

horizon
cremation

2024

ESG REPORT

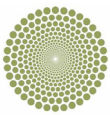
A New Generation of Community Crematoria



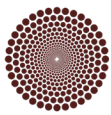
WHO WE ARE



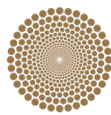
Horizon Cremation is a crematorium service provider founded in 2017 by Stephen Byfield and Jeremy Hamilton. We opened our first crematorium in 2018 and currently operate three sites:



Clyde Coast and
Garnock Valley



Cannock Chase
Crematorium



The Hurllet
Crematorium

Two further sites are at an advanced stage in the planning system and others are in the pipeline.

We strive to improve the experience of the crematorium funeral service by creating stunning facilities and providing memorable services.

We are integral to the communities we support and as such, have responsibilities to those communities. These include reducing our operational and embedded environmental impacts, looking after and developing our staff, and promoting inclusiveness and diversity.

We have therefore put sustainability at the core of our operations. We implement our sustainability strategy within the Environmental, Social and Governance (ESG) framework.

We measure our performance, develop targets and report on our progress.

We are pleased to release our second ESG report which notes our progress, explains the next steps and outlines the ethics, values, and beliefs that will propel us to become leaders in sustainability within our sector.



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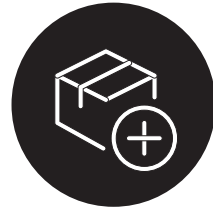
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2023 & 2024 IN SUMMARY



We measured our Scope 1, 2 and 3 carbon emissions



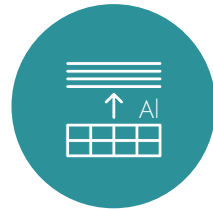
We included additional material Scope 3 emissions categories of Purchased Goods and Services, and Capital Goods



We have planted a total of **10,427 trees** at our facilities between 2019 and 2024



Each cremation produced **c. 8kg of commercial and 0.21kg of recyclable waste** in 2024



100% of our crematoriums have mercury abatement technology installed



An average of **0.18 tonnes of CO₂(e)** were generated by each cremation in 2024 (Market-based), compared to an industry average of 0.19 tonnes of CO₂(e)¹



Our sites generated 7,952kWh of renewable electricity in 2024, **saving 1,647kg of carbon emissions**



Our total Market-based carbon footprint for 2023 was **784 tCO₂(e)**, and 2024 was **680 tCO₂(e)**



There were **zero environmental incidents or accidents** in both years

¹<https://environmentjournal.online/climate-change/cremation-carbon-footprint/> or <https://thecdsgroup.co.uk/cemeteries-and-crematorium-environmental-impact-and-green-agenda/>



2023 & 2024 IN SUMMARY *(continued)*



52% of our full-time employees were female in 2024



Our expenditure on **employee training increased** by 17% between 2023 and 2024



11% of our staff received internal promotions in 2024



50% of our full-time employees had professional Health and Safety qualifications in 2023 and 2024



There were **zero environmental incidents or accidents** in 2023 and 2024



There were **no prosecutions or proceedings** against Horizon through 2023 and 2024



£39,887 was donated to charities local to our three sites in 2024



There were **zero Lost Time Incidents (LTIs)** in 2023 and 2024



Arran Whitebeam (*Sorbus arranensis*)

One of the rarest and most endangered trees in the world, indigenous to the Isle of Arran.



ENVIRONMENTAL





We have continued to invest in a green and healthy future for our employees and local communities and ensure that all our sites are properly commissioned, maintained and operated within the relevant regulatory frameworks. We conduct routine inspections and maintenance and carry out repairs as soon as they are required.

All our staff are trained in dealing with environmental incidents and accidents.

In 2023 and 2024, we had no environmental incidents or accidents

ENERGY



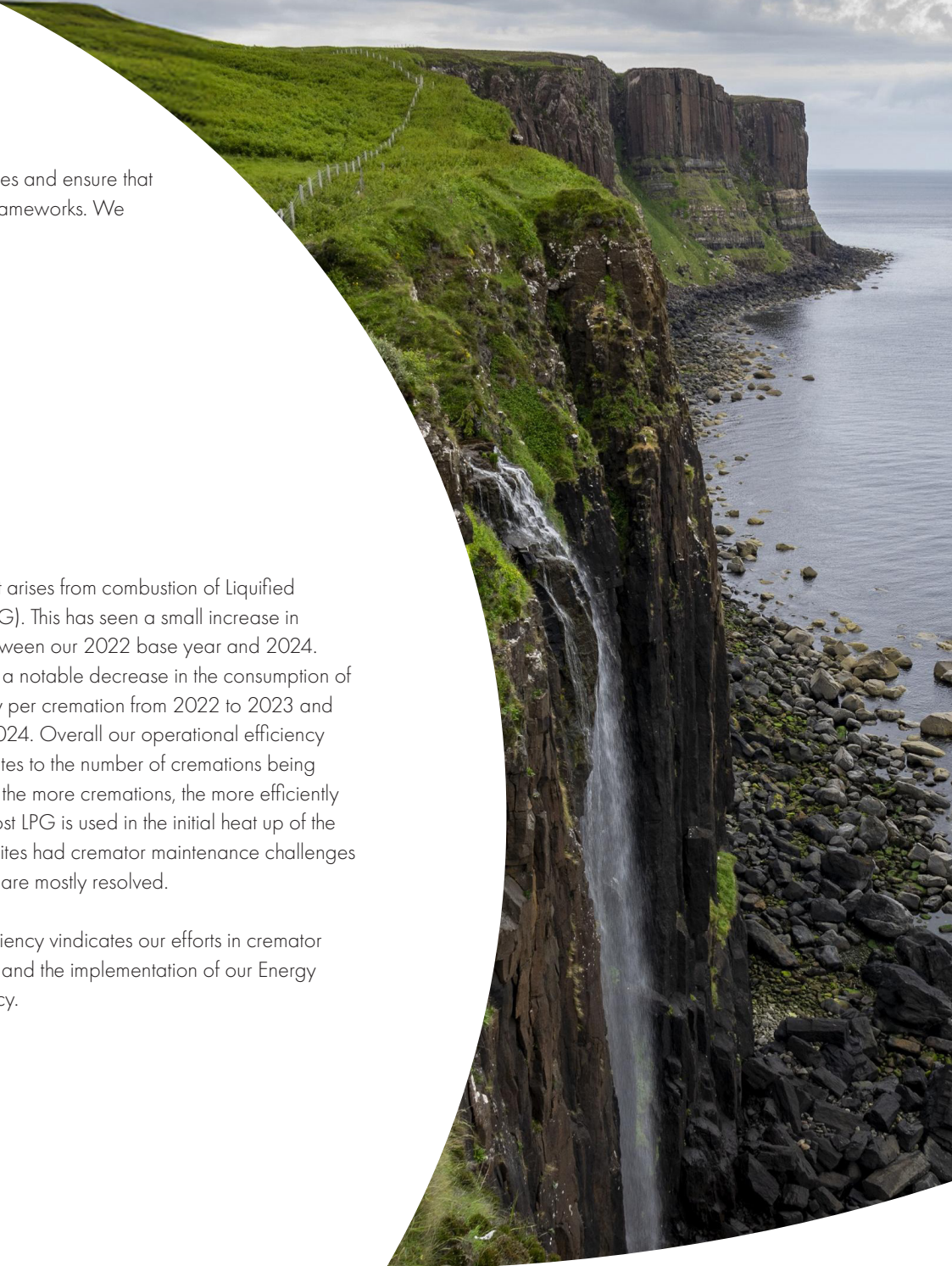
Our operational energy use arises primarily from the following activities:

- Undertaking cremations and heating our buildings which generate Greenhouse Gas Protocol (GHG) Scope 1 emissions,
- Running electrical systems in the buildings, such as lighting, cooling and IT systems, which generate GHG Protocol Scope 2 emissions, and
- Staff travelling to our sites (commuting) and to other sites and venues (business travel) which generate GHG Protocol Scope 3 emissions.

Our energy use focus is on the buildings we operate as they are directly in our control, though we have collated information on staff travel, to understand our impact on climate change. Our total energy use in our buildings in 2022, 2023 and 2024 is shown in the tables on the next page.

