



# Social Value and Sustainability Report 2023

# Introduction



As a family business formed in 1963, Kimpton has always worked hard to be a company that supports our team, our customers and the community in which we live and work. We're proud to be a Liverpool City Region business that has been employing and investing in creating good careers for local people whilst supporting our Community for over 60 years.

Since the company was formed, we've understood the value of being "a good neighbour" and creating a great place to work.

Today, those values are imbedded in everything we do as a business.



Cheshire and Merseyside Health and Care Partnership

**SOCIAL VALUE AWARD**

Creating the sustainable building environments of tomorrow

# Developing our Social Value Strategy

In 2019 we ran a series of workshops with our team and undertook a strategic review of how we operate as a business and the values that are important to us as a team. This resulted in the development of our first Social Value and Sustainability Strategy that put social value and sustainability at the heart of everything we do.

This framework has allowed us to leverage, deliver, measure, record and evidence our social value activity alongside the delivery of our sustainability targets and net zero goals.

The framework is managed by our employee-led ESG Group. This covers every aspect of our business from the way we recruit to the way we manage our jobs in the field and has led to us working to deliver social value and sustainability throughout the business.



# The UN Sustainable Goals

Following the Sustainability workshops we identified the following goals where we believe we can make most IMPACT and where we have a high degree of CONTROL.

**3** GOOD HEALTH AND WELL-BEING



**4** QUALITY EDUCATION



**7** AFFORDABLE AND CLEAN ENERGY



**8** DECENT WORK AND ECONOMIC GROWTH



**9** INDUSTRY, INNOVATION AND INFRASTRUCTURE



And we also decided on some PURPOSE DRIVEN goals, these are where we felt we wanted to work harder to make a difference even though our impact would be lower.

**1** NO POVERTY



**5** GENDER EQUALITY



**13** CLIMATE ACTION



**SUSTAINABLE DEVELOPMENT GOALS**

Over the following pages with our case studies and examples we will demonstrate our commitment to each of these agreed UN Sustainable Development Goals.

We believe that business is better when it also delivers economic impact through procurement, education, wellbeing and inclusion. We are passionate advocates of supporting those with additional barriers to employment by giving work experience and training which will lead to sustainable employment. We are also committed to supporting the next generation of workers by supporting colleges and schools with advice about careers within our industry.

We also want to deliver real impact and play our part in the global fight against climate change. We've been investing in renewable technology for decades and are on the frontline in the drive to net-zero. We're committed to responsible procurement local to where we work, with companies that share our values.

None of this will be possible without a workforce reflecting our community who can thrive in a career with us. We are committed to providing a supportive environment that encourages learning, career development and innovation.



Community

# Recruiting from within our community

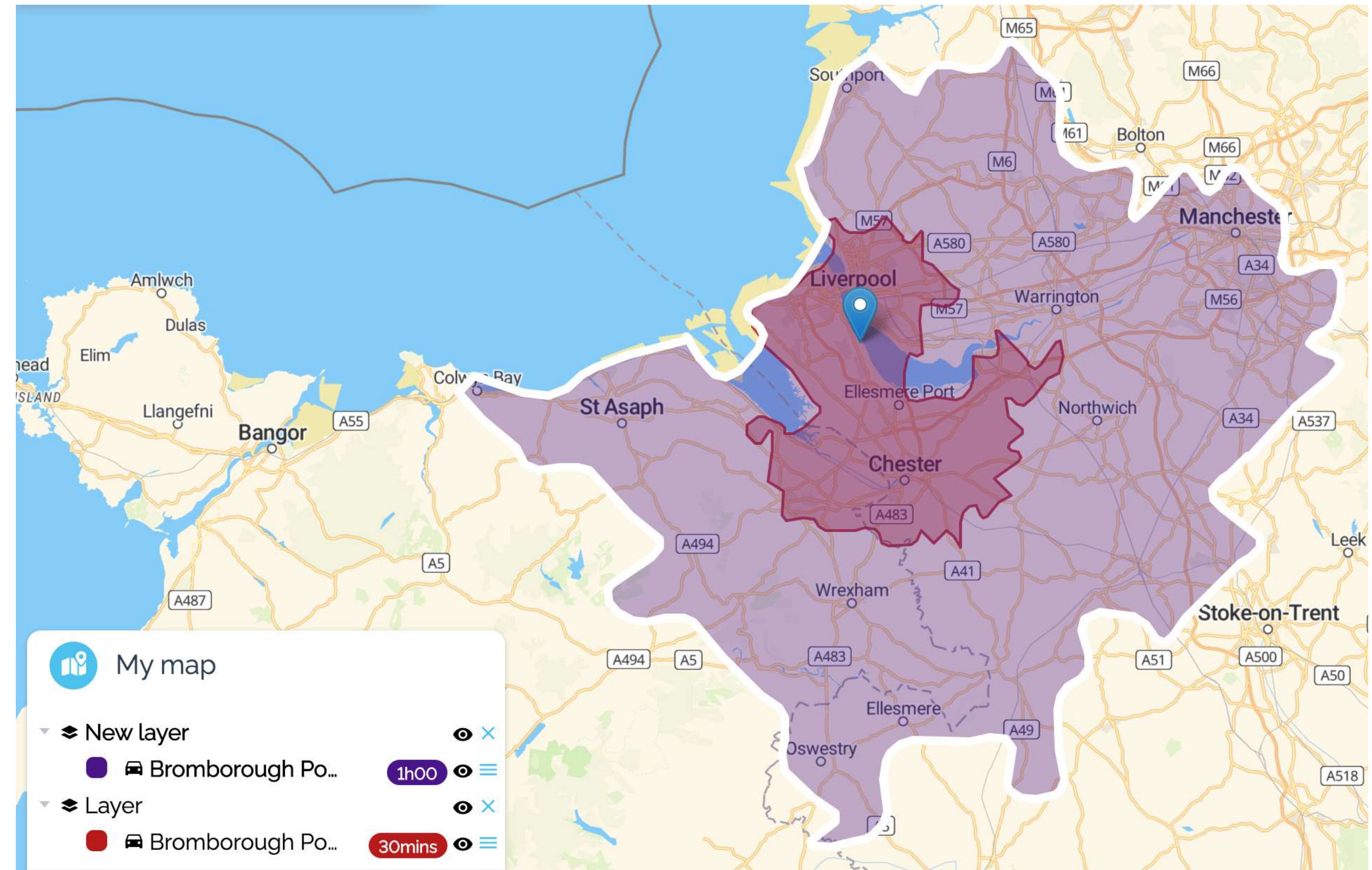


We believe it's the right thing for us to do as a business to recruit from our local community wherever possible.

We advertise vacancies on national job boards and work with employment charities and community schemes working with hard to reach groups such as Liverpool in Work so that opportunities to work with us are available to all.

Of our 96 staff based at our office in Bromborough, nearly 93% live within the CH (Chester) and L (Liverpool) postcodes.

98.5% of our staff live within a one hour drive helping us meet our carbon reduction targets.



# Apprenticeships

We believe passionately in apprenticeships. There has never been a time that we haven't had an apprentice training with us and we've successfully trained over 100 apprentices during 60 years in business. We also work hard to retain them after they've qualified and develop their career. Over half of our senior management team started as apprentices.



