

CSR World Leaders Volume 28

A Work of Reference

A selection of International CSR Excellence Award-winning papers, demonstrating corporate social responsibility programmes at their best.

www.csrawards.co.uk



**THE INTERNATIONAL
CSR EXCELLENCE AWARDS**

for companies that have a heart

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for companies that have a heart

Setting the standard...

The CSR Yearbook is a comprehensive global resource on corporate social responsibility best practices.

It is published by The Green Organisation in tribute to the environmental endeavours and generosity of our CSR World Leaders.

These are the companies, councils and communities who have won the International CSR Excellence Awards for their environmental efforts, and who have taken their commitment to the next level by helping others to help the environment.

They are assisting us in publishing their award-winning papers in The CSR Yearbook, and we distribute this

valuable work of reference free of charge to environment professionals all over the world.

By helping others to follow their environmental lead and learn from their experiences and successes, they fully deserve the title of CSR World Leaders.

Not only do they allow us to publish their case histories, but they welcome any followup inquiries. Each CSR World Leader has a contact name and number shown in the Index, and any of them will do all they can to help others help the environment.



Editor's Note

In the interests of accuracy, these International CSR Excellence Award-winning papers are published here in their original form – basically as provided by the entrants.

As many of the papers are of a technical or specialist nature, it was decided that the experience and expert knowledge of the contenders should not be compromised by the grammatical priorities and

consistency of style that usually dominate the editing process.

Our priority is to communicate the aims, methods and achievements of our winners as they wish them to be presented. To this end, the contents have been only lightly edited and we ask for your tolerance of any grammatical shortcomings that might result.

The International CSR Excellence Awards

www.csrawards.co.uk

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ABM FACILITIES

Victoria Leeds Environmental and Sustainability Journey

Page 22

ABM and Victoria Gate in Leeds have visions beyond naked capitalism and see their role at the heart of their community as a serious responsibility. They have combined environmental improvements with work opportunities for people struggling to gain employment and have created a win-win ecosystem locally.

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ACCORD HEALTHCARE

Working Together to Drive Health Equity and Save Lives

Page 26

Amid the COVID-19 pandemic and Ukraine War, Accord Healthcare partnered with International Health Partners to provide vital medicines to vulnerable communities. Accord's CSR commitment drives swift donations and aid efforts during these crises.

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A

AD PORTS GROUP

Corporate Social Responsibility (CSR) at AD Ports Group

Page 31

AD Ports Group excels in Corporate Social Responsibility (CSR), focusing on universal human rights and community well-being. Through initiatives aligned with Sustainable Development Goals, their CSR department positively impacts 100,000+ lives. Internationally recognized, they earned the Gold Trophy at the Corporate Engagement Awards in 2022 and were the first Middle Eastern company to achieve Gold Accreditation Excellence in CSR from CSR Accreditation (CSRA) in 2020.

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ALMOIZ INDUSTRIES LIMITED

Community Uplift

Page 38

Almoiz has gained respect in the community through sustainable practices and dedication. They prioritise stakeholders such as employees, suppliers, and the environment. AIL supports farmers with interest-free loans, operates a quality school, offers scholarships, promotes farmers' literacy, and ensures employee well-being through a comfortable work environment and healthcare facilities.

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B

BALFOUR BEATTY

**Southampton Highways Service Partnership
- CSR Programme with Goal 17 and Saint
Foundation**

Page 42

The Southampton Highways Partnership (HSP) team, in collaboration with Goal 17 and Southampton Football Club's "Saints Foundation," has successfully launched two groundbreaking employment skills and mentoring programs, supported by local businesses and the HSP supply chain. Benefiting 26 at-risk youth, the initiatives have delivered over £200,000 in social value, preventing unemployment and homelessness. The programs' triumph has led to plans for a third initiative, with partner organizations replicating the model.

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BALFOUR BEATTY

**Balfour Beatty's SCAPE Team Prevent City's
Foreshore Erosion**

Page 48

The Weston Foreshore Coastal Erosion team, operating within a SCAPE framework for Southampton City Council, successfully constructed a £1m, 140m rock revetment in just 12 weeks. Overcoming challenges of tidal schedules and bird seasons, the team, along with the supply chain, volunteered 121 hours, added £545,327 in social value, supported STEM education, and donated £4442.45 in equipment.

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B

BIN DASMAL CONTRACTING

INITIATIVES (for communities, customers, employees, environment)

Page 53

BDC is a leading sustainability firm in UAE, known for retrofit projects, energy audits, and system upgrades in mixed-use buildings. Partnering with LOYTEC, they focus on Green Building regulations and address climate change through recycling, reducing food waste, and implementing sustainable farming solutions.

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BIRMINGHAM AIRPORT

Being a Responsible Neighbour

Page 59

Birmingham Airport prioritises community well-being and mitigating negative impacts. Over four years, they have supported 11 charities, funded 50 local projects, and donated £110,000 to good causes. Their sustainability strategy aligns with the UN Sustainable Development Goals, showcasing their commitment.

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CARIDON PROPERTY

CSR Accreditation

Page 64

Over the last 13 years, The Caridon Group have built, procured and supplied good quality affordable homes in over 30 boroughs across London and the South of England. They are committed to being socially responsible organisation. They believe that their vision of being a socially responsible and legally compliant organisation helps to safeguard society and the planet for our future generations.

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CITYWATCH

Citywatch the Capable Guardians of Southampton

Page 69

Balfour Beatty's Citywatch service, operating for Southampton City Council, diligently safeguards the city around the clock. Staffed by Security Industry Authority accredited professionals, they monitor over 1,000 CCTV cameras across the city, contributing to a safer environment for residents, businesses and visitors. Their vigilance covers approximately 12 square miles and plays a pivotal role in ensuring public safety in Southampton..

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C

COLAS

CSR Accreditation

Page 73

Colas have gone above and beyond when it comes the CSR-A Four pillars of environment, workplace, community and philanthropy. Like the CSR Pillars, ACT includes 8 Pillars with corresponding targets. This is supported by their Social Value Policy, Environmental/Energy Policy, and their team of experts who work with the workforce, supply chain, and communities/organisations to deliver meaningful impacts.

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D

DUBAI HEALTH AUTHORITY

RASED “The virtual healthcare facilities inspection Framework

Page 81

Following the Covid outbreak, DHA introduced the region’s first virtual inspection framework for healthcare facilities. It increased productivity enormously, with the average 1-2 visits a day tripling up to 5-6 visits a day. Cost reductions were equally impressive, saving on fleet acquisition, fuel, maintenance time, parking fees, etc – amounting to a 45% saving.

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DUBAI POLICE

Smart Awareness Games

Page 85

To address behavioural issues in schools and prevent negative outcomes, the UAE launched effective initiatives with a focus on youth engagement. Dubai Police initiated a “Security Education” program covering all schools and universities, utilising various methods such as military training, awareness exhibitions, and educational video games to build a conscious and self-immune generation.

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E

EIZO

EIZO International Excellence Awards 2023

Page 91

EIZO UK, committed to meeting future EIZO Group needs, prioritizes corporate social responsibility (CSR). The entire leadership team underwent a comprehensive CSR training day in 2021 and subsequently committed to CSR Accreditation for ongoing enhancement, guidance, and external validation. Acknowledging the significance of staff engagement, talent retention, environmental protection, community contribution, and future work prospects, their dedication reflects a holistic approach.

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GINEBRA SAN MIGUEL Inc

Ginebra San Miguel Inc - Tesda Partnership

Page 96

Ginebra San Miguel, Inc. (GSMI) prioritizes sustainable social responsibility through its “Ginebra San Miguel Bar Academy.” As the world’s top gin producer and a leader in the Philippine liquor market, GSMI’s program originated in 2014, providing cocktail mixing and entrepreneurial training with a vision to benefit 100 students annually, focusing on education, livelihood, and community development.

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GREEN MOTION

Green Motion - Leading Sustainable Travel

Page 102

Green Motion provides eco-friendly rental vehicles without compromising affordability. They prioritise sustainability through reduced energy consumption, water conservation, effective recycling, and partnerships with manufacturers for low-emission technologies. Their goal is to become the world’s first fully zero-emission rental brand.

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H

HAYAT/MOLFIX

Molfix Bond With Love

Page 107

The Molfix Bond With Love Project helps premature and unhealthy babies in critical conditions to survive. It raises awareness about preventable infant deaths and emphasises the importance of mother/infant bonding. The project provides training and vital equipment support to newborn intensive care units - saving more lives.

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K

KINGDOM HOUSING ASSOCIATION

CSR Accreditation

Page 110

Kingdom Housing Association, acknowledging the diverse activities beyond housing provision in its Corporate plan, recently earned a Gold International CSR Excellence Award and CSR World Leader Status for fostering strong, sustainable communities. Despite challenges posed by the COVID-19 pandemic, Kingdom's commitment to Corporate Social Responsibility has intensified, aligning with its mission to create resilient communities beyond just housing.

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L

LEARN CORPORATION PUBLIC Co., Ltd.

Life Changing Program

Page 118

“Life Changing Programme” by Learn Corporation offers quality education and scholarships to combat educational inequity in Thailand. With over 10,000 online courses provided to 5,000+ students, it promotes leadership skills, community building, and global citizenship, -empowering students to pursue their dreams and create a brighter future.

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M

MEON UK

CSR Accreditation

Page 123

Meon was founded in February 1994 and began as an import export agency. With their roots shaped by traditional family values, they have evolved by developing a truly sustainable business. Meon has embraced environmental and social responsibility to build purpose and value for their staff and customers.

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N

NATIONAL GRID

The Hinkley Connection Project

Page 128

National Grid's Hinkley Connection Project (HCP) combines clean energy construction with a community support programme. It engages diverse youth in Science, Technology, Engineering and Mathematics subjects, provides resources for educators, supports local employment, and funds community projects benefiting thousands of children and adults along the HCP route.

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P

PARC TROSTRE RETAIL PARK - CBRE

Encouraging Wildlife through Nature

Page 134

Parc Trostre, a sustainable retail park in Llanelli, South Wales, attracts 5 million customers annually. It fosters wildlife habitats and offers serene spaces near the scenic coastline. The park actively engages the community, promotes ecofriendly areas, and uses recycled materials to enhance sustainability efforts.

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PT PLN (Persero)

PLN's New CSR Strategy : Best Case Practice for Large-Scale Social Programs

Page 138

PLN, Indonesia's leading electricity company with 82 million customers nationwide, adopts a comprehensive CSR strategy aligned with state regulations and sustainable development goals. Their universal implementation approach serves as a model for companies, especially in the energy sector. Transparent data sharing and international awards enhance CSR program credibility, facilitating collaborations.

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S

SABANCI HOLDING

Sabancı Republic Day Campaign

Page 144

This campaign represents Sabancı Group's commitment to protecting the Republic. Their top priority is sharing the benefits derived from the land with its people. Safeguarding the Republic's values is crucial for the Group as they strive towards future goals and the continuous progress envisioned through the journey of modernisation.

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T

THREE SNOWHILL CBRE

Three Snowhill CSR Program

Page 149

CBRE takes its leadership role in the real estate industry seriously by prioritising responsible practices. They actively manage waste, emissions, and natural resource consumption; create an inclusive workplace, minimise environmental impacts, and contribute positively to communities through volunteering, skills matching, and fundraising.

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TILLEY & BARRETT

Grosvenor Gardens

Page 156

Grosvenor Gardens, located in Westminster, London, underwent sensitive redevelopment to transform the Grade-II listed building into high-quality residential apartments and retail units. Noise concerns were addressed during the deconstruction phase to minimise impacts on residents and businesses in the sheltered areas.

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T

TRUSTGREEN

Community Champion Rooted in Nature

Page 161

In 2022, the company introduced the role of the Community Champion, represented by Emma Hills. Emma's primary responsibility is to foster a sense of community and improve social coordination and cohesion in the Gaydon, Warwickshire development. Through her efforts, residents are encouraged to participate in activities that contribute to their health, wellbeing, and safety, while also emphasising the importance of nature and green spaces in creating a thriving community.

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ABM FACILITIES

VICTORIA LEEDS ENVIRONMENTAL AND SUSTAINABILITY JOURNEY

SUMMARY

Before and since the pandemic, we have had a single goal, which is to make our centre as Sustainable and ESG centric as possible.

We understand that there are no magic bullets, however if we combine all the little things that we have achieved and aim to do, then we can make this centre a centre of excellence in Sustainability

IN DETAIL

Let us share our journey at Victoria Leeds In 2018 we installed 2 large renewable energy installations

on the roofs of Victoria Gate, and the Car park (Solar panels).

Since commissioning we have now generated 210,493kwh since acquisition - generated electricity has offset same CO2 as planting 464 trees - and so far, saved 34.9 tonnes of CO2 eq emissions

We then have our waste Coffee grounds initiative, that has now been running for 6 years - in this time we have diverted over 23 tonnes away from our waste streams by utilising the waste coffee across our external planting areas to be used as a soil enricher - this has also now been adopted across the portfolio at other sites. this also over time increased our recycling figure by around 4% and



lowered our waste costs due to less contamination.

We also removed our food digester 24 months ago as it was classed as recovered, not recycled - in favour of Food bins, which are supplied by Forge recycling, who then use the food waste as fertiliser across local farmland

We have over this period now saved just over £11,000 on operating costs per annum taking out Maintenance/water and labour costs, in addition our food waste is now 100% recycled, with the savings going back to the service charge.

Also, over year due to the cost-of-living crisis, we have adopted a new strategy to support local businesses wherever we can.

First, we have now partnered with Forge recycling, who have reviewed our last 12months of collections, and implemented a new schedule that has lowered the amount of collections we have per week by around 15% - lowering our carbon footprint and lowering costs at the same time.

Our collections are also carbon neutral through several of Forge's Carbon Offsetting Schemes, We also have our waste champion, who for the last 6 years has had one task of checking each bin daily for contamination, and then correctly segregating the waste into the correct stream.

He is also there to challenge and educate the retailers of how to identify the correct waste bins for each stream. This has had a very positive effect on less contamination, and again lowered our operating costs year on year

Landscaping – we historically handed this to a sub-contractor. To lower our carbon footprint,



save costs, and to further upskill our onsite teams, we have now brought this inhouse. A massive achievement and innovative approach were to first upskill the cleaning team to plant/maintain/source and continue to self-deliver our own landscaping.

We committed new funds to this venture, an increase of 20% on existing budget so that we could enhance the centres offering, as it was a 50/50 split on real and fake plants.

We have since transformed Victoria Quarter, which is now 100% real plants, and our next task was to do the same at Victoria Gate, which as of Sept 2022 has also now had all fake plants removed and replaced with real plants/flowers.

We also initially had a quote to revamp VQ, which came in at £7000 from a national supplier. We looked at this and decided that we should be supporting local businesses, so we approached a flower stall in Leeds market (Brian's flowers) and together the ABM team alongside the Knight Frank management team designed our own displays, installed them and also maintain them without using an external supplier, and the icing on the cake – we did all this for just under £700 a massive saving of 90%. And supporting the local economy at the same time.

After a visit by our new owners – Redical/Rivington Hark, who were all massively impressed with what we had achieved We also have a pride of place Bespoke bug hotel that can be seen by all our visitors as they drive into our Car park.

This great piece of biodiversity is now a focal point for all to see. We also had an amazing piece of mutual collaboration that has further enhanced our offering at the bug hotel. We made contact with an award-winning flower designer (Sonja KalkSmidt). Who had heard about our bug hotel, and had asked if she could donate her Award-winning array of flowers to have a forever home for all to be enjoyed?

We immediately said yes, and her only requirement was that she could take a photo of the finished result. At zero cost to the site, she has now installed her 2021 Duchess of Rutland cup Best in Show flowers Belvoir Castle July 2021.

We have also made her a brass plaque that now takes pride of place in-between the arrangement. A great collaboration to ensure that our Bug Hotel can attract all the local wildlife insects to visit and thrive.

In addition, we have also enhanced our offering of landscaping at no extra cost Our charity support work has also been amazing over the last 18 months, where we sponsored a guide dog trust £10,000. In July 2021 she was born, and officially now called Victoria at just over 1.5 years old she is nearly a fully fledged guide dog, that will make an amazing difference to someone's life, in addition we have also held McMillan coffee

mornings and raised over £700 each time

We also partnered with a local employment charity to help people in the community. We took on a 42-year-old male in late 2019, who was homeless at the time, and had been unemployed for most of his adult life. Nearly 4 years later he is now a valuable member of our team and had turned his life around.

Proving we support our Diversity Equality & inclusion Policies, and committed to supporting local people that have found it hard to find work Just this week we have also partnered with one of our retailers, who had asked if would host her 15 year old son



for work experience at site, where he spent a whole week with each department – Cleaning/technical/ management team & security to better ready him for a career once he leaves school, a great example of helping young people

Also as part of the ABM Junior engineering and engagement programme - where myself and colleagues attended and supported a school in Manchester over a few month say visiting and encouraging young females to enter into a career in facilities management including numerous workshops and team building exercises. this is now the 3rd year that the ABM team at Victoria Leeds have supported schools in our area in this great initiative

Like we said – lots of little environmental stories that together show that we are committed to change and improvement within our environment

Our achievements over the last few years include -

Green apple award winners - 2019- silver, 2021- silver & 2022 Gold for Property management

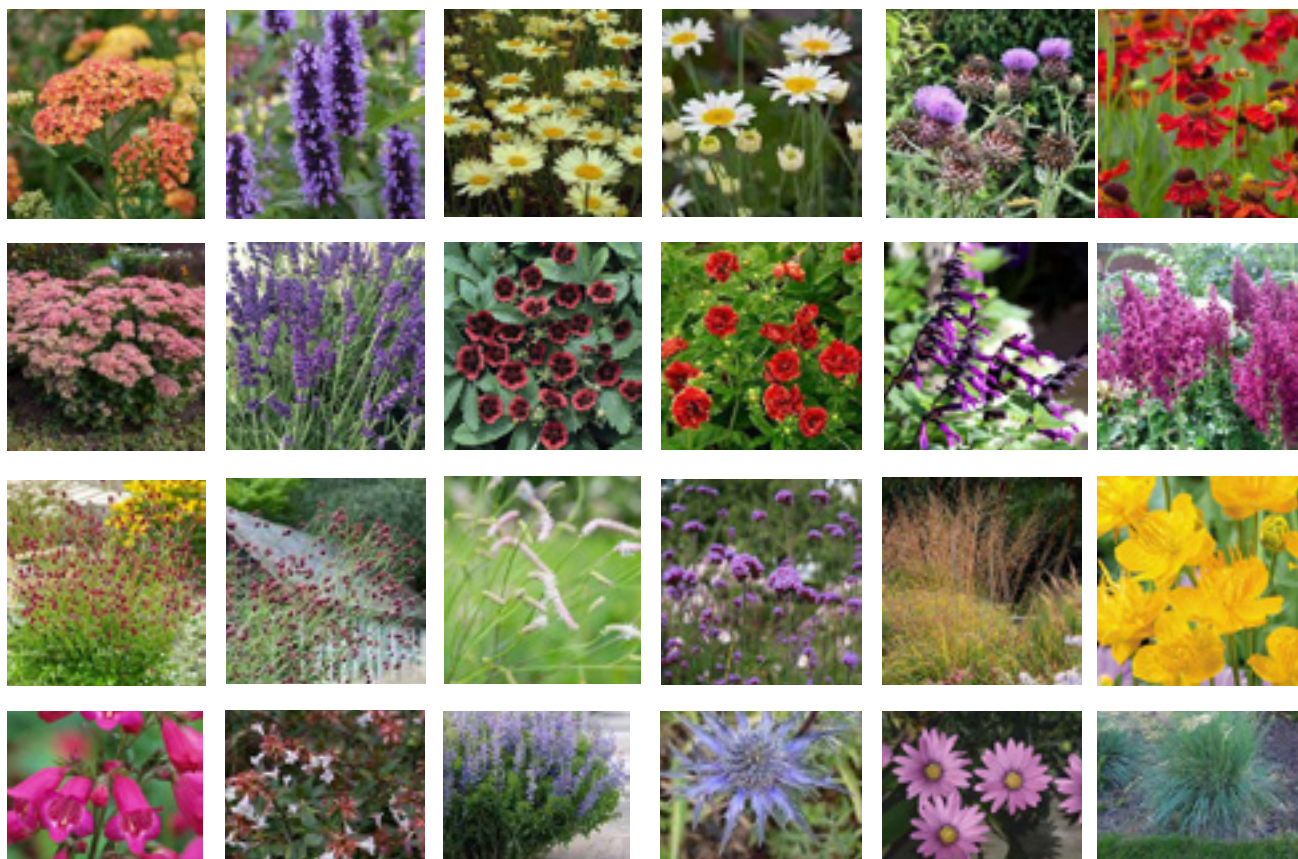
CSR award - 2021 for waste managements

Abm Annual awards -Team of the year 2020

Abm Annual awards - 2021 I was awarded winner Environment and sustainability Award

ABM Annual awards - 2022 My team was again winner of the Environment and Sustainability Award 2022 -

Kimberley Clark Golden service awards - team was awarded highly commended for our sustainability work and cleaning standards



ACCORD HEALTHCARE

WORKING TOGETHER TO DRIVE HEALTH EQUITY AND SAVE LIVES

SUMMARY

In the last three years, the world has changed dramatically. The impact of the COVID-19 Pandemic, coupled with the devastating ongoing Ukraine War, has affected access to vital life-saving medicines to thousands of patients living in some of the most vulnerable countries in the world. Accord Healthcare one of the leading pharmaceutical companies in Europe (www.accord-healthcare.com) believes that patients should have access to vital medicines at the point of need, and this approach underlines our commitment to working with our global charity partner - IHP. International Health Partners (IHP; www.ihpuk.org) is a charity that helps people in hard-to-reach, vulnerable and disaster-hit communities get better access to medicine, without which many of the people living in these communities would not be able to access essential medications.

The Pandemic has had a devastating impact on medical aid charities such as IHP, with reports across the medical aid charity sector after year one of COVID-19 showing a loss in the funding of around 292m.

Coupled with the lack of funding is the significant impact of a fall in donations of essential medicines as pharmaceutical manufacturers grappled to deal with the Pandemic with supply shortages, freight disruption and essential manufacturer worker shortages. At the centre of this disruption were thousands of patients in some of the most vulnerable areas of the world desperate to access life-saving medicines.

Accord has been in partnership with IHP for more than ten years, and this partnership is an important part of our overall CSR strategy which is simply that we work together with our team of 32 CSR ambassadors across Accord to actively engage our employees with our mission to make it better for those who do not have regular access to essential medicines.

During COVID-19, we worked very closely with IHP, at the start of the Pandemic we uncovered industry wide freight and supply issues, this had a direct impact on IHP which reported that industry donations from across major pharmaceutical companies had fallen to an all-time low.

The industry which had once been a rich source of donations, was struggling to meet everyday patient and customer demand and whilst the world's attention had turned to COVID-19, the significance of this meant that thousands of vulnerable communities on which IHP and Accord focus our partnership efforts on were not a focus.



Ukraine conflict

The world turned on its head again when the sudden invasion of Ukraine happened in early March 2022. Our partnership with IHP which had been strengthened during COVID needed to reprioritise our efforts, ensuring that refugees coming over the border were able to access life-saving and essential medicines.

Working on a strategic project with IHP called Project Hope, Accord mobilised its efforts, pulling forward our usual yearly donation of essential medicines within a week to IHP. The decision to do this was undertaken late on a Friday night with members of the Executive Team at Accord and IHP and the speed of decision-making and mobilisation ensured that Accord were not only the biggest donors of life-saving medicines to this project but was also the fastest when time really was of the essence.

Internally, we undertook a project called “Take Time for Ukraine” which was an unprecedented effort from Accord employees to not just support IHP, but to send humanitarian aid worth over £8m to the Ministry of Health of Ukraine.

This effort was highlighted by our teams, where via our passionate CSR ambassadors, we encouraged circa 2,000 employees to take an afternoon off every week during the War to support local charitable initiatives as well as our Polish office who went above and beyond volunteering time at the border for translation services, food delivery and other vital supplies.

IN DETAIL

Working in partnership with IHP, Accord has gone above and beyond over the last three years and specifically over the last 12 months when the ramifications of COVID and the Ukraine War were becoming clear.

We have continued to donate more and more essential medicines to IHP since the start of pandemic, which we have effectively doubled year on year. Accord’s commitment to this cause never wavered, we wanted to ensure that we could support IHP to deliver our combined mission of ensuring equitable access to medicines at the point of need.

To date over COVID-19 and the Ukraine war, we have enabled over 800,000 urgently needed medical treatments to reach patients in over 50 countries, including antibiotics, antifungals, antiparasitics and anti-inflammatories and paracetamol. These vital medicines can provide treatments to life-or-death situations for vulnerable communities and are the ones that are the most desperately needed across some of the world’s poorest places where people lack access to basic healthcare.

In the last six months, Accord stepping up to the needs of those in Ukraine and has provided over 15,000 units of medicine (value £94,000) for IHP to prepare 166 Essential Health Packs. We also offered an extra 3,470 units (value £8180.20) in endocrine medicines to the Ukraine response and offered to provide an additional 46,700 units of medicine (value £82,053) of long-dated essential medicines to ensure other countries can also access medication.

Again, this was set against working to very tight deadlines and rapid decision-making. Beyond our relationship with IHP, Accord has also been one of the leaders with Medicines for Europe, which continually lobbies for medicines to be Access by All driving health equity and stepped up this request following the crisis in Ukraine by ensuring that we continue to raise awareness of the desperate situation in Ukraine and working with other pharmaceutical companies to ensure that we can work together collaboratively to bring awareness and support of the EU to drive equitable access.

It isn’t just about giving medication. Our work with IHP goes beyond giving donations of medicines, it touches our employees who actively contribute to

giving back and supporting them. Via a committed network of 32 CR ambassadors across Accord, our CR Goals are actively lived at Accord.

We actively engage our employees with our mission to make it better for those communities who do not have regular access to essential medicine. In addition to product donation and corporate donations, employees across Accord actively fundraise for IHP through various initiatives last year to help support their fundraising efforts impacted by COVID-19, culminating in our most successful campaign to date, The Big Give Campaign.

The Seasonal Big Give campaign in December 2021 raised over £12,000, which provided life-saving medicine for over 60,000 people and supported IHP to deliver over 14.5 million medical treatments, worth over £24 million across 31 countries to over 6.8 million people who were in desperate need of essential medical care.

Compared to donations in the last year 19/20 where we raised circa £5K via internal initiatives in 2021.

Added to this Accord doubled its efforts to reflect the impact of COVID-19 by:

- Doubling our usual company donation of £10K to £15K.
- We decided with our CSR ambassadors to forgo our usual corporate Christmas cards and instead donated the total £3.5K towards IHP.
- We ran a Step up for IHP campaign in the Summer of 2021 where we encouraged employees to walk 10,000 steps a day for IHP raising £5K.
- One of our talented employees ran a campaign to paint pet portraits for IHP raising £2K internally.



Over the past 2 years now, Accord working with IHP and Medicines for Europe has provided over 80,000 units of medicine to be distributed to countries with a direct need for access to healthcare. Malawi

Through Accord's donation to IHP, the Paediatric Oncology Unit at the Queen Elizabeth Central Hospital in Blantyre, Malawi has been able to support over 300 children.

One of these was Hope Nyondo, whose mother, Cynthia, a single parent of four, works extremely hard to care for her children. Hope's diagnosis not only dealt a blow to Cynthia emotionally, but financially too.

Cynthia says: "My child changed and was just crying for a month. I took him to Nguludi hospital where they referred me here."

Hope was referred to the Queen Elizabeth Central Hospital where he was found to have cancer which is now being treated. Cynthia survives and provides for her family through her small-scale business but is no longer able to work since she is in the hospital with Hope.

Thankfully, Cynthia does not need to worry about the added cost of Hope's treatment thanks to IHP and its donors.

Somalia

In June 2021, a shipment of 12 Essential Health Packs (EHPs) was delivered to Somalia via IHP consisting of essential medicines donated by Accord.

These were distributed across seven different facilities in four regions, reaching a total of 49,263 people (16,000 males; 33,263 females) to address urgent medical needs and continuous care.

Sudan Supporting hospital and community-based care for COVID patients in Sudan, IHP with Accord and other donors helps meet the medical needs of COVID patients in both hospital and community settings.

Donation of essential medicines helps manage and treat those patients, especially those with co-morbidities.

Yemen

In 2021 Accord supported IHP to reach 8 health facilities across Yemen with essential medicines and supplies following a shipment of 109,150 assorted medical treatments. One of the health facilities supported is a health centre at an orphanage that first opened nearly a century ago, in 1925.

Many of the orphans—all boys—lost their families during the fighting that has occurred over the past six years.

Haiti

In central Haiti, at the Hôpital Ste Thérèse de Hinche, medics treated a total of 2 400 COVID 19 patients from July 2020 to July 2021 All were given aspirin provided by IHP's donor including Accord's to help lower the risk of blood clots In COVID treatment,

aspirin is used as an antiplatelet to reduce the risk of blood clots.

This common complication in patients with COVID 19 restricts blood flow and, without treatment, can be fatal.

Dominican Republic

Continuing to work with countries of low income to drive health equity for all, International Health Partners working with their donors including Accord Healthcare donated 55,488 treatments of antibiotics which have been distributed free of charge to patients at Hospital Universitario Maternidad Nuestra Señora de la Altagracia, located in the capital city of Santo Domingo.

Ukraine

The number of Essential Health Packs Accord products has helped IHP to send: 166 Within these EHPs we have the following figures for Accord Product:

Number of units: 15,338

Total value: £94,040.52

Number of EHPs: 166

Accord also supplied an additional 3,470 units (total value of £8180.20) in Endocrine medicines for the Ukraine response.

Added to this, we needed to support the distribution of this stock, Accord offered to support IHP's warehouse stock shortfall by providing IHP with an additional 46,700 (total value £82,053) units worth of long-dated essential medicines to ensure they can continue responding elsewhere this year, for example to the growing crisis in the Horn of Africa.

Additionally, we supplied over 8M worth of humanitarian aid outside of our partnership with IHP to the Ministry of Health in Ukraine to support

citizens in Ukraine during the conflict. Our vision to make it better by supporting our corporate charity partner to provide medication to those who need it in low income, disaster struck and war-torn countries including Ukraine is successful in its impact and outcomes.

Accord has actively provided millions of units of treatment over the last 18 months which has directly impacted thousands of people in countries all over the world with little or challenging access to medicine.

Added to this, the decision-making behind this process has ensured that we could deliver the help and support where and when it was really required meaning that we could mobilise supplies quickly and get the medicines to patients and war-torn refugees that so desperately needed them.

By working in partnership with charitable partners such as International Health Partners and by working together as an industry and utilising our lobbying impact with Medicines for Europe – we can actively make a difference.

“Accord is a greatly valued supporter of IHP. Through generous and long-term donations of needed and high-quality products, Accord has enabled IHP to reach vulnerable and disaster-hit communities in over 50 countries. We appreciate the commitment of Accord staff who ensure that they go the extra mile on our behalf.”

“From colleagues in manufacturing through to the Executive Team, Accord’s commitment to IHP’s vision and mission is evident. We regard Accord as a leader in partnership development and are pleased that they use their growing platform to raise the profile of

issues such as access to medicines, with their peers across the world.”

Adele Paterson, CEO, International Health Partners.

Our partnership with IHP, a successful one of ten years continues to flourish with combined campaigns such as The Big Give, which has a direct impact on communities that need access to healthcare.

We are proud of the fact that we are leaders in the industry and can quickly mobilise decision making therefore directly impacting the speed at which we can deliver life-saving products to the people that need them.

We are growing our partnership from supporting unprecedented events to delivering new medications to IHP’s programme to supply oncology medicines for children.

Year on year we continue to increase donations, but more importantly drive access to essential medicines and healthcare through our partnership with IHP, whilst raising awareness of equitable access to medicines with Medicines for Europe.



AD PORTS GROUP

CORPORATE SOCIAL RESPONSIBILITY (CSR) AT AD PORTS GROUP

SUMMARY

Corporate Social Responsibility is the social pillar of sustainable development that ensures universal human rights are attainable by all people, who have access to enough resources in order to keep their families and communities healthy and secure.

AD Ports Group through its CSR department actively works towards meaningful community engagement,

which is of paramount importance to them. At AD Ports Group, we care about our people and the environment we live in.

Through our innovative yet considerate ideas, we have become a leader in sustainable growth in the UAE.

Our CSR activities have been part of that growth and are created beneath a framework of six key



focus areas supporting our communities, Health, Philanthropy, Employee Welfare & Development, Equal Opportunities, and the Environment.

Under these focus areas, we conduct CSR initiatives that also align with the Sustainable Development Goals (SDGs) and the United Nations Global Compact (UNGC) principles, to assist in the sustainable improvement of our community's health and well-being.

- 100,000+ Impacted Lives
- 100+ CSR Initiatives Our CSR department has gained international recognition for its socially responsible efforts and initiatives:
- We won Gold Trophy at Corporate Engagement Awards, UK, 2022 for the Best community involvement during a CSR programme.
- We were the first Middle Eastern company to be awarded the Gold Accreditation Excellence in Corporate Social Responsibility (CSR) in 2020, from the UK-based CSR Accreditation (CSRA).
- We won the International CSR Excellence award and CSR World Leader award in 2021.

IN DETAIL

1. Does the entry identify clear CSR benefit?

At AD Ports Group we have become a leader via growing and expanding sustainably by means of ensuring that the communities and natural environments in which we operate are enhanced and advance with us subsequently.

We have established clear CSR advantages pertaining to the listed CSR initiatives that have been directed during 2022 along with their impact on Supporting Our Community in the focus areas of:

- Health
- Education
- Philanthropy
- Environment
- Equal Opportunities

- Employee Welfare & Development

2. Degree of originality/innovation. New solutions to problems?

At AD Ports Group the development and approval of our Innovation Strategy enabled the creation and capture of new value across our Clusters.

We prioritize intensifying and strengthening our operations and reflecting that on our surroundings and ecosystems.

Our innovative solutions are shown below.

- IBTIKAR showcases AD Ports Groups' creativity and welcomes audiences from outside the UAE to develop and breed new business ideas. The program also simplifies and improves business lines for employees and customers.

This program aims to deliver real results from doable concepts and align services for stakeholders. We strive for excellence in the arena of innovation through innovation-related trainings, domestic and global benchmarking exercises; and seeking out third-party accreditations.

- MANHAT Water Production Project- Water conservation and supporting local entrepreneurs are both key to AD Ports Group's Sustainability Strategy.

AD Ports Group's Innovation department's collaboration with Abu Dhabi-based deep tech start-up MANHAT's innovations has the potential to offer sustainable freshwater production with zero electricity use, zero CO2 emissions, and zero brine that is suitable for industrial and agricultural uses as well as human consumption.

- Saving Energy Through Innovative Coatings- We have formed an international alliance with German company SICC GmbH, provider of Superior Innovative Climate Coatings (SICC), whose specialised patented coatings reduce

buildings' energy consumption by controlling heat transfer.

The data that we collected in the study from approximately one million points is of excellent quality and provides a solid foundation for an AI-based modeling tool we are developing that will enable the accurate projections of energy savings delivered.

