ESG State of Play Report 2026

Introduction

This report outlines our social, environmental and governance practices , our goals and the progress we have made towards integrating sustainability into our operations so far.

Chandler Material Supplies Ltd. has been at the heart of the Essex building industry for over 6 decades, providing top-quality materials to both trade professionals and the general public. Established in Chelmsford as a family-run business, we have grown steadily over the years while staying true to our core values of reliability, exceptional service, and commitment to our local community.

Our journey began in the 1950s when the current owners' grandfather, a post-war builder in the local area, acquired a plot to store his materials.
He began selling materials to other builders, laying the foundation for what would become Chandler Materials.

Chandler Materials are commited to conducting our business in the best way to limit our impact on the environment, support our employees & local communities & remain up to date with all relevant legislation or other governance.

Company ESG Objective 2026

To form a team of colleagues from across all areas of the business to work on an ESG (Environmental, Social & Governance) strategy and approach. Identify areas of focus for the company & work together to implement the first targeted actions.

Mission & Values

Our aim is to reliably supply quality materials at a fair price in a timely and professional manner to the Trade & Public, whilst employing responsible and ethical practices, to the highest level of customer service.

Our Company Values

Quality

Quality is seen across the company. We take pride in consistently doings things properly, delivering excellence in every product, service and relationship. Quality is seen and recognised in the people we employ and develop.

Reliability

We are dependable and knowledgeable. Customers have confidence in us. We are committed to safety, for our people and customers. We will meet and exceed expectations. We strive to be better than the rest.

Trustworthy

We act with transparency, fairness, integrity and respect in all we do. We look after our customers and our people, treating them fairly and with dignity. We are approachable, friendly and professional.

What we stand for

We are a proudly independent family run builder's merchant. Our success is built on strong relationships with our customers. We understand the importance of quality, reliability, and trust in the building trade, and we go above and beyond to meet these expectations.

Environmental, Social & Governance (ESG)

Chandler Materials are committed to; operating a sustainable business, protecting our environment and the future of our planet, supporting our community & colleagues, ensuring we are compliant with all governance relevant to our busienss.

Environmental, Social and Governance (ESG) stands for how we impact the planet, people and how the company is run. It refers to the three key areas that help us run a better, more responsible business. For us as a builders merchant, ESG means everything from reducing energy and waste, to stocking sustainable products, supporting staff wellbeing, working with our local community to support projects or renovations for the good of local people and ensuring our suppliers follow good practices. ESG considerations are woven through many of the policies and practices outlined in this guide and seen day to day across the company. The company has already made lots of progress supporting sustainability and driving efficiencies to support our ESG policy.

We never forget that without our customers we wouldn't be where we are today so rest assured, we'll keep working to make sure the customer is at the forefront of everything we do. - Chandler Materials' Directors

ESG Champions

We have introduced ESG Champions across the different departments across the business. These Champions are there to:

Raise awareness and share knowledge about sustainability issues

Motivate & inspire Stakeholders to get involved

Show that sustainable practices are achievable

Overcome resistance to change and keep momentum going

Environmental

Environmental evaluates how a company interacts with and impacts the natural world.

We have introduced new recycling such as having a food bin in all of the kitchen areas. There are also dry mixed recycling bins in every office/kitchen area. General waste bins are also available.

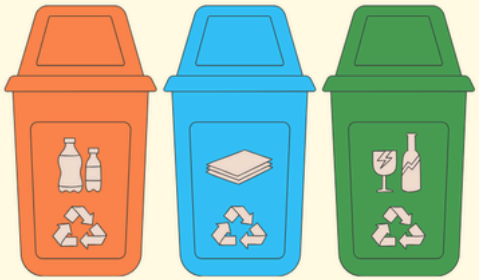
Recycling Changes March 2025

General Waste

All other waste should be placed into the general waste bins, these will then need to be emptied into the large black wheelie bin.

Food Waste

New food waste bins in all kitchen areas. These are for any food or drink waste such as tea bags. The bin will need emptying in the green food waste wheelie bin



Dry Mixed

There are dry mixed recycling bins in every office/break area. Paper, Plastic and Tins/Cans are allowed in this bin. These should be emptied into the large mixed recycling wheelie bin.