We advertise all our apprentice vacancies on the national job board and work with six local colleges to offer interviews to their students. We are targeting hard to reach groups, local schools and employment charities to offer pathways to a Kimpton Apprenticeship to all members of our community.



At present, we have 12 apprentices from Liverpool City Region and a further 2 apprentices working with us on projects in Birmingham and London through shared apprenticeship schemes.

We're working to encourage the use of Section 106 orders to support shared apprenticeships within Liverpool City Region.



# Education and Careers support

We understand that if our industry is going to recruit enough engineers to deliver the UK's net zero targets, we need to play our part in attracting talent from all parts of society.

Kimpton's Matt Breakwell and Grace Roberts both volunteer as Enterprise Advisors for Liverpool City Region and Careers Wales. This involves them working with schools to support the delivery of the Gatsby benchmarks by talking to students about careers within Construction and the Mechanical Services industry.

We've worked with primary and secondary schools and colleges speaking to pupils and students about their perceptions of the industry. We've found that 10 year olds use words like scary, dirty and dangerous and 14 year olds are usually unaware of the opportunities on offer. By engaging with children we hope to change some of the stereotypes and make engineering an attractive career choice to all.



Gyrfa Cymru  
Careers Wales



# Education and Careers support

We recognise that women are under-represented in our industry so Matt and Grace have chosen to pair with Prenton High School for Girls and support their careers curriculum. They are working with the school to encourage more young women to consider a career in construction.

Grace has been talking to pupils about her experience as an Apprentice Estimator. At 21 years of age, Grace is able to facilitate frank and honest conversations with pupils and hear and understand why some girls might not feel that the industry is for them.

She is helping to challenge perceptions of what working in engineering is like, explaining the opportunities available, sign-posting the career pathway and making them aware of the excellent salaries on offer.



THE CAREERS & ENTERPRISE COMPANY



# Education and Careers support - STEM

Grace and Matt recently spent the morning with the Year 7's from Prenton High School for Girls working with them on their Enterprise Challenge, which was to come up with ways to make the school more sustainable.

Matt and Grace talked about the decarbonisation projects we're working on and some of the renewable technologies and energy saving measures that we deliver for our customers.

The presentations at the end were excellent. The students had taken a holistic approach considering a range of measures. They talked about how they would reduce waste, carbon and energy use through improved insulation, light sensors in classrooms and rain water harvesting mixed with adding renewable technology such as solar PV and wind power.

This was the first Enterprise Challenge that the school has run since the pandemic and it was great to see how much the girls enjoyed it and how sustainability was embedded in their thinking.



THE CAREERS &  
ENTERPRISE  
COMPANY



Regeneration Brainery is an Educational Programme to teach and inspire the next generation of property leaders.

A key aim of the programme is to encourage a more diverse industry and get more young people into Property and Regeneration.

We are supporting Regeneration Brainery to set up a Liverpool Hub and have delivered presentations to college and university students from Liverpool that want to learn more about careers in building services engineering.



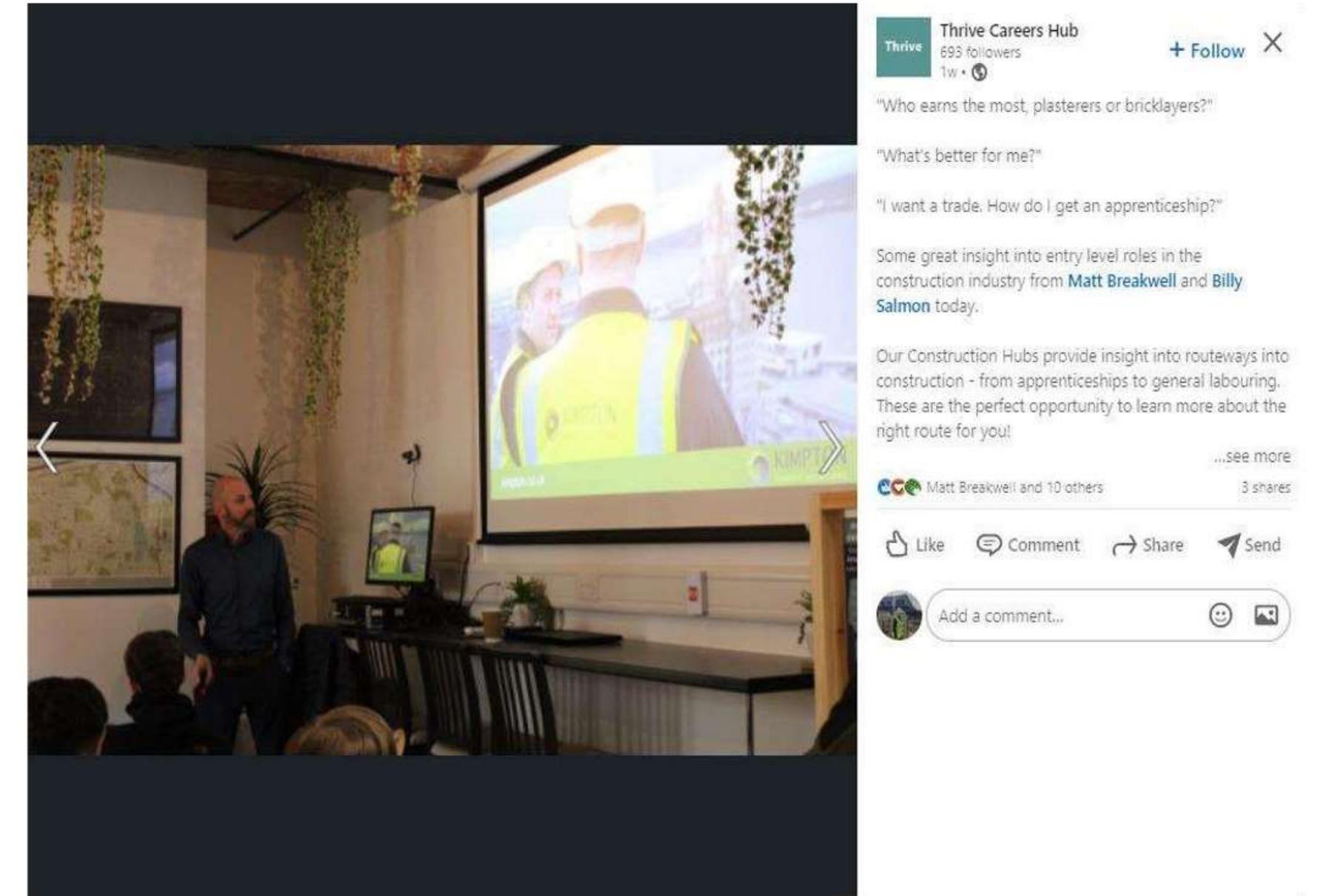
## REGENERATION BRAINERY

# Developing a Community Engagement Plan

Thrive Careers Hub, in Dale Street, support local care-experienced young people and other disadvantaged groups, to offer advice, support and training opportunities to those who may otherwise not have access to mainstream training.

We're supporting Thrive by delivering careers advice and work experience placements to increase access to employment opportunities for hard to reach groups. We're also supporting their FUSE and CSCS card training events, helping young people that have grown up in care to develop contacts in the world of work.

