Delivering on our

Environmental, Social, and Governance Objectives





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2 | DELIVERING ON OUR ESG OBJECTIVES



FY25 Highlights

100%
of sites hold
GreenMark
certification

Energy consuption

3,529,772

KwH

(a 3% decrease
from FY24)

Wellbeing score

5.19
(Up from 4.86
in FY 24)

Gender pay gap
11.94%
(Improved from 28.57% in FY24)

706t Co2e

location based carbon impact
(a 2% decrease from FY24)

656
'One to Watch' Best Companies Score (up from 606 in FY24)

Helped over

3,000

companies to thrive in 2025

Ethnic pay gap

-1.33%
(Improved from 6.25% in FY24)

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We are passionate about the environment and aim to make as much difference as we can. We champion sustainability through a variety of initiatives—from colleagues actively contributing ideas in regular Environmental Network meetings, to recycling furniture and minimizing the purchase of single-use plastics.

DAVID FOLEY, ESTATES DIRECTOR, LEAD ON ENVIRONMENTAL

1. Advocate for sustainability

NewFlex Unplugged

We support over 3,000 businesses every year, and we know that the environment and office space sustainability really matter to our customers. We work with them to ensure that together we can deliver a more sustainable future for all.

We contribute to building an ecosystem where everybody works together, to collectively reduce our environmental footprint.

Our co-working spaces can be powerful advocates for sustainability by embedding green practices into shared environments. Through our NewFlex Unplugged campaign, we encourage our customers to reduce energy use through switching off appliances. We also ensure our spaces are equipped with efficient lighting, smart thermostats, and encourage members to adopt low-impact habits like not wasting water and minimising paper waste. Some of our sites offer bike storage, promoting clean air and physical wellbeing which can foster a communitywide commitment to eco-conscious living. By curating partnerships with local businesses and choosing sustainable furnishings, our coworking spaces not only lower their environmental footprint but also inspire a culture of collective responsibility among diverse stakeholders and partners.

Environmental Network

As part of the Newable Group, NewFlex colleagues can attend and participate in the Environmental Network meetings. This employee-led forum advocates for green initiatives throughout the businesses and support the development of the ESG strategy. The Network focuses on staff and community engagement on their environment and sustainability. It is open to all employees and aims for participants to have their own impact by participating in passionate discussion, contributing to activities such as volunteering, writing blog pieces and helping with the organisation of events, activities and initiatives.



2. Optimise our inputs

NewFlex Sites Receive Green Mark Certification

In 2024/25, NewFlex expanded our portfolio by an additional 600,000 square feet. As part of our commitment to environmental, social, and governance (ESG) principles, NewFlex strives to make a positive impact in all areas of our operations. Understanding the growing importance of sustainable office spaces to ourcustomers, NewFlex collaborates with them to foster a more environmentally responsible future. By building an ecosystem focused on collective action, NewFlex helps reduce overall environmental impact.

As part of our Net Zero journey, we are dedicated to monitoring resource usage and achieving a year-on-year reduction in both inputs and outputs for fully operational sites and by 2035 we aim to transition to 100% renewable energy. In 2024/25, NewFlex introduced a tailored Environmental Management System (EMS) for all our sites and established an environmental leadership team. The EMS team includes three general managers serving as

environmental champions, inspiring colleagues by promoting sustainable practices and supporting the business in our mission to achieve Net Zero carbon emissions. Additionally, we enhanced our recycling and food waste collection stations to align with new 'Simpler Recycling' legislation. Since Autumn 2024, all General Managers have worked toward Green Mark site accreditation, resulting in all 26 NewFlex locations being successfully certified at either Level 1 or Level 2.

As NewFlex continues to grow across the UK, we remain committed to selecting new sites designed with sustainability in mind. These locations prioritise optimised energy consumption to minimise carbon impact and enhance efficiency.

Over the next financial year, NewFlex will launch a new site that meets BREEAM standards—a benchmark we intend to uphold for future developments wherever possible. BREEAM provides a structured approach to evaluating the sustainability of buildings, ensuring projects meet environmental goals while delivering longterm optimal performance.



