

IMPACT REPORT 2025

WGC

Since 1974

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01 A MESSAGE FROM OUR CEO

I'm proud to share WGC's second annual impact report with you. This report builds on the story we began telling last year, explaining what matters to us and our ambitions for the future. It's full of intention and, this year, real progress.

A lot has changed since WGC was founded in 1974. As the company has grown, we've learned a great deal about our people and the impact of our services.



That learning led us to adopt a truly people-first approach and it continues to shape everything we do today and into the future.

We are taking action to protect the financial security, health and well-being of our team members in a variety of ways. This includes paying a Real Living Wage where contracts allow, training mental health champions, providing additional healthcare and pioneering effective, but less harmful, cleaning products. Our people live in communities, and we know that when communities thrive, we are all happier and healthier.

In 2025 we were proud to launch the WGC Foundation, supporting initiatives designed to create opportunities and promote positive outcomes in the communities we live and work in.

It has already established partnerships with respected national charities, and we have ambitious plans to grow its reach in 2026 and beyond.

We're also reducing our environmental impact, and over the past year we've taken real steps to understand how.

This includes recruiting a dedicated Sustainability Manager and investing in carbon accounting software to sharpen our understanding of where we can make the biggest difference.

Alongside this, we are strengthening our internal governance to ensure we can support our people and communities, respect the environment and run a financially sustainable business long into the future.

We've made meaningful progress this year, but in many ways we're just getting started. I'm genuinely excited about what lies ahead for WGC in 2026 and beyond.

For more about our aspirations going forward, take a moment to read Morgan Price's 'looking forward' view at the end of this report.

A handwritten signature in black ink, appearing to read 'Martin Birch', with a long, sweeping horizontal line extending to the right.

Martin Birch
CEO



02 SETTING NEW STANDARDS

Industry Challenges

The work of the housekeeping and facilities management industry is often hidden from public view, despite the fact that it ensures the comfort of millions of people, every day. Staff can be undervalued with low pay and zero hours contracts aren't uncommon.

Health issues can arise from the physical nature of the work and the chemical products used. Contracts with hotels in particular tend to be short (2 years) and, as they are won and lost, workers are routinely transferred from one employer to another.

Companies like WGC, who manage housekeeping functions also have the challenge of managing teams that are spread over large geographical areas.

Employees can often feel closer to the culture of the hotel or building they work in than the culture of their employer.

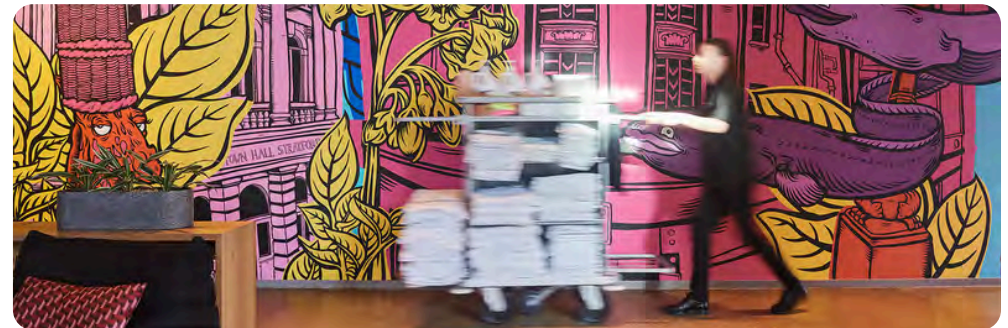
The broad geographical nature can also make it harder to monitor and influence good environmental practices across all sites.

At WGC, we're aware of these challenges. We believe it's high time to set new industry standards and are already asking ourselves the following challenging questions to help us achieve this.

We've made it our mission to excel in service delivery sustainably and to rise to these challenges and, as you'll see, this approach is already making a difference to our people, partners and communities.

How do we:

- Ensure better job security for our people?
- Protect the health and well-being of our employees?
- Empower our housekeeping teams to fulfil their potential?
- Engage with partners to ensure all employees are paid a Real Living Wage?
- Help our teams feel connected to our culture when they are so geographically spread and embedded within partner sites?
- Have a positive impact on the communities we work in?
- Support our partners in their Net Zero journey? Decarbonise our operations whilst maintaining/enhancing the quality of our work?
- Balance growth with a desire to reduce our carbon footprint?
- Put in place systems and processes to enable change, measure progress, and ensure we are working on the most impactful activities?





