work started but not implemented in 2024 | |

Environmental Activities

E1 & E2 Emissions

In 2024 MCFT technicians covered 2,644,728 miles in 138 company vans generating 801,591kg CO₂e. The average fuel efficiency was 33.3 MPG. As the company has grown the miles travelled has increased from 1,962,471, but the fuel efficiency has decreased from 38.5 MPG, that is a 13.5% improvement.



E3 Climate Change

MCFT have used the UK Government GHG Conversion Factors for Company Reporting model to calculate our Green House Gas emissions. For 2024 we have calculated Scope 3 for the first time:

Scope 1 - 801,591 kg CO₂ (4,008 kg CO₂ / employee)
 Scope 2 - 11,618 kg CO₂ (58 kg CO₂ / employee)
 Scope 3 – 488,339 kg CO₂ (2,442 kg CO₂ / employee)



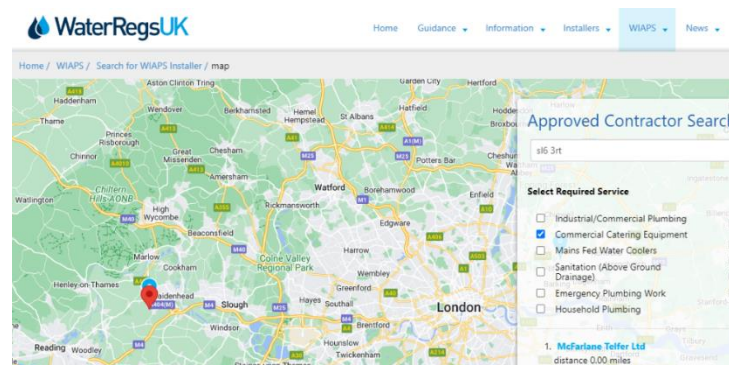
E4 Utilities – consideration of energy cost increases

In 2024 MCFT used 56,112 kWh of electricity at it head office. This equates to 10.1 kWh per ft² and 1,026kWh per head. This is an decrease from 2023 of 1,152kWh per head (89%) but an increase from 9.54kWh per ft² (106%).



E5 Water – WIAPS

15 of our Techicians are WIAPS approved, this demonstrates their competence and understanding of the Water Fittings Regulations and Byelaws.



E6 Waste – Circular - Equipment

MCFT will continue to seek and recover equipment to repurpose, evaluating and identifying equipment as Repurpose, Auction for Charity or Recycle. In 2024 MCFT donated the following pre-loved equipment:

| Unit | Make | Donation Location: |
|-------------------------|-----------|---------------------------------|
| Blast Chiller | Foster | Brockweir Village Shop and Café |
| Hot Cupboard | Bespoke | The Community Boot Inn |
| Electric Fryer | Lincat | The Community Boot Inn |
| Undercounter Dishwasher | Hobart | The Swan Windsor |
| Upright Fridge | Foster | MCFT CSR - Hawkesbury Stores |
| Convection Oven | Lincat | MCFT CSR - Trawden Arms |
| Microwave | Daewoo | MCFT CSR - Trawden Arms |
| Electric Fryer | Valentine | MCFT CSR - Trawden Arms |
| Upright Fridge | Foster | MCFT CSR - Stoke Canon Inn |
| Hood Dishwasher | Hobart | MCFT CSR - The Thorold |
| Hood Dishwasher | Hobart | Twickenham Rugby Club |
| Combi Oven | Rational | Twickenham Rugby Club |



E7 Waste

Our waste is collected by several partners for office waste and operational waste. Our office waste is 100% diverted from landfill with 19% recycled and 81% sent for energy recovery at a waste-to-energy facility. Our operational waste collected from our head office is assessed for potential refurbishment and donation (see E6 above) and then segregated, with all cardboard, wood, metal and electrical items being recycled. The operational waste collected in the field is collected by a third party for responsible recycling / disposal.