Environmental

Streamlined Energy and Carbon Reporting (SECR)

NewFlex has prepared an Energy & Carbon Report for the 2024/2025 financial year and published our first standalone report.

NewFlex's total energy consumption for this financial year was 3,529 MWh, which resulted in 706 tCO2e of location-based carbon emissions.

The above figures mean a decrease of 3% in energy consumption and a decrease of 2% in location-based carbon emissions when compared to the previous reporting year. Broader energy reduction initiatives implemented as part of our Green Mark certification have meant that while floorspace remained largely the same, carbon emissions have slightly reduced.

Figure 1 illustrates the energy consumption and related carbon emissions by resource across the business in 2024/25. Electricity is the biggest energy type consumed at 1,947,845 kWh (55% of the total energy consumption) and accounting for 403 tCO2e (57% of the total carbon emissions). This is driven by the nature of the business being office-based which heavily relies on electricity supply. Overall, Electricity Energy Consumption and Carbon Emissions have gone down by 7% compared with the previous year.

Fig 1: Energy Consumption by Resource (%)

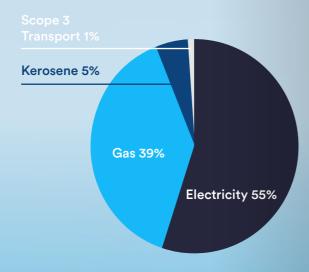
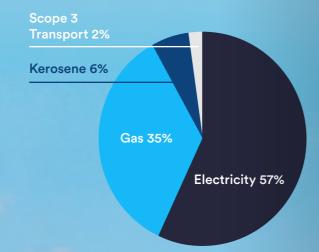


Fig 2: Location-based Carbon Impactby Resource (%)



3. Reduce our outputs

Direct Waste

On 1st April 2025, the 'Simpler Recycling' new regulations came into force, meaning all workplaces in England must now separate their waste before it is collected, including any waste produced by employees, customers and visitors. In order to ensure NewFlex were fully compliant, our Head of Procurement, Katrina Wandless, reviewed the latest legislation and created a survey based on our current waste/recycle set up across all of our sites. This was sent to the relevant General Managers so we could understand what we currently had implemented.

The data was then used to compile a list of current suppliers, which we then engaged with to request an update on how they would help us manage the new legislation and, where needed, any additional services were then quoted for and added to the existing contracts to ensure compliance.

First Mile, our London waste supplier for Fredericks, Palace Street and Catherine place were particularly helpful, running a question-and-answer session in December 2024, helping us prepare with a Senior Policy Advisor from The Department for Environment, Food and Rural Affairs (Defra).

For the few sites which we do not manage the waste collections for, an email was sent to each of the Landlords to request information on how they were implementing the new legislation to ensure we were conforming with the regulations in all circumstances. This meant that we were prepared ahead of the regulation coming into force and had relevant signage and bins in place. We continuously work with our suppliers to ensure compliance and with our colleagues and customers to ensure any waste is properly separated.