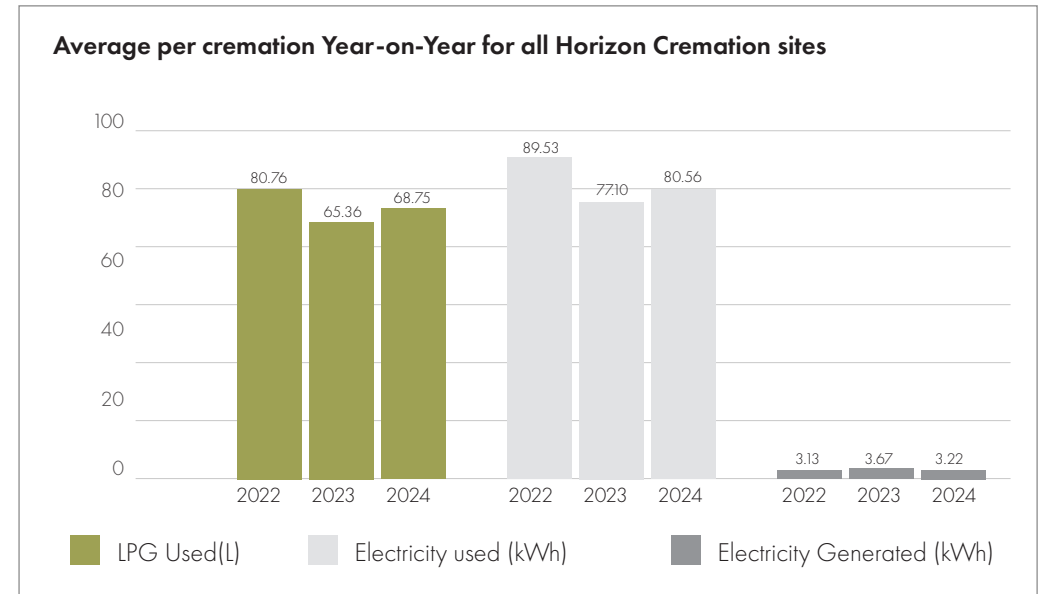
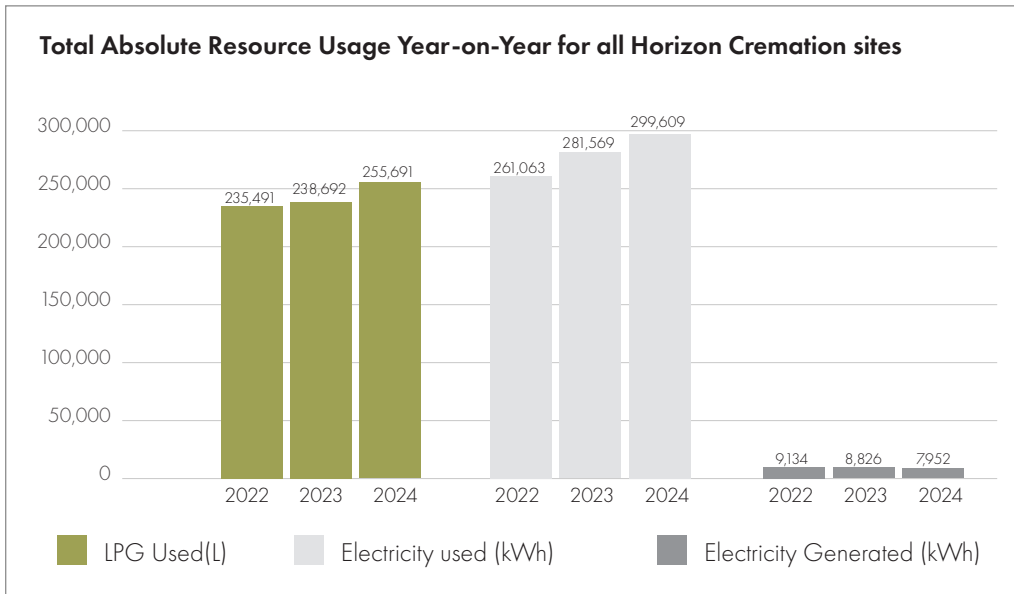
Our largest impact arises from combustion of Liquefied Petroleum Gas (LPG). This has seen a small increase in absolute terms between our 2022 base year and 2024. However, we saw a notable decrease in the consumption of LPG and electricity per cremation from 2022 to 2023 and a slight uptick in 2024. Overall our operational efficiency improved. This relates to the number of cremations being undertaken daily - the more cremations, the more efficiently we operate, as most LPG is used in the initial heat up of the machines. Some sites had cremator maintenance challenges in 2024, but these are mostly resolved.

This improved efficiency vindicates our efforts in cremator technician training and the implementation of our Energy Management Policy.





	Clyde Coast and Garnock Valley						Cannock Chase						The Hurlet					
	2022		2023		2024		2022		2023		2024		2022		2023		2024	
	Absolute value per site	Avg. per cremation	Absolute value per site	Avg. per cremation	Absolute value per site	Avg. per cremation	Absolute value per site	Avg. per cremation	Absolute value per site	Avg. per cremation	Absolute value per site	Avg. per cremation	Absolute value per site	Avg. per cremation	Absolute value per site	Avg. per cremation	Absolute value per site	Avg. per cremation
LPG Used (L)	69,988	70.41	63,263	50.85	73,185	58.59	83,228	68.16	91,088	69.69	84,752	75.07	82,274	117.37	84,341	76.6	97,754	72.9
Electricity Used (kWh)	107,786	108.44	90,487	72.74	101,903	81.59	86,723	71.03	103,406	79.12	94,601	83.79	66,554	94.94	87,676	79.63	103,104	76.89
Electricity Generated (kWh)	N/A	0	N/A	0	N/A	0	4,179	3.42	4,011	3.07	3,552	3.15	4,956	7.07	4,815	4.37	4,400	3.28





WATER

Horizon’s impacts arise from two distinct activities, disturbance of the hydrological system from construction of the crematoria and associated infrastructure and the operation of the building during its lifecycle.

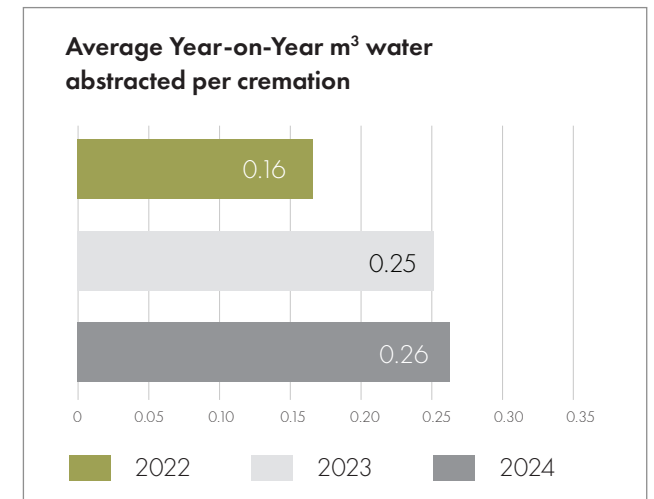
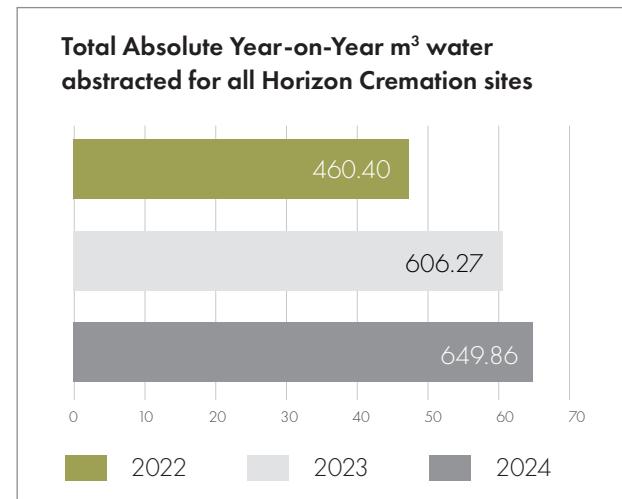
We have taken the following steps to minimise our impact on water:

- All sites utilise Sustainable Drainage Systems (SuDs)
- Rainwater harvesting for use in toilet flushing at all sites
- Greywater reuse for toilet flushing at Cannock Chase
- Low-flow taps and showers and low-use urinals and WCs are installed at all sites
- Clyde Coast and Garnock Valley abstracts water from a private water supply, not from the mains

Our measurement of water use remains an area of improvement, and as a result, we have estimated water usage for 2023 and 2024 based on the 2022 baseline, with an objective of improved measurement, enabling us to set achievable reduction targets.

Our water abstraction from the mains water supply for 2022 through 2024 is shown below:

Site:	Clyde Coast and Garnock Valley		Cannock Chase		The Hurlet	
Score:	Absolute m ³ water abstracted	Average m ³ water abstracted per cremation	Absolute m ³ water abstracted	Average m ³ water abstracted per cremation	Absolute m ³ water abstracted	Average m ³ water abstracted per cremation
2022 m ³ Mains Water Consumed	0*	0.00	233.60	0.19	226.8	0.32
2023 m ³ Mains Water Consumed	0*	0.00	250.05**	0.19	356.22**	0.32
2024 m ³ Mains Water Consumed	0*	0.00	216.00**	0.19	433.86**	0.32



* Clyde Coast and Garnock Valley abstracts water from a private water supply, not from the mains

** Mains water consumption for 2023 and 2024 was estimated based on 2022 water consumption data and pro-rated based on the number of cremations.



WASTE



Waste is not only an environmental problem, but also an economic loss, which is why we are focusing on supporting a move to a circular economy.

Waste at Horizon sites of operation arise from:

- Construction
- Office function and operation – staff and visitors
- Grounds management and maintenance
- Audio visual and IT
- Floral tributes
- Cremation process:
 - Air Pollution Control Residue (APCR)
 - Mercury
 - Metal alloys
- Cleaning and maintenance
- Building maintenance and refurbishment
- Water use

We have implemented our Waste and Recycling Policy and promote waste minimisation, re-use and recycling by staff with the following items being recycled:

- Wastepaper and cardboard
- Redundant IT and audio-visual equipment
- Biodegradable organic waste – composted onsite and used in gardens maintenance (where allowed)

- APCR reprocessed to remove mercury before landfilling
- Metal alloys from the cremation process are recycled through the Institute of Cemetery and Crematorium (ICCM) metals recycling scheme, operating under a contract with OrthoMetals.