3. Commitment of the entrants' Involvement of relevant stakeholders and employees.

Have the staff demonstrated their commitment?

Employee Commitment

By putting into practice a wide range of CSR projects, our workforce is better able to establish connections with the local communities and external stakeholders where we operate. This strengthens the bonds among team members at AD Ports, which are essential to the success of our company.

Our HSE team presented lectures and webinars about the dangers and signs of heat exhaustion in conjunction with the yearly "Safety in the Heat" programme created by the Abu Dhabi Public Health Center.

The campaign educates people on how to manage heat stress while working in sweltering temperatures and how to stay safe while doing so. 2466 training and awareness webinars were held as part of this project, and 64,827 members of our staff, stakeholders, and consumers participated.

4. Social Benefit.

Have communities or areas benefited?

The Abu Dhabi Public Health Center's annual "Safety in the Heat" program included lectures and webinars by our HSE team on heat exhaustion.

The campaign educates workers on heat stress management and safety in hot conditions.

- 64,827 staff, stakeholders, and consumers attended

- 2466 project-related training and awareness webinars

Investing in our community is crucial to social sustainability, the social pillar of sustainable development that ensures everyone has universal human rights and enough resources to keep their families and communities healthy and secure.

Abu Dhabi Ports aggressively pursues genuine community participation, which is vital to our ecosystems, through its CSR division. The company's compassion attracts, develops, and retains the best and most diverse employees.

Abu Dhabi Ports is the first Middle Eastern company to receive Investors in People Platinum (IIP) accreditation. Our business and revenue models must remain sustainable as we grow.

We aim to benefit all stakeholders, the environment, and local communities. Our 71% community investment increase shows our commitment to workers and communities.

AD Ports Group hires enthusiastic people of all genders and ethnicities who support the UNSDGs and UNGC

- +76 nationalities work here
- 42% of employees are women
- Pathway20-Aurora 50 and Advanced Trade Logistics Graduates programmes to increase women in the industry

To promote inclusivity, team members were encouraged to learn sign language during International Week of the Deaf. This project promotes People of Determination (PoD) adoption and improves employee communication.

We invest in our community annually by supporting UAE-based non-profits such as the Emirates Red Crescent, Environment Friends, and Make-a-Wish Foundation.

5. Economic Benefit.

Have reductions or savings been achieved?

Economic sustainability is achieved when global communities can maintain their independence and access the financial and non-financial resources they need.

AD Ports Group has prioritized sustainable infrastructure and technology investments. Our sustainable growth plan has significantly increased sales and annual gross profit.

Due to the expansion of Khalifa Port, Fujairah Terminal, KEZAD Group, and Mugharraq Port, Abu Dhabi is growing. With the AED 2.5 billion acquisition of Noatum in Spain, AD Ports will become one of the world's top logistics and freight forwarding companies.

Noatum is a 26-country logistics platform. Noatum is AD Ports' third major foreign acquisition in 2022

after buying 70% of Transmar and TCI in September and 80% of Dubai-based Global Feeder Shipping in November. (GFS).

6. Future expansion of the scheme.

How do you intend to move forward?

The "Big Picture" objective of having an impact on 1 million lives and the aims of each CSR Objective are both outlined in the 5 Years CSR Action Planner that AD Ports has developed.

7. Replicability.

Can others adopt the procedures to their own benefit?

Based on AD Ports Groups' six action pillars for implementing CSR activities, our internal clusters can easily adjust these CSR practices to suit their own needs:



Choose your Focus

The value chain and the organization's principles must guide its CSR initiative.

Include alignment to the company's CSR strategy. AD Ports uses a CSR initiative selection tool to prioritize CSR initiatives and ensure compliance

List your Activities

In the second phase of the CSR implementation plan, it is crucial to record which CSR activities to consider, their potential effects, and the budget needed to implement them. We created internal templates for AD Ports divisions to document CSR project budgets.

This phase also involves identifying the size of the department or company, target beneficiaries, potential community partners, and the type of CSR initiative.

Plan

After listing CSR efforts and strategically selecting initiatives, we begin planning. In this phase, stakeholders' actions, the schedule, CSR champions, and department or "cluster" partnerships are identified. When initiatives are selected, the annual CSR planner should be updated with the Group-level CSR Plan and Cluster-specific CSR Action Plans.

Identify your KPI's

To determine KPIs, CSR projects must be SMART (specific, measurable, attainable, reasonable, and timely).

Execute

Selected stakeholders execute the CSR program as planned.

Report

Using a CSR Survey Template to gather all relevant data post-implementation, including:

- Participants feedback
- CSR Initiative social impact report

- Track and improve future initiatives
- QR code creation

8. Other factors that merit additional points include:

Component of continual improvement and sustainable approach.

Demonstrable programme for promotion and dissemination of the work.

Monitoring/Reporting Accountability/Transparency.

CSR Booklet:

Practical guide that explains the internal CSR procedures.

CSR Strategy:

This refers to the comprehensive CSR plan of AD Ports to design, execute, and analyze the CSR initiatives.

CSR Policy:

Policy to make CSR a key business process for sustainable development and reach the objectives laid out in the CSR Strategy as well as mandatory adherence by the workforce.

CSR Initiative Selection Tool:

Designed to prioritize and identify if proposed CSR Initiatives are in line with the Group's CSR Strategy

CSR Evaluation Form:

Aims to provide the details and identify the added value to AD Ports Group of the subject potential

CSR Event/Sponsorship - CSR Planner:

Provides the details of the Annual Group-level CSR Plan and the Annual Cluster-specific CSR Action Plans.

5 Years CSR Action Planner:

Outlines the goal of impacting 1 million lives and the beneficiaries' goals of each CSR Objective.

CSR Implementation Report Template:

Compile information and data on the executed CSR Initiatives and assess the social impact created via the CSR Initiative.

CSR Survey Template:

Used after the CSR Initiative is completed to:
Collect feedback, Report on the social impact, keep track and ensure continuous enhancement

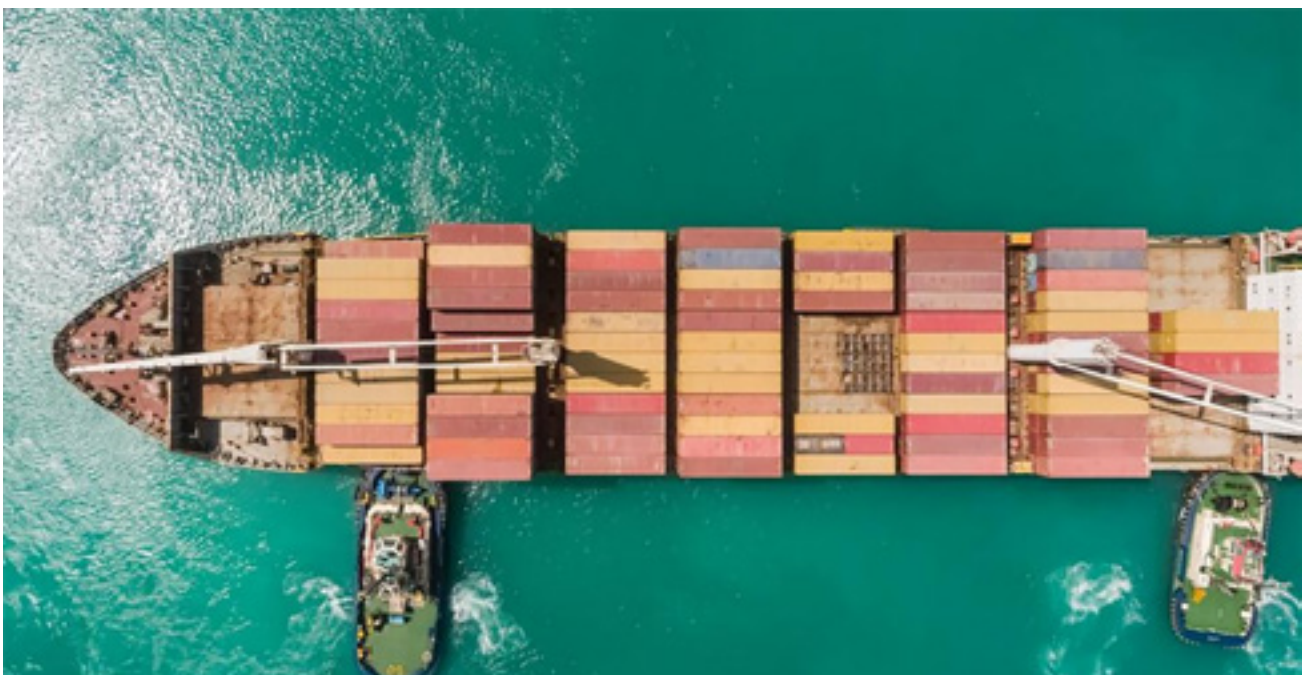
Key Achievements: Awards:

- Gold Trophy at CEA, UK 2022
- Gold Accredited by CSRA, UK
- CSR Excellence Award - By The Green Organisation
- CSR World Leaders Award - By The Green Organisation
- Port & Terminal Operator Award, Seatrade Maritime Awards
- Investors in People Platinum Level Accreditation
- 17 international business awards including recognition for
 - 'Achievements in Growth',
 - 'Best Digital Process Automation Solution',

- 'Communication Department of the Year',
- and 'Marketing Campaign of the Year' plus others at The Stevie International Business Awards 2022

Highlights:

- USD 1 Billion Bonds Listed
- 2,144 Innovative Ideas Received Through Ibtikar Programme
- 22% Increase in TEUs handled
- 41% Increase in Revenues Generated
- 72% Increase in Community Investments
- 105% Increase in the General Cargo Handled
- 71% Increase in Women Employees
- 63% Increase in Total Training Hours
- Environmental highlights:
 - Translocation of Spiny Tailed Lizards
 - 32% Decrease in Fuel Consumption Intensity per TEU
 - 37 Tonnes of Marine Debris Removed
 - Coral Relocation Monitoring
 - 95% Ambient Air Quality Compliance
 - 99% Seawater Quality Compliance
 - 47% Solid Waste Recycled
 - 12% Decrease in Hazardous Waste Landfilled



Social highlights:

- 67% Emiratisation
- 16,736 Employee Volunteering Hours
- 100+ CSR Initiatives
- 100,000+ lives impacted

Key Initiatives Undertaken

Abu Dhabi Maritime Academy (ADMA)

The Abu Dhabi Maritime Academy (ADMA) is the first stop for maritime training, education, consulting, research, and development. We are proud to operate the region's most advanced, fully-equipped, and first multi-disciplined maritime simulator center, where our highly qualified instructors teach our students how to handle business challenges and reduce risks.

ADMA offers a range of regionally and internationally recognized courses including:

- Short and Simulator Courses
- Academic Programmes
- Research & Development (R&D)

To provide quick responses to the needs of the marine industry, ADMA has also devised programmes that quicken development and fill employment openings within the maritime sector in six to twelve months.

- 73 Short and Simulator Courses
- 13 Professional Certificate Courses
- 4 Academic Courses, and 4 PMI Courses are among the offerings
- +600 students are enrolled in and certified by ADMA.

Innovation

Summer Camp for students

As part of our journey to encourage new thinking to shape the future of the global maritime and trade industry, we conducted the Innovators of the Future Summer Programme through a collaboration with Emirates Schools Establishments.

This aimed to engage children in a diverse range of activities – including mind games for speed and concentration, virtual reality, and exploring the metaverse, in addition to physical trips to our world-class Maritime Academy and Khalifa Port plus NFPC's factory in KIZAD.

Advanced Trade & Logistics Graduates Initiative Launched under the patronage of Her Highness Sheikha Fatima bint Mubarak, the Mother of the Nation, ATLG supports rising female talent in the sector of technology.

The initiative is open to Emirati females who have recently graduated or are final-year undergraduates. This year's Graduates were given the opportunity to join our Digital Cluster for a three-month internship, where they contributed to the deliverables of the Advanced Trade and Logistics Platform (ATLP).

The Graduates left the programme with first-hand experience in developing innovative technology that is advancing Abu Dhabi's trade and logistics sector and through this program AD Ports Group has impacted 90,000+ beneficiaries till date.

IT Equipment Donation to Emirates Red Crescent Charity

For certain members of our community IT equipment can be too expensive to purchase. A lack of access to IT equipment limits opportunities for education, training, and employment.

So, in cooperation with IT Management, AD Ports Group donated 532 pieces of IT equipment including laptops, monitors, printers, and desktop PCs to Emirates Red Crescent to benefit digitally excluded members of our communities.

ALMOIZ INDUSTRIES LIMITED

COMMUNITY UPLIFT

SUMMARY

Almoiz Industries Limited (AIL), Bonsucro certified company, is part of a large group. In a short time, through its dedicated team, sustainable practices, innovation and adoption, it has gained a lot of good will and respect in the community.

Almoiz Industries Limited key success driver is that it consider community, its employees, its suppliers and the environment, most important stakeholders of today. As being one of the biggest sugar industry players of Pakistan, AIL believes that the suppliers of sugarcane and sugar beet, which is raw material for sugar, are the most important stakeholders in its business and we have to take care of them.

So, AIL has taken following initiatives to uplift the community at large.

- a) Agri. loans to farmers: (AIL is giving loans to farmers up to 3 billion Pak Rupees on zero interest rate.
- b) AIL has built a state-of-the-art school to provide quality education to the children of surrounding area of its mills but also to the children of employees. AIL has collaborated with “The Citizen Foundation” to operate this school.
- c) AIL has signed an MoU with the Lahore University of Management Science (LUMS) and through this MoU, AIL will provide full scholarships to the students coming from these underprivileged areas through its NoP program.
- d) AIL has also launched “Farmers Literacy Program”

to provide free of cost education to all Farmers.

- e) AIL has also launched “creative learning project”.
- f) AIL has provided very comfortable environment to its employees where every need of the employee is being taken care of the AIL either it’s the health of employee and wellbeing. It has created a good work life balance for its employees.
- g) AIL has also established a Basic Health Unit for its employees.

IN DETAIL

Almoiz has two sugar units / mills in Pakistan, one is located in northern province of Khyber Pakhtunkhwa (KP). In addition to conventional milling, Unit 1 has adopted latest diffuser technology based on technology from Belgium.

This diffuser is used to extract juice from both crops i.e., Sugar Cane & Sugar Beet. The plant is equipped with automated milling tandem.



Second is located in Punjab, Almoiz Unit 2 is also equipped with automated milling tandem including the state of the art “Mill Max” (based on French design). An important feature of the operations is the installation of the latest “Eaton Filters” that facilitate in additional filtration so that the sugar produced matches the International Standards of quality in terms of ICUMSA and the required levels of turbidity.

Additionally, Pan Automation has also helped Almoiz in achieving the efficiency targets. Almoiz group has been certified against the requirements of international standards for Environment, Sustainability and Occupational Health & Safety Management Systems like ISO 14001, ISO 45001 and Bonsucro standard respectively.



Environmental Responsibility:

The group is always serious in taking appropriate measures in safeguarding the environment and has strong commitment to follow the procedures/ arrangements required to control environmental hazards.

The group is very serious about its environmental and social responsibilities. We are committed to the prosperity of the localities in which our units are placed.

- The group has installed new & latest fully automatic Bagasse fired boilers with latest Fly Ash arresters along with the cyclones for the boiler ash removal.
- In addition to the advanced bagasse fired boiler and to mitigate the emission effect the group promotes the plantation of trees. The major focus is given to reduce the quantity of effluent water generation with continuous improvement.
- The group has replaced the use of black oil with imported white/Transparent oil due to which oil consumption has been reduced by 4 times.
- Almoiz Industries is registered with the United Nations Framework Convention on Climate Change (UNFCCC) under the KYOTO protocol for Certified Emission Reduction Credits (CERS).
- World class processing practices are adopted which are continuously improved, helping Almoiz Industries to reduce its carbon emissions and establish Almoiz as an environmentally responsible entity.

Almoiz Industries Limited – CSR Report 2022

- Almoiz Industries has installed Air Pollution Control System at its Steel Plant so that scrap melting smoke cannot affect workers health and environment. APCS is installed to collect dust of scrap/ metal while charging scrap to furnace for environment, workers and plant safety.

It keeps the environment clean through suction technology thus allowing clear air exhausting from its chimney.

This system is operational 24/7 and 365 days.

Environmental Protection Awareness & Plantation Campaign:

Almoiz group launched the environment protection awareness and plantation campaign at site on 5th June 2022. Purpose was to increase the awareness level of site staff regarding importance of environmental responsibility.

Senior management officials attended the event to show commitment of top management and strengthen their vision towards environment protection at ground level.

*Almoiz Industries Limited – CSR Report 2022
Environmental Goals & Performance Trends:*

A comprehensive plan for achieving the environmental goals was put into action by Almoiz group using different tools including staff training, equipment maintenance, technology upgrade and farmer development.

Recent trends are evidence of the positive impact that Almoiz has made towards climate change mitigation and environment protection.

Environment protection goals focused on following parameters as depicted in table below;

- Green House Gas (GHG) Emission Control
- Water Conservation
- Agrochemicals Consumption Control
- Energy & Fossil Fuel Conservation
- Soil Degradation Prevention
- Carbon Trace Reduction
- Environmental Regulatory Compliance
- Clean & Green Energy Promotion

Triple R Approach:

For Conservation of Water:

For in house water management, we are adopting 3R approach (Reduce, Reuse, Recycle). In the recent years, we reduced the effluent water (From 300 m3/hr to 80 m3/hr) as well as fresh water intake in the following ways;

Reduce:

Use of very high viscosity Organic and synthesized lubricant to reduce raw water intake for cooling of bearing for following (from 150 Tons/hr to 12.5 Tons/hr),

- Elimination of environmental impacts
- Elimination of spills from asphaltic contamination
- No health and safety risk due to lead & zinc
 - Use of raw water at wet scrubber was reduced to Zero by using in-house recycled hot water (34 Tons/hr).
 - Leakages of plant pumps were reduced and water going to drains was reduced. Task force was deputed to control and report the waste water
 - Effective control on use of tube well and efficient use of raw water and raw water intake reduced from 205 Tons/hr to 110 Tons /hr
 - Raw water overhead tank overflow reduced to zero through level automation

Environment protection goals

Almoiz Industries Limited – CSR Report 2022

- Over flows of hot water tanks at both mill tandems, process house & boilers feed water tanks have been stopped through automation
- Readjustment / redesign of vapor pipeline to reduce vapor condensation in pipeline and prevent waste water
- Overflow of hot tanks in process have been stopped through automation and control
- Raw water use at imbibition's has been stopped by using cooled surplus hot water.
- Installation of de-super heater for exhaust steam to reduce water wastage

Re-Use:

- Cooling water of cascade condenser going to drains was reused at wet scrubber of boiler. Water going to drain reduced from 10.4 Tons/hr to zero
- Cooling water of vacuum pumps was reused through cooling tower and use of raw water reduced from 14.2 Tons/hr to Zero.
- Overflow of condensate water was controlled by 100% by storing into a concrete pond. Showering system was installed to cool it down to reuse into spray pond. Addition of raw water into spray pond is zero.
- Recirculation system has been installed. All raw used in process house for brushing, cleaning and hydraulic testing of vessels, evaporators, pan been connected with recirculation system.
- Installation of heaters to recover heat from surplus hot water for RO water and reuse it as make up

Recycle:

- Water used at wet scrubber is recycled after screening (34.2 Tons/hr)
- Drain water useable for irrigation has been segregated from effluent water and being used for irrigation of crops (177 Tons /hr)

Almoiz Response in Floods 2022:

When the monsoon season began in June 2022, no one expected it led to one of the worst natural disasters in Pakistan's history.

With over 33 million people affected, 7.9 million displaced, and 2.1 million homes damaged or destroyed the people of Pakistan are still struggling to resume the life they knew.

Keeping in view the worst condition of the people of District Dera Ismail Khan Almoiz Industries Limited started short-

term recuperation projects for families in need like provision of monthly ration, drinking water, mobile medical services and tents.

The road ahead may seem long, but with our support the journey will bring comfort and ease for the affected peoples. It is noteworthy that Almoiz Industries Ltd. sustain the tradition of people welfare because in 2010 flood same sort of support were provided to the affected people at a big level.

Almoiz Industries Limited – CSR Report 2022

The flood affected the whole area ravaging villages and forcing them to fend for their lives. For the welfare of people, we started relief activities in form of Food, Water, Medicine, and Tents.

Till today we have delivered the help to thousands of peoples and striving to the serve many more thousands. In order to support the flood affected people of the surrounding areas of our site we started distribution of cooked food, food packs containing Floor, Grains, Ghee, Sugar, Tea, Salt, Water Purifying Tabs, Mosquito Nets, Shakar, Match Box, Almoiz Gur, Water Pack, Biscuits, and Tents.

Almoiz group donated PKR 100 million for the Prime Minister Flood Relief Fund for the purpose of distribution of food and tents.



BALFOUR BEATTY

BALFOUR BEATTY'S SCAPE TEAM PREVENT CITY'S FORESHORE EROSION

SUMMARY

Weston Foreshore Coastal Erosion team worked collaboratively within a SCAPE framework for our customer Southampton City Council to build a 140m rock revetment valued at £1m within a tight 12-week timeframe with restraints of working at specific tidal times and an approaching overwintering bird season.

The team embraced the community of Weston Southampton while they undertook the vital repairs to protect the foreshore for 50 years. They, along with the supply chain volunteered 121 hours of time, £545, 327 of social and local value added, spent 30 hours supporting the local secondary school teaching future STEM pioneers and donated £4442.45 in equipment and resources in the area.

Caring for the immediate and wider the community the team welcomed the environmental challenges that working adjacent to a former landfill site, in the sea and needing to facilitate the delivery and positioning of 2529T of rock to site and into position without one complaint, environmental incident or accident.

The team, predominantly local to the area (living within 10 miles) were able to further contribute to the success of the project by having an invested interest in the area and being able to offer local knowledge into mitigating issues known to them.

By investing time, effort and timely, clear, honest and transparent communications the team received two written

complements and completed 2 weeks early, ensuring that the protected wintering birds would be able to nest on the mud flats of Weston Southampton.

In all the site was operational for 10 weeks during this time we undertook 12 community-based events spent 121 hours volunteering and spent £4442.45 on charitable contributions resulting in a weekly investment of 1.2 days volunteering 12.1 hours per week at a fiscal cost of £442.25

IN DETAIL

Degree of originality/innovation. New or novel solutions to problems?

Southampton is synonymous for being the gateway to the UK and has the third busiest cargo port in the UK, despite its coastline, only a fraction of it is accessible foreshore and until the completion of this project, the future of this precious space was hanging in the balance.

Above the eroding cliffs sits a treasured national footpath/cycleway, without the work being undertaken it would quite simply erode, with a real



risk of a landslide that would ultimately result in an inaccessible shoreline for the city.

Located in the eastern suburbs of the city, Weston has a mixed demographic and a higher-than-average crime rate for the unitary authority; pockets in the area suffer from high levels of deprivation and there is a high demand for free school meals.

Strict environmental sensitivities dictated the timeliness of the project as the site is protected during the winter months for the rare wintering birds that come during the latter months of the year to nest. To safely store the tonnes of rock coming to protect the foreshore, and provide welfare and storage for the project, we liaised with Southampton parking services and used a neighbouring car park, advanced signage was erected in the area and people liaised with to advise of the temporary closure. The team are always seeking new and innovative ways to reach Balfour Beatty's Net Zero Carbon by 2040 and embraced the use of a hybrid generator that charged via external solar panels, they jumped at the chance to embark on a trial of a solar powered weather station.

Productivity is, as we know impacted by the weather, and due to the impact on the community it was imperative that the team embraced every low tide opportunity to complete as much work as possible, by using an onsite weather station the team were able to accurately plan and execute a lean working approach that minimised any unnecessary inconvenience to the public.

Commitment of the entrants - involvement of relevant stakeholders and employees






During the project lifecycle the project heavily invested in the area, not only with stakeholder meetings with local businesses but also by undertaking community events with the wider team.

This commitment included 7 litter picks, which occurred not just in the immediate area of the works, but further along the foreshore and in a community garden in the neighbouring suburb of Woolston.

Balfour Beatty staff, along with the supply chain were proud to see how these litter picks helped to clean up the vicinity, remove contaminants from the area, whilst preventing more plastic entering the sea and showed our commitment to the whole community.

Social Benefit. Have communities or areas benefited?

We also embedded ourselves with other community groups including the Friends of Weston, a volunteering group who diligently look after Woolston Community Garden, we assisted the group, by clearing up the area and providing materials to assist them with the upkeep of the garden and more poignantly for a memorial area for one of the key individuals who had recently passed, to assist the charitable group the team provided materials not only to assist establishing this area, but also to maintain it in the coming years.

 <p>Full Team Litter Pick</p> <p>Southampton Council, Balfour Beatty and WSP litter Pick.</p>	 <p>Local Donations</p> <p>Donations for new local public benches and materials to community projects.</p>	 <p>Support the Local Community Garden</p> <p>Full text description to accompany the icon above</p>	 <p>Project Celebration Community Day</p> <p>Full text description to accompany the icon above</p>	 <p>School Engagement</p> <p>Full text description to accompany the icon above</p>
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This task was repeated throughout the scheme to demonstrate that we care about our immediate and extended working environment. Year 10 science pupils at nearby Weston Secondary School were treated to a hands-on lesson on flooding by our graduates and project team, including our client. Using many awe-inspiring methods including a wave machine the team were able to demonstrate the power of waves and coastal erosion, especially as Southampton has two high and low tides daily.

Once the project was at its final stages, the students then came down and after an induction were shown the site and how the installation of the rock armour solution would protect their foreshore. The team's working hours on the foreshore were dictated by the tide, due to the large vehicular movements to install the rock armour solution it was necessary to close the foot path, understandably closing this at sporadic times during the day was tricky to communicate to residents in advance, so an advance warning sign was placed at either end of the closure advising of the day's opening and closing times, this ensured that people weren't unnecessarily inconvenienced.

Economic Benefit – Have the communities or areas benefited?

Our working area was directly adjacent to Weston Sailing Club, the committee were fully supportive of the scheme, as they were fully aware of the issue, however and understandably they were concerned on the impact of the work to their club.

Discussions enabled us to identify that doing the work in the summer was preferable to the club, as most of their patrons would have their boats in the water by this point. Letters were sent to 1331 residents and 397 stakeholders including local Councillors with three weeks' notice of the works, we purposely sent the letter early to ensure transparency with the community and to ensure that we would be able to answer any questions or concerns, prior to the work commencing.

The large letter cascade openly discussed why the work was taking place, along with the detrimental impact that it would have to pedestrians and cyclists during this time. The letter included a detailed pedestrian diversion route for those in the area when

the footpath was closed. Having undertaken an in-depth study into the demographic area, along with previous experience of working in the vicinity, we knew that people would have questions and queries, so we provided a frequently asked questions page that detailed a host of answers to questions that the community may have.

Weston foreshore is visited widely by non-residents; to effectively communicate with them we produced weatherproof copies of the FAQ page, these were placed around the site hoardings, and in the footpath closure.



EVIDENCE OF MEASURABLE IMPACT/ BENEFITS (Environmental, social and financial)

Are the theories supported by measurable improvements?

The environmental impact of the project was constantly on the forefront of the team's mind, as any incident would have a catastrophic effect on the wildlife, flora and fauna of the area, it would also impact the reputation of all involved.

Processes for fuelling and vehicle checks were paramount to having a positive impact on the environment along with the re-using materials on site to minimise disruption of unnecessary vehicular movements to our neighbours and scheduling deliveries to arrive during off peak hours to minimise congestion around the site and not to disturb the adjacent residents.

Working in collaboration with local Southampton based charity City Farm the team donated and re-surplus and what would be waste materials to them. The City Farm team along with their volunteer team that comprises of youngster and adults with additional needs proceeded to make some bat boxes, that have been installed to provide additional habits for our local bat population.

Education has been a thread throughout the whole scheme, throughout the communication process, including social media posts the team were mindful of creating interest and

knowledge, on the history of the area, by reporting the archaeological finds and explaining the impact of previous pre-war repairs, it seemed only right to provide opportunities for the community to continue this learning by providing rock pools in the new rock armour solution so that they could come and view and learn more about the bio-diversity that lives amongst them.

To support learning, the team ensured that a newly refreshed information board was available which is now accompanied by our sub-contractor's donation of 5 new seated benches along the promenade to provide provision for those wishing to enjoy and relax in the area.

Commercially it was imperative to the team to spend locally, not only would this benefit the local economy, but also reduce our carbon footprint a 79% local spend was achieved by careful pre-planning and using the in-depth local knowledge that we had on site. The project completed earlier than programmed, due to a mix of favourable conditions, great teamwork, accurate planning along with the lean and smart approach that was embraced during this vital work.

Understandably there was concern at the start of the project that due to the level of disruption and the impact of closing the only area of the city's foreshore during the summer holidays in an area where a proportion of residents didn't have outside space, that it would attract a large amount of negativity and instigate complaints.

Throughout the project the team didn't receive one complaint and embraced the two written compliments from members of the public. To show our appreciation to community, a collaborative community day was hosted at the adjacent sailing club.

As a team it was imperative that we said thank you, the Balfour Beatty way – holding true to our values of working collaboratively for the greater good of the area.

The objectives of the day were to:

- Say thank you to the community
- To assist fighting food poverty
- Promote safety
- Integrating the sailing club

To achieve this broad spectrum of objectives, we planned the day to coincide with the school half term, therefore enabling every demographic to attend, the timing of the day covered lunchtime and early evening.

The cost-of-living crises is being particularly felt in Weston, being mindful that school children wouldn't necessarily be accessing hot food during the half term we decided to provide a free BBQ to all who visited.

A scheme brochure was produced specifically for the event, along with flyer to promote it, invitations were sent to the local neighbourhood wardens, sure start centre, local schools, and nurseries along with a letter to the stakeholders and residents in the area.

A video was compiled at the end of the scheme to celebrate the work that was completed. The sailing club were pivotal in the success of the project; the club is used by local universities and small groups; however, they have in the past found it difficult to get local members, as they believe that there are myths in the social stature required by them, so this was a great way of integrating them into the community.

To assist them to hold future community events we donated a BBQ and seating to assist the success of their events for the local people. Locally the area experiences higher level of poor health and anti-social behaviour including incidents of arson.

With Halloween and bonfire night around the corner we liaised with the emergency services and invited them to attend the event, both South Central Ambulance Service (SCAS) and Hampshire Fire and Rescue Service were keen to join in and were thankful for the opportunity.

On the day, over 40 local people come to the event, including an impressed local councillor and his daughter, potential sailing club members our client team and supply chain. SCAS spoke to and demonstrated first aid, including how to carry out CPR on a resuscitation dummy, they also showed everyone how to use a defibrillator to their multiple audiences as well as answering questions from the public on specifics and informing them of the role of a first responder.

Hampshire Fire and IOW Fire and Rescue Service brought an appliance to the event, and allowed visitors to try on their specialist uniform, tour

red guests around the appliance and advised on safety. Being a positive lasting legacy leaver in the community is intrinsic to our values, in what proceeded to be a short 10-week project we have shown that by building trust, listening to and conversing with all areas of the community and embracing the demographic working with them we are able to provide at least 50 years of accessible, educational foreshore for the whole community to fully embrace and cherish.

Our client praised the site team for their enthusiasm and manner when communicating with members of the public.



BALFOUR BEATTY

SOUTHAMPTON HIGHWAYS SERVICE PARTNERSHIP - CSR PROGRAMME WITH GOAL 17 AND SAINT FOUNDATION

SUMMARY

The Southampton Highways Partnership (HSP) team have now delivered 2 market leading employment skills and mentoring programmes in Southampton and in doing so have delivered over £200,000 of social value and helped over 26 young people transform their lives.

The HSP is a long term partnership between Southampton City Council and Balfour Beatty and at the heart of the partnership is a strong focus on legacy, social value and supporting the communities in which we work.

Having developed a unique and innovation employment skills and mentoring programme, working with Goal 17 and the Southampton Football Club “Saints Foundation”, the HSP team have

now supported 26 local young people who were at risk of becoming unemployed or homeless. These programmes have been supported and funded by local businesses and members of the HSP supplychain and have been so successful that a third programme is launching in the near future, in Southampton.

Alongside this, partner organisations have now launched their own programmes to replicate the fantastic work, started in Southampton. These programmes have used a unique approach to delivering significant CSR to the local community and have demonstrably helped young people with employment skills, jobs, support and guidance.

The success of the programmes have been widely recognized and staff from many of the HSP partner organisations are now requesting to get



involved, support the project and develop their own management and mentoring skills.

This is a unique, hugely impactful and transformation CSR programme that will continue to add value to local young people for many years to come, thanks to a great team of people from organisations committed to supporting the local people of Southampton.

IN DETAIL

The Southampton Highways Services Partnership

The Southampton Highways Service Partnership (HSP) is a collaborative partnership between Balfour Beatty and Southampton City Council. The partnership delivers a fully integrated, end to end highways service, including asset management, design, network management, traffic signals, communications and operational delivery functions.

Having mobilised in 2010, the partnership has gone from strength to strength each year. Increased scope, changes to the political and social landscapes, ever tightening budgetary challenges and an ever-increasing demand on the highway assets have all had an impact in shaping the partnership.

As the partnership has developed and the trust between the partners has grown, Balfour Beatty have become increasingly involved in projects outside of the scope of the core contract.

Social Value and a focus on delivering a service that leaves a true legacy for the City in future years has been a key focus of these projects and the COVID 19 pandemic has only increased this.

Delivering amazing CSR in Southampton: In 2019, the HSP leadership team had had several discussions around the challenge and strain that unemployment, homelessness and adult social care was having on the authority and whether the HSP

could help.

At the same time, Brian Hammersley, Balfour Beatty Contract Director, had a chance meeting with Fran Boorman, Founder of Goal 17.

Goal 17 are a market leading Mentoring and personal development focused organization, with 4 focus areas:

- *Power of mentoring:*
Mentoring can change a person and a whole organization. We are leading the way in delivering solid commercial gains from effective Mentoring and providing a vehicle for our clients to achieve their organizational goals.
- *SPORT TO INSPIRE:*
Sport has an amazing ability to break down barriers and bring people together. We use sport to inspire our trainees to engage, commit and embed their learning at a deeper level.
- *SOCIAL IMPACT:*
Creating a social impact will be more than just a 'nice thing to do'. Moving forward it will be essential for organizations that want to survive. Goal 17 deliver social impact and ground breaking social mobility initiatives for our clients.
- *PARTNERSHIPS:*
We believe that a key to success is in creating robust partnerships. Goal 17 bring together corporate clients, academics, charities, sporting organization and others.

Our sophisticated partnership model increases the benefits for everyone involved. Following the initial meeting, a plan was developed to utilize the skill set of the Goal 17 team and the HSP to bring about real change and deliver an impactful programme in Southampton.

By focusing on engagement with those furthest from the employment market and most likely to require further support from the local authority in the near

future, the programme would drive engagement with a high risk section of the community through the Goal 17 Embed Mentor Training plan.