Delivering on our Environmental Objectives

NewFlex Road Map to ESG Goals

FY2025

Reduce greenhouse gas emissions per square meter by 2035

4% reduction year-on-year (against target of 10%) 2035

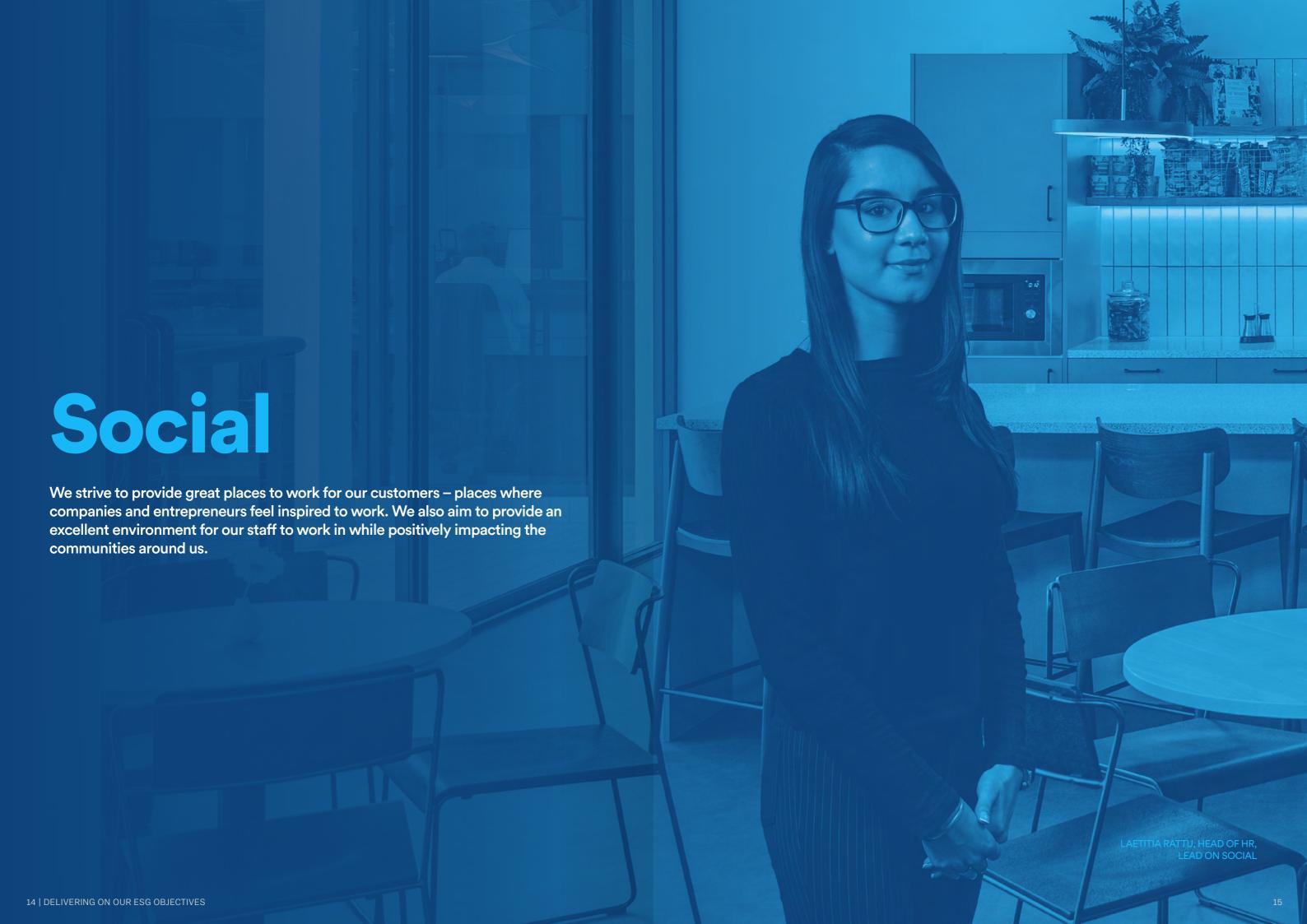
Chartered Institution of Building Services Engineers benchmark carbon emission rating

58% fall within 'Good Practice'
(against target of 60%)

% of NewFlex offices certified with the appropriate environmental

(against target of 80%)





1. Provide a great place to work for our customers

Inspiring customers through innovative workspaces

Over the past year, NewFlex has made significant strides in expanding our network of environmentally sustainable workspaces and supporting new customers, contributing to our ESG objectives.

Supporting our SME clients

From April 2024 to February 2025, NewFlex welcomed 345 new SME customers and helped over 3,000 businesses to thrive. This influx of new clients highlights the growing demand for flexible and innovative workspace solutions.

SERENDIPITY LABS MANCHESTER

Expansion of sustainable offices

In FY25, NewFlex has been focused in on strategic office openings in key locations with the right environmental credentials that our SME clients are looking for. These new offices are strategically located to cater to the diverse needs of businesses across various regions. Each of these locations is designed to offer state-of-the art facilities and a conducive environment for businesses to flourish. NewFlex is on a mission to not only support economic growth but also to foster inclusivity by providing accessible and flexible workspace solutions to a broader audience. NewFlex's achievements over the past year are a testament to our dedication to providing a great place to work for all. Through NewFlex's business support services, we continue to empower businesses, create opportunities, and contribute to a sustainable future.