In our first Impact Report, we identified that our waste management approach did not allow the accurate measuring and reporting of:



This lack of granularity in data makes it difficult to agree and set targets for reduction. Our waste data collection is still formulated from estimations based on bin volumes. Improvement of waste data remains an area of improvement to more accurately assess our impact in this area.



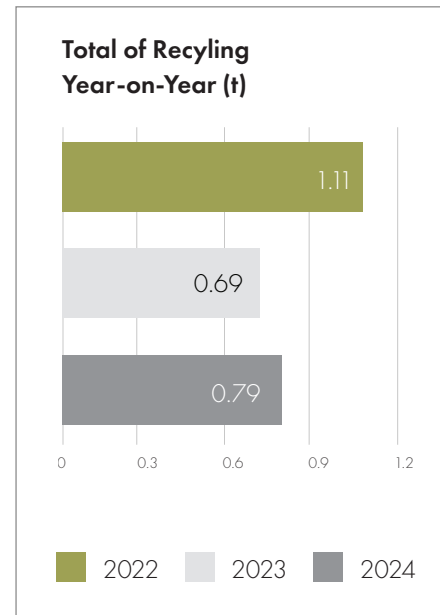
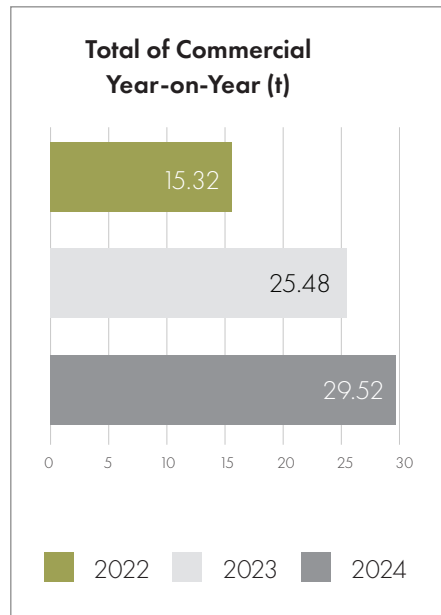
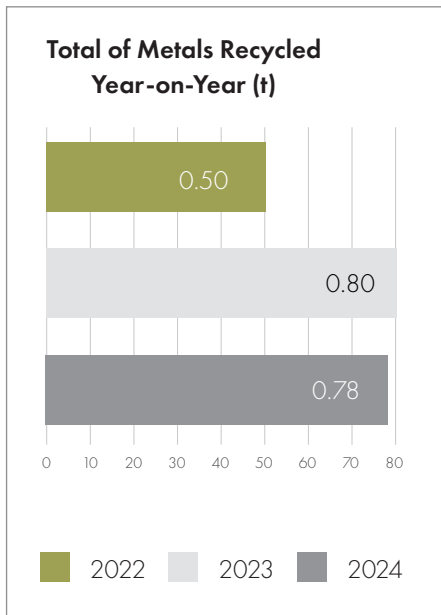


Site:	Clyde Coast and Garnock Valley			Cannock Chase			The Hurlet		
Year:	2022	2023	2024	2022	2023	2024	2022	2023	2024
Metals Recycled (t)	0.33	0.35	0.30	0.17	0.18	0.22	0	0.27	0.26
Commercial (t)	4.24	12.88	12.88	6.85	10.1	10.12	4.2	2.5	6.51
Recycling (t)	0.59	0.45	0.45	0.07	0.00	0.00	0.44	0.24	0.34

DID YOU KNOW?

In 2024 each crematorium produced, on average, **7.94kg** of commercial waste and **0.21 kg** of recyclable waste

Non-biodegradable waste arising from floral tributes continues to pose a significant problem for us because the plastics and floral foam used are single use, non-biodegradable, non-recyclable plastic-based materials. In 2023 our staff at The Hurlet crematoria established links with Glasgow Clyde College, where selected plastic trays were donated to the college for training. To-date over 3200 trays have been donated.





CLIMATE CHANGE



Making Horizon a low-carbon business in support of efforts to limit climate change continues to be front and centre of our sustainability strategy. We are working to be Net Zero carbon, as soon as practicably possible.

Our 2022, 2023 and 2024 Operational Scope 1, 2 and 3 Carbon Footprint

A carbon footprint is a measurement of the impact our activities have on the environment in terms of the amount of greenhouse gases (GHG) produced, measured in units of carbon dioxide equivalents (CO₂(e)).

Assessment Methodology

This element of our ESG report has been prepared in accordance with Part 1 of ISO 14064: 2018 and The Greenhouse Gas Protocol Corporate Standard.

Scope 1,2 and 3 carbon emissions

For many businesses, the assessment focuses only on direct emissions, as these lie under the control of the organisation. However, we recognise that there is an indirect emissions footprint for Horizon's operations and we wish to address this. For this year's reporting on 2023 and 2024 we have expanded our understanding into our supply chain by including emissions in our Scope 3 calculation from Purchased goods and services and Capital goods.

The inclusion of additional Scope 3 emissions categories compared to 2022, have added significantly to the Scope 3 CO₂(e) emissions for 2023 and 2024. As a result of the broadened scope of emissions, emissions per cremation increased from 0.14 tCO₂(e) (Market-based) in 2022, to 0.18 tCO₂(e) (Market-based) in 2024.

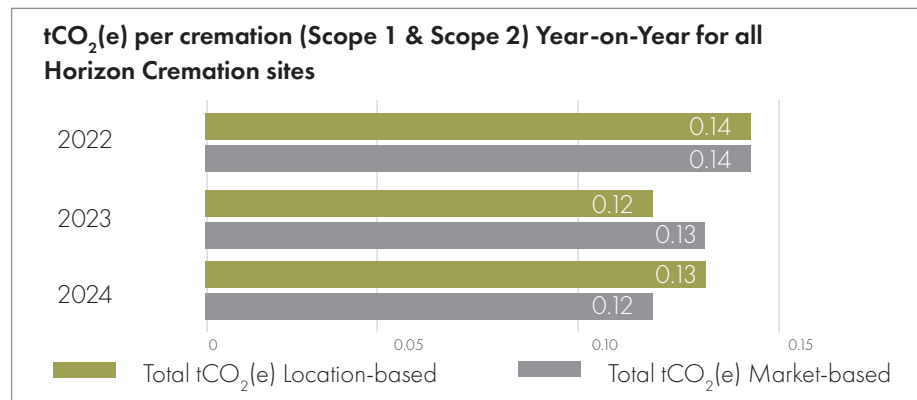
However, to make a fair and direct comparison of the operational emissions over which Horizon has the most control, a comparison of emissions per cremation has been made based on Scope 1 and Scope 2 emissions only, excluding Scope 3 emissions.

A reduction in emissions intensity is evident: the 2022 Market-based emissions intensity for Scope 1 and Scope 2 of 0.14 tCO₂(e) per cremation dropped to 0.12 tCO₂(e) in 2024.

This indicates a reduced impact per cremation arising from our energy management, training, and efficiency efforts, despite some cremator efficiency challenges that arose and were resolved in 2024.

