

# ANNUAL REVIEW

2024

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## Our Mission Statement

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We are dedicated to the creation of safe, secure and logistically efficient workplaces; delivered with passion and pride, through people and technology.

# ANNUAL REVIEW INTRODUCTION

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**Welcome to the Wilson James Annual Review for 2024, a reflection on the journey that Wilson James has been on over the past twelve months.**

The world continues to evolve at an extraordinary pace, and at Wilson James, we remain ambitious for the future. Ambition however, is only meaningful when rooted in strong foundations. It is the strength of our business, our people, partnerships, and values that enables us to turn our ambition into reality.

2024 was a positive year for Wilson James, as we grew our revenue and operating profits, and welcomed new clients into the Wilson James community. Our vision for Wilson James is to be the market leading provider of Aviation, Logistics and Security services, and this Annual Review shows that we are well on the way to making that a reality.



We are very proud of the Wilson James team of colleagues who make a difference every day.

Our clients consistently tell us that our people set Wilson James apart from others, and their expertise enables us to bring our ambitions to life. We grew in number during 2024, with our headcount growing as we expanded our portfolio of clients.

Today, our team of 6,200 colleagues are proud to be supporting industries that are shaping tomorrow; as we partner with more clients across sectors including renewable energy, infrastructure, and artificial intelligence.

That's why attracting, developing and retaining the very best talent is crucial as we continue to deliver high quality services, and prioritise safety and sustainability. We want to grow together with our colleagues, giving people the opportunity to be part of some of the most iconic and exciting operations in the world.

As ever, 2024 brought its share of challenges. The political, economic and social landscape has been dynamic and there has been uncertainty that can often be hard to navigate. Yet, with challenge comes opportunity.

Opportunities to collaborate more closely with clients, to create new opportunities for our colleagues, and deliver impact to communities. We are particularly proud to have capitalised on these opportunities and delivered strong operational and financial performance.

Wilson James is an innovative and agile organisation that has been creating safe, secure and logistically efficient workplaces since 1991.

Our capacity to transform operations rests on a strong core of consistent, and resilient service delivery.

In 2024 we saw artificial intelligence gain significant traction, as it became part of everyday conversation.

Wilson James has been leveraging predictive analytics and Machine Learning for several years but in 2024, this expertise was elevated through Wilson James Business Cloud, empowering colleagues and clients with data-driven decision-making like never before.

Elsewhere, we restructured our Aviation and Security Leadership teams to respond to market challenges and ensure we are resourced for the future.

This new structure has also enabled us to realise greater integration between our divisions, bringing the full strength of Wilson James together as one.



We are proud to have delivered new and transformative solutions for clients, including our new sustainable travel tool with Santander, and implementing an industry-leading passenger forecast for Assistance Services at Heathrow Airport.

These achievements are underpinned by the depth and longevity of partnerships. We are delighted to have retained several contracts with long-standing clients, as well as welcoming new clients to the Wilson James community.

Our core values ensure that the services we deliver to every client, whether we have worked with them over our 33 years or whether they are new partners, are grounded in respect, honesty, communication, safety and responsibility. These values are also brought to life every day by the colleagues who make up Team WJ.

**Our growth and transformation has only been possible because of the commitment, dedication and expertise of our teams around our business, our clients and our supply chain.**

Thank you to our partners, as well as to everybody who supported and worked with us in 2024. We look forward to growing further together as we create opportunities for people, deliver ambitious solutions, enhance the value we create for our clients, support the growth and development of our supply chain and make a positive impact on communities in which we operate.

# BUSINESS OVERVIEW

## WILSON JAMES AT A GLANCE



Wilson James is a trusted leader in delivering essential, integrated services across a diverse range of industries in the UK, and beyond.

For over 30 years we have built a reputation for innovation, integrity and operational excellence, underpinned by a people-focussed philosophy that prioritises our clients, colleagues and the communities we serve.

At the heart of our operations is a commitment to creating safe, sustainable, and efficient environments. We know that our clients face complex challenges, and we take great pride in providing bespoke services tailored to their individual needs. Guided by our core values, and now with 6,200 colleagues in our team, we are committed to creating a positive impact and making investments that ensure we continue to deliver exceptional service.

# OUR CORE SECTORS



## AVIATION

Wilson James plays a key role in the Aviation industry, where precision, safety, and passenger experience are critical.

We work hard to enhance efficiency whilst upholding rigorous regulatory standards, and our teams are embedded within some of the world's busiest airports and transportation networks, ensuring that passengers, cargo and operations move seamlessly.

We specialise in delivering a comprehensive range of services that are each tailored to meet the diverse needs of the Aviation industry.

Our Assistance Services ensure passengers requiring additional support receive personalised and empathetic care, providing them with independence and confidence as they travel.

Our Aviation Security solutions are designed to maintain the highest safety standards, combining advanced screening technologies with expert personnel to protect passengers, staff, and infrastructure.

For those seeking an elevated experience, our VIP and Premium Services deliver exceptional hospitality, ensuring a seamless journey from arrival to departure.

In an industry where every second counts, we rise to the challenge – delivering excellent service, powered by brilliant people, who are equipped with industry leading tools, training and technology to perform at their best.