We also work with Social Enterprise recruitment companies to offer opportunities to disadvantaged members of the local community. We supported the Building Lives Academy by delivering a series of work experience placements to offenders on license. One of the ex-offenders was employed on a full time basis with one of our supply chain partners upon his release into the community.



# Thrive

# School Work Experience Placements

Work experience is an enormously valuable part of a young person's education that most school pupils missed out on during the pandemic.

We are supporting local schools to offer work experience placements allowing pupils to experience working life in a real-world setting, and find out if a career in Building Services Engineering is for them.

For those pupils that want to explore further opportunities with us, we offer a pathway to a Kimpton Apprenticeship by signposting them to local colleges that offer a Level 1 Diploma in Plumbing when they leave school. We then support their studies by offering them further work experience placements throughout their training and the opportunity to apply for an apprenticeship at the end of their diploma.



# Work Placements

Practical site experience is an invaluable part of an engineers training and on courses such as T-levels, an essential element of the course syllabus. We are working with local colleges and training providers to offer meaningful work experience for their students wherever possible, throughout the year including offering two industry placements for students studying T-Level in Building Services Engineering.

Working in partnership with Coleg Cambria, Kimpton delivered work experience placements to six building services engineering students enabling them to experience a week on site with our team delivering a £1.3m M&E package on a new school in Queensferry for Flintshire Council. On a project in Wrexham, we delivered a series of four week placements for six of Wrexham County Borough Council's Plumbing Apprentices.

We've given four students from Hugh Baird College experience of working with us on a high security site delivering a £7.5m refurbishment of The Capital Building for The Home Office.



# Work Experience Placements

We don't just offer work experience on local projects. Wherever we work in the UK we build relationships with local colleges to offer their students opportunities to gain experience of working on site as part of a team.

On a £3m Student Accommodation project we're delivering in Leeds, we're working with Leeds College of Building to offer week long work placements to their students studying Plumbing and Electrical courses. We will also support T Level Students studying Building Services Engineering with their 45 days of placement over a 9 week period.

On another project in Lewisham, London, we're delivering long term placements for two apprentices with a local training provider.

We're proud of the culture of providing educational and career support that we've created. It's become simply part of what we do. We are playing our part in addressing the skills shortage in the industry and we want to be part of the solution.





# Supporting Charities in the Local Community

**Charity:** Incredible Edible Knowsley

**Project:** Irrigation System



Incredible Edible Knowsley is a social enterprise that not only grows and donates its own freshly grown produce to Knowsley Food Bank, it also enables local people to learn how to grow food from seeds, eat more healthily and develop a passion for local produce.

It's a scheme where our support can have a bigger impact than others as our experience as plumbers means we are able to leverage our skills to deliver much greater results. We volunteered to survey the existing irrigation system in their former garden centre site, assess what worked and what needed to be scrapped and what could be saved or repurposed...



**Charity:** Incredible Edible Knowsley

**Project:** Ongoing Support

## Details

Over two days and some finishing time afterwards, the team installed a whole new irrigation system for the poly tunnels and recommissioned the rainwater tank that was one site. We donated all of the materials and labour the job required.

This amazing project is helping feed the people of Knowsley and South Liverpool through the produce it grows and the food club that it operates. We continue to offer our support to develop the services they provide the community and to improve the facilities as they grow.



# Supporting a Grass Roots Music Venue

As part the social value commitments we made as part of our successful bid for the Liverpool ACC Arena Hard FM Contract (the hosts of Eurovision 2023) we identified the perfect community scheme for Kimpton to work with to support the arena’s aim to develop the live events industry, at a grass-roots level.

Future Yard CIC is an exciting 300 indoor / 500 outdoor capacity new music community venue that, as well as bringing some of today’s most exciting new artists to Wirral, are providing key early performance opportunities for emerging local musicians.

They have re-imagined the role of a live music venue, providing live industry training and a regional hub for artist development. Their aim is to find new ways to bring about profound social and cultural change in Birkenhead which sits in the bottom 1% on the index of multiple deprivation across the whole of England and bring pride back to what they describe as a “forgotten” town.



**PRS**  
Foundation



# Supporting a Grass Roots Music Venue

Future Yard run a series of training programmes to enable young people to begin a career in the live music and events industry. Their Propeller training programme is a free to access programme aimed at equipping artists with the skills to succeed in the modern music industry through workshops and professional mentoring.

Sound Check is a training programme in partnership with The Learning Foundry designed to introduce young people aged 16+ to the skills they need to pursue a career in the live music industry. The free programme focuses on Technical Production and Live Music Event Management. Students completing the programme have already gone on to employment in the music and live performance industry.

The venue also runs sessions for complete beginners and houses five high-quality rehearsal studios with full PA and backline available for local musicians to hire seven days a week from as little as £6.25 an hour.



# Supporting a Grass Roots Music Venue

We have partnered with Future Yard by pledging our time and money to support their work in the same way that we do at Incredible Edible Knowsley.

We have carried out a survey of their HVAC and Electrical equipment and identified various ways to make the systems work more efficiently reducing their energy costs.

We also service and maintain the HVAC and electrical equipment at the venue free of charge ensuring they comply with all statutory legislation and saving them money on fees that they previously had to pay to get the work done.

We are helping them to meet their net zero goals by offering our experience and skills in decarbonisation and performance space environments and are currently assisting with the design of their planned extension saving them £1000s on consultancy fees.



# Supporting Charities in the Local Community

**Charity:** Nightingale House

**Project:** Christmas Tree Collection



Nightingale House Hospice  
Hospis Tŷr Eos

Nightingale House Hospice in Wrexham have run a Christmas Tree Collection Service since 2019 and we support them every year.

The volunteers from the Kimpton team give up a full day each to go out into the local community with one of the Kimpton vans to remove people's old Christmas trees, in exchange for a donation to Nightingale House Hospice.

This effort has raised £45,000 over those four years.



# Supporting Charities in the Local Community

**Charity:** Radio City Cash for Kids

**Event:** Lego Walk Extreme & Anfield Abseil

Radio City Cash for Kids is a grant-giving charity helping disadvantaged children across Liverpool and the North West who are affected by illness, poverty, neglect or have additional needs. Kimpton have supported Radio City's Cash for Kids for a number of years by donating presents for their Christmas appeals so that all children in Liverpool can wake up with a Christmas present.

For the Lego Walk Extreme appeal, four of the Kimpton team volunteered to raise sponsorship by walking across Lego bricks. We managed to raise £1,135.00 of the £10,993.00 raised in total.

We also volunteered for the Anfield Abseil and raised a further £760.00



**Charity:** Saughall Colts Football

**Project:** Main Sponsor U17's

## Details

We encourage our staff to volunteer in the community and Lee Williams of the Kimpton team is an FA Qualified Coach and gives up a huge amount of his time to coach and encourage the Saughall Colts U17's team.

He's done it for many years and we took the opportunity to support him by sponsoring the team and club.





