



# CITY BUILDING ENGINEERING SERVICES

## Social Value Report 2023



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## 1.0 INTRODUCTION

**Welcome to the CBES Social Value Report for 2023, which provides an overview of our continuing commitment to create a sustainable, fair and considerate business.**

At CBES we recognise the importance of social value and our ability to foster sustainable and inclusive growth. By prioritising social value, we contribute to addressing societal challenges such as inequality, environmental degradation, and poor health. Our approach aligns with the growing global emphasis on sustainability and corporate responsibility, reflected in frameworks such as the United Nations' Sustainable Development Goals (SDGs).

Our 2023 report provides an overview of our continuing commitment to create a sustainable, fair and considerate business whilst reinforcing our perseverance in realising our ambition, effecting long-term sustainable growth whilst enhancing our social value to our people, customers and in communities we operate in.

Employing over 800 colleagues, supporting a diverse and substantial supply chain and customer base we are aware of the critical and positive contributions our colleagues make and how these really makes a difference to peoples' lives and the continued success of our business. Our Social Value Framework underlines the impact and contribution our people have made in their dedication and obligations to ensuring they have a fair, inclusive and beneficial experience at CBES.

The success and progression of our people is central to this framework, whereby we continue to create and make available opportunities for apprenticeships, training and support to ensure our colleagues are best placed to deliver their roles and develop as appropriate into further and technical and management functions

CBES values and promotes sustainability and are fully committed to achieving our net zero ambition by 2040, we continue to focus and implement carbon reduction measures across our business operations. We also understand the value we bring to our customers in delivering their own challenging targets in areas such as decarbonisation, particularly through leverage of skills and knowledge of our in subject matter experts in building services engineering and energy reduction, in turn

providing constructive innovation to deliver value in the estates we support.

Our carbon reduction plan is reviewed and updated annually and recognises our opportunities and influence over our own environmental impact, fossil fuel reduction plays a significant part of our carbon reduction strategy with fleet decarbonisation being one aspect of our plans. As such we've taken steps to make available electric vehicles via our salary sacrifice scheme and utilised innovative technology on our construction sites to negate the use of diesel generators.

Throughout 2023, we have all been working hard to deliver on our Social Value Framework, setting challenging and ambitious targets across our key ESG pillars of Sustainability, HSE, People, Procurement and Communities and Giving.

**Fraser Allan**  
Managing Director  
CBES Ltd



## 1.1 OUR APPROACH TO SOCIAL VALUE

As the business grows and becomes more diverse through the activities we undertake and the customers we support it's important that we realise the opportunities we have whilst recognising the potential to positively impact our environment, people, supply chain and communities we serve in.

Our approach, reflective of our core values, allows us to make informed decisions to invest resources for wider societal benefit aligned with that of our customers. We believe that by focusing on the way we work, enhancing the quality of life for our colleagues, our customers and communities we can affect meaningful contribution.

We recognise the wide range of services we provide and the ability to impact on a variety of stakeholders and our commitments to realising progress against our 5 key ESG pillars and maintain sustainable, continuous improvement.

In 2023 we have sought to get further clarity on what this looks like and quantify this, as such we have begun to utilise recognised social value reporting platforms such as 'Loop' and the 'Social Value Portal' (SVP), this will allow us to quantify in £'s annually the benefit we provide to our people and wider society.

Last year we recorded over £20m worth of social value on the SVP, whilst still to be validated, this reflects a significant contribution by the business, our people and supply chain whilst delivering for our customers within communities we operate, and one which we should be truly proud of.

On Saturday 23<sup>rd</sup> September fifteen colleagues from our Fire & Security Team & 3 friends got together to climb the highest mountain in Wales - Mount Snowdon in support of Leukaemia UK & the Anthony Nolan Trust.



## 1.2 OUR COMMITMENT TO INTERNATIONAL STANDARDS

AS A RESPONSIBLE BUSINESS, WE ARE COMMITTED TO THE UN SUSTAINABILITY DEVELOPMENT GOALS AGREED AND CREATED BY 193 COUNTRIES IN 2015 AND UNDERLINING THE VALUES OF THE INTERNATIONAL COMMUNITY TO CREATE A BETTER SOCIETY.

The goals recognise that ending poverty must go hand-in-hand with strategies that build economic growth and address a wide range of social needs including education, health, social protection, and job opportunities, while tackling climate change and environmental protection.

We view these as the benchmark in promoting prosperity and protecting the environments which we live, work and serve. We believe this commitment serves our ambition to create a more prosperous and efficient future for all.

We believe that our values embrace these goals and align with who we are, our stated commitment to establishing science-based targets and the 'Race to Zero' reinforces our ambition.



## SUSTAINABLE DEVELOPMENT GOALS





## 1.3 OUR SOCIAL VALUE PILLARS

**CBES LTD. ARE PART OF CITY FACILITIES MANAGEMENT HOLDINGS GROUP, WHO ARE A GROWING MAJOR GLOBAL EMPLOYER, EMPLOYING OVER 8,500 COLLEAGUES AND WORKING WITH OUR CUSTOMERS OVER A RANGE OF SECTORS, DELIVERING SERVICES IN A RESPONSIBLE AND SUSTAINABLE MANNER.**

The group has a long history of delivering social value through our operations and has identified 5 key pillars, of which form our Social Value Framework and epitomise our commitment to corporate social responsibility.

By aligning with the UN Sustainable Development Goals, we are fully committed to supporting, pursuing and realising our objectives in this area and contributing in these facets.



### Sustainability:

We are committed to minimising our environmental impact and launched our net carbon zero roadmap in 2021 with our commitment to reaching net zero carbon by 2040.



### HSE:

Nothing is more important to us than ensuring our people go home safely each day. We hold our HSE Values closely and strive every day to guarantee our colleagues and customers have the safest working conditions.



### People:

We are a people business; our people make us what we are. Our obligation is to ensure they receive the care, support, development, and opportunities to allow them to flourish.



### Procurement:

A key aspect of our approach to social value is operating smarter, leaner and more effectively in regard to sustainable procurement, working with and investing in our supply chain will secure social, economic, and environmental benefits to our customers and communities.



### Communities & Giving:

We are committed to helping those within the local and wider communities. By working with our communities and local charities we aim to create better opportunities and support networks for the people and environments around us.





## 1.4 OUR SOCIAL VALUE OBJECTIVES



### Sustainability

- To be 'Net Zero' emissions by 2040, 5 years ahead of government targets and achieve interim targets for carbon reduction against our scoped activities.
- To ensure zero pollution events occur from CBES undertakings.
- To reduce waste generation and increase diversion of waste to landfill to 100% by 2030.



### HSE

- To ensure our all-accident statistics are below an Accident Frequency Rate (AFR) of 0.5.
- To aim for 0 RIDDOR events on an annual basis.
- To ensure our average HSE surveillance monitoring programme returns an average score >90%.
- To increase fleet safety performance by reducing speeding events and at fault claims.