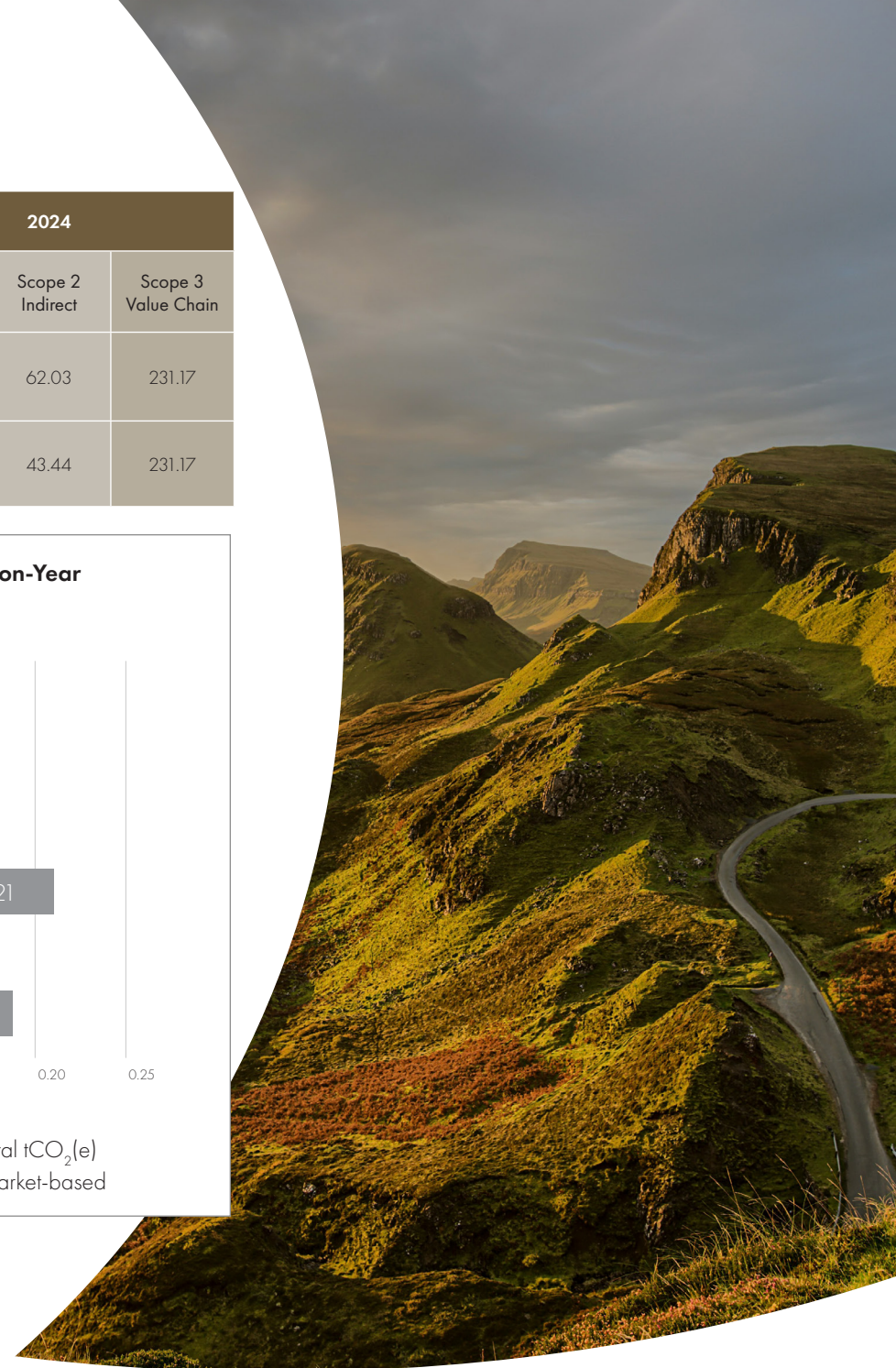
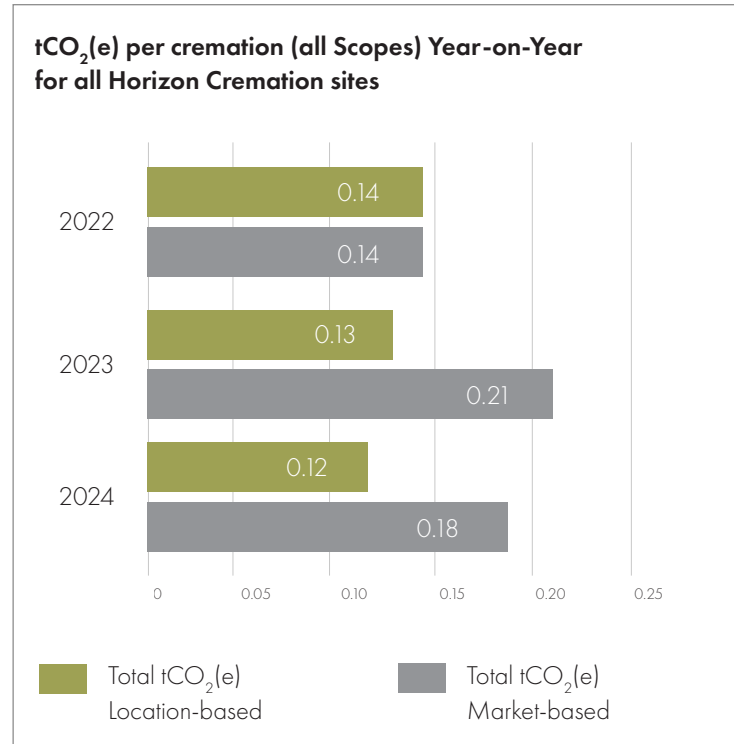


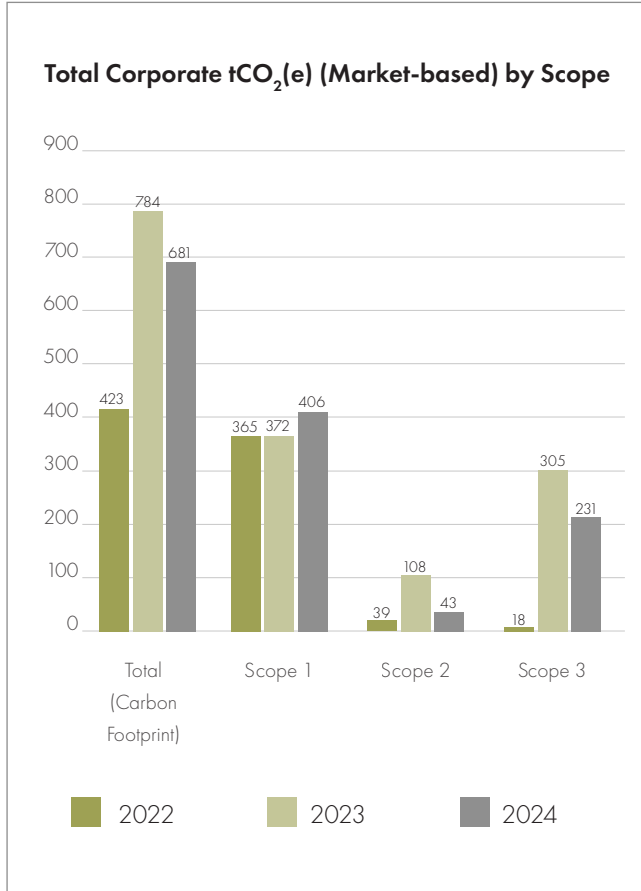
To compensate for 1 tonne of CO₂, **31 to 46 trees are needed**





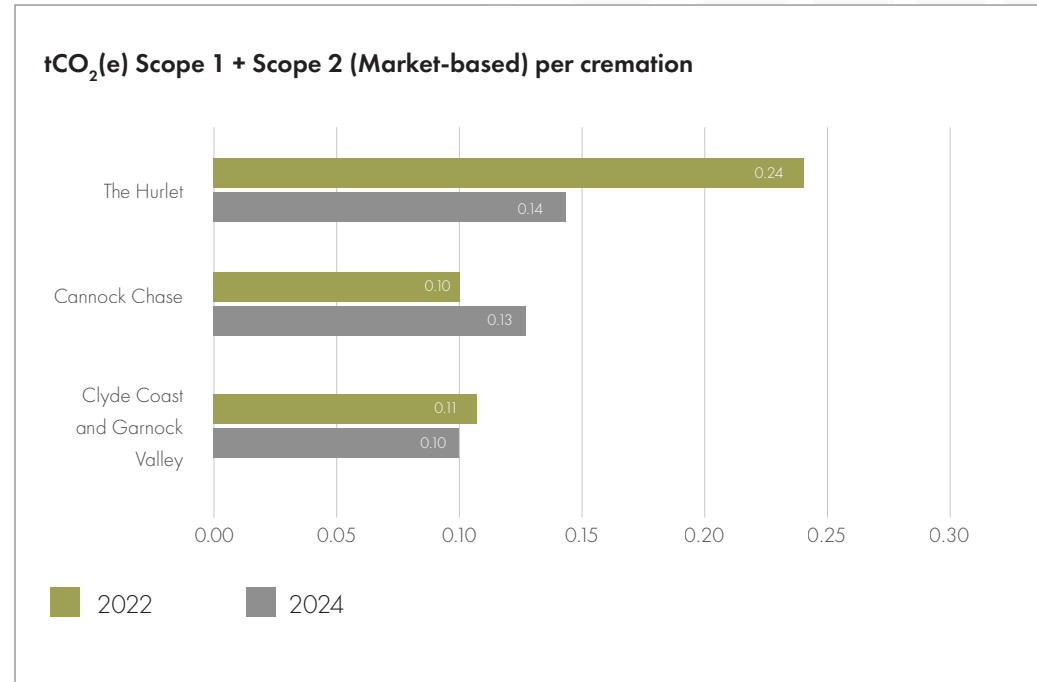
Year	2022			2023			2024		
Scope	Scope 1 Direct	Scope 2 Indirect	Scope 3 Value Chain	Scope 1 Direct	Scope 2 Indirect	Scope 3 Value Chain	Scope 1 Direct	Scope 2 Indirect	Scope 3 Value Chain
Total tCO ₂ (e) Location-based	365.20	50.48	21.64	371.67	58.31	304.82	406.03	62.03	231.17
Total tCO ₂ (e) Market-based	365.20	39.69	18.19	371.67	107.94	304.82	406.03	43.44	231.17





As the chart above shows, even with the inclusion of Scope 3 emissions categories in our calculations, the majority of our emissions arise because of the use of LPG (Scope 1) in the cremation process, space heating and water heating at our sites.

The chart below shows tCO₂(e) per cremation at each of our operating sites for 2022 versus 2024:



The tCO₂(e) figure for The Hurllet can be seen to have reduced significantly. LPG consumption is now more in line with the other two sites (reducing Scope 1), and the Hurllet now purchases renewable electricity in line with the other two sites, thereby reducing Scope 2 emissions.

The increase in the intensity factor for Cannock Chase may have been affected by a slightly lower number of cremations in 2024 compared to 2022 which affects cremator efficiency, but this trend will be investigated further.

