



Introduction



As a family business formed in 1963, Kimpton has always understood the value of being a company that supports our team, our customers and the community in which we live and work.

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

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.



Cheshire and Merseyside
Health and Care Partnership
**SOCIAL VALUE
AWARD**

Developing our Social Value Strategy



In 2019 we ran a series of workshops with our senior leadership 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.

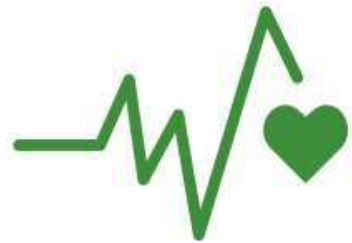
The framework is managed by our employee-led ESG Group. This covers every aspect of our business from the way we recruit to the way we manage our jobs in the field and has led to us working to deliver social value and sustainability throughout the business.



The UN Sustainable Development 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

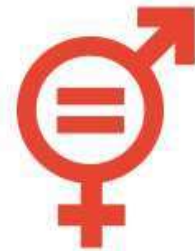


And we also decided on some PURPOSE DRIVEN goals. These are where we felt we wanted to work harder to make a difference, even though our impact would be lower.

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 the efforts we're making towards each of these agreed UN Sustainable Development Goals.

Our Commitments



We know that business is better when it also delivers economic impact through procurement, education, wellbeing and inclusion. We are passionate advocates of supporting young people by supporting colleges and schools with advice about and support about careers within our industry. We are also committed to helping the next generation of workers into well-paid and sustainable careers in engineering by offering work experience placements to school, college and university students.

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.



Supporting Sustainable Careers

Recruiting from within our community

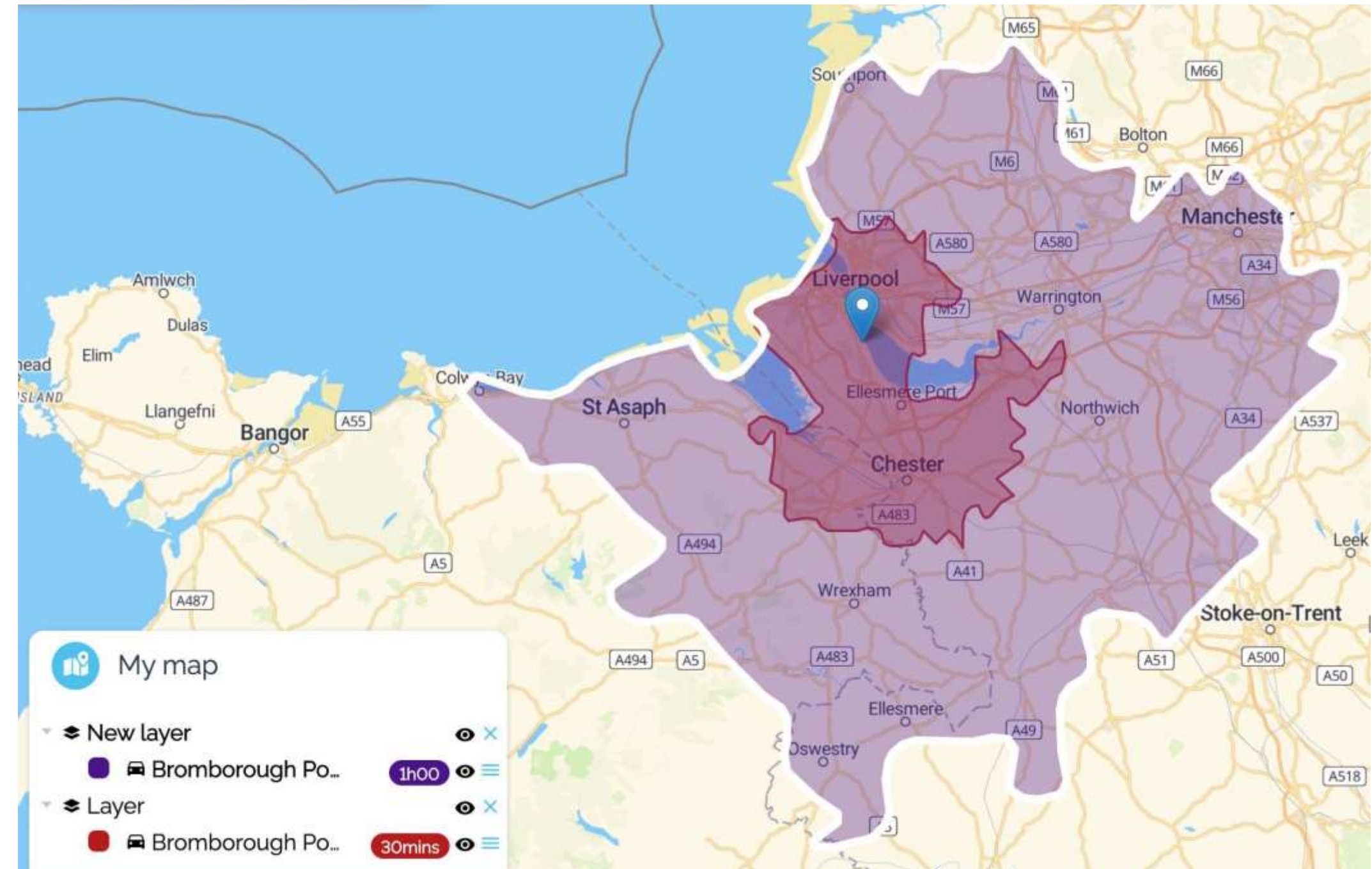


We believe it's the right thing for us to do as a business to recruit from our local community wherever possible.

We advertise our vacancies on national job boards and work with local employment schemes such as Liverpool in Work so that opportunities to work with us are available to all.

Of the 101 members of our team based at our office in Bromborough, over 90% live within the CH (Chester) and L (Liverpool) postcodes.