### People

- To increase the percentage of women in first line, senior and middle management roles.
- To increase the number of apprentices progressing through apprenticeship schemes.
- To ensure all colleagues have access to suitable training and development pathways.



### Procurement

- To maintain a diverse spend with SMEs and VCSEs.
- To increase spend on supplier management frameworks.



### Communities

- To enhance the communities and environs where CBES undertake our work activities.
- To review, contribute and support charities and sponsorship opportunities including those identified by our colleagues and customers.



# TARGETS Vs PERFORMANCE - SOCIAL VALUE SCORECARD/ OBJECTIVES.



YEAR	2023 TARGET	2023 ACTUAL	ACHIEVED	2024 TARGET	2025 TARGET	2026 TARGET
Sustainability						
% of Hybrid Company Cars	58%	68%	YES	100%	100%	100%
tCO <sub>2</sub> e Emissions (-10%)	2872	4100	NO	2585	2325	2093
Total Waste produced (Tons)	3922	2492	YES	3530	3177	2799
Waste diverted from landfill %	99.6%	99.7%	YES	99.7%	99.7%	99.7%



HSE							
Health + Wellbeing training hours	8812		17,448	YES	9252	9715	10,201
% Road Speeding Events	-12%		83%	NO	-13%	-15%	-20%
Accident Frequency Rate (AFR) <1	<0.5		0.56	YES	<0.4	<0.4	<0.4
RoSPA Gold H&S/Fleet Awards	Achieved		Achieved	YES	Achieve	Achieve	Achieve
HSE Audit pass mark >90%	>90%		>90%	YES	>90%	>90%	>92%



People							
% of Women in first line management positions	14%		14%	YES	15%	15%	16%
% of Women in Senior/Middle management roles	6%		6%	YES	7%	7%	8%
Number of apprentices working through apprenticeship scheme	19		20	YES	23	23	24



Procurement							
% of Spend with SMEs	65%		68%	YES	69%	69%	69%
% of Spend on Supplier Management Framework	70%		65%	NO	62%	60%	59%
% Spend with VCSEs	0.01%		0.01%	YES	0.02%	0.02%	0.03%



Communities and giving							
Increase Sponsorship funds	12%		30%	YES	12%	15%	15%
Community volunteering*	Hrs	1817	1467	NO	1907	2002	2102
	Day	242	163	NO	254	267	280
	YoY%	+5%	-29%	NO	+5%	+5%	+5%
Community projects	40		22	NO	45	48	55





## 2.SUSTAINABILITY

- Our Sustainability Vision
- Our Roadmap To Net Zero
- Our Fleet
- Carbon Reduction Programme
- Delivering On Our Customer's Energy Environment



# SUSTAINABILITY

CBES PROVIDES BOTH PROJECT AND SERVICE DELIVERY EXCELLENCE, WE ARE AWARE THAT OUR ACTIVITIES CAN CAUSE SIGNIFICANT CARBON EMISSIONS AND ARE COMMITTED TO THE PRINCIPLES OF ENVIRONMENTAL STEWARDSHIP, PLEDGED TO BEING CARBON NEUTRAL BY 2030 WITH THE AMBITION OF ACHIEVING CARBON NET ZERO BY 2040.

- Founded in 2005, CBES works across and manages over 3500 properties across millions of m<sup>2</sup> of space with over 5 million people passing through every day. By applying our expertise and innovation we have saved our customers millions of pounds and thousands of tonnes of carbon resulting from our M&E and Energy and Innovations teams alone.
- Our sustainability ethos is exemplified by our commitment to consider and embed whole lifecycle thinking and sustainability in the built environment. Working closely with our customers, design teams and specifiers, we encourage a collaborative approach whilst realising our skillset in providing environmental solutions to our customers through our experience, expertise, and innovation in building services. Delivering proof of concept trials to full programme roll-out projects we have increased carbon efficiency as much as 80% in some instances with our customers.
- We continue to apply our strategy of reducing, recovering, and reusing materials where we can, whilst minimising unnecessary energy consumption. These activities enable us to help cut carbon, not only at CBES, but also in partnership with our customers and supply chain.



## ENVIRONMENT

Our operational project delivery in the service and maintenance arena require us to interact with the wider environment, presenting potential impacts on land, sea and air.

To minimise this, we undertake many mitigation approaches from pollution prevention plans, ecology, archeology and biodiversity surveys and reviews prior to undertaking our works where appropriate to prevent pollution and protect flora and fauna.

## FLEET

We are constantly reviewing opportunities in this area, exploring pathways to innovation and technology to realise our fleet decarbonisation goals and transition to a green fleet. This includes consideration and procurement of hybrid and EV vehicles whilst understanding the challenges in the current climate as it relates to the energy infrastructure and emerging markets. In particular, EV charging, commercial and domestic hydrogen availability and biofuel usage.

Our strategy at present is to increase our fleet decarbonisation commitment to ensure:

- Company issue cars are hybrid powered whilst we exploring a fully electric range as part of a salary sacrifice scheme.
- Where diesel powered vehicles are used, that lifecycle thinking, including embodied carbon, is intrinsic to our procurement decisions.
- That we utilise to the best effect software and technology that coordinates our fleet teams to respond to our customers' needs in the most efficient way, in the shortest distance, using less fuel.
- We review carbon incentive schemes for colleagues, allowing them to make greener decisions when making car purchases.
- We continue with our flexible working policies and hybrid approach to working where possible, limiting business travel as appropriate to business needs.

## ENERGY

Our Carbon reduction plans and reporting mechanisms provide us clarity on our current carbon emissions and help us set incremental yet ambitious targets as we move forward on our decarbonisation journey.

We and our customers understand the benefit and importance of using innovation and technology to reduce energy usage and have utilised our in-house expertise and access to our supply chain to enhance sustainability in our businesses.



# CBES CARBON FOOTPRINT & EMISSIONS PROJECTION

(Excluding Scope 3 Supply Chain)







## 2.1 OUR ROAD TO NET ZERO

WE ARE A BUSINESS THAT STRIVES TO GO THE EXTRA MILE AND SET ITSELF AMBITIOUS TARGETS.

Our environmental impact is important to us and to ensure our strategy and roadmap is both ambitious while transparent and open to scrutiny, it is vital that we understand the status of our environmental impacts. To do this, an assessment of this impact and probable sustainable measures can be undertaken to prevent or minimise these.

- We have access to in-house experience, supported by an independent expert consultancy that has fully assessed our carbon footprint and our resulting impact, allowing us to measure our current Scope 1, 2 & partial 3 CO<sub>2</sub>e emissions.
- Our ambition in this area is to ensure our statements are credible and authoritative, as such we have stated and published our commitments with the Science Based Targets Initiative (SBTi) and have pledged further these commitments with the Construction Leadership Council (CLC) in support of the Carbon Reduction Code and Construct Zero initiative.
- Our Net Zero plan and milestones will be reviewed periodically and adjusted based on output metrics.

### 2040

- Be Net Zero for Scope 1, 2 and 3 emissions.