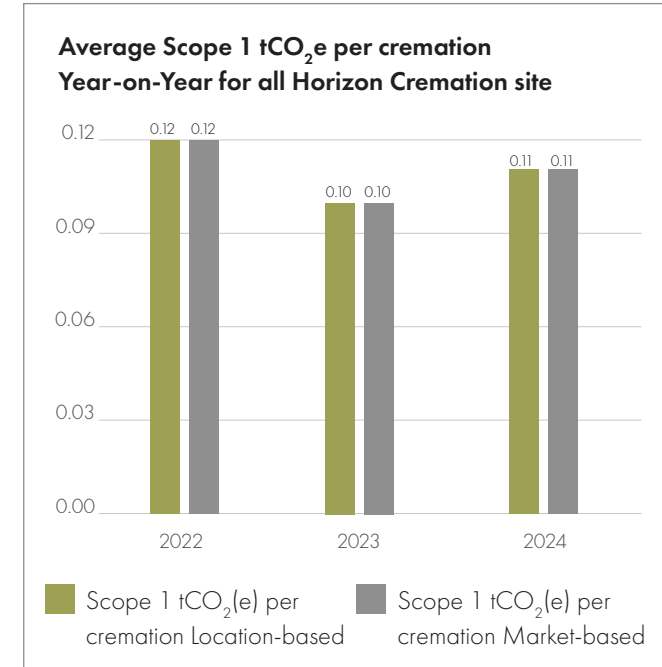
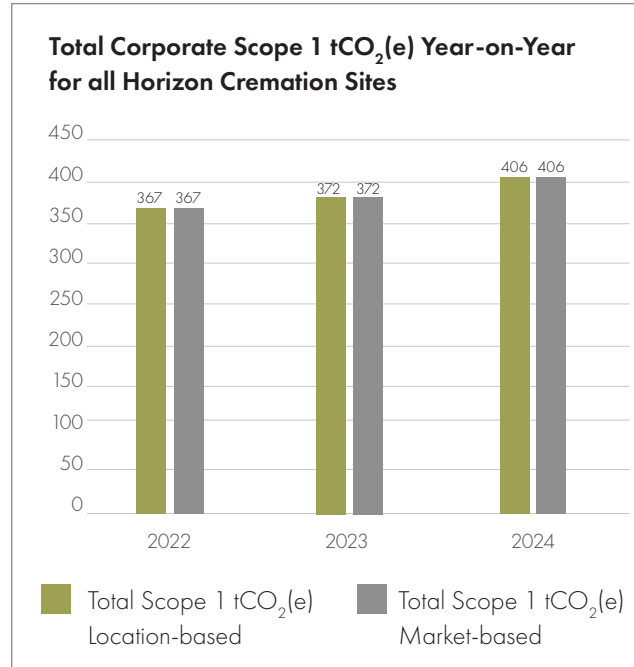


Scope 1 emissions by site

This largely reflects the amount of LPG that is used at each site for cremations, space heating and production of hot water, but for 2023 and 2024, we have also calculated the tCO₂(e) arising from fugitive emissions of refrigerant gases on sites.

Despite the absolute increase caused by an increase in the number of cremations, a reduction in intensity [tCO₂(e) per cremation] is visible from 2022 to 2024. The slight increase and therefore regression between 2023 and 2024 for Cannock Chase and Clyde Coast and Garnock Valley are due to cremator efficiency challenges which were resolved by the end of 2024. We would therefore expect to see a continued intensity reduction in 2025.

Site	Clyde Coast and Garnock Valley			Cannock Chase			The Hurlet		
	2022	2023	2024	2022	2023	2024	2022	2023	2024
Scope 1 tCO ₂ (e) Location-based	108.98	98.51	121.84	129.59	141.84	131.97	128.11	131.97	152.22
Scope 1 tCO ₂ (e) Market-based	108.98	98.51	121.84	128.11	141.84	131.97	128.11	131.97	152.22





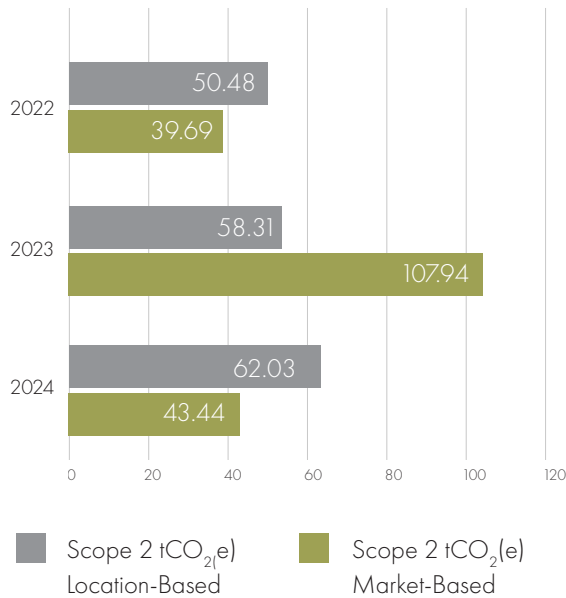
Scope 2 emissions by site

This reflects the amount of electricity used at each site. As of the second half of 2024, all sites receive electricity from certified renewable sources. As a result, we expect the Market-based emissions to reduce further in 2025. The higher Market-Based emissions in 2023 are reflective of brown (non-renewable) electricity being purchased during this period.

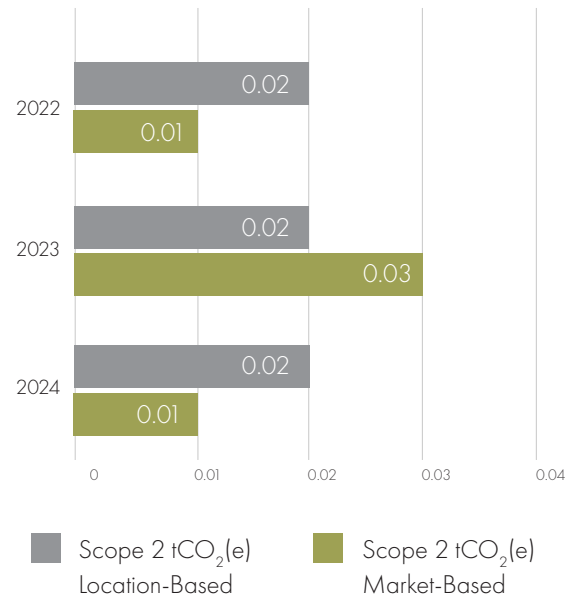
The increase in Location-based emissions between 2022 and 2024 is reflective of increased numbers of cremations, but we have seen intensity [tCO₂(e) per cremation] remain flat despite the absolute increase.

Site	Clyde Coast and Garnock Valley			Cannock Chase			The Hurlet		
Year	2022	2023	2024	2022	2023	2024	2022	2023	2024
Scope 2 tCO ₂ (e) Location-based	20.84	18.74	21.10	16.77	21.41	19.59	12.87	18.16	21.35
Scope 2 tCO ₂ (e) Market-based	0	34.69	0	0	39.64	11.52	39.69	33.61	31.92