## INFRASTRUCTURE

In the Infrastructure sector, Wilson James supports some of the UK's most ambitious construction and development projects.

We provide a comprehensive range of services designed to keep projects safe, sustainable and on track. With a strong focus on leveraging technology and enhancing supply chain visibility, we empower our clients to gain a much deeper understanding of the ecosystem of each infrastructure project.

Through integration of advanced data management tools and real time monitoring, with our logistics operational delivery, we help clients identify risks and optimise processes so efficiency can be maintained at every stage of the project lifecycle.

Wilson James brings unrivalled knowledge and expertise to nuclear, airport, and critical national infrastructure development programmes.

We combine our technical knowledge with operational experience to address the unique challenges of these highly regulated environments; whether it be working on nuclear sites or ensuring the expansion of airport facilities without impacting the airport operation.

Our teams collaborate to provide solutions that meet the most stringent health, safety, and environmental standards whilst ensuring we support each project with precision and care. We have a unique ability to combine and integrate services that otherwise might be operated in silo, providing a single lens through which to deliver major Infrastructure projects.



## LOGISTICS

Effective Logistics is the backbone of any high-performing operation and at Wilson James, we specialise in providing intuitive services to complex environments.

Our expertise ranges from co-ordinating material movements on major construction projects, to optimising how resources are consolidated and distributed for operational buildings. We ensure that our clients' supply chains remain resilient and adaptable, and deliver a proactive approach to problem solving to give every stakeholder peace of mind – no matter the scale or complexity of the task.

To ensure that we are always putting safety, sustainability and efficiency first, we have developed our own market-leading Logistics Management System – Fulcrum.

Providing unparalleled visibility and control over a supply chain, Fulcrum is key to ensuring every logistics process we deliver is always more efficient than the last.

Equally, our network of consolidation centres facilitates productive and sustainable operations for both our clients' and the contractor community; reducing waste, minimising environmental impact, and making sure that every resource is utilised effectively.

We are proud to focus on delivering services, and materials, through to the point of use - ensuring that the right material gets to the right person, in the right place at the right time.



## SECURITY

Security is a core part of our business, and we are proud to protect people, assets and critical infrastructure in an ever-changing risk landscape.

Our services range from physical guarding and access control, to cutting-edge surveillance, intelligence and risk management strategies.

By combining highly trained personnel with the latest technology and analytics, we provide a comprehensive approach to safeguarding our clients' interests.

Through our understanding of both Logistics, and Asset Management, we are also well placed to ensure that a security overlay is delivered across both Front, and Back of House activities in an integrated manner - ensuring that safety and security extends through a client operation from the Front Door, to the Loading Bay.

In addition to our operational expertise, we deliver security technology solutions, including the installation, management, and maintenance of security systems.

This integration of technology enables us to tailor our services to anticipate, and mitigate risk, whilst ensuring a secure and welcoming experience for everyone – whether it's a corporate environment, an event, or critical national infrastructure.

# WHY WILSON JAMES?



As a specialist provider of aviation & transport, infrastructure, logistics and security for more than thirty years, we connect expertise across a variety of industries that helps our clients, colleagues and communities achieve more than they once thought to be possible. It is our breadth and scale, diversity of experience, and commitment to challenging the status quo, that enables us to respond effectively to market needs.

## **We deliver complex operations**

We thrive in the most technically complex, challenging environments, pushing the boundaries of what can be possible. We have an industry-leading track record in delivering operational excellence and problem-solving with an agile and adaptable approach.

## **We are resilient and adaptable**

We have always embraced change and explored fresh perspectives, and we are ambitious – always looking for new ways to do things better. The way we deliver our operations is always improving and our structure and processes enable us to identify opportunities and respond with speed and agility.

## **We provide financial stability and control**

We are a privately owned business and have been achieving sustainable growth in both turnover and profitability. Our owners are all fully engaged in our operations and committed to the both the delivery of high quality services and re-investing in our future; and the absence of external investors means that the focus on our clients remains an absolute priority, without the distraction of competing investment objectives.

## **We are an extension of your team**

Whether a client, contractor or supply chain partner, we pride ourselves on the approach we take in being an extension of their teams. We keep our clients' best interests at the heart of everything we do, and work to create a culture of integration and collaboration; creating a path of least resistance for those we work alongside.

## **We are a safe pair of hands**

We aim to improve the lives of our colleagues, and the communities we serve by creating spaces where people can thrive, because they are supported by a place that cares. Health, Safety, Wellbeing and Social Value are firmly engrained in our philosophy and our legacy over the last 30 years has seen us continually work to reduce risk and minimise our environmental impact.

## **We are leading the way in innovation**

We are driving forward innovation to set new standards across productivity and sustainability. By finding more efficient ways to operate and deliver our services, and then using the data we collect along the way to make more informed and intelligent decisions, we are working hard to shape the future of the sectors within which we operate.