### 2035

- Decrease Scope 3 Emissions by 60%

### 2030

- Be Net Zero for Scope 1 & 2 Emissions
- Decrease Scope 3 emissions by 30%

### 2026

- Decrease Scope 1 & 2 Emissions by 60%

### 2022

- Commit to Science Based Targets Initiative
- Pledge to CLC carbon Reduction Code

### 2021

- Establish CBES Carbon Footprint
- Develop Carbon reduction Plan against scoped emissions update annually



# CBES CARBON FOOTPRINT & EMISSIONS PROJECTION

BREAKDOWN PER SCOPE (tCO2 e / %)

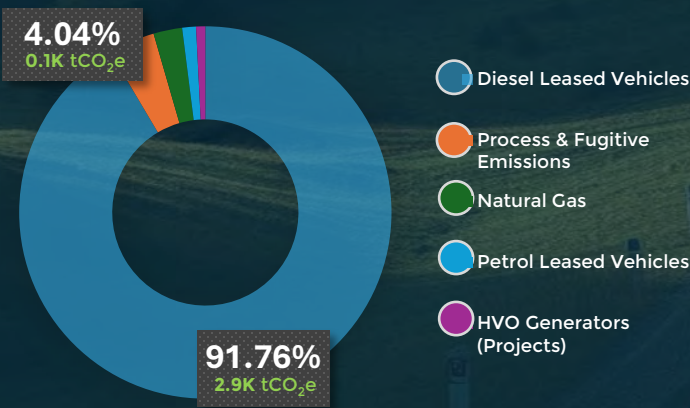


REDUCTION INDICATOR - EXCLUDING SUPPLY CHAIN

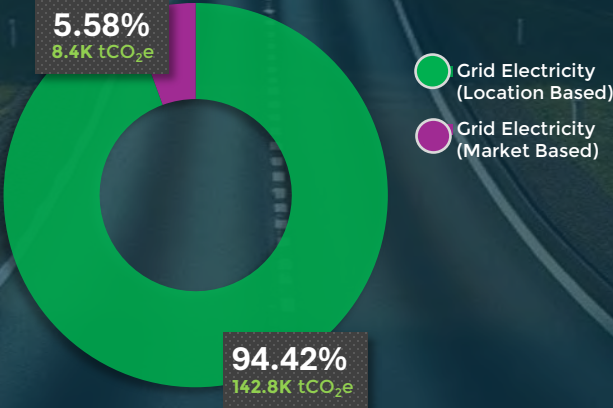
2019	2020	2021	2022	2023
27.19	23.38	26.23	23.86	24.25

Carbon Intensity (/£m To. Excluding Supply Chain)

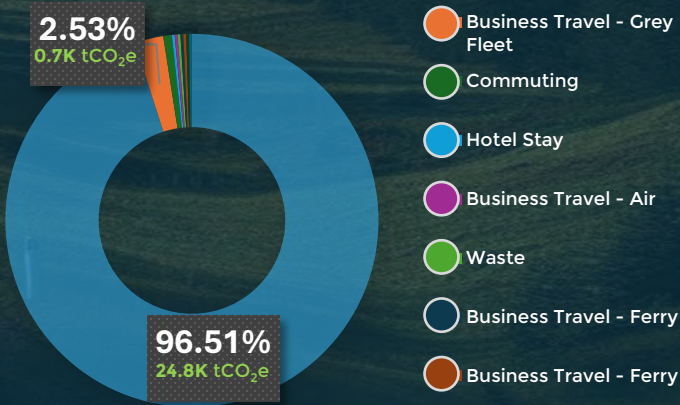
FULL SCOPED ACTIVITIES



SCOPE 1 SUMMARY



SCOPE 2 SUMMARY



SCOPE 3 SUMMARY



# ACHIEVING NET ZERO

Establishing and understanding our route-map to achieving our Net Zero ambition is fundamental to environmental strategy, setting key incremental performances criteria and objectives and are fully committed to being to reduce our carbon emissions to Net Zero by 2040.

We are informed of our impact on the environment and subsequent aspects as it effects climate change, biodiversity, and environmental degradation.

Our Carbon footprint is measured annually and reviewed against our “Net-Zero” strategic pathway, with quantifiable milestones and surveillance measures validating and tracking our progress, aligned with UK Government targets.

Our Carbon Reduction Plan (CRP) has been validated by our Executive Board and posted on our business website and shared with our stakeholders.

In developing our CRP, we have reviewed in detail our carbon output related to our activities and have reflected on our key risks and opportunities in this regard, our most significant carbon emissions such as fleet – fuel usage, energy usage, waste, business travel.

We have committed to ‘Science Based Targets’ publishing our ‘near-term’ targets and progress with SBTi with audit scheduled in 2024.

## 2.2 OUR FLEET

The CBES fleet consists of over 420 vehicles and represents our largest impact on the environment, at 71.5% of total emissions . To mitigate this, we have fully assessed our fleet demographic and usage to determine the most effective measures to reduce the emissions in this area.

Our vehicle usage allows us to review opportunities for Hybrid and Electric vehicle integration as part of our fleet portfolio, which increased to 68% of total company car allocation in 2023.

We continue to review our opportunities in this regard, reviewing and considering current and future market availability, full lifecycle, costs (inclusive of hidden costs), embodied Carbon and the extent of the national charging infrastructure.

Hybrid vehicles are now a mainstay of our standard company car arrangements, and we have achieved our target to achieve >50% hybrid vehicles by the end 2023 and continue to pursue 100% hybrid adoption at lease renewal by the end of 2024. By doing so we will have the potential for reducing our company car fleet tCO2e by >80% by 2025 .

As a business, we are in the process of rolling out Tusker Salary Sacrifice Electric Vehicle Scheme, set to launch in April/May 2024 allowing our teams to access electric vehicles at more economical prices.

We recognise that driving style and fuel consumption can be impacted by driver behaviours, so all our drivers benefit from targeted training and educational programmes aimed at safety, driving style and environmental performance. Making sure our fleet is safe is a key priority and we are proud of achieving our 11th consecutive RoSPA fleet safety gold award, ‘Presidents Award’, underlining our focus on keeping our drivers safe.





Hub



## 2.3 DELIVERING FOR OUR CUSTOMERS' ENERGY

We understand the challenges of energy management, our customers' need to decarbonise their business and control energy costs whilst carrying out their core operations. We recognise that different organisations are on their own unique energy, carbon and asset management journeys and that solutions are as unique as each organisation. We work in partnership with our customers to understand their challenges and develop solutions with our unrivalled experience, expertise and specialist partnerships that span across the globe.

We offer various energy services, designing strategies and routes to energy saving solutions. Even if businesses have a mature asset and energy infrastructure, we provide an energy and innovation resolution option, mindful of the circular economy we identify, develop, trial and rollout energy saving initiatives across our customer's estates contributing to our customer's 'Scope 1 and 2' reduction targets.

In 2023 our specialist Energy and Innovations (E&I) team progressed various projects, introduced 38 new innovative technologies saving our customers over 82 million kWh, 24,572 tCO<sub>2</sub>e against a cumulative total of 120,108 tCO<sub>2</sub>e since being in operation.