# Supporting Charities in the Local Community

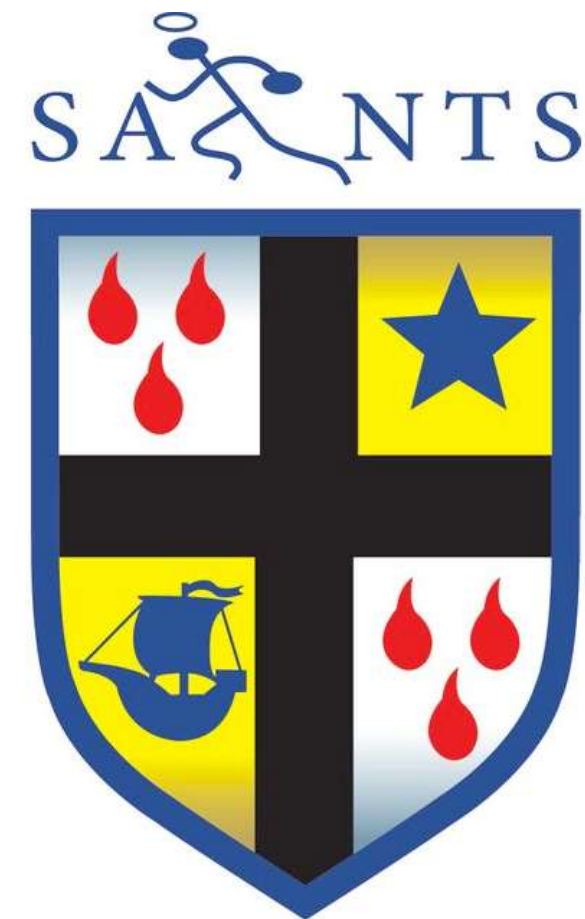
**Client:** Anselmians RUFC

**Project:** Ongoing Support

## Details

We have worked with Anselmians for many years and been the lead sponsor in numerous events at every level of the game, from the mini rugby and the women's team, right through to our involvement with the recently promoted first team that now play in the Regional 2 North West League.

We also donated time and resources during the difficult COVID times to ensure the build of the new clubhouse was delivered, for when the game was allowed to restart fully.



**Charity:** Charles Thompson Mission

**Project:** Food Bank Donations



The Charles Thompson Mission work to help men and women who are homeless, poor and in need due to poverty. They provide hot food, clothing, toiletries, other basic essentials, along with love, care and compassion and treat people with dignity and kindness.

Each year the Kimpton team donate food and other goods and deliver them in time for distribution over Christmas. The pictures show some of the team dropping off the boxes at the food bank.



## Project: Local Food Bank Donations

On what was one of the coldest days in recent years, Steve Loughran, volunteered to deliver food parcels for the Shaftesbury Youth Club.

Shaftes have handed out over 1,000 food hampers, including 17 schools around the Wirral area who nominate families with children. His work also took him to Park Primary School in Wallasey to hand out over 100 hampers to families struggling with the cost of living.

Steve then went to 27 individual houses to hand-deliver further food parcels to families with no transport or who were having to shield. The final 30 or so hampers were returned to Shaftes for distribution around the Prenton area to the elderly and housebound, who they also provide for.



# Charitable Donations

**Charity:** Cancer Research

**Event:** Skydive

An intrepid team from Kimpton made up of Rob Brine, Phil Higham, Meg Swanick, Callum Morgan, Ellie Jervis, Tony Ferguson, Keith Watts and Paul Cooper took part in a sponsored skydive from 15,000ft – the highest in the UK – at Black Knights Parachute Centre in Cockerham, Lancashire, to raise money for Cancer Research.

The team paid their own expenses and the money they raised – which was over £1,850 including the cash contributions from the team at work, which all went to the charity.



# Charitable Donations

In addition to the charities and community schemes already listed, we have given time, money or equipment to other charitable causes this year:

- Wirral Metro Swimming Club
- Just 4 Children
- Ukraine Appeal
- Cancer Research – Skydive raising £1850.00
- Art for Their Sake – Murals for Children’s hospitals
- Costello Syndrome
- Respite for UK Kids
- Supporting Children with Cancer
- Byrne Avenue Trust
- Victoria Hall Community Trust



# Environment, Sustainability & Climate Action

# We're Innovative – Creating the Sustainable Building Environments of Tomorrow

Whilst our competitors are busy re-training gas engineers to install heat pumps, Kimpton have been installing heat pumps since the 1970's when we played a key part in helping Walkers Crisps and Golden Wonder develop the UK crisp industry. This long history and culture of innovation has resulted in us being involved in the development of two UK firsts in renewable technology.

With TATA steel, we helped develop the first Transpired Solar Collectors in the UK. The passive technology pre-heats air for the ventilation system and payback can be as little as 3 years



We designed and installed the UK's first Water Source Heat Pump in open sea at Plas Newydd, Anglesey for the National Trust. The zero carbon technology saved them £30k a year



## Carbon Reduction Plan

We benchmarked our 2020 Carbon Emissions with help from the Low Carbon Eco-Innovatory team at Liverpool John Moore's University and have developed a Carbon Reduction Plan that will allow us to reach net zero by 2030.

We've set up an employee-led ESG Group to develop the plan, set challenging, but achievable targets, and report on our efforts.

Prior to benchmarking, Kimpton have spent the last ten years working to reduce our carbon emissions with the introduction of a programme of energy efficiency measures. These measures include;

- Installation of LED Lighting with PIR controls to main offices facilities
- Installing Heat Pumps as our primary source of heating
- Installing a 10kw Solar PV array on the roof of our head office
- Installation of LED lighting in Maintenance Department warehouse
- Operating and publicising a Cycle to Work Scheme





## Carbon Reduction Plan

Our carbon assessment identified that because of the amount of energy saving measures we had carried out prior to benchmarking, 77% of our Scope 1 & 2 emissions are from vehicles owned or operated by Kimpton. Our Carbon Reduction Plan sets out further actions that we need to take to reach our goal of having a net-zero business by 2030.

- We've replaced 50% of our fleet with electric vehicles
- Increasing the number of meetings held online and using the train instead of car journeys on our out of town projects
- Installing two 22kw EV Chargers
- Installing a shower to encourage cycling to work
- Encouraging our staff to switch to electric vehicles by setting up an employee salary sacrifice scheme for leasing electric vehicles
- Increasing the amount of Solar PV generation to 42kwp
- Replacing all lighting with LED throughout our warehouses
- Replacing our gas boilers with heat pumps