E8 Off-setting

Heart of England Forest is MCFT's chosen partner in our tree planting initiative and since 2011, 18,661 trees have been replanted on our behalf, contributing to flood alleviation, improving soil structure, reversing the decline in wildlife species and supporting bio diversity. This activity has enabled MCFT to achieve carbon neutrality for its vehicle fleet since 2013.

In 2024 Heart of England Forest named MCFT planting partners after our level of donations. MCFT were invited to plant tree and given plaque to commemorate award.










Proudly supporting the **Heart of England Forest** to help create and conserve a huge broadleaf forest, a place of enduring natural beauty, protected and secured for generations to come.

heartofenglandforest.org

Registered charity no. 1097110



| | Topic | What are we going to do which we can test & measure | SDG # | Action | Score |
|---------------|--------------------------------|---|---|--|-------|
| Social | | | | | |
| S1 | Health & Safety | MCFT regards the management of health and safety as an integral part of its business and as a management priority. Health and Safety, along with risk management is reviewed Internally at committee every quarter. |  | Committee meet and reported quarterly: no reportable accidents in 2024. | |
| S2 | Equality, Diversity, Inclusion | MCFT will review Equality, Diversity and Inclusion every quarter, looking at current data and outlining future actions to address any challenges that present. In the event of imbalances, MCFT will take pro-active steps to redress under-represented areas. |  | The business made big efforts to widen the pool for the Technical Academy and started trainees from a number of backgrounds including 3 more female technicians. Subject of constant evaluation. | |
| S3 | Pre-employment | Pathway: MCFT continue to engage with places of education with a view to informing on the world of work and careers. |  | Visits effected to local schools and hosted work experience and business interns. | |
| S4 | | MCFT will ensure a fair and equal recruitment process for all those who apply to vacancies, recruiting on best-fit for the role and ensure best practice. MCFT actively engage to tackle any barriers faced in the workplace such as women in engineering, disability and are committed to the Race at Work charter. MCFT have a social mobility pledge, to improve working lives, drive improvements in society and the economy. |  | Efforts made to broaden recruitment base and to continue to actively engage to bring women into our field service teams. | |
| S5 | Employment | MCFT ensure that there is always a consultative process and that employees have continuous opportunity to voice their opinions and suggestions via internal communication. Performance is reviewed quarterly and is discussed and evaluated in the remuneration committee accordingly. |  | A New Performance Management Policy and Process was introduced in 2024, ensuring that quarterly reviews take place for every MCFT colleague, including an Annual Appraisal. | |
| S6 | Post-employment | Ensure that all employees complete an exit survey. Quarterly leaver data is reviewed to spot trends and highlight any risks. MCFT keep in touch with friendly leavers to reduce barriers for future employment opportunities | | In 2024 a new business reporting tool was created to assist with data gathering and reporting. | |
| S7 | Procurement | MCFT will ensure all the Procurement team are CIPS Ethical Procurement trained and qualified; MCFT will align with suppliers that share similar outlooks on sustainable procurement. |  | Some limitations on choice of suppliers due to exclusivities. Ongoing discussions. | |
| S8 | Community Projects | MCFT actively seek and make effort to find projects that we can support through utilising our skills, with the circular economy in mind. We will form partnerships that allow us to best offer our support. |  | Continued Pre-Loved equipment programme and relationship with Plunkett Trust – see reports below | |

| | | | | | |
|----|--|--|--|---|--|
| S9 | | MCFT to continue to give back to the community to ensure a cost-effective solution for their operational delivery and core business goals. With positive feedback received we will review these monthly and assign this to a chosen charitable donation for the month. | | Charities supported by positive customer feedback and near-miss reporting schemes - details below | |
|----|--|--|--|---|--|