03 OUR APPROACH TO IMPACT



People

Our people-first vision includes our support staff, operational teams and the communities in which we live and work.



Planet

Working sustainably means understanding and reducing our carbon footprint, limiting our water usage, reducing the amount of waste produced, and innovating to eliminate harmful chemicals from our operations.



Governance

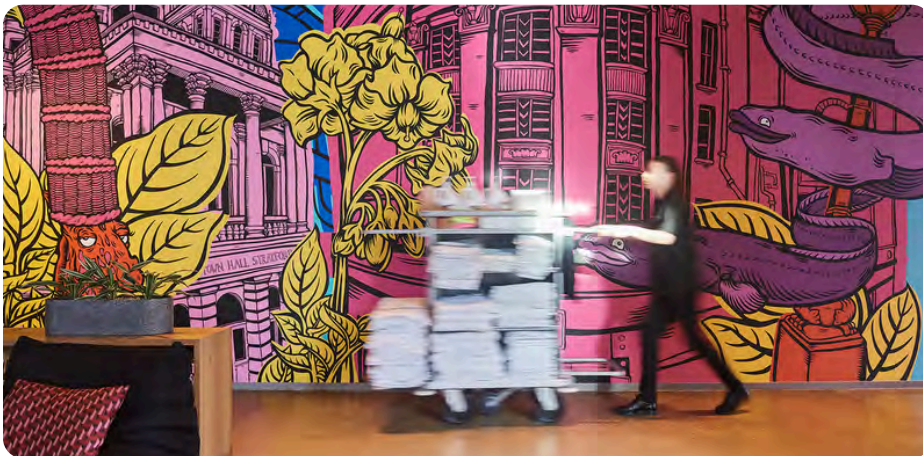
We can only achieve our vision and mission by having the right resources, processes and policies in place.



04 PEOPLE: EMPOWERING OUR PEOPLE AND COMMUNITIES

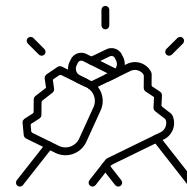
How do we:

- Protect the health and well-being of our employees?
- Empower our housekeeping and facilities management teams to fulfill their potential?
- Ensure better job security for our people?
- Engage with clients to ensure all employees are paid a Real Living Wage?
- Help our teams feel supported and connected to our culture when they are so geographically spread and embedded within our client's sites?
- Have a positive impact on the communities we work in?



Vision: People first

WGC's Values



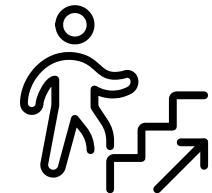
Personable

working with us is
a great
experience



Proud

being proud of
what we do



Progressive

never staying
still

PEOPLE

Empowering our People

Over the past 12 months, WGC has accelerated its people transformation, shifting from individual initiatives to an integrated strategy that connects leadership development, personalised wellbeing support, and operational consistency. With over 5,000 employees across the UK and Germany, creating clarity, confidence and cohesion has been central to our 2024-2025 agenda.

Open Door sessions

It's important to us that our teams feel heard, supported, connected and part of a team, particularly when they are so geographically spread.

Our Open Door Sessions remain a cornerstone of management support. These weekly virtual forums bring managers together across sites to share practical guidance, discuss real-life scenarios, and build confidence in handling complex people situations.

Attendance at the Open Door Sessions has seen 1,800+ in the past 12 months

in 2025, the sessions evolved to focus on:

- Sexual harassment and domestic abuse awareness
- Neurodiversity and dignity at work
- Absence and performance management
- Religion, belief, and inclusive leadership
- Mental health and wellbeing initiatives
- Legal compliance and policy updates

Sessions are scenario-led and interactive, enabling managers to implement shared best practices across sites, improving operational consistency and strengthening employee experience.

"WGC was nominated for People Team of the Year 2025 at the National British HR Awards due to the Open-Door Session initiative and the broader people strategy."

