# Delivering Our ESG Strategy

## Progress towards our Environmental, Social and Governance objectives

November 2025



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# Our Mission

Synergy Car Leasing was founded in 2006 on the principle of delivering an excellent leasing experience to all our clients.  That still holds true today, and we continue to build the business on our values of Customer Commitment, Communication, Consistency, Energy, Integrity and Best Outcomes for all.

Synergy supplies all makes and models of cars and vans to businesses and private individuals. We offer business and personal contract hire, as well as fleet management, used car leasing, short-term rental, and tax-efficient salary sacrifice schemes.

We've achieved the Feefo Trusted Service Award for over 11 consecutive years, demonstrating our continued commitment to customer experience.

Our mission is to be a Top 5 UK leasing broker, recognised as consistently delivering the best-in-class customer experience for our business and personal clients.

Our Environmental, Social and Governance (ESG) commitments are central tenets within our business and its day-to-day operations, and these are:

- **Deliver sustainability for a better future**
- **Provide a great place to work for everyone**
- **Deliver fair value**

We're delighted to be reporting for the first time on the progress we've made on our ESG commitments; and we've plans in place to continue with the good work we've started.

**Will Voisey**
**Managing Director**

Platinum Trusted Service Award 2025 feefo

BVRLA

## *Highlights*

**£4,454**

Raised for Charity

**38%**

of cars delivered in FY25 were fully electric

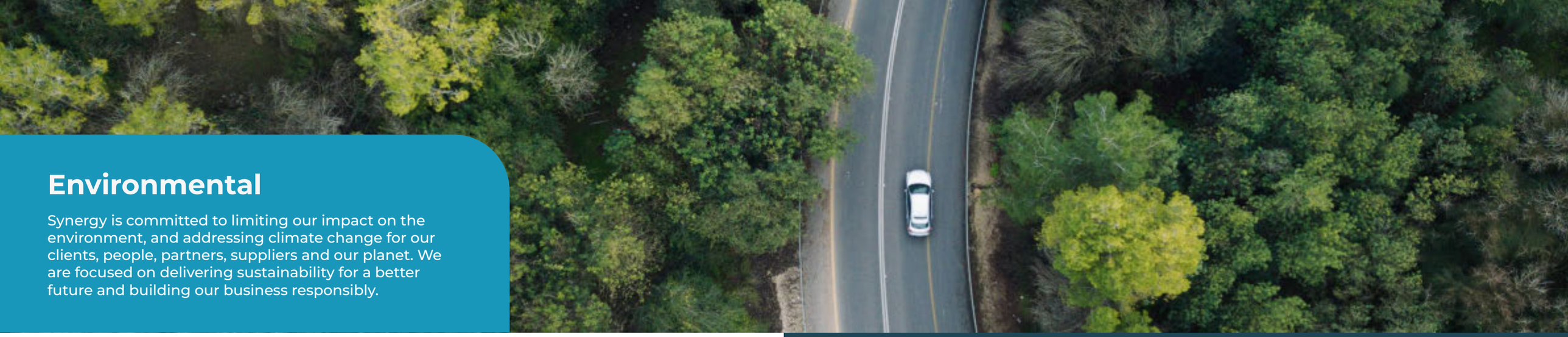
GREEN MARK

Level 2 Green Mark award achieved

OUTSTANDING TO WORK FOR 2025

2-star best companies rating, for second consecutive year





# Environmental

Synergy is committed to limiting our impact on the environment, and addressing climate change for our clients, people, partners, suppliers and our planet. We are focused on delivering sustainability for a better future and building our business responsibly.

### 1. Advocate for sustainability

At Synergy we help our clients transition to electric and hybrid vehicles. In many cases this is to support their sustainability objectives by reducing emissions, and developing cost-efficient, cleaner fleets across the country. In FY25, 38% of all cars delivered by Synergy were fully electric.

Synergy also recognises that a sustainable future is important to our own people too. In July 2025, Synergy added a Cycle-to-Work scheme to its employee benefits, providing a tax-efficient way to cycle to the office and improve health and wellbeing.

### 2. Optimise our inputs

In May 2025, Synergy received the Green Mark Level 2 accreditation. Green Mark is an internationally recognised environmental certification. It reassures both clients and employees that Synergy is conducting business to recognised environmental standards.

As a result, Synergy has implemented a formal Environmental Management System (EMS) to monitor and reduce our environmental impact. The Green Mark framework supports this process by offering practical tools and measurable benchmarks, helping Synergy to manage emissions, reduce energy use, and communicate progress both internally and externally.

### 3. Reduce our outputs

In June 2025, Synergy published our first Streamlined Energy and Carbon Report (SECR). This reports helps us to understand the carbon impact on our activities, and work towards the UK government's 2050 net zero target.

Although energy increased in FY25 compared to the previous year, this is due to the installation of 4 electric vehicle (EV) charging points at Synergy's office in Harrogate. However, by purchasing green electricity tariffs, the location-based carbon emissions associated with the company's electricity carbon footprint decreased by 20%, resulting in the market-based carbon emissions of Synergy being 20 tCO2e.

## Environmental Summary

| Description | FY25 |
|---|---|
| Reduce greenhouse gas emissions per employee by 2030 | On track |
| % of EVs leased to clients | 38% |
| Achieve and maintain Green Mark Level 2 | Achieved |
| 100% of renewable energy by 2030 | On track – currently 20% |
| Reduce single-used plastic purchasing to zero by 2030 | On track |






# Social

Our aim is to continue to develop the culture of the organisation, and remain a great place to work for all our people. Synergy has also taken steps to support and positively impact the communities around us.