Where we need additional labour on projects elsewhere in the UK, we recruit local labour teams so that the local community benefits from the work we carry out.



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.

As a Cornerstone Employer representing Green Jobs for the Liverpool City Region Careers Hub, Matt Breakwell, Niamh Smith and Grace Roberts all volunteer to support schools to deliver the Gatsby benchmarks.

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



Increasing Representation



We recognise that women are under-represented in our industry so one of the schools we've paired with is Prenton High School for Girls. We're supporting Prenton's career's curriculum and working with the school to encourage more young women to consider a career in construction. We're also working with two mixed schools.

Grace is able to talk to pupils about her apprenticeship to become an Estimator. At 23 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, signposting the career pathway and making other girls aware of the excellent salaries on offer.



Increasing Representation

Grace Roberts and Niamh Smith have been working with Warrington and Vale Royal College and recently supported their 'Girls in Construction Summit 2024'.

They met with 72 Year 10 girls from six secondary schools across Cheshire and Warrington who were there to find out more about careers in construction from female industry professionals.

Grace, who has recently graduated as a Building Services Engineer, talked about her role as a mechanical estimator, sign-posted the career pathways and highlighted the excellent salaries on offer in the industry.



Education and Careers support

As Enterprise Advisors, Matt Breakwell, Grace Roberts and Niamh Smith have been working the Liverpool City Region Careers Hub and Prenton High School for Girls to support the Teacher Encounters programme.

The programme aims to provide teachers with the opportunity to engage directly with employers to learn about the different career pathways relevant to their subjects and to observe how their subject is applied practically in business.

To support this, we've developed the 'KS3 English in the World of Work, Using Persuasive Writing' lesson plan, which relates directly to the role of Business Development at Kimpton and includes a simplified example of bid writing. It has been designed to prepare Prenton High School students for AQA GCSE English Language as well as show the students how the skills they are learning at school will transfer to the world of work.

The lesson plan will be available to schools across the Liverpool City Region and can be found on the Liverpool City Region Careers Hub website.



**Liverpool City
Region**
CAREERS HUB

**THE CAREERS &
ENTERPRISE**
COMPANY

Education and Careers support - STEM

Grace and Matt 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 rainwater harvesting mixed with adding renewable technology such as solar PV and wind power.

The school sets a new Enterprise Challenge each year that we'll be helping to develop and present.



THE **CAREERS & ENTERPRISE** COMPANY



Education and Careers support



In addition to the support we offer our partner schools, we do our best to support careers events in other local schools and colleges whenever we can.

Some of the events we've supported include:

- Liverpool John Moores University Faculty of Engineering and Technology Careers Fair
- Pensby High School Apprenticeship Fair for Year 10 and Year 11 students
- St Helen's Career Fair
- Warrington & Vale Royal College T Level, T-Party evening

As a result we were asked to become a Cornerstone Employer with the Liverpool City Region Careers Hub. Cornerstone Employers are a flagship community of 10 businesses who work closely with the hub to support the development of world class careers education across Liverpool City Region.



Work Experience 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.

Working in partnership with local colleges and training providers wherever we're working we offer work experience placements to plumbing and electrical diploma students enabling them to experience a week on site with our team.

For those pupils that want to explore further opportunities with us, we offer a pathway to a Kimpton Apprenticeship by sign- posting them to local colleges that offer a Technical Diploma in Plumbing or Electrical Engineering or a T-Level in Building Services Engineering for our office-based roles.

We then support their studies by offering them further work experience placements throughout their training.



Work Experience Placements

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

On a £3m Student Accommodation project we delivered in Leeds, we worked with Leeds College of Building to offer week long work placements to their students studying Plumbing and Electrical courses.

This year we will also be working with colleges to provide work experience for students living near our largest project, Cardiff Quays.

We're proud of the culture of providing educational and careers support that we've created but it also provides us with an incredibly effective way to identify and attract new talent in the midst of a national skills shortage.



Three-Tiered Work Experience Programme



We've welcomed students covering all three tiers of the education system, each bringing their own skills and enthusiasm to the team.

Max, a GCSE student from Pensby High School, joined us for a week-long work experience placement with our Estimating team, gaining insight into how multi-million pound projects are priced, and completed a project designing a heating system.

Kathiresan, who is pursuing an MSc in International Business and Data Analytics Management at Wrexham University, joined Kimpton for a 12-week marketing internship with our Business Development Team, involving market research and creating targeted marketing campaigns.

We currently have T-Level student Elliot from Wirral Met College. Elliot started his placement working with the Estimating Team and will be working with our Turnkey and Build To Rent / Purpose Build Student Accommodation teams, gaining practical experience in planning and managing projects, with the goal of progressing to a degree apprenticeship



Shared Apprenticeships

In addition to our own apprenticeship programme for local apprentices, we also support apprentices when we're working elsewhere in the UK.

On two projects we're working on in Lewisham and Birmingham our client, Watkin Jones Group were tasked with delivering a number of apprenticeship placements via a section 106 planning condition.

In Lewisham, using the Shared Apprenticeship provider Evolve, we took on Ashley who worked on the Sherlock Street Build to Rent (BTR) residential scheme for twelve months. Ashley completed the last year of his apprenticeship with us and completed his qualification. He has now gone on to get a great job with British Gas.

The shared apprenticeship programme allowed him to train locally with large regional employers who were working in his area, complete his qualification and then get a great job, local to home.



evolve
Apprentices

Shared Apprenticeships

In Birmingham, we worked with another two apprentices who joined us on the Makers Yard BTR scheme. One used the experience to decide that the industry wasn't for him, but the other demonstrates the impact that shared apprenticeships can make.

When Ajay first joined us he was quite nervous about working on site but, with support from the team at Kimpton, his confidence quickly grew. We were so impressed by his enthusiasm and work ethic, that we took him on ourselves in a full-time position.

Ajay will continue to live in Birmingham working with our specialist Residential Team, who work on large-scale residential PRS, BTR and PBSA schemes across the UK.

Ajay is really pleased to be offered a full-time role with Kimpton and is looking forward to working on the next site, which is another huge BTR scheme in Cardiff.

We believe that Section 106 should be a condition attached to every significant construction project in any city. For any construction project or Regeneration scheme to leave a real and lasting legacy, it needs to bring the local community along with it, improving local skills and creating long-term sustainable, well-paid jobs.



Community

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.

Our plumbers 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. 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.



Supporting Charities in the Local Community

Since we installed the irrigation system, we've returned to make the system more sustainable.

We had two almost brand-new sump pumps that had left-over from a previous project that had been sitting in our stores for years.

Incredible Edible mentioned that they were taking over the site from the council in an asset transfer and would become liable for the utility bills. Our Engineers realised that we could create a rain-water harvesting system using the pumps to capture rain from the gutters in water tanks and pump it into the irrigation system.

The new system has reduced the amount of tap-water that Incredible Edible need to use and pay for making the site more sustainable, and reducing the running costs.



Supporting Charities in the Local Community

Incredible Edible, Knowsley are on the site of the old Wildflower Centre at Court Hey Park which had lain empty for some time and fallen into disrepair. The site had an old solar PV array that had been damaged by a fire and hadn't worked for years.

Through our waste reduction efforts, we reclaimed thousands of good quality carpet tiles from a refurbishment project. We donated most to charities, but several local businesses received some in return for a donation to our partner charities – Incredible Edible and Future Yard.

Our engineers arranged for the repair of the solar PV array which was paid for by the donations. The array now provides the site with free electricity to run the freezers for their food club and power the pumps that supply the irrigation system with collected water, from the rain-water harvesting system we donated and installed!



Supporting Charities in the Local Community

By adopting Incredible Edible as a partner charity, we've been able to learn about the work they do and better understand how we can support them. We've volunteered on their community action days, donated furniture and materials left over from projects.

Our left-over wooden pallets are sent to Incredible Edible where they're turned into planters, garden furniture and bird boxes by the men's mental health charities they support and host.

This amazing project is helping educate and 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, making the most of our skills as plumbers to deliver the maximum impact.



Supporting a Grass Roots Music Venue

As part the social value commitments we made as part of our successful bid for Hard FM Contract at the M&S Bank Arena, we identified the perfect venue for Kimpton to work with to support ACC Liverpool's goal to "support the live events industry, at a grass-roots level".

Future Yard CIC is a 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.



**YOUTH
MUSIC**



**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 service and maintain all their heating, ventilation and electrical equipment. This includes servicing the boiler and heating systems, carrying out water temperature checks, emergency lighting, fire alarms and maintaining all the kitchen equipment. We've helped Future Yard's team to develop a compliant planned preventative maintenance schedule and identify ways to increase efficiency and minimise the carbon impact of this up and coming music venue.

We're also helping them out in other ways, as and when we can. We donated and delivered all the carpet tiles for their new training areas, offices and classrooms created on the renovated first floor of their building.



Supporting a Grass Roots Music Venue



Kimpton have also supported Future Yard's corporate partnership scheme NEIGHBOURHOOD with a £1000 cash donation each year. This goes towards funding free and subsidised tickets for local young people, families and community groups to access cultural events at the venue such as live gigs, Mosh Tots (weekly gigs for kids and their families) and giving teenagers the opportunity to learn instruments, form a band, and perform on stage for the first time.

Our partnership with Future Yard is as a direct result of ACC Liverpool's procurement policy which set out their social value objectives and asks their suppliers to support them with it. We wouldn't have necessarily considered a music venue as a charity partner until we bid for the M&S Bank Arena FM contract and had to show how we would play our part.

We're currently working with others to highlight best practise in public sector procurement to influence buyers to use procurement to support their social value strategies.



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



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.



Anselmians Rugby Club

We have worked with Anselmians for many years and provided support and sponsorship for their teams, events and the construction of their new clubhouse which operates as a community hub in Eastham.

We're supporting the club's chairman Ravi Sibal to build a diverse club that provides a community club for all backgrounds.

Our sponsorship supports every level of the game, from the first team that play in the Regional NW League right through to the women's team and mini-leagues for children as young as 6 years old.



Supporting Charities in the Local Community

Higher Bebington under 12 Girls are the only girls team playing in the Wallasey boys league and have been competing Nationwide.

They've been absolutely smashing it in the league and in National Tournaments earning the respect of the boys teams they play against as they compete at the same level.

Football is our national sport, but one that for generations left women and girls behind. When we were asked to sponsor the team we felt that it was a great way to get involved at a grass roots level and support other girls that are proving they can get the job done just as well as the lads!

We love their determination, and it feels great to be supporting them. Go the Mighty Bebs!



Supporting Charities in the Local Community

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.



Supporting Charities in the Local Community

We value the importance of volunteering, both to the community and to our employees themselves. As part of our Charity Policy, all our staff are gifted one day per year to volunteer for charity, fully paid for by us.

Steve Loughran, Kimpton's Projects Supervisor, used this time to volunteer 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.



Supporting Charities

Charity: The OddBalls Foundation

Project: 60-Mile Bike Ride and Barbecue

To celebrate our 60th year in business and to raise money and awareness for The OddBalls Foundation, the Kimpton Team cycled 60 miles around the Liverpool City Region followed by a family barbecue.

The ride was organised by Lee Williams, Kimpton's Stores Procurement and Logistics Officer, and the team raised almost £5,000 through donations from suppliers, subcontractors, friends and family.

The group training sessions have led to several of the team buying bikes through our Cycle to Work scheme, taking up cycling regularly and continuing to train together.



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



Reaching Net Zero Carbon

We benchmarked our 2020 Carbon Emissions with help from the Low Carbon Eco-Innovatory team at Liverpool John Moore's University and our employee-led ESG Group have developed a Carbon Reduction Plan that will allow us to reach net zero by 2030. We have set challenging, but achievable targets, and report on our efforts.

Since benchmarking in 2020 we have reduced our Scope 1 and 2 emissions by 25,450.7kg CO₂e, and they now account for less than 25% of our total emissions

By the end of 2023 we had completed the following actions:

- Installed LED Lighting with PIR controls to our offices and warehouses
- Installed Heat Pumps as our primary source of heating
- Increased the amount of Solar PV generation on our offices by 32kwp from 10kwp to 42kwp
- Increased the amount of meetings held online and switched to using the train instead of car journeys to commute to our out of town projects



Reaching Net Zero Carbon

In addition to Scope 1 & 2, we are also reporting our Scope 3 emissions so that we can report complete picture of the impact of our operations to our customers to help them report on their own Scope 3 emissions.

Despite having less control over our scope 3 emissions, we have taken measures to encourage staff to switch to a low-carbon commute and taken action to reduce our own emissions.

In 2023 we completed further carbon-reduction measures including:

- Replacing 50% of our maintenance fleet with 100% electric vehicles
- Encouraging our staff to switch to electric vehicles by setting up an employee salary sacrifice scheme for the tax-efficient purchase of EVs
- Installing a shower to encourage cycling to work and set up a cycle to work scheme
- Installing two 22kw EV Chargers to make it easier for our staff to switch to Electric Vehicles



Innovation in Carbon Reduction

Kimpton invests heavily in innovation and are currently working with Liverpool John Moores University to develop, test and commercialise new innovations in building services technology.

We are also collaborating with LJMU's Growth Horizons team, supporting SME's with increasing their innovation practice and investment in research and development.

We will be developing a new cloud-based tool that will be used on a project or PPM contract basis to record our Scope 1 and 3 carbon emissions so that we can report directly to our clients for their own reporting purposes.

In addition to helping our clients track and report on their own scope 3 emissions, this will allow us to identify priority areas of focus, where there are opportunities for us to reduce the carbon footprint of our project and PPM contract works in future.

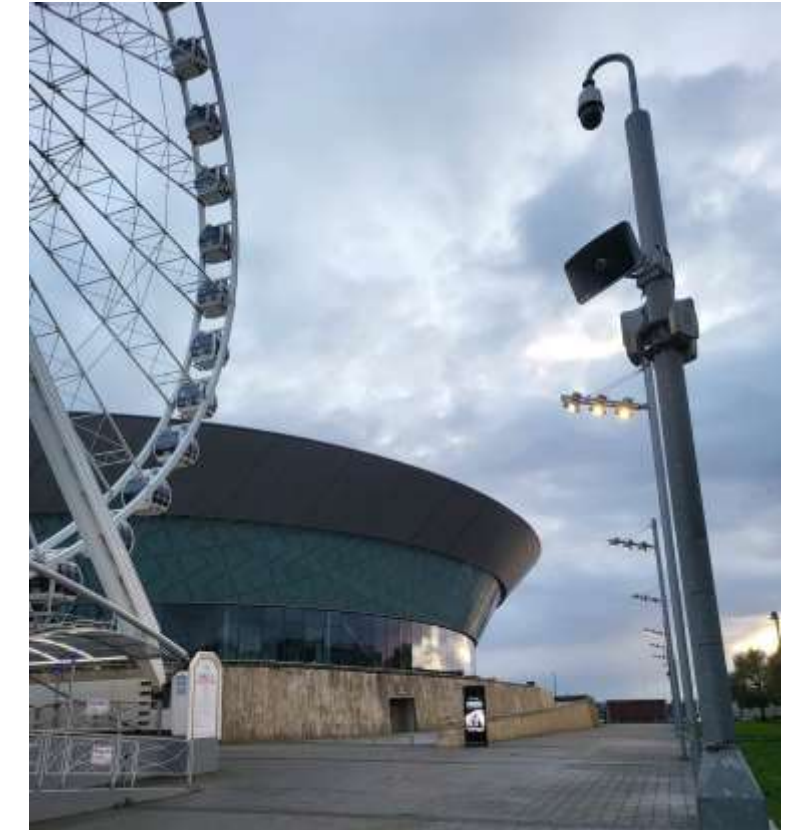


Innovation in Carbon Reduction

We carry out surveys and provide Carbon Reduction Reports at contract award, identifying areas to reduce energy consumption.

With every new FM client, we conduct full site reviews to design sustainable innovation into our works wherever possible. Since the commencement of our Hard FM contract with ACC Liverpool Group, we have completed various innovative improvements to help reduce environmental impact across four key areas:

- **Lighting:** Replacement of 198 fluorescent light fittings with LED equivalents across a mixture of lamppost lighting and floor lights around the Campus
- **Water:** Replacement of sensor taps with non-concussive taps, with estimated usage reduction of approximately 2.4m litres of water per annum
- **Building Management Systems:** Alterations to BMS settings to generate immediate efficiency savings, through turning off the Air Handling Units so that the campus is not being heated when unoccupied. CO2 detectors have been optimised to increase circulation rates and reduce the amount of unnecessary fresh air being introduced to the building and having to be heated from outside temperatures.
- **Air Handling Units:** including setting inverter pumps down from 50hz to 40hz, delivering 20% energy reduction without affecting performance levels.



All projects together will deliver a huge reduction in utilities consumption on the Campus.

Reducing our impact on the Environment



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.

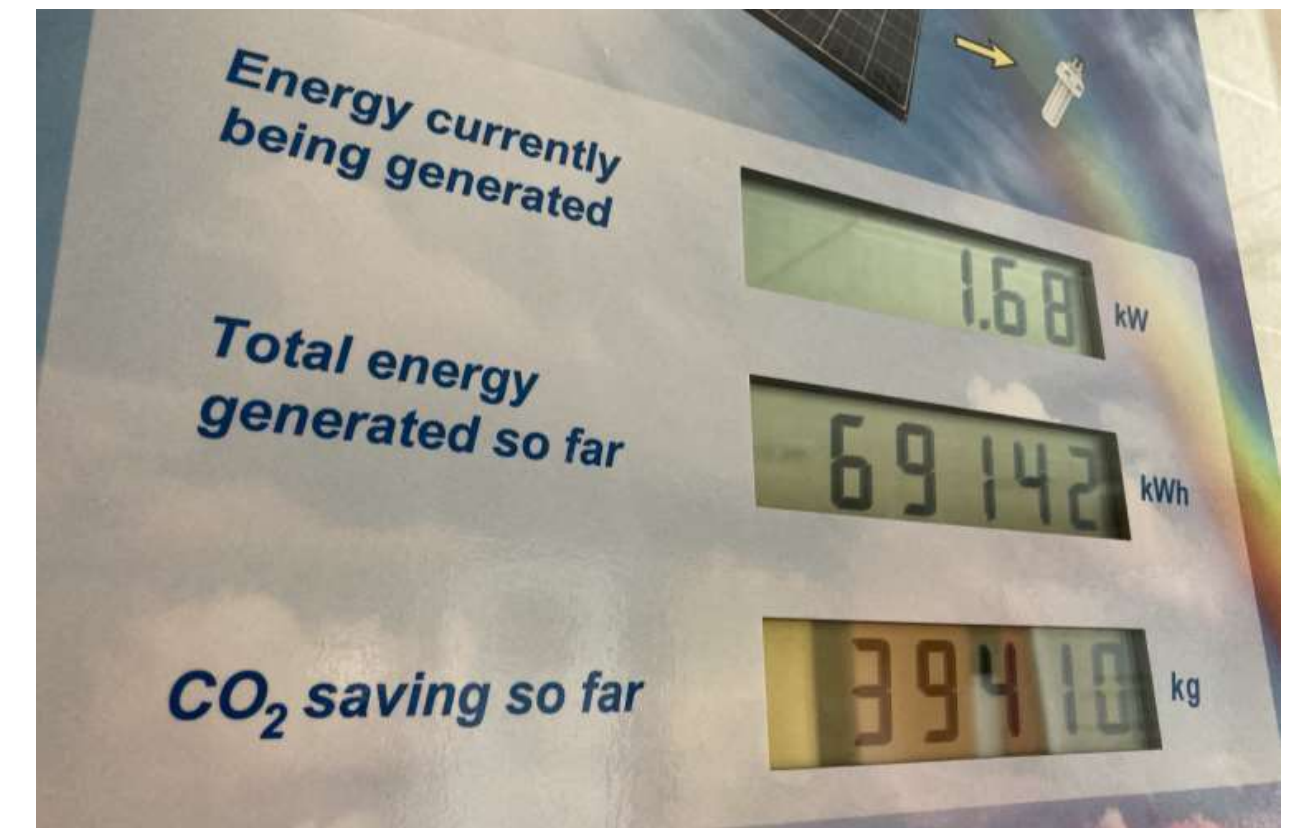
Overall in 2023, we produced 6.29 tonnes of waste. Of this, 1.88 tonnes was immediately recycled and 4.41 tonnes converted to RDF. This Refuse Derived Fuel is now used locally in a new Eastham Bio Power Plant which produces 24mW and can power 50,000 homes.



Solar PV power generation

Solar PV helps power our offices. To date we have generated 97,000 kWh and saved tons of CO₂.

We recently dramatically increased our solar PV generation from 10kwp to 42kwp by extending the array at our head office.



Site Waste

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.



Innovation in Waste Reduction

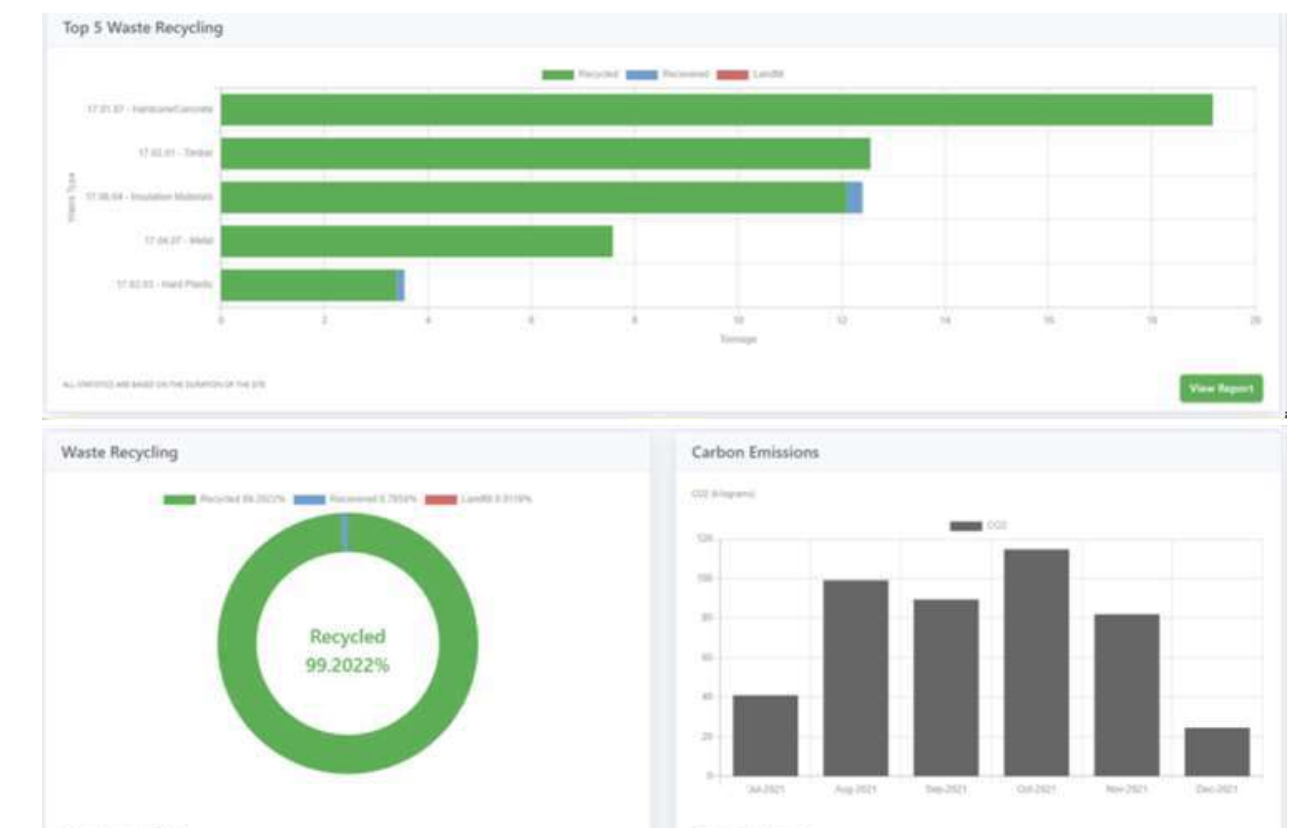


As part of our Waste Reduction Plan we have partnered with Go Green, to oversee and monitor all of our waste streams.

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.



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.

As part of a £10m refurbishment of The Capital Building, the largest grade A office space in Liverpool, we had to remove several floors of good quality carpet and ceiling 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.



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 £7m refurbishment of the largest office space in Liverpool we had to remove 30,000 good quality carpet tiles, several floors of ceiling 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 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 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.



Reducing our impact on the Environment

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.



Increasing Biodiversity

As part of our continued support of ACC Liverpool's social value and sustainability goals, our FM team created an enclosure to allow the introduction of 140,000 honeybees onto their campus in two brand new beehives supplied by Sunlight Bees at Port Sunlight, Wirral.

The fencing and building work was sponsored by Kimpton, Sodexo Live and Kimpton FM's supply chain partners to bring the project to life in only 3 months!

The introduction of beehives and wildflowers to the site is an important development on ACC Liverpool's sustainability journey. The initiative is a bid to increase the biodiversity on Liverpool's event campus and showcases ACC Liverpool's commitment to environmental sustainability which we're proud to support.



Procurement with Purpose

Investing in our Local Supply Chain

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 2023 over £15m 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 want the brightest minds to join us and we know the best way to attract and retain the best people in the business is to nurture and invest in a happy and engaged workforce.

We believe in offering well-paid jobs with career progression and development opportunities and we are passionate advocates of apprenticeships and technical training so that we can encourage the next generation into our industry. As the Engineers delivering renewables and decarbonisation, they are on the frontline in the race to Net Zero.

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.



Creating a great place to work

We work really hard to make sure that our team understand how much they are respected and valued and that they know they are an integral part of the team.

For internal communication, we regularly update our staff Whatsapp with contract awards, social events, charity events, new members of the team, awards and employee achievements.

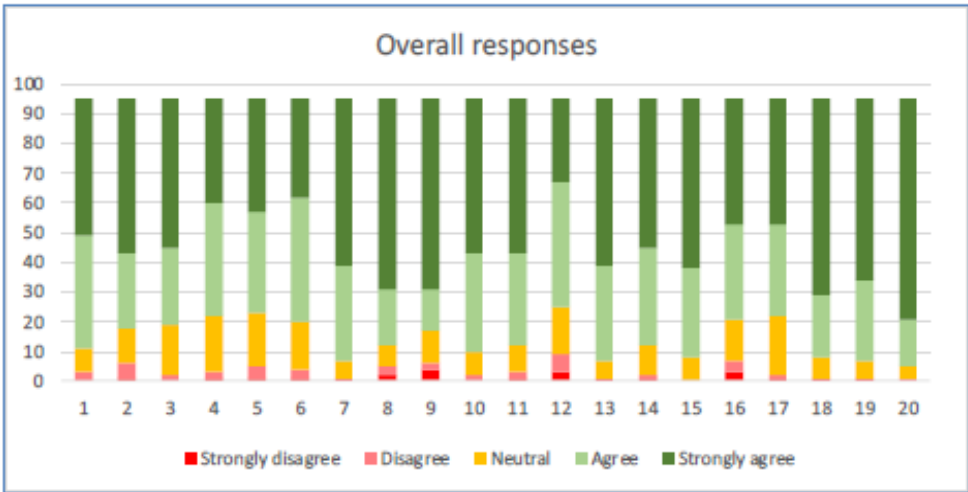
We also conduct bi-annual Employee Engagement Surveys to ensure conditions are constantly improving and that our team know that we're listening. We're really proud of the results which we've improved on year on year since we started in 2017.



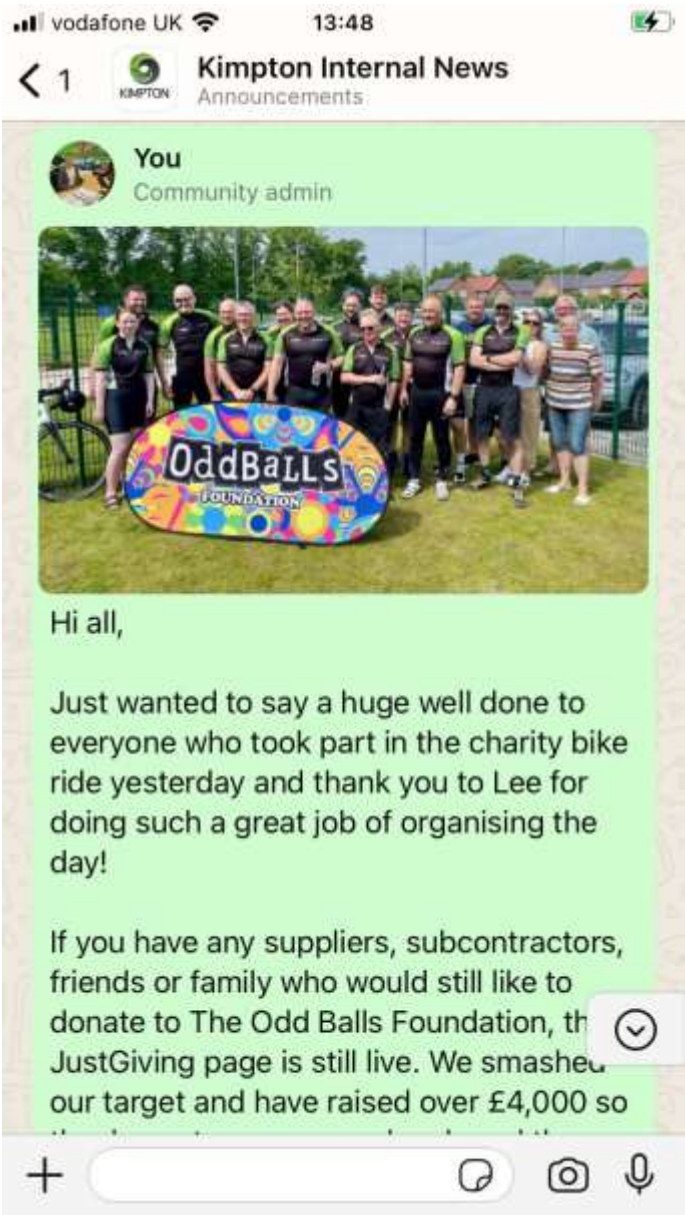
Hopkins & Ball
Engaging People

Kimpton – Engagement Survey March 2024

All 95 employees of Kimptons were asked to respond to the 20 question engagement survey in March 2024. With 100% of people responding, the results are shown in the report below. The average Engagement Score of 87% was 7% higher than in November 2022 with a 16% improvement since the first survey in 2017. 87% represents a world class level of engagement with similar organisations achieving between 69% and 85%.



Question	Ave.	Diff.
1. I feel that I use my strengths in my job	4.3	+0.1
2. I have had chances to learn and develop in the last 12 months	4.3	+0.4
3. I have autonomy to make changes in my day to day work	4.3	+0.3
4. Ideas put forward within or by my team are followed up	4.1	+0.5
5. I feel motivated each day at work	4.1	+0.2
6. I feel that my opinion matters at work	4.1	+0.3
7. I understand what my objectives are at work	4.5	+0.2
8. I feel supported by my team and line manager	4.5	+0.3
9. Someone has reviewed my progress with me in the last 6 months	4.4	+0.7
10. I have the tools to do my job	4.4	+0.2
11. My team has a positive, pro-active culture	4.4	+0.5
12. There is good co-operation between departments and teams	3.9	+0.3
13. My colleagues strive to do good work	4.5	+0.2
14. My colleagues take responsibility when issues arise	4.4	+0.4
15. I work for a customer focused company	4.5	+0.3
16. I receive briefings and updates on the company's plans	4.1	+0.6
17. My contribution to the company's success is acknowledged at work	4.2	+0.6
18. Our company takes safety in the workplace seriously	4.6	+0.3
19. Our company mission makes my own role seem valuable	4.5	+0.6
20. I feel proud to work for this organisation	4.7	+0.4



Creating a great place to work



Health and Wellbeing

Four in five suicides are by men, with suicide the biggest cause of death for men under 35. Construction work has a variety of pressures from tight contracts to time away from loved ones and managing budgets

We recognise that we have a majority male workforce and so in 2022 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 trained 8 MHFA accredited Mental Health First Aiders and 2 Suicide First Aiders across the Kimpton team.

The feedback was so positive that Sean trained a further 10 Mental Health First Aiders so that they'll always be someone available to provide support and help when needed.

In addition, we're working to reduce the stigma around mental health so that our people aren't reluctant to ask for help when they need it.



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 QHSE Manager has been with Kimpton for over 20 years. He's also been an Army Reservist throughout this time and for 36 years in total. During his time with us, he has been released on three occasions to help when help was needed. He's served in Afghanistan, Iraq and worked on 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 – Equality & Diversity

We recognise that women are under-represented in our company and our industry. Many don't see engineering as an attractive career so there's a lot of work to be done to encourage more women to consider a career in construction as the number of female applicants is far too low. We are taking positive action to address this such as partnering with schools and colleges and talking to young women about the opportunities and great salaries on offer.

We're also taking steps to improve our recruitment reach. We've made sure that our website showcases the female engineers in our team as we know that "if you can see it, you can be it". We're advertising our vacancies widely so that 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 increased the number of women in our business by 300%, including at a senior level, and trained Grace to be our first female Engineer. She has since been joined by Oksana, an Electrical Engineer from Ukraine and Caitlin, who has recently started a Craft Apprenticeship.



Creating a great place to work

We are one of the only Building Services Engineering companies in the Northwest 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 addition, our rates of pay are in line with, or higher than, the rates set by the Building Engineering Services Association that are agreed annually with industry unions and we don't use any zero-hour contracts.

The rates we pay our apprentices are 40% higher than the govt. minimum ranging from £14k in the first year to £26k in year four.

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.



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 brought through well over 100 apprentices during 60 years in business.

We also work hard to retain them after they've qualified and support them to progress in their career. Over half of our senior management team started as apprentices which means that we retain and develop our engineers and their technical knowledge for decades.

Apprentices earn up to £24k per year whilst training and we take on apprentices through two routes:

- Technical Apprentices via an HNC or Degree Apprenticeship route
- Craft Apprentices through a traditional apprenticeship at a local college



Craft Apprenticeships – Site-Based Engineers



When we looked at our apprentice programme as part of our ESG Strategy, we realised that we were recruiting school leavers primarily from our own networks.

We now advertise all our Craft Apprentice vacancies on the national job board and recruit at 18 years old and over from six local colleges. We talk to students studying Technical Diplomas in Plumbing and Electrical Engineering and offer them the opportunity to apply for a Kimpton Apprenticeship.

Making our recruitment process more inclusive has led to us recruiting better candidates, eliminated drop-outs and allowed us to increase our training capacity during a skills shortage.

The result is that we are now able to support more apprentices than we ever have before. Whereas previously we would have had up to 6 apprentices at any one time, we now have 15 apprentices across the departments, all of whom live within Liverpool City Region.



Technical Apprenticeships – Office-based Engineers

Our Engineers designing and managing contracts learn their skills via an apprenticeship or a degree. Four days working with our team, one day at college or university.

The new **T Level in Building Services Engineering for Construction** is a perfect entry route into these roles so we're hosting industry placements for students from local colleges age 16-18. On completion of their T Level, students can progress through one of the following routes;

- **HNC Building Services Engineering**
- **BEng (Hons) Building Services Engineering Degree Apprenticeship**

A degree apprenticeship is paid for by the employer so there's no student debt and a great career with excellent salaries on completion.

This summer we took on Joel, who is one of the first students to complete a Building Services T-Level in Liverpool City Region, onto an apprenticeship. He is now training to be a Contract Manager.



Creating a great place to work – case study



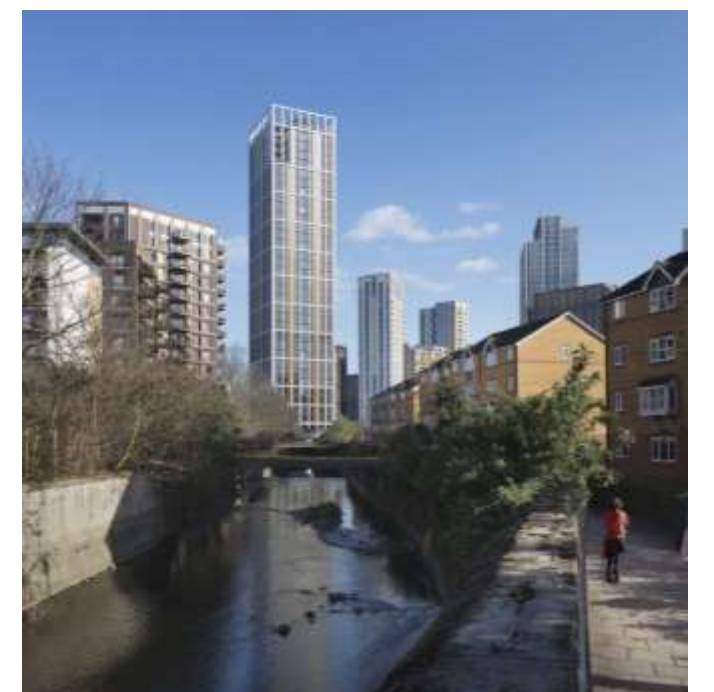
Connor's journey from Kimpton apprentice to Site Supervisor:

Connor joined us on a four-year Building Services Engineering Installer/Craftsperson Apprenticeship. He attended college for six, two-week blocks per year and the rest of the time he was on site putting what he'd learned into practice.

Connor's hard work and commitment to developing his skills and knowledge, has meant that only six years after qualifying he has been promoted to the role of Site Supervisor, managing all of the Mechanical and Electrical subcontractors on site, for projects that can be up to £8m in value.

"There was a lot of trust shown towards me from quite early on and I loved the opportunities I was given and jumped at them. The first project I ran solo was a bathroom refurbishment for one of Kimpton's very long-standing clients and that went well, so the projects they trusted me with have continued to grow in scale. "

We're committed to providing our team every opportunity to progress in their career and be the best that they can be. Connor is a great example of what an apprenticeship in construction can lead to.



Creating a great place to work – case study

Jamie studied a Technical Diploma in Plumbing Level 2 at Riverside College, Widnes and applied for an apprenticeship at Kimpton when we advertised on the National Apprenticeship Jobs Board.

Jamie aced the interview process and started his apprenticeship at Kimpton in August 2022 at Salford City College in September studying Building Services Engineering Craftsperson Level 3 Standard.

Jamie immediately joined our team on the Sherlock Street project working and living away from home in Birmingham. Throughout his time at Kimpton, he has gained all four mandatory courses (Asbestos Awareness, Fire Awareness, Manual Handling and Working at Height), qualified for his IPAF License and completed the Yorkshire Pegler course.

We were super proud to see Jamie's efforts and hard work recognised when he was shortlisted for the Apprentice of the Year at Salford City College's Annual Apprenticeship Awards where Kimpton were also shortlisted for Medium-sized Employer of the Year.



Creating a great place to work

We think that by getting to know each other outside of work, our team work better together inside the workplace.

In 2023/2024 we hosted or supported the following events.

- Company subsidised weekend for 32 staff in Copenhagen, Denmark
- Team BBQ at Anselmians Rugby Club
- Complimentary tickets for staff to gigs at Future Yard CIC, Birkenhead
- Anfield Abseil Charity Fundraiser
- Charity Golf Days
- Social nights out for 3 consecutive 100% H&S audits
- Go-Karting night out
- 60th Gala Dinner at Carden Park Hotel with B&B accommodation
- Oddballs Charity Bike Ride and Barbecue

As well as letting our team know how much we value them, these events have raised over £10,000 for charity



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.

By investing in our people, offering well-paid jobs with career progression and development opportunities we nurture a happy and engaged workforce. By keeping our staff happy, our retention is much higher than industry standard and we retain our technical expertise and a commercial advantage.

We're absolutely delighted that our social value and sustainability efforts and investment in our community and people has been recognised locally, and nationally.

None of this would be possible without a workforce reflecting our values and putting them at the heart of everything we do.

We are Kimpton. We are Family.



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