BRITISH HR AWARDS
2025

Impact

- 1,800+ manager attendances in the past 12 months
- Strong repeat participation
- Noticeable reduction in HR-related errors and queries
- Earlier escalation of complex employee relations cases
- Improved manager confidence and decision-making
- Positive qualitative feedback from employees receiving tailored wellbeing support
- Enhanced alignment across sites

Rob McKellar-McCarthy,
People
Director



PEOPLE

Wellbeing & Personalised Support

Beyond leadership forums, 2025 has seen a significant expansion of tailored 1-2-1 employee support. Our dedicated Wellbeing Team has provided structured assistance for colleagues facing health, mental health, and personal challenges, including:

- Supporting return-to-work programmes for long-term sickness
- Tailored risk assessments and reasonable adjustments
- Mental health conversations and referral to specialist support
- Early intervention conversations to prevent escalation of stress or burnout
- Guidance for financial, legal, or life-management challenges

By offering personal, actionable support, wellbeing is embedded in day-to-day operational life, rather than a separate initiative.

Prioritising mental health

Mental health continues to be a strategic priority. Through Open Door Sessions, tailored 1-2-1 support and wellbeing initiatives, WGC has normalised conversations around:

- Stress, anxiety, and emotional wellbeing
- Menopause and life-stage-related mental health impacts
- Financial stress and domestic abuse awareness

These initiatives focus on early intervention, prevention, and sustained support, creating a culture where employees feel heard, safe and valued.

Access to Healthcare & Wellbeing Support

At WGC, we recognise that full-time work, family commitments and life's challenges can make it difficult for employees to access the healthcare and support they need. To ensure our people are supported in every aspect of their wellbeing, we provide all colleagues with HSF Assist.

HSF Assist provides employees with:

- GP Advice Line: Access consultations via phone or video, with prescriptions delivered directly to their home
- Counselling Support: Up to six sessions delivered locally, online, or by phone, complemented by guided self-help modules and signposting to relevant services
- Practical Life Assistance: Support for legal, financial, and life management issues, helping employees navigate challenges outside of work
- Mental Health First Aid: Confidential guidance and early intervention to address stress, anxiety, and emotional wellbeing



Alongside HSF Assist, our Wellbeing Team and Mental Health Champions provide personalised 1-2-1 support tailored to individual circumstances.

This multi-layered approach ensures that wellbeing is proactive, personalised and accessible, creating a culture where employees feel cared for and supported at every stage of their working life.



PEOPLE

Careers: Employee Stories

Magda Drwiega's story

I began my journey with WGC in 2005 as a Room Attendant in London. From the very beginning, I was determined to work hard and learn as much as possible.

At WGC, we believe in the value of internal promotion. Recognising and investing in the people who have committed time and energy to the company rewards their dedication and hard work whilst allowing us to benefit from their knowledge and experience gained on the ground. A number of our support staff started their careers with WGC in operational roles, and have shared their stories of how they reached their current positions. Our South Operations Director, Magda Drwiega, has shared her experience:

After a short four-month break, I returned in 2007 and stepped into a Supervisor role at the Ramada London ExCeL. That was the moment I truly began building my career.

In July 2008, I was promoted to Head Housekeeper. Shortly after, I made a life-changing decision. In January 2009, I moved to Bristol to take on a Head Housekeeper role at the Mercure Bristol Brigstow Hotel. Relocating was both a personal and professional milestone for me, proving that growth often requires courage and stepping outside of your comfort zone.

In January 2011, I was promoted to Area Manager. Throughout my career, I also took a four-month maternity break, returning in January 2013 even more motivated and focused on progressing further. In 2016, I was promoted to Regional Manager, continuing to expand my leadership responsibilities and operational oversight.

In March 2022, I stepped into the role of Operations Director. Today, I lead a very busy London operation, as well as the South of the UK and Wales. I also oversee the Nights Division in London, where we provide specialist cleaning services, including marble care, in some of the most prestigious 5-star hotels.

My journey has been built on resilience, commitment, and a strong belief that people are at the heart of everything we do. Each step forward came with challenges, but also with opportunities to grow, develop others, and strengthen our operations. WGC has given me the platform to progress from Room Attendant to Operations Director, and I remain passionate about developing our teams and creating opportunities for others to succeed—just as I did.

"I began my journey with WGC in 2005 as a Room Attendant in London. From the very beginning, I was determined to work hard and learn as much as possible."

Magda Drwiega
Operations Director - South



PEOPLE

Anna Majcher's story

I began my journey in hospitality in 2006, starting in hotel housekeeping as a Room Attendant. From the very beginning, I developed a strong passion for operational standards and team support.

Through dedication and hard work, I gradually progressed through several roles, being promoted first to Supervisor and later to Head Housekeeper.