Cardboard

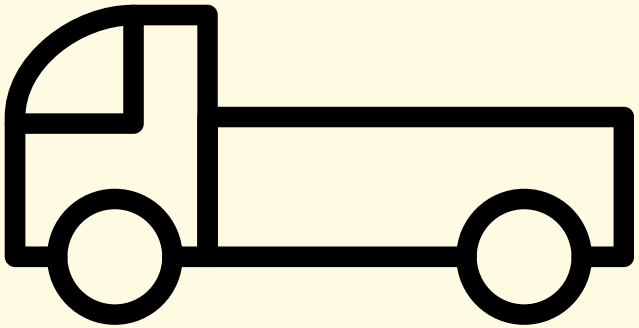
Cardboard should be placed into the compressive baler or the large mixed recycling wheelie bin.

Glass

Glass can be placed in the skip.

Moving to Paperless on the road & in-store

Early 2023 we began to trial a new electronic proof of delivery app. Following a sucessful trial, we implemented this system in 2024. The business' delivery process has been able to go paperless, saving over 42,000 pieces of paper/year. the equivelant of 5 trees per year

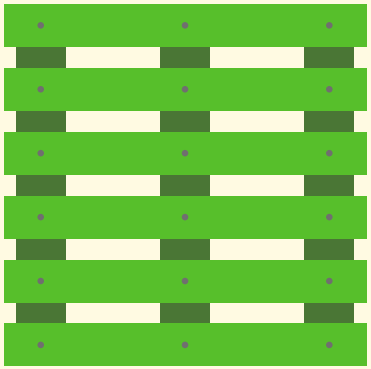


All delivery customers now receive an electronic POD & Invoice.

Just under 20% of our account customers also receive electronic collection notes.

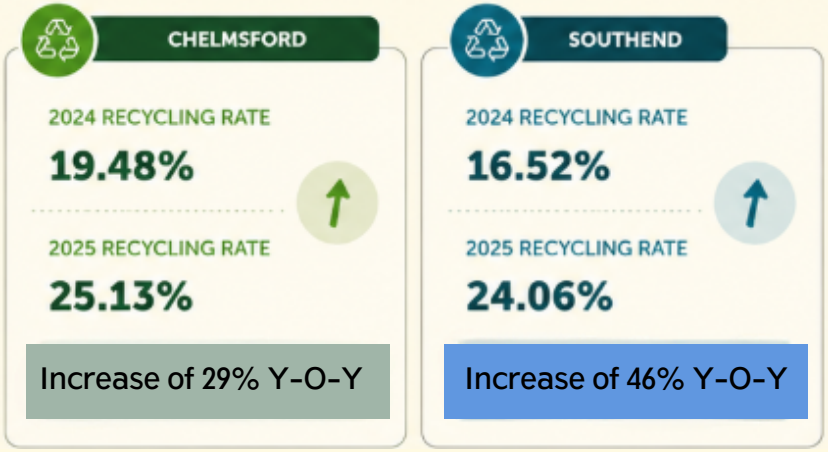
National Pallet Re-use Scheme

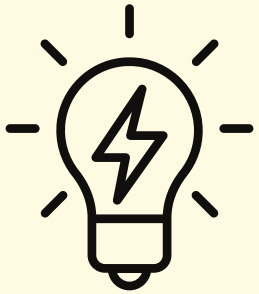
Pallet loop – The Pallet Loop is a company that focuses on recovery, repair and reuse of pallets. Their aim is to reduce waste and carbon emissions by providing a sustainable alternative to single use pallets. Suppliers such as British Gypsum and Cemex and already using pallet loop. We also do accept pallets from customers even if they .were not originally from us. So far by taking part in the scheme we've saved over 1000 single use pallets.



Highlights

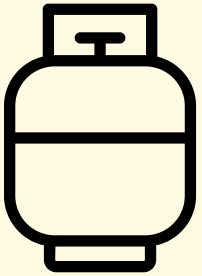
During 2024 and 2025, we have tracked our recycling rates in both Chelmsford and Southend. We have seen an increase in recycling rates in both branches.

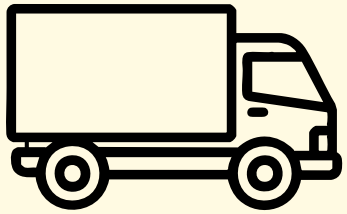




Electricity = 9.29 tonnes of CO_2e emissions in 2025, with Chelmsford contributing 6.71 tonnes and Southend 2.57 tonnes.