2. A great place for businesses and entrepreneurs to feel inspired at work

Why coworking just makes sense for SMEs

At NewFlex, we see coworking as more than a trend – it's a smart, scalable solution for small and growing businesses that value flexibility, collaboration, and community.

From startups and creative agencies to satellite teams and consultancies, coworking gives SMEs the space to work how they want – without long-term leases or unnecessary overheads. Whether they're in three days a week or five, it's all about what works for them.

While we're proud to support companies taking entire floors, coworking continues to be a perfect entry point for SMEs looking to establish a professional presence with room to grow.

At NewFlex, we have a range of coworking spaces in some of the UK's most dynamic locations



XCHG at 22 Bishopsgate – Our flagship coworking space in the City of London.



Serendipity Labs – Premium, hospitality-led coworking in Manchester, Bristol, and Cambridge.



Quad Workspaces – Including Bracknell, Oxford, Cambridge, Reading, and London Bankside (Flex at Tide), offering design-led, flexible spaces built to grow businesses.





3. Provide an excellent place for our staff to work

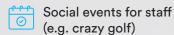
Inspiring customers thorough innovative workspaces

We are continually striving to ensure that NewFlex is a great place to work, where our people demonstrate our values in all that they do and where contributions are welcomed and recognised.

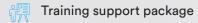
We are proud to share our FY25 achievements in the Best Companies B-Heard survey, reflecting our commitment to creating a positive and inclusive workplace.

Ones to Watch (OTW) – Our score increased from 606 to 656.2, just short of reaching a first star (659.5). OTW is a special status awarded to organisations where workplace engagement shows promising signs for the future. Achieving this reflects organisations with 'good' levels of workplace engagement.

We have several initiatives in place to help achieve our target of being an excellent place to work.



Annual end-of-year team meetings discussing industry trends, sharing ideas, celebrating end of year achievements.



Mental Health Walk (played mindful scavenger hunt and shared cakes in the office)

Best Companies Survey

Training / personal development / career progression (internal promotion)

Company Benefits

Employee of the Month Recognition

Refer a Friend Scheme

Advocating equality, diversity and inclusion

Gender and ethnic pay gap reports results

Each year for the past four years, NewFlex reported on Gender and Ethnic Pay Gaps, alongside a review of the measures in place to address any disparities. This ongoing effort reflects NewFlex's proactive and transparent approach to fostering stronger relationships with both staff and stakeholders, and aligns with our core principles of diversity, inclusion, and equality.

The Gender Pay Gap measures the average difference in pay between all men and all women within an organisation. It does not refer to individuals performing the same role – equal pay for equal work has been legally mandated since 1970. The same principle applies to the Ethnic Pay Gap, which measures average pay differences between ethnic minority and non-minority employees.

NewFlex showed marked improvement with our Gender Pay Gap shrinking from 28.57% to 11.94%, and turning a small positive Ethnic Pay Gap (6.25%) into a slightly reversed one (-1.33%).

Commitment to diversity and inclusion



Diversity and Inclusion remain central to how NewFlex recruits and promotes talent across our business. Our commitment is reflected in a range of best-practice initiatives:

- Flexible working and family-friendly policies
- Robust diversity statement as part of our equal
- opportunities and anti-harassment policy
- Inclusive recruitment practices
- Internal mentoring, buddying and career progression programmes
- Ongoing unconscious bias training

Through the continued implementation of these initiatives and a data-driven focus on improvement, we remain committed to closing pay gaps and fostering an equitable workplace for all employees.