Absolute Total tCO₂(e) Year-on-Year for all Horizon Cremation sites



Average Scope 2 tCO₂e per cremation Year-on-Year for all Horizon Cremation sites





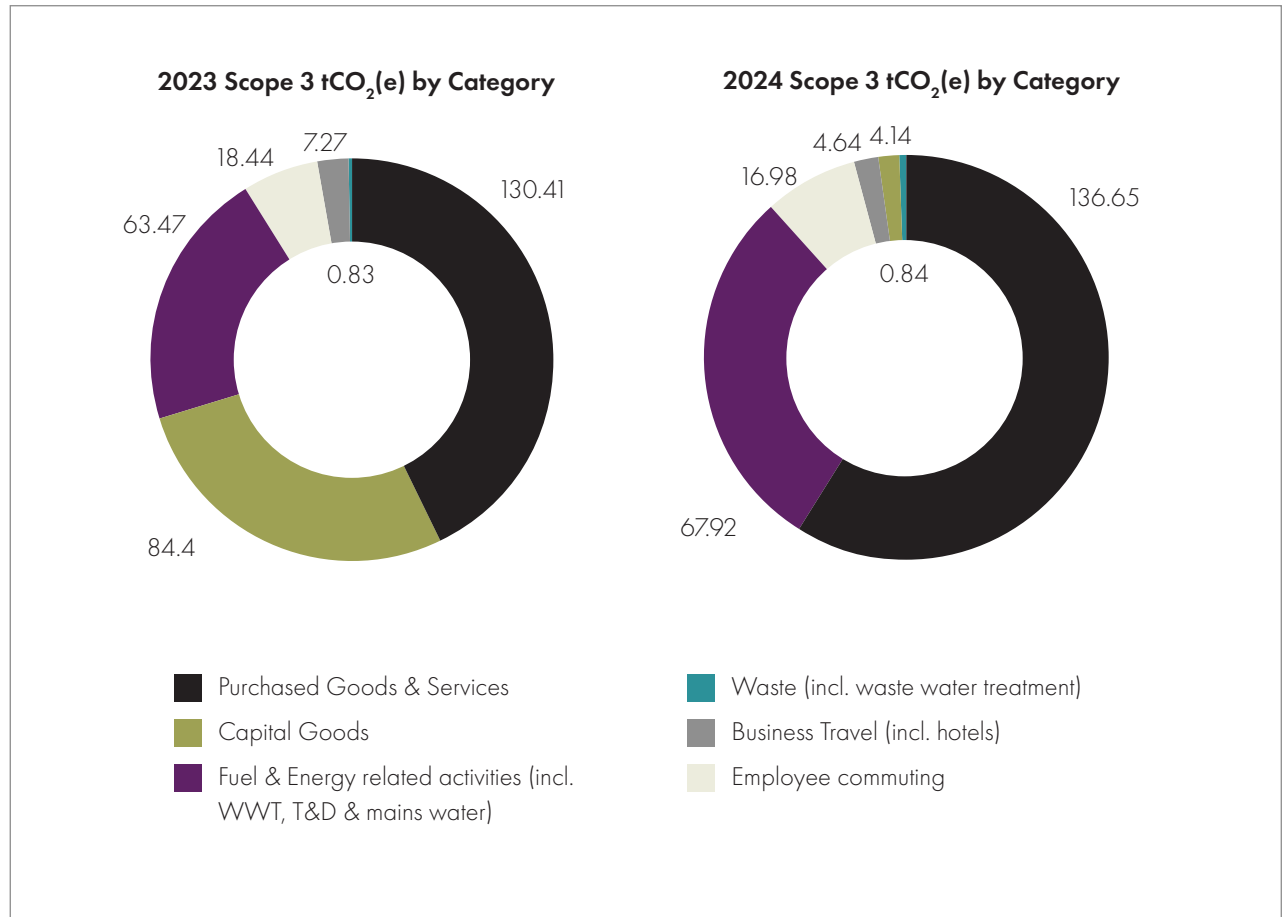
Scope 3 emissions per category

As promised in our 2022 report, for 2023 and 2024 we have expanded the Scope 3 emissions categories measured to obtain a broader view of our value chain emissions. A more complete picture of these emissions allows us to understand the emissions hotspots in our value chain and can enable targeted action to reduce emissions.

By far the largest Scope 3 emissions source is from purchased goods and services, and the largest source of emissions within this category is from dimensional cut stone used for memorials. We have begun to source dimensional cut stone from the UK and hope to expand this in 2025.

The notable reduction of total Scope 3 emissions between 2023 and 2024 was primarily driven by reduced capital expenditure, following significant investment projects in 2023: a car park extension at The Hurllet, and work on memorial gardens at Clyde Coast and Garnock Valley, and Cannock Chase.

While employee commuting is not the largest part of our Scope 3 emissions (7% in 2024), it is significant, and our ability to influence this emissions source is more practicable compared to supply chain interventions. Improvements could include learning from best practices across sites, including at The Hurllet which had the lowest commuting emissions, assisted by 3 employees utilizing walking or running to work. Given the differing location of sites, we will need to take a differentiated approach to reducing emissions from employee commuting.





We are frequently asked about the transport emissions that arise from visitors attending the services and returning to our gardens of remembrance. These fall outside of our boundaries under the Greenhouse gas (GHG) protocol and are therefore not reported. These emissions will naturally decay as society transitions to Net Zero, phasing out petrol and diesel internal combustion engine (ICE) vehicles. We will continue to ensure we have good public transport connectivity at our proposed sites and support active travel and EV adoption by providing appropriate facilities, such as secure cycle storage and EV charge points.

Renewable Energy Generation

We monitor our renewable energy generation from the solar photovoltaics (PV) panels at our facilities in Cannock Chase and The Hurllet but have not expanded capacity since our first report in 2022.

The sites generated a combined 8,825.55 kWh in 2023, and 7,952.25kWh in 2024. The 2023 and 2024 generation are equivalent to driving an electric car for 26,477 miles and 23,857 miles respectively.

Scope 3 tCO ₂ (e)						
Purchased Goods & Services	Capital Goods	Fuel & energy related activities (incl. WTT, T&D & mains water)	Waste (incl. waste water treatment)	Business Travel (incl. hotels)	Employee commuting	TOTAL
2023						
130.41	84.40	63.47	0.83	7.27	18.44	304.82
2024						
136.65	4.14	67.92	0.84	4.64	16.98	231.17

DID YOU KNOW?

In 2023 and 2024, a total of
16,778kWh
 of electricity was generated by onsite solar PV



Carbon sequestration

On our journey to net-zero carbon, we are dedicated to going above and beyond expectations and have continued to identify and fund certified tree planting schemes at our sites.

Cannock Chase was initially excluded because the site has valuable grasslands that would have been eroded by extensive tree planting. Advice from the Forest of Mercia Community Forest, a charity dedicated to planting trees across the region has allowed planting on a small number of areas, so as to restrict the impact on grasslands.

Since 2022 we have been working in partnership with Eadha, the Lochwinnoch-based social enterprise and nationally recognised experts in woodland creation and sustainability. The cost of the trees, the planting, and the ongoing management and care are covered by us at no extra cost to families, supported by the knowledge and assistance from the expert team at Eadha.

The trees planted include the beautiful Scottish Aspen and the ultra-rare Arran Whitebeam, alongside native Birch, Alder, Willow, Juniper, Hazel and Rowan. Our on-site tree-planting projects and other green-energy moves provide the following benefits:

- Sequestration of carbon dioxide from the atmosphere
- Enhance local environments and biodiversity
- Improve soil and air quality
- Reduce risk of flooding, and
- Promote community well-being and health

The figures for trees planted in 2022, 2023, and 2024 at our three sites are shown in the table. The table also shows the number of trees planted before 2022, which are continuing to sequester carbon, clean the air, and improve the local water quality and flood resistance.

Number of trees planted per site	2019-2021	2022	2023	2024	TOTAL
Clyde Coast and Garnock Valley	1,273	994	1,244	1,256	4,767
Cannock Chase	70	89	0*	2,392*	2,542
The Hurlet	91	481	1,138	1,408	3,118
TOTAL	1,434	1,555	2,382	5,056	10,427

* A large project to plant trees at Cannock Chase was agreed in 2023 for 2,392 trees, but all the planting was done in 2024

DID YOU KNOW?

In 2023 and 2024 we planted
7,438 trees
 across our three sites



Aspen (*Populus tremula*)

Once widespread across Scotland, it is estimated that only 160ha of Aspen (*Populus tremula*) woodland remain today in the UK.



Whilst this is not done to claim a carbon reduction, it is worth understanding how much carbon dioxide these trees will sequester and lock away through their life, through photosynthesis. Once sequestered the carbon is stored in the forest within living biomass, soil and litter and contributes to the carbon stock.

The rate of carbon sequestration depends on the growth characteristics of the tree species, the conditions for growth where the tree is planted, and the density of the tree's wood. Over a lifetime of 100 years, one tree could absorb around a tonne of CO₂. To compensate for 1 tonne of CO₂, 31 to 46 trees are needed. The trees we planted in 2023 & 2024 will sequester and offset between 156 and 234 tonnes of CO₂ per year and over a 100-year period. If all the trees planted in 2023 & 2024 survive, they will sequester roughly 7,438 tonnes of CO₂.

DID YOU KNOW?

In total to-date, the trees we have planted will sequester

c. 10,427 tonnes
of CO₂ over a 100-year life



Aspen
(*Populus tremula*)

the first tree to colonise the British Isles following the last Ice Age.



AIR QUALITY



Our emissions to air are influenced by many factors, from the design of our facilities, to the efficient day-to-day operation of our cremators and the skill of our staff.

We have evaluated the air quality impacts during the design of our facilities and worked to minimise them by:

- Ensuring the orientation of the building is correct to maximise daylighting whilst minimising overheating from solar gain
- Taking a fabric-first approach to ensure the buildings are energy-efficient
- Installation of efficient low-energy boilers, lighting, and white goods
- Operating heat recovery systems on our cremators
- Limiting air conditioning with units only fitted to service the ceremonial halls at The Hurlet and Cannock Chase
- Targeting an energy performance certificate (EPC) rating of a minimum of C, and achieving a B-rated EBC at The Hurlet and Clyde Coast and Garnock Valley crematoria and an A-rated EPC at Cannock Chase
- Supporting the transition to low-emission transportation by supporting active travel, access to public transport links and electric vehicle (EV) and plug-in hybrid (PHEV) adoption, as shown below.

Site	Bus	Train	EV Charging	Cycle Storage
Clyde Coast and Garnock Valley	200 meters	3.6 miles	0	No
Cannock Chase	10 meters	2 miles	1	Yes
The Hurlet	200 meters	1.1 miles	1	Yes

² https://www.researchgate.net/publication/254217516_Cremation_Air_Pollution_and_Special_Use_Permitting_A_Case_Study

Mercury abatement

The impacts on human health of exposure to mercury from unabated cremation are well documented³. Mercury can cause damage to the brain, lungs, and kidneys. This can be addressed through the installation of mercury abatement technology, which we have done at each of our sites.

Air Pollution Control Residue (APCR) contains mercury from the abatement technology installed. This waste is collected by Future Industrial Services who take the residue to their specialist facility where they recover the mercury which is 99.9% for recycling.

DID YOU KNOW?