## 1. Provide an excellent place to work for all our people

Synergy is delighted to have received a 2-Star rating in the annual Best Companies survey for two successive years, indicating outstanding levels of workplace engagement. Synergy aims to become a 3-Star rated organisation by FY27, and will continue to use the insights provided by the yearly survey to make relevant improvements.

To help us on this journey, Synergy's People Forum, run by internal volunteers has the following aims:

- **Contribute to Synergy's diversity and inclusion goals**
- **Build an inclusive and respectful workplace**
- **Foster a sense of belonging among our employees**
- **Promote understanding and respect**



The People's Forum organises activities across the business which meet the above objectives. A recent highlight was competing in the Great Knaresborough Bed Race in June 2025. This is a local featured event, and involved decorating a "bed frame" in the theme of TV advertising for the parade through the town. Six runners trained for the gruelling 2.4 mile race, pushing the bed around the course, including swimming through the River Nidd. Many more employees got involved with the decoration, marshalling and sponsorship support. The Synergy Team raised £1,650 for The National Autistic Society, including match funding from Synergy.

The People's Forum has also organised a World Heritage Day event, Macmillan Coffee Mornings, an International Women's Day event and a mental health walk. The latter was supported by the three mental health first aiders within the wider team, recently trained across the business as per our commitment in our ESG strategy.

Synergy is also committed to training, and encourages all employees to take responsibility for their own personal development. This has resulted in tailored training solutions for individuals from the Chartered Institute of Marketing (CIM), RBS Mentor and the British Vehicle Rental and Leasing Association (BVRLA).

Synergy also reports on the diversity and gender pay gap. Synergy maintained its position between 2024 and 2025 with minimal reported pay gaps.










## 2. Positively impact the communities around us

Synergy is committed to positively impacting the communities in which our people live and work. Synergy is based in the heart of the beautiful spa town of Harrogate, North Yorkshire. At the start of 2025, Synergy partnered with Harrogate Town AFC to support and grow their grassroots Kick Back Scheme.

The Kick Back Scheme is a partnership between Harrogate Town AFC and local junior grassroots football teams across the Harrogate District. It aims to connect young local talent with Harrogate Town AFC. Grassroots teams benefit from complimentary match day tickets to every league fixture, making matches more accessible for junior players to attend. The grassroots teams can earn 20% cashback from any additional ticket sales. This cash is given back to the junior grassroots teams, to reinvest in anything they need such as kit, transport or training equipment.




The Kick Back Scheme is free to join, and allows young, local talent to connect with a professional league club. They also have the opportunity to meet the players.

Synergy also runs an annual Christmas charity appeal, organised by the People's Forum. In December 2024, the team organised Christmas gifts for children aged 7-11 years old at Leeds Children's Charity at Lineham Farm.

## Social Summary

| Description | FY25 |
|---|---|
| Overall Best Companies Index Score with accreditation by 2027 - 2 Stars FY25 | Achieved – 719.4 score / 2 stars rating |
| Best Companies well-being factor score of 5.40 (maximum 7) | Achieved - 5.45 |
| Maintain no median pay gap for gender | Achieved - -0.04% |
| Maintain no median pay gap for ethnic minorities | Achieved – 0.00% |






# Governance

Synergy is committed to operating transparently and responsibly in all that we do.  Synergy is authorised and regulated by the Financial Conduct Authority (FCA). We must also meet strict standards and pass regular audits to work with our trade body the British Vehicle Rental and Leasing Association (BVRLA) as well as with our finance providers.

## 1. Deliver fair value to all our customers, people, suppliers and partners

Synergy operates within the required financial services framework. Synergy reports annually on how it meets the Consumer Duty requirements which is approved by the board of directors. The wider team undertake annual refresher training on Consumer Duty and other financial services regulations. It is everyone's responsibility to ensure that customers receive good outcomes.

Synergy also works hard to develop supplier, funder and manufacturer relationships to ensure we are delivering fair value for our customers.

As a BVRLA member, Synergy complies with the Leasing Broker Members' code of conduct, ensuring high service levels, honesty and integrity.  This is also reflected in our Feefo 5 Star customer service rating, and Net Promoter Score (NPS) of 97 (Sept 24 - Aug 25).

In the 2025 Broker News Awards, Synergy won four awards in total, including Broker of the Year for the second consecutive year, as well as Best Mid-Sized Broker, Best Customer Service Broker and Rising Star of the Year.

Synergy also maintains Cyber Essentials Plus annually, and we continue to be registered with the Information Commissioner's Office (ICO).

## 2. Responsibly manage future risks and opportunities

One way in which Synergy manages risks effectively, is by working in partnership with the BVRLA. Synergy's Managing Director, Will Voisey, sits on the BVRLA Leasing Broker Committee. Will has developed a good working relationship with the BVRLA, focusing on driving up industry standards.  Will has also worked closely with the MP for Harrogate and Knaresborough, Tom Gordon, highlighting issues and solutions around the nationwide roll out of electric vehicles and charging infrastructure to meet UK net zero targets.

Synergy works to a risk framework, focusing on developing a positive risk culture; open and honest conversations; and evaluating risk versus reward to improve decision making.

### Governance Summary

| Description | FY25 |
|---|---|
| Maintain BVRLA membership | Achieved |
| SECR Reporting | Achieved |
| Maintain Cyber Essentials Plus | Achieved |



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The work you are doing in advancing EV technology is incredibly important, and it’s clear that Synergy is playing a vital role in driving innovation and progress in this field, especially in Harrogate.

**Tom Gordon**

MP for Harrogate and Knaresborough






SYNERGY

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