A few years later, the property management changed, and I continued working while gaining valuable operational experience. During that time, I also moved into apartment operations in Bristol, where I was responsible for overseeing two properties and was promoted to Housekeeping Manager.

In 2014, WGC took over the apartments, and this marked the beginning of my journey with the company. My experience and operational knowledge were recognised, and I was promoted to Cluster Manager, where I was responsible for five hotels, including the apartments. Over time, the portfolio of properties I supported grew significantly, eventually reaching eleven properties across the region.

After taking maternity leave, I returned to WGC in a part-time role as a Support Manager. In this position, I worked closely with three Area Managers across the South West, visiting sites and supporting teams with operational challenges, team management, and maintaining service standards, using the knowledge and experience I built over more than 18 years in hospitality operations.

In 2024, I decided to take a new step in my career and applied for a role within the People Department as a People Engagement Coordinator. At that stage, I was looking for a full-time opportunity that would also allow me to balance my professional

responsibilities with being a mum to my young son. I was delighted when my application was successful, and I joined the People Team.

Since joining the department, I have had the opportunity to continue developing my skills, and a year later I was promoted to Health and Wellbeing Lead. In this role, I continue to use my operational experience and the skills I have built over many years in hospitality to guide and support Area Managers and Head Housekeepers across the company, helping them manage employee wellbeing, sickness absence, and return to work processes effectively.

"I began my journey in hospitality in 2006, starting in hotel housekeeping as a Room Attendant. From the very beginning, I developed a strong passion for operational standards and team support."

Throughout my career, I have remained committed to personal and professional growth. I have also been incredibly fortunate to work with such a supportive and positive team.

I truly believe that WGC is moving in a direction where people are at the heart of the organisation, and I am proud to be part of a team that works every day to improve the employee experience.

I look forward to continuing my journey with WGC and hope to keep growing within the People Team for many years to come.

Anna Macher
Head of Wellbeing



PEOPLE

The employee journey

We continue to focus on delivering a positive, structured and supportive employee journey at every stage, from recruitment through to progression and development.

Recruitment remains locally focused, enabling us to provide accessible employment opportunities within the communities in which we operate.

This ensures alignment between our workforce and the needs of our partner sites, while also supporting community engagement and long-term sustainability.

In 2025, WGC has continued to invest in developing clear career pathways and progression opportunities. This includes:

- Ongoing placement of employees onto apprenticeship programmes in leadership and management
- Development of structured pathways for internal progression
- Creation of a defined development journey for supervisors transitioning into management roles

As part of this, supervisors will undertake a 3-month structured training programme designed to build foundational management capability.

This programme will focus on key areas including communication, people management, operational leadership and decision-making.

This approach ensures that individuals stepping into leadership roles are fully prepared, supported, and equipped with the skills required to succeed, while also strengthening internal succession planning and retention.

Overall, WGC remains committed to investing in its people, creating opportunities for growth and ensuring that employees can build meaningful, long-term careers within the organisation.



PEOPLE

Partnerships

We continue to strengthen strategic external partnerships to enhance the employee experience, support wellbeing, and drive continuous organisational development.

Key partnerships include:

- Workplace Mental Health Charter — supporting our ongoing commitment to mental health awareness, education, and best practice across the organisation
- Includability — reinforcing our approach to inclusion, wellbeing, and responsible business practices, while benchmarking against recognised standards
- Working Chance — enabling individuals to access a fresh start through meaningful employment opportunities, supporting social mobility and creating pathways for long-term careers within WGC
- Real Living Wage — demonstrating our commitment to fair pay and financial wellbeing, ensuring our employees receive a wage that reflects the true cost of living

Alongside these partnerships, we have strengthened our internal support network through the introduction of Mental Health First Aiders and Money First Aiders across the business. These trained colleagues provide accessible, early-stage support, helping employees navigate mental health challenges and financial pressures with confidence, while signposting to appropriate professional services where needed.

Together, these partnerships and internal support structures ensure that WGC delivers a holistic approach to wellbeing — supporting employees both inside and outside of the workplace.



PEOPLE

Next steps for WGC

Employee Training

Looking ahead to 2026, WGC will build on our strong foundations with the introduction of a dedicated National People Trainer, delivering structured leadership programmes focused on:

- Positive behaviours and people-first management
- Mentoring and capability development
- Succession planning and internal progression
- Retention and sustainable leadership across the organisation

This role will complement the Open Door Sessions, ensuring leadership development is both immediate and structured, and that employee experience remains consistently excellent.