# OUR YEAR IN NUMBERS

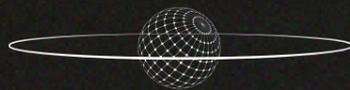
# 3,008,949

Passengers supported through our Assistance Service portfolio



# 5,687,386

Total HGV Distance Travelled in KM  
*14 1x Round Earth*



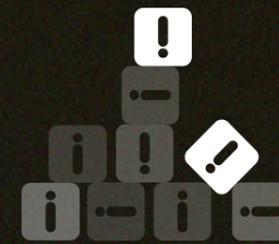
# 6,401

Safety Engagements Logged



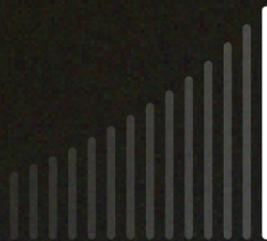
# 2,543

Near Miss / Hazards reported and eliminated



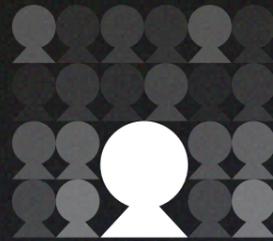
# x6

Reduction in HGV miles through consolidation



# 111

Learners currently on an apprenticeship programme



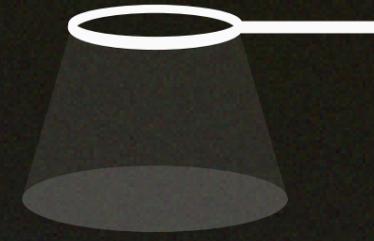
# 178

Directors H&S inspections completed



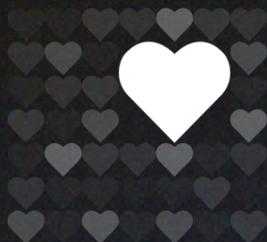
# 1,481

H&S Inspection-audits completed



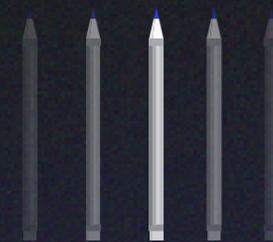
# 4,973

Instagram Likes



# 8

Colleagues completed apprenticeships



# 303,958

Total bookings on Fulcrum



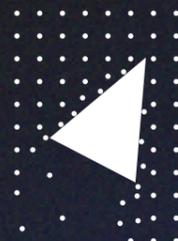
# 574

Active Fulcrum Projects



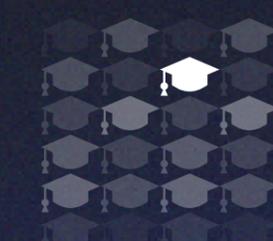
# 621,868

Impressions on LinkedIn



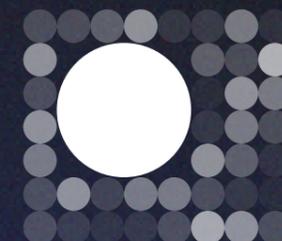
# 25

Graduates of Wilson James Leadership Academy



# 2,376

Job Offers Made



# >11.6 million

Hours delivered across Wilson James sites



# 380

Security Intelligence generated alerts powered by AI



# 25,0000+

Views of the Wilson James Business Cloud Management dashboard



# KEY ACHIEVEMENTS

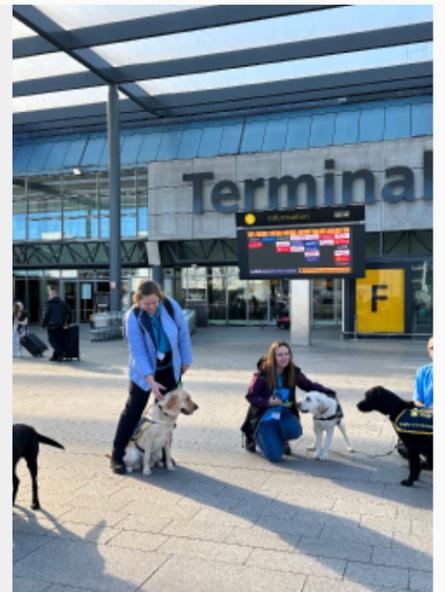
## JAN

- Opened new & improved Operational Support Centre
- Executive Board visit to Hinkley Point C
- Welcomed new Logistics colleagues at Canary Wharf
- Started work in partnership with Daai to deliver training to shape the VIP experience at their airports in Riyadh and Jeddah



## FEB

- Supported The Lighthouse Charity #MakeItVisible campaign with new fleet of vehicles across Logistics division
- Welcomed first cohort of trainee Guide Dog puppies for a familiarisation visit to Heathrow
- Celebrated National Apprenticeship Week
- Shortlisted as finalist in three categories at British Data Awards



## MAR

- Wilson James Business Cloud launched across the entire group
- Marked International Womens Day with extensive work experience programme and support to International Professional Security Association event
- Keynote Speaker at Domopalooza 2024 Conference in Salt Lake City
- Celebrated World Down Syndrome Day in partnership with Heathrow and British Airways, providing a once-in-a-lifetime trip



# APR

- Awarded RoSPA Silver Medal at Health & Safety Awards
- Celebrated Time for Safety Week
- Rolled out Online GP service to all WJ colleagues
- Attended Global Terrorism Update conference in partnership with Policing authorities



# JUL

- Attended London Pride with first ever Wilson James float
- Developed new format for our Security Intelligence Service
- Mobilised a new security contract with Abcam
- Commenced our partnership with R;pple suicide prevention charity
- Celebrated International Security Officers' Day
- Attended the House of Lords to mark 20 years of SIA licensing
- Provided support to London Titans Wheelchair Basketball team as they participated in GOSH Get Active day