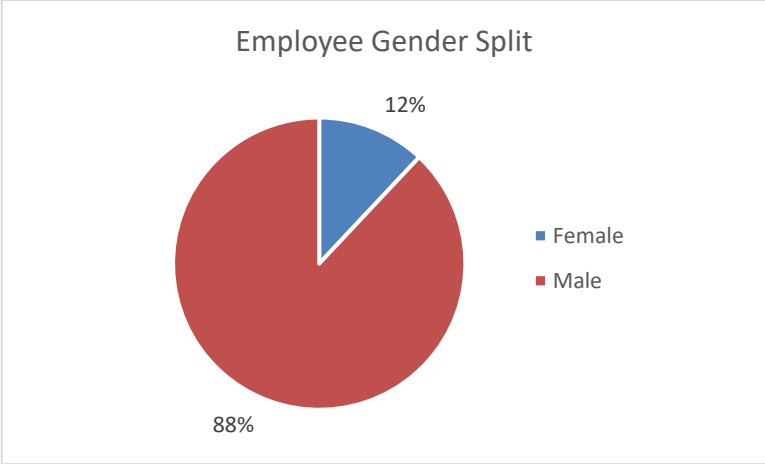
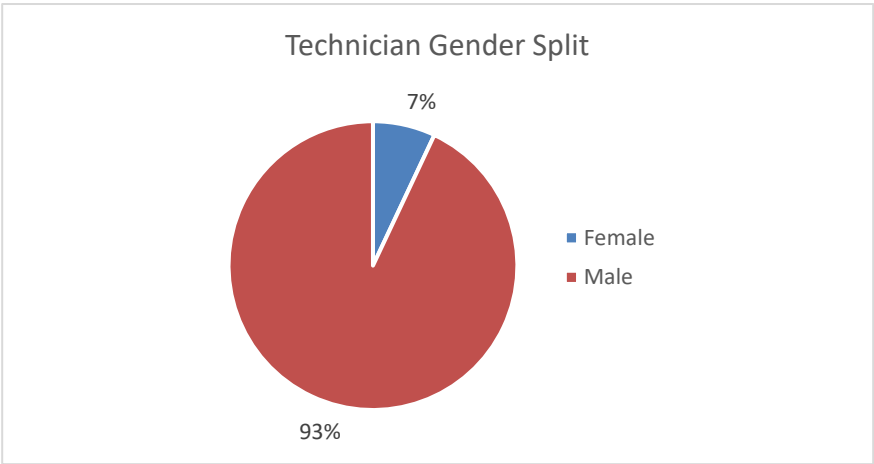
Social Activities

S1 – Health and Safety Committee

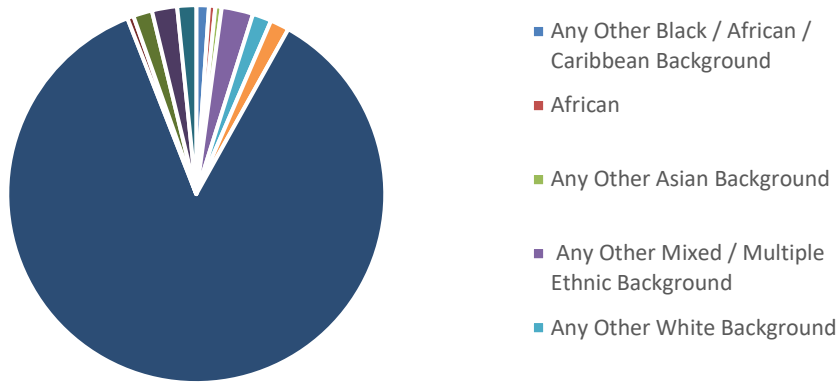
In May 2024 David Meacock joined MCFT in the role of Group Director of Engineering and became Chair of the Health and Safety Committee. The committee meets quarterly with attendee from across the business including the office and the field. Each meeting reviews several leading indicators including Audit schedule, driving behaviour and training completion, along with incident rates and follow up activity. In 2024 there we no RIDDOR incidents.