Onboarding and induction

We are currently in the process of reworking our entire induction and onboarding experience to further enhance consistency, quality, and early engagement for all new colleagues. A key development in 2026 is the introduction of a dedicated National Onboarding and Experience Trainer, who will lead the delivery of induction for all new employees from their first day.

This centralised approach will ensure that every new team member receives structured, professional and consistent training regardless of location or role. The induction programme is designed to provide a strong foundation in:

- WGC values, culture and expectations
- Company policies and procedures
- Health, safety, and compliance standards
- Day-to-day operational practices
- Inclusion, wellbeing and support available to employees
- Our objective is to ensure that all new starters fully understand how WGC operates, what is expected of them and how they can succeed in their role from day one.

By standardising the onboarding experience, we will improve early engagement, increase confidence among new starters and strengthen retention by ensuring employees feel informed, supported and connected from the outset.



05 PLANET: MAKING MEANINGFUL PROGRESS



Our key focuses:

- Decarbonising our operations whilst balancing growth of the business and maintaining the quality of our work
- Supporting our clients in their Net Zero journey
- Mitigating any negative impacts on the environment
- Engaging our employees and suppliers in our sustainability journey

To address these challenges, we need to understand our carbon footprint with a view to reducing it, limit our waste production and use of natural resources, and continue to innovate to eliminate harmful chemicals from our operations.

Learnings

Our work to date with Includability and through benchmarking ourselves with EcoVadis, highlighted that historically our primary focus has been our People pillar. Whilst we're very proud of the progress we've made in this area, it highlighted to us the fact that we need to put more time and resources into improving our data and our strategy, particularly in relation to our environmental impact. The addition of our new Sustainability team has allowed us to begin progressing with intention in this area.

PLANET

Carbon footprint

Previously, we've estimated our carbon footprint through calculating our scope 1, 2 and elements of our scope 3 emissions through our head office data. We used this data to inform our funding of over 35,000 trees through Ecologi. We recognised that this wasn't the most accurate or comprehensive approach to calculating our impact. We've since invested in a cutting-edge carbon accounting software to improve our understanding and transparency of our carbon emissions.

Benefits of the software include:

- Eliminated errors and inaccuracies arising from manual data management
- Eliminated data gaps by detecting missing or inconsistent data
- Uses the best emissions factors from a range of transparent sources
- Integrates supplier-specific emissions for increased accuracy

We're using the platform to conduct a comprehensive audit of our carbon emissions. Following this, we'll be establishing our baseline, setting absolute and intensity-based reduction targets, and working on long term strategies to achieve them. We want to be sure we don't rush this process, so we haven't shared our data or targets yet. We will look to share updates on our carbon footprint reduction journey as soon as we can, and hope this will be before we publish our next impact report. You can keep up with our sustainability progress updates, including carbon reduction, on our website: <https://wgchq.com/>



35,000+ trees
funded



100% renewable
electricity

PLANET

Sustainable travel and our transition to electric vehicles

We're not waiting to set official reduction targets before taking action to limit our carbon emissions. Transitioning our fleet is one way we've been working to reduce our environmental impact. We committed to a plan of action following our transport audit as part of the Energy Savings Opportunity Scheme.

This includes working with Lex Autolease to replace our current fleet of 38 vehicles with electric or hybrid alternatives at the end of their lease. Since last year, we've increased the proportion of hybrid and electric vehicles in our fleet (now over 70% combined). We've also implemented eco-driver training for all business drivers, to tackle emissions from every angle.

VEHICLE FUEL TYPE	% OF FLEET as at 30th Sept. 2025
Diesel / Petrol	29% (38% in 2024)
Hybrid	58% (55% in 2024)
Electric	13% (7% in 2024)



PLANET

Sustainable cleaning products

In our last report, we detailed our pilot switch away from traditional products containing bleach and other harmful chemicals, to probiotic cleaning products, which are:

- biodegradable
- plant-based and probiotic
- not tested on animals
- delivered in recycled bottles
- made in the UK

In 2024, we made a full transition to these products across the business. As well as reducing exposure to harmful chemicals, this move reduces the number of plastic bottles used thanks to the fact that one 5 litre container contains enough product for up to 125 spray bottles.

Our partners are happier with this product too as it provides a better, longer-lasting clean. The microorganisms in the products result in an instant clean, but even better results over time as the product continues to work after application.