The plan focused on bringing together teams from:

- Goal 17 bringing the technical capabilities and a market leading mentoring programme to offer developmental training to a team of executives.
- The HSP Management teams
- Our wider supplychain family, who share our values and support the delivery of CSR across the partnership – providing keen, motivated executives to undertake mentoring coaching and provide time, support and commitment to a group of young people
- Southampton Football Club's "Saints Foundation" to offer skills and employment training, coaching and developmental training as well as working with local charities to find and recruit a group of high risk, young adults that were keen to upskill and seek an opportunity to change their own fortunes.

The first Programme launched in April 2020, in the midst of the Covid 19 pandemic. 11 mentors were assigned to 11 mentees and the 3 month programme of mentoring was undertaken virtually, in order to ensure social distancing and compliance with various lockdown measures.

At the end of the programme a number of the mentees had been able to find full time employment whilst others were committed to returning to education.

A video celebrating the programme is available here: <https://youtu.be/6F0UKz0I2lc>

Following the huge success of the initial cohort, the second programme launched in April 2022 and this time 15 mentors and mentees were paired together.

Once again the programme was a huge success and attracted the support of the First Lord Mayor of Southampton, Cllr Jacqui Rayment.

Clear CSR Benefit and Degree of originality:

The Southampton HSP Goal 17 Programme is a market leading approach to providing genuine CSR within the community in which we work and is a first for the Highways Maintenance sector, Balfour Beatty and Southampton City Council.

The Mentors supporting the programme were all nominated or volunteered from the HSP team, other SCC departments, or from our wider supply chain community. The engagement and support from the Southampton Football Club "Saints Foundation" was also a first and ensured that the local focus of the programme was maintained at all times.

By focusing on engagement with the highest risk groups of society, the programme looks to maximize the benefits that the investment of time, money, effort and commitment will bring to those it engages with.

Aligned to this, the use of volunteers, with a genuine personal interest in and commitment to the local community is a unique and innovative approach.

By engaging with volunteers with a genuine, vested interest in seeing the programme succeed, the usual barriers and obstacles to success are broken down. Conscious and subconscious bias is removed, and both the mentors and mentees are empowered to make real change.

This approach brings opportunity and hope to the mentees and provides the mentors with the realization that there is an untapped community of young people that can add real value to their businesses.

By breaking down these barriers and social stigmas, genuine, lasting social value is provided to the community and personal benefit is provided to everyone involved.

Commitment of the entrants' Involvement of relevant stakeholders and employees.

Have the staff demonstrated their commitment?

In order to help maximise the impact the programmes have had, mentors have come from a number of local businesses as well as Southampton City Council and Balfour Beatty.

Over the first 2 cohorts, 26 mentors from 8 different organisations have given up over 300 hours of their time to support the programme.

All 26 mentors have also volunteered and requested to be part of future cohorts, so great was the engagement in the initial ones.

The Social and Economic benefits of the scheme:

The Goal 17 programme has provided a demonstrable Social Value benefit to the city of over £218,000 (based on social value portal calculations). But the benefits have been much wider than this.

The UK government publish statistics in December 2022, showing 431,000 young people, aged between 16 and 24 were unemployed in the period between August and October 2022.

The Princes Trust, estimate the cost of this unemployment, in terms of lost national output to be around £6.9b in 2022, with a fiscal cost in the same period of around £2.9b

The charity Crisis estimate that today, 280,000 people are rough sleeping in the UK, costing the taxpayer around £30,000 per annum, per person. This cost does not include the c.£17,000 per annum that an individual will cost the NHS, criminal justice system etc.

These financial costs, while estimates and dependent upon an individual's exact circumstances are perhaps easier to measure than the personal and social impact.

Personal distress, mental health issues, reduce employment prospects, increased likelihood to be involved in antisocial activities are just a few of the wider impact's individuals are likely to face.

The direct and indirect costs of unemployment and homelessness are clearly staggering, and the situation has only been made worse during the COVID 19 pandemic.

The intervention, support, and opportunity that the Goal 17 programme has provided to the 26 mentees in Southampton has enabled those involved to make a meaningful choice about their own future.

At least 13 of the mentees are now in full time employment and others have returned to full time education. By providing the support, skills and encouragement the programme provides, it is clear that significant costs to the local authority have been averted and at a personal level, individuals have been given a genuine chance to improve their long term prospects and opportunity.

From the perspective of the employers involved in the project, the programme has given the staff involved a much wider understanding and skill set to be able to tap into an area of the employment market which is often overlooked.

Staff have undergone an accredited mentoring programme and are now capable and confident to act as mentor within their own organisations.

Future expansion of the scheme. How do you intend to move forward?

Having now proven the concept of the scheme and demonstrated the social value brought about by the programmes, the third cohort will launch in early 2023. This cohort will take adopt a slightly different approach, this time bringing together senior executives from around Southampton to act as the mentors.

This approach will provide a joint goal and vision for the senior stakeholders in the city and provide meaningful support and opportunities across a number of multinational organisations, based in Southampton.

At the same time, Saint Foundation and Goal 17 will adopt a 12 month “term time” with Mentors and Mentees able to dip in and out of the programme throughout the course of the programme. This approach will provide significantly increased flexibility for all involved, while still delivering a fantastic opportunity and development for all involved.

Replicability- Can others adopt the procedures to their own benefit?

The HSP Goal 17 programme can be adapted to suit the needs and requirements of any business with a genuine interest in delivering real CSR.

Following a recent supplier day, our supply chain partners at Vp plc – an industry leading plant hire business have now decided to embark on their own CSR programme with Goal 17. This sharing of best practise and commitment to providing genuine benefits to the communities in which we work is indicative of the HSP and our supply chain and clearly demonstrates the flexibility of the Goal 17 programme.

There is no reason that similar programmes could not be provided by other authorities and providers both in the construction sector and across the wider market. Wherever the programme is applied, local people and those providing their time and commitment will reap the benefits.



BIN DASMAL CONTRACTING

INITIATIVES (for communities, customers, employees, environment)

SUMMARY

BDC, a sustainability focused company is one of the most preferred firms, which in-effect validates BDC's market leading position as a sustainability expert and in multiple ways a pioneer in carrying out retrofit projects and energy audits on mixed-use buildings in UAE.

BDC with an integrated approach towards sustainability has taken up multiple projects with clients to enhance the systems operating in existing buildings with system upgrades.

BDC is executing initiatives in line with the regulations by Green Building and has partnered with energy solutions firm LOYTEC and as well is focusing on Indoor Air Quality (IAQ) solutions

Bin Dasmal Contracting has taken up its new business vertical that's created to address the need of the hour utilizing the group's strength of strong access to MEP and civil project sites to make a difference positively by addressing the challenges of climate change, implementing 3R's (Recycle, Reuse, Reduce) MEP waste on project sites and contributes to Social and Economic causes by reducing food waste, offering fresh food local produce for better health of the community and create a positive impact by implementation of the Sustainable Greenhouses, Indoor Vertical Farms (IVF) and Container based vertical farms.

IN DETAIL

1. CSR Benefit. Does the entry identify clear CSR benefit?

1A. Environmental responsibility

The Bin Dasmal Group's Environmental responsibility initiatives aim to reduce pollution and greenhouse gas emissions and the sustainable use of natural resources. In line with the above principle the Bin Dasmal group of companies are involved in reducing food shortage by the construction of SUSTAINABLE GREENHOUSES, INDOOR VERTICAL FARMS (IVF) (Container Model) to increase the local food production thereby supporting food security by encouraging construction of more sustainable Greenhouses, IVF and green farms across all offices in UAE.



1B. Human rights responsibility

As a part of good health and wellbeing, we have at our office, a recreational room for its employees to refresh themselves. There are no fixed timings for using the room giving the employee a flexible work environment.

We provide equal opportunities to men and women at our workplace. The Bin Dasmal group of companies cater to an open-door policy where the employees are free to raise their concerns to the management whenever they feel the need to do so.

1C. Economic responsibility

All buildings need to operate efficiently, cost effectively and sustainably much in the same way that we take care of your health.

Buildings like human resources are valuable assets and we all want to keep our operating cost to the minimum whilst maximizing performance. Assessing a building's energy efficiency is the first step towards identifying the most cost- effective energy conservation measures.

Our expert energy audit team conducts detailed inspections and measurements to accurately assess the building's energy consumption, efficiency and quantify the energy savings which propel us amongst the elite of the energy audit companies in the UAE.

2. Degree of originality/innovation. New or novel solutions to problems?

2A. CLM – Circuit Level Monitoring

Bin Dasmal are proud to have pioneered the implementation of circuit level monitoring in the Nakheel Palm Tower Project.

The data generated from the CLM system for the individual circuit allows for greater operational efficiency and energy savings for the end users. The CLM eco-system present in the building has increased its overall real estate value as the diverse energy needs of the building for its various energy profiles are now being monitored at a granular level.

This has enabled the various parties involved in making precise changes to the various systems operating within the building with the help of the PUE (Power usage effectiveness) values to optimize load distribution across the entire facility/building.

Commercial and industrial companies are very dependent on the trouble-free operation of their electrical systems. Monitoring every branch circuit of an installation with the CLM enables you to quickly detect issues before serious damage occurs.

Cost saving and splitting Branch monitoring gives maximum clarity on where and how the electricity is used. It enables you to do an effective energy



management analysis in order to save and efficiently assign costs.

2B. Local Fresh Produce

Given the nature of climatic conditions in the Middle East, Unpredictable weather problems and seasonality can be avoided altogether in the indoor vertical farming container model. The use of recirculated water in the container model also ensures conservation of water.

This is the next step in ensuring food security for decades to come. “ekthaar” is Bin Dasmal Group’s own newly formed Indoor vertical farming container model manufacturing unit inaugurated in December 2022 and was established in line with the execution of the latest international green building standards and regulations.

In principle “EKHTAAR” can reduce the supply chain as the indoor vertical farming container model can be built in any neighbourhood and can be easily managed with fewer man hours. Micro-climate facilitation and maintaining the perfect amount of nutrition inside the container results in faster crop cycles and year-round growth.

2C. Poppy Biosafety Intelligence – Pathogen Sensing Network for Improved Indoor Air Quality.

Bin Dasmal Contracting collaborates with Poppy to provide biosafety intelligence solution for indoor space. Bin Dasmal Contracting made the announcement on 21 March 2022 through an event called “Poppy Health in the MENA region” at the Canada Pavilion in Expo 2020 Dubai; the aim being “bringing powerful biotechnology for buildings, to secure a healthy indoor world”.

Poppy’s mission is to provide breakthrough technology that can help create infection- resistant buildings. The firm’s system has been deployed across many facilities across North America and Europe including the largest financial institutions, factories, entertainment theatres, schools, yachts, and a royal palace.

Using highly accurate genomic sequencing and molecular assays, Poppy detects and identifies over 1000+ pathogens, health related and pests — including SARS-CoV-2 and its variants, food-borne bacteria, multi-drug resistant bacteria, and invisible molds.

2D. Innovative Retrofit Solutions

Bin Dasmal ensures energy and cost savings through retrofitting. Bin Dasmal shares focus on elevating building performance, enhancing energy efficiencies, creating cost savings, and improving comfort for occupants within a built environment through retrofitting projects.

Industry-leading, ISO-certified firm Bin Dasmal Group, which has more than four decades of experience in offering civil and MEP services in the MENA region, has cemented its position within the civil construction, electromechanical, HVAC, and public health sectors over the past 12 months. All ISO 9001, ISO 14001, and ISO 45001 certified, with the aim to drive future growth through excellent local and international partnerships.

Most recently, Bin Dasmal Group and Bin Dasmal Contracting – which offers civil and MEP contracting, facility management, and energy services – have been actively involved in a number of leading retrofitting projects in the UAE, with an increased focus on energy efficiency.

These projects are in line with Dubai’s ambitious target to reduce 30% of its energy use by 2030, which could result in a minimum of 1.7 terawatt-hours of energy savings and a reduction of one million tonnes in carbon emissions.

BDC has executed key projects like SHARJAH INTERNATIONAL AIRPORT PROJECT where retrofitting is executed by replacing outdated features and technology with optimized, modern products and solutions – in order to elevate building performance; enhance environmental conditions in the premises; improve the comfort touchpoints for the users and occupants of the building; ensure

the highest standards of safety systems; and to minimize energy consumption.

NAKHEEL'S AZURE RESIDENCE PROJECT AT PALM JUMEIRAH project involved the provision of fresh air to every apartment as per the norms prescribed by Green Building regulations.

3. Commitment of the entrants' Involvement of relevant stakeholders and employees.

Have the staff demonstrated their commitment?

3.A Partnerships With Major Clients Sharing Common Sustainability Goals

BDC has partnered with Poppy (Bio-safety intelligence system) and LOYTEC for GRMS, thereby utilizing the control systems and motion sensors to provide to the clients intelligent managing systems that are BMS automated.

This helps in 25-30% energy savings. Bin Dasmal Contracting division are fostering innovation into the industry by integrating all tools, technologies, and services for the end goal of sustainable development that's in line with most of the UN SDGs.

3.B Employee Commitment

"ekthaar" by Bin Dasmal Group was awarded as Organization with best "Green message" in Green Run 2023 organized by Dubai Investments on 15-01-2023. The award was presented by Mohammed Saeed Al Raqbani, head of Sustainability Committee, Dubai Investments and General Manager, Dubai Investments Industries and Masharie. "ekthaar" aims to be in line with the execution of the latest international green building standards and regulations in the UAE and with such green recognition and encouragement, we aim to increase awareness among the community and address the need of the hour by reusing construction waste materials and as a result becoming a commercially viable solution for tackling the region's food security issues.

The entire Bin Dasmal Group staff and families showed their support and spirit for this endeavour through their presence at the event

4. Social Benefit. Have communities or areas benefited?

4A. Zero Hunger

The Bin Dasmal Group is involved in reducing food shortages by the construction of SUSTAINABLE. GREENHOUSE, INDOOR VERTICAL FARMING (IVF) units for increase in the local food production thereby supporting local and regional food security by encouraging the construction of more sustainable Greenhouses, IVF and green farms across all offices in UAE.

4B. Good Health and Well Being

As a part of good health and wellbeing, we have at our office, a recreational room for its employees to refresh themselves. There are no fixed timings for using the room giving the employee a flexible work environment.

We provide equal opportunities to men and women at our workplace. We have complete transparency in terms of structure of operation, gender equality at workplace and our employees are with us for really long period due to the credibility we have developed with them over the period. We are a large family who stand by each other and focus on larger purpose.

4c. Clean Water and Sanitation

Ensuring clean water and sanitation, BDC is involved in smart metering retrofit projects to monitor water consumption thereby increasing water efficiency and raising awareness to the end user about their daily consumption patterns.

4D. Industry, Innovation and Infrastructure

BDC has partnered with Poppy (Bio-safety intelligence system) and LOYTEC for GRMS, thereby utilizing the control systems and motion sensors to provide to the clients intelligent managing systems that are BMS automated.

This helps in 25-30% energy savings. The Bin Dasmal Group is fostering innovation into the industry by integrating all tools, technologies and services for the end goal of sustainable development that's in-line with most of the UN SDGs.

4E. Sustainable Cities and Communities

To ensure sustainable cities and communities, BDC has partnered with Poppy for the UAE market to monitor pathogens in commercial spaces. This contributes to reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management by 2030.

4F. Climate Action

UAE's leading distributed solar energy provider Siraj Power has signed two solar power deals with UAE-based engineering solutions provider Bin Dasmal Group. The solar power deals included the installation of two solar rooftop plants at the company's facilities in Dubai Investment Park (DIP) and Dubai Industrial City.

Under optimal conditions, the second solar rooftop installation is expected to generate a solar energy output of 2.7GWh. The solar plant system will reduce nearly 2,000 metric tonnes of carbon dioxide, which is equivalent to planting more than 30,000 trees.

4G. Peace, Justice and Strong Institutions

Contributing to peace, justice and strong institutions, the Bin Dasmal group ensures responsive, inclusive, participatory, and representative decision making in all levels.

All employees are encouraged to share their opinion to the management to improve overall working conditions.

The employees get a chance to express their issues whenever there are meetings in the head office to celebrate organizational milestones achieved.

5. Economic Benefit. Have reductions or savings been achieved?

Energy Star Products in general use lesser energy when compared to their counterpart. In order to earn the label of Energy Star it is compulsory to meet the set criteria by the US environmental Protection Agency or the US department of Energy.

As a result of consuming less energy, these products will save the end user money on their electricity bill and result in fewer harmful emissions from power plants.

5A. Energy Savings

As part of its effort to strengthen the ENERGY STAR® program, the Environmental Protection Agency recently named AHRI as a recognized Certification Body (CB) Bin Dasmal Group's centralized air conditioning and kitchen ventilation equipment manufacturer T ROSTEN are having AHRI 410 certification for the cooling coils being provided to the air handling units, chilled water fan coil units, ducted split units and rooftop package units.

TROSTEN was involved directly involved in the construction of the UAE expo pavilion 2020 which is a LEED Platinum design project inspired by a falcon in flight.

6. Evidence of measurable impact/benefits. (Environmental, social, and financial)

Are the theories supported by measurable improvements?

6A. Environmental Local Fresh Produce and Harvest Ekhtaar -

Bin Dasmal Contracting division's own Indoor vertical farming and sustainable farming solutions unit envisions in the longer term to solve broader problems such as regional food shortages by locally growing and harvesting fresh produce with greater nutrition and easier accessibility in any given space that is unused and available anywhere while

protecting the environment at the same time for future generations by growing more with usage of less soil and water.

This will have a direct impact on the food production capacity and security of the community at large and safeguard it from predicted droughts estimated to displace 700 million people by 2030 as per the UN sustainable development goals report 2022.

6B. Social

Participation in various events to raise awareness about food security and highlight unsustainable consumption and production patterns which is the primary cause of the triple planetary crisis. (Climate change, biodiversity loss, pollution) i.e Green Run 2023.

6C. Financial

The Bin Dasmal Contracting division is proud to be ESCO accredited. The accreditation scheme aims to give prospective clients confidence in contracting with ESCOs by recognizing companies which have appropriately qualified personnel in the organization; robust financial status; and a track record of successfully delivering energy saving projects in Dubai.

7. Future expansion of the scheme. How do you intend to move forward?

Concentrated efforts in raising awareness about various sustainable farming methods such as indoor vertical farming, net house farming and greenhouse farming.

8. Replicability. Can others adopt the procedures to their own benefit?

Yes, the sustainability initiatives are replicable and others can adopt it for their own benefit.

Other factors that merit additional points include:

Demonstrable program for promotion and dissemination of the work.

Monitoring/Reporting Accountability/Transparency.

The Measurement and Verification Protocol provides a consistent method for calculating energy and water savings arising from Conservation Measures. The protocol enables changes to be considered to ensure that savings result from Conservation Measures.

For example, using the protocol can attribute changes in energy consumption to changing occupancy or changing climatic conditions.

However, to get the most out of this protocol it is essential to establish a good baseline period to ensure there is a clear understanding of current energy efficiency levels.



BIRMINGHAM AIRPORT

BEING A RESPONSIBLE NEIGHBOUR

SUMMARY

We see the desperation on people's faces, we all know friends and families struggling through the cost-of-living crisis. The charities we're connected with across the Midlands could well be supporting our friends, loved ones, neighbours and colleagues.

Barack Obama famously said "change will not come if we wait for some other person or some other time. We're the ones we've been waiting for. We're the change that we seek."

Being a responsible neighbour includes many aspects for Birmingham Airport. Alongside our commitment to mitigate the negative impacts of our operations, we recognise the importance of contributing to the wellbeing of those communities impacted by our operations.

We work with a range of stakeholders to understand local community priorities, and to direct the resources that we have available so that they can have the greatest benefit.

Our priority areas are East Birmingham and North Solihull because youth unemployment rates and the proportion of the working age population with no formal qualifications has historically been above the national average.

Over the past 4 years and throughout the covid pandemic we've worked with 11 key charities and supported more than 50 local community projects. Our community trust fund donated more than £110,000 in

2020/21 and the Recommended Retail Price (RRP) of the surplus food, drinks, miscellaneous stock, pushchairs, buggies, lost luggage, surrendered toiletries and cosmetics etc donated is valued at almost £400,000 in 2022.

Our sustainability strategy is aligned to the UN Sustainable Development Goals and is informed by The Airport Council International (Europe) Sustainability Strategy for Airports. Our CSR strategy focuses on nine topics covering environment, community and economic issues, and this application will demonstrate how despite a global pandemic, Birmingham Airport has taken great strides as a Responsible Neighbour to our local community.

IN DETAIL

We're committed to working as a Responsible Neighbour to the Midlands community, especially in East Birmingham and North Solihull which is why we've committed to supporting more than 50 community projects and 11 key charities. For many



businesses, commitment to charity is simply about donating money.

Whilst we recognise that this is important, the truth is that in a cost-of-living crisis, our community needs our time and our resources as much as it does our money.

COMMUNITY TRUST FUND

Despite the challenging financial situation created by Covid-19, we took the early decision to retain full funding for the Community Trust Fund in recognition of the contribution it could make to sustaining projects hardest hit by the pandemic. Our Trustees awarded almost £110,000 to more than fifty local projects.

Clean & Green are a local community group based in North Solihull, and aims to encourage volunteers to discover, explore and get involved in their local environment in a safe and fun way. Our trustees approved a £3,000 grant for the group to purchase wildlife camera traps, bat detectors, binoculars, USB microscopes, bird feeders and wildflower plants & seeds.

SOLIHULL MIND

In February 2020 we announced a charity partnership with Solihull Mind. The decision came directly from our employees who were all given the opportunity to nominate local charities and then to vote for the one they wanted to become our new official charity partner.

They supported us in appointing 40 fully-trained Mental Health Ambassadors as part of our “Here For Each Other” employee wellbeing campaign. One of our funding solutions is less than conventional.



We committed to trading our Used Cooking Oil (waste stream) via a company called EthicOil who donate £0.05 for every litre collected from us. To give context, UCO can trade for circa £0.30 per litre. In 2022 we had 11,280 litres of UCO collected which resulted in £564 being donated to MIND.

CONNECT AID

For many reasons, passengers transiting through our airport leave pushchairs and buggies which we must deal with. Rather than treating them as a recyclable waste stream, we have opted to donate them to several charities over the past 4 years.

Connect Aid collected push chairs, buggies, suitcases, bottled water and hand sanitiser from us and took them to Poland ready for Ukrainian refugees to use. Whilst these might seem like surprising items for families to need, the reality is that many people fled to safety, leaving behind almost all of their worldly belongings.

The hand sanitiser was left over by aid agencies supporting red-route refugees fleeing Afghanistan on rescue flights which arrived at Birmingham Airport.

BRUSHSTROKES COMMUNITY PROJECT

Brushstrokes serve the whole community, particularly asylum seekers, refugees and newcomers, with kindness and respect, to affirm the rights and dignities of vulnerable people. This was another worthy cause in needs of pushchairs and buggies of which we amass more than 800 per year.



SALVATION ARMY

All clothing left around the airport or as abandoned luggage (which hasn't been reclaimed) is donated to the Salvation Army for resale in their stores. The funds generated by reselling these goods supports projects for children, families, the homeless community, as well as providing budget and debt advice and more.

The Salvation Army are also one of the charities receiving suitcases, laptop bags, rucksacks etc as these are sought after items with a good resale value for charity outlets. Fact – During the summer of 2022, we donated 2.185 tonnes of clothing.

BRITISH HEART FOUNDATION

The BHF are one of our newest charity partners who visit us on a regular basis to collect suitcases, holdalls, laptop bags, rucksacks etc for resale in their charity stores. They use the monies generated to fund medical research related to heart and circulatory diseases.

HOME-START

Home-Start is a local community network of trained volunteers and experts helping families with young children through their challenging times. Many of the

retail concessions at Birmingham Airport are well-known.

They include brands such as Marks and Spencer's, Weatherspoon's, Boots, WH Smith and more. Historically, books, toys and games that were no longer intended for sale to the public were disposed of as general waste.

Brands were protective over the risk of their products being resold without their knowledge. As covid-19 hit the airport in 2020 and flights all but ceased, stores were left with unsold products on the shelf. As the UK slowly reopened for travel in July 2021 this meant stores had to clear tonnes of products ready to restock shelves with newer items.

On-mass, retailers agreed to change their approach. Home-Start collected and resold more than 10,000 items in 2022. This can be anything from a stuffed toy to football paraphernalia to last years best selling book.

In addition to items collected from concessions, other items were captured via the airports security checkpoint. Across most UK airports, items surrendered as all mixed together and ultimately treated as waste rather than being seen as a reusable, resalable item that has a value in the circular economy. Funds raised led to a new

playroom being fitted out and decorated by volunteers so that local children have a safe place to play as part of their early-years development.

Some of the items collected were used to create Christmas hampers for 225 local families. 265 children under the age of 5, 14 unborn babies, and 103 older children received Christmas presents. 20% of the airports surplus stock of food and drinks are also donated to Home-Start.

This is often material no longer fit for sale because it's damaged or passed it's "best before" date. Whilst a product with an expired "best before" date cannot be sold, it's still perfectly edible and is always a welcome donation to local charities.

Sarah Fisher, Manager of Home-Start Birmingham North-West said "The donations from Birmingham Airport really do make a massive difference to the families we support and our local community. At a

time when people are making choices of eating or heating, it felt great to have practical much needed items to distribute. We distributed all 100 pushchairs in less than 24 hours."

A recipient of one of the pushchairs said "Thank you so much, mine is broken and I simply can't afford to buy a new one. This has made my day and now I have one less thing to worry about."

BIRMINGHAM CHILDREN'S HOSPITAL

Some of our Books, magazines and stationery was collected and donated to the staff of Birmingham Children's Hospital. This was aimed at helping staff take their minds of the incredibly challenging job that they undertake daily.

We also offered items for the children at the hospital. However, this offer was declined due to the children being at high risk of infections.

NEWLIFE

Over the past 3 years we've also donated unclaimed suitcases to Newlife, the charity for disabled children. Suitcases are donated and re-sold through their stores. Profits go towards helping ensure that disabled children have the best chance in life through the provision of essential equipment.

BAGS OF HOPE UK

We've also established a partnership with Bags of Hope UK to improve the experiences of children and young people in the care system. Abandoned bags are given to young people to prevent moves where their belongings are transported in bin liners and shopping bags.

The provision of these bags to young people in the care system will play a small part in helping to relieve the anxiety associated with moves.



LET'S FEED BRUM

Let's Feed Brum are a leading homeless charity in Birmingham. Every day, volunteers connect with people who are homeless and at risk of homelessness, creating a consistent and meaningful dialogue that helps us all better understand what they need. Volunteers also help signpost people to the relevant services across the city, encouraging them along the way.

Recently, most of our lost luggage bags, suitcases and buggies have been sent to Let's Feed Brum due to the influx of refugees coming into the Midlands. Surplus luggage is also sent to Calais and Poland to be used by refugees and asylum seekers in need of help. 80% of our surplus food and drink from the airport is collected every Monday and used to feed the local homeless community on Tuesday mornings at the weekly breakfast club.

Some of the toiletries and cosmetic products surrendered at the airports' security checkpoint are also welcomed by the charity.

IMPACT

To put all of the information above into context, in 2022 we donated 47 ½ tonnes of cosmetics, surplus food & drink, assorted books, toys etc as well clothing and pushchairs. Historically, almost all of these items would have been treated as waste which would have cost us more than £7,000 to dispose of.

The approximate Recommended Retail Price for everything donated is £395,000. Having donated so much, the real success of this project isn't the RRP of the items, it's the impact it has on our local community.

WHAT'S NEXT

Every month our Sustainability partners, Novati, monitor and report on the charities being used, tonnages being donated and the environmental

impact this has on our airport. But, at Birmingham Airport, we're not ones to rest on our laurels.

Our next major project is to create a connection with Olio. They're a B Corp certified company, and our goal is to work with them to collect unsold food that has a short "use-by" date. Olioers will pick up unsold surplus food and save it from going to waste.

Every evening they'll collect unsold sandwiches, cakes etc and list them on the Olio app for redistribution in their local community.

Over 50% of items on Olio get picked up within 30 minutes!

REPLICABILITY

The success of our charitable projects is replicable in many different retail settings. If you've ever travelled through a train station like London Kings Cross or St Pancras then you would see that these environments are now being designed in a similar manner to shopping centres and airports.

Our CSR and Sustainability team share knowledge with many airports via our commitment to The Airport Council International (Europe)



CARIDON PROPERTY

CSR ACCREDITATION

SUMMARY

CARIDON GROUP CSR POLICY
Caridon Group Ltd ate committed to being socially responsible organisation. We believe that our vision of being a socially responsible and legally compliant organisation helps to safeguard society and the planet for our future generations, as well as uniting us as an organisation that we can all believe in.



We believe a socially responsible organisation is more efficient, productive and profitable as well as being resilient to future challenges.

We believe we can make a positive impact for:

- The environment on which we all depend
- The workplace (the people we employ, our clients, supply chain and customers
- The communities where we operate; and
- The philanthropic agenda.

Our CSR policy reflects our values and is integrated into our business strategy and measurable goals. We aim to use our particular strengths through our operations and related to our industry. We are committed to providing adequate resources in order to measure and minimise our impact and go beyond, to leave a positive legacy.

We will carry out the necessary training in order to communicate our vision and goals internally to our employees and externally to our clients, supply chain and customers. This policy and our progress will be reviewed annually by the senior management team

and all discussions and actions minuted.

IN DETAIL

We strive to bring a sense of community and co-living to our residents who perhaps have never met before and come from all walks of life, our regular socials bring otherwise isolated individuals and families together to create lasting friendships and a sense of belonging and neighbourly love.

Our offices on each development are fully staffed with specific experts in the field of housing and co living, to assist with:

- Applying for GP and School placements
- Applying for grants
- CV writing
- Discounts to local businesses and amenities i.e gyms, restaurants and cinemas
- Translation
- Signing up to welfare benefits and assessing entitlements
- Council tax reductions

Some of the great community engagement initiatives we hold throughout the year on our developments are:

Table Tennis and 5 a side football

Easter Fun days and Easter Eggs hunts

Summer BBQ

Gardeners Club

Pond Clean Up with tenants and the Wildlife Centre (Broadfield)

- EID Party
- Litter pick in the community
- Halloween Party with Magician/
- Christmas Santa Visit with Toys for Kids
- Christmas minced Pies & Mulled Wine

Working within each of our extended communities we build partnerships with local organisations that can provide much needed support and signpost our residents to the relevant local government and charitable institutions.

Monthly themed Coffee mornings hosting:

- Job fairs with the DWP and local businesses, back to work or study and Volunteering opportunities
- Adult education classes
- Early help organisations and extra support for working parents
- Representatives from Local GP and Nursery for help with new applications
- Mediation and reconciliation groups



- Wellbeing, sport and mental health pop up shops
- Domestic violence outreach and advice

Caridon Foundation provides a not for profit arm to the Caridon Group. Set up in April 2017, the Foundation offers housing related support to tenants that are deemed vulnerable within the community and who find it difficult to manage their day-to-day affairs and/or suffer tenancy related issues which may pose a threat of eviction.

The service was initially rolled out in the London Borough of Croydon and has since extended its services in a number of other Boroughs around London. Caridon Foundation helps tenants to successfully manage their tenancy, avoid eviction processes, improve on money management, promote independence and link them into longterm support.



Our goal is to ensure tenants remain in their property for longer and move on to long term housing options when they are ready.

Caridon Young Living Is a specialist support and accommodation service for young people. We are committed to providing high quality support in a caring and positive environment in which young people can achieve independence, fulfil their potential and realise personal goals.

Our service is targeted at 16-21year olds who are making the transition into independence but who may still require additional care and support.

All people, irrespective of race, religion, gender, sexuality or social disadvantage deserve the

opportunity to maximise their potential and that with the right support, every person can achieve successful outcomes while learning to live independently.

We believe our clients have the right to develop their personal and educational potential to the full and contribute to society through positive citizenship. Our services are provided in accordance with the Children (Leaving Care) Act 2000 and the Children Acts 1989 and 2004 (and additionally any relevant government and/or statutory regulations and guidance).

Caridon Landlord Solutions (CLS) is a dedicated consultancy service specialising in Housing Benefit and Universal Credit advice and guidance. We offer competitively priced services throughout the whole tenancy process, from start to finish.

CLS provides landlords with an invaluable support network and access to expert guidance on a range of issues. CLS is a people-focused business. Our staff are specialists in their fields and are well informed about current regulations and licensing.

They provide valuable counsel throughout the entire tenancy process and are available to guide landlords through the tenancy minefield. CLS deals with a huge range of issues including housing benefit claims, environmental health checks, management of debt collection, and tribunals.

It offers a onestop-shop for both new and experienced landlords.

01. Environment

Our aim is to continue our retrofit project across the existing owned portfolio - insulation and upgrading of dual tariff intelligent heating systems. We expect to have converted all our company vehicles including the vans into Hybrid or fully electric by 2023 Our Goal is to be carbon neutral by 2024 and to continue to educate the tenants and the staff on the importance our actions play on the environment.



02. Workplace

Employee engagement in our growth plans are key and we do this via monthly newsletters and team building events. We continue to increase the diversity of our workforce at all times, Caridon have provided a wide range of tools to assist with mental health and well being in a post pandemic era. There is a direct correlation between employee satisfaction and customer satisfaction.

This year we have proudly been accredited with the Living Wage Accreditation.

03. Community

Our Goal is to continue to improve the wellbeing of the people and the community we serve. Our special

partnerships with the various organisations we have worked with over the last 13 years continue to be nurtured and our network has grown across London and the South of England.

04. Philanthropy

2021 has been our most successful year in terms of supporting various charities, sponsorships and donations. Our goal is to double our fundraising and sponsorship to £60,000 in 2022/23.

TENANT TESTIMONIALS

"I have lived in Ashburn House for almost five years now. i have never had a major issues with anything. I certainly have no plans to live anywhere else. Jack Vora is an amazing addition to the Caridon team. He is kind and courteous whenever i see him. He is brilliant at his job, if I have to report a repair, it gets done the same day. He is very approachable, I am currently waiting for major surgery, following repeated hospital admissions since April. Jack has been fantastic telling me if i need any shopping or electric and he will sort it, and he always does. I hope he continues to work for Caridon for many years to come." — Ashburn House, BB

"Jack has been the most understanding manager he gets any maintenance sorted out as soon as possible he explains everything you know where you stand, he's just a great guy." — Maplehurst House, SG

"In August 2020 i was illegally evicted from my home. I came back to find my things outside on my driveway and locks changed. The police were called, my car was filled to the brim with what i could take and homelessness happened that quickly. For the next 3 months the reality of having nowhere to call home was panic inducing. I carried on with my jobs and that helped keep me sane(ish). I was showering before my shift and warming up my food in the microwave before I got in my car for the evening. When I was at work one day my colleague mentioned Imperial Apartments. Life changer, I went for a

viewing and I moved in 3 weeks later. I have made some great friends, had great support from staff and genuinely feel I've found a home. Thanks, Caridon... everyone needs a home and I've found mine." — Imperial Apartments, S

"I highly recommend CARIDON, i feel happy and secure with them, High security building with high standard dealing with any issues face us, well done guys for this high- level job keep it up Khaylaa xx" — Sutherland Quarters, KA

OUR ACCREDITATION AND FRAMEWORKS



CITYWATCH

CITYWATCH THE CAPABLE GUARDIANS OF SOUTHAMPTON

SUMMARY

The Balfour Beatty Citywatch service, run on behalf of Southampton City Council, are the capable guardians of our city. The control room is staffed 24 hours a day, 365 day of the year and provides residents, businesses and visitors with protection and reassurance that there are people looking out for their safety and their property making Southampton a safer place to live, work and visit.