100%
of our crematoriums
have mercury abatement
technology installed





Biodiversity

Our intention is to enhance biodiversity at our sites and undertake baseline ecological surveys at each new site prior to construction. We actively work to enhance biodiversity at new sites through:

- Sustainable drainage systems (SuDs), site-specific planting, and careful maintenance.
- Implementing planting schemes using native species.
- Designing gardens of remembrance to provide for native species, wildlife and the wishes of visitors to the grounds
- Encouraging habitats for wildlife
- Reducing the amount of pesticide and herbicide used, and
- Maintaining good horticultural practice

At The Hurllet and Cannock Chase sites, all compostable material arising from grounds maintenance and floral tributes, is composted and used onsite. At Clyde and Garnock Valley, this is not possible due to enforced restrictions, so the compostable waste is processed offsite.

In 2023 we commissioned biodiversity net gain (BNG) surveys and developed Ecological Enhancement Plans for each of our existing sites. We are currently

implementing the recommendations of those enhancement plans. As a result of this work, we will be able to:

- Create an overall Biodiversity Net Gain (BNG) of 37.5% in habitat units and a 71.72% increase in hedgerow units at Cannock Chase
- Create an overall Biodiversity Net Gain (BNG) of 54.67% in habitat units and a 756.49% increase in hedgerow units at The Hurllet
- Create an overall Biodiversity Net Gain (BNG) of 3.32% and create 1.98 habitat units. The baseline biodiversity units currently total 59.60 habitat units and 0.04 hedgerow units at Clyde Coast and Garnock Valley.

Activities we are undertaking include enhanced aquatic and terrestrial planting and additional wildlife enhancements such as the creation of hibernaculum, bird and mammal nesting boxes and interpretation boards for our visitors.



Aspen is a keystone woodland species
**no species supports
more biodiversity.**



SOCIAL





We remain committed to respecting and promoting the fundamental rights of our employees, suppliers, and the communities in which we operate, in line with the UN Guiding Principles on Business and Human Rights.

OUR STAFF



Our employees are essential in delivering our high-quality services, and we are proud to hire and retain the best talent in the industry. Their health and well-being are our utmost priority, and we demonstrate our appreciation to our team in the following ways:

- We aim to be sex, age, gender, disability, religion and colour-blind in our recruitment, actively encouraging diversity within the business and the industry
- We provide training and career progression opportunities, ensuring our employees remain satisfied, motivated, and passionate about their work
- We contribute to and provide pension and healthcare benefits to all permanent employees
- We are a living wage employer and review staff performance and compensation annually
- We allocate each employee 25-days annual leave in addition to bank holidays each year to ensure employees enjoy their personal lives and spend more time with loved ones





INCLUSION AND DIVERSITY



We believe that inclusion, diversity and fairness are core tenets of a sustainable business. Advancing progress on inclusion and diversity will help us to attract and retain the best staff and provide our customers with the understanding and respect they require, at the most difficult of times.

Inclusion and diversity are rooted in our values and strategy. It is important that our stakeholders feel included and respected by us, regardless of gender, age, nationality and other characteristics. To achieve this we continue to:

- Raise awareness of discrimination with our managers through relevant training
- Conduct community engagement activities to break down the barriers to underrepresented elements of the communities we serve
- Work with the wider industry to address any actual or perceived barriers to attracting and retaining employees from underrepresented groups

Male to female ratio of Horizon staff

In 2024, we saw the proportion of full-time female employees surpass male employees following a drop of females as a proportion of employees in 2023.

Gender ratio (full-time employees)			
Gender	2022	2023	2024
Female	54%	42%	52%
Male	46%	58%	48%

DID YOU KNOW?

52%
of our full-time
employees were
female in 2024





Age demographics of Horizon full-time staff 2024

Age group	Manager	Assistant Manager	Crematorium Assistant	Crematorium Operative	Crematorium	Director
Under 25				1		
Age 25 - 34			2	1	1	
Age 35 - 44	1	1	2			1
Age 45 - 54	2			1	1	2
Age 55 - 64	1	1	1		1	2
Age > 65						

Ethnicity demographics of Horizon full-time staff 2024

In our report on 2022 we noted that Horizon at that time had a completely white workforce. We were keen to ensure that our recruitment processes do not discriminate, consciously or unconsciously, against members of ethnic minorities. In 2024 we hired our first member of staff from an ethnic minority. We will continue to work to ensure that we get the best staff regardless of ethnicity.

We intend to achieve a natural balance in our staff, that reflects the communities in which we operate.

STAFF DEVELOPMENT



We believe that to provide the best possible experience for our clients, in the safest way, and with the minimum impact on the environment, all our staff should receive the training they require, to enable them to operate to the highest standards. Our commitment to training is highlighted by increased investment in this area year-on-year.

All of our crematorium operators and technicians hold either the Institute of Cemetery and Crematorium Management (ICCM) or the Federation of Burial and Cremation Authorities (FBCA) Crematorium Technicians Training Scheme (CTTS) qualification.

DID YOU KNOW?

11%
of our staff received internal
promotions in 2024





DID YOU KNOW?

17.4%

increase in training spending from 2023 to 2024



In October 2023, David McNaughton, Manager of The Hurllet Crematorium gained his ICCM Crematorium Management Diploma with Distinction and was also awarded the highly prestigious Eickoff Medal.



The ICCM Crematorium Management Diploma is a highly regarded professional qualification, and such is the depth and scope of the course, that it often takes candidates three to four years to complete. David completed the course in under three-years and achieved distinctions for the quality of his research and his work. The Eickoff Medal is rarely awarded and goes to truly exceptional candidates who have displayed a deep understanding of all aspects of crematorium management and produced consistent distinction-level grades across all modules.

David joined Jennifer Hamilton the Manager of our Clyde Coast and Garnock Valley Crematorium in the Eickoff Medal Winners Club – Jennifer was awarded the medal in 2019.

Training Spend Summary				
Training type	2023 training	2023 training spend	2024 training	2024 training spend
Whole company	1 day (off-site)	£1,620	1 day (on-site)	£3,240
Cremator technician	2 employees	£1,120	1 employee	£550
Role-specific training days	17 days for 10 employees	£3,208	17 days for 7 employees	£4,134
Site-specific training spend		£5,293		£5,276
TOTAL		£11,241		£13,200

HEALTH & SAFETY



The health, safety and wellbeing of our staff are vitally important to Horizon. We recognise that our employees face safety risks and we take these risks very seriously. Our goal every year is to have zero fatalities, record near misses and Lost Time Injury (LTI) and (in a year where there has been an LTI), to reduce the rate by at least 10% compared to the previous year.

Throughout 2023 and 2024 there have been regular safety activities at each of our sites. These include, among other activities, workplace inspections, safety training and employee engagement. The Managers of each of our sites have specific responsibility for Health and Safety and meet regularly to share knowledge and best practice.

Horizon had zero Lost Time Incidents (LTIs) in 2023 and 2024.

DID YOU KNOW?

50%

of full-time employees have professional Health and Safety qualifications





COMMUNITY



Our crematoria are an essential part of the community infrastructure in the areas where we operate. It is important for us to encourage a better understanding of cremation within those communities and to play our part in leading local conversations about death and dying. We promote guided tours and open days at all of our facilities.

Across the three sites in 2024 we undertook four community engagement days. This is a reduction over the numbers recorded in 2022. There are site-specific reasons for the reduction. Nonetheless, we are committed to increasing our community participation at each site in 2025.



CHARITABLE ACTIVITIES



Our three sites raise awareness of and collect funds for local charities through information leaflets and charity boxes. Money which is collected is match-funded by each crematorium and distributed to charities in person.

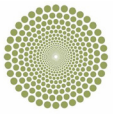
As ongoing members of the ICCMs Recycling of Metals Scheme we have been able to donate over £168,000 to local causes through the generosity of the families who allow us to recycle metals from implants and coffin construction materials, since we opened.

DID YOU KNOW?

£39,887

donated to local charities in 2024 by our three sites and £28,930 in 2023





HIGHLIGHT 01



12/11/2024



£11,600

Clyde Coast and Garnock Valley Crematorium donated £5,800 to Ardgowan Hospice and £5,800 to St Vincent's Hospice through its membership of the Institute of Cemetery and Crematorium Management's Recycling of Metals Scheme.

"It is wonderful to be able to share the incredible sum of £11,600 between Ardgowan and St Vincent's Hospices to help them to continue to provide essential services to local families. The cost of providing these vital services continues to escalate and yet hospices rely on charitable donations to make ends meet. With this in mind, our heartfelt thanks go to each and every family who have given us permission to recycle metals following the sensitive cremation of their loved one. We are immensely proud of our participation in the Recycling of Metals Scheme. Since we opened our doors in 2018 we have been able to donate a massive £103,600 to local Hospices to assist with the provision of vital services within our communities.

Care, Compassion, Kindness and Community are at the heart of everything we do here at Clyde Coast and Garnock Valley Crematorium, and to be able to honour the memory of loved ones by supporting our community hospices is something that we are extremely proud of, and something that we are sure brings great comfort to the families who have come to us for care."

Jennifer Hamilton,
Crematorium Manager

"On behalf of everyone at Ardgowan Hospice, we would like to extend our heartfelt thanks to Clyde Coast and Garnock Valley Crematorium for their generous donation of £5800. This contribution will make a significant difference to the care we provide to our patients and their families. We are incredibly grateful for their continued support, and it is through partnerships like this that we are able to continue our work and support those who need it most."