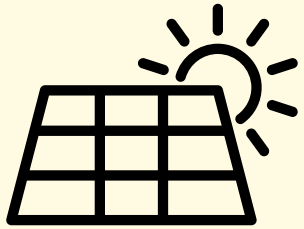
In 2025, our energy consumption resulted in 161 kg CO_2e emissions across both branches. Chelmsford accounted for 62% of emissions and Southend 38%.





During 2024 we used 217,173kg of $CO2^e$ which we reduced to 173,004kg $CO2^e$ in 2025.
This was down to number of factors, including; less idling time in the loading bay & a reduced number of fleet on the road in 2025.

During 2025 we also sold 25025 KW/H units of electricity back to the national grid. This energy was generated by the solar panels in the Chelmsford Branch.

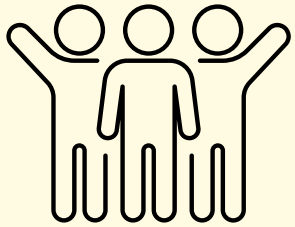


Social

Social refers to how the business manages it's relationship with people, both inside & outside of the business.

Chandler Materials remains committed to supporting our teams, their wellbeing & projects that deliver meaningful, long-term change in our community.

As a family business, helping and supporting local charities and communities is something near and dear to our hearts.



Our People Strategy

Company objective 2026 – Prioritise our people, recognising and developing them as our greatest asset.

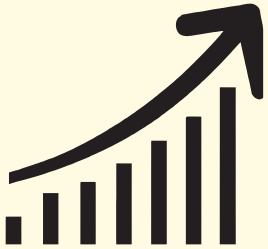
The purpose of developing a People Strategy is to ensure our people, our greatest asset, are at the centre of everything we do. We aim to attract, retain, empower, and invest in our people, by prioritising learning, training, development, and career advancement opportunities. By doing so, we will ensure our staff are engaged, motivated, and equipped to achieve their full potential and support Chandler Materials in achieving its objectives, now and in the future.

Our People Strategy Priorities...

Invest in Learning, Training and Development

To empower our people and future leaders, we will:

- Provide structured onboarding and job specific training
- Develop technical skills, product knowledge, compliance and customer service excellence
- Create career progression pathways and supervisor skills training
- Support career progression conversations, internal promotions and skill building
- Foster a culture of continuous learning and development



Prioritise Safety, Wellbeing and Inclusion

We will ensure our people feel safe, respected and supported by:

- Maintaining a robust health and safety culture across the company
- Providing access to wellbeing resources, including mental health support
- Promote diversity, equality and inclusion across the company
- Championing a respectful, zero tolerance culture for bullying and harassment

Attract and Retain the Best

We will position ourselves as an employer of choice in the builders merchant sector by:

- Building our employer brand around our company values and reputation
- Creating apprenticeship opportunities
- Partnering with external agencies where necessary to reach top talent
- Promoting inclusive recruitment that reflects our local communities

Retain, Reward and Engage our People

To keep the best people, we will:

- Offer fair pay, competitive benefits and recognise loyalty and performance
- Conduct annual employee engagement surveys and act on the feedback
- Promote open communication across the company and specifically between Directors and our people
- Celebrate success and create a workplace where our people feel valued, highly motivated and engaged
- Support flexibility and wellbeing across the company

Social Hightlights

Policies we've changed to align with employement law April 2026.

- **Statutory sick pay – will be payable from the first day of sickness, removing the 3-day waiting period.**

- **Paternity and Parental leave – both types of leave become day 1 entitlements.**

- **National minimum wage and National living wage increases.**

- **Establishment of the Fair Work Agency – A new body will consolidate enforcement of employment rights.**

Other changes we've made to support our teams

- **Staff discount scheme**

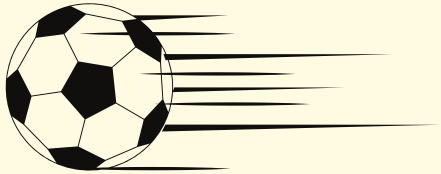
- **Holiday buying & selling scheme**

- **Enhanced maternity & paternity pay**

Social in our community Highlights

CHP Charity Football Match 2025

Team Chandler participated in a 5 aside tournament for a charity called Prevention of Young Suicide and InterAct Chelmsford. We joined forces with CHP and other local suppliers. Chandler Materials was pleased to donate a Makita Tool Kit for the charity raffle, helping to raise further funds for these important causes. CHP managed to raise over £2000, with Chandler Materials donating over £400



Beaulieu Community Centre

We donated decorating supplies to the Beaulieu Community Centre Refresh. When members of Beaulieu Community Centre reached out to us for help with their refurbishment, we were more than happy to provide the materials needed to give the centre a well-deserved refresh.