The Security Industry Authority accredited staff monitor over 1,000 CCTV (Close Circuit Television) cameras across the City, which include traffic cameras, public space, car park, bus enforcement and tower block concierge cameras which provide a CCTV footprint of approximately 12 square miles on all main arterial routes, city, and district centres in Southampton.

They are pivotal in providing active intervention and public reassurance, helping to create a safer Southampton for all.

IN DETAIL

1) Is there a clear CSR (Corporate Social Responsibility) Benefit?

Since the service started in 2012 the Citywatch team have been collaborating with the police, businesses and the Go!Southampton Business Crime Partnership and have been actively involved in:

- 5,398 arrests
- Monitoring 41,140 real time incidents including tracking perpetrators for the police to intercept
- Recovering £366,808.40 of stolen stock
- Responding to 430,910 concierge calls for assistance
- Providing over £6m benefit to local business

The team have never been more aware of our corporate social responsibility to help protect the communities and people of Southampton when they witness suicide attempts from the Itchen Bridge.

In 2022 alone the Citywatch team monitored 82 incidents involving suicide, whether this be threats, or actual attempts.

2) New or novel solution to problems?

Unfortunately, the Itchen Bridge is a hotspot for suicide attempts and in response a member of the Citywatch team came up with an improvement idea to split the functions of the site across two cameras, leaving traffic monitoring at the junction on a static camera, whilst upgrading the existing controllable camera to one which capable of extreme zoom to better spot vulnerable persons at a distance on the bridge.

It was this camera that Archie was using the day he intervened and helped save a life. This solution was new to the city as it challenged the traditional focus of CCTV use for vehicle monitoring only to actively monitor the safety and wellbeing of vulnerable individuals.

3) Have the staff demonstrated their commitment?

One example of this was in May 2022, Archie, one of our CCTV Operators was on duty and reviewing the city's cameras, that cover car parks and public spaces in the city and district for public safety and traffic incidents.

When upon scanning the Itchen Bridge, he saw a person jump from the centre of the bridge into the water. Archie acted immediately to help save the life of this individual and alerted the emergency services



via the Police airwaves radio in the control room.

He remained calm and professional under pressure, he continued to check the water for signs of the person whilst also guiding officers to the point they had jumped from, as he had noticed personal items had been left there which could help with identification.

Two police boats arrived on the scene and the person was pulled to safety and was taken to hospital for treatment. Following the incident Archie continued to assist officers from Hampshire Police with their investigation reviewing cameras and determining the route the individual had taken to the bridge.

Thankfully, for this individual, Archie dedicated his time that day to proactively scanning the system and was quick to react to the situation as it unfolded. The individual involved is now receiving care and support

to manage their mental health and wellbeing.

Archie has been recognised for his actions by the Highways Magazine and you can find the article here:

<https://www.highwaysmagazine.co.uk/Highways-Hero>

“Southampton City Council and Balfour Beatty have enjoyed a trusted partnership in delivering the Citywatch service for the city since 2012.

The team’s dedication to suicide prevention through their day to day and charitable activities is admirable. We are proud to have a team that helps our communities to stay safe and supports some of the most vulnerable people in our communities.”

Paul Paskins, Head of Supplier Management,
Southampton City Council

4) Social Benefit: Have communities or areas benefited?

The dedication of the Citywatch team has had a tangible benefit to the communities we serve. Their unique ability to keep an eye across the city and get emergency responders to individuals considering or attempting suicide has saved lives, and helped individuals get the support they need to try and cope with their challenges.

The Citywatch team will continue to keep a watchful eye across the city and will act as an essential point of contact for the Police, monitoring the city's CCTV and supporting the emergency services in keeping the city safe through real-time alerts and liaison.

5) Economic Benefit: Have reductions or savings been achieved?

Whilst no tangible economic benefit can be attributed to the achievements of the Citywatch team in helping the emergency services intervene in suicide attempts, the individuals they help save have an opportunity to get the help they need to continue their lives and engage more fully with society.

6) Evidence of measurable impact/benefits

The team continues to demonstrate their commitment to our communities when outside of the CCTV room by using their two volunteering days provided by Balfour Beatty to raise funds for



charities and awareness of mental health issues.

In June 2022 two members of the team, Katy, and Mathew, came up with the idea to do a mental health awareness video in collaboration with our client Southampton City Council. The video encourages staff from both parties to seek help if they are struggling with mental health issues.

This video has been seen by over 1,000 colleagues, providing a positive message for themselves and one that they can take into their day to day lives and spread wider in the community.

You can find the 'We're Here for You' Mental Health Awareness Video on YouTube:
<https://www.youtube.com/watch?v=VgJsiaQHO7Q>

On the 20th August 2022, six members of the Citywatch team completed the Yorkshire 3 Peaks Challenge to raise funds for the mental health charity 'Shout' who provide a free, 24/7 confidential text service for 'anyone who is struggling to cope'.

You can find further details on the Shout charity here:
<https://giveusashout.org/>

The teams raised just over £1,200 by walking 24 miles in under 12 hours over Ingleborough, Pen-y-ghent and Wharfedale.

They chose this charity as the £450 fees they paid to the 3 Peaks would also go to support the Construction Sport charity who use the power of sport to help reduce suicide rates within the construction industry.

7) Future expansion of the scheme: How do you intend to move forward?

The Citywatch team continue to proactively keep a watchful eye of the city and dedicate their spare time to support the various charitable causes that work to support our communities. Moving forward the Citywatch team have now joined a monthly Go!Southampton Criminal Intelligence briefing.

These meetings are attended by representatives of various businesses and stakeholders, such as shop security guards, council welfare wardens and Hampshire Constabulary officers. These meetings share intelligence such as criminal offenders and their recent behaviours and criminal orders, wanted individuals and their whereabouts, certain issues being faced by businesses and notifications about ongoing police operations that may require our awareness.

These meetings provide excellent opportunities for the Citywatch team to show what they are doing to support the vulnerable in our communities and gather support for new schemes, investment in new and enhanced cameras and charitable fundraising.

8) Can others adopt the procedure for their own benefit?

Most cities in the UK operate a CCTV system, some keep this purely for traffic monitoring but where the infrastructure exists the teams who operate them can start using them for this wider community benefit.

COLAS

CSR ACCREDITATION

SUMMARY

We operate an ambitious Act and Commit Together (ACT) strategy. Like the CSR Pillars, ACT includes 8 Pillars with corresponding targets. This is supported by our Social Value Policy, Environmental/Energy Policy, and our team of experts who work with our workforce, supply chain, and communities/organisations to deliver meaningful activities.

Our Carbon & Biodiversity Strategy (to achieve to Net Zero Carbon by 2040), includes our goals to promote circular economies to preserve natural resources and reduce the impact of our activities. This includes low carbon innovations to reduce waste, energy, and carbon.

We also provide a range of facilities to support sustainability and encourage active travel, including our Cycle to Work Policy, EV charging points, rainwater collection, and recycling facilities.

Future expansion:

Finalising and implementing a business-wide “Green Travel Plan”

Working with clients to adopt circular economies and implement carbon calculator reporting
Roll out low carbon innovations to the wider business and 100% EV/alternative fuel vehicles by 2040

We maintain a 5% Club Membership and offer apprenticeship, trainee, and graduate opportunities. To support wellbeing, we re-developed our culture surrounding mental health and have introduced a mental health provision that incorporates third party partnerships with local suppliers, Mindful Employer Network, and Mates in Mind.

Future expansion:

Develop new Trailblazer Apprenticeship standards in Traffic Management
Roll out our new Regional Mental Health strategy nationally

Build our network of partnerships charities to improve our training provision.

Continue to fulfil and surpass our 5% membership.

We have introduced solutions to break down barriers to employment for the most vulnerable through our Re-integration to Employment scheme. These partnerships also facilitate donations, volunteering, and community/environmental betterment programmes. We partner with schools, colleges, and universities to deliver site visits, work experience, and careers events.



Future expansion:

Roll out our bespoke Reintegration to Employment programme nationally.
Continue to develop innovation partnerships with universities to influence road user behaviour
Roll out 'Trauma Led Leadership' training to equip our business with the understanding to manage vulnerable individuals

We undertake philanthropic activities and provide a 2-day workforce volunteering per annum. We deliver varied activities, including donations to local charities and food banks, community engagement, and cost of living crisis relief.

Future expansion:

Develop relationships with national charities to support regional approaches.
Launch a social value page to celebrate our initiatives and share good practice.

IN DETAIL

ENVIRONMENT

Like the CSR Four Pillars, Colas operate Eight Commitment Pillars within our ACT Strategy. These pillars correspond with our strategic objectives and company policies, including our goal to become a Carbon Net Zero organisation by 2040.

Our Net Zero goal is supported by our Environment and Energy Policy, Carbon Reduction Plan, and Carbon & Diversity Strategy- each of which are managed and delivered by our dedicated in-house Environmental Department and supported by our workforce and supply chain.

As minimising energy consumption is a core element of our Net Zero strategy, we maintain and implement several management systems and initiatives to support this imperative.

Provision Monitoring energy consumption

We operate a ISO14001 Environmental Management

System to manage, standardise, and monitor our activities in line with our environmental, biodiversity, and energy policies and procedures. We also operate an ISO50001 Energy Management System at our quarrying and manufacturing sites in Warrington, Carnsew, and Rowfant as our energy outputs are more significant at these locations. Through our Energy Management System, each location has an Energy Reduction Plan which we use to measure our performance and maintain best practice towards environmental and energy consumption, as well as identifying opportunities to improve.

We use the BRE SmartWaste software to quantify fuel and energy use across site equipment, cabins, vehicles, and generators, amongst other equipment.

The platform collates data into accessible, user-friendly dashboards and KPI report- which feed into our Management Systems. Our Environmental team use these dashboards to monitor compliance and compare performance across projects.

Each of our buildings also have Half Hourly Energy Meter reading systems which provide 'live' readings of the energy usage every half hour. It also provides full auditability, which assists in ensure we fully comply with external standards.

For example, we secured CEEQUAL accreditation for our £8M Humber Bank Link Road project in Grimsby as well as obtaining a Green Apple Award.

Minimising energy consumption

We work to minimise our energy consumption through a range of initiatives, behavioural campaigns, and innovative solutions.

Behavioural awareness campaigns include reinforcing the importance of shutting down offices at the end of the working day, turning off lights, and switching off plant/vehicles when they are not in use.

We also introduced a Cycle to Work Initiative in 2022. For innovations and material solutions, we work with our supply chain and harness the global

research and development capacity of the Colas Group to create and manufacture low-energy solutions in-house.

For example, our Specialist Processes division have a range of low carbon alternatives to traditional surfacing techniques, including our award-winning, NHSS13 certified Insitu Recycling methodology 'Retread' - which saves energy outputs by 76.76%.

Maintaining awareness and engagement

Our Environmental team convey our strategy and performance through a year-round programme of communications.

We arrange regular events (briefings, Toolbox Talks, environmental "Webinar Wednesdays"), as well as themed events such as "World Environment Day", "Colas' Environment Day", "Walking Week", and "Green Up" moments before meetings.

We have a dedicated environmental blog on our intranet system, and regularly include content in our ONE magazine/app and LinkedIn to highlight innovations and best practice across our operations.

We also run interactive events and challenges; incentivising our personnel to walk/cycle, or to minimise their resource competition through leaderboards and prizes.

Future expansion

As part of our commitment to achieving Net Zero 2040 and the targets and initiatives in our Carbon & Biodiversity Strategy, we have a range of upcoming aims and objectives to further reduce our energy consumption including:

Improving our energy efficiency culture through continued targeted training and awareness campaigns, as well as selecting and training in-house "Energy Champions"

Using best practice from our Area 9 contract to aim for all new projects to operate on electric vehicles/ alternative fuels

Implementing defined minimum standards for buildings – such as double glazing, insulation, and solar power.

WORKPLACE

We are committed to providing an inclusive, supportive workplace environment, which helps our personnel to maximise their potential.

Our dedicated Human Resources (HR) and Learning & Development (L&D) are responsible for shaping our training strategy and wellbeing provision, which were recently re-certified to "Gold" standard by Investors in People (IIP).

Retaining this prestigious standard places Colas in the top 3% of the highest-performing employers who are accredited by the scheme and demonstrates a commitment to continuous improvement.

We also achieved reaccreditation in 2021 for the FIR Framework, a programme supported by the Construction Industry Training Board and the Supply Chain Sustainability School promoting fairness, inclusion and respect tailored to our industry.

We achieved level 4 of 5 at Embedded level, becoming one of the first contractors to move across onto the new framework. This programme is supported nationally by our 26 FIR Ambassadors to promote a fair and inclusive culture using the resources and tools available through the Supply Chain Sustainability School.

We communicate our provision as part of our employee induction process and use annual Personal Performance Appraisals (PPA) to set individual targets and training plans. To help maintain workforce awareness, we use our internal communications channels (Colas ONE App, Yammer, our Connex intranet system, and our corporate magazine) to promote themed events such as "Apprenticeship Week" and "Mental Health Awareness Week".

We also have an internal, colleague-nominated award scheme to celebrate individual and team excellence. We maintain a master Training Plan to record the activities / hours of training and CPD delivered across our business and use the National TOMs framework to quantify the benefits.

Provision:

Apprenticeships:

We are a member of the Government-backed “5% Club” and can demonstrate a strong commitment to apprenticeships. We offer a variety of pathways across our business – including technical/ engineering, commercial, administrative, and business support apprenticeships, with our provision accredited by the CITB.

Work experience:

We offer both short and long-term placement opportunities for young people interested in our sector; including fortnightly placement opportunities for high school / college age students, and 6-12-month placements for university-age students looking to complete “time out” in industry.

We also offer adult work experience placements for candidates from disadvantaged backgrounds, which can provide a valuable pathway into employment for those who have been out of work for a long period.

We work with several partner charities to co-ordinate the latter, including: the St George’s Crypt Growing Rooms scheme, Nobody Left Behind and Leeds Care Leaving Team.

Training and CPD:

We have a strong, long-standing commitment to developing the capability of our workforce, and have been accredited to the Investors In People scheme for 19 years. We undergo a re-certification audit every 3 years, and recently retained our status as a “Gold” standard employer in April 2021. The auditing team identified Colas as a “business ambitious for the future, clear about its strategic objectives and working hard to align capability and capacity and

evolve the culture necessary for success.”

IIP provide us with a bespoke Action Plan after each audit, which identifies opportunities for continuous improvement. This provides a robust basis for our Human Resources and Learning & Development (L&D) teams to plan short, mid and long-term business improvement activities. Personal Performance Appraisals (PPAs) are key to our CPD provision.

At the start of each year, every member of our workforce is provided with a documented PPA, via their Line Manager. We use PPAs to review performance, cascade business objectives, and agree training/development opportunities to support professional growth.

We complete PPAs on a bespoke digital system, which ensures the content is auditable, and can be referred to by our personnel and their line managers throughout the year. The PPAs for our managers include a “360 review” element, where personnel in their teams are provided with an opportunity to rate / score their performance.

This process ensures dialogue between junior and senior levels and enables our managers to better understand how they can improve their management styles. The training and professional development activities we identify through PPAs are wide-ranging.

We use a variety of platforms and resources to help our personnel develop their knowledge and capabilities.

Examples include:

Classroom-based courses delivered by accredited internal and external trainers. Many of our personnel are certified to deliver in-house standards (such as LANTRA), and we have retained relationships with several construction training SMEs.

Practical courses focussed on plant, vehicle or equipment usage, such as award-winning Safer Attitudes in Driving (SAID+) course.

E-learning modules on our in-house Colas Campus platform, on core topics such as compliance, sustainability and CSR.

Toolbox Talks designed to reinforce awareness of company and industry standards.

In addition to training courses, we also help our personnel to develop their skills through our “mentoring” and “job swap” schemes. Our mentoring scheme pairs aspirational junior members of staff with senior equivalents, who provide 1-2-1 guidance and support as required.

Our job swap scheme enables our personnel to apply for a short- or long-term placement in a different area of the business, so they can sample new challenges and work content.

Equality, Diversity & Inclusion (EDI):

We achieved reaccreditation in 2021 for the FIR Framework, a programme supported by the Construction Industry Training Board and the Supply Chain Sustainability School promoting fairness, inclusion and respect tailored to our industry.

We achieved level 4 of 5 at Embedded level, becoming one of the first contractors to move across onto the new framework. This programme

is supported nationally by our 26 FIR Ambassadors to promote a fair and inclusive culture using the resources and tools available through the Supply Chain Sustainability School.

Our Equality and Diversity Policy defines our commitment to: “...promoting equality and diversity and maintaining a culture of fairness, transparency and respect for all employees, clients, communities, suppliers, contractors, and other stakeholders.”

We have a variety of initiatives in place to help support a culture of inclusivity. For example, we maintain a variety of “family friendly” policies, which provide our personnel with benefits like flexible working.

Our family friendly policies were updated in 2021 following a review, promoting our new enhanced benefits for maternity, paternity and adoption leave above the statutory amount and with ‘new parent hampers’ to congratulate our new parents on their arrivals.

We also enhanced our sick pay entitlement for Operatives moving in line with the Construction Industry Joint Council Industry Sick Pay Scheme in October 2021, and we launched our new Hybrid Working Policy the same month communicating employees can apply to work from home 2 days per week.

We also develop targeted recruitment initiatives to help marginalised groups access employment opportunities. On our Manchester framework schemes, we have worked with local 3rd sector partners to help homeless and refugee candidates’ access CSCS training, and permanent employment opportunities.

In addition, we deliver regular EDI training/awareness sessions



through our in-house network of 'FIR Ambassadors'. In 2021, we launched a Returners Programme when we worked with our partners Women Returners to advertise positions to potential candidates who had been on a career break for over 24 months.

This programme is continuing into 2023 with the support of Women Returners, who also provide coaching and training any returners recruited through a tailored programme to help support them back into the workplace.

Colas also retained our accreditation in 2020 for Disability Confident Employer and are looking to progress this further to Disability Confident Leader in 2022/2023.

COMMUNITY

Colas support a wide variety of community projects. We empower our regional hubs and project teams to form partnerships with schools, 3rd sector organisations, community/environmental advocacy bodies, and a wealth of other organisations.

By adopting this flexible approach, we can tailor our provision the diverse needs of the communities we operate in. We celebrate these initiatives through our internal and external communications channels and use the National TOMs framework to quantify the benefits delivered to local communities.

Provision:

Wealth and income creation:

Employment:

Maximising local employment opportunities is a fundamental aspect of our approach. When we secure a project, we work with our clients, local charities, and employment agencies to recruit local candidates into project roles.

This includes candidates from both "mainstream" and "hard to reach" backgrounds – with a focus

on marginalised groups such as NEETS, BAME candidates, and those from deprived backgrounds.

Local supply chains:

We also strive to maximise the proportion of project spend retained in local communities, so that we can maximise the benefits of the circular economy. On the Stoneferry Road project we are currently delivering for Hull City Council, we have retained more than 90% of the £14M value in the local area, by utilising local contractors Ashcourt Group and Lighting & Signs.

Both contractors are based within 3 miles of the site, ensuring both economic and environmental benefits. Schools, colleges and university engagement:

We work closely with our partners in the education sector to tackle the STEM skills shortage, typical initiatives include: School / site visits:

We arrange interactive sessions with nearby primary schools to support the curriculum and emphasise the importance of staying safe around live construction sites. When COVID19 made face-to-face school visits challenging during 2020, our Manchester teams with school staff to deliver digital sessions via Teams and Zoom.

This has now been developed into a hybrid model to maximise reach.

Work experience:

We regularly provide short term placement for high school students, and longer-term placements for under-graduates looking to complete a "year in industry" prior to the completion of their degree. We have also recently worked with careers consultancy Springpod to develop a digital work experience provision, so that we could offer placements during COVID19, this is in the process of being developed into a hybrid version so we can benefit more students' with placements.

Careers advocacy:

We arrange careers sessions and CV writing workshops for high school, college and university students considering careers within the built environment sector. In Manchester, our team have also worked with local careers consultancy Spark to produce a video outlining the career opportunities available within our industry.

The video included “spotlight” sections on a number of the apprentices and post-graduate personnel leading our schemes in the Northwest.

Community engagement:

We work extensively with community groups across both our UK and international operations – examples include:

Manchester:

Our regional CSR Lead has overseen the delivery of several community-facing initiatives, including the removal of an asbestos-contaminated building from a local school, the delivery of a community garden in the city centre, and the donation of site materials at the conclusion of one of our framework projects. For the latter, we worked with our cabin supplier to donate white goods, furniture, and office supplies to local charity the Mustard Tree, so they could be donated to homeless people, or sold to raise funds.

Our team also gave 20 used pallets to the Gaskell Garden Project, which provides refugees and asylum seekers to gain skills working on local permaculture projects.

Portsmouth:

Colas are currently in the 17th year of our 25-year maintenance PFI with Portsmouth City Council. Our long-term presence in the city has provided an opportunity to forge strong links with local stakeholders, which has led to several successful community-facing initiatives.

We have worked with local partners to:
Rehabilitate a run-down alley, which was

encouraging anti-social behaviours near to a local primary school.

Donate Traffic Management (TM) resources and labour to local community events.

Arrange beach clean-ups alongside local volunteers.

Advocacy bodies:

We work with several 3rd sector partners focussed on the creation or preservation of green spaces, such as Treesponsibility in Calderdale. In 2020, we provided staff release days for 3 personnel to participate in a planting day with the Treesponsibility team in Walsden.

We also maintain partnerships with several partners focussed on advocating for sustainable transport modes. On our Manchester framework schemes, we have supported post-project “scheme activation” initiatives, which are designed to ensure that residents realise the benefits of the new cycling infrastructure we have delivered for the Council.

We have also supported collaborative initiatives with local cycling charities to provide education and resources. Future expansion: Our in-house CSR team are currently working hard to expand our provision.

Key initiatives include:

Formalise partnerships with 2-3 carefully selected national charities, to support our numerous regional partnerships.

Attend “Build Back Better” events in collaboration with our clients, partners, and local stakeholders, so that we Launch a dedicated CSR page on our website, to further celebrate our partnerships and initiatives.

Roll out our Reintegration to Employment Programme nationally after the success of our Leeds pilot.

PHILANTHROPIC

Forming strong partnerships with charities and 3rd sector organisations is a central part of our ACT strategy as well as featuring within our Social Value Policy. This includes: Promoting and enhancing good community relations.

Maintaining a community involvement programme contributing, company time and resource to charitable organisations. Investing in the local physical infrastructure by providing additional maintenance and construction services to local communities.

To achieve these objectives, we empower our regional hubs and project teams to form strong 3rd sector partnerships, so they can plan/implement impactful initiatives, which are tailored to the needs of local communities and stakeholders.

We provide all our employees with a minimum 1 day of volunteering time per annum, with many of our personnel significantly exceeding this baseline. We celebrate these initiatives on both our internal and external communications channels – which include Yammer, Connex, and a staff monthly newsletter, as well as our website, Twitter, and LinkedIn pages, respectively.

Notably, we also use the National Themes Outcomes & Measures (TOMs) framework to produce quarterly project reports, and an annual corporate report, celebrating our CSR activities – with a focus on charitable endeavors.

Our approach is replicable, and members of our CSR team regularly work with our sister companies and industry partners to exchange ideas.



DUBAI HEALTH AUTHORITY

RASED “THE VIRTUAL HEALTHCARE FACILITIES INSPECTION FRAMEWORK

SUMMARY

In line with its regulatory scope of work, the Dubai Health Authority’s mandate encompasses running inspection services for licensed healthcare facilities across the Emirate.

With the happening of COVID, and as to ensure its governance management tools could be continued despite public health constraints, DHA introduced the region’s first virtual inspection framework for healthcare facilities.

The framework surpassed the now-traditional virtual communication into a broader set of guidelines and tools that are used to ensure the quality of inspection activities and reports. DHA researched global best practices with regards to virtual inspections in healthcare.

However, practices worldwide encompassed other industries and no mention of virtual health inspections. Hence, DHA decided to introduce this new model where DHA inspection teams would utilize technology to run virtual inspections for facilities.

Following the research and model design phase, DHA developed a set of guidelines and forms as to educate the private sector about its novel practice and started the project in 2021 piloting it to cover a limited set of inspection services. Through introducing RASED, DHA ensured Business Continuity of Inspection Services

in light of any public health crises.

It also remarkably enhanced productivity per inspection team from 1-2 visits to 6-8 visits per day. Virtual inspections brought about huge cost reduction, with no cost for fleet acquisition, fuel, maintenance, parking fees, toll fees, etc.

Also, with less time consumed per inspection visit, the human resources needed to cover the same scope of inspections also got reduced. Hence, cost of the inspection processes covered by RASED got reduced by 45 % per year.

RASED also waved away the need for printing evidences and keeping hardcopies, saving more than 50,000 printouts yearly and reduced inspection



function footprint by removing the physical site trips, hence saving around an average of 4.6 metric tons of carbon dioxide per year per team. Following its remarkable success, DHA is planning to widen the scope of the inspection via RASED even further as to cover all final inspection services, adding one-day surgery centers and hospitals in the coming year.

IN DETAIL

Being the key regulator of the public and private healthcare services within the Emirate of Dubai, the Dubai Health Authority (DHA) Governance Model includes four modules, namely:

- Dubai Health Sector Governance (Health laws & regulations, health insurance, licensing, Inspection, etc.)
- DHA Clinical Governance (Patient safety, quality of care, health outcomes, clinical)
- Operational Governance (Information technology, human resources, procurement, media, environmental health and safety, asset management, business continuity, etc.)
- Financial Governance (DHA accounts, health care funds, procurement, investment and PPP, etc.)

DHA's Strategy has a dedicated Strategic Goal towards "Driving and ensuring compliance and accountability through an Innovative Governance Framework", with an aligned strategic objective for "Revamping the governance structure of DHA".

To address this strategic Goal, DHA implemented 11 strategic initiatives, including issuance of policies, guidelines, clinical guides, updating of governance-related procedures in addition to achieving the



compliance to the ISO 37000:2021 for Governance of organizations.

DHA's Scope when it comes to Dubai Health Sector Governance not only covers licensing of medical professionals and facilities, but it also emphasizes on offering inspection services on facilities to ensure compliance to set standards and regulations, ensuring patients and customers' happiness, safety and enhanced health outcomes.

With the increasing attractiveness of the investment climate in Dubai's Healthcare Sector, the Emirate witnessed a huge surge in the number of licensed facilities for the past five years, marking an increase of 40 % for the period 2016-2021.

This dramatic increase in number of licensed facilities brought about a huge demand on DHA's health inspection function, creating the need for a revamp of the function's business model to adapt to

the increasing demand while maintaining inspection services quality and scope rendered. Furthermore, and as COVID-19 pandemic brought about a global health & socio-economic shock, DHA, being the health sector regulator within the Emirate had to play a major role towards ensuring access to care and continuity of service in public and private facilities.

DHA took a clear set of measures to ensure smooth continuity of its regulatory services, processing 8,253 facility and 83,929 professional licensing applications from January to November 2020. Yet, the inspection aspect of its regulatory framework faced a challenge due to the interactive nature of inspection activities and the necessity to continue with inspections as to ensure maintenance of quality of service provided.

In response to these two key challenges, DHA researched global best practices with regards to virtual inspections in healthcare. However, practices worldwide encompassed other industries such as vehicle licensing, municipal inspections, etc. with no global practice for virtual health inspections.

Hence, DHA decided to adopt a pioneering novel framework to move its final inspection services from physical to virtual, while maintaining its thoroughness and diligence, and named this new business model “RASED”.

RASED, has a clear set of objectives, KPIs and targets as to ensure an impactful implementation, namely:

1. Ensuring Business Continuity of Inspection Services in light of public health crises & enhanced productivity
 - 1.1. KPI: % of disruption of inspection services due to public health disasters (Target: 0 %)
 - 1.2. KPI: Rate of Productivity enhancement within inspection process (Target: 50 %)
2. Enhancing efficiency of inspection processes
 2. 1. KPI: % of cost reduction of inspection processes (Target: 25 %)

2.2. KPI: % of reduction of time consumed per inspection team (Target: 20 %)

3. Introducing more sustainable health facility inspection activities
 - 3.1. KPI: % of reduction in metric tons of carbon dioxide per year caused by inspection vehicles' trips (Target: 25 %)
 - 3.2. KPI: % of reduction in paper consumption (Target: 70 %)
4. Preserving the health and safety of inspection & private facilities teams
 - 4.1. KPI: Reduction in number of infection cases within inspection team members or private facilities members as a result of inspection visits (Target: 100 %)

Following the planning phase, DHA developed a set of guidelines and forms as to educate the private sector about its novel practice and started the project in 2021 piloting it to cover a limited set of services. The originally-planned scope of RASED was to cover inspection pertaining to smart pharmacies, medication delivery, addition of specialization within facilities, planned modifications and expansions.

Yet, due to its remarkable success, DHA expanded RASED scope to also cover additional inspections such as home nursing, optical outlets, dental labs, schools, etc. RASED, represents a Disruptive Approach towards a more sustainable Health Facilities Inspection that had wide-scale positive outcomes, enhancing productivity, efficiency and effectiveness and surpassing its intended objectives:

1. Objective: Ensuring Business Continuity of Inspection Services in light of public health crises & enhanced productivity:

Virtual inspections ensured the continuity of service even during COVID-19 subsequent waves, hence, preventing the disruption of a very important mandate of DHA's regulatory framework, namely inspection.

During the years 2021 and 2022, DHA successfully conducted around 600 hours of virtual inspections, where RASED enhanced the productivity of the inspections per team from 1-2 visits to 6-8 visits per day and where 100 % of final inspection service requests were processed within 5 working days across 2021 and 2022.

2. Objective: Enhancing efficiency of inspection processes:

RASED brought about huge cost reduction, with no cost for fleet acquisition, fuel, maintenance, parking fees, toll fees, etc. Also, with less time consumed per inspection visit, the human resources needed to cover the same scope of inspections also got reduced.

Hence, cost of the inspection processes covered by RASED got reduced by 45 % per year.

3. Objective: More sustainable health facility inspection activities:

Turning into virtual inspections, DHA waved away the need for printing evidences and keeping hardcopies, saving more than 50,000 printouts yearly.

Furthermore, with no vehicle trips to and from inspected facilities, RASED contributed to the reduction of the inspection function footprint by removing the physical site trips, hence saving around an average of 4.6 metric tons of carbon dioxide per year per team.

4. Objective: Preserving the health and safety of inspection & private facilities teams:



With no physical visits, the risk on the team's health and safety was diminished, where the periods following RASED witnessed no cases of inspection-caused infections within the team.

Through following clear guidelines and measures in carrying out the virtual inspection, DHA's team were able to ensure that non-compliance cases and areas of improvement were spotted and addressed across the inspection cycle, with 63 % of the inspected facilities having recommendations or cases of non-compliance reported, hence virtual setting didn't have an impact on inspection thoroughness and diligence.

Following its remarkable success, DHA is planning to widen the scope of the inspection via RASED even further as to cover all final inspection services, adding one-day surgery centers and hospitals in the coming year.

DUBAI POLICE SMART AWARENESS GAMES

A. General Situation in Schools.



B. Dangerous Situation



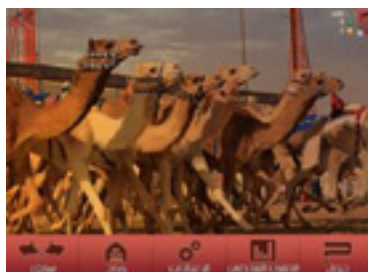
C. Initiative Aims



D. Examples of our Games



Knowledge City



Camel Racing

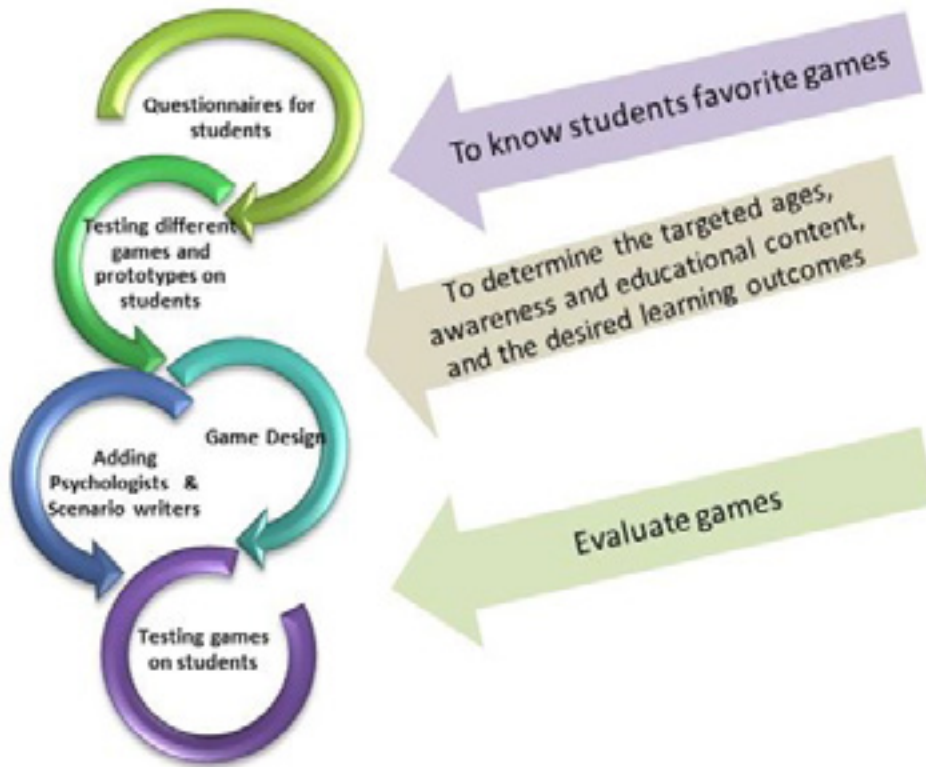


Theme Park

E. Intangible Benefits



F. Games Development Cycle

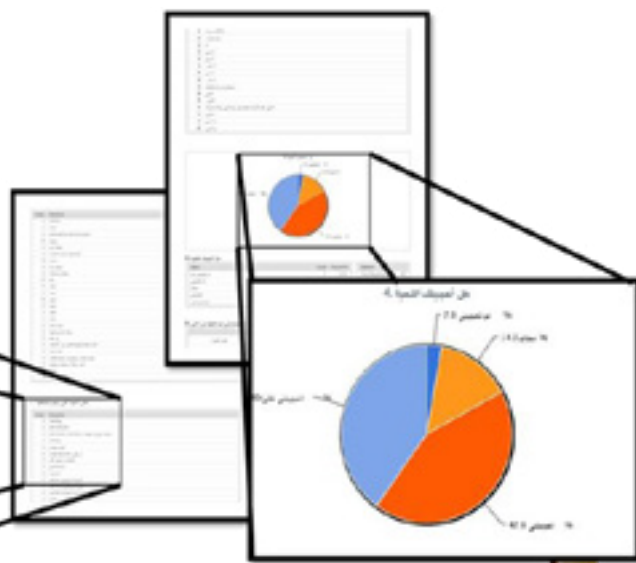


G. Focus Groups for more than 1200 Male and Female students, taking their views and comments to improve the games and making them more interest



ملكي التقييم: رأي التقييم: 3.