We further took part in and delivered numerous decarbonisation projects and initiatives by our buildings, services and maintenance teams such as power optimisation, PV enhancement, BMS, LED lighting schemes etc, which have led to significant carbon reductions and monetary savings for our customers.

Within CBES we have access to our City Group Energy Bureau, offering a range of advanced remote field support functions. Stakeholder SME's with experience in refrigeration, HVAC, lighting, food production, controls energy generation and storage and controls support the Bureau in the development of new systems, process and technologies to reduce energy consumption and cost without impacting on the ability to maintain plant or equipment or to deliver the required operation and performance needs.

Bureau services are almost wholly self-delivered by City from our Glasgow Head Office, providing the flexibility to work remotely given that all systems that underpin the Bureau are available through password protected internet-based systems. This supports a hybrid way of working reducing our own carbon emissions from reduced commuting and travel.





## 2.4 ENVIRONMENT

**WE RECOGNISE THE IMPACT OF OUR SERVICES ON THE ENVIRONMENT, WE ARE TACKLING ISSUES SUCH AS ENERGY USE AND CARBON EMISSION, HOWEVER WE ALSO CONSIDER OUR IMPACT ON THE WIDER BUILT ENVIRONMENT DURING THE UNDERTAKING OF OUR ACTIVITIES AND SERVICES.**

Recognising the impact our services have on the environment, we are tackling issues such as energy use and carbon emissions however we also consider our impact on the wider built environment during the undertaking of our activities.

Our sustainable procurement strategy provides direction and standards as to how we procure products, materials and resources. We are strong and ardent advocates of environmental sustainability and operate in a manner that limits detrimental impacts on the environment while protecting natural resources.

We embrace environmental stewardship by identifying constructive solutions that prevent and mitigate environmental risk in areas such as, archaeology and heritage, ecology, nuisance, water management, pollution control, resource efficiency, soil and land, waste and material management.

We fully recognise the economic and environmental benefits via the utilisation resources that are available in the vicinity of our development sites via suppliers and contractors.

We further advocate material selection based on lifecycle considerations, working closely with design teams and specifiers to achieve these aims utilising the use of several embodied carbon calculation tools in this regard e.g. Building Transparency (EC3).

We are continually reviewing methods to make us leaner and more efficient, such as employing paperless methods in our project delivery, monitoring paper usage and reviewing opportunities to participate in re-wilding and planting schemes.

We retain our certification to BS ISO 14001:2015 and have a robust environmental management system which acts as the basis and foundation of our environmental activities. This links with our project, service & maintenance activities through the development of site-specific environmental management and pollution prevention plans.

We understand our legal obligations via maintenance of an environmental legal register, identifying our environmental risks and opportunities.

## OUR KEY ENVIRONMENTAL PERFORMANCE INDICATORS AND OUTPUTS FROM 2023

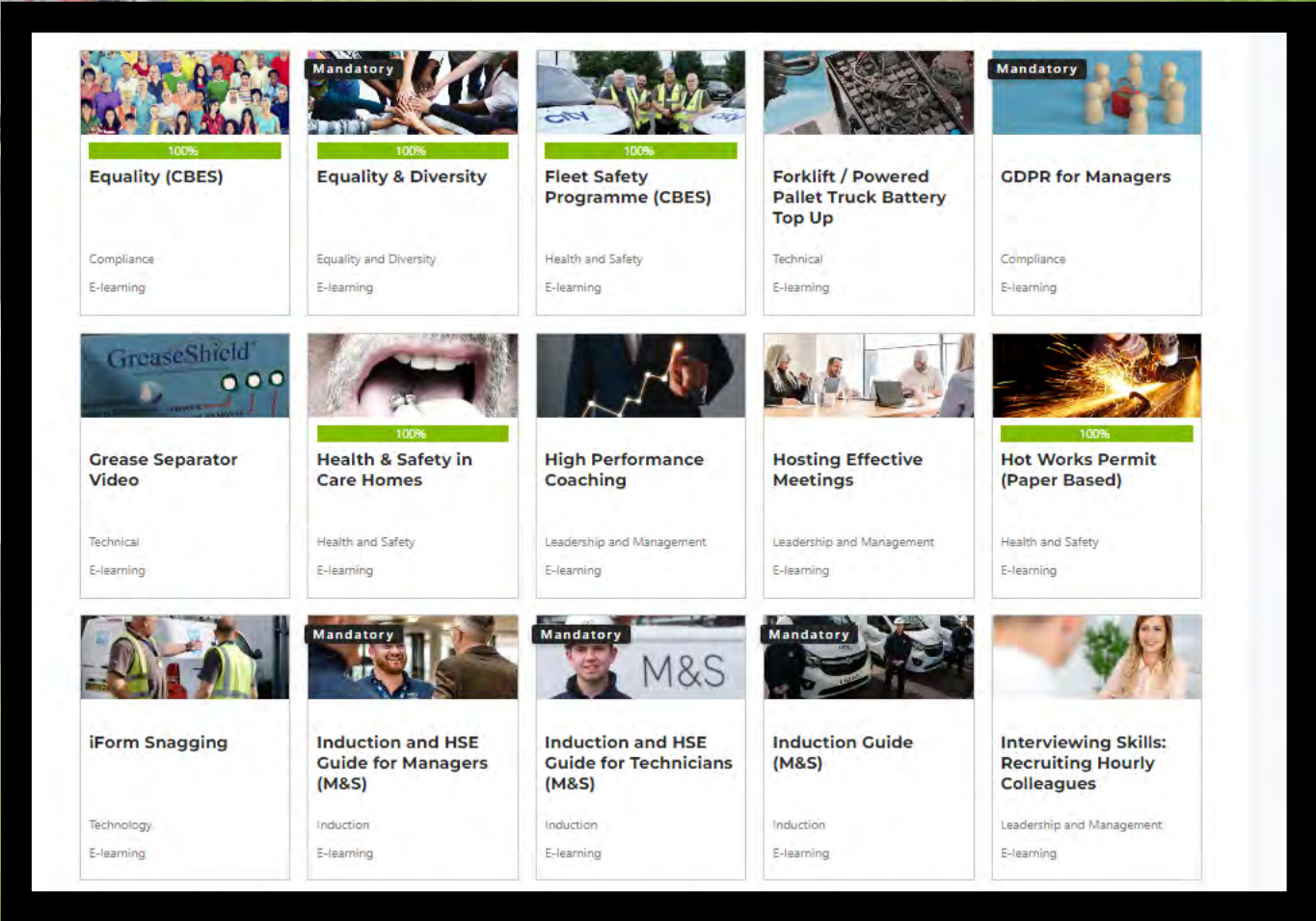
- ZERO POLLUTION EVENTS RECORDED IN 2023
- 2023 CARBON FOOTPRINT ESTABLISHED: 4,100 tCO<sub>2</sub>e EXCLUDING OUR SUPPLY CHAIN
- 2023 CARBON FOOTPRINT ESTABLISHED: 28,920 tCO<sub>2</sub>e INCLUDING OUR SUPPLY CHAIN
- MEASURED OUR SCOPE 3 "VALUE CHAIN" CARBON FOOTPRINT
- REDUCED CARBON INTENSITY BY 9% YOY AND 12% V 2019 BASELINE
- REDUCED SITE FOSSIL FUEL USAGE BY 79% YOY AND 94% VS. 2019 BASELINE
- WASTE DIVERSION FROM LANDFILL 99.6%
- MAINTAINED USE OF CARBON REDUCTION SITE ACCOMMODATION UNITS
- MAINTAINED USE OF PV LIGHTING AND BIOFUELS (HVO) WELFARE UNITS
- CONTINUED USE OF I.T. SOFTWARE TO MAXIMISE COORDINATION AND EFFICIENCIES FOR SERVICE AND FM ENGINEERS ATTENDING OUR CUSTOMER PREMISES.
- MAINTAINED USE OF PAPERLESS OFFICE SOLUTIONS IN RELATION TO OUR PROJECT ACTIVITIES, VIA THE USE OF THE CBES HUB
- CONTINUED TO DELIVER INDUSTRY RECOGNISED (CITB) SITE ENVIRONMENTAL AWARENESS TRAINING TO OUR PROJECT LEADS.