Chess Homeless Turning Point Project

We supported CHESS Homeless in their Turning Point project. We have donated £20,000 worth of building materials to help this project. The biggest donation in our company history!

The Turning Point project goes beyond temporary shelter. With access to wraparound support, including mental health services, job training, and personal development opportunities, residents are given the tools they need to take positive steps forward and break the cycle of homelessness for good.

The Wilderness Foundation

The Wilderness Foundation is a local charity based in Chelmsford. We were able to supply the necessary materials for the project in addition to our transport delivering the goods to the site. We were able to supply the necessary materials for the project in addition to our helpful and friendly transport team being more than willing to deliver the goods to site.

Other Free Of Charge Donations

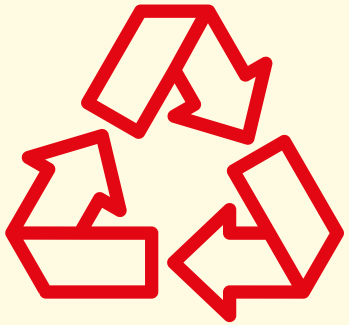
- Donated plumbing materials to Chelmsford College for the plumbing course
- Donated materials to Chelmsford Fire Station for a new staff wellbeing area
- Donated materials to Barrow Farm Riding for the Disabled to help with the upkeep of their sensory garden, in partnership with Chelmsford Lions Club
- Donated over 100 empty bulk bags to Hope & Aid Direct to be used to transport goods to Ukraine
- Donated Materials to Essex Youth Build to enable them to continue to support young people who looking to join our industry
- Donations of various raffle prizes for charity events, school fetes or Christmas fayres.
- Donation of materials to one of our customers who supported the relief efforts following a natural disaster in Jamacia.

In 2025 we donated over £20,000 of materials to local charities, groups or community causes

Governance

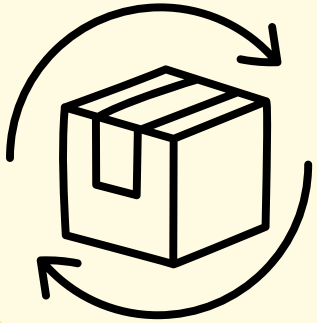
Governance refers to the internal system of rules, practicses and controls a business uses to direct & manage it's operations.

Compliant with simpler recycling – Simpler recycling aims to standardise recycling practices in England, requiring businesses and households to separate recyclable materials from general waste. All businesses with 10 or more employees must separate recyclable materials, which we are doing at both our branches.

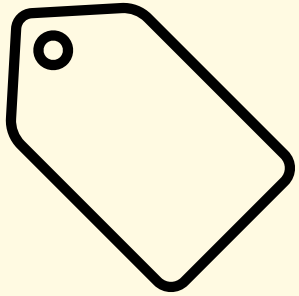


Extended packaging regulations – EPR is a framework designed to make producers financially and operationally responsible for collection.
There have been a few changes in 2026 including:

Nation of sale reporting – producers must report where there packaging ends up across the UK



Mandatory packaging labelling – most packaging must carry clear recycling labels for consumers



Fee modulation – packaging that is harder to recycle incurs higher fees.

Disposal fee costs – producers pay Government set fees, based on weight, material and recyclability.

Next Steps

The team have made an impressive start in developing an ESG strategy, compiling this report and setting objectives for the future.

In 2026 we want to achieve the following;

Raise awareness and educate all staff on ESG

A paperless induction pack

Training for relevant staff on sustainable products

Rainwater harvesting

Increase the number of solar panels in the Chelmsford Branch

40% of collection paperwork emailed to account customers

Creation of an ESG page on all of our websites

Ideas for the future

- ESG trade days. Promote sustainable products
- Sensored lighting
- Fit more solar panels around the branch
- Electric/hybrid fleet & plant
- Charging points for the car park