# MAY

- Launched refreshed Wilson James brand
- Mobilised new security contract at St Paul's Cathedral
- Completed 18 Mile Charity Walk from Richmond to Tower Bridge
- First meeting of Wilson James Veterans Network
- Signed the Women's Night Safety Charter



# AUG

- First cohort of Passenger Services Apprentices enrolled at Heathrow
- Kick off "Boys Need Bins" campaign across Infrastructure division in support of Prostate Cancer UK
- Hosted a Women's Health and Wellbeing session for Men at Hinkley Point C



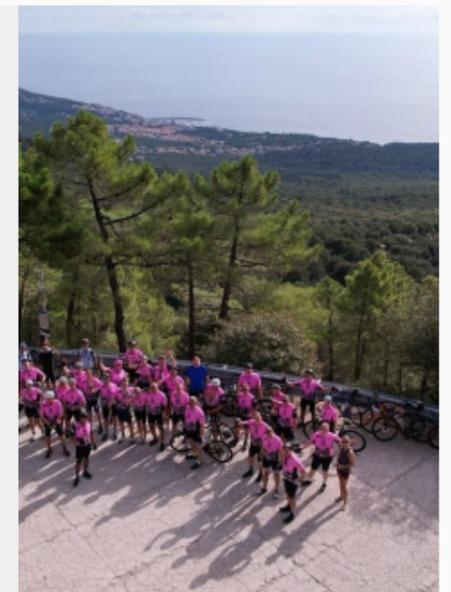
# JUN

- Leadership Academy Class of 2024 graduated
- Completed Ness to Nevis charity trek, raising over £100,000 for Alzheimer's Society
- London Gatwick team featured in Assistance Service information segment on BBC One
- Football came home with Wilson James at Stanhope Foundation Football Tournament
- Made public commitment to Science Based Target Initiative



# SEP

- Celebrated National Inclusion Week
- Busiest month on record across our Airport Assistance Services
- Held annual Management Conference
- Took part in Jason Robinson Foundation Cycle Challenge
- Provided security services to SOAS University of London graduations for the first time since mobilising the contract



# OCT

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- Took part in Dig Deeper charity adventure race
- Launched “Tea and Talk” initiative to promote mental health awareness
- Made switch to renewable energy at site and office locations
- Heathrow VIP named Best Private Airport Experience in Forbes Travel Guide’s first Air Travel Awards



# NOV

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- Supported 2024 Poppy Appeal
- Announced that WJ are to be represented on DfT Aviation Accessibility Task and Finish Group
- Provided custom-built float on Wilson James HGV for Worshipful Company of Blacksmiths at the Lord Mayor’s Show
- Mobilised contract to deliver Logistics to phase 2 of Television Centre



# DEC

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- Hosted first work experience learners through Green Corridor charity at Colnbrook Logistics Centre
- Pulled a plane at Liverpool John Lennon Airport
- Recognised for Training Initiative of the Year at Security & Fire Excellence Awards
- Attended joint ICAO, IATA, ACI symposium on Accessibility in International Civil Aviation in Montreal



AMBITIOUS FOR  
OUR CLIENTS

# AMBITIOUS FOR OUR CLIENTS



**At Wilson James, every initiative and project we deliver is underpinned by our commitment to looking ahead, challenging what's possible, and delivering meaningful results.**

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During 2024, we continued to fulfil our promises and lay a robust foundation for the future. Across aviation & transport, infrastructure, logistics, and security, we have taken time this year to develop a more collaborative and innovative approach.

In return, this has enabled us to deliver measurable value, and greater service proactivity.

Our clients trust us to deliver world-class services and working with transparency we have placed greater focus on exploring to their specific needs and understanding their expectations, so we can work to exceed them.

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# AVIATION



Across our Aviation operations, we continue to lead the way in delivering excellent service as we empower every passenger we serve to enjoy safe, and independent travel.

We are incredibly proud to be the delivery partner at Heathrow, where their "Windsor" VIP service has earned global recognition from Forbes Travel Guide as the Best Private Airport Experience.

This accolade reflects a relentless commitment by our team, to providing world-class service and creating unparalleled travel experiences.