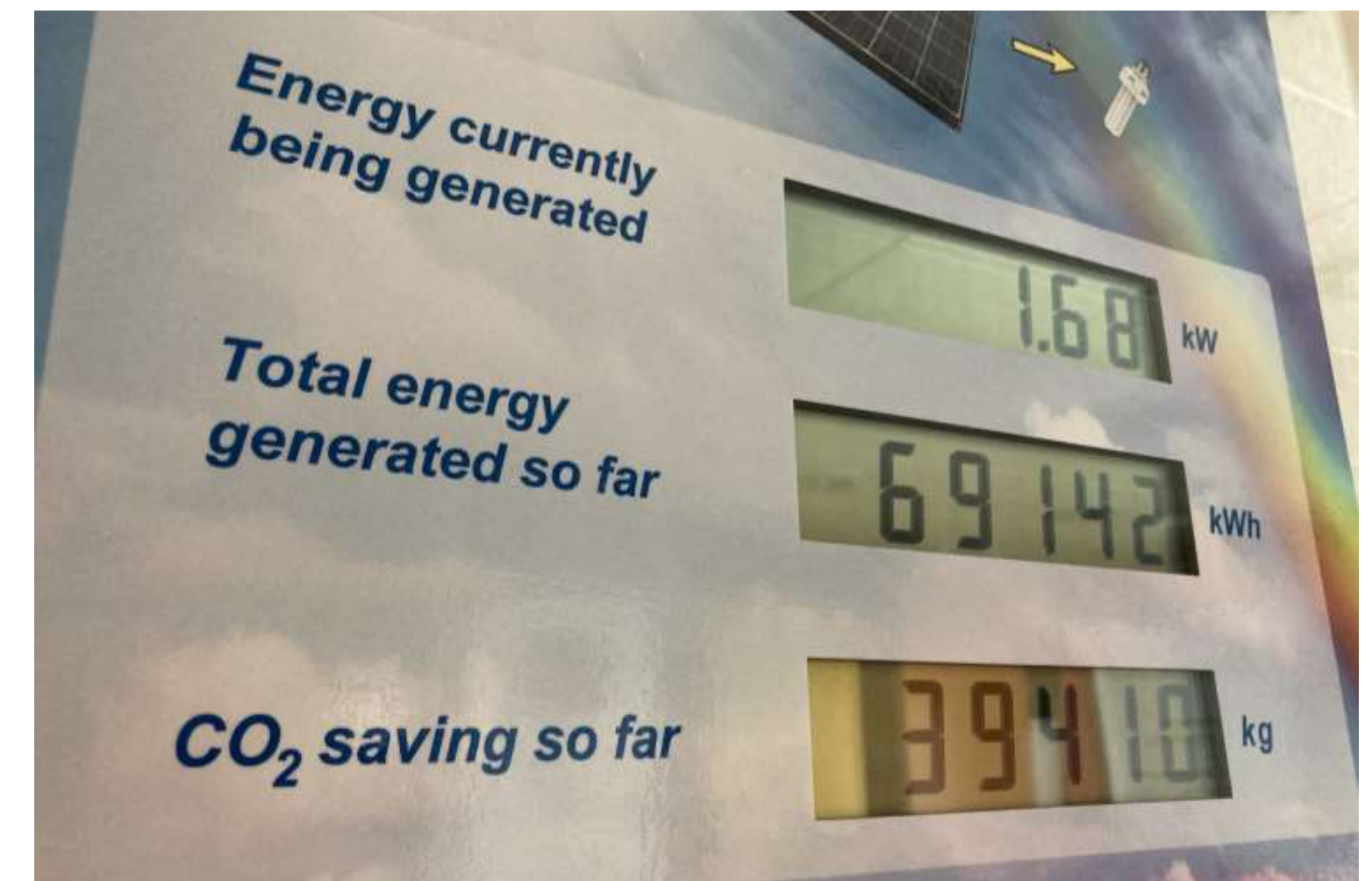
## Zero waste to Landfill

Working with our waste partners B&M, we ensure that NONE of our office waste goes into landfill. 30% is recycled and the remaining 70% of our non-recyclable general waste goes into Refuse Derived Fuel or RDF. Overall in 2021, we produced 6.29 tonnes of waste. Of this, 1.88 tonnes was immediately recycled and 4.41 tonnes converted to RDF. This Refuse Derived Fuel is now used locally in a new Eastham Bio Power Plant which produces 24mW and can power 50,000 homes.

We aim to increase recycling to 50% by the end of 2023.

## Solar PV power generation

Solar PV also helps power our offices. To date we have generated 78,000 kWh and saved nearly 45 tons of CO2. We are planning to dramatically increase our solar PV generation over the next two years by extending the array on unit five and installing an array on unit six



In addition to the ISO14001 environmental processes that we operate to, we are currently auditing all of our waste streams and developing a comprehensive Waste Reduction Plan which will look at every aspect of the waste that we produce as part of our work.

We utilise manufacturer take-back schemes wherever possible so that waste is recycled by the manufacturers. Our other site waste is disposed of in re-cycle skips and electrical waste is sent to electrical wholesalers for WEEE re-cycling. If we cannot take the waste to any of the above it is returned to the office and placed in our bins for re-cycling by B&M.

Our scrap metal is sent to Recycling Lives in Birkenhead which is a recycling and waste management business that is working to reduce reoffending through employment. They also support a broad range of disadvantaged groups in the community.

We are committed to reducing waste across the business year on year.



# Site Waste – Reduce – Re-Use - Recycle

Through our Waste Reduction Plan, we've completely rethought how we approach and deal with the site waste that we create, in line with the Liverpool City Region combined authority waste reduction strategy.

As part of a £5m refurbishment of the largest office space in Liverpool we had to remove several floors of good quality carpet tiles and were asked to dispose of a large quantity of second hand furniture.

Rather than send them for recycling, we advertised through our network and via various community notice boards, and identified a range of community groups and social enterprises that could make use of them.

We delivered tiles to Incredible Edibles Knowsley, Byrne Avenue Trust who are bringing Byrne Avenue Baths back into community use and Emmaus, Preston, the largest charity shop in the UK who provide a home and work for people who have been homeless or socially excluded. We also delivered to local start-up and training businesses who made a donation to charity.



