



vigilance

IMPACT REPORT 2024



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Our Mission

To deliver security with integrity, guided by our military heritage and high professional standards, as we sustainably protect our customers, stakeholders, and the environment.





A Word From Our CEO

Sebastian MacKenzie-Wilson

“Security and sustainability
can travel hand in hand”

It feels as if more water than usual has passed under the bridge since we last put our heads together to reflect on our trajectory as a B Corp. In that time the Vigilance family has grown significantly by joining forces with Orbis Protect, a closely aligned provider of people, property and site services. As an independently run business in a wider group, Vigilance remains a standalone specialist delivering our unique security services loyal to our core values. While retaining our independence we have been able to embrace a new community that offers us access to a wider suite of technological and systems based innovations that better serve the communities we protect.

Applying the widest angle lense to our goals, our enduring drive is to be a beacon of best practice in the security industry, a promoter of the value of B Corp certification, and a committed advocate for the communities that we value so highly. We are particularly enthused about the opportunities to promote the benefits of being a B Corp, and the focus that this places on being a force for good in daily business operations.

Zooming in more closely on the internal activity of the past year, as a collective we have been particularly pleased to have strengthened our team's resolve to refine our environmental strategies and to enhance our sustainability impacts across our business. We have seen ongoing success in achieving mission milestones in our promise to arrive at a zero waste culture while continually reducing our carbon footprint. These achievements will become evident through this impact report.

Since last writing, we have also sought to amplify our focus on wellbeing initiatives that can benefit the people we impact, from employees to contractors to wider community stakeholders. In particular, we are proud to have greatly improved mental health awareness within our business, engaging with MHFA England to educate staff and stakeholders within the workplace, while simultaneously lending support to initiatives such as suicide awareness in our sector, and diversity, equity and inclusion training for our workers. At the same time we have chosen to invest in employee benefits initiatives, including providing free access to online health and wellbeing resources and increasing holiday leave entitlements to include staff birthdays.

With our eyes firmly set on our course for the year to come, we want to enhance our B Corp score. This is not merely a goal in itself but a necessity given the developments of the past year and the benefits of scale we now enjoy. We want to show that security and sustainability can travel hand in hand. The life of our business is never a static object, and like every family we seek to grow and mature while staying true to the community ties that bind us. For that reason it is a unique privilege to be able to reaffirm our ongoing commitment to the B Corp cause this year, and to signal firm intention to be a greater force for good in the next.



What makes us different?

Unlike many security suppliers, our Senior Management Team brings expertise from varied business and commercial backgrounds, giving Vigilance a strategic approach beyond traditional security provision. This experience makes us adept in risk management and attuned to our client's broader objectives, allowing us to provide solutions aligned seamlessly with their goals. We aim to challenge industry norms, driving progress through data and technology to deliver tailored, adaptive solutions that meet evolving needs. As the world's first B Corp certified security company, our ethical mindset is the hallmark of our intent to positively disrupt an industry sector that needs to embrace change.

What sets us apart is not just what we do but how we approach every aspect of our business. With an unmatched industry commitment to Environmental, Social, and Governance (ESG) standards, each decision is made with consideration for its impact on society and the planet. We are proud to lead the way in responsible security practices, setting a benchmark for the industry.

Our ESG & Corporate Social Responsibility Agenda

At Vigilance, our ESG and Corporate Social Responsibility approach is rooted in solid ethical principles, establishing us as a positive force within the security industry.

B Corp certification has cemented our purpose driven model, marking a milestone for Vigilance and the sector. We measure our ESG impact through four pillars: ethical conduct, raising awareness, community engagement, and charitable support, each reinforcing our dedication to a greater purpose beyond profit.

Our clients predominantly share our commitment to sustainable practices, allowing us to build partnerships aligned with ambitious ESG targets. This collaboration goes beyond compliance, fostering a network of responsible businesses focused on social and environmental impact. Vigilance remains dedicated to amplifying our impact, whether supporting local communities, investing in sustainable technologies, or engaging in charity. Through these efforts, we seek to inspire industry change and demonstrate that security and sustainability can, and must, coexist.



Honouring Our Military Personnel

At Vigilance, we take immense pride in our commitment to the military community. Our journey to achieving the prestigious Employer Recognition Scheme (ERS) Gold Award has been integral to that commitment. This award represents the highest level of recognition for organisations supporting the Armed Forces Covenant and signifies our dedication to the men and women who have served.

Our Gold Award isn't just a symbol; it's a promise. It reflects our respect for the military community's unique skills, resilience, and dedication, qualities we value and foster within Vigilance. Our organisation was built on a foundation of military expertise, with many of our team members having served in the Armed Forces, including the renowned Brigade of Gurkhas. Dedication, and common purpose inspire us and shape the high standards we uphold in our services.

With the ERS Gold Award, we reaffirm our commitment to providing meaningful employment and career development for veterans and reservists, offering unwavering support for their families. This support is integral to who we are. It honours our ex-military heritage and creates pathways for others transitioning from military to civilian life, helping them to make the most of their skills in a supportive environment.

Through our engagement with the scheme, we honour the legacy of our military personnel while remaining steadfast in our pledge to make Vigilance a place where their contributions are valued, their growth supported, and their dedication recognised. We see our ERS Gold status as an achievement and a responsibility to set a standard within our sector and sustain a workforce enriched by military values of integrity, courage, and service.



EMPLOYER
RECOGNITION
SCHEME

GOLD AWARD

Impact Areas



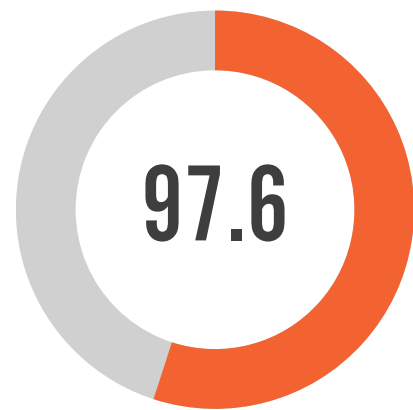
Public Footpath
to THAMES PATH

B Corp Impact Score

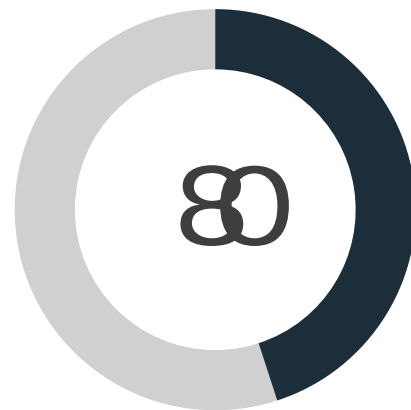
Achieving a B Corp score of 97.6 represents a significant milestone for Vigilance, affirming our commitment to operating with purpose, integrity, and social impact. As the first professional security company globally to receive B Corp certification, we recognise the responsibility accompanying this achievement, driving us to further strengthen our practices across all impact areas.

Our B Corp journey has reinvigorated the social enterprise mission that underpins Vigilance, founded initially to help Armed Forces veterans transition into civilian life. Many of our colleagues are former British Army personnel, including members of the Brigade of Gurkhas, and our heritage remains a powerful influence on our values. We continue to honour this ethos by providing meaningful opportunities and supporting community-focused initiatives locally and abroad.

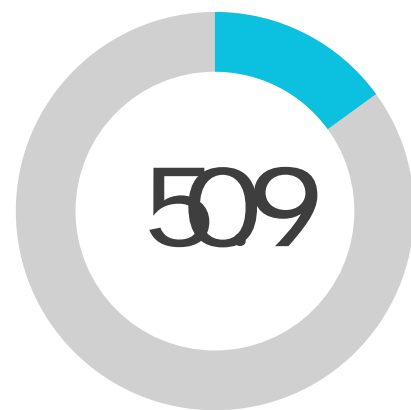
By focusing on each impact area, we aim to lead by example within the security industry and contribute to a future where businesses prioritise people and the planet alongside profit. For Vigilance, increasing our B Corp score isn't just about numbers; it's about staying true to our profoundest roots and reinforcing our mission to protect with purpose, ensuring we leave the lightest possible footprint in every community we serve.



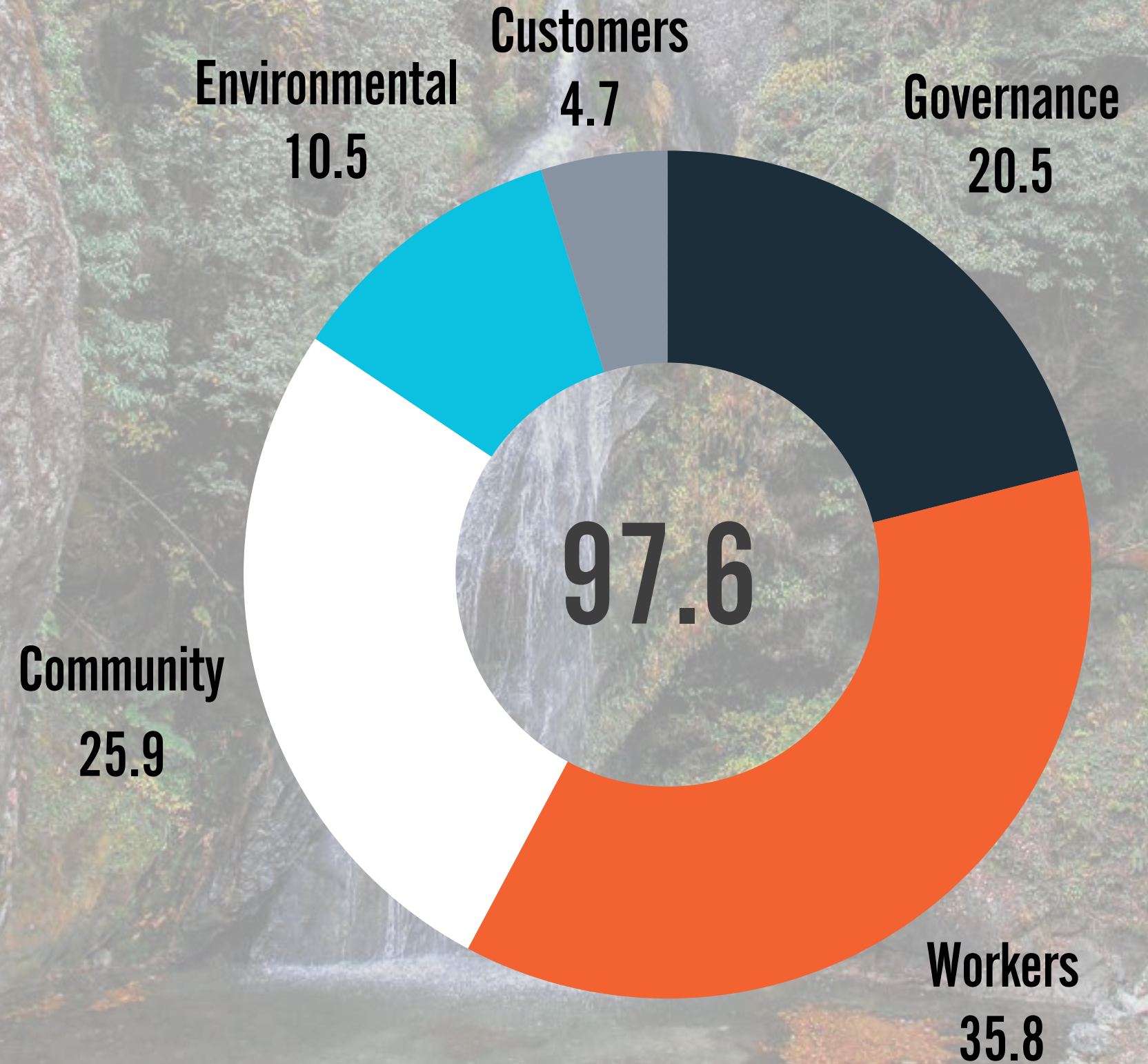
Vigilance B Impact Score



Qualifies for B Corp



Ordinary Businesses



Impact Area Workers

In 2024....

We took steps to ensure our workforce was supported, engaged, and equipped with the tools for personal and professional growth. We launched an online resource accessible to staff, designed to enhance financial literacy, improve understanding of various financial engagements, and strengthen both short and long term financial management skills.

We also transformed our existing social media inclusivity policy into a fully online training programme including LGBTQIA+ awareness to strengthen our commitment to inclusivity. This ensures that our workforce is attuned to understanding and supporting diverse identities.

We continued investing in developing future leaders through tailored junior management programmes, offering training, mentorship, and real-world experience to emerging talent within our organisation. Two employees received distinctions in their Security First Line Manager courses.

In 2025...

We will deepen our commitment to the well-being and inclusivity of our employees. We will introduce an online mental health training course, building off our previous management training from MHFA England. This programme will focus on recognising mental health challenges, promoting well-being, and providing support.

To recognise the importance of work-life balance, employees will receive an extra day of holiday on their birthdays and a new policy will be introduced to support breastfeeding mothers and ensure access to flexible working hours and comfortable workplace spaces.



In 2024....

Governance within Vigilance leapt forward with our acquisition by Orbis Protect, which enhanced the senior leadership at the helm of our business. This transition brought fresh perspectives and energy to our board of directors, driving further meaningful improvements in transparency and accountability.

The additions to our leadership group bring a wealth of expertise from diverse sectors, ensuring that Vigilance benefits from a broader, more holistic approach to decision-making. This restructuring has empowered us to focus on strategic growth without compromising our commitment to ethical standards.

In 2025...

We will for the first time in our history, take a bold step forward by publishing our financial performance on our website, making it fully accessible to stakeholders and the public. This decision is not just about sharing numbers; it's about reinforcing our commitment to ongoing transparency and building trust with all who engage with our business.

By making our financial results publicly available, we are providing a clear, unfiltered view of our operations, demonstrating that we are accountable not only to our shareholders but also to our employees, clients, suppliers, and the broader community.





Compliance

As security professionals, compliance is integral to our operation. We maintain the highest standards, and regularly undergo the most scrupulous auditing, so that we are working at the highest levels.

Our operational staff undergo rigorous vetting and training, and we push them to further develop their skills and qualifications throughout their time with us. Every member of operational staff is individually SIA licensed to Door Supervisor level or higher.

We are, of course, fully insured with our own Employer's Liability Insurance, and with Public & Products Liability Insurance policies carrying indemnity limits of up to £15,000,000 for any one claim.



In 2024....

Our community engagement reflected our core values of inclusivity, charity, and local involvement. We introduced toolbox talks across the organisation, focusing on creating an inclusive environment for LGBTQIA+ individuals. We proudly supported The Not Forgotten, helping veterans and disabled individuals by raising awareness of the charity to support fundraising efforts. Our involvement in the Source to Sea challenge helped raise funds for LandAid. Our Commercial Director, Mark McDonald, embarked on a year-long challenge, giving up alcohol for 12 months and raising over £8,000 for the charity in memory of his father-in-law, who sadly passed away from a heart attack. This personal dedication not only honoured his family's loss but also contributed significantly to supporting life-saving research.

In 2025...

We will initiate a security volunteering programme with local community initiatives, focusing on providing safety and support to vulnerable people in our local area. Our enduring partnership with the Gurkha Welfare Trust will continue to deliver essential support to Gurkha veterans and their families, providing them with financial aid, medical care, and sustainable community development projects in Nepal. By contributing to initiatives such as clean water access and healthcare services, we help ensure that those who have served so loyally can live with dignity and security.

A new policy will allow staff to take paid time off to participate in charitable and community service activities. We will also facilitate members of our team in visiting local schools to discuss security as a career choice, engage with young people, and offer insight into the opportunities within the security industry.

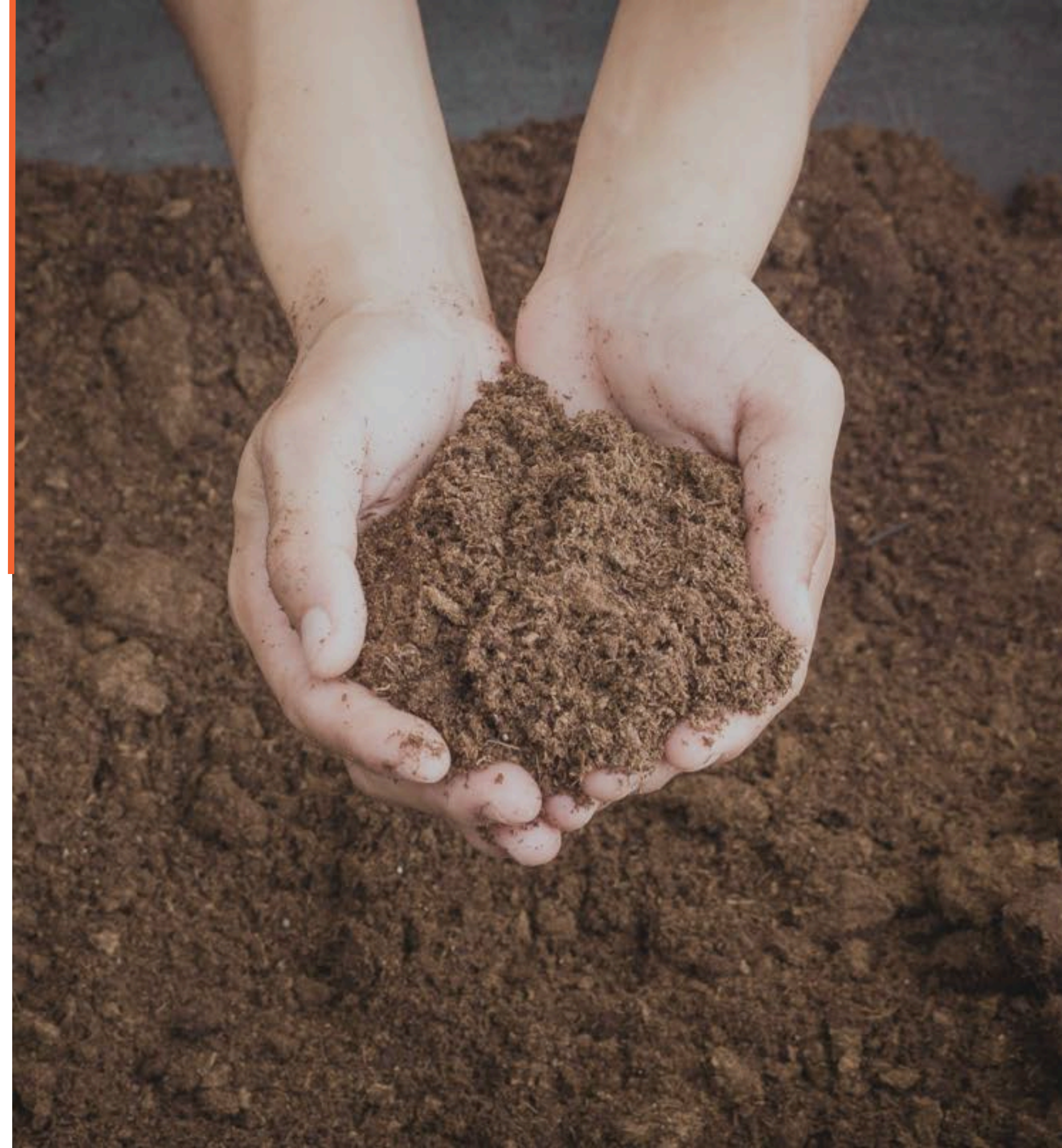


In 2024....

Our environmental initiatives focused on sustainability and reducing our carbon footprint. We continued our partnership with the Broads Authority for peatland restoration. Although a modified design has extended the timeline to March 2026, we remain committed to this vital project. As highlighted in our Carbon Reduction Plan, we reduced our overall carbon emissions by 4.7%. This reduction included a significant decrease in Scope 1 emissions by 8.88%, partly due to adopting solar pod generators. We expanded our company car scheme to include electric vehicles, promoting sustainability as an employee benefit. We also continued our support for a cycle-to-work benefit scheme to encourage staff to use greener modes of transportation.

In 2025...

We will further our environmental journey with a focus on innovation and sustainability. We will adopt a virtual office model and ensure that all suppliers and partners adhere to sustainable practices. We plan a trial to introduce grey water systems at sites where we offer our Security in Residence service, using recycled water for irrigation and reducing our environmental impact. We will work towards a zero waste target, aiming to eliminate paper usage and other forms of waste in our offices by adopting fully digital processes. This initiative will not only reduce our environmental impact but also streamline operations, ensuring that our workplace becomes more efficient and sustainable. By embracing digital technologies, we will cut down on unnecessary consumption of resources, contributing to our overall goal of becoming a more eco-conscious and environmentally responsible organisation.



In 2024....

We took a proactive step toward enhancing our customer experience by commissioning an independent external report to assess our Customer Satisfaction Index (CSI). This third-party evaluation was crucial in ensuring we received an unbiased, objective analysis of how our clients perceived our services. By engaging an external specialist, we gathered credible, data-driven insights into our service delivery's strengths and areas for further improvement. This analysis provided a snapshot of current customer experiences and delved into deeper trends, offering a comprehensive understanding of client satisfaction across various touch points.

In 2025...

We remain committed to enhancing transparency by publicly sharing our Customer Satisfaction Index (CSI) scores on our website. This initiative is part of our ongoing effort to foster open communication with our clients and stakeholders, allowing them to see firsthand the quality of service we deliver. By making these scores accessible, we are providing a numerical evaluation and demonstrating a deep commitment to accountability and continuous improvement.

Publishing our CSI scores enables clients to understand how their feedback directly influences the evolution of our services. This approach underscores our belief in listening to those we serve and responding to their needs in real time. It provides an objective, transparent view of how well we meet customer expectations and shows that we are not afraid to be held to the highest standards. Sharing these scores with the public reflects our B Corp values, ensuring we balance profit with purpose by prioritising customer satisfaction and ethical business practices.



“A deep commitment to
accountability”



SECURITY WITH INTEGRITY

Thank you

A heartfelt thank you to our clients, suppliers, and partners. We remain committed to repaying your support with a strengthened dedication to positively impacting both the environment and our global community. Our deepest gratitude goes to the Gurkha community, the very foundation of our business. Each of us is honoured and thankful to work alongside you.

What's next

Looking ahead to 2025, we'll align with the updated B Corporated framework, focusing on critical areas such as climate action, equity, and human rights. We will consider science-based targets to reduce our carbon footprint further and deepen our commitment to Justice, Equity, Diversity, and Inclusion (JEDI). These efforts align with our mission to deliver Security with Integrity and reinforce our dedication to ethical and sustainable business practices.