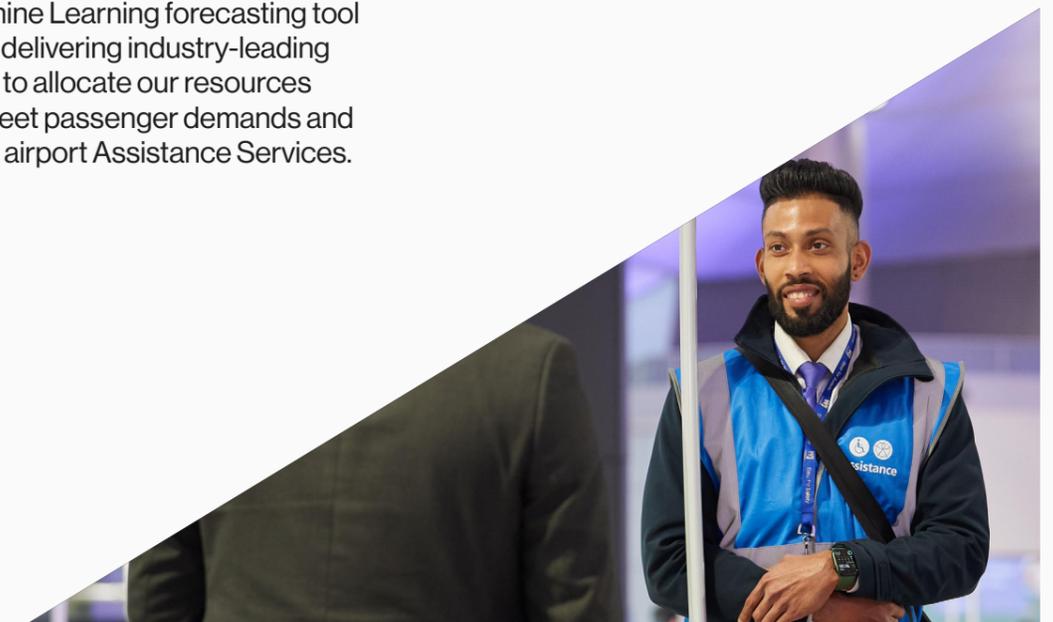
Wilson James has also had a record-breaking year when it comes to Passenger Assistance. We now support 66% of all passengers requiring Assistance Services at UK airports. In 2024 alone, the team empowered more than 3 million passengers to navigate their journeys with confidence and ease.

Central to this success is the introduction of a groundbreaking Machine Learning forecasting tool – technology which is delivering industry-leading accuracy, enabling us to allocate our resources more proactively to meet passenger demands and set new standards for airport Assistance Services.

This advanced technology delivers industry-leading accuracy, enabling proactive resource allocation to meet current demands and set new standards for airport assistance services.

Additionally, in 2024 Wilson James expanded our Disability Stakeholder Forum, inviting individuals with lived experience to provide valuable advice and insights.

This initiative ensures that services are shaped and improved through direct feedback, fostering a more inclusive and effective approach to accessibility to not only enhance the passenger experience today but also shape the future of accessibility and efficiency in aviation.



# INFRASTRUCTURE



In the infrastructure sector, our work at Hinkley Point C demonstrates what can be achieved when we are ambitious.

Our teams are working hard to go above and beyond – not only navigating the extremely complex logistical challenges presented by the nuclear development, but also considering how they can make their mark on the future of the industry.

Our infrastructure colleagues are addressing some of the most intricate logistical hurdles while pioneering a more comprehensive approach to supply chain management.

Key to this, is the development of our logistics control tower, a centralised platform that we are developing – which will streamline operations, enhance tracking capabilities, and enable informed decision-making as it integrates various data streams and software systems into one picture.

This control tower will not only improve the supply chain efficiency at Hinkley Point C, will also set a blueprint for smarter, more agile infrastructure delivery models.

Our infrastructure work also extends to airport logistics. As Heathrow's Logistics Integrator, we are stretching the art of what is possible to make operations more efficient and productive for Heathrow's capital programme.

Moving beyond the boundaries of the Colnbrook Logistics Centre, we are now delivering enhanced management and oversight of laydown areas and contractor compounds across the entire airport estate. This aims to drive greater visibility of materials, reduce waste, and improve the allocation of resources and the way in which they are utilised.

In late 2023, we launched a partnership with The Pallets Yard, which has delivered impressive sustainability results throughout 2024. By maximising the return trips of vehicles making deliveries into the airport, we successfully collected **643** pallets for repair and reuse, equating to **13 tonnes** of wood and a carbon emission saving of **286kg CO<sub>2</sub>E**.

Our Sustainability Manager has also led workshops with the wider Heathrow Delivery Partner community and The Pallets Yard Ltd employees, emphasising the benefits of closed-loop waste management practices and associated carbon reporting.

This initiative is now being rolled out across the airport infrastructure development programme, further advancing our commitment to creating a more sustainable future for the airport community. Our focus on sustainability in infrastructure also extends to people-focussed initiatives, with many of our teams championing inclusion across our sites and contracts.

At Hinkley Point C, we have established a Women In Nuclear network supporting our efforts to achieve 40% female representation by 2025, five years ahead of the 2030 target. Beyond this milestone, initiatives such as listening sessions with male management teams are driving cultural change.

By fostering open conversations and debunking myths around topics like menopause, we are breaking down stigmas and building a more inclusive workplace for everyone.

# LOGISTICS



Our Logistics division has expanded this year as we have grown and developed our BusinessAs-Usual logistics product. By taking the skills and expertise that we have developed through consolidating materials for construction projects, we are now bringing that learning into operational environments.

This approach is enabling us to deliver smarter logistics solutions for multi-use locations, offices, and hotels, whilst also supporting new buildings with Section 106 obligations to consolidate deliveries once operational.

Not only does Business-As-Usual logistics meet regulatory requirements, the benefits extend to a reduction in overall vehicles delivering to an operational asset, which ensures our roads are safer and our air is cleaner.

Beyond operational logistics, Wilson James continues to drive excellence across construction projects, including renewable infrastructure, defence, and airport developments.