# Reaching our Sustainability Goals – Waste Reduction

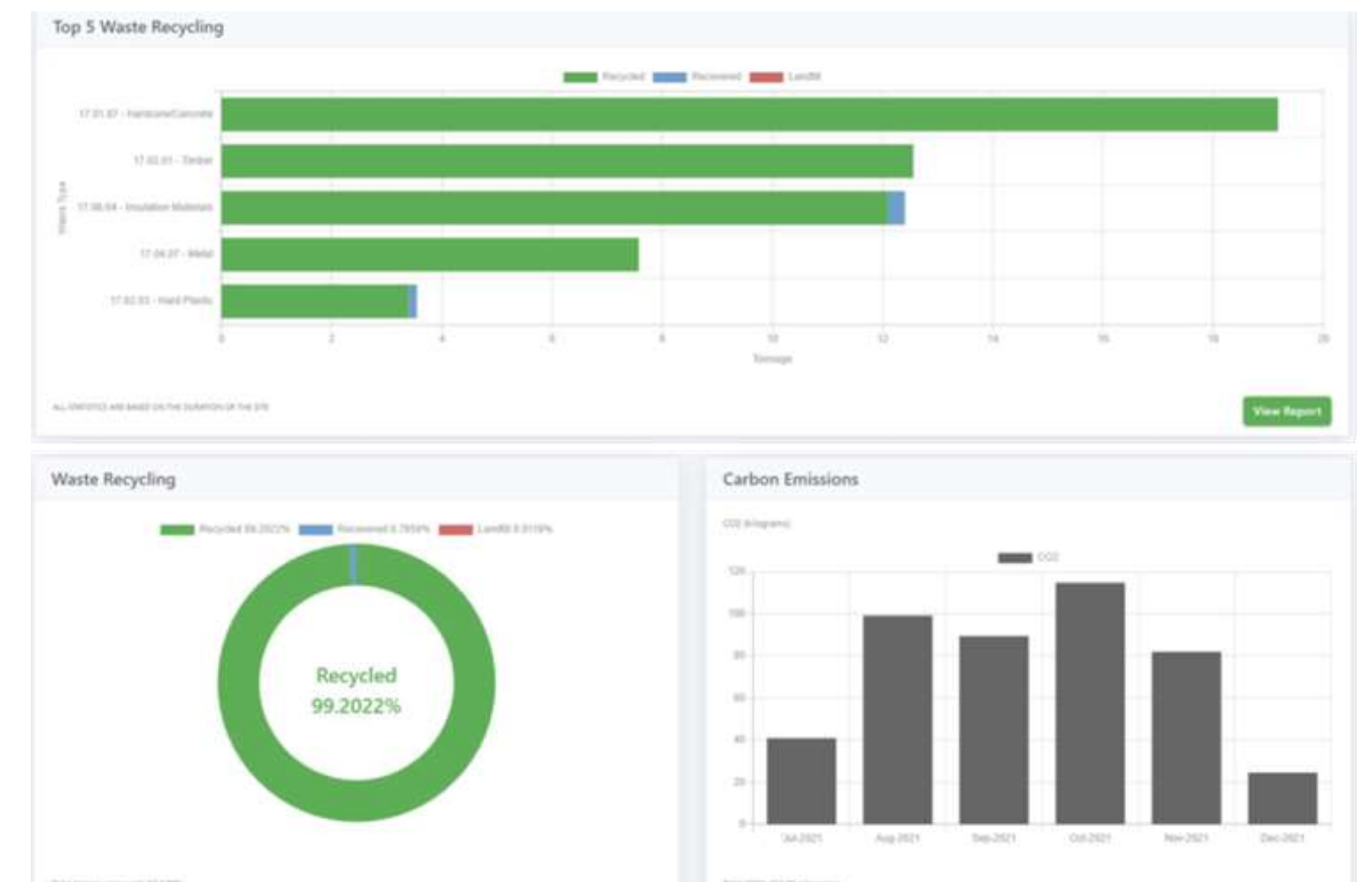


As part of our Waste Reduction Plan we have partnered with Go Green Limited, to oversee and monitor all of our waste streams.

This analysis allows us to segregate data not only into different types of waste created, but into the different areas of the business from which it has been created. It also allows us to report on individual contracts.

The Go Green system provides access to a client portal that can report on a wide variety of metrics, including consumables used and parts removed for return to manufacturers for recycling and reconditioning through take-back schemes.

Our Waste Reduction strategy has led to us reducing and repurposing waste throughout our operations. We have donated and delivered all kinds of waste including unwanted furniture, carpet and ceiling tiles to local community schemes, charities and Alder Hey Children's Hospital where we donated two 12' Lime trees that had outgrown their space.



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Rather than send them for recycling, we advertised through our network and via various community notice boards, and identified a range of community groups and social enterprises that could make use of them.

We delivered ceiling and floor tiles to Sean's Place in Bootle, a men's mental health charity, Incredible Edibles Knowsley a community food growing scheme, The Big Help Project and a number of other community schemes and charities. We also delivered to local start-up and training businesses who made a donation to one of our partner charities.



# Site Waste – Reduce – Re-Use - Recycle

The remaining 5 pallets of carpet tiles were sent to Recipro, a social enterprise who resell left-over construction materials, where they went on to be used by Sea Cadets Birkenhead, Poulton Road Food Bank and a local start-up business.

The furniture was used by Incredible Edibles for the outdoor café used by their members of their food club and the other community groups they support. We also donated furniture to Mencap, Byrne Avenue Trust, The Bobby Colleran Trust, Victoria Hall Community Trust and Prenton High School for Girls amongst others. The remaining furniture was sent to Recipro where it will be re-purposed.

With a little thought and effort, we managed to reduce our impact on the environment whilst creating social value for our community. We're proud of how the whole team has got behind the effort and are challenging ourselves to be part of the solution.



# Site Waste – Reduce – Re-Use - Recycle

As part of a refurbishment of a city centre restaurant, we were asked to remove some large ornamental Lime trees that had outgrown their space.

However, at 12' high and 8' wide we were unsure who would have enough space to take them!

After putting the word out via various networks, we were put in touch with Jodie Cockram, Operations Manager at NHS Alder Hey Academy, who luckily had the perfect spot for these gorgeous trees which now sit just inside the doors at both entrances from the gardens outside.

They look great and really help to bring the park surrounding the new hospital buildings flow inside the building at either entrance.

We've been working hard on Waste Reduction and Carbon reduction and we work with our clients to re-purpose or re-use waste wherever possible.





# Energy Efficiency

We are in the business of carrying out planned preventative maintenance to ensure gas, oil and electrical equipment are operating at their maximum efficiency.

When we offer a proposal for any replacement heating or air conditioning plant, we offer the most suitable environmentally friendly option. Ultimately, we intend to balance our customer's commercial needs with that of the environment.

We also help our clients to assess the right combination of renewable technologies for their buildings whether this is with heat pumps, solar PV, high-efficiency gas boilers or a hybrid solution.

All of this helps towards the ambitious targets set by the government to achieve zero carbon in all our commercial buildings by 2050.



# Harmful Refrigerants

We are encouraging our clients to take climate change action by replacing equipment which contains harmful outdated refrigerants. We have invested considerable resource and expense in becoming REFCOM F gas accredited and we ensure all of our refrigeration staff are up to speed with current regulations.

We now advise all clients (and potential clients) of the future energy and CO2 savings they can make if they change their HVAC system to one that is more environmentally friendly.

We have real depth of expertise in R22 Replacement systems, R22 is currently considered one of the most harmful greenhouse gasses and has now been banned for any future or replacement systems.



## Sustainable Travel

In parallel with our green travel plan, we are encouraging our staff to make the switch to greener travel. In order to enable this, we have installed 22kw electric car charging at our head office and have introduced a salary sacrifice scheme to allow our staff to lease an EV at attractive rates.



## Cycle to work

We have also introduced a cycle to work scheme. This is an employee benefit that saves between 25-39% on a bike and accessories for the employee. We also have allocated secure bike parking within the head office and installed showers to encourage more of our staff to leave the car at home.



## **Flexible working**

2020 and the COVID crisis accelerated all of our plans for more flexible working for both our office and site based team. During the year, we have introduced measures that are far more flexible and family friendly than ever before. Many of the office team now work 20-40% of their time from home and we have supported this move with investment in laptops, second screens and office desks and chairs where required. We have also been able to help with converting unused spaces at home into a dedicated office space.

## **Virtual meetings**

Whilst there are obviously still site visits to meet with and supervise site teams, almost all of our client meetings have switched to virtual meetings. To enable this we have invested heavily in conferencing facilities within the office and again supported the team to add the technology to meet virtually, if they are working from home.



# Procurement with Purpose

We've always developed strong collaborative relationships with our suppliers which has resulted in our incredibly robust supply chain. We always pay on time which is why we're a preferred client to many of the specialists we work with.

We also target suppliers local to those places in which we are working, whether that be for materials, plant, tools or any other items needed. This helps us to reduce our carbon impact and to provide as much benefit to local and regional communities as possible through our activities.