Promoting health and wellbeing

We have on-going health and wellbeing programmes, Employee Assistance Programme (EAP) and flexible working policies. Continually striving to ensure that NewFlex is a great place to work, we promote and encourage a healthier and happier workplace through various initiatives. These provide mental health and well-being support to all staff. Here is a snapshot of activities across NewFlex sites over the past months:

- Regular posts and announcements on the company's intranet to promote good physical health and mental wellbeing. E.g. shared "10 Ways
- To Look After Your Mental Health," covering key habits like staying active, eating well, seeking support, and maintaining social connections.
- Staff sent regular reminders of the importance of mental health alongside physical health and are encouraged to take lunch breaks, stay connected with colleagues, and use the EAP for confidential support.
- Reminding colleagues who our trained Mental health first aiders are so they know who to contact if and when needed. Our HR team also run virtual coffee chats with colleagues to foster spontaneous interactions, strengthen connections with employees, share knowledge and boost morale.
- Promoting our Cycle to work scheme as well as Cycling facilities and Bike racks available at some centres. Some centres also provide access to gym facilities, terrace and local gardens which colleagues are encouraged to use for their wellbeing.
- Access to Discounted Medical Insurance Cover, giving employees prompt access to quality healthcare, reducing downtime due to illness and stress related to health concerns.

Well-being Score

In 2025, NewFlex's Well-being score was 5.19 on the Best Companies scale (up from 4.86 the previous year), which ranges from 1 to 7, with 1 being strongly negative and 7 being strongly positive. A score of 4 represents a neutral response. This score reflects NewFlex's work to maintain a healthy and supportive work environment.

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4. Positively impacting our communities

Supporting businesses in our community with workspace

XCHG, operated by NewFlex, is a unique workspace and innovation hub located in 22 Bishopsgate. Created to foster creativity, innovation, and community, XCHG delivers measurable social impact through a Section 106 planning agreement—a legal commitment to support local businesses and communities.



Section 106 Workspace Memberships

XCHG offers 50% discounted memberships to startups, charities, and social impact businesses across London. These Sec106 Memberships support early-stage and purpose-driven organisations, helping them grow with access to premium workspace at reduced costs.

Social Impact Events & Programming

XCHG actively engages disadvantaged groups through a robust events and programming schedule, partnering with organisations that align with social and economic development goals.

Strategic Partnerships

XCHG works with 32 active partners across four key categories:

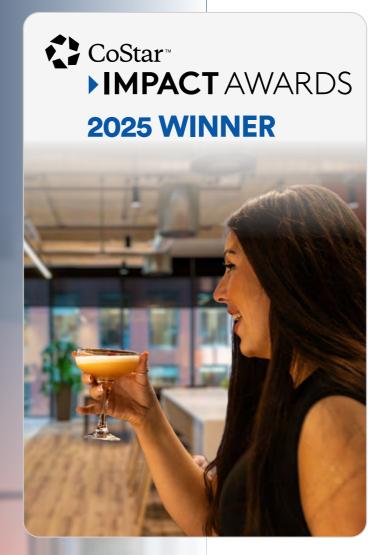
- Academic: University of Greenwich, Urban MBA
- Social Innovation: FemTech Labs, GEWE Network, Mentyoo
- Creative: Design Council, Micebook
- Technology: Conception X, UK PropTech Association

These partnerships have amplified XCHG's reach and impact, driving knowledge-sharing and inclusivity. Notably, Section 106 partner Design Council scaled from XCHG and now occupies its own private building.

Key Stats from Year 3 (from April 2024 to March 2025)

- 139 events, 7,476 attendees
- £24,014 of workspace donated
- £19,926 of event space donated
- 56,304 minutes of meeting room time donated

XCHG stands as a model for how commercial real estate can deliver long-term community value while nurturing London's next generation of innovators.



Celebrating achievement in our newly opened Reading Site

NewFlex's recently opened Reading site The Quad ONE Station Hill has been named Best New Commercial Development in the CoStar Group Impact Awards, cementing its place as a game-changing destination for business and investment.

We are proud to be part of this transformation, delivering The Quad at ONE Station Hill – a premium flexible workspace designed to meet the needs of today's most ambitious businesses. With high-spec offices, cuttingedge coworking, and top-tier amenities, The Quad is set to attract leading companies looking for a future-proofed workspace in a thriving commercial hub.

Volunteering

NewFlex is spread from Aberdeen to Brighton so there are many different communities we are involved in. Our staff have the option to take up to 2 days per annum of volunteering time to support local charities and communities and dedicate time on volunteering initiatives.