# TRAINING & EDUCATION

Our Education around developing environmentally and sustainably is established and executed via our in-house training department and online learning portal, which includes provision of accredited CITB environmental training.

Our colleagues also have access to the Supply Chain Sustainability School learning materials, of which we maintained our SCSS Gold Member status in 2023.







### 3. HSE

- Our Values
- Leadership
- Policy
- Organisation
- Planning & Implementation
- Measure, Monitor & Performance Review
- Management



# OUR HSE VALUES

**AT CBES, OUR VISION IS TO PROTECT OUR COLLEAGUES, STAKEHOLDERS AND THE ENVIRONMENT AND TO MAINTAIN A BUSINESS THAT SENDS EVERYONE HOME SAFELY EVERY DAY.**

## LEADERSHIP

Our Managing Director is attributed key responsibilities in HSE. A Chartered member of IOSH with a long career in HSE management, our MD is uniquely placed to lead on our business' HSE strategy.

## MATURITY

We have over 18 years of delivering construction solutions for our people, customers, the environment and health and safety.

We hold globally recognised certifications, namely ISO 9001, ISO14001 and ISO 45001.

We are recognised each year for our success in health and safety performance, and in 2023 we received an Order of Distinction award from RoSPA recognising our 17th consecutive Gold achievement awards.

## TARGETS & METRICS

By setting targets and reporting metrics, we believe this allows us to clearly demonstrate our HSE performance and ensure our objectives stretch our business to achieve continual improvement. In 2023 we again maintained a high level of operational monitoring, conducting 352 internal audits on 196 sites and operational places of work.

A key measure of success is the internal inspection score, which for 2023 was 96%, testament to the vigilance and dedication of our operational teams. In addition, we were audited by a range of external bodies such as BSI, Achillies, and other industry organisations such as BESA, NICEIC and NACOSS, successfully retaining all our registrations and accreditations.

Call it  
Out

Do the  
Right  
Thing

Don't  
Compromise

Send  
Everyone  
Home  
Safely  
Everyday





**DURING 2023 WE ALSO EXPERIENCED A HIGH DEGREE OF CUSTOMER ENGAGEMENT, WITH 67 AUDITS UNDERTAKEN ON OUR SITES THROUGH THE YEAR. THESE RETURNED AN AVERAGE SCORE OF 97.5%, SIMILAR TO OUR INTERNAL AUDIT RESULTS AND PROVIDING OUR CLIENTS WITH HEIGHTENED CONFIDENCE ON OUR EFFECTIVE MANAGEMENT OF OUR OPERATIONS.**

Our internal and external monitoring programme acts as a valuable barometer for measuring compliance standards and supports our wider culture of continuous improvement. Frequent review of our systems and updating of our procedures positively contributes to keep our colleagues safe and our business legally compliant.

#### KEY HSE METRICS

**1.9**  
MILLION  
HOURS  
WORKED

**31**  
ACCIDENTS  
SUSTAINED

**2**  
RIDDOR  
ACCIDENTS

**1174**  
NM/PI  
REPORTED

**0.56**  
ACCIDENT  
FREQUENCY  
RATE

**0.00**  
INCIDENT  
INJURY  
RATE  
(CONSTRUCTION)

- >1.9 million hours worked
- 31 accidents sustained
- 2 RIDDOR accidents through the year (2 No >7-day injuries)
- 1174 near miss / potential incidents (NMPI) recorded – each one evidence of positive HSE action
- Our AFR output was 0.56

Our IIR was 0.00 for our construction related activities and 221.08 for our Services to Buildings (FM) activities. It is worth noting that that our highest risk activities are within the construction sphere.





# HSE INITIATIVES

THE DELIVERY OF HSE INITIATIVES ALLOWS US TO CREATE AN ENVIRONMENT WHERE WE CAN SEND OUR COLLEAGUES HOME SAFE EVERY DAY.

Through our Engagement Calendar, we continued to support charities such as ‘Mates in Mind’, ‘Stop, Make a Change’ and IOSH promoting our occupational health and safety and wellbeing campaigns.

## IN-HOUSE TRAINING

We delivered **96** in house training courses to **727** delegates with **3,035** eLearning training sessions undertaken via our online in-house training portal ‘CityEvolve’.

## COMMUNICATION

We aim to ensure we communicate safety effectively, HSE is a standard agenda item at all senior and national meetings. Additionally, HSE communications are cascade to the workforce weekly whilst we provide monthly updates, regular bulletins, webinars via our monthly & quarterly newsletters CUB and Heads Up.

## WELLBEING SUPPORT

We ensure that our people continue to have access to occupational health and wellbeing support via our retained occupational health providers ‘Wellness International’ and our Employee Assistance Programme, co-ordination a full roll-out for all people for 2023.







## KEEPING OUR FLEET SAFE

WE ARE CONSCIOUS OF OUR EVER-INCREASING FLEET SIZE AND THE NEED TO ENSURE BOTH OUR VEHICLES AND DRIVERS ARE SAFE ON THE ROAD. IN 2023 WE ENSURED THAT KEY METRICS WERE ESTABLISHED AND MEASURED IN THIS REGARD, KEY OUTPUTS AS FOLLOWS:

With the increase in fleet size, and distance covered - we have experienced an uplift in accident numbers and cost. However, coupling a focus on this via specific targeted programmes, as well as the below improvement programmes - we expect to see a decline within 2024.

### OUR DRIVER IMPROVEMENT PROGRAMME:

- We continued and enhanced our fleet behavioural training courses with our management teams
- 64 driver safety awards were issued in recognition to our colleagues' behaviours.
- We continue to support of Brake's road safety week
- We continue to act as RoSPA Fleet Safety Ambassador.
- We operate as members of ScORSA and form part of their Steering Group.
- We became active members of the Driving for Better Business campaign.

We continue to seek improvements in fleet safety and environmental performance actively participating and benchmarking with industry partners. In 2023 we continued to inform industry via our collaboration with RoSPA as a Fleet safety Ambassador.

We will further seek continuous improvement within our business by supporting the 'Driving for Better Business' Initiative a national government-backed programme promoting the reduction in occupational road risk and associated costs whilst maintaining legal compliance and adherence to guidance.

Utilisation of this programme will assist our business in areas such as training and education and ensure we are well placed to benchmark with other industry and like organisations.



## 4. PEOPLE

- Diversity, Inclusion & Belonging
- Gender Pay Gap
- Modern Slavery
- Social & Community
- Nurturing Talent
- Culture of Continuous Learning
- Road Map of Improvement





# PEOPLE

WE PROMOTE SKILLS AND EMPLOYMENT OPPORTUNITIES FOR ALL. WE DO EVERYTHING WE CAN TO ENSURE WE ARE A DIVERSE AND REPRESENTATIVE BUSINESS. HOWEVER, WE CONTINUE TO FACE THE SAME CHALLENGES AS OTHER EMPLOYERS IN THE FM, ENGINEERING AND CONSTRUCTION SECTORS WHERE OCCUPATIONAL SEGREGATION CAN BE A KEY CHALLENGE MEANING MEN OR WOMEN CAN BE UNDER-REPRESENTED IN CERTAIN JOB ROLES.

## DEVELOPING PEOPLE

Developing our people is a crucial component of what we do at CBES. Through our various development programmes our desire to advance our people can be highlighted.

We had achieved the Investors in People (IIP) accreditation in 2018 and upon renewing our accreditation in 2021, were awarded 'Silver level' to recognise significantly improved compliance with the IIP framework. We had received extremely positive feedback from the annual interim review in 2023 to support our ambition to achieve Gold level IIP accreditation upon renewal in 2024.

## ENGAGING PEOPLE

Each year, our colleagues have the opportunity to give anonymous and constructive feedback in our colleague survey.

Honest feedback can highlight the areas where improvement and action is needed as well as ways to simplify and improve what we do.

We share the results with all colleagues each year and identify key targets with each division to ensure we can continue to make CBES a great place to work. Our engagement score is currently 78.7%, an increase of 2% on our previous survey poll.



INVESTORS  
IN PEOPLE | Silver





The City logo, featuring a small green dot above the word "city" in white lowercase letters, set against a dark purple background.A graphic for the "Your Say Survey". It features a large blue circle with the text "Your Say Survey" in white. To the right of the circle is a white megaphone with a blue handle. The entire graphic is set against a green background with a black border. There are also some white and blue dots scattered around the graphic.

Your Say  
Survey

## DIVERSITY

CBES are committed to eliminating discrimination and encouraging diversity amongst our colleagues.

Our aim is that our colleagues will be truly representative of all areas of society, and that each colleague feels respected and able to give their best.

## MODERN SLAVERY

We have a zero-tolerance approach to modern slavery, and are committed to acting ethically, and with integrity in all our business dealings and relationships.

We are also committed to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or in our supply chains.



## EQUAL/GENDER /FAIR PAY

WE ARE COMMITTED TO BEING A DIVERSE AND INCLUSIVE EMPLOYER. AS WELL AS UNDERSTANDING OUR PAY GAP, WE COMMIT TO TAKING THE RIGHT STEPS TO REDUCE IT AND ACCELERATE THE PACE OF CHANGE.

Similar to many organisations in our industry, we also have fewer women than men in our more senior positions and those roles that receive higher levels of pay. Our bonus gap is also influenced by currently having more men than women in senior roles, which attract higher levels of bonus in line with market rates.

This does not mean that we can use industry performance as an excuse and as such we are committed to increasing the number of suitably qualified and experienced women who apply for roles and progress their career with CBES



## Gender Balance

33%

Of our Senior Team are women

## OUR ACHIEVEMENTS

- We achieved Silver level on the Investors In People accreditation
- we continued our focus on increasing the number of females in historically male-dominated roles through promoting female colleagues to engineering, technical management and commercial positions.
- We have invested significantly in the technical, professional and personal development of our female Management Apprentices throughout 2023 and have committed to supporting their progression to the position of Design Manager over the next 3-year period.

We have established links to assist engagement with local schools close to all CBES offices and the Co-op Academies Trust to provide the platform for female pupils and pupils to consider a career within the Construction and Engineering industries through trades apprenticeships and trainee positions.



## GENDER PAY GAP DATA 2023

### CBES LTD

CBES provides a wide range of construction and engineering services. Our multi-disciplined capability allows us to provide our clients with a flexible and highly skilled approach, operating across six divisions: Refrigeration, Fire & Security, Mechanical & Electrical, Construction, Food Services, and Total Risk Solutions

#### Mean Gender Pay Gap

31%

#### Median Gender Pay Gap

26.1%

#### Mean Bonus Pay Gap

81.5%

#### Median Bonus Pay Gap

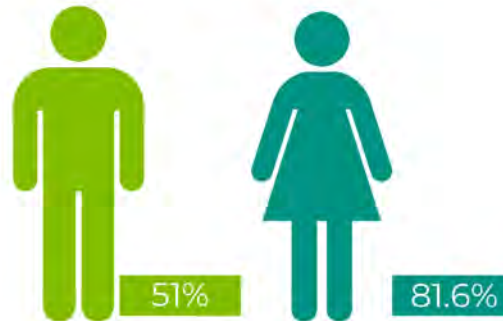
0%

### PAY QUARTILE HEADCOUNT GENDER %

This is the percentage of male and female employees in four quartile pay bands (dividing our workforce into four equal parts).



### COLLEAGUES RECEIVING A BONUS



## OUR PLANS TO CLOSE THE GAP

We are committed to being a diverse and inclusive employer and understanding our pay gap in order to take the right steps to reduce it and accelerate the pace of change. To demonstrate our commitment to closing the gap, we have outlined below the activity we are undertaking.

## RECRUITMENT

We are supporting the improvement of gender diversity through further improving our recruitment policies, processes and practices including:

- Increasing the number of suitably qualified & experienced female candidates shortlisted for vacancies.
- Reviewing our adverts and recruitment collateral to ensure they are gender neutral.
- Increasing our access to a diverse talent pool through our recruitment sources.
- Working with our preferred recruitment agencies to ensure our shortlists have a greater gender balance.

To affect a real change in the number of women in non-traditional roles, we believe it starts at an early age. As a result, we have engaged with schools to highlight the wide variety of careers available within engineering, construction and FM.

We will also continue to build on attracting women into our successful apprenticeship and graduate programmes through building on our existing relationships with our network of FE providers



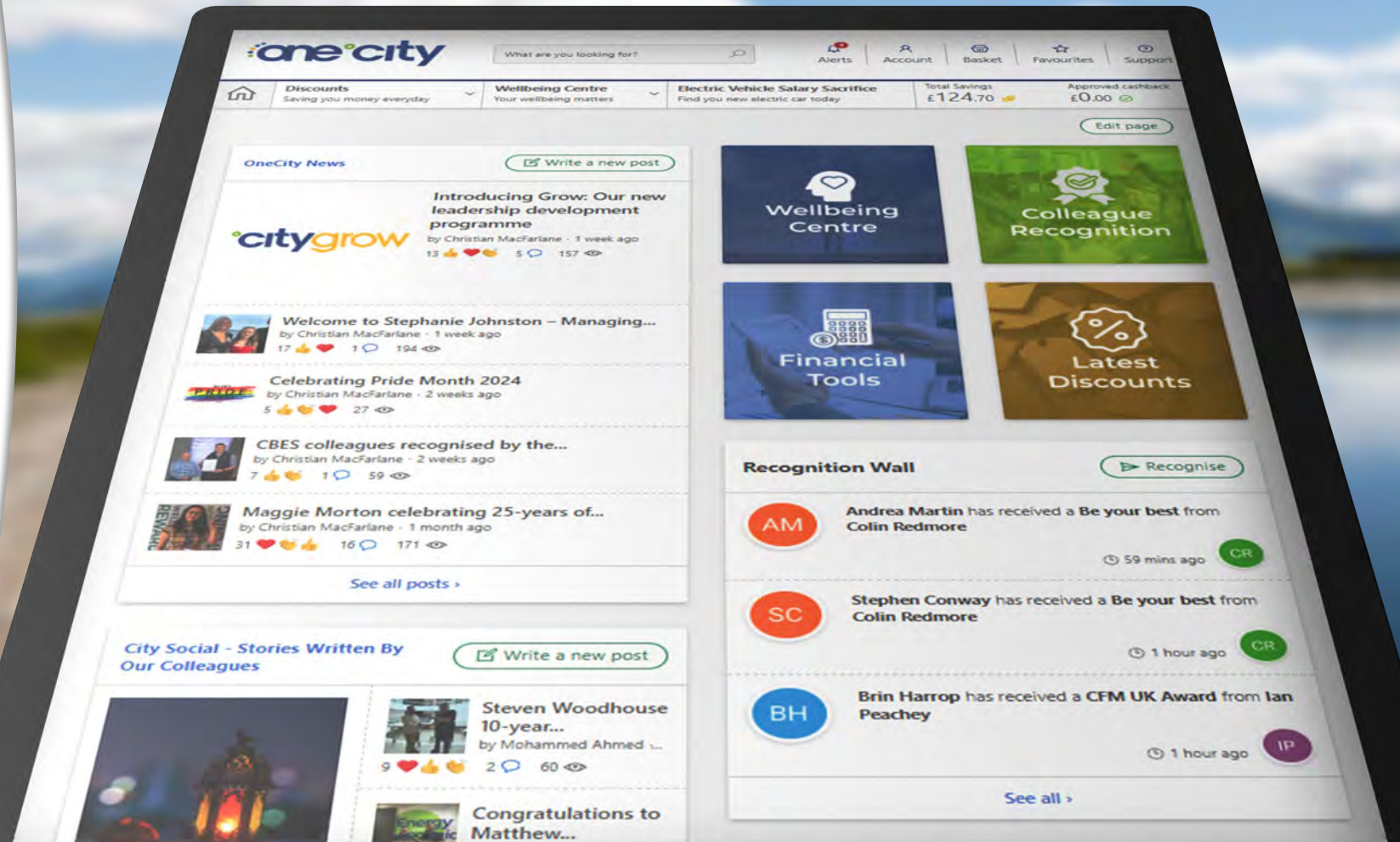
# DIVERSITY & INCLUSION

Our Diversity, Inclusion and Belonging working party focus on key aspects in raising the profile of Gender (and other forms of diversity) within City with targets being set to increase the number of female appointments into traditionally male-dominated operational management roles.

Our 'OneCity' communication hub provides our colleague community with a platform to celebrate their success and encourages our colleagues to be more consciously inclusive, including the sharing of their stories, thoughts and ideas.

We understand menopausal women are the fastest growing workplace demographic and believe in creating an environment where menopause can be talked about easily and where the right support is in place for our colleagues.

We have committed to being a 'Menopause Friendly Employer' and have arranged a variety of webinars and menopause cafes to raise awareness our business to support our journey towards achieving full 'Menopause Friendly' accreditation in the future.





# OUR VALUES AND BEHAVIOURS

OUR VALUES EPITOMISE OUR PEOPLE AND OUR CULTURE, UNDERPIN HOW WE DO THINGS EVERY DAY AND ARE SUPPORTED BY ROBUST, ACTIONABLE AND MEASURABLE BEHAVIOURS, THUS SUPPORTING OUR COLLEAGUES TO DELIVER HIGHER PERFORMANCE.

Our values are derived from our common language and how we do things.

Our leadership behaviours not only compliment the Everyday Values, they also set out our additional expectations for our leadership teams. Our Leadership Behaviours are:

- WE ARE PROGRESSIVE
- WE ARE TENACIOUS
- WE VALUE PEOPLE
- WE INSPIRE TRUST
- WE ARE CITY

These behaviours are also supported by clear and measurable descriptions, enabling our leaders to recognise and drive their own performance.



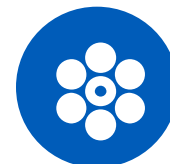
## Strive to improve

We seek and act on feedback  
We speak up to make things better  
We welcome change



## Make it happen

We never gave up  
We deliver solutions  
We give great service



## We are One City

We are all in, one team  
We are inclusive  
We share a vision and work collectively



## Show you care

We look out for one another  
We listen and treat each other with respect  
We don't compromise on safety



## Be your Best

We do what we say  
We are open and honest  
We take pride in what we do



# DEVELOPING PEOPLE

AT CBES, WE HAVE BUSINESS WIDE LEARNING STRATEGIES TO MEET OUR CURRENT & FUTURE PERFORMANCE NEEDS.

- As a progressive business, with an inclusive learning culture, we continually invest in the development of colleagues at all levels.
- We are focused on maintaining a strong culture of continuous learning to build on and enhance individual and collective capabilities.
- Our learning strategy is developed to align with our business ambition, ensuring that we have people who are capable of contributing to the successful achievement of objectives.
- We recognise that the education and development of our people is an essential contribution to an innovative and dynamic business, delivering excellent services across all of our customers.
- Our commitment is therefore to provide a diverse range of learning opportunities which allow our people to reach their fullest possible potential.



Talent reviews  
Realising aspirations  
Technical development programmes  
Grow (leadership development)



Legal & Compliance  
Technical training & upskilling  
Leadership development  
Management & soft skills  
Appraisal & performance reviews



Role specific development  
City culture & values  
Customer culture & values  
Compliance & legal obligations  
Review & probationary evaluation



# NURTURING TALENT

WE HAVE LONG ESTABLISHED AND WIDELY ACCESSIBLE DEVELOPMENT PROGRAMMES FOR ASPIRATIONAL COLLEAGUES. OUR 'GROW' LEADERSHIP PROGRAMME IS OPEN TO ALL COLLEAGUES, IN ALL LOCATIONS AND DISCIPLINES AND IS FLEXIBLY DELIVERED TO ENSURE ACCESSIBILITY.

Our 'Grow' programmes are open to frontline and support colleagues of all levels. Delivered in a blended style and supported by a mentor, programmes are designed to be both practical and vocational in their approach to helping aspirational colleagues meet the expectations and requirements of the next level of role.

There are four different programmes...

- Leadership Essentials,
- Leadership Growth,
- Leadership Excellence
- Executive Leadership.

Diversity in our talent pool is fundamental to a successful and forward-looking business.

Our Grow programme has resulted in over 60 colleagues being promoted to Supervisory/Manager roles and around 20 colleagues to Middle Management roles.





## APPRENTICESHIPS

### CBES HAS A LONG HISTORY OF SUPPORTING APPRENTICES WITHIN THE BUSINESS.

Our commitment to providing opportunities includes 23 colleagues enrolled on our apprenticeship programme, which we believe is an essential and fundamental investment in attracting and developing talented people, supporting them to develop technical skills and real work experience through structured learning both academically and practically on the job.

We have established strong partnerships with colleges and universities nationally and have a robust network of support in place with apprenticeship providers.

Our apprentices are partnered with a mentor for the duration of their programme, ensuring that they are developed by a specialist on the job, and have an appropriate support network in place.

Undertaking our apprentice induction programme, and quarterly reviews with their line manager and mentor ensures that we can identify and provide the right level of support to ensure that they are able to maintain progress.

This network of support, our relationships with providers and continuing performance progress reviews ensures we are able to sustain our ethos of developing young people and creating lasting careers at CBES.

We are proud of the achievements of our people. Several of our apprentices have gained several awards for the quality of their work and achievements, including C&G Apprentice of the Year Award and College Apprentice of the Year Awards.

Our continued investment in talent has led to a number of apprentices progressing beyond their technical specialist roles within the business into roles such as Design Manager, Project Manager and National Refrigeration Manager.



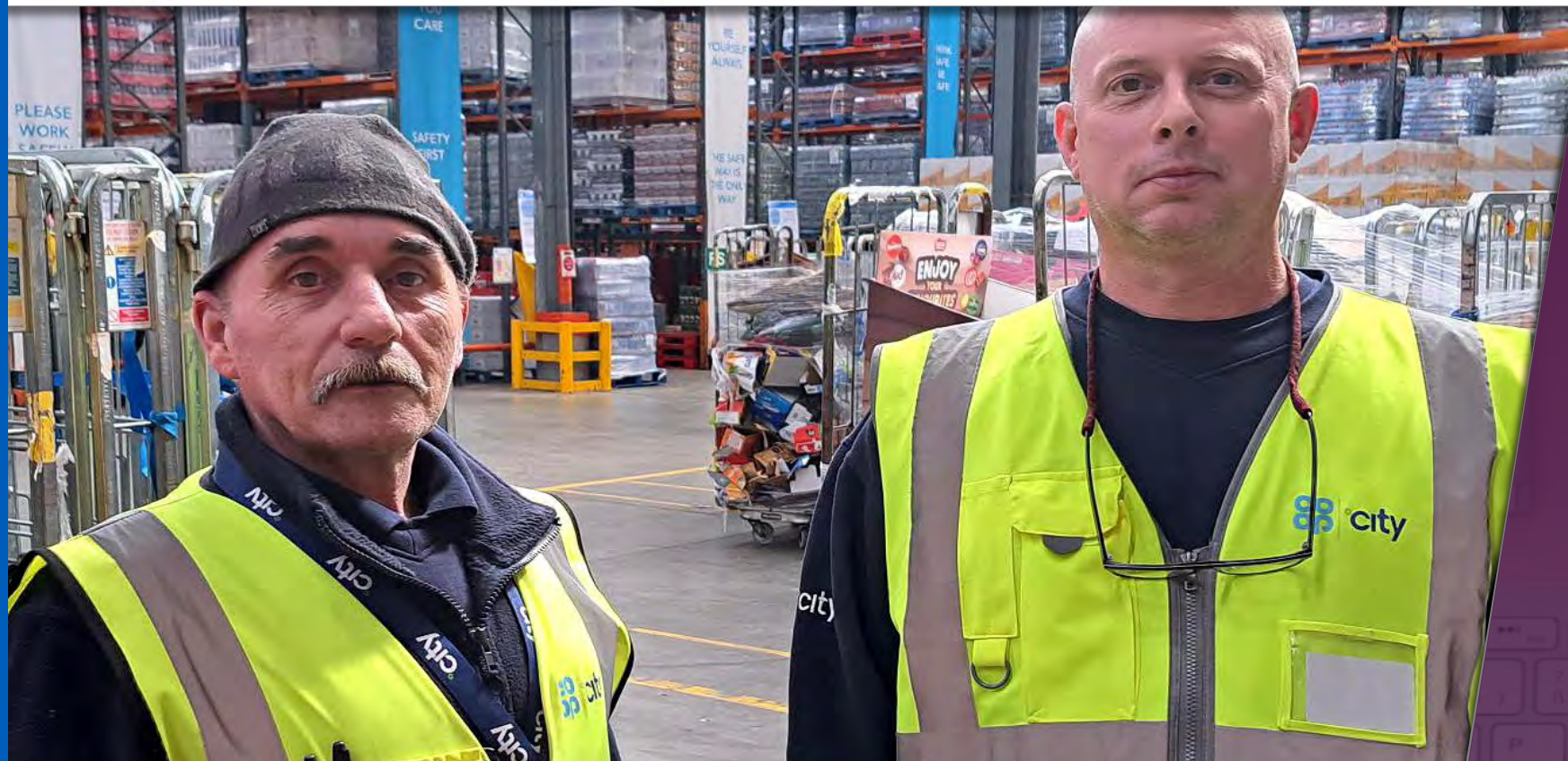
**JUNO  
MARGAGLIONE**

"I learned loads in my first week, focusing on how to install certain systems and the specialist tools that are required to be used.

My two tutors are great and really help explain things as I go."







## INNOVATIVE DEVELOPMENT

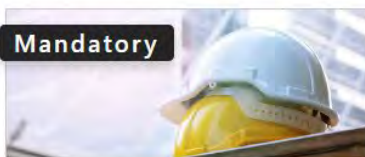
CBES offer a wide variety of accredited training solutions including e-learning modules, in person and virtual classroom courses, bespoke technical videos and online knowledge assessments approved by our awarding bodies, giving colleagues access to guides and tutor support.

We have recently invested in a new Learning Management System to support our colleagues through a combination of professional, technical and vocational training across a wide range of disciplines.

In 2023 our colleagues attended over 1,500 technical and soft skills training courses and completed 3,035 e-learning courses.

Our leadership development programme delivered over 40 days of training to our current and future leaders via our internal training commitments and external partners.

Mandatory



City Safety Leadership



100%

Colleague Welfare and Wellbeing



Conducting Effective Appraisals



Conducting Effective Reviews.



# Traffic Management Plan