Quest	Response
1	interesting
2	good and good
3	good but not much a lot
4	interesting
5	المشاهدة
6	أمر مثير جداً جداً
7	مثيرات و مثير
8	مثير جداً
9	مثير جداً
10	مثير جداً



H. Examples of Media Coverage

Targeting the nation's youths, Saif bin Zayed launches computer game called "UAE Racing"



UAE virtual game to foster positive values in children

SmartAppar City game aims to build educational and health awareness while fighting crime

By Nade Al Tajer, Staff Reporter



NEW GAMING APP TO COMBAT CRIME IN UAE



EIZO

EIZO INTERNATIONAL EXCELLENCE AWARDS 2023

SUMMARY

EIZO Limited are part of the wider Japanese EIZO Group but for the purposes of this submission we are referring to UK operations only but under the guidance of the Japan Head Office Corporate Philosophy.

We follow the “EIZO Principles of Conduct” as guidelines for each EIZO employee and as a commitment to our stakeholders. We pledge to conduct our business in accordance with these Principles.

We will supply high-quality products and services loved by customers through creating and offering new value by unique technologies and ideas. We will promote our manufacturing and business activities in consideration of reducing their environmental burdens.

We will act as an international corporation with a global outlook and mindset. We will conduct open and fair trade. We will seek to build and maintain strong bonds of trust with our stakeholders (business partners, employees, shareholders, and the local community).

We will strictly respect and comply with both the letter and the spirit of the law as a good corporate citizen. We will respect basic human rights and value a broadminded corporate culture. Our full Principles of Conduct can be found <https://www.eizo.co.uk/about-us/csr/>

At a global level, EIZO Group measure non-financial measures such as: CO2 emissions, energy use and % female managers. They have set targets of 50% carbon reduction by 2030 and carbon neutral by 2040, currently they are nine years ahead of schedule to achieve these goals.



In May 2021, they also took on the recommendations of the Taskforce on Climate Change Financial Disclosure to analyze the risks of climate change on business. In order to match and prepare for future EIZO Group requirements, EIZO UK are very committed to driving a positive change in corporate social responsibility.

In 2021, the whole EIZO UK Leadership team undertook a CSR training day to truly understand CSR at the top level and have subsequently decided to undertake the CSR Accreditation for continual improvement, consultation/guidance and external validation.

We recognize the importance for internal staff engagement, to attract and retain the best talent, to protect the planet and contribute to our local communities as well as to put us in the best position to win future work.

IN DETAIL

ENVIRONMENT The Head Office at 1 Queen Square is all LED lighting with motion sensors throughout. Energy company supplier is SSE and this is a green tariff Electricity charge points are provided outside for electric vehicles.

Redundant office furniture has been upcycled to local Heatherwood hospital. Redundant laptops and monitors have been donated to local school, Sir William Borlase School All bathrooms/toilets have low flush toilets and stop taps Motion sensors on all floors help to reduce energy consumption and not waste valuable resources

Office paper is FSC and waste

paper recycled through Shorts Waste Management services. Our printer cartridges are recycled by our print company – Agilico EIZO have a Travel plan Coordinator and a Travel Plan

The Travel Plan objectives are to seek to ensure that staff and visitors use more environmentally friendly alternatives than driving alone.

The Plan contains four specific objectives:

To enhance the Organisation's corporate social responsibility

To encourage the use of more sustainable modes of transport

To reduce unnecessary travel

To ensure that all staff are aware of the Travel Plan

Currently we have 11 company cars, 4 are hybrids 7 are diesel.



Alison Bunn, CFO, is investigating electric vehicles as well as further hybrid vehicles, the conclusion is “All our vehicles will be hybrid by the end of 2022”

Facilities Supplier Framework/supply chain management

We currently have 32 suppliers and these are tracked on a Facilities Supplier Framework document Suppliers are monitored for performance and activities. We aim to use local businesses where possible in order to promote local business and economy but also to reduce carbon miles for maintenance and servicing of offices.

Current results are:

66% of suppliers and subcontractors are within a 25-mile radius of the office

12% of suppliers and subcontractors are greater than a 25-mile radius

12% of suppliers and subcontractors are greater than 50 miles

We use a local company for removal and disposal of waste and zero waste goes to landfill. Both Mixed Municipal waste and Mixed Packaging waste are sorted through their Material Recovery Facility. Any items not able to be recycled are sent to Energy Recovery so nothing goes to landfill.

WORKPLACE Training

All new staff who join us undergo a 2-hour induction with Alison Bunn, the CFO, to go through the Employee Handbook. This is a personal one to one session so all questions, queries and concerns can be addressed.

In addition, all staff spend an approx. further 2-hours with Colin Woodley, CEO to go through the EIZO principles, culture and strategic business plan. It is very important for Colin to give this personal welcome and to meet all new starters.

Where necessary further training from other departments/ disciplines will be undertaken from relevant existing staff members.

EIZO will aim to provide

Support, development and training that will assist with the implementation of its policies and help achieve the business plan.

Planned, consistent induction training for all new staff, to help in understanding individual job roles.

Appropriate career development opportunities and training to help maintain and enhance standards of performance over a period of time.

Regular performance reviews, with a focus on future and personal development plans.

Support, development and training for any employees who change roles, department or location to help them to deal competently with their work.

Support for Continuing Professional Development (CPD).

We operate a Flexible Working Policy for all employees with a continuous service of over 26 weeks work. We are committed to ensuring that every effort is made to resolve any grievances or complaints as quickly and as objectively as possible. We have established a Grievance Procedure that should be followed to ensure that any such complaints will be dealt with in a fair and consistent manner.

Termination of Employment (Redundancy, Retirement, Resignation)

We will endeavour to take all reasonable steps to avoid compulsory redundancies. If a redundancy situation arises the following steps will be considered to prevent compulsory redundancy: Reduction in or a freeze on overtime. Lay-off or short time working (without pay) other than Statutory Guarantee Pay. We will seek to find volunteers for redundancy as the first step, but reserve the right to refuse particular volunteers if the needs of the Company require it.

We do not operate a Default Retirement Age. If any staff wish to retire then need to put it in writing to their Manager, in accordance with the 'Notice' Section of your Contract of Employment. Health and Safety Policy - EIZO Limited is committed to the pursuit of excellence – in the quality of services offered to its members, customers, suppliers and stakeholders, and the standards of health and safety provisions it makes.

One of our key principles is to attain, and exceed, the standards of the Health and Safety at Work Act 1974 and associated legislation. Training on Health and Safety will be undertaken at induction and on an on-going basis.

Workplace

We have several policies relating to conditions of work and social protection:

- Absence and lateness Policy
- Adoption Leave Policy
- Bullying and Harassment Policy
- Dependant Leave Policy
- Disciplinary and Capability Policy
- Diversity and Inclusion Policy
- Equal Opportunities Policy
- Fertility Treatment Policy
- Holiday Policy
- Maternity Leave Policy
- Parental Leave Policy
- Paternity and Partner Leave Policy
- Remuneration Policy
- Whistleblowing Policy

We really do care about people who work at EIZO Limited and to show this we've created a broad and varied benefits programme that we hope will make your life at EIZO Limited as enjoyable and rewarding as possible. Our aim is to keep adding to these benefits, but we're always happy to discuss what additional benefits you would like to see. In the main all our benefits are open to permanent members of staff who have successfully completed their probation period.

COMMUNITY

EIZO have set up a CSR Monitoring Framework which has a Community subsection. This tracks the community engagement locally as well as prompts for future topics and ideas to be considered by the Charitable Committee headed up by Jacky Rodgers. In June 2022, EIZO supported a local group in Reading, helping children to read. www.abctoread.org.uk

Books on a Waterstones Wishlist were purchased for the charity by EIZO staff members. We have supported a local women's group against domestic abuse called BWA – Berkshire Women's Aid. In Feb 2019, we decorated and painted a refuge place and paid for the paint and the brushes as well. "We really do appreciate all your efforts, the room is so much fresher and the light shade and curtains were fantastic" – Tracey, Refuge Manager.

"Thank you very much for all being willing to take time out to offer your support here",

Susie BWA. www.berkshirewomensaid.org.uk

PHILANTHROPIC

EIZO Limited set up a Charitable Committee in 2019, it is run by Jacky Rodgers and meets monthly to get thoughts and ideas from the whole team. A total of £98,696 has been donated to philanthropic causes over the last couple of years and this has ranged from fund raising, volunteering to more in-depth time spent supporting a charity like the Scrubs Glorious Scrubs campaign during the height of the pandemic.

The Pink Ribbon Foundation is a grant making trust with a mission to fund projects and provide financial support to UK charities which relieve the needs of people who are suffering from, have been affected by breast cancer, or who work to advance the understanding of breast cancer and its early detection and treatment.

EIZO invited Pink Ribbon in to do a talk to all staff to raise awareness and support for all breast cancer charities. Sebastian Actions Trust need to raise over £1.5 million every year to ensure they can continue to provide support to families of seriously-ill or life-limited children.

They ask their CSR teams for a small donation towards the cost of maintaining their gardens, woodlands and property, to help reach their goal. See Appendix 4. Philanthropy for proposed equipment wish list. Jacky Rodgers visited the Sebastian Trust in 2019 to do some volunteer gardening.

A team of 5 members of staff completed walks which equated to climbing Mount Fuji for the charity

George and the Naval Children's charity raising £260. MacMillan Cancer Charity is close to our hearts because it has supported one of our staff. We spent time baking and selling cakes to raise money 28 September 2020 - £170 raised.

In November 2020 we were unable to hold a Christmas Party so we donated the equivalent money to Crisis and Christmas - £2380 In November 2020, Diane Bedford from Involve suggested some gifts in kind to a single parents' charity called SPSAS – Give a Gift Appeal.

A total of 12 families were given gifts from EIZO staff members - £180 In November 2021 - Social Stories Hampers – Christmas hampers were given to the team at a value of £898.



GINEBRA SAN MIGUEL INC

GINEBRA SAN MIGUEL INC-TESDA PARTNERSHIP

SUMMARY

For Ginebra San Miguel, Inc. (GSMI), the importance of having a sustainable social responsibility program is a priority – and the company believes it is possible through its “Ginebra San Miguel Bar Academy.”

The Ginebra San Miguel Bar Academy is a corporate social responsibility project of GSMI, producer of the world’s no. 1 gin in terms of volume and the Philippines’ market leader in the liquor segment. This project doesn’t only provide a sustainable livelihood for Filipinos but is also aligned with the company values of “malasakit” (empathy; concern for others), perseverance, and “never-say-die” spirit.

This project traces its roots way back in 2014 when GSMI collaborated with the Technical Education and Skills Development Authority (TESDA), a national government agency. Through the collaboration, the “GSMI Technopreneur Program” was launched

to commemorate the Ginebra San Miguel brand’s 180th anniversary.

Under the program, 180 beneficiaries were chosen from different regions in the Philippines who were trained for three months in the rules of cocktail mixing and basic entrepreneurial skills and provided with a mobile bar start-up business upon graduation. The GSMI Technopreneur Program has found itself making far-reaching impacts that go beyond education for its scholars as it has touched and transformed not only its beneficiaries but also their families and communities.

With that, GSMI decided to escalate the program to make it more impactful and sustainable. In 2021, the company allocated over PhP5,000,000 (est. US\$100,000) to refurbish the Ginebra San Miguel Bar Academy located at the TESDA Women’s Center in Taguig City.



The state-of-the-art facility has allowed GSMI and TESDA to reach out to more Filipinos — making the dream of a better life a reality through education, livelihood opportunities, and community development.

Amid the pandemic, the Bar Academy was able to produce graduates being one of the pioneers of “blended learning” in the Philippines. The Ginebra San Miguel Bar Academy is now a sterling venue to elevate the quality of bartending education in the Philippines.

Beyond the pandemic, it plans to have 100 students as beneficiaries annually.

IN DETAIL

“Malasakit” (empathy; concern for others) is central to everything the company does. Guided by this set of values, Ginebra San Miguel Inc’s (GSMI) primary goals for its corporate social responsibility program are to provide students with the opportunity to change their lives for the better through education, to generate graduates who are globally competitive and job-ready, and to raise the bar for the Philippine bartending industry.

BIRTH OF A PARTNERSHIP

The partnership between GSMI and the Technical Education and Skills Development Authority (TESDA) started in 2014, forged in time for the celebration of Ginebra San Miguel’s 180 years. Ginebra San Miguel, GSMI’s core brand, is the world’s largest-selling gin and the Philippines’ oldest consumer brand still in the market today.

TESDA, on the other hand, is a government agency created and mandated to empower and make people and communities productive through excellent training programs and services.

With that, TESDA is the perfect partner to help GSMI accomplish its goal to help transform the



lives of Filipinos through education and livelihood opportunities. Today, the GSMI partnership with TESDA has since become a model for other companies that have their own corporate social responsibility efforts.

In this partnership, TESDA conducts the training, while GSMI provides the program and infuses capital for the student’s needs. Part of GSMI’s commitment is also to provide quality liquor products to students regularly while they are still training. This helps the students become familiar with “actual” products used in their line of work.

FULFILLING THE FILIPINO DREAM

In the almost decade-long partnership of GSMI and TESDA, the GSMI Technopreneur Program has made far-reaching impacts that go beyond education for its beneficiaries. Successful graduates get to help their families and communities. Now, with the Ginebra San Miguel Bar Academy, both groups want to ensure that students are equipped not only on the theoretical aspect but are also trained on practical applications.

Under the Tourism (Hotel and Restaurant) Bartending NC II of Ginebra San Miguel Bar Academy, students are guided by the ten basic principles of Competency-Based Training (CBT) delivery. At the conclusion of the course, a student will learn how to operate a bar, prepare and mix cocktails and non-alcoholic concoctions, as well as basic wine services.

Graduates also gain a National Certificate II from TESDA, which is recognized worldwide for employment. Moreover, to establish a top-notch education in bartending – the equipment and facilities, values education, and skill training are the key foundations.

This gives the graduates a certain level of confidence in their skills and gives them a sense of familiarity with the trends in the bartending industry that will make them more globally competitive. Through the years, GSMI has spent a considerable amount on this project, but expenses are “worth it” considering the lives that have changed.

With the multi-million-peso renovation and

improvement, the Ginebra San Miguel Bar Academy is a state-of-the-art facility – it features a fully-air conditioned flairtending gym, a world-class and spacious bar counter that can accommodate three bartenders, a fully-stocked wine cellar, an all-stainless steel back bar workshop, and hotel-style dining area complete with modern furniture and fixtures.

The flairtending gym with floor-to-ceiling mirrors, a high ceiling, and rubberized flooring is where scholars can hone their showmanship skills. GSMI also transferred the location of the original bartending school to a bigger school within the TESDA Women’s Center to further boost the confidence of students.

It is no wonder that the Ginebra San Miguel Bar Academy has become TESDA’s premier showcase for its world-class training workshop and venue of its numerous national events. Graduates used to get easily intimidated by high-end bars, but this is no longer the case since the arrival of the newly built Ginebra San Miguel Bar Academy.



In fact, graduates even feel that the facilities they have at the TESDA Women's Center are much better compared to the bars outside.

SUSTAINABILITY AND SUCCESS STORIES

For GSMI, the sustainability of a program is measured at the bottom line – if its graduates are well-equipped and ready to face the challenges of the actual job in their chosen field; and second, if they have become productive members not only of their household but more importantly, of their immediate community.

The sustainability of the program was also greatly tested during the onset of the worldwide health pandemic. Even with the disruption and seemingly confusing state of lockdowns in the capital, it didn't discourage both groups from continuing with the program, even after most schools halted their operations.

The Ginebra San Miguel Academy was privileged to be one of the first educational groups to be given the authorization to do “blended learning” – a mix of online and on-site (with only a small group for physical distancing) classes.

According to Shella Bawar, bartending head trainer, the challenge of the pandemic was felt, but they soldiered on. Even with only 16 students who started the two-and-a-half-month course amid the pandemic, all of them completed the online lessons.

She is proud to say that all graduates are currently budding entrepreneurs as the economy is opening up and events are now allowed.

For Joelly Llantada, being trained in the Ginebra San Miguel Bar Academy helped him gain the confidence and the right attitude to be the bartender he aspired to be. He also noted that the Academy's learning tools prepared him for his current job as a bartender at Balai Palma, a fine dining, a reservations-only restaurant in Makati City.



This also happened to another graduate of the Ginebra San Miguel Bar Academy. Joanna Penaflor immediately landed a job as a bartender, server, and bar back staff at the Mantra Indian Kitchen and Bar in Makati City.

Her employer knew the caliber of graduates from TESDA. The reputation of this partnership played a big part in the employment of its graduates. It is undeniable that this program has helped graduates have an “edge” over other applicants.

For GSMI, these successful testimonies serve as a stepping stone toward its goal of producing at least a minimum of 100 graduates annually.

MORE THAN EDUCATION, IT'S LIFE SKILLS

Joanna revealed that she appreciated the hands-on training of the program and observed how their trainer (Ms. Shella Bawar) ensured that each student was truly learning. The education at the Ginebra Bar Academy, according to Joanna, is “worth it.”

She noted that Ms. Bawar is a professional in what she does. With her TESDA-Ginebra education, she is confident that the best is yet to come for her and her family. The same goes for Angela Felarca, one of the graduates who is very thankful for the program.

The Ginebra San Miguel Bar Academy helped develop her communication skills, which is also a vital part of the bartending job. According to Angela, she was able to enhance her skills even more, and she learned how to communicate with different people, even from other nationalities. The program helped her become the first lady bartender at Manila Craft, a mobile bar company that caters to high-end events and occasions.

This program isn't just limited to teaching bartending skills. The trainers make sure that graduates are also equipped with entrepreneurial skills that can help them start their own businesses in case they want to pursue an enterprise.

This was the case with Cherry Galit. To improve her skills, Cherry studied food and beverage services at TESDA. While there, she was offered to study

bartending, which at that time already had the support of GSMI.

This was the original Technopreneur program where scholar-graduates were given mobile bars to help them start their own business after graduation. Back then, Cherry wanted to work right away so she could support her mother's needs and help with the family's expenses. Fate, however, had other plans for Cherry.

She felt that she needed more training and that made her go back to TESDA. She finally enrolled in the bartending program. After graduating and getting her National Certification II, she and two fellow scholars established their own mobile bar business using the knowledge they gained from the program.

The first run of their business was quite challenging, but they continued to serve their clients with heart and passion and believed in the potential of their enterprise. Word of mouth worked for them. Their satisfied clients referred them to others.

Soon, they were serving major clients that included entertainment organizations and theater groups. GSMI was also one of their regular clients, which got them for its marketing and sales events. Cherry and her team used the proceeds from their profits to buy another mobile bar, enabling them to cater to more clients.

Through this, Cherry's business grew to the point that it would be booked for three big events within a month with more than 100 guests to serve per event. Her success eventually gave her the opportunity to help graduates of the Ginebra San Miguel Bar Academy.

Cherry saw this opportunity as a way of giving back to the community and beneficiaries like her. When the pandemic came, they had to temporarily close their business due to restrictions on physical gatherings. Cherry knew that this was just another challenge that the Academy had prepared her for. Equipped with entrepreneurial knowledge and



skills, she opened an online milk tea business in the comforts of her home.

Today, she is now a full-fledged entrepreneur who can fully provide for her family. Cherry said that she didn't come from a wealthy family and didn't even finish her studies, but these challenges did not deter her from fulfilling her dreams of being able to provide for her family. She is "very grateful" and "deeply appreciative" to Ginebra San Miguel for the once-in-a-lifetime opportunity given to her.

The program helped graduates such as Cherry reach their potential and dreams. If not employed in the country, most are now working abroad. Cherry is one of the exemplary graduates of Ginebra San Miguel's program – a graduate who is globally competitive to help improve the standards of the Philippine bartending industry.

Aside from being a business owner, she is also helping other individuals reach their potential by providing employment opportunities through her business. Since the news of the success of the Ginebra San Miguel Bar Academy, plus its world-class facilities and TESDA's industry-standard curriculum, more scholars have inquired.

VIP visitors of TESDA, which include investors and diplomats, are also impressed with the Bar Academy and have given their support to this program.

'MALASAKIT' IN EVERYTHING WE DO

Ginebra San Miguel Inc. is passionate about its brand, products, and services. The company is inspired by its heritage of excellence guided by 'malasakit' (empathy, or a genuine concern for others).

The Ginebra San Miguel Bar Academy, which was merely an idea more than a decade ago, is now able to improve the lives of hundreds or even thousands of Filipinos all over the country. In everything Ginebra does, 'malasakit' comes first, even concern for the country.

The Ginebra San Miguel Bar Academy is now able to help elevate the quality of bartending education in the Philippines. Students have the edge over others because of industry-standard facilities as well as the comprehensive tools, equipment, and resources.

The scholars would be able to work with confidence and swiftly adjust once they start working in the industry because professional experience is applied throughout training. The number of requests from those looking to join the bartending program has tremendously increased.

While this is going on, students are motivated to attend class each day and complete the course of study. This indicates that there has been a paradigm shift and that the industry now highly values and seeks out technical-vocational graduates, notably those of the GSMI-TESDA bartending program.

By improving the quality of life of our countrymen and contributing to the achievement of the Filipino dream through community development, employment opportunities, and education, GSMI believes it is "providing value to its shareholders as well as upholding its commitment to good corporate citizenship."

Moving forward, GSMI has many plans for its Ginebra San Miguel Bar Academy. Starting this year, the company intends to host learning sessions for students and graduates. During these sessions, the company will invite industry professionals to discuss the latest updates in the bartending industry.

GSMI also aims to provide more suggestions on the existing bartending curriculum to keep its students competitive in the industry. There is a saying that a dream doesn't become a reality through magic – it takes sweat, determination, and hard work.

The Ginebra San Miguel Academy will continue to uplift every Filipino through its program – keeping their dreams alive and never stopping to give them the spirit to take the first step toward a better life.

GREEN MOTION

GREEN MOTION - LEADING SUSTAINABLE TRAVEL

SUMMARY

THE 'GREEN' IN GREEN MOTION. Green Motion is committed to providing customers with eco-friendly rental vehicle options while also making a positive impact on the environment. Our unique approach to "Going Green" doesn't come with a premium cost, showing customers that they can make responsible choices without sacrificing comfort or affordability.

We also prioritize sustainable practices such as reducing energy consumption, conserving water, promoting effective recycling, and using environmentally responsible materials in all areas of our business operations.

To achieve this goal, Green Motion strives to involve the entire production chain by establishing strategic partnerships with some of the world's prominent automotive manufacturers to procure and integrate cutting-edge automotive technologies that significantly reduce carbon emissions. The

company boasts a diverse range of low-emission vehicles, including hybrids, plug-in hybrids, range extenders, and fully electric vehicles, catering to the diverse preferences of its environmentally conscious customer base and beyond.

This has enabled Green Motion to strengthen its position as an environmentally friendly car rental choice in the industry and provide its customers with a plethora of options that align with their environmental values.

Nonetheless, it strives to maintain cost-effective pricing strategies to appeal to a diverse customer base. Currently, Green Motion's fleet comprises of a 35% representation of electric and hybrid vehicles, a testament to its commitment to sustainability.

However, the company is not satisfied with just this and has set an ambitious goal of becoming the world's first and only vehicle rental brand to operate a fully zero-emission fleet.



This is a significant milestone, but Green Motion is determined to make it a reality through continuous innovation and commitment with a help of all franchise locations.

IN DETAIL

GREEN MOTION NETWORK – LEADERS IN ENVIRONMENTAL MOVEMENT.

First and foremost, our sustainable practices are adhered to and are embraced throughout all of Green Motion's franchise locations and offices, such as following best

recycling practices by creating dedicated recycling zones, minimizing water consumption, reducing energy use, and using ecological materials where possible; this is all in addition to introducing more electric cars into their fleet.

Green Motion's goal is to disrupt the traditional car rental industry and provide an eco-friendly option for customers and we want the whole network to be united in this mission. Green Motion is proud to have the greenest vehicle rental fleet in the world. The best representation of Green Motion's Drive Zero initiative is through our franchise location network.

The beginning of 2023 saw the addition of brand-new Toyota Cross Hybrid vehicles to the Green Motion South African location, one of the fastest-growing Green Motion franchises. Green Motion's franchise locations in Martinique and Guadeloupe have taken the company's focus on reducing CO2 emissions to heart by operating clean fleets featuring the latest BMW and Mini vehicles, including electric and hybrid models.

Additionally, Green Motion UK has further expanded its already market-leading low-emission offering by incorporating electric VW ID.3 and Polestar vehicles into its fleet. To support these efforts, we have entered into an ongoing partnership with European airline Wizz Air through the travel platform Booking.com in 2022 to provide customers with greener car rental options and reduce emissions associated with travel.

In addition, each year, Green Motion hosts an awards ceremony during its annual conference to recognize the achievements of its franchisees. These awards, such as "Leaders in the Environment" or "Greenest Fleet," serve to reinforce the company's commitment to sustainability and promote pride in the Green Motion brand. This year is no exception, with all popular nominations returning and new nominations emerging.

The 'Drive Zero' Award was one of the new additions to the line-up honouring those Green

Motion operators who have gone above and beyond to support our drive towards zero emissions goal; buying electric cars and installing charging infrastructure and supporting community initiatives to lower emissions – supporting the core values of our brand.

The entire network has celebrated Green Motion Stansted which recently made a significant investment by implementing a cutting-edge vehicle valeting system. The system, supplied by ByWater, guarantees that all water used during the cleaning process is captured and recycled. Additionally, the team uses eco-friendly, biodegradable washing solutions to ensure that all valeting services are not only effective but also prioritize the well-being of the environment.

Another award went to Green Motion Morocco - a recipient of the "Leaders in the Environment" award for their efforts in reducing emissions, managing waste efficiently, and educating employees on the importance of eco-friendly behaviour. The franchisee continuously improves the energy efficiency of their sites and fleet, utilizing renewable energies and the latest technologies to minimize electricity consumption.

They also regularly renew their fleet with less polluting, more fuel-efficient vehicles, and have even partnered with Toyota to launch hybrid cars for rental in Morocco. The "Greenest Fleet" award recognized franchisees who have best embraced Green Motion's taken steps to increase low-emission vehicles in their fleet.

The latest award was jointly won by Green Motion Italia, who boasts the greenest car rental fleet in Italy, and Green Motion Martinique & Guadeloupe, who offer the widest selection of hybrid and fully electric mini and BMW vehicles for rental. Green Motion Costa Rica was also acknowledged for their efforts in sustainable tourism, having received certification in the field and organizing volunteer activities throughout the year to support environmental initiatives such as cleaning natural,



protected areas, recycling campaigns, and supporting local communities.

SOCIAL IMPACT

Green Motion's extensive franchise network serves as staunch advocates for our environmental goals. The Green Heart Fee is a unique way for Green Motion to advance environmental sustainability and preservation. By collecting a voluntary fee from customers during bookings (1 GBP, 1 EUR, or 1 USD) and then directing the funds to the Costa Rican government's reforestation and conservation initiatives via FONAFIFO, Green Motion can make a tangible impact on the environment while allowing customers to offset their carbon footprint.

Launched by the master franchisee for Green Motion Costa Rica in 2013, this initiative showcases the company's dedication to environmental stewardship and accountability. The revenue generated from the Green Heart Fee supports reforestation and conservation programs in Costa Rica, which aid in

which help alleviate the effects of climate change, conserve biodiversity, and safeguard crucial habitats.

To date, tens of thousands of dollars have been donated through the Green Heart initiative, resulting in the planting of thousands of trees, and supporting other ecological efforts. Additionally, Green Motion's customers serve as a major source of strength and motivation. Green Motion is known by our customers as a company that prioritizes the environment and sustainability.

The dedication of our customers was demonstrated in Cyprus where they went above and beyond, bringing their sorted plastic and glass waste back to our location for recycling. These actions have a profound impact and serve as a reminder of the importance of environmental responsibility. These inspiring moments are what set Green Motion apart.

Green Motion recognizes the significance of collaborating with the local community. The company

endeavours to partner with local businesses to obtain marketing materials, including brochures and merchandise, which are critical to the company's representation.

Beyond acquiring supplies for Green Motion, the firm is committed to giving back to the community. The entire team at Green Motion headquarters has actively supported the local MK Food Bank Charity campaign by donating ample amounts of food.

The Head office is closely working with the charity to make a positive impact on the community for several years.

GREEN MOTION RESPONSE TO COVID-19 AND INNOVATION

Green Motion was one of the first car rentals that responded to the coronavirus swiftly and effectively. To support both our customers and the Green Motion location teams, we implemented new protocols to enhance the safety of everyone involved at our head offices and all franchise locations worldwide.

These protocols ensured the well-being of our customers and staff, who remained active and available on the front line during these challenging times. In all location's protector shields, hand sanitiser units, social distancing markings and directives were installed.

In addition, thorough and daily sanitation, cleaning, and wear of protective equipment were in place. A mandatory thorough cleaning of the cars ensuring that the inside and outside are disinfected was a must during the pandemic.

As we have been at the forefront of our market since the beginning of the COVID-19 pandemic by implementing our aforementioned COVID-19 Shield Customer & Staff Safety program, we wanted to go one step further. This is how a straight-to-car 'Drive & Go' solution was born. Our contactless car rental option provided added safety by eliminating in-person interactions.

We invested in advanced technology to make the rental process seamless and safe. Customers were able to handle the entire process, including



document submission and booking confirmation, through our app. Once they had picked up their rental located near our offices, they could even use their phone to unlock the vehicle and report any damage, mileage, and fuel levels.

We are also incredibly proud that Green Motion Founder & CEO Richard Lowden was also named a Finalist for the 'Lockdown Leader' Award in the 2020/21 SME Business Awards for his swift, decisive, innovative and sustainable response to the pandemic. Awards Green Motion is honoured to be recognized as an award-winning car rental company, having received numerous awards for our environmental contributions.

These accolades include being named "Rental Car Company of the Year" by GreenFleet for seven consecutive years (2009-2016) and receiving the "Fleet Hero Award" from the Energy Saving Trust in 2011. The 'Environmental Rental Company of the Year' for the Institute of Transport Management in 2011, and Green Apple Awards in 2015, 2016, 2017, 2018, 2019 and 2021, 2022 as well as becoming Green World Ambassador in 2016, 2017, 2018, 2019, 2020 and 2021.

Green Motion also won an International Corporate Social Responsibility Excellence Award in 2020, 2021 and 2022 for our continued work in supporting sustainability across the entire business platform. Another award was Green Tourism Silver Award in 2019 for the brand's initiatives such as analysing waste and recycling processes, as well as water use reduction by installing new efficient toilets were introduced in accordance with the Silver Award criteria.

The whole network is also proud to say that Green Motion Founder and CEO has achieved 4th place out of 620 nominees in the World CEO Rankings of 2022. THE FUTURE. Green Motion is now in its 15th year of operation and has achieved phenomenal success in creating a completely new brand sector within the daily rental industry with many of our industry partners and competitors starting to

introduce their own greener fleet.

Green Motion was genuinely the market disrupter that started the total change towards greener vehicle rental. Despite the covid years being the toughest in Green Motion's history, not just for the car rental sector but the entire travel and tourism industry, our franchisees have continued to thrive, with us expanding into new locations, launching new franchises, and being the very first international car rental brand to put into place and roll out across our international network our COVID-19 Shield Customer & Staff Safety Procedures, for the protection and wellbeing of all of our valued customers and colleagues worldwide.

The end of 2022 brought exciting news to the Green Motion network; Green Motion will be entering the Spanish market for the first time which will see its first Master Franchise for Spain opening in 2023 with five more locations opening across the country. This expansion comes after the news of Green Motion acquiring a predominantly America-based car rental brand U-Save solidifying Green Motion's US expansion and its deserved status of a fully franchise and affiliate-based award-winning car rental brand.

The acquisition of U-Save and its expansion into the Spanish market reinforce Green Motion's position as a leading car rental brand and demonstrate the company's commitment to growth and expansion. The acquisition will allow Green Motion to expand its presence in the US and Spanish markets and offer its customers a wider range of rental options including its electric offering.

The future plan is to take this opportunity to promote core brand values across all new locations and territories worldwide.

We will continue to support the regeneration of the travel and car rental industries, using our position as leaders in our sector to reinforce our green message for sustainable development and progress towards 'Drive Zero'.

HAYAT/MOLFIX

MOLFIX BOND WITH LOVE

SUMMARY

Molfix Bond With Love Project aims to make a difference in helping babies born prematurely or unhealthy, who are in the phase between life and death, to hold on to life. According to UNICEF's 2019 Global Child Mortality Report, 1.5 million children aged between 1 and 11 months died in 2018 in the world and in Turkey, mostly due to "preventable causes".

There was a significant lack of awareness in the society about this tragic phenomenon. Research has shown that the way mothers relate to their newborn babies is a critical factor that can make the difference between life and death.

It was a scientific fact that with good treatment and care, mothers' close attention and love had a miraculous effect on the survival of babies. Molfix Bond With Love Project also aims to contribute to the reduction of infant deaths caused by "preventable causes".

The project, which was launched in 2019 with the support of the Ministry of Health, General Directorate of Public Hospitals and in partnership with the Infant Mental Health Association, includes awareness-raising training programs for mothers & fathers, prospective mothers and midwives & nurses to explain the importance of secure attachment bond for babies.

It also includes providing vital equipment support to the newborn intensive care units such as incubators, breathing

apparatus, etc. As a result, it is a project that should be continued since it contributes to the bonding of more babies to life.

IN DETAIL

With the Molfix Bond With Love Project, it is aimed to support the social and psychological processes of mothers whose babies are in the neonatal intensive care units, strengthen the bond they establish with their babies in this process. It also aims to ensure a secure attachment bond between them, contribute to the reduction of infant deaths caused by "preventable causes".

The project also raises awareness among prospective parents, parents and health workers about secure attachment bond and child development and improves neonatal intensive care units. Within the scope of the Molfix Bond With Love Project, psychologists visit mothers who stay in the mother guesthouses of state hospitals every 15 days





and provide them trainings on the topics of Secure Attachment Bond, Child Development and Care at Home.

Awareness is created for mothers and fathers about Secure Attachment Bond, starting from the pregnancy period, postpartum and continuing the developmental processes of babies. Presentations, informative leaflets and Child Development Playbooks prepared by Hacettepe University Child Development Department, Infant Mental Health Association Academic Board and Kocaeli University Neonatology Department are given to the mothers during the trainings.

In the project, midwives and nurses who are in first contact with parents are given communication trainings with parents by academicians. With the neonatal intensive care technical equipment support for provinces representing the whole Turkey and hospitals with high birth rates, it also contributes to the survival of more babies.