These efforts demonstrate a commitment to delivering integrated, innovative solutions that meet the unique challenges of each sector, unlocking efficiencies and providing exceptional value for clients across the UK.

In partnership with Safe 365, we have started work to embed a positive safety culture across the Wilson James Group. This collaboration has contributed to a record number of safety observations being logged which highlights that everyone, at all levels, is actively taking responsibility for safety.

We are equally focused on wellbeing, partnering with the Lighthouse Construction Industry Charity to support their "Making It Visible" campaign.

We are refreshing Mental Health First Aid training for our management and supervisory teams, and have rolled out a new livery design across our vehicle fleet to raise awareness and spark conversations around mental health and wellbeing in the construction industry.



# SECURITY



In security, transformation has been a focal point for 2024. A restructuring of the leadership team has introduced fresh perspectives, energy, and innovation to the division.

Our leaders are hands-on, actively engaging with frontline teams and celebrating their contributions, to ensure they feel fully supported; such as during National Security Officer Day.

This approach fosters stronger connections and highlights the critical role security personnel play in safeguarding assets, people, reputations, and assets.

Our efforts to create safer, more inclusive environments has extended through a partnership with our Gender Network, culminating in becoming a proud signatory of the Night Safety Charter.

This milestone is key as we make ongoing commitments to creating secure and safe spaces for all, particularly during nighttime hours.

2024 saw us continue to integrate cutting-edge training initiatives into our operations, including utilising Virtual Reality (VR) technology.

These immersive training programmes enhance skill development, offering real-life scenario simulations that prepare our teams to handle complex security challenges with confidence.

Looking forward, we will build on this momentum and continue to invest in tools and resources to ensure our colleagues are equipped with the right tools to perform at their best.

We are proud to have welcomed new clients into the Wilson James community, with several new sites and contracts mobilising this year.

A particular highlight was at SOAS – a contract that mobilised in 2024 – where one of our colleagues working on site helped to keep their graduation ceremonies secure in his role as Security Team Leader and the following day themselves graduated with a degree in Accounting & Finance. Every day we are inspired by the diverse talent and ambition within our workforce.

We have also worked this year to strengthen our collaborations with industry organisations, including The Security Institute, TinyG, and IPSA, contributing actively to initiatives aimed at transforming the security industry.

Through the Security Skills Board, we are helping to shape the future of the profession, driving up standards, and championing innovation.

Our commitment to partnerships, innovation, and celebrating the diverse talents of our people reflects our unwavering ambition to redefine security services for our clients. Together, we are shaping a safer and more inclusive future.

# AMBITIOUS FOR OUR COLLEAGUES

# AMBITIOUS FOR OUR COLLEAGUES



**The resilience of our business rests firmly on the strength of our people. They are the heart of Wilson James, driving our achievements and shaping our future.**

Recognising this, we are passionate about working to create an environment where every colleague feels proud to be part of Team WJ, valued for their contributions, and inspired to pursue ambitious goals together.

Over the past year, we have taken meaningful steps to prioritise the wellbeing, growth, and sense of belonging, amongst our colleagues, ensuring they thrive both professionally and personally.

This year marked a significant evolution in our approach to financial wellbeing. After a comprehensive review of our pension offering, we transitioned to a new pension provider that delivers flexible, robust, and accessible pension schemes tailored to meet diverse needs.

We know that the ambitions and circumstances of each of our colleagues is different, so we are proud to now be providing our people with resources to make informed decisions about their financial futures, reinforcing our commitment to long-term security and peace of mind.

In addition, we expanded our benefits offering to now include an Online GP service, providing colleagues with access to a GP anywhere, at any time.

This not only ensures timely and convenient healthcare support but also promotes a healthier, more resilient workforce. For our people, it means peace of mind and flexibility in managing their health, reducing the stress of scheduling in-person appointments. For Wilson James, it translates to a workforce that feels supported, valued, and ready to perform at their best.

Considering the vital importance of health and wellbeing, we have also invested in new Manager dedicated exclusively to Wellbeing, who is now a key part of our HR team.

This role is critical as we seek to enhance initiatives that focus on mental, physical and emotional health and ensure that our workforce are supported to be more productive and fulfilled from their careers with Wilson James.

Professional development has also been a key focus this year. At the start of 2024, we launched iLearn, a new Learning Management System designed to provide colleagues with access to tailored training and development opportunities.

Alongside this, we have developed several new apprenticeships across the organisation, with over 110 colleagues enrolling in apprenticeship programmes during the year. We are also

considering how we can grow and expand our Leadership Academy, as our alumni contribute to new roles and activities that are shaping our future.

These initiatives are integral to building our capability framework and creating clear pathways for colleagues to grow and advance within the business.

To support this, our HR team has started crucial work aligning roles and responsibilities across the organisation, a step that will facilitate greater mobility and flexibility for colleagues as they explore new opportunities within Wilson James.



# We are committed to empowering our people through knowledge, skills and career progression and look forward to seeing this work continue in 2025.

Inclusion and belonging are core to who we are, and over the past year, our people networks focusing on Race, Disability, Gender, and LGBT+ have flourished, continuing to shape and strengthen our organisational culture.

These networks have guided the development of new policies, ensuring that we're providing the infrastructure and governance necessary to be as inclusive as possible.