In 2021 over £10m of our turnover was re-invested in one way or another back into the local communities that we serve, including the employment of local labour, procurement from within the local supply chain and support of community initiatives.



**Prompt  
Payment Code**

People

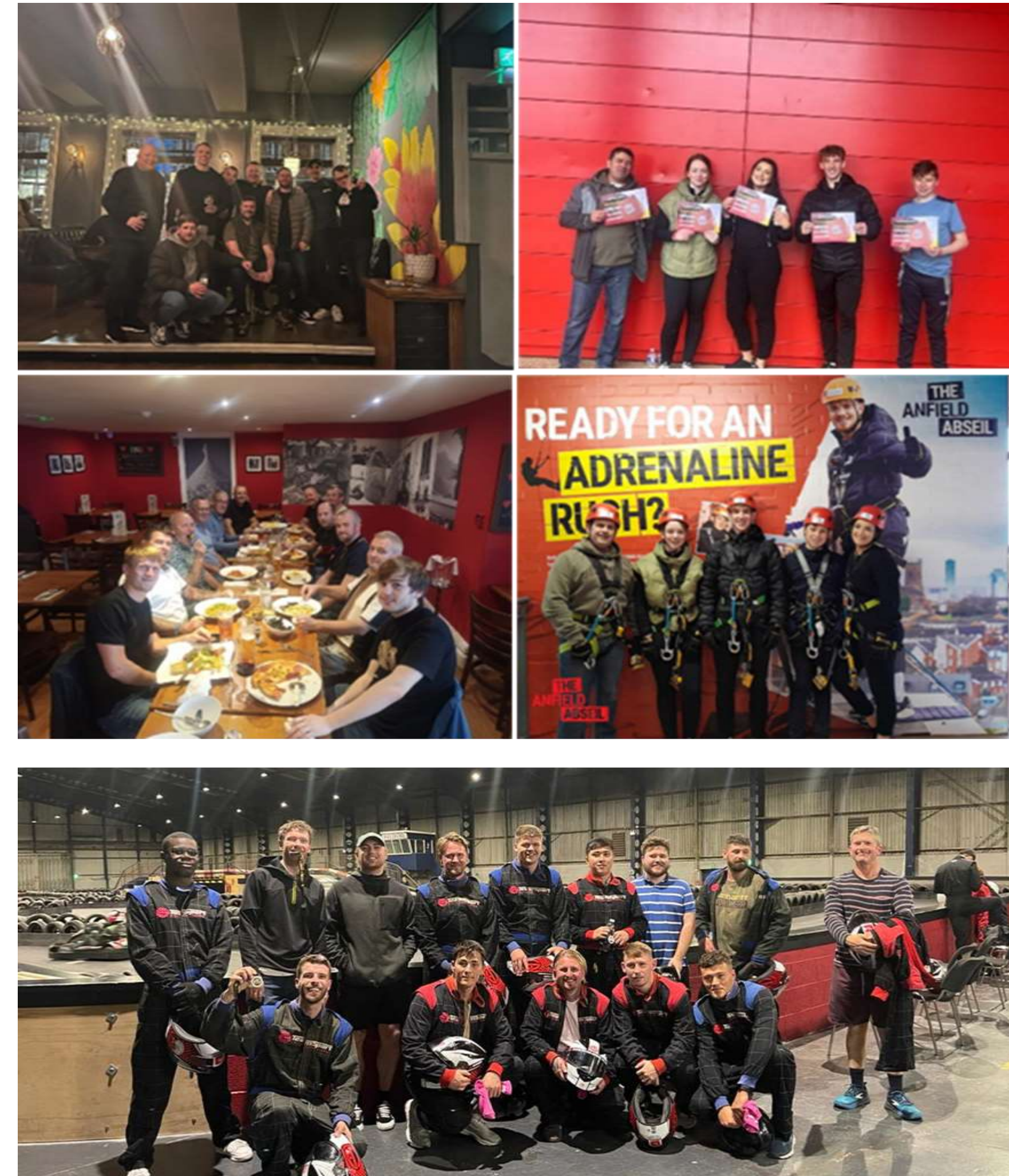
# Creating a great place to work

We believe in offering well-paid jobs with career progression and development opportunities and nurturing a happy and engaged workforce. By keeping our team happy, our retention is much higher than industry standard and we retain our technical expertise.

From social events to getting involved in charity work and the local community, we've always taken our corporate and social responsibility seriously and chosen to invest in our team's wellbeing.

Our rates of pay are in line with, or higher than, the rates set by BESA that are agreed annually with industry unions. We do not operate any zero-hour contracts and are a Living Wage Employer.

We run a company contribution pension scheme as outlined in trade rate publications and operate a death-in-service scheme which pays out £60k to next of kin. We also conduct bi-annual Employee Engagement Surveys to ensure conditions are constantly improving and ensure our staff feel respected and valued.





## Health and Wellbeing

Kimpton recognise the need to move to a society where all of us become more aware of our own mental health, other people's mental health and how to cope with our own and other people's mental health when it fluctuates, as outlined in the Stevenson Farmer Report of 2017.

We also recognise that we have a majority male workforce and suicide is still the biggest killer of men under 45 – Construction industry statistics being 3 times the national average – 1 a day in the UK in this industry.

For this reason we engaged experienced local Mental Health Counsellor, Sean Liddell to run a series of Mental Health Resilience Workshops. 20 members of our management team completed a mental health awareness workshop and we're proud to say that we now have 8 MHFA accredited Mental Health First Aiders and 2 Suicide First Aiders across the Kimpton team.



## Health and Wellbeing

In addition to the mental health support we've put in place, Spectrum Life provide our staff, and their families, with 24/7 mental health and wellbeing support via personal mental health coaches, Digital Gym and an app based Wellbeing Platform.