Delivering on our Social Objectives

| NewFlex Road Map to ESG Goals | FY2025 |
|---|----------|
| Overall Best Company survey result – Index score with accreditation by 2027 (aim for 660 – 1 star rating) (Three star rating - score threshold 738) | 656.2 |
| Best Companies well-being factor score (max 7) | 5.19 |
| Exceed 19.3% employed from an ethnic minorities background (Equivalent to UK population rate) (Target may change in line with census results) | ~ |
| Less than (<) 5% median pay gap for gender by 2030 | 11.94% |
| Maintain median pay gap for ethnic minorities below 5% | ✓ |

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We maintain the appropriate levels of transparency in our business and aim to operate a fair, honest and responsible supply chain while safeguarding the human rights of all we work with. We are mindful to manage future risks and opportunities responsibly.

Governance

1. Maintain transparency across our business

NewFlex is dedicated to upholding the highest standards of corporate governance. Our Board ensures that NewFlex has the necessary structure, strategy, and personnel to maintain effective, visible and transparent governance. At NewFlex, we believe that a robust approach to corporate governance is integral to our identity, that it supports our performance, ensure longevity and helps us deliver greater value to customers.

As a testimony to that commitment, we regularly monitor environmental data which help us produce our Streamlined Energy and Carbon Report. We are committed to taking a proactive approach and see this as an opportunity to build stronger relationships with our staff and stakeholders through openness and transparency, as well as demonstrating our commitment to do better as part of our on-going commitment to the principles of diversity, inclusion, and equality. As a result, we have been reporting voluntarily on both Gender and Ethnic Pay gap every year for the past four years.

2. Operate a fair, honest and responsible supply chain and safeguard human rights

NewFlex's Commitment to a Sustainable Supply Chain

NewFlex dedication to a fair, honest, and responsible supply chain is brought to life through some of our exciting partnerships with pioneering furniture subscription companies.

We partnered with some of those companies to furnish The Quad ONE Station Hill and Flex@Tide, with sustainable and flexible furniture solutions. Our partners' innovative approach moves away from the traditional linear model of buying, using, and discarding furniture. Instead, they offer a fully flexible subscription model that significantly extends the life of each piece of furniture and reduces waste.

In this model, if a client decides they no longer

need 10 desks and only require 8 desks and a sofa, our partners will take back the 2 spare desks. These desks are then refurbished to a condition better than new and provided to another client. This process not only minimises waste but also ensures that each piece of furniture is utilised to its fullest potential. Through this partnership, NewFlex is not only providing high-quality, adaptable furniture solutions but also actively contributing to a more sustainable future. This partnership aligns perfectly with NewFlex's ESG objectives, demonstrating our commitment to responsible supply chain management and environmental stewardship.



3. Manage responsibly future risks and opportunities

NewFlex

Leading the Way in H&S excellence – an interview with Samantha Stretton, Head of Health and Safety

'Health and Safety is of utmost importance to us, and we strive every day to ensure our customers and colleagues are kept safe, in a compliant working environment.

We have a comprehensive internal Occupational Health and Safety (OHS) system in place, which is further underpinned by an extensive catalogue of policies and processes.

New sites added to the network of centres go through a vigorous checklist to ensure they are meeting the requirements; having necessary risk assessments, certification and routine health and safety works carried out in line with H&S legislation.

NewFlex continue to welcome new properties into the network that benefit from enhanced and innovative safety systems, such as smart signage and real-life fire alerting announcements.'

The Importance of Compliance Training

NewFlex's commitment to governance is reflected in the Group's effective management of future risks and opportunities. One of the key components of this strategy is a comprehensive compliance training programme.

Compliance training is essential for several reasons. It helps ensure that the Group adheres to laws, rules, and regulations, thereby enhancing operations, improving the quality of care, and reducing overall costs. More importantly, compliance training acts as a risk management control, helping staff avoid issues that could lead to non-compliance, damage business reputation, impact efficiency and consistency, and harm workplace culture.

Compliance Training Programme

NewFlex runs several core annual compliance training modules on critical topics such as Anti-Bribery, Anti-Money Laundering, GDPR, Understanding Fraud, working with the Modern Slavery Act. These modules are designed to keep staff informed and prepared to handle various compliance-related challenges.

THE QUAD SUMMERTOWN

E QUAD CAMBRIDGE