In 2024, we were also proud to launch the Wilson James Veterans Network. This initiative celebrates the invaluable skills and perspectives of colleagues who have served in the armed forces or are current reservists.

The network provides a supportive space for like-minded individuals to connect, share experiences, and navigate their careers beyond military service, and we look forward to seeing the network grow and develop into 2025 and beyond.

Our ambitions do not stop here. We are committed to fostering a workplace that is inclusive, equitable, and free from discrimination. We continue to focus on closing the gender and ethnicity pay gap, recognising that diversity strengthens our organisation and drives innovation.

We are continuing to prioritise initiatives to reduce the risk of modern slavery and human trafficking in our operations and supply chains, reinforcing our dedication to ethical practices. These efforts lay the groundwork for a workplace that is inclusive, and inspires trust, collaboration, and a sense of belonging.

As we look toward 2025, we are excited to expand on these achievements. We will further refine our inclusion strategies, enhance professional development opportunities, and explore new ways to support our colleagues in their ambitions. Listening to our people remains at the heart of our approach, ensuring their voices shape the future of Wilson James.



Together, we will continue to create a workplace where everyone feels empowered to contribute meaningfully, thrive confidently, and achieve boldly as part of Team WJ.

# AMBITIOUS FOR OUR COMMUNITIES

## AMBITIOUS FOR OUR COMMUNITIES



At Wilson James, we are committed to being good neighbours to the communities we serve.

This commitment goes beyond simply supporting charitable causes or contributing to regional economies through the creation of high-quality jobs. We are working hard to forge meaningful connections, breaking down barriers, and demystifying the security, logistics, and aviation sectors, showing the pivotal role our people play in streamlining and safeguarding operations.

Our ambition for our communities is reflected in the wide range of initiatives we support. This is not a time to stand still; it is a time to look forward and strive for a brighter future.

Together, we aim to create opportunities, address pressing challenges, and ensure that today's actions pave the way for future generations. As a Recognised Service Provider by the Living Wage Foundation, we are committed to the Real Living Wage. We ensure fair compensation for our workforce wherever we can as we wish to ensure that all colleagues receive wages that meet the real costs of living - supporting our workforce and contributing to a more equitable and sustainable economy.

In 2024, we continued to focus on inclusion as a strategic priority for Wilson James, and we are incredibly proud of our team at Hinkley Point C who are leading the way through their Women in Nuclear network.

This initiative focuses on increasing representation in a traditionally male-dominated industry, and fostering a culture of innovation and collaboration.

Through workshops, mentoring programmes, and community engagement, we are working to build a more diverse and inclusive workforce and are on track to be the first contractor based on the development to reach the goal of 40% female representation in the workforce.

We also take pride in our efforts to support military leavers transitioning to civilian careers as a founding partner of BuildForce, providing pathways to new opportunities.

By connecting veterans with careers in the construction and logistics industries, BuildForce helps bridge the gap between military service and civilian employment, creating meaningful opportunities for those who have served our country. We have continued to support BuildForce this year through their project days, insight days and virtual career chats.

Our ambition for community extends through to our charity partnerships, which continue to be a focus for us as we work with charities that align with our values.

Our renewed partnership with the Stanhope Foundation for a further two years enables us to continue to make long-term, positive change as we create opportunities together to improve the lives of disadvantaged young people, and we are excited to have supported the Foundation as they celebrate £2.14m raised since its launch in 2021.

Additionally, our collaboration with the Green Corridor charity creates life-changing opportunities for young people with additional needs, while our fundraising for the Alzheimer's Society highlights our efforts to address critical social challenges.

We also continue to champion equality and opportunity through our partnership with the Jason Robinson Foundation, and in the construction industry, our work with The Lighthouse Club and their Make It Visible campaign highlights our focus on improving mental health and wellbeing.



# AMBITIOUS FOR SAFETY

# AMBITIOUS FOR SAFETY



At Wilson James safety sits at the heart of who we are, and as a core value, it guides all that we do. We believe that fostering a safe and healthy environment is not only a responsibility but also an opportunity to lead, innovate, and care for the wellbeing of our people and partners.

**This year has been pivotal for health and safety at Wilson James, showcasing our shared commitment to the safety and wellbeing of everyone we work with. A highlight of 2024 was the success of our Time for Safety Week in April.**

This initiative brought our team together to reaffirm our six safety commitments, deepen our understanding of safe working practices, and strengthen our collective resolve to work responsibly.

Through a variety of collaborative events and initiatives – including trials of new innovations, engaging panel discussions, and interactive webinars, we reinforced why safety must always remain at the top of the agenda.

Time for Safety week represented a celebration of our collective commitment to safety. Colleagues from all levels of the business actively participated in the events and activities, bringing individuals with different perspectives together to discuss what it means to work safely and responsibly.

Looking ahead, we are committed to embedding the lessons, innovations, and enthusiasm from Time for Safety Week into our everyday operations.

Following the success of Time for Safety Week, we are incredibly proud to have partnered with R;pple, a suicide prevention charity, to extend our focus beyond physical safety to the critical area of mental wellbeing.

R;pple provides an innovative software tool that discretely intercepts harmful internet searches and provides signposting to free, 24/7 mental health support. This intervention is designed to support an individual at their most vulnerable moments, ensuring immediate access to help when it is needed most.