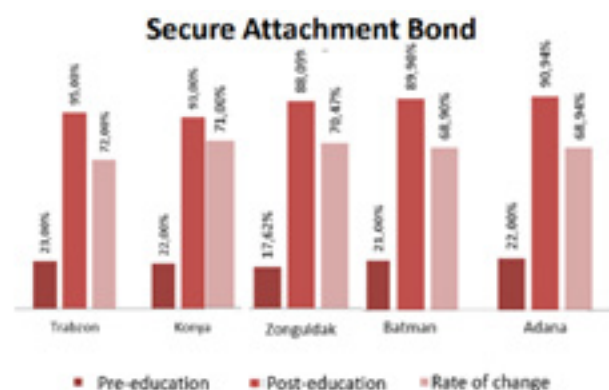
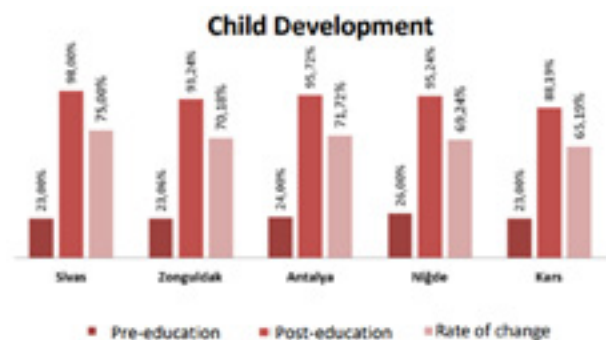
In line with the identified needs, basic equipment such as incubators, ventilators, phototherapy devices and bedside monitors are determined and donated to the neonatal intensive care units. During the pandemic period, the “Bond With Love Mother and Baby Covid-19 Information Program”

was launched to ensure that all parents have access to accurate and reliable information. The contents, prepared by doctors, were transferred to families by healthcare professionals through tablets donated to 135 Gynecology and Childhood Hospitals in 81 provinces in Turkey.

Molfix Bond With Love serves Good Health and Well-Being, which is the 3rd goal of the Sustainable Development Goals. With the project, the mood disorders of mothers whose

babies are in intensive care are reduced and the secure attachment bond of mother and baby is supported.

At the same time, the project creates equality of opportunity by ensuring the transfer of qualified educational content.



The project also serves the following sub-goals under the target of Good Health and Well-Being:

- 3.2: Preventing all preventable deaths under 5 years of age
- 3.4: Reducing deaths from noncommunicable diseases and promoting mental health
- 3.8: Ensuring access to universal health services



Within the scope of Molfix Bond With Love Project, in the period of 2019-2022;

- 3,500 trainings of 110,000 minutes were given.
- A total of 130,000 parents were reached through the trainings provided.
- 284 neonatal intensive care equipment donations were made to 34 hospitals in 29 provinces.
- 400 trainers in 10 municipalities were trained.
- 100,000 information materials were distributed.
- The contents were delivered to 135 hospitals in 81 provinces.
- 135 smart tablets were donated to 135 hospitals.
- With the pre/post test conducted on approximately 2,000 people, the level of knowledge on Child Development increased by 58% and the level of knowledge on Secure Attachment Bond increased by 61%.
- The knowledge rate of mothers staying in Mother Guesthouses increased from 69% to 84%.
- The highest increase rates in mothers' knowledge levels were seen in Şanlıurfa, Trabzon and Van.
- Within the scope of the Secure Attachment Bond and Social Development Training Program, 17% increase in knowledge was achieved compared to the average of the questions asked to the neonatal intensive care midwives and nurses.

- The most significant change in knowledge level occurred in issues related to Kangaroo Care.
- While the rate of those who said "I know what to pay attention to during Kangaroo Care" was 70% before the training, it increased to 97% after the training.

The project is planned to continue in 2023 in Ankara, Istanbul, Sinop, Erzincan, Afyonkarahisar, Giresun, Bursa, Muş, Mardin and Rize.



KINGDOM HOUSING ASSOCIATION

CSR ACCREDITATION

SUMMARY

Our mission at Kingdom is to build strong, sustainable communities and to provide More than a Home. We have found different ways to support and assist our communities including;

The Kingdom Coronavirus Assistance Fund, to support tenants and customers experiencing financial difficulties as a result of COVID-19.

We have supported 507 families to a value of £111,105 with each application averaging approx £220. Chief Executive Small Gift Fund - Staff from across the organisation have enjoyed sending small treats to our tenants over the last year. We sent out an amazing 489 gifts.

Tenant Support Services - Over the last year our housing team has collectively engaged with 1106 customers, and secured over £659,000 of benefits for our customers since April 2021.

Connecting Scotland Funding, where iPads and Chrome books have been secured, we have received 271 electronic devices that we have distributed to the most vulnerable members of our society.

Charities and Community Groups who have accessed funding donations through our Charitable and Community Initiatives fund.

We have donated over £55,000 to help support these groups. Delivering Community benefits through investment programmes, services and projects. Our community benefits strategy is to add social value, including what can be delivered as part of our development projects, to provide sustainable benefits in the longer term.

Contributing to Climate Change objectives.

We have plans to plant 400 trees to help offset the carbon footprint of our transport fleet. Charging points for electric vehicles are being installed at Kingdom's offices. The initiatives Kingdom facilitates and delivers demonstrates our Corporate Social



Responsibilities and ultimately meet our objective to provide More than a Home.

IN DETAIL

For many years it has been recognised that housing associations deliver a wide range of activities and services that extend beyond our core activities related to the provision, management and maintenance of housing which is reflected within our Corporate plan. We have recently been awarded a Gold International Corporate Social Responsibility (CSR) Excellence Award and a Corporate Social Responsibility (CSR) World Leader Status recognition for our dedication and commitment to building strong, sustainable communities.

Kingdom Housing Association, like many other organisations, has experienced an unprecedented few years due to the Covid-19 pandemic but this has only increased our dedication to our Corporate Social Responsibility. Our mission at Kingdom is to build strong, sustainable communities and to provide More than a Home.

We have found different ways to support and assist our communities including; The Kingdom Coronavirus Assistance Fund, to support tenants and customers experiencing financial difficulties as a result of COVID-19.

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We work closely with local communities to support and facilitate the development of community benefit projects, with a focus on:

- Employment & Skills
- Environmental projects
- Resident and community projects
- Education and schools initiatives
- Public art

Financially, the pandemic has been very challenging for many of our tenants, customers and communities. We have found different ways to support and assist them including;

- The Kingdom Coronavirus Assistance Fund, to support tenants and customers experiencing financial difficulties as a result of COVID-19
- Chief Executive Small Gift Fund
- Tenant Support Services

- Connecting Scotland Funding, where iPads and Chrome books have been secured to distribute to vulnerable and eligible people in our communities
- Charities and Community Groups who have accessed funding donations through our Charitable and Community Initiatives fund
- Delivering Community benefits through investment programmes, services and projects.
- Contributing to Climate Change objectives

Coronavirus Assistance Fund

In April 2020 and April 2021, Kingdom's Board of Management created a £100,000 Coronavirus Assistance Fund each year to assist tenants and customers experiencing financial difficulties as a result of Covid -19.

As the pandemic continued the Board of Management felt it was important to increase the funding each year. So far we have supported 507 families to a value of £111,105 with each application averaging approx £220.

The fund is available to people whose household

income has been directly impacted as a result of the coronavirus pandemic.

The fund is available to Kingdom Housing Association tenants, Kingdom Initiative tenants, sharing owners or individuals who are supported by Kingdom Support and Care.

All we needed people to do was demonstrate that their household income had been directly impacted by the coronavirus pandemic, provide details of any changes in their employment situation and provide an indication of what the grant will be used for. As the pressures of the pandemic ease we have converted this fund to a cost of living support fund for our tenants.

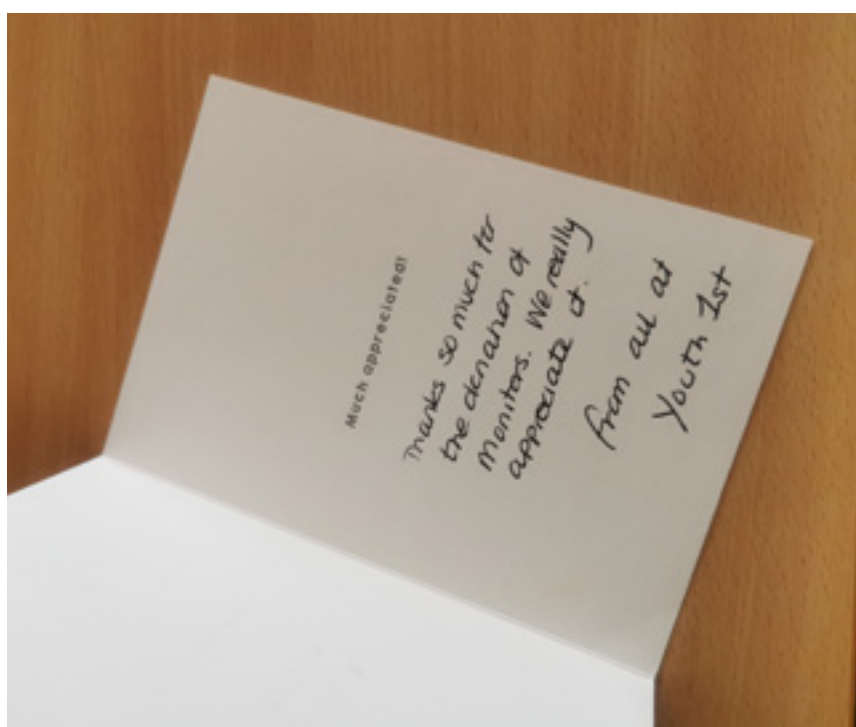
Chief Executive Small Gift Fund At Kingdom; we have an employee recognition scheme where staff nominate colleagues or other teams for actions and behaviours they have demonstrated that fit with our Values.

As part of the scheme the staff can nominate a charitable donation and receive gift vouchers as prizes and this year they all agreed that the

donations and vouchers should be used to buy the small gifts for our tenants. Staff from across the organisation have enjoyed sending small treats to our tenants over the last year.

We sent out an amazing 489 gifts and the feedback from our tenants has been very rewarding. Here's a small selection of some of the comments:

"Almost in tears here. I just received a wonderful bunch of flowers. No one has ever sent me flowers in my entire life. I'm totally overjoyed. Been a long time since I've had this extra smile."



“I had an amazing gift of an amazon voucher nominated by a Kingdom member of staff. As a nurse who has worked throughout this pandemic, this has made me smile so much today and I cant believe the kindness people show and have for others”.

“Thank you for the afternoon tea delivery - what a lovely surprise, I really enjoyed it - a fantastic gesture”.

Tenant Support Services

The rising cost of living, combined with the impact of the pandemic on the mental and physical health of our most vulnerable service users, means that there continues to be a great demand for help across our services. This demand has been particularly prevalent in the area of energy advice, with more customers than ever before seeking crisis support due to an interruption to their energy supply.

We recognised that many of our tenants were even more vulnerable due to the restrictions and we immediately introduced a system of welfare calls and visits to people who we knew required support, or were socially isolated in their homes. Part of this was a staff initiative to visit tenants, to help with shopping and deliver small gifts to them to help brighten their day. The tenants really appreciated the interest shown and the visits and contact has been maintained.

Since the start of the pandemic we have enhanced all our advice, assistance, tenancy sustainment and energy advice services. Over the last year our housing team has collectively engaged with 1106 customers, recorded over 3000 case notes, and secured over £659,000 of benefits for our customers since April 2021.

It has also provided 786 non-financial outcomes in



areas like welfare advice, form filling, and advocacy. Kingdom employs a dedicated energy adviser who can support tenants with advice and assistance, this has been particularly important throughout the pandemic and more so now with increasing energy costs.

Various support initiatives have been introduced to support tenants and provide measures to address fuel poverty, including projects such as;

- Warmer Winter Packs
- Fuel Bank Vouchers
- Pressure Cooker Scheme
- Energy Hardship Fund.

A customer who received assistance from Kingdom said; “Myself and my family got Covid and unfortunately I’ve been left really weak, so this was such a nice surprise! I appreciate the support I’m able to get with budgeting and fuel top ups. Due to us all being at home, the gas/ electricity is through the roof! Many, many thanks again - I’m so happy to be part of a nice Association that recognises good community spirit”.

The pandemic has financially impacted on many social rented tenants resulting in them building up significant rent arrears. Through funding available from the Scottish Government we have been able to

secure almost £100,000 in funding support to pay tenants rent arrears, which helps reduce their debt and address their financial stress, it aids health and well-being and ensured their tenancy sustainment.

Connecting Scotland Funding

We have received 271 electronic devices that we have distributed to the most vulnerable members of our society. The provision of mobile devices through the Connecting Scotland Fund helps people access banking, shopping and other online services, as well as facilitating social interaction with friends and family.

One of the tenants who received a new Chromebook said, “I really don’t think people realise what a difference this will make for us. It’s just fantastic”. Community Initiatives Fund Kingdom’s Community Initiatives Fund has been in operation since late 2017 and donated over £50,000 to help support community projects submitted by tenants, residents in the community, clubs, schools, voluntary groups and others who are promoting community projects.

Our tenants, residents and community projects could qualify as well as projects delivering training and employment schemes. Education and school initiatives, public art initiatives and activities aimed at improving energy efficiency and the environment are all considered. Kingdom is committed to building communities as well as affordable homes.

The average donations are between £250 and £500, however they make a significant impact to the delivery of community projects and we are very pleased to be able to make these donations to help worthy causes.

The organisations receiving these donations are diverse and some examples of donations are;

- Sports teams, purchasing kits and equipment
- Community groups putting on christmas lights and firework displays
- Public art

- Community Councils improving children’s play area.
- Buying books for local primary schools
- Help support local families in crisis and aim to keep children in their homes and community and out of the care system during the Covid-19 pandemic.
- Provide duvets/pillows/pots and pans which are new and are suitable for use for families who are in financial hardship

Community Benefits

Delivering community benefits and sustainability are core objectives that contribute to Kingdoms Corporate Social Responsibility. At Kingdom we have a large house building programme and we incorporate community benefits into the programme.

The purpose of the community benefits strategy is to add social value, including what can be delivered as part of our development projects, to provide sustainable benefits in the longer term.

As part of the new housing supply strategy we prioritise the following community benefits;

- Employment and Skills, such as;
 - Creating apprenticeships to help increase levels of youth employment,
 - Creating jobs for unemployed people,
 - Providing work placements and training opportunities to unemployed people, to help them gain work experience to aid their job search,
 - Providing work experience to students.
- Supporting resident and community projects across a range of themes including;
 - Health and well-being initiatives,
 - Capacity building and advice and assistance projects which assist residents and the local community to help address the challenges associated with such things as;
 - welfare reform
 - financial inclusion
 - digital inclusion



- Environmental projects, which contribute to sustainability objectives, particularly in the following areas;
 - Housing quality and renewable technologies as part of the new build standards,
 - Energy conservation and fuel poverty,
 - Promoting environmental awareness and energy efficiency with tenants,
 - Environmental and amenity improvements.
- Education initiatives, through developing business partnerships with schools and colleges which contribute to their curriculum and help to promote an integrated and inclusive society.
- Community arts projects which provide value to local communities such as;
 - Local arts and crafts projects,
 - Public artwork, as part of the redevelopment project,
 - Photography, design and media projects.

Collaborative Working

Many of our CSR initiatives are delivered through collaborative working with others.

Recent examples include;

- Working with contractors and developers to deliver community benefits as part of our capital investment programme.
- Joint working with a local primary school to develop and publish a Healthy Living handbook to improve health and well-being during the pandemic.
- Consulting with local communities to develop public art projects including an art trail initiative as part of a regeneration project.
- Partnerships with local employers to deliver employability projects such as phase 2 of our

Naumann Initiative, where we provide support and a home to a homeless person and work with local companies who provide the jobs.

Climate Change

Kingdom continues to demonstrate our CSR commitment to tackling climate change. This is demonstrated through our new build specification and the investment in the improvements we undertake to our existing housing stock

We have plans to plant 400 trees to help offset the carbon footprint of our transport fleet. Charging points for electric vehicles are being installed at Kingdom's offices and proposals are being progressed for adding electric and hybrid vans to the fleet as part of a £50,000 commitment to investing in reducing our carbon footprint.

Landscape architects are asked to maximise tree planting and retention within the design specification and cycle storage is being provided for residents in common access flats.

Resourcing At Kingdom

we resource delivery of our corporate social responsibilities through a range of methods including;

- Direct funding
- Securing grants
- Contract Conditions and procurement practises
- Collaborative working and joint funding
- Managing and delivering added value services and projects in our communities
- Investing in the workforce

The earlier examples demonstrate how we deliver on the above. At Kingdom our core customers are our social rented tenants and the initiatives above identify how we deliver benefits to both our core customers and the people living in the communities where we operate.

In respect of the added value services we provide to people in our communities, who are not tenants, this includes services such as;

- Care and Repair; where we manage and provide an adaptations service to older and disabled people who are owner occupiers or private rented service tenants.
- Small Repairs Service; where we provide small repairs to vulnerable older people.
- Kingdom Works; our employability project, which builds the capacity of unemployed people, through providing training and securing employment with employers in the community Kingdom embeds the delivery of community benefits across all our services and employs a range of dedicated staff members and teams to deliver sustainable tenancy services and added value projects.

Kingdom recognises the 4 Pillars of Corporate Social Responsibility through a full range of activities summarised in this application, including the following areas;

Environmental Activities

Various environmental strategies, policies and practices related to;

- Contributing to climate change through Kingdoms Sustainability Policy
- Provision of new high quality sustainable affordable housing that provides;
 - Enhanced Energy Ratings
 - Fabric First
 - Improved Air Quality
 - Energy Savings
 - Emission Reductions
 - Noise reduction and minimisation
 - Use of Recycled Materials where possible
 - Water Savings
- Biodiversity Initiatives
- Staff schemes to promote cycle to work
- Provision of electric vehicle charging points
- Waste Management and Recycling

Workplace Activities

Various initiatives and policies related to;

- Sustainable Procurement
- Customer Services
- Customer Engagement and Participation
- Equality, Diversity and Inclusion
- Employee Communication and Engagement
- Equal Opportunities
- Governance
- Community Initiatives
- Corporate Investment (Time / Resources / Funding)
- Leadership
- Training, Learning and Development
- Employee Benefits
- Awareness, Promotion and Education
- Family Friendly Commitment
- Flexible Working
- Health and Well-being
- Health & Safety
- Skills Development
- Investment in Young People

Community Activities

Programmes and Initiatives covering areas associated with;

- Community Benefits in projects related to;
 - Tenants, Residents and Communities
 - Training and Employment
 - Energy Efficiency and the Environment
 - Education and Schools Initiatives
 - Public Art
- Community Commitment and Support
- Community Initiatives
- Corporate Investment and Funding
- Partnerships and Collaborations
- Sponsorship



Philanthropic Activities

Activities associated with;

- Charitable and Community Initiatives Funding
- Support, Communication and Promotion
- Investment of Corporate Resources
- Sustainability
- Staff Volunteering and Fundraising
- Sponsorship

The initiatives Kingdom facilitates and delivers demonstrates our commitment to supporting our customers and communities, allowing us to deliver on our Corporate Social Responsibilities and ultimately meet our objective to provide More than a Home.

LEARN CORPORATION PUBLIC CO., LTD.

LIFE CHANGING PROGRAM

SUMMARY

“Life Changing Program” offers quality education for a brighter future. Learn Corporation is an EdTech company with the mission to innovate a Lifelong Learning Ecosystem to support people to reach their goals.

We believe everyone has potential to live a better life, if they receive the opportunity to learn. Poor quality education and inequality are two main educational problems in Thailand. Since we are in the education business, we have seen these challenges first hand.

We know that our learning platform which is one of our main products can help to reduce this

educational inequity gap and make a real impact to students’ future. We started the Life Changing Program in 2019.

The program is a scholarship made to combat against education crisis that high school students lacking an opportunity and necessary funds have to face, along with the issues of lacking access to quality education in order to prepare themselves for a university. The program provides access to high quality education through appropriate online courses according to the student’s career of choices and interests.

Additionally, Life Changing Program promotes leadership skills and self-development. The program also helps build a community to create a great



relationship and connections for our students to share idea and support each other.

The program not only supports academic knowledge, but also encourage our students to have “pay it forward” and “global citizenship” concepts. Till now, we have provided over 10,000 online courses to more than 5,000 students. The expenses for the courses have costed over a few million US dollars so far, however, the returns are uncountable.

The program has created a huge impact by building quality people for our society. The students could pursue their dream jobs to be doctors, teachers, or engineers, and can support their family and have the brighter future.

IN DETAIL

Life Changing Program was founded by Learn Corporation since 2019. The scholarship has served more than 5,000 students across Thailand with the opportunities to access quality education. The purpose of the program is to build young leaders for our countries and the world.

We provide students top quality online courses to help them to get into colleges and pursue their dream jobs. In Thailand there are challenges to achieve education.

Over a million children are not in the education system and about 1.8 million students in the education system are underprivileged (40% of all students).

Moreover, showing from the PISA scores (PISA 2018), Thai student scores are ranking at the bottom for all Math, Science and Reading which reflects severe poor quality in Thailand’s education system, and that also leads to other societal problems.

Despite massive attention by the government, education quality still has not improved, as indicated by the low average score on the national

examinations in recent years. In addition, the lack of 66,000 quality and quantity teachers is also one of the major problems.

This causes the tremendously high student to teacher ratio, and there are a large number of teachers teaching subjects which they are not qualified.

Moreover, Thailand was ranked among the lowest of the participated countries in the equity in educational resources. LEARN Corporation is the leader in EdTech that adopts technology to develop and design learning to meet the needs of people of all ages, so they can develop their skills, achieve their goals, and be ready to pass on good things to others and develop society together to move forward into the future.

LEARN Corporation was established in 2006 with the vision to reduce educational inequality and distribute quality lessons to people across the country. Therefore, OnDemand was founded and became the top and first tutorial institute that uses computers as a medium for teaching and learning, with the most learners in Thailand.

In 2017, LEARN Corporation developed an innovative learning platform that meets all the needs of people of all ages. Then Learning Ecosystem was created and has reached more than 2.5 million people across the country. The Life Changing Program seeks to award students who believe in the power of education and have growth mindset. It is very challenging to get into top departments and well-known colleges in Thailand without having tutoring.

There are many underprivileged students who have big dreams and work hard to pursue their dreams, but they lack of opportunities. These students cannot afford to pay for tutoring, and then they cannot compete with other students to get into the departments or universities that they want. The program offers high quality online courses at no cost to assist students to be able get in to colleges.

The scholarship provides access to education through appropriate online courses according to the student's career of choices and interest. The program also offers laptops and funding for students in need to make sure that they could be able to take our courses we provided online.

Additionally, Life Changing Program promotes leadership skills and "pay it forward" concept and provide a support community network for students. It is a community that students can share their ideas on how to prepare for exams, share their school notes or update information about getting in to colleges, or even ask for supports from other students or from the Life Changing Program mentors.

We have a team that checks and follows up on our students' learning progress and support them. During the Covid-19, we provide our students live streaming tutoring sessions so they can learn and ask questions from their tutors directly. Since the online learning platform that we provide to students is one of our own products, the Life Changing Program is quite sustainable because we use our own resource.

Our company has developed the first one-on-one learning platform. Here are the features of our solution for a virtual learning.

1. Learn Anywhere: The freedom of learning anywhere and anytime with any devices including computers, mobile phones, or tablets.
2. Teacher Portal: The system that provides reports on progress of students.
3. Online Quiz: To check for student understanding after each chapter.
4. Clear System: Helps students to answer their questions within 24 hours.
5. Online Classroom: Creates interaction between teachers and students.

We believe that our work is unique and innovative as follows:

1. First innovative 1-on-1 technology blended learning platform with affordable cost.
2. High efficient business in term of the economy of scale. The values of cost per student tends to decrease every year due to the increase of customers and the lower cost per head.
3. The expertise in IT system for content delivery which easily scale to many users at a time.
4. Our solution gradually shapes students to become active and self learners.
5. The knowledge of implementation process which will allow our product to integrate into school environment.

We have implemented our program through all our social media channels especially on Facebook and LINE which are the most popular social media platforms in Thailand to reach our targeted students. We have also contacted local schools in each province where we have connection with to reach out to students across Thailand.

Till now, we have more than 5,000 scholarships in total allocated to students in all regions of Thailand. We not only run the campaigns for the students but also for our employees. We have our internal campaigns to encourage our staff to participate in the Life Changing Program to be LCP student mentors or interviewers.

Our management team also participates in the campaign by helping interview the applicants. The program is run solely by our staffs, and many of them volunteer to help out with the program. Our staffs help to interviews over 5,000 applicants each year.

The interview is a very important step for our selection process. The interviewers ask students questions to make sure that they are qualified for our programs, help them to plan their study, and suggest courses to match their needs to enter college.

One of our co-founders, Mr. Tanin Timtong, has been appointed to be Chief Social Impact Officer to dedicate his efforts together with his social impact team to ensure that Learn Corporation as a group creating a positive impact to Thai education system by providing the high quality of course contents, knowledge, and technology (our products & services) to schools and by granting the scholarships through Life Changing Program to the selected students.

Our management teams have involved heavily into this program. They lead by showing and participating in all implementation plans. Then, it has built a huge impact across the organization. We have officially implemented this program since 2019. It has been 3 years that we have supported over 5,000 students.

Among those who completed our program, the university acceptance rate, for example, at school of Medicine is 21% and school of Engineering is 12%. They can apply and get financial aid from most public universities or apply for low-interest rate student loans from the Thai government.

It is a holistic approach to ensure that our students get the better future. Our employees have worked

from home and hybrid mode for 2 years. We have implemented several internal virtual and onsite events to keep collaborative spirits including a Life Changing Program volunteer campaign to boost up employees' spirit and mind.

We continue to build the sense of helping others and connecting with other colleagues, and that help to create the positive consequence of the collaboration among team members. Several colleagues from different departments who never worked together have a chance to meet and collaborate in this project.

The number of volunteers has increased from just over 30 to more than 100 volunteers this year. Another positive outcome is the company reputation in public. In Thailand, we have several tutoring centers and many education-related companies. Among those who define themselves as education technology firms, we are outstanding in our CSR program which helps to reduce the educational inequity and have a real impact to students.

Our CEO, who is one of the founders, always inspires and emphasizes this principle of belief to



all employees, and this is always an important part of the orientation deck for new team members. So far, our main targeted students are high-school students.

We help them to ensure that they receive quality education and get into universities for higher education. However, in the future, we have planned to double the numbers of students and expand the education level. We would like to explore students in primary schools, especially those who need to do the entrance exam to get into quality junior high school.

In Thailand, when students graduate from grade 6, they are required to get the entrance exam or registration for grade 7 (junior high school) at another school. Several primary schools in Thailand have only grade 1 – 6.

Even though, it is a compulsory level from the government, the gap in quality of schools plays a huge part in Thailand. Students who have potential tend to apply for well-known public schools in each province which parents believe will help their students to get a better quality of education. However, the group of students who come from underprivileged family are most likely not able to get into top schools since they lack of quality education and cannot compete with other students who have opportunity to receive tutoring.

Additionally, we provide laptops, pocket WIFI and Sim-Card to ensure that the selected students be able to access our contents as well as in some provinces where we have our centers on site (45 centers across Thailand), we allow the students to learn at our centers. We are aware that online learning sometimes causes the learning ineffectiveness especially to those who are under 15 years old.

However, we provide blended learning methods to suit both Covid-19 situation and students' learning style. The next step, we plan to continue our second phase of the Life Changing Program with a social impact called "Pay It Forward" by encouraging our thousands of students to extend the opportunities to at least 10 students from each.

The extended opportunities can be in any terms such as sharing academic knowledge, counseling junior students on their educational path, or developing leadership skills to youth in the community. We belief that this way will help to expand the educational opportunity to more students We believe that in order to make a great impact, it needs partner connection and collaboration.

Therefore, we plan to publicize more about the Life Changing Program, especially using testimonials from our alumni to show how this program does change their life. It could build the company's positive reputation organically to the public and will bring in more organizations that have the same desire to support in this program.

Investing in Education and Changing students' life remain our key strategy for the CSR program at Learn Corporation.



MEON UK

CSR ACCREDITATION

SUMMARY

Meon was founded in February 1994 and began as an import export agency. With our roots shaped by traditional family values, we evolved by developing a close relationship providing solutions for line marking, surface repair, decorative resin and aerosol markers to the sectors we serve across the UK & Ireland.

With 25 years of consecutive growth, we have attributed this, in part, to listening to our customers and always asking ‘what more can we help you with’?

We use the acronym REACH – ‘I’m RESPONSIBLE to put EFFORT into ADVANCE the CULTURE

through HONESTY’ and this has served us well both internally and externally.

Internally we use it as a framework in our Personal Development Plans and for the Employee of the Month scheme for recognition of outstanding work. Externally we use it to delivery against our purpose.

Our purpose and contribution to society is simple - to ‘Deliver Great Surfaces’. We do this by being passionate about improved line marking and surface repair solutions, backed up by world class support. As a totally independent company, our customer centric approach works back from the challenge facing the asset owner, specifier or applicator. Over 25 years of experience and listening have become embedded in our values of Resource,



Action, Passion and Trust, the central core of our professional foundation.

We currently have 3 brands: Spectrum, Magma and Performance Machines and focus our business around

- 1 equipment hire and service,
- 2) innovation and expo,
- 3) a training centre and
- 4) on demand projects.

We are ISO14001 accredited and improving our offerings with electric and greener products has been successful and we take pride in sharing our expertise within the industry, through our collaboration with the government project Net Zero Carbon Highways Campaign, our own Meon Training Academy and our 'How to' videos which ultimately contribute to a safer and more sustainable society.

IN DETAIL

Meon regularly reviews and looks at ways of reducing Energy consumption, examples of this:

LED Lighting Unit 1

Reroofing of Warehouse planned for 2022 – currently AC with minimal insulation & single glazing.

Unit 1 - FF Office Area Roof Insulated Unit 1

FF Walls Externally insulated Unit 2, Warehouse unheated

Senior management are currently looking at solar panels costs and benefits for the warehouse building which they own. Currently total energy used in 2021 was 61,907 kWh at a cost of £12005 (Utility company is Drax <https://www.drax.com/> have



robust sustainability programmes globally and a goal of net zero energy through hydropower, bioenergy, pumped storage hydro, pellet sales and carbon capture)

Carbon foot printing is underway with a dedicated data analyst currently collating Scopes 1,2 and 3 carbon data. Once a benchmark has been set, Meon plan to set targets and goals to reach carbon net zero.

MEON is part of the Local Government Technical Advisory Group supporting the Project Highways Net Zero Carbon Highways Campaign. As part of this MEON presented and were exhibitors at the Presidential Conference - 'Greening the black' 8th June 2022 in London. LGTAG (lcrig.org.uk).

Project Highways Zero started in 2020 to highlight how carbon savings can be made across our highway and transportation infrastructure with respect to line marking and surface repairs. The LGTAG Silver Jubilee Conference tackles the practical issues of decarbonizing our highways and public infrastructure.

Its aim is to gain insight into increasing nature, trees and habitat in our highways to support nature recovery, community wellbeing and carbon reduction. As part of the low carbon and natural solutions, MEON are promoting their reduced thermoplastic products which dramatically reduces Co2 with cold lay application, it is more durable, more visible/safer and creates less noise.

This is particularly important as this work is often done at night and can disturb local communities. The product is applied with electric machines, uses 90% less CO2, has a 50% less disruptive factor and the material can last up to 3 x longer – avoiding the need for more frequent repairs.

For more details: <https://meonuk.com/blogs/news/meon-s-presents-at-the-lgtag-greening-the-black-conference-in-london>

A similar conference took place at the Traffex Conference at the NEC Birmingham 14-16th June 2022. traffex-parkeex-2022.reg.buzz

The Meon range of electric powered machines is a vision of the future from Graco Linelazers to Contec line removal machines. This range of electric machines can match the performance of a petrol machine but without the fumes and noise.

These machines can apply line marking as well as remove line markings. Visit:

Electric Machines – Meon-UK (meonuk.com) for further information.

For more information please visit: Downloads – Meon-UK (meonuk.com)

Meon response to the pandemic
Meon was quick to respond to the Covid Pandemic safety

restrictions by providing a demarking social distancing requirements for customers. Five members of the Meon team volunteer regularly at the OneSchoolGlobal, Hindhead Campus – see below for testimonial from Ben Woodcock, Lead Campus Administrator:

Community for email evidence. -

Good morning, Russell,

Just a brief note to say we are extremely grateful for the time that Meon UK give to the school on a termly basis, offering the support of the following staff members around the school for the social and moral support of the students. Gary Spencer, Neville Spencer, Bert Spencer, Adrian Smallridge, and Russell Smallridge.

A big 'shoutout' to all members of the team. It makes the Campus a happy and productive place with students producing outstanding results in their exams and bringing benefit to future colleagues and establishments following their education.

*Many kind regards,
Ben Woodcock*



Meon have also engaged with God in Giving, please see testimonial below:

"Thank you for your generous gift to GiG. We are thrilled to have your support as a newly established charity with radical initiatives. We can continue working towards reducing the Poverty Premium through our Interest Free Grant Scheme and educating those in Household Budgeting.

You truly make the difference for us, and we are extremely grateful!" — Matt Gard, GiG

Emilie Rous has become a Skillstree Ambassador with the EBP South organisation. EBP South have 20 years' experience connecting businesses and schools and providing established, high-quality programmes which inspire young people about future career options and help them on their journey in the field of work.

Emilie visited the Park Community School 19th July 2022 to volunteer in the Business Speed Networking Event. This session is designed to inspire students (Year 9) about the range of career options and pathways open to them after finishing school.

Students are often not aware of the range of options and can get limited information from sources close



to them for example parents or teachers. By taking part in the Business Speed Networking Sessions, we hope to raise their aspirations and show them the broad range of career opportunities locally and nationally.

In addition to supporting the local community, this volunteering had the added benefits of skills development for Emilie herself in presenting, a networking event with meeting the local council and neighbouring businesses and to inspire other Meon staff who were keen to find out how it went and to get involved next time.

There are already discussions to be involved again with the Park Community School. The Key charities Meon UK support are The Grace Trust and WGHT. The Grace Trust (<https://www.thegracetrust.org.uk/>) purposes included supporting education, especially for young people (where it is taught under a Christian ethos), the furtherance of the Gospel, relief of poverty, aiding the ill, elderly and infirm and disaster relief.