Green Tick® Certification

In 2024, the full product range began the process of the sustainable certification with Green Tick® - the global, independent and reliable ecolabel. The Green Tick® Sustainable Certification provides independent, third-party verification that products, services, and processes meet clearly defined environmental and social responsibility standards.

Certification is based on a comprehensive life-cycle assessment approach, considering a product's impact from material sourcing, through manufacturing, use, and end-of-life.

Key assessment areas include:

- Environmental impact and resource efficiency
- Human and environmental safety
- Responsible sourcing and manufacturing practices
- Biodegradability and impact beyond product use
- Transparency, traceability, and compliance
- Certification carried and completed independently by British Standards Institution



PLANET

Reducing our resource use

We recognise the importance of mitigating our global and local environmental impact by reducing our use of natural resources and limiting our waste production. In 2025, we have:

- Switched to 100% renewable electricity usage at all WGC managed sites including our head office
- Began training our employees on a range of topics relevant to our business that are aligned with the UN's Sustainable Development Goals
- Separated our waste into five streams, with 78% being recycled, and 100% of waste being diverted from landfill

Next steps are focused on:

- Setting ambitious environmental targets, including a Net Zero target
- Working with The Conservation Volunteers to fund the planting of thousands of trees with community groups across the UK
- Getting our teams involved in conservation-based volunteering activities

78%
waste recycled

100%
diverted from landfill

5
waste streams diverted



06 GOVERNANCE: ACCOUNTABILITY, TRANSPARENCY & EFFECTIVENESS

How do we:

- Empower our people and communities, respect the environment, whilst running a financially sustainable business?

Our Structure

We have recognised the need to improve our governance. Whilst there is still a lot to do, we have made some material changes including reinstating our Executive Committee (ExCo), and evolving the role of our Chief Information Officer, Tom Bailey.

In 2025, we recruited a new Sustainability Manager to take on the further development and implementation of our sustainability and impact strategy. With a dedicated resource to lead us in these areas, we're confident of the progress we can continue to make.

Certifications

EcoVadis

To assess our business for Environmental, Social and Governance (ESG) risks, meet our sustainability goals and drive impact, we have started benchmarking our business using the EcoVadis platform. Over the last year, we have been using EcoVadis to help drive our direction for making progress across our impact areas. We still have work to do, but we're proud to have already seen our work reflected in our latest EcoVadis scorecard results.

Our score increase earned us a fast mover badge. Our recent prioritisation of sustainability and environmental impact saw our score in the Environment category rise from 30/100 to 58/100.

On top of this, we also saw a significant increase in our carbon rating, with EcoVadis assessors noting multiple strengths in our carbon management system.

30→58
EcoVadis Environment Score

Whilst we're proud of our recent scorecard, we plan to further expand our use of the platform to continue to evaluate our operations and identify more areas for improvement. We'll be taking a cross-team approach to ensure we implement best practice across all areas of our business. Continuing the annual assessment process will allow us to transparently share our progress with our clients and partners.

GOVERNANCE

B Corp

In our last report, we shared that we were working with Laura Slack, B Corp Consultant with a view to completing the B Impact Assessment to assess our impact across governance, workers, community, the environment, and customers. Our goal was to become B Corp certified to demonstrate our commitment to our business being a force for good.

We were previously working towards the original B Corp standards, to raise our score to the 80+ points needed to make the application. During this time, the new B Corp standards were released so we worked with Laura to perform a full suitability assessment. Following this, we made the difficult decision to pause our B Corp application to prioritise our ISO certifications and work on our EcoVadis scorecard. We remain supporters of B Corp and everything that being B Corp certified stands for. We hope to pursue B Corp certification in the future and in the meantime we will continue to align our business with the standards as closely as we can.

ISO

We previously shared our plans to embark on the process of obtaining ISO 14001 certification, a standard for establishing an Environmental Management System (EMS). We've begun this process and also expanded our scope to include further relevant ISO certifications.

We will now be working to obtain:

- ISO 14001 (Environmental Management Systems)
- ISO 45001 (Occupational Health and Safety Management Systems)
- ISO 27001 (Information Security Management Systems)
- ISO 9001 (Quality Management Systems)

We hope to obtain all four ISO certifications in 2026, demonstrating our commitment to aligning with best practice across our business.