S2 Equality, Diversity, Inclusion

The business made big efforts to widen the pool for the Technical Academy and started trainees from a number of backgrounds:



Ethnicity Split



| | |
|---|--------|
| Any Other Black / African / Caribbean Background | 1.08% |
| African | 0.54% |
| Any Other Asian Background | 0.54% |
| Any Other Mixed / Multiple Ethnic Background | 2.70% |
| Any Other White Background | 1.62% |
| Caribbean | 1.62% |
| English, Welsh, Scottish, Northern Irish or British | 85.95% |
| Indian | 0.54% |
| Prefer not to say | 1.62% |
| White and Asian | 2.16% |
| White and Black Caribbean | 1.62% |

S3 – Pre-employment

In 2024 two students from Eton joined MCFT for a week's work experience and we employed 2 Interns and had a Graduate join the business. We have discussed with Eton about holding a further Business Insights Day where students from Eton and other neighbouring schools attend a day at MCFT to understand business and the world of work and what careers are available at MCFT.

S4 – Pre-employment

MCFT have had focused media campaigns to encourage women into the industry including testimonials from our female technicians and during International Women in Engineering Day, we had a blog running created by one of our female technicians. 7.5% of our tech population are female. We are a Disability Confident Employer. Our Recruitment Policy details our process for recruitment and on our applicant tracking system an Equal Opportunities statement is shown which each candidate is required to acknowledge they have read this.

S5 – Employment

When joining MCFT a Good Work Plan will be completed and reviews will take place during probation. Feedback is obtained from colleagues through the Performance Management process and fed back to the relevant business areas. During MCFT's regional conferences we use this time as an opportunity to get feedback on themes/issues. Have a feedback group in place to discuss issues and action change where possible

S6 – Post-employment

Where possible MCFT conduct an exit interview and feedback is cascaded to relevant areas. Power BI reporting tool recently created to assist with data gathering and reporting.

8 & S9 - Community Projects

Twickenham RFC – Trainee’s installed Rational Combi, Glasswasher, hot cupboard, hood dishwasher, bain marie - part of pre-loved equipment.



The Thorold Pub in Lincolnshire – preloved equipment donation – team installed hood dishwasher.



MCFT Leaver Feedback

Thank you for taking the time with us today to complete this survey. Gaining feedback from you around your time with MCFT will allow us to review current processes and procedures and make meaningful change where possible. Please be aware that in order for changes to be considered, it is important for senior management to have sight of colleague feedback and recommendations and therefore this survey will be shared as appropriate.

Brockweir Village shop and café – Wye Valley, preloved equipment donation of new fridge.



The Star of Greenwich, pre loved equipment fridge donated



Full kitchen refit by Trainee Team – pre loved equipment – Windsor and Eton Football club.



McFarlane Telfer Ltd
Unit B5
Westacott Business Centre,
Walsdenhead
SL6 3RT

8 March 2025

Dear Sir,

I am writing on behalf of Twickenham RFC to express my thanks for the assistance your new crop of field engineers provided as part of their induction programme held at Twickenham RFC.

Their commitment and attention to detail has made a significant difference to our kitchen operation, and I am incredibly grateful for everything they achieved.

One of the aims of the rugby club is to realise the potential of young people and the programme MCFT have in place to train apprentices sits comfortably with our own values and aims.


We'd also like to acknowledge the contribution Chris Pyle of MCFT makes in promoting a positive for the apprentices.

Once again, thank you for all your support, we'd be more than happy to offer our facilities for the next batch of apprentices.

Yours faithfully


Tim Hodgson
Twickenham RFC, Secretary



| | Topic | What are we going to do which we can test & measure | SDG # | Action | Score |
|-------------------|--------------------------------|--|---|---|-------|
| Governance | | | | | |
| G1 | Board Structure & Diversity | The Senior Leadership Team will be overseen by the Oversight Committee comprising the CEO, Regional Director and experienced, non-executive advisors, charged with ensuring sound governance and, specifically, appropriate, balanced board composition. | | Quarterly review carried out across topics including Risk, Health & Safety, ESG and Governance. No major issues reported. | |
| G2 | Executive Remuneration | Executive pay will be reviewed and determined by the Remuneration Committee and will be reported annually in comparison with median and lowest company salaries. | | | |
| G3 | Donations & Political Lobbying | None – whilst calling out negative impact on business and communities – MCFT will not stand by. |  | No political or lobbying donations | |
| G4 | Bribery & corruption | Policies, communication: the business will maintain an Anti-Bribery and Corruption Policy; all staff will receive training on induction and annual reminders | | Training carried out on induction and annual reminder during Comms meeting; no reported incidents. | |
| G5 | Policies & standards | MCFT will set up and maintain an ESG committee, with a formal remit and scope of work; the same to meet at least quarterly and initiate, vet and approve activities as well as monitoring impacts and reporting on same. | | Framework above and this report is the outcome | |

Influence-over/Example-set to our Industry: customers, peers and supply chain

It's difficult, as an SME, to exert anything other than good words over either Supply Chain or Customers – we just try to communicate what we do in the way of CSR.

Terence Horsman, head of ORCA, has continued his involvement in BSI, ISO and IFMA committees – liaising between European and US standard-setting

bodies as well as developing a standard for Technology in Facilities Management and working on the Communication of these new standards.

We are not current members of our UK Trade Association, the Foodservice Equipment Association, being somewhat at odds; we remain members of CFESA, the US organisation and George Roberts-Smith was honoured to accept a role on the Advisory Board.



Governance Framework

Scope & Limitations

With our spreading geographical locations, we recognise the need to extend our reach, assimilating local cultures and needs. Whilst our status in both the supply and procurement chains is not currently such that we can exert much influence, we continue to agitate in public fora, in print and in practice to advocate responsible sustainable procurement.

Structure

McFarlane Telfer is a privately owned limited company, managed by the majority shareholder, Chris Craggs, alongside an experienced senior team with line responsibilities. The company has regard to all its stakeholders – suppliers, community and our industry as well as staff and families. Direction and balance are given by recourse to external and experienced business advisors across various sectors – from HR & Finance to the Environment and Health & Safety. In order to ensure awareness and compliance, officers of the company keep abreast of Legislative, Trade and Governance issues by exposure to a regular and wide range of CPD, bringing back the pertinent developments for implementation by the team. The company measures itself and seeks accreditation against global standards and best practice.

Oversight Committee

With one eye on increasing interest in governance but mostly to set in place a structure capable of powerful and sustained growth, in 2021, we initiated an Oversight Committee, chaired by very experienced, non-exec advisor Barry Peat. With a very wide brief, ensuring that matters from audit regime through remuneration are regularly reviewed by a very experienced team,

Fair & Ethical Operating Practices

Our approach to this, in our B2B, non-consumer world (to which most of the standard is addressed) is straightforward – what we call Naked Maintenance.

1. Say exactly what you're going to do
2. Do it – and demonstrate a robust, credible system for same
3. Invite examination – at the time, immediately afterwards – or by looking at the figures months later. (Enabled by a 24/7 portal with full data and reports)

We endeavour to do just that – in a transparent fashion, confirming the scope of work we carry out, demonstrating the tools which will enable that to be confidently delivered and then providing real-time reports and status updates – with historical analysis.

Procurement

Our ability to flex sources of our key purchases – spare parts – is very restricted: if it's a thermostat for a Pitco fryer (as bought some years before by our customer) then we need to go to Pitco or their appointed parts supplier for that part – we can't (even if we had the information) produce an alternative, source a copy from China or substitute something "greener". Where there is latitude – from generic parts to stationery to vans or utilities (now [Octopus](#)), we seek to source sustainably – from Green Electricity, stationery from recycled sources, eco-rated vans (looking to introduce electric as soon as the range – and charging network – permits). We will seek accreditation to the CIPS Ethical Procurement and Supply Code.



Financials

| | |
|---|------------|
| Equipment donations & Charitable Services | £1,686.39 |
| Charity donations: | |
| 4x5s (customer surveys) | £1,563 |
| Rogues Gallery | £745 |
| Employee contributions | £3,202 |
| Christmas Raffle | £3,155 |
| Heart of England Carbon Offset | £8,481.60 |
| | |
| Total contribution from MCFT in 2024 | £18,832.99 |