Joanna Hunter,
Ardgowan Hospice Fundraising Manager

"On behalf of everyone at St Vincent's Hospice, I want to extend our heartfelt thanks to Clyde Coast and Garnock Valley Crematorium for their incredible donation of £5,800 through the Institute of Cemetery and Crematorium Management's Recycling of Metals Scheme. This generous support makes a big difference to our little hospice, enabling us to continue providing compassionate care and essential services for patients and their families during some of their most challenging times. Every contribution helps us extend our reach, and we are truly grateful for this impactful gift that directly supports our mission to deliver comfort, dignity, and moments of joy."

Emma Donald,
Community, Corporate & Event Manager at St Vincent's Hospice



HIGHLIGHT 02



22/03/2023

111 children are bereaved of a parent every single day. Add to this those who have lost grandparents and siblings and the number increases hugely.

With timely and appropriate support, information and guidance children can strengthen their resilience and go on to lead full and flourishing lives.

Winston's Wish charity has a wealth of resources to support bereaved children and young people including a number of very helpful books. Cannock Chase Crematorium is sharing these books with families in Cannock and the surrounding areas. With the help of the members of Cannock Chase Shed who have made a wonderful bookcase to display the books the crematorium

has set up a bereavement library in the waiting room for families to borrow books free of charge.

The selection of books in the library is designed for parents and carers looking to help young, bereaved people make sense of what has happened. There are also books for teenagers to read themselves. Local people are invited to visit and browse Monday to Friday 9am to 5pm.

"Trying to support a grieving child when you are grieving yourself can be overwhelming. Experts at Winston's Wish have over 30 years' experience of supporting grieving children and families. Their books include practical advice, activities and information on accessing further support, they are a valuable resource to help adults to find the best way to support those children close to them. We wanted to make the books accessible to local people. Anyone is welcome to come and have a look and borrow any of the books."

Jo Walker,
Crematorium Manager



HIGHLIGHT 03



08/01/2024



£11,600

At The Hurlet Crematorium, we're proud to be part of the ICCM's Metal Recycling Scheme, a compassionate initiative that allows us to make a difference in our community.

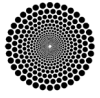
Through this scheme, residual metals left after cremation are sensitively and respectfully recycled, and the funds raised are donated to local charities that mean the world to families across the UK. It's a programme that honours loved ones' memories while supporting the living in meaningful ways.

We are honoured to announce that, thanks to the support of families and communities, we recently donated £11,600 to St Vincent's Hospice. This contribution will help St Vincent's continue their vital work of providing compassionate care and support to individuals and families facing life-limiting illnesses.

"On behalf of everyone at St Vincent's Hospice, a huge thank you to David McNaughton and everyone at The Hurlet Crematorium for their incredibly generous donation of £11,600 through the Institute of Cemetery and Crematorium Management's Recycling of Metals Scheme. Support like this has a direct impact on the care we're able to offer, helping us to be there for patients and their families when they need us most. This contribution truly makes a difference, and we're so grateful for your kindness and commitment to our work."

Emma Donald,
Community, Corporate & Event Manager at St Vincent's Hospice





GOVERNANCE





We remain fully committed to ethical business practices, and we aim to conduct business lawfully, appropriately and with honesty and integrity.

Horizon's Board of Directors has oversight of all the company's activities, including those related to sustainability. Since 2022, the Board of Directors has received monthly updates on ESG matters. Responsibility for the execution of the sustainability strategy sits with the company's Operations Board which comprises all executive directors and crematorium managers.

We continue to:

- Train employees on strategies and policies and how they can contribute to their implementation
- Embed sustainability considerations in business decision-making
- Use our governance structures to review implementation and progress
- Report out progress through our ESG Report
- Ensure compliance with Policies, Standards, and the Employee Handbook

DID YOU KNOW?

No prosecution
or proceedings against Horizon
in 2023 and 2024





INDUSTRY LEADERSHIP



Our industry faces many sustainability challenges that will require a collective approach. We believe in leading by example and sharing our learning and experience with the wider industry. We are members of the Federation of Burial and Cremation Authorities (FBCA) and the Institute of Cemetery and Crematorium Management (ICCM).

Each of our sites is inspected annually by the FBCA. Our results against the industry average for 2024 are shown in the table below:

2024 FBCA Inspection Scores against Industry Average						
Site:	Clyde Coast and Garnock Valley		The Hurler		Cannock Chase	
Score:	% Score	Industry Average	% Score	Industry Average	% Score	Industry Average
Cremation Administration	100	98	100	98	100	98
Ceremony Facilities	100	97	100	97	100	97
Cremation Facilities	96	94	96	94	96	94
Premises and Facilities	100	95	96	95	85	95
Grounds and Memorialisation	100	95	90	95	100	95
Service and Staff	100	95	100	95	100	95
Total	98.3	95	96.8	95	95.5	95





Scottish Crematoria also receive an annual inspection from Government appointed Inspectors. We were delighted by the feedback we received in 2024.

"...The inspection found **Clyde Coast and Garnock Valley Crematorium** to continue to perform to the highest of standards with no shortcomings noted in any aspect of the cremation process.

Good practice was noted throughout the different stages.

The small team led by an experienced and very competent manager collectively provide a first class service to the local community and beyond.

The continuing increase in the number of cremations carried out since its opening in 2018 reflects the satisfaction and admiration of those who attend the crematorium in whatever capacity.

The Cremation Authority can be justly proud of what they achieved in operating two of the most highly regarded crematoria in Scotland..."

"...The Inspection found there to be no shortcomings to any aspect of the cremation process with good practice noted throughout.

The Hurllet continues to operate to a very high standard, and over the past year has seen a marked increase in the number of cremations carried out.

Staff were seen to be highly motivated, professional and innovative, with one example being their ongoing plans to deal with the large floral displays, and the practical difficulties associated with the components, some of which are non-compatible with recycling programmes.

The Cremation Authority are very fortunate in having such an excellent team who collectively are providing a first-class service to the local community and beyond..."





In January 2024 Jennifer Hamilton, manager of the Clyde Coast and Garnock Valley crematoria, was appointed as a Director on the ICCM Board.



We were delighted when, in both 2023 and 2024, The Hurllet crematorium was named the 'Best Crematorium in Scotland' at the Scottish Funeral Awards. The awards recognised the delivery of the highest levels of service and care for families, working with the local community, supporting local charities, and working to protect the environment and enhance biodiversity.

In 2024 The Hurllet was awarded 'Highly Recommended in the Outstanding Contribution to the Funeral Industry' category – the only crematorium in Scotland to be recognised within this category.

In 2024 Clyde Coast and Garnock Valley crematoria were awarded Highly Recommended in the 'Best Funeral Team' category at the Scottish Funeral Awards, following on from their success in 2019 and 2023 when they were awarded the 'Best Crematorium in Scotland Award'.

Consultation on the review of the Crematoria Guidance PGN(5/12)

In October 2023, Department for Environment, Food & Rural Affairs (DFRA) and other UK partners, opened a consultation on the review of the Crematoria Guidance PGN(5/12). We provided input into the consultation, which closed in December 2023.





Conclusions on our Performance in 2023-24



It is clear that positive steps have been made over the course of the last two years. Some highlights are:

1
We have significantly reduced carbon emissions per cremation through the efficient operation of our cremators.

2
We have undertaken Biodiversity Net Gain surveys at each of our sites and altered the planting and site maintenance regimes at each site to further encourage biodiversity at our sites. Each of our sites makes a significant contribution to biodiversity net gain.

3
We have become a marginally more diverse organisation in terms of the representation of women and ethnic minorities in our workforce.

4
We have taken a greater role in our industry; with all our crematoria performing above industry average in independent assessments of their effectiveness and management; with our staff taking senior roles in industry organisations; and with two of our sites receiving awards recognising their quality.

However, there are areas where we have not improved:

1
Our community engagement at each site has declined since 2022.

2
We have made no progress in some of our data collection – we still struggle to measure water consumption and waste collection

3
We have not increased our onsite energy generation capacity

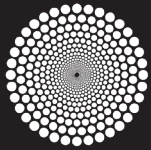


Action Plan for 2025



Our journey to be leaders in the sustainable operation for crematoria continues. In 2025 we plan to:

Environmental	Social	Governance
<ul style="list-style-type: none">• Investigate the incorporation of bio-gas as part of our LPG gas mix to further reduce carbon emissions• Review the capacity and operational efficiency of onsite renewable energy generation at our existing sites• Investigate further why Cannock Chase has increased in Scope 1 tCO₂(e) per cremation between 2022 and 2024• Continue to explore options to source monumental stone from the UK• Improve measurement of water consumption to enable reduction target setting• Improve waste data collection to provide more accurate waste volumes and waste fates (total waste, waste to landfill, waste diverted from landfill)	<ul style="list-style-type: none">• Review our community outreach activity and look to increase it in 2025• Continue to invest significantly in staff development• Develop and promote staff internally in order to retain and offer progression to our workforce• Conduct an annual Staff Survey	<ul style="list-style-type: none">• Prepare for updates in industry guidance regarding Nox abatement• Review our Policies and Procedures• Review our data collection processes



horizon
cremation



An intelligent approach to energy, waste & sustainability

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