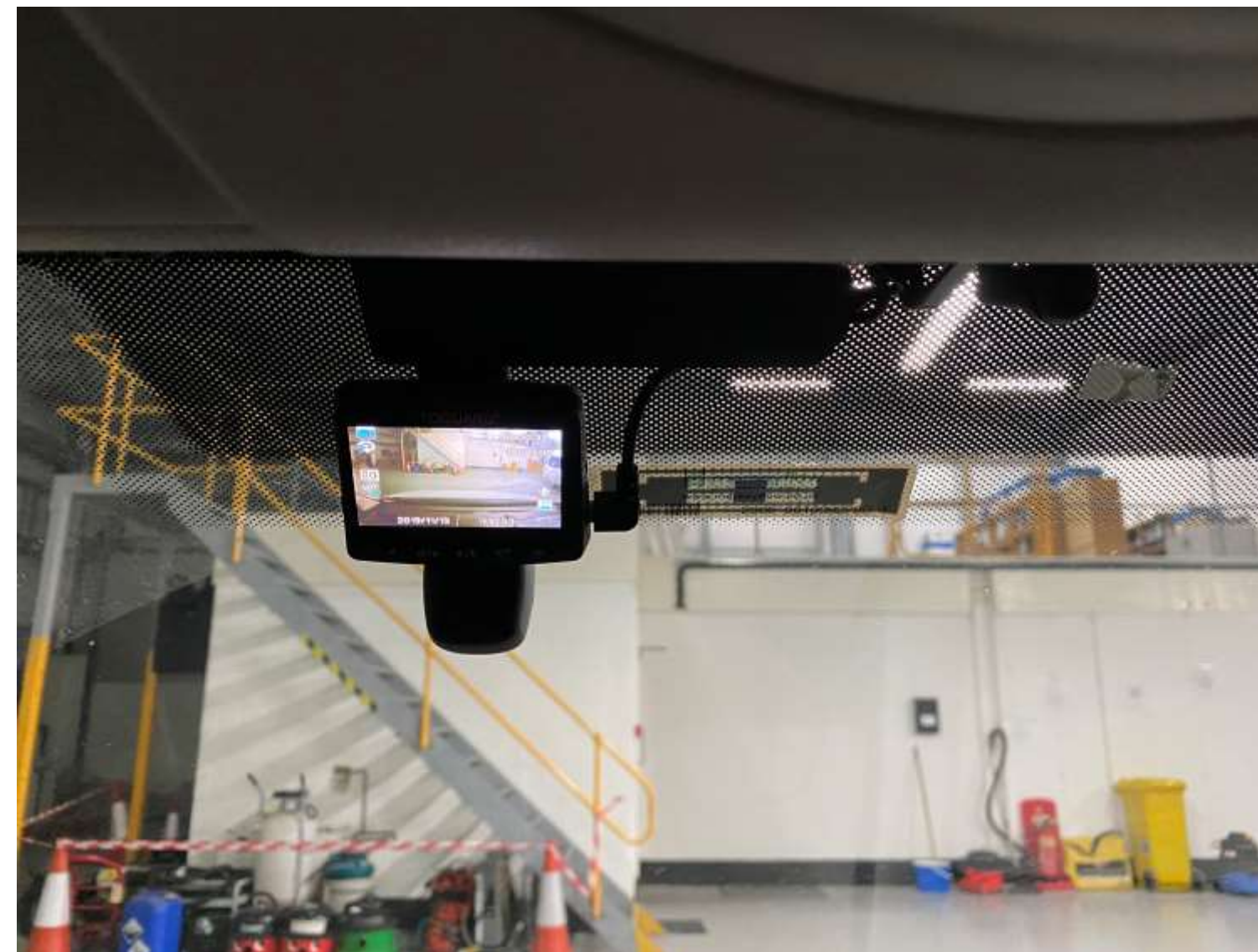
Kimpton are signed up to the Connected EAP package offering 24/7 support via phone, email, live chat, Whatsapp and SMS, a digital wellbeing platform & app and rewards and discounts for our team to enjoy discounted events and activities with their families and friends.

We signpost our team to Spectrum through our weekly meetings, newsletter and monthly 121 sessions so that we can encourage everyone to make use of it.



We pride ourselves on our safety-first approach in everything we do. Our engineers are out in the field, driving the length and breadth of the country serving our diverse customer base.

With this in mind and to ensure they are safe, we put all of our younger and higher risk drivers through advanced driver training, delivered by a police instructor. We also installed dash cams in all of their vehicles to ensure they are protected at all times.



# Creating a great place to work

We are committed to continuous learning with ongoing staff and management development programmes. We have a proven track record in providing career progression with 14 of the 19 members of our senior team having started at Kimpton as apprentices.

Our rates of pay are in line with trade rates published by BESA annually, with increases passed onto employees. We do not operate any zero-hour contracts and are a Living Wage Employer.

We run a company contribution pension scheme as outlined in trade rate publications and operate a death-in-service scheme which pays out £60k to next of kin. We also conduct bi-annual Employee Engagement Surveys to ensure conditions are constantly improving and ensure our staff feel respected and valued.

- Phil Morgan, Air-Conditioning Account Manager, who joined Kimpton in 1990 receiving the 1995 HVCA apprentice of the year award in London



## Equality and Diversity

We recognise that women are under-represented in our industry and that we need to encourage more women to consider a career in construction. We are taking positive action to address this leading us to partner with Prenton High School for Girls as Careers Advisors and talking to young women about careers in building services engineering.

We're also taking steps to increase our recruitment reach. We are targeting hard to reach groups and working with local employability schemes and careers hubs, such as Thrive Careers Hub and Career Connect, to ensure we have the best possible chance to recruit a diverse workforce that represents our local community.

Since we set out our sustainability strategy in 2019 we've doubled the proportion of women in our business, increased representation at a senior level and trained our first female Engineering Apprentice.



## Living Wage

We are one of the only Building Services Engineering companies in the North West that are a registered Living Wage Employer.

Unlike many of our local competitors and National FM Contractors operating in the region, we pay all of our staff the Living Wage - not just those “at Head Office level”.

The Living Wage is based on the cost of living and is entirely voluntary.

In the middle of a cost-of-living-crisis, more than ever, we firmly believe that a day's work deserves a fair day's pay.



# Creating a great place to work

## Health and Wellbeing

Our team are also included in all social and sporting events. In 2023 we hosted or supported the following events.

- Company subsidised weekend for 32 staff in Copenhagen, Denmark
- Team 'Thank You' BBQ at Anselmians Rugby Club
- Team away days at Old Anselmians Rugby Club
- Complimentary tickets for staff to gigs at Future Yard CIC, Birkenhead
- Anfield Abseil Charity Fundraiser
- Charity Golf Day
- Social nights out for 3 consecutive 100% H&S audits
- Go-Karting night out
- 60<sup>th</sup> Gala Dinner at Carden Park Hotel with B&B accommodation

In total, these events have raised over £5000 for charity



# Creating a great place to work

We advertise vacancies with the MOD's Career Transition Partnership supporting service leavers moving to the civilian job market. Keith Watts, our QSHE Officer has been with Kimpton for over 20 years. He's also been an Army Reservist throughout this time and for 34 years in total. During his time with the business, he has been released on three occasions to help when help was needed. He's served in Afghanistan, Iraq and worked Operation Restrict in the UK for ten months during the COVID crisis. We are proud to support him in his service.





# Creating a great place to work



Our people are the best in the business. They are our greatest asset and helping them develop their full potential is a vital part of our success. It's important that we recruit the right team and then keep them so that they can develop and grow with the best training.

Our social value and sustainability efforts and investment in our community and our people has been recognised locally, and nationally.

We are Kimpton. We are Family.



# What our customers say



The Kimpton way has always been to win a customer and then work hard to keep that customer. We do this by consistently delivering exceptional service in the long term. What our customers say about us speaks volumes.



## **Steve Bragger, Building Manager, Liverpool Philharmonic Hall**

*“Having worked with Kimpton for over twenty years since they installed the HVAC systems at the Philharmonic, we have built an excellent working relationship with the site engineers and the support engineers that have been promoted to management positions in recent years. They have always provided excellent service, reacted quickly to any emergencies and they always provide value for money engineering.”*



## **Philip Marshall, Group Head of Estates, Liverpool Institute for Performing Arts**

*“Kimpton Energy Solutions have provided a personalised service to LIPA for over 25 years and their staff know our installations inside and out. Since I have been Head of Estates at LIPA, they have helped us avert an out of hours emergency situation on more than one occasion. LIPA operates on a 24-hour, 7 day a week basis and it is reassuring to know we can rely on them should a situation arise.”*

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