08 WGC FOUNDATION

Creating lasting impact through action

The WGC Foundation was officially launched in 2025, marking a significant milestone in our commitment to supporting the WGC community, as well as national organisations and communities across the UK. The Foundation represents an important step in strengthening our collective ability to deliver meaningful social impact and create lasting positive change.

"The Foundation's mission is clear: to raise and distribute more than £1 million by 2030 while positively impacting the lives of over 25,000 people."

Since its launch, the Foundation has established partnerships with several respected national charities, including Centrepont, The Lucy Rayner Foundation, and Haven House Children's Hospice.

These partnerships enable us to provide meaningful support to individuals and families who need it most, while ensuring that the Foundation's work is aligned with organisations that have deep expertise and a proven track record of impact. By working collaboratively with these partners, we can amplify the reach and effectiveness of our efforts on a national scale.



07 WGC FOUNDATION

Through targeted funding, strategic partnerships, and active volunteer engagement, as well as supporting our partners, the Foundation aims to deliver lasting and measurable improvements within our communities. This approach ensures that support is both purposeful and impactful, addressing real needs and helping individuals.

Central to the Foundation's success is a dedicated community of volunteers from across WGC who are committed to supporting and driving its work forward. Colleagues from across the organisation contribute their time, skills, and enthusiasm to help lead fundraising initiatives, support charitable partners, and participate in volunteering opportunities. Their collective passion and commitment form the foundation of the initiative, helping to build a strong culture of giving and community support.

To further support these ambitions, a comprehensive fundraising strategy is in place for 2026. This strategy is designed to mobilise colleagues, partners, and supporters across the organisation through coordinated campaigns, events, and community engagement activities. These initiatives will play a key role in building momentum for the Foundation and ensuring steady progress towards its long-term fundraising and impact goals.

Alongside its social impact ambitions, the Foundation is also committed to advancing environmental responsibility and supporting sustainable initiatives. By embedding sustainability into our practices and partnerships, the Foundation aims to contribute to a more resilient and responsible future.

Together, these efforts reflect WGC's long-term ambition to deliver meaningful support, strengthen communities and create lasting positive impact well beyond 2030.





08 LOOKING FORWARD

Looking ahead to 2026 and beyond, it couldn't be a more exciting time to be part of WGC's journey to become a more sustainable and positively impactful business. As we continue on this path, our teams across the business continue to engage and dedicate themselves to enacting change and being a force for good. It's incredible to see our people going out of their way to be part of this journey.

Sustainability has become part of our strategic vision. It's embedded in our vision for the future of the business; it's a determining factor in the decisions we make, and it drives the partnerships we choose to pursue. It's truly inspiring to be contributing to initiatives across the business where sustainability is not just a consideration, but a clear priority.

Our focus going into 2026 will see us further aligning our operations with internationally recognised benchmarks across the business.

We're planning to expand the use of the EcoVadis platform to continuously improve our approach to sustainability and carbon management. More broadly, we'll be pursuing a suite of core ISO certifications, cementing our commitment to best practice and being a truly responsible business.

We'll also be working more closely with our partners and suppliers to innovate together. We will continue to prioritise working with cleaner and greener products to provide the best possible service to our partners. Collaboration with our suppliers will be another key step to enhance sustainability across all levels of the supply chain.

A cornerstone of all partnerships is a mutual commitment to driving down any negative environmental impacts, such as waste and emissions, whilst committing to bettering the communities we work in.

We believe in transparency when it comes to sustainability, so following the publication of this report, we plan to deliver more regular updates on our progress. This includes the results of our comprehensive carbon audit which will be completed in 2026, and any subsequent emissions reduction targets. We'll also be sharing more on how we engage our people to take part in initiatives promoting conservation and community impact, and the organisations we're partnering with to do this.

As we set out our ambitious goals and vision, we know we will face some challenges along the way, but we see it as an opportunity to learn, grow, and to lead our industry into a cleaner and greener future. With our dedicated teams and like-minded partners on our side, we know we can make a lasting positive impact for our people and our planet.

As we come to the end of this year's report, I want to thank our board of directors for their leadership and support in ensuring sustainability remains a key priority for the business.

Thank you to all of our partners across the business who have helped elevate and share our vision for sustainability.

A final thank you to all the teams who contributed to this report, who continue to take meaningful positive steps each day.

Morgan Price
Sustainability
Manager



Connect with us

Website

wgchq.com

Email

hello@wgchq.com



WGC

Since 1974

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