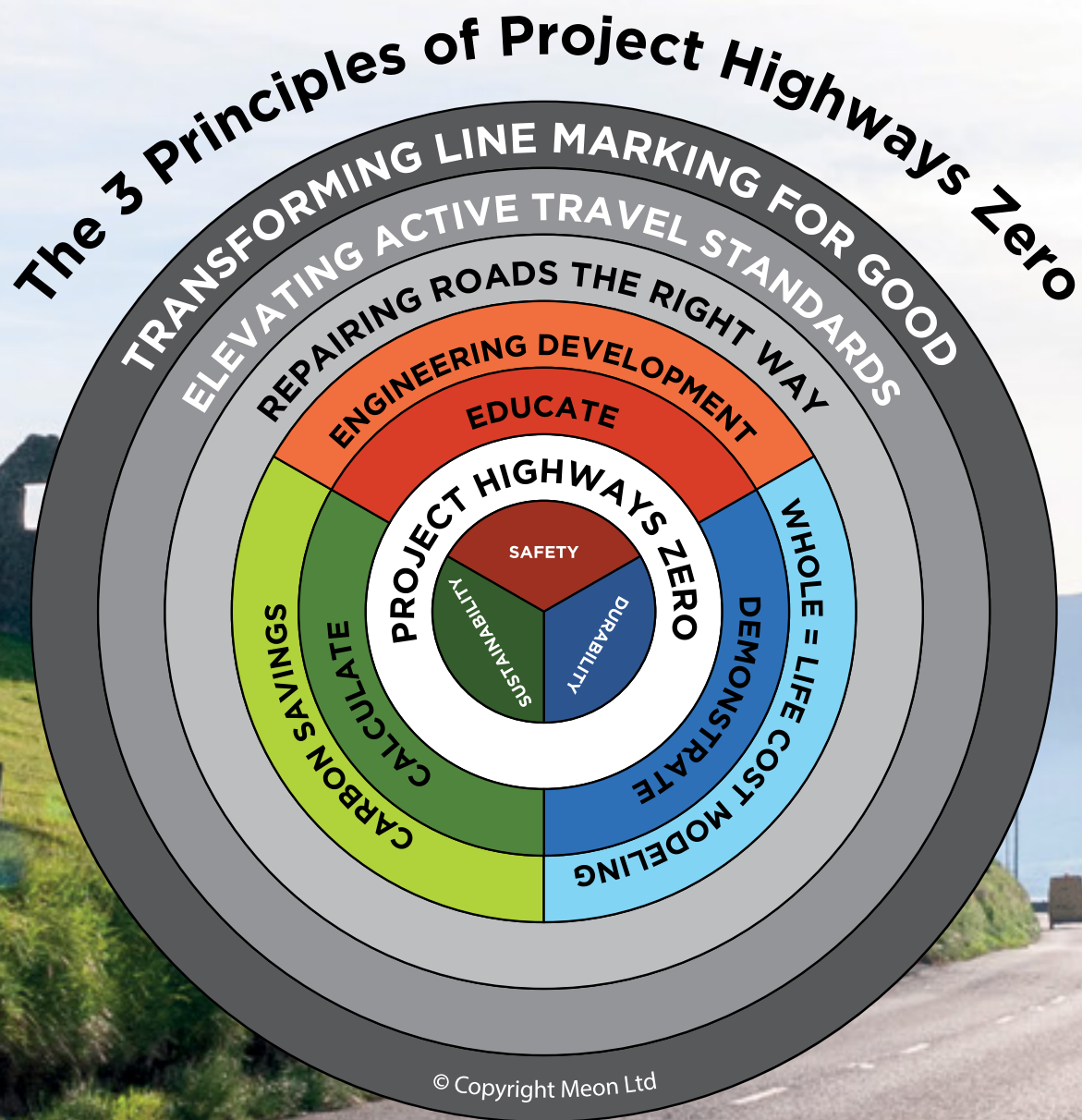
The Grace Trust operates with practically no overheads as it relies almost entirely on its hardworking volunteers. This means that almost 100% of the amounts donated reach the recipients.





PROJECT
HIGHWAYS
Net Zero Carbon Highways **ZERO**

ZERO | HARM
CARBON
DEFECT



SAFETY



DURABILITY



SUSTAINABILITY



www.netzerocarbonhighways.com



succeedtogether@netzerocarbonhighways.com



NATIONAL GRID

THE HINKLEY CONNECTION PROJECT

SUMMARY

At National Grid, we're at the forefront of an energy revolution. Our Hinkley Connection Project (HCP) combines the construction of cleaner energy across the UK's southwest, with a community support programme, designed to create a lasting positive legacy, whilst inspiring the next generation of National Grid engineers.

With STEM careers such as engineering often hindered early on by a lack of diversity and poor social mobility, we seek to engage a diverse array of young people in STEM subjects. We're also committed to reducing any potential negative impact driven by the construction within communities along the HCP route.

The HCP community programme provides:

- Funding/resources for local educators, engaging a diverse array of children in STEM subjects and the future of energy.
- Resources to help combat unemployment, including skills training provisions, helping locals find sustainable employment.
- Opportunities for smaller local businesses to win lucrative construction contracts.
- Funding/volunteering for community projects, including conservation and charity activities.

To date:

- 320,000+ children have been supported with £844,000+'s worth of STEM activities/funding.
- 300+ adults are engaged with skills programmes.



- £3.5m+ has been reinvested into communities via local construction contracts.
- £1m+ has been donated in community grants.
- Last year, 780 hours of volunteering were completed by National Grid employees along the HCP route.

IN DETAIL

With ambitious UK-wide targets to reach net zero greenhouse gas emissions by 2050, National Grid – and the energy sector as a whole – is playing a vital part in helping the country make this transformational change.

The Hinkley Connection Project (HCP) – a large-scale energy connection of low-carbon power to homes and businesses across the UK's southwest – is fundamental in our fight for cleaner, more sustainable energy.

Alongside the physical construction, we're also running a programme to support local communities along the HCP route.

This includes:

- Engaging a diverse array of children in STEM subjects via our 'Engineering Positive Futures' programme, with the aim of futureproofing the energy industry.
- Offering opportunities for adults to learn new skills, in turn, increasing their long-term employability.
- Volunteering and donating funds to support various social/environmental/charitable causes.

By 2025, we aim to support:

- 400,000 pupils in STEM education, including 70,000 pupils with special educational needs or from challenging/disadvantaged backgrounds.
- 300 adults by offering valuable qualifications to secure employment. 2022 targets included:
- Supporting 285,000 pupils (50,000

disadvantaged).

- Maintaining positive relationships with communities throughout construction.

With over 400,000 recruits needed between now and 2050 to get the UK to net zero*, at National Grid, we have a responsibility to engage an array of young, diverse talent to futureproof the energy industry.

But to achieve this, we need to acknowledge the relationship between our growing energy industry and diversity/social mobility in the community. STEM fields such as engineering have notoriously lacked diversity.

Recent UCAS research reveals that, whilst the percentage of female graduates with STEM degrees is steadily growing, the proportion entering STEM is just 26% – shockingly, only 24% of the STEM workforce is female.

It's not just gender disparity that impacts our industry. Numerous studies have demonstrated low income and disabled children are noticeably less likely to pursue STEM subjects in higher education.

As well as challenges faced getting young people engaged with STEM, the UK-wide construction of the infrastructure needed to support clean energy can also prove disruptive to local communities. We're continuously striving to minimise this impact, whilst also creating a lasting, positive legacy in communities we operate within, and inspiring the next generation of National Grid engineers.

WHO AND WHAT BENEFITED?

Engineering Positive Futures

We want to help positively impact the lack of diversity in STEM by inspiring children from all walks of life to get excited about STEM subjects, ensuring no child gets left behind. Our Engineering Positive Futures programme allows local educators to apply for a £500-£1,200 grant each year of the project



(2018-2025), to purchase STEM resources, essential in engaging young people in these subjects.

The programme is inclusive of disabled and disadvantaged pupils, Pupil Referral Units, and other specialist educators. We also advertise the need for boys and girls to have equal access to resources. We've also teamed up with organisations including STEM Works and Smallpeice Trust to deliver fun, interactive activities, including our 'Energy & You' sessions, which educate children about the energy industry.

We work with the Smallpeice Trust to host 'Smart Build Challenge' workshops, where students design and build a structure with its own energy/clean water supply. National Grid engineers attend to talk about what inspired them to become engineers, and the world-class engineering behind the HCP.

Two pupils per workshop are also offered a week's work experience at our purpose-built training facility.

We also engage young people in better understanding sustainable construction and clean energy advances. For example, in 2021, we ran sessions for seven local schools (250 pupils) to talk about electricity, our new smaller more efficient T-pylons being built nearby and collect time

capsules that the children had been working on.

Adult Skills

Whilst it's important to us to inspire young people, many adults weren't afforded the same opportunities when they were at school, and have subsequently struggled to gain employment in later life.

The HCP also runs engagement programmes for adult skills, whilst also working to promote local businesses, ensuring where

possible they can bid for lucrative construction contracts.

Community Grants

Our Community Grant Programme has been set up to support community groups/charities in areas where National Grid's activity is impacting local people. We fund projects with one-off grants that meet local communities' needs, providing a range of social, economic, and environmental benefits. This programme isn't just about funding.

Whilst we're grateful that we have the capital to support local causes and education, it's also important to us that we play an active role in improving the communities we operate within, beyond construction. Our own National Grid team also volunteers/fundraises locally, supporting many environmental and charitable causes.

Engagement

Since the HCP launched, we've engaged all local authorities on the HCP route, including South Gloucestershire, North Somerset, Somerset County, Sedgemoor District, and Bristol City Council. A working group was formed, including council representatives plus National Grid's HCP team.

This group is responsible for communication, prioritisation, and allocation of resources, in line with our objectives and key priorities for each local area. Engagement channels include a dedicated HCP website, proactive emails, and newsletters.

Participating schools have been actively promoting the benefits of the funding/activities, whilst local media outlets advertise the programme, encouraging schools to apply.

WHAT DID IT COST?

There's no upper limit to the amount of funding that National Grid can provide for communities. To-date, we've donated:

- £844,000+ in STEM funding.
- £1million+ in community grants.

Examples of funded projects include:

- £10,000 for Life Education Wessex to purchase LifeSpace, an innovative inflatable classroom and portable teaching kit, to deliver 'skills-for-life' sessions.
- £20,000 to the Portishead Youth Centre, mentoring vulnerable young people and supporting young families in the community.
- £18,000 to Ravenswood School in Nailsea to help create new sensory experiences for children with complex learning needs.
- £10,000 to support The Space, a charity dedicated to protecting the mental health of young people in the Cheddar Valley area, with the reopening of Cheddar Youth Club.

£3.5million has also been reinvested into the local economy by awarding construction contracts to local businesses instead of larger suppliers.

IF QUANTIFIABLE, WHAT DID THE PROJECT ACHIEVE IN TERMS OF SUSTAINABLE DEVELOPMENT, ECONOMY, ENVIRONMENT AND/OR EQUITY?

IMPACT – ENGINEERING POSITIVE FUTURES

- 320,000+ pupils, from more than 1,200 local schools supported to date.
- 64,800+ were disabled/disadvantaged.
- 150,000+ were female.

Funds have been used for various STEM-related resources, including:

- A 3D printer.
- A science fair.
- Excursions to science-themed attractions.
- Nature/wildlife habitats.
- Lab/robotics equipment.
- Computer equipment for distance learners – e.g., Bristol Hospital Education Service purchased a digital optical microscope, iPad, and pre-prepared slides, so children whose illnesses made social-distancing essential could complete their Biology GCSE remotely.

Our funds purchased many essentials to support virtual learning, including computing equipment and digital learning content/games.

We surveyed schools/teachers in 2021 about their experience with Engineering Positive Futures, and results revealed:

- 100% agreed/strongly agreed that they would recommend the programme.
- 88% agreed that it's unique/innovative.
- 90+% acknowledged a positive impact on children's engagement/enjoyment of STEM subjects.
- 81% uplift in awareness of National Grid/ the HCP, following engagement with the programme.

Other Achievements

- Between 2018 and 2022, National Grid identified local skills gaps in the construction industry, and designed targeted training programmes to fill them.

To-date, 300+ unemployed adults have received training on skills including:

- A two-week construction short course.

- Pearson BTEC Level 1 Certificate in Construction.
- CSCS IQ Level 1 Award in Health and Safety in a Construction Environment.
- Highways/Traffic Management (TTMBC & T1/T2).
- Last year, our teams also donated 784 hours of their time, carrying out regular volunteering days – from litter picking to tree planting – to give back to communities impacted by the route.

LONGER TERM BENEFITS?

- The HCP construction plays a vital role in delivering cleaner energy safely and efficiently, supporting the UK's 2050 net-zero ambition.
- We know it'll be a while before we can fully understand the impact the 'Engineering Positive Futures' programme has had on young peoples' choice of future vocation, but we can say with certainty that we've made a concerted effort to engage children from all walks of life, ensuring no child gets left behind.
- We've also helped over 300 adults learn skills that will help them gain meaningful employment now and, in the future, combatting pockets of unemployment in rural/low-income areas.
- Projects funded by our community grants, will be enjoyed by generations to come, and many of them will provide safety and education for the most vulnerable members of the community.

WAS THERE ANYTHING INNOVATIVE ABOUT THE PROJECT?

As well as contributing to a reduction in harmful carbon emissions, the Hinkley Connection Project is one of the largest community engagement campaigns in National Grid's history. The real differentiator lies in the scale, ambition and sustainability of this project.

There's no fixed budget for how much we will spend on schools and communities. Plus, we grant educators the freedom to choose exactly how we help them. Although there are checks in place to ensure the legitimate use of resources, it's ultimately up to the schools and communities to decide how they use their funding.

Since the pandemic, we know educators needed to focus on creating engaging virtual learning and supporting physical social distancing in classrooms. That's why any educator who'd applied for a grant in previous years was automatically provided with a renewed grant in 2021/22.

We're also trying to be inclusive as possible and not gatekeep funds from less-advantaged, or less-conventional educators. Special schools for children with disabilities, Pupil Referral Units and even a children's hospital have benefitted from our support.

CAN OTHER ORGANISATIONS/ COMMUNITIES BENEFIT FROM IMPLEMENTING YOUR METHODS?

This type of engagement programme can be duplicated for any future, wide-scale construction or energy project owned by National Grid. For example, throughout our London Power Tunnels project, we've partnered with social enterprise Connectr, to deliver a STEM and careers outreach programme to over 100,000 pupils across South London.

The programme reaches secondary school pupils across the project's 32.5km tunnel route and is being delivered in partnership with our contractors. It builds on the success of our London Power Tunnels phase 1 project, which engaged with over 30,000 school children across the Capital. Connectr are experts at the design, outreach, and delivery of national STEM engagement programmes, geared specifically towards young people.

The social enterprise has also developed a learning and engagement platform that supports young

people to take the next step in their transition to work, as well as tracking their progress.

WHAT DID YOU LEARN FROM THE PROJECT AND ARE YOU PLANNING ANY FURTHER DEVELOPMENT?

This project and the associated community engagement, commencing originally back in 2018, will run until construction is scheduled to end in

2025. However, the equipment we've been able to fund, and the activities we've been able to provide, will hopefully leave a considerably longer legacy.

We plan to sustain the already considerable success of this campaign by seeking further support opportunities as they arise.



PARC TROSTRE RETAIL PARK - CBRE

ENCOURAGING WILDLIFE THROUGH NATURE

SUMMARY

Since I started at the park in January 2020 we have steadily increased our efforts to help the environment and wildlife, in our own small way. I have implemented new planting for year round coverage as well as Bee and Butterfly friendly plants. I have introduced a variety of areas over that last 3 years including areas such as a British wooded area using native plants, and logs/ chippings from trees felled on the park.

Wildlife flower areas, bee friendly plants, chippings and logs to encourage insect habitats, which will provide added food sources for the birds (situated on the coast - we have a variety of species). Recycling timber and trees has allowed us to be more sustainable as well as the introduction of a rainwater harvesting tank, cycle shelter and EV units contributes to our local community and our tenants.

My site team has become more and more involved and have taken a lot of pride in the work we have done, customers have had some very positive comments and through my social media platforms I have strengthened our community engagements with competitions such as Nature photography, scavenger hunts which encourage them to go out into Nature/countryside as well as highlighting what they could do at home.

This links in my tenants as they may donate a prize for the winner or be the location to find correct products such as bird food etc. We have succeeded in implementing a lot in a short period of time, which has contained 4 lockdowns for us here in Wales during Covid19. As a result we have won 2 Green apples, 1 green ambassador and shortlisted for a World Green Apple award.



IN DETAIL

The aim of our current sustainability initiative is to further develop / enhance our contribution to nature and bring more wildlife to the park, such as birds, bees, bats, hedgehogs & other insects to engage with our local community / customers in becoming more proactive in how they can support the natural environment.

Our role is not only in what we can do and achieve to protect and promote wildlife, but also in showing others what they can enjoy & contribute locally as well. In both 2021 we won a Green Apple 'bronze' for our project & in 2022 we won a Green Apple 'silver' and a Green ambassador award, we have also been shortlisted for a World Green Apple award in 2023, we continue to develop & create further wildlife habitat/food areas for year round use as well as using recycled products which helps our sustainability focus.



As part of our continual growth & development we have introduced new wildflower areas which we hope will attract an increasing number of birds, butterflies / bees to the area. We have natural as well as introduced/installed manmade bird boxes, bug & bee hotels, bat and hedgehog housing into our wooded areas. We offer the added benefit of various food sources around the park for insects, in terms of strategic planting.

Birds currently nesting on the park include Woodpeckers, Blue Tits, Wagtails, Finches and Seagulls. Visiting birds include Blackbirds, Birds of Prey, Crows, Robins and Sparrows. We hope to encourage more species with the variety of flowers that we have planted which will give year-round habitats / food sources.

We are situated within 22 acres, with approximately 6 acres around the site being landscaped, wooded, natural and planted areas. Our site team maintain these areas, cultivating planted stock, tending to native floral and ground covering plants as well as grass cutting.

Our team has become very involved in our initiatives and have won several internal awards for their work. We are now using used coffee grounds as fertiliser donated free by one of our tenants, which have combined with the parks own biodegradable green waste to be used around the park.

We have built a composed bin out of reclaimed wood that was sourced from contractor works & tree felling. This houses our new fertiliser ready for use as required. We have also used these timbers/ woods to erect fences, build plant pots, trees that have been felled are cut down into logs and have

been placed into new garden areas to encourage wildlife/insects (food sources) and some logs were cut down into chippings which have been used as ground cover, again helping to protect plants as well as cover / habitats for insects etc

Using recycled timber/trees has also saved us money for our tenants. Our landlords liked our initiatives so much they are rolling these out to the wider portfolio. A water basin/area placed high on one of our cabins is available for birds to bath/drink from.

We have a variety of wildflowers and plants at the retail park, including bee loving plants such as Butterfly Bush, California lilac, Cotoneaster and Red Claws, as well as a selection of lavenders, flowering shrubs, heathers, and native trees.

Lavender was cut and dried and gathered into bunches which was then handed out to our customers for Purple Tuesday, which highlights accessibility awareness, bringing in our local community for 2 initiatives (environmental and accessibility) . As part of engagement with our local community & customers, we launched our 2nd Nature photographic competition in 2022 (1st being in 2021) via our social media, with prizes donated by our tenants.

Our intention is to highlight some of the beautiful local scenery & wildlife and to encourage, support & care for what we have on our doorstep. We have added links to local nature walks & parks to our social media platforms to encourage customer and the wider local community to go outside and explore nature to see what they can find.

To help encourage this we have posted scavenger hunts & blogs highlighting Ways to encourage Birds, Butterflies and Bees into your garden. The team at Parc Trostre are committed to this cause and continue to look for new ideas that will continue our growth and development in this area. The dialogue we have instigated with our shoppers and local stakeholders is testament to the whole team's passion in the area.

We all want to celebrate and protect what we have on our doorstep, whilst still running a busy commercial shopping park. We have continued to develop our Environmental green programme, 2021 saw the installation of additional cycle shelters, working with the local council/community to help the further development of cycle tracks in Llanelli.

Thus, helping to reduce the carbon footprint for fossil fuels as car users are encouraged to use greener forms of transport. I was able to source Welsh Government funding for this saving tenants and my client money. During 2022 we have also installed 2 electrical twin charging point for customers with electric powered vehicles.

This will assist in reducing carbon emissions that contribute to climate change at a local and macro level. Improving public health and supporting the reduction in ecological damage as well as directly contributing to the protection of the local natural environment.

I was again able to source Welsh Government funding for this project. As well as a rainwater harvesting tank which will allow us to store 15,000ltr of water, this gives us 2 weeks of landscaped watering through dry periods, as well as the water having more minerals and benefits for our environment than tap water and will also allow us to save money on our utility bills thus saving our tenants money. 2023 and 2024 will see us continue to further develop our efforts as well as adding some new projects to help protect our environment.



Parc Trostre Retail Park, Llanelli

Parc Trostre is a large outdoor retail park in Llanelli that comprises retail and F&B units inhabited by well-known high-street brands with external common space and landscaped areas, situated on the South Wales Coast.

Since 2021 we have worked on and further developed our project '**Encouraging wildlife through nature**' by adding Bee & Butterfly friendly plants, native planted areas, winter foliage. Bee and Insect hotels, Bird, Bat and Hedgehog housing in various areas.

Annual tree felling gave us logs & chippings that we have used to create areas for insects to shelter under, which provides not only areas for colonies to grow and additional sources of bird food. Chippings also help protect plants in both cold and dry weather.

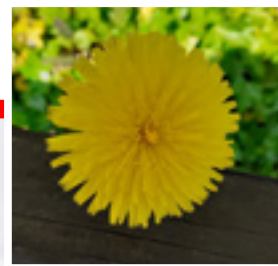
Using timbers from various works around the park, we have created fenced areas, plant pots and a compost bin which uses both our biodegradable green waste but also used coffee beans donated by one of our tenants to create fertilizer which we use on the park.

A rainwater harvesting tank which holds 15'000 litres was installed. This not only saves costs, but also by using rainwater we are delivering water with natural minerals etc to our plants through dry periods.

EV units have added another service for our customers, along with additional cycle shelters we offer greener alternatives for transport.

We have recently introduced green cleaning products which not only help the environment, with greener runoff going into landscaped areas etc but also saved us costs.

Social media and events on the park have contributed to increase our engagement with our local community/customers and tenants. Such as our green weekend in 2023 where green companies such as electric car supplier and green energy companies came and showcased their products to our customers.



Parc Trostre.

RETAIL PARK



Address:

Parc Trostre Retail Park, Llanelli, SA14 9UY



Open Today:

8am to 8pm



Contact Site Security:

01554 775 344

PT PLN (PERSERO)

PLN'S NEW CSR STRATEGY: BEST CASE PRACTICE FOR LARGE-SCALE SOCIAL PROGRAMS

SUMMARY

PLN's New CSR Strategy: Best Case Practice for Large-Scale Social Programs PLN is the largest company in Indonesia's electricity sector and has more than 82 million customers spread throughout Indonesia. In addition, PLN has implemented units spread across all provinces in Indonesia to reach electricity needs throughout Indonesia.

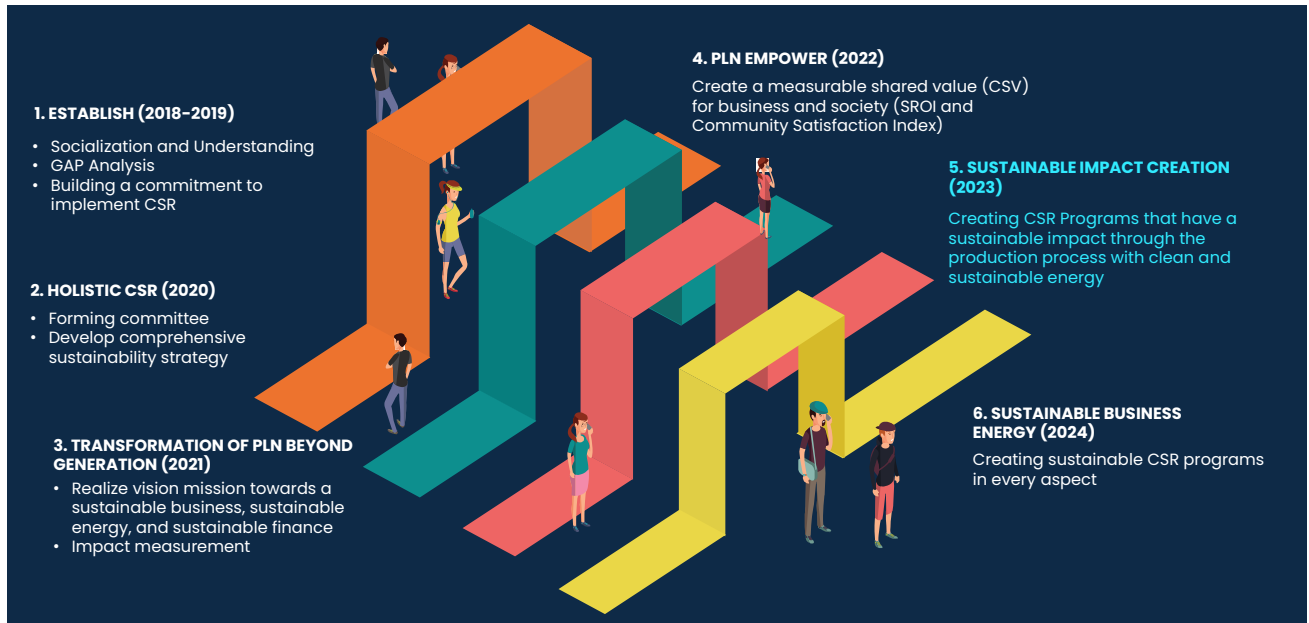
Until now, PLN has consistently provided its role in developing the quality of life for people in Indonesia, not only through the electricity business process but also by playing an active role in implementing CSR programs. In implementing the CSR program, PLN uses references from the Ministry of Indonesian state-owned enterprises, sustainable development goals, and ISO 26000 so that the process of implementing CSR programs is by applicable regulations and plans on a national and international scale.

We have detailed procedures regarding clear and specific planning, implementation, reporting, and evaluation methods. The CSR program implementation method adopted by PLN is universal and can be implemented by various companies, especially companies engaged in the energy sector. PLN uses this event as a forum for exchanging information and learning about implementing CSR programs.

Moreover, PLN transparently provides open-source data that various companies worldwide can access as a learning module for implementing CSR programs. Winning international awards will increase the credibility of CSR programs, making it easier for companies to collaborate with other large companies in implementing CSR programs.

Even though PLN has coverage throughout Indonesia, there are still many problems that PLN





has not touched, and solving these problems requires even greater synergy from third parties.

IN DETAIL

PLN's New CSR Strategy: Best Case Practice for Large-Scale Social Programs

PLN carries out strict standard operational procedures in implementing CSR activities in planning, implementing, and evaluating program activities. So that PLN can produce program output that is by the standards that have been used in the implementation of its CSR program.

The basis for implementing CSR programs is based on sustainable development goals (SDGs), ISO 26000, applicable law, and the vision and mission in Indonesia. PLN also has a CSR roadmap for the period 2020 – 2024, where PLN is currently focusing on improving the quality of reporting on its CSR activities while the ultimate goal of this roadmap is to become a company that can run its business lines using sustainable energy and becomes the customer's top choice as an energy provider.

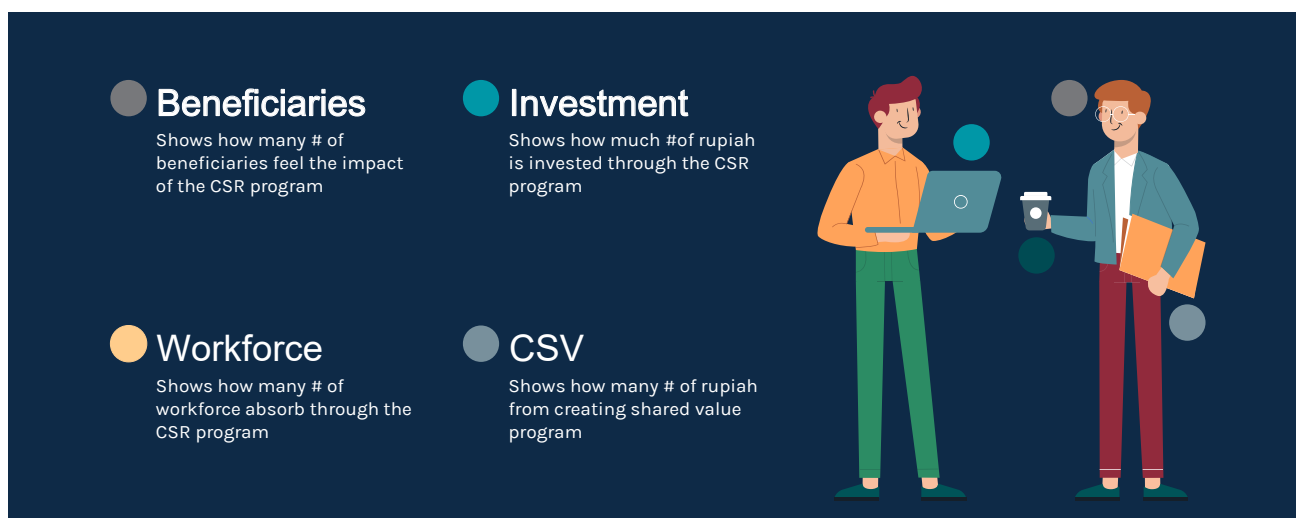
Electricity in Indonesia.

In identifying problems, PLN conducts priority program mapping based on the existing core business and SDGs. At this early stage, PLN made two types of programs, namely programs aimed at improving the quality of people's lives and programs that mitigate losses that might arise from PLN's business processes.

In the generation business process, PLN runs programs aligned with SDGs 1,2,6 and 10. Entering the electricity transmission and distribution process, the program will focus on implementing the SDGs 3,4,5,9,11,16 program and 17.

The last business process is customer service, where the programs implemented refer to programs 7, 8, 12, 13, 14, and 15. Therefore all mapping and selection of priority programs will be carried out following existing program implementation guidelines.

In addition, PLN also evaluates the impact measurement on CSR programs using calculation methods such as social return on investment (SROI) and Community Satisfaction Index (CSI). Both ways can be used to report to stakeholders in PLN.



Currently, many CSR programs are still charitable, and the impact of these programs will only be felt in a short period, so PLN decided to change the method of implementing its CSR programs. Since 2019, PLN has focused on developing a sustainable CSR program that aims to create a culture of independence for beneficiaries to meet their needs, especially financially, independently in the long term.

So that the entire program implementation process will run well and be in line with these references, apart from carrying out CSR programs under the SDGs objectives, PLN is also running a flagship program following the company's capacity as the largest electricity company in Indonesia so that the ongoing program will Creating Shared Value (CSV) which is in line with the company's core values such as the agricultural electrification program, free electricity installation, and electric vehicle assistance for MSMEs.

So that the originality of PLN's CSR program will be very prominent and able to solve various social problems in Indonesia. As a result, PLN has created an electricity-based economic ecosystem that can support the economies of the beneficiaries. For example, dragon fruit farmers in Mojokerto who received assistance through an agricultural electrification program could triple their income in one year.

After the program's success, PLN replicated the program in other areas with great potential for development. This method is also used in other PLN flagship programs spread throughout Indonesia. The size of PLN's position as state property is inseparable from the role of synergy between stakeholders in the implementation of its CSR program.

Involving stakeholders in carrying out CSR programs is also a top priority for PLN, which significantly influences the future program's direction and development. Before implementing the CSR program, PLN will carry out a stakeholder mapping activity that analyzes PLN's stakeholders based on power, legitimacy, and urgency.

After obtaining the list of stakeholders, PLN will then persuade the objectives and methods of approach to be taken to include these stakeholders. So that clusters A, B, and C are created according to the priority level of PLN stakeholders in implementing the CSR program.

Not only that, but PLN also pays special attention to the involvement of its employees in implementing CSR programs through the employee volunteering program (EVP). The results of this realization are also one of the company's key performance indicators in engaging with its employees.

The importance of employee involvement in implementing the CSR program is a form of PLN's responsibility as a company operating as a government agency. With this program, PLN hopes that every employee with a culture can contribute to Indonesia, even though the involvement of employees outside the CSR program implemented by PLN.

This effort cannot be separated as one of PLN's roles in increasing the value of its stakeholders both individually and as an organization. Implementing the CSR program at PLN must align with the goals of sustainable development and equate with the company's capacity so that the program implementation will run effectively and efficiently, especially in assisting with the impact of benefits for recipients.

Community-based and social programs implemented by PLN throughout 2022 are implemented in several programs for communities, such as assistance to disabled communities, vulnerable groups, and indigenous people. Other social programs implemented by PLN are educational assistance, assistance for natural disasters, women's empowerment, health assistance such as healing for pregnant women, vaccines, drugs, and others.

The coverage area covered by PLN is based on the SDGs regarding a prosperous life, gender equality, and improving the quality of education without hunger and poverty. PLN hopes that in the future, these social development programs will benefit the community and can be implemented sustainably. In the economic pillar, the programs implemented



Throughout 2022, PLN has implemented programs covered in SDG 1 – 16. These programs are categorized into several pillars: environmental, economic, social, legal, and governance. Throughout 2022, PLN has implemented more than 4,000 CSR programs in Indonesia, benefiting more than 149,000 beneficiaries and channeling funds of more than 935 billion rupiahs or 62.5 million USD.

are CSR activities closely related to community economic development.

PLN has several priority programs that support economic growth, such as free electricity connection, growth of tourist villages, electrifying agriculture, training and education for MSME development, and empowerment of disabled/ indigenous MSMEs.

Throughout 2022, PLN managed to distribute assistance of 67 billion rupiahs or 4 million USD to stimulate economic growth in Indonesia. This economic-based program absorbs 6,438 workers, provides development and direct service to 8,683 MSMEs, and reaches 34 provinces throughout Indonesia.

Since 2021, PLN has also offered a special place for MSME-fostered partners to sell their wares on the marketplace in the PLN mobile application. So that the reach of MSMEs to sell the goods or services offered is wider. The benefits of implementing the economic improvement program are also directly felt by PLN through creating shared value.

This program aims to develop the community's quality of life through CSR programs based on the company's core values. The program implemented is related to the use of electricity which can improve the community's economy, and the company can also feel the benefits of the rupiah. Through this program, PLN has channeled a CSV of 9 billion rupiahs back to the company throughout 2022 so that the ongoing economic-based CSR program positively impacts the community and the company.

In the final process of implementing CSR activities, PLN will calculate the quality of the programs that are already running using several theoretical measures or methods that aim to evaluate future CSR program development. PLN has four methods for calculating the impact of its CSR program, namely traditional impact measurement, social return on investment (SROI) measurement, community satisfaction index (CSI) measurement, and Environment, Social, and Governance (ESG) score.

Calculating these impacts and benefits involves independent third parties such as academics, experts, beneficiaries, and impact measurement organizations. So that the CSR reporting issued by PLN can be accounted for and transparent for all existing stakeholders.

The measurement results will be poured into routine reports such as management, annual, company, and ESG pieces. Everyone can access this information and find out the progress and achievements that PLN has made.

After the reporting is done, PLN will analyze according to input from each stakeholder, which will have a considerable influence as evaluation material in future decision-making by PLN's top management in determining the direction of CSR program policies. The quality of CSR activity reporting can be proven by PLN's success in getting various awards both on a national and international scale.

Since 2018 PLN has had a roadmap for determining the company's direction in carrying out its CSR program. PLN conducts studies according to the needs of the community and the company in deciding this direction. The CSR program development stage is divided into six steps that PLN will take up to 2024.

This year PLN has the ambition to create community programs that can have a positive impact sustainably based on the implementation of clean energy innovations. This program will be stored in creating a CSR program that restrains the use of clean energy or energy that trash can recycle, providing solutions to various problems.

Program planning to be carried out includes managing waste into energy, utilizing waste products in PLN's business processes as raw materials and energy, and involving the community in the clean energy process through training and education.