This year, we successfully rolled out R;pple's tool across the Wilson James network. Its positive impact has resonated beyond our organisation, as we are now introducing R;pple to several of our clients who have decided to implement the software across their own networks and devices.

This year, we also launched our IOSH-accredited training programme, enabling Wilson James to deliver world-class, certified safety training directly to our colleagues, clients, and supplier partners. This initiative strengthens industry best practices and reflects our ambition to set new benchmarks in safety excellence.

We are also working in collaboration with Safe365 to assess our safety culture, which marks a significant step on our safety journey.

The partnership will help us assess and understand our existing culture, develop an action plan, and support us in enhancing our safety culture with a meaningful and sustainable approach.

As we look ahead to 2025, safety remains at the forefront of our efforts. We have embedded safety into every part of our operations, ensuring that Wilson James continues to lead the way in health and safety excellence.

# AMBITIOUS FOR SUSTAINABILITY

# AMBITIOUS FOR SUSTAINABILITY



**As we reflect on the past year, we are pleased with the significant strides Wilson James has made on our sustainability journey to ensure we have solid foundations for the future.**

Sustainability is key to our mission as we want to deliver lasting impacts through our business operations and activities.

Our sustainability strategy is underpinned by three pillars: **People, Planet, and Performance**. Together, these pillars guide every decision we make and action we take.

Our commitment to people continues to be a key focus – whether it’s our colleagues, clients, or the communities we serve. This year, we strengthened community partnerships to maximise our social impact.

By collaborating with like-minded organisations, we’ve supported local initiatives, created pathways for underrepresented groups, and invested in projects that transform lives.

2024 saw the redevelopment of our inclusion framework, which ensures we have a clear pathway to fostering diversity, equity, and inclusion across our business – creating and sustaining an organisation where every team member feels valued and empowered to thrive.

Looking to 2025, we aim to further enhance our social impact by expanding apprenticeship opportunities and relaunching our volunteering programme. These efforts will provide new skills development opportunities, meaningful career pathways, and increased community engagement.

In 2024, we made excellent progress in decarbonising our operations. Transitioning to 100% renewable energy across our offices and sites is a fantastic achievement, and we are pleased to also be making advancements in transitioning to a sustainable fleet made up of electric, hybrid and hydrogen-powered vehicles.

Our alignment with the Science Based Targets initiative ensures our actions are transparent, measurable, and impactful. By engaging collaboratively with clients, we’ve promoted sustainable practices, reducing our collective carbon footprint and driving positive change across industries.

In 2025, we’ll continue this journey by introducing sustainable commercial offerings to align with best practices. Additionally, we will continue our efforts to roll out sustainable infrastructure and engage with our supply chain to identify new opportunities for carbon reduction.

Sustainability is integral to our business success. By embedding sustainable practices into our commercial strategy, we create value for our clients, colleagues, and partners while ensuring long-term business resilience.

In 2025, we are committed to introducing new sustainability KPI’s, designed to enhance accountability and reporting, ensuring the environmental and social value we create is recognised and measured.

These efforts will align sustainability with how we measure success, positioning us as leaders in our industry’s sustainable transformation.

This progress could not be achieved without the collective effort and commitment of our colleagues, clients, and partners.

Together, we are advancing toward net zero and beyond and we are looking forward to 2025 – a year of even greater impact as we continue to lead by example, proving what’s possible when we work together.



# LOOKING TO THE FUTURE

## LOOKING TO THE FUTURE



As we have started 2025 with refreshed focus and energy, we reflect on the brilliant year that was 2024. The successes of this past year have been a testament to the power of our mission, and the talent of our people at Wilson James.

Together, we've made further strides in creating safe, secure, and logistically efficient workplaces, all while fostering innovation and strengthening our client partnerships.

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Our achievements in 2024 included growth and expansion into exciting sectors, including infrastructure, defence, culture, media, and manufacturing.

With a team now 6,200-strong, we have scaled our capabilities while remaining true to the values that set us apart, continuing to deliver with passion and pride. The core of our success lies in our people. The milestones we've reached this year are a direct result of their efforts and belief in our shared vision.

2025 presents an opportunity to push our ambitions even further. We are focused on bringing every part of Wilson James together, harnessing our collective expertise across aviation, infrastructure, logistics, and security to deliver outstanding results for our clients, colleagues, and communities.

At the heart of our strategy is innovation. We will continue to disrupt traditional ways of working and pioneer smarter, more efficient solutions.

# Our priorities for the year include continued investment in our people, systems, data, and services.

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By enhancing these areas, we aim to increase productivity, improve efficiency, and set a clear direction for the future of Wilson James. This comprehensive approach will ensure we remain adaptable to the evolving needs of our industry while delivering value to all our stakeholders.

None of this progress would be possible without the trust of our clients and the dedication of our colleagues. To our clients, thank you for choosing us as your partner and challenging us to innovate. To our people, thank you for your hard work and belief in what we can achieve together.

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As we continue into 2025, we are confident that the momentum we've built will move us toward even greater success.

Our future is bright, driven by the talent, teamwork, and tenacity that define Wilson James.

For more information about the Annual Review 2024 please contact

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