Apart from having corporate goals, PLN is also constantly trying to support the SDGs program until 2030. PLN will always use these big goals to continue to adapt and create CSR programs that are always relevant according to the needs of the existing community. Apart from that, PLN will also cooperate with other third parties to produce a program with an enormous impact. The big goal

of PLN's CSR is to become a company that can provide solutions to solve problems in all aspects of society.

PLN believes an organization must work with others to carry out CSR activities. To maximize the impact of existing CSR activities, PLN has made various efforts to develop its CSR program. One of the firm steps taken by PLN is to implement a program of cooperation with other state-owned enterprises as well as the private sector.

PLN's flagship transparency program can quickly be learned and implemented by other parties. So that PLN does not feel that the CSR program will become a competition between companies but a coordinated, collaborative activity for community development. To maintain the quality and quantity of CSR programs, PLN has strict procedures for implementing its programs.

The first is a monitoring activity in which all implementing units across all provinces in

Indonesia monitor CSR programs from planning, implementation, and evaluation. In each performance, the executing team has a standard operating procedure that they must follow.

Reporting programs are carried out periodically, such as reporting to the Ministry of SOEs and reporting obligations to all stakeholders through management reports, stakeholder reports, and ESG reports.

PLN also carries out CSR activity programs based on state objectives, SDGs, ISO 26000, ESG reporting, and GRI reporting to maintain accountability.

Another important thing is the transparency of the activity process through meetings with stakeholders so that they get new perspectives regarding the implementation program, audit work internally and externally, and make activity bidding reports accessible to all stakeholders.



SABANCI HOLDING

SABANCI REPUBLIC DAY CAMPAIGN

SUMMARY

This campaign is our way of protecting the Republic and these lands. It is a path we set out to keep alive and glorify the principles of the Great Leader Mustafa Kemal Atatürk.

At Sabancı Group, our most valued principle is always to empathize: 'Sharing what we have obtained from this land with its people.' This is our top priority; as a Group almost as old as the Republic, protecting the Republic's values is an indispensable element of this principle.

As we protect the Republic, we will come closer to our future goals as a country. Because what we call the Republic actually represents the journey of modernization, the vision of continuous progress.

IN DETAIL

SABANCI HOLDING Company Introduction

Sabancı Group unites Turkey and the World, for a sustainable life with leading enterprises through its performance culture, dynamic capital allocation and data driven ecosystem. Hacı Ömer Sabancı Holding A.Ş. (Sabancı Holding), Turkey's leading conglomerate, is a holding company engaged in a wide variety of business activities through its subsidiaries and affiliates, mainly in the banking, financial services, energy, industrials, building materials and retail sectors.

Sabancı Holding is domiciled in the Republic of Turkey, with its headquarters in İstanbul, Turkey. The objective of Sabancı Holding is to coordinate





and support the finance, strategy, business development, legal, human capital and sustainability functions of Group companies in order to ensure that they operate in a manner which is profitable and sustainable with favorable competitive conditions, and to set and monitor the corporate governance practices which apply across Sabancı Group.

Having a value-focused, data driven ecosystem, Sabancı Group companies were operating in 13 countries as of 2021 year end and were supplying their products to regions throughout Europe, the Middle East, Asia, North Africa and North and South America.

Sabancı Holding's multinational business partners include prominent global companies such as Ageas, Bridgestone, Carrefour, E.ON, Heidelberg Cement, Marubeni and Skoda.

Sabancı Republic Day Campaign 2021

Sabancı Group's highest priority since the day it was founded is to keep the values of the Republic alive. After the country's fire and flood disasters last year,

Sabancı initiated the Republic Day Campaign with the mission to support restoration and healing in the aftermath of environmental disasters and to be a pioneer and example for sustainable living.

The primary purpose of the campaign is to ensure that nature, living things, and new generations have a beautiful future and in the process protect Atatürk's legacy.

In this context, Sabancı Group carried the enthusiasm of the Republic to 11 cities: Adana, Aydın, Aksaray, Ankara, Antalya, Balıkesir, Bursa, Çanakkale, İstanbul, Kocaeli, and Mersin.

For 13 days between October 29 and November 10, all Sabancı Volunteers not only celebrated the Republic but also, through their altruistic actions, contributed towards keeping it alive.

Finally, on November 10, the events held during this period were presented to the Great Leader Atatürk. In the campaign which was carried out on a completely voluntary basis, many beneficial activities were organized, from soil regeneration to planting

saplings, environmental cleaning, supporting biodiversity, and renovating schools.

This campaign, in which the Sabancı Volunteers in the field devoted a total of 35 thousand hours for 13 days, added up to 1,458 days, or four years when calculated. 2022 Within the scope of the campaign realized for the second time this year, the 99th anniversary of the Republic of Turkey was celebrated, as it was last year, with great enthusiasm by all the benevolent volunteers working in the field.

In 2022, the campaign became Turkey's most extensive social responsibility event.

The campaign was carried out in four main areas:

- "Preparing the youth for the future,"
- "Women's participation in the workforce,"
- "Permanent fight against the climate emergency," and
- "Supporting biodiversity."

32 social projects and 242 events were implemented by 16 companies and institutions from Sabancı Group within the scope of the campaign that spanned a total of 48 cities. The cities were Adana, Ayfonkarahisar, Aksaray, Ankara, Antalya, Aydın, Balıkesir, Bartın, Batman, Bilecik, Bolu, Bursa, Çanakkale, Çankırı, Çorum, Denizli, Diyarbakır, Düzce, Elâzığ, Eskişehir, Gaziantep, Hatay, Isparta, İskenderun, İstanbul, İzmir, Kahramanmaraş, Karabük, Kastamonu, Kayseri, Kırıkkale, Kırklareli, Kilis, Kocaeli, Konya, Manisa, Mersin, Muğla, Ordu, Osmaniye, Samsun, Sivas, Şanlıurfa, Tekirdağ, Tokat, Trabzon, Yalova, and Zonguldak.

All the works carried out within the scope of the campaign were presented to the Great Leader Mustafa Kemal Atatürk on November 10, just like last year, and his memory was kept alive by these exceptional volunteers working hard for our country.

Turkey's largest social responsibility movement 'Sabancı Republic Day Campaign'

2021	2022
7.000 volunteers	15.000 volunteers
11 cities	48 cities
28 events	242 events
15 days	All year
15 companies and institutions	16 companies and institutions
35.000 hours by volunteers (equal to 4 years of work days)	81.500 hours by volunteers (equal to 9 years of work days)
	41 NGO (TOG, Darüşşafaka, TEGV, Teknolojide Kadın (Women in Technology), Bilim Virüsü (Science Virus), TOBB, Habitat, Çevko etc..)

2022 Sabancı Republic Day

Campaign Results with Theme Breakdown

Preparing young people for the future:

We have provided digital and sustainability training to 12 thousand young people.
We have renovated schools and established classrooms so our children can receive education in better conditions.

Bringing women into the workforce:

We have provided training in technology to 1,400 women.
We have created gender equality awareness among 4,200 young people.

Permanent fight against the climate emergency:

We have taken measures to restore 75 thousand hectares of forest area -
We have established artificial intelligence-based early fire detection systems (40 Kozalak covering an area of 5,000 hectares) -
We built eight fire pools, each with a capacity of 600 tons, for rapid response to fires (1 in Adana, 3 in Antalya, 3 in Muğla, 1 in Çanakkale, to cover an area of 70 thousand hectares)
We planted 208 thousand saplings
We collected 8 tons of waste

Supporting biodiversity:

We enriched the honey forests, setting up 2,500 hive stands
We created habitats for 300 million creatures
We delivered 10 tons of fruit and vegetable products left in the fields to the needy during the food rescue harvests.
We established permaculture gardens
We made 1,350 people aware of biodiversity

'Running for good':

With 2,000 Sabancı

Volunteers, we became the largest group to participate in the İstanbul Marathon. We collected donations for 23 NGOs and touched the lives of approximately 2,200 people. The total donation amount collected by Sabancı Holding is 516,530 TL. Donations will continue to be collected until November 21.

Corporate Teams Ranking in the Fundraising Campaign

İGA: <https://ipk.adimadim.org/team/view?id=5652>

HSBC: <https://ipk.adimadim.org/team/view?id=1321>

Sabancı: <https://ipk.adimadim.org/team/view?id=4887>

Top 6 among the NGOs for which donations were collected:

Koruncuk Foundation
Darüşşafaka Society
Mother Child Education Foundation
Association for Combating SMA Disease
Tohum Turkey Autism Early Diagnosis and Education Foundation
UNICEF

Sabancı Republic Day Campaign Info

Last year, we went through challenging times as a country during the summer months. In July 2021, we were hurt by disasters in the form of severe floods



and fires that lasted for days.

We have suffered significant losses as a nation. We have stood by the teams fighting these disasters and our injured citizens from the very first day.

Our Board of Directors, Holding company, and Group companies have mobilized all the means at their disposal.

On the first day, we said: “We will not leave until all wounds are healed. Utilizing science, we will support the restoration of the ecosystem with the most accurate methods.”

What we experienced that day ignited the flame of the Sabancı Republic Day Campaign. We quickly established a project committee.

Then, with our teammates’ endless determination and passion, we completed all our preparations in a very short period. We started the Sabancı Republic Day Campaign last year in Adana, where our group was founded and one of the regions where the fires started.

This year we were in Çanakkale. As you know, Çanakkale is an important place for the Republic of Turkey. Introducing our nation’s independence and struggle for existence into world literature, Çanakkale represents the triumph of faith and dedication over impossibilities.

This campaign is our way of protecting the Republic and these lands. It is a path we set out to keep alive and glorify the principles of the Great Leader Mustafa Kemal Atatürk.

At Sabancı Group, our most valued principle is always to empathize: ‘Sharing what we have obtained from this land with its people.’ This is our top priority; as a Group almost as old as the Republic, protecting the Republic’s values is an indispensable element of this principle.

As we protect the Republic, we will come closer to our future goals as a country.

Because what we call the Republic actually represents the journey of modernization, the vision of continuous progress.



THREE SNOWHILL CBRE

THREE SNOWHILL CSR PROGRAM

SUMMARY

At CBRE, we take our leadership role in the real estate industry to heart. We recognise the impact we have on our communities, clients, employees and stakeholders, so we've made responsible practices the foundation of our global operations.

Our Aim

- A – Environment (estates and environment) We're committed to reducing our direct impact on the environment by actively managing our waste, emissions and consumption of natural resources.
- B – People (human resources, health and wellbeing) We aim to create Three Snowhill a workplace that encourages diversity and equal

opportunities for all. Provide a space to support employee health and well-being.

- C – Procurement (finance and purchasing) As the world's largest manager of commercial buildings, with a portfolio of 7 billion sq. ft. under management, CBRE takes our role in minimizing negative environmental impacts in the built environment very seriously.

We recognise that Three Snowhill is a significant contributor to global carbon emissions. From resource management and procurement initiatives to employee training and academic collaboration, our sustainability programs help reduce the impact of buildings on the environment and, at the same time, create a positive effect on the communities in which we live and work.

- D – Community (volunteering, skills matching and fundraising) To play a positive role in society, we've built a culture that promotes employee volunteering, skills matching and fundraising.

We actively support local businesses and the communities in which we operate Birmingham and UK Three Snowhill to be a member and ambassador for an organisation that supports and promotes green initiatives to help combat climate change.

IN DETAIL

Environment

Three Snowhill Commitments In July 2021, Three Snowhill has joined The Green Organisation to



become a gold member. The gold membership status ensured we signed up to the code of green conduct.

The conduct includes the following commitments:

- This enabled Three Snowhill to be committed to good environmental practice, we met standards set by the environmental law and we fulfil the legal duty of care requirements for waste and disposal.
- It confirms that Three Snowhill reduces, reuses, and recycles to improve environmental performance.
- Priority will be given to buying locally, sustainably, and ethically
- Three Snowhill will take responsibility for its environmental actions
- Three Snowhill recognises its long-term commitment to continually improve and update environmental practice

Three Snowhill Award Achievements

As a result of working with the green organisation and fulfilling our environmental and sustainability obligation we have achieved the following:

- Green apple Environmental Award 2021 - Silver and Bronze winner for 2021
- Green apple Beautiful Building Award 2021 - Gold winner for regeneration projects - Silver for the Urban commercial category
- Regional Winners for the BCO awards
- BREEEAM Excellent.

Three Snowhill Net Zero Goals

CBRE is working to create a sustainable future for all, and that starts with the impact of the workspaces and buildings we occupy and manage for clients. Buildings are responsible for nearly 40% of carbon emissions globally, so CBRE's 7.1 billion square feet of managed property gives us an outsized opportunity to help reduce greenhouse gas emissions through our own operations, services for our investor and occupier clients and throughout our entire value chain.

In 2021, CBRE set a goal to achieve net zero carbon emissions by 2040. This commitment encompasses carbon emissions from our own operations, the properties we manage for investors and occupiers, and our supply chain.

All of our sustainability efforts ladder up to this net zero goal, including our 2035 science-based targets to reduce emissions and our strategic initiatives on renewable energy and fleet electrification.

Invest in innovation that will aid planning, support, and tracking sustainability initiatives.

We have committed to reaching Net-Zero by 2040 at Three Snowhill, but more importantly for assets, we manage on behalf of our clients.

We have the responsibility to create this roadmap for our clients. To be able to qualitatively and consistently measure consumption and we have decided to expand the successful roll-out of the Deepki platform to accommodate our client's needs for standardisation and automation whilst easing the operational delivery.

We have invested in Deepki as part of our Environmental Social Governance (ESG) commitment.

- To ensure we have a single-point portal to manage our environment initiatives action plan that demonstrates saves and confirms commitment.
- The system captures data from utilities to review consumption and identify savings and reductions
- The system also provided data for innovation and fund investment required to support Three Snowhill in its environmental and suitability commitment.

Three Snowhill plants trees to help fight climate change and help the environment. Global warming is happening at a faster rate than ever. Our polar ice caps are melting, and our forests are burning.

At Three Snowhill we have committed ourselves to plant over 450 trees by 2023.

We are well on our way to achieving this. In 2022 we have planted 363 trees.

Host events at Three Snowhill to create and promote awareness of climate change. To encourage tenants and users of the building to be more environmentally sustainable.

Earth Hour

Three Snowhill and the occupiers have taken part by switching everything off for one hour during Earth hour. During the hour we have saved £486.22 in cost which equates to 348.13KWh. Earth Day On Earth Day on the 22nd of April 2022, Three Snowhill teamed up with tenants in the building and local community members to little pick plastic around the

local community.

It was a fantastic event that Three Snowhill was able to promote environmental awareness amongst the Birmingham community and Tenants.

We have managed to collect over 1,000 Kg of plastic to be recycled.

Creating awareness – Reduce, Reuse and Recycle plastic Event

- We had a zero plastic day event at Three Snowhill in April 2022. We promoted the need to reduce, reuse and recycle plastic.
- We issued to visitors and tenants in the building Tote bags, instead of using plastic bags.
- We issued visitors and tenants china mugs instead of using plastic cups
- The site staff all wore green clothing and



green earth badges to promote and create environmental awareness

To sustainably procure utilities for Three Snowhill
We have worked with the CBRE energy team to procure an energy provider that is sustainable and renewable.

We have since changed supplies from EDF to Total Energies in June 2021. Three Snowhill, CBRE utilises Total Energies' 'Pure Green' Electricity Tariff. Pure Green is electricity that comes from 100% renewable sources such as solar, wind and hydro, but does not include biomass.

To achieve zero landfill waste disposal.

To invest in innovation to help depose waste effectively and reduce carbon emissions. The aim was to ensure we have reports created that can monitor waste disposal on site. We engaged our soft service provider to provide regular environmental reports and evidence of waste generated at Three Snowhill is being recycled and not going to landfills.



The result of this meant we have achieved zero landfills from 2021 until the present. We also added the waste figures to our Deepki action plan system to monitor progress. We have introduced a waste administrator on-site to manage the waste streams for the building and the occupiers.

This is to enable the site to achieve a 100% recycling waste stream by 2030.

OUR PEOPLE

Three Snowhill Ethics & Compliance

The Ethics & Compliance organisation enables our people, businesses and partners to act ethically, stay in compliance with our policies and the law, and live by our RISE values. We do this by creating and sustaining best practice programs and procedures that enhance CBRE's brand as an ethical company and move us toward our world-class aspiration.

Ethics to assist our people, businesses and partners to act ethically, stay in compliance with our policies and the law, and live by our RISE values. We do this by creating and sustaining best practice programs and procedures that enhance CBRE's brand as an ethical company and move us toward our world-class aspiration.

CBRE has the accreditation ISO 9001:2015 Diversity, Equity & Inclusion. As the global leader in commercial real estate, we recognize the impact we have on our communities, clients, employees and stakeholders.

In 2022, we matured our inclusion strategy to include equity. This change reflects the importance of fair treatment, access and opportunity for all. Adding "equity" signifies our expanded commitment to not only encourage diverse perspectives and an inclusive workplace but also identify and eliminate barriers that could prevent the full participation of any group.

Employee Network Groups

The Employee Network Groups are now known as Employee Business Resource Groups (EBRGs). An integral component to advance CBRE's DE&I strategy, the EBRGs create impact by helping advise on professional development, as well as recruiting and retaining diverse talent.

Membership offers our people at Three Snowhill and CBRE in general:

Career and professional development opportunities through a variety of programs;

Connections and networking possibilities with colleagues across all business lines and regions. Globally, CBRE has 16 EBRGs with more than 17,000 members

SAFETY AND WELLBEING

Safety

Our Workplace Safety & Wellbeing vision is to ensure our people experience a caring workplace culture and are safe and well at the end of every workday. Our mission is to drive a culture where safety and wellbeing are integrated into every business decision enabling CBRE to achieve superior outcomes.

We define well-being across these five dimensions:

- Occupational: Contributing in our careers to make a positive impact in our organisation
- Social: Connecting with our colleagues and developing positive relationships
- Environmental: Creating a safe, productive and comfortable workplace
- Physical: Supporting good health, awareness and vitality
- Intellectual: Learning new concepts, improving skill sets and contributing positively to CBRE's culture

Health

Staying healthy is more important than ever, and the right benefits can make a real difference when it comes to our people's well-being. CBRE has a full range of programs to help employees and families thrive. CBRE Launched our new employee benefits platform, myBenefits, to all CBRE Limited, REI employees (CBRE Investment Management/Telford Homes) and PMFM employees 2022.

This includes a host of new employee benefits such as, Private Health Care, Cycle to work, Dental insurance and discounted gym memberships, discounts; all in addition to the host of benefits

Wellbeing

Here at CBRE the wellbeing of our people is our number one priority. We are committed to creating a safe and secure environment and enabling everyone to thrive mentally and physically.

Mind

We provide our people with support Our mental health first aiders are all trained by MHFA England and are available to meet, talk on the phone, connect by Zoom or to text with you and provide support, signposting and reassurance.

CBRE employees can reach out to any one of us to talk about how you are feeling, if you have concerns about a colleague or if you are supporting someone who is experiencing a period of mental ill-health

Body

Our aim at CBRE is to promote and encourage a positive difference to physical health and well-being, to empower all of our people to manage their workload and boundaries, to create opportunities to keep active and move more before, during and outside of work.

We have worked with our client and service partner MK Health, to offer people at Three Snowhill a wellbeing package that includes the following:

Three Snowhill Gym Access Procurement (finance and purchasing) CBRE takes very seriously our role in minimising negative environmental impacts in the built environment. We recognise that buildings are a significant contributor to global carbon emissions.

From resource management and procurement initiatives to employee training and academic collaboration, our sustainability programs help reduce the impact of buildings on the environment and, at the same time, create a positive effect on the communities in which we live and work.

CBRE's Sustainable Procurement Program spans three main areas Decarbonise the Supply Chain by building a baseline of Scope 3 emissions and working with our supply partners to monitor reductions.

Responsible Sourcing where the supply partners we use exceed our supplier code of conduct has high ethics, labour and human rights, compliance and a health and safety focus.

Use of Diverse Suppliers to bring in diverse thinking and innovation, provide economic opportunities for minority groups and better reflect the society we live and work in.

Supply Diversity, Equity and Inclusion

At CBRE, diversity, equity and inclusion (DE&I) for our company, employees, clients, and the communities we serve are key elements of our culture... CBRE is committed to strengthening our diverse supplier base and developing mutually beneficial relationships with ethnic/minority, women, disadvantaged/disabled, veteran, Indigenous, and LGBTQ+ - owned businesses and with small business enterprises globally.

It is CBRE's policy for diverse and small businesses to have an equal opportunity to participate in our strategic sourcing and procurement process.

Community (volunteering, skills matching and fundraising)

At CBRE, we are committed to fulfilling our role as a responsible corporate business by supporting and adding value to the communities where our employees live and work, as well as the communities where the need is greatest.

Our areas of focus will include:

- supporting people facing poor housing and homelessness
- helping tackle loneliness, including mental health, elderly care and social infrastructure, and
- promoting the rights and education of young people.

Below are the different ways Three Snowhill get involved with our charitable work:

World Cancer Day 2022 (4th February) – a raffle event was hosted to raise funds for Cancer Research UK. We raised over £1k.

Earth Day 2022 (2nd April) – staff participated in a litter pick surrounding the estate. On Earth Day on the 22nd of April 2022, Three Snowhill teamed up with tenants in the building and local community members to litter pick plastic around the local community. It was a fantastic event that Three Snowhill was able to promote environmental awareness amongst the Birmingham community and Tenants. We have managed to collect over 1,000 Kg of plastic to be recycled.

Earth Week (12th – 2nd April) – Eco-Friendly items were offered to tenants including Three Snowhill tote bags and the branded bottles made from ocean-recovered plastic.

Creating awareness – Reduce, Reuse and Recycle plastic Event

- We had a zero plastic day event at Three Snowhill in April 2022. We promoted the need to reduce, reuse and recycle plastic.
- We issued to visitors and tenants in the building Tote bags, instead of using plastic bags

Plastic Free July 2022 – occupiers participated in a litter pick around the Three Snowhill area.

Macmillan Cancer Support (October 12th 2022) – we hosted a cake raffle and raised a total of £1k for the charity.

Three Core Challenge (October 2022) – raising money for Great Ormond Street Hospital and Birmingham Children’s Hospital £800 was raised in cash donations

Wear it Pink – Breast Cancer Now (22nd October 2022) - in support of breast cancer awareness, we encouraged tenants to wear pink and hosted a cake raffle, which raised a total of £863.00 for charity.

Birmingham City Mission and CBRE engineers (December) - onsite engineers at Three Snowhill created a reindeer collection box for foodbank donations using recycled pallets and building materials. The food was donated before Christmas to Birmingham City Mission.

Donation of Reindeer to Acorns Hospice (December) – Acorns filled the reindeer with presents for the children

To use void roof space to grow plants and vegetables.

To offset carbon emissions and contribute to the local community. The aim is to use and maximise redundant roof

space to grow plants and vegetables.

To use the vegetables grown on the roof space, in our site restaurant and to supply produce to our local food shelters as part of CSR commitment.

We achieved this by engaging with our planting supplier to provide the service required, but also to provide reusable items to grow the produce in. We have managed to produce enough vegetables, that we have been able to supply our on-site restaurant to use in their menu at Three Snowhill.

This created awareness that the vegetables were grown sustainably in the building instead of having them produced external and delivered to the site. This concept achieved zero carbon emission as a result.

We also donated the vegetables grown at Three Snowhill to the local Birmingham food shelter, as part of our CSR commitment to engage with the local community and create environmental awareness.

St Basils veg donation (October)- collected a bountiful harvest of spring onions, tomatoes and cucumbers from our Three Snowhill veg garden.



TILLEY AND BARRETT GROSVENOR GARDENS

SUMMARY

Tilley and Barrett's latest project, Grosvenor Gardens is situated in the heart of Westminster, London, situated just northwest of Victoria Station. Formerly known as Grosvenor Gardens House, it was built in 1867 as one of Britain's first serviced apartment blocks known as Belgrave Mansions as a whole, before the building was converted for commercial use.

The whole development encompassed the comprehensive refurbishment of Grosvenor Gardens House, a Grade-II listed building. The sensitive redevelopment involved partial fabric removal and remodelling to the rear, along with the sensitive reinstatement of residential use at upper floor levels providing 42 high quality residential apartments and retail units on the ground floor, along with a two-

level basement providing car parking facilities, a wellness facility and cycle parking.

We were appointed by the Principal Contractor Ardmore for the enabling works and deconstruction works for our expertise in working in challenging central city environments surrounded by highly sensitive receptors.

One of the key concerns raised throughout the planning process was the noise impacts for both residents and business, including a live hotel, particularly during the deconstruction phase. The residents and hotel business situated to the north and west were of particular concern as they were sheltered from traffic noise, unlike the other two elevations on Buckingham Palace and Grosvenor Gardens Road.

For this reason, they have low background noise levels. Unfortunately, this was also where all of our logistics – large HGV's servicing both deliveries and removals of site needed to be positioned, as the other locations are TFL red routes with no permissible use or disruption allowed.

IN DETAIL

Tilley & Barrett was established in 1951 to provide the best possible level of deconstruction services and now forms an integral part of the Toureen Group of companies.

As a founding member of the prestigious National Federation of Demolition Contractors since





1971, our history and experience has allowed us to provide services on high profile, complex, and sensitive projects. From our 70-year history we also understand that it's about much more than what we do directly on site, it's also about the environment and surrounding area.

We are committed to deliver a legacy we're proud of, being a business that is considerate to both the environment and communities in which we work, while investing in our teams and younger generations coming through the company, to ensure that we're a resilient business for years to come. Tilley and Barrett's latest project, Grosvenor Gardens is situated in the heart of Westminster, London, situated just northwest of Victoria Station.

Formerly known as Grosvenor Gardens House, it was built in 1867 as one of Britain's first serviced apartment blocks known as Belgrave Mansions as a whole, before the building was converted for commercial use. The whole development

encompassed the comprehensive refurbishment of Grosvenor Gardens House, a Grade-II listed building.

The sensitive redevelopment involved partial fabric removal and remodelling to the rear, along with the sensitive reinstatement of residential use at upper floor levels providing 42 high quality residential apartments and retail units on the ground floor, along with a two-level basement providing car parking facilities, a wellness facility and cycle parking.

We were appointed by the Principal Contractor Ardmore for the enabling works and deconstruction works for our expertise in working in challenging central city environments surrounded by highly sensitive receptors. From the outset of the project, we worked collaboratively with the surrounding stakeholders, Local Authority and client to understand the needs and expectations of all interested parties to the project.

This was key to the overall development, as the first contractor on the ground for the deconstruction phase, it is crucial to set a positive tone for the ongoing development once our works are complete. One of the key concerns raised throughout the planning process was noise impacts for both residents and business including a hotel, particularly during the deconstruction phase.

The residents and hotel business situated to the north & west of the project were of particular concern as they were sheltered from traffic noise, unlike the other two elevations on Buckingham Palace and Grosvenor Gardens Road.

For this reason, they have low background noise levels. Unfortunately, this was also where all of our logistics – large HGV's servicing both deliveries and removals of site needed to be positioned in closed off Eaton Lane, as the other locations are TFL red routes with no permissible use or disruption allowed.

We completed visual noise mapping of our proposed methodology to depict the anticipated noise from works as a tool to enable us to choose the least disruptive methods, equipment, sequencing, and mitigation controls. There were also concerns that the retained façade, keeping the shell of the building up but opening and deconstructing top down the middle and western side would cause noise to be more directional to these most sensitive receptors.

In light of this, we took the proposals from the planning process and developed them into a fully designed acoustic vehicle tunnel and full building height acoustic screen. Something we are not aware of having been done on any other London Project before.

The screen was designed to come down with our deconstruction scaffold floor by floor. And the vehicle tunnel was fully encapsulated for the loading of waste lorries and unloading of deliveries, internal misters to manage dust and track out.

The innovative enhanced acoustic mitigation measures were tested ahead of works commencing by an acoustic consultant independent to the project. Paceconsult conducted an in-situ test to evaluate the sound performance of both the tunnel and acoustic screen test provide 25dBA sound reduction during the floor by deconstruction and a 35dBA reduction when works reach ground floor and basement level.

Considering that noise works in a logarithmic scale and so 3dBA is a doubling or halving of noise, this is incredibly substantial. We had three 24/7 real-time noise, vibration, and dust monitors placed around the project, as depicted below. These are set up with parameters, which, in the event of an exceedance sends a text and email notification too all operational management team members so that works can be identified, stopped and reviewed for alternative methodology or further controls, where practicable.

However, the enhanced acoustic measures and low noise and vibration strategy meant that the deconstruction phase was delivered successfully and well below set parameters (-15-20 dBA).

Outside of the extensive noise mitigation and liaison work that the project did, the team also successfully achieved improved circular outcomes for building components as below:

- 400,000 bricks salvaged
- 82 fireplaces removed
- 60 doors and doorframes
- 4000m2 of floorboards and structural timber deconstructed and sent to salvage company
- 90 radiators salvaged
- All salvaged items catalogued and sent for storage
- 99.7% diversion from landfill to date for remaining waste

The cost of the enhanced noise mitigation measures delivered where borne on the project, but the value has been gained by satisfying the high expectations and requirements; with no exceedances and

elevated levels, delivering acoustic measures that we have not seen on another construction site in London on this scale before.

The measures were so successful that background noise levels recorded from the monitors at the residential and hotel buildings behind the screen and tunnel, were 15-20 decibels lower than the levels agreed through planning, and that would usually be expected on a construction site.

To put that into context, noise is a logarithmic (not a linear) scale so +3dB is a doubling of noise, and + 6dB a doubling again. This enabled the ongoing operations of surrounding businesses and residents with minimal disruption, which went a long way to establish good relationships.

We pride ourselves on being a considerate contractor, and like our other projects we have also facilitated work-stoppages, special delivery access requirements, and requests for special events for the hotel and surrounding businesses.

This again has set the good intentions for the following contractors for the rest of the development. We will certainly take lessons learnt away from the measures installed and tested in regard to the design, products used, and real-world installation in order to achieve desired results.

Although no two projects are the same, each individual element can be replicated in different circumstances.



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TRUSTGREEN

COMMUNITY CHAMPION ROOTED IN NATURE

SUMMARY

In 2022 we were delighted to introduce the role of the Community Champion. This is a new initiative and one that was developed to improve links between existing and new communities, leading to greater social coordination and cohesion.

Our first Community Champion, Emma Hills, is based on a brand-new development in Gaydon, Warwickshire. Emma encourages the delivery of activities within the community which contributes to the health, wellbeing, and safety of the residents.

This enables a smoother integration of the new settlement, with the existing and future communities in the vicinity of the new town. Emma is helping to develop a strong community which is rooted in nature.

The aim is for people to feel part of a thriving community through connection and purpose, with the environment and green spaces at its core.

IN DETAIL

As an organisation, honesty, integrity, and compassion are at the heart of everything we do. We are guided and driven by creating a positive, long-lasting impact regionally and nationally for our people, stakeholders and the developments we manage.

We view sustainability as a spectrum – not just environmentally but across everything we do, including our CSR performance. We offer complete



transparency when it comes to diversity, equality and sustainability and always behave ethically and professionally.

In 2022 we were delighted to introduce the role of the Community Champion. This is a new initiative and one that was developed to improve links between existing and new communities, leading to greater social coordination and cohesion. Our first Community Champion is based on a brand-new development in Gaydon, Warwickshire.

Following a successful tender process and having received approval for use from Stratford District Council, Trustgreen were appointed by the developer consortium as their nominated Management Company to undertake all management responsibilities for the open space and associated features.

A working party was set up to ensure successful integration of the new development and the existing local community.

Trustgreen appointed a Community Champion to act as a focal point for enquiries and to liaise with the consortium whilst enabling the successful integration

of the new settlement with the existing community to achieve social cohesion across the development.

Emma Hills is our Community Champion, and she encourages the delivery of activities within the community which contributes to the health, wellbeing, and safety of the residents. Her local knowledge and contacts are invaluable and help to create and maintain local activity groups.

Emma works in partnership with many organisations in the area to help facilitate and support community activities and education for new and existing residents. Having been in the role for over a year, Emma has seen the impact a Community Champion has made on the new community in Gaydon.

She has discovered how to access appropriate services to support and enrich her work, gaining an understanding of how to share this information with others and making every contact count. Joining up with partners who have the same commitment to finding and promoting the community assets and connecting them to resources has given Emma an insight into how a Community Champion can work at both an operational and strategic level.

Emma said: "It is a huge motivator to know that you are really making a difference at a grassroots level and hopefully these small differences show other community members that they can collaborate and

make a difference too. It is still early days, but I have been enjoying meeting and greeting both new and existing community members at the local village hall, school, children centre and at the sales offices.

I have also been getting invited to delivery steering groups, committee meetings, Parish Council meetings and PR meetings - which is a new one for me! These meetings have enabled me to understand some of the barriers and actions required, for achieving any shared community goals. I'm looking forward to the green spaces opening so the community can get stuck in and really make the most of these amazing assets.

I think there are many ways in which community cohesion and harmony can be achieved but I am most looking forward to seeing the positive partnerships that will emerge through engaging with and developing the communities' green spaces.

Whilst some endeavours can seem fruitless, working with a system of partners it starts to emerge, much like any eco system, that can be a thriving community lead idea or activity that will benefit the whole system in the longer term and needs feeding and nurturing not eradicating."

Partnership working has been the most useful tool in this endeavour, and it has enabled the community to establish initiatives such as the 'Warm Hub'. With

the rising cost of living, funding was secured to open the Village Hall one day a week to provide free hot drinks, soup, cakes and a warm haven for residents to gather.

A further grant of £3,500.00 for digital equipment will enable the hub to provide people of all ages with access to the internet, printing and charging as well as somewhere warm to watch TV and to come and engage in on-line learning.



The key roles and responsibilities of the Community Champion include, but are not limited to:

- Preparation of a Community Engagement Strategy (CES) to enable integration of the new settlement, with existing and future communities in the vicinity of the new settlement, which is agreed with the District Council following consultation with key stakeholders.
- Lead delivery of the community engagement targets, and vision set out in the CES
- Plan and implement community activities and schemes, developing local relationships with key stakeholders through a variety of events and engagement techniques within the new settlement and the surrounding area.
- Provide analysis of engagement events and activities through annual monitoring and evaluation within the CES.
- Develop key community involvement opportunities that engage a broad range of people including hard to reach and unrepresented audiences.
- Identify, develop, and maintain active partnerships with local schools, user groups, volunteer groups, stakeholders, and external organisations

The positive impact and measurable benefits of the Community Champion includes, but are not limited to:

- Addressing barriers to engagement

- Supporting the uptake of services
- Meaningful investment into programmes, both in terms of time and resource
- Building trust and a 2-way flow of information
- Open dialogue with face to face and virtual meetings
- Creating connections in the neighbourhood
- Increasing knowledge, awareness and understanding of local issues
- Undertaking successful outreach and engagement activities
- Increase use of community insight to address barriers
- Facilitate open 2-way dialogue around any concerns community members may have
- Work with champions from different areas or groups to promote cohesion
- Create a sense of agency with mutual learning and cooperation

Emma is our first Community Champion, and she's been working hard to develop the blueprint for future Community Champions. As and when we're awarded strategic sites that have a requirement for a Community Champion, we'll be apply this model to future developments and encourage others to do the same.

We freely share this knowledge with other professionals within our industry, encouraging others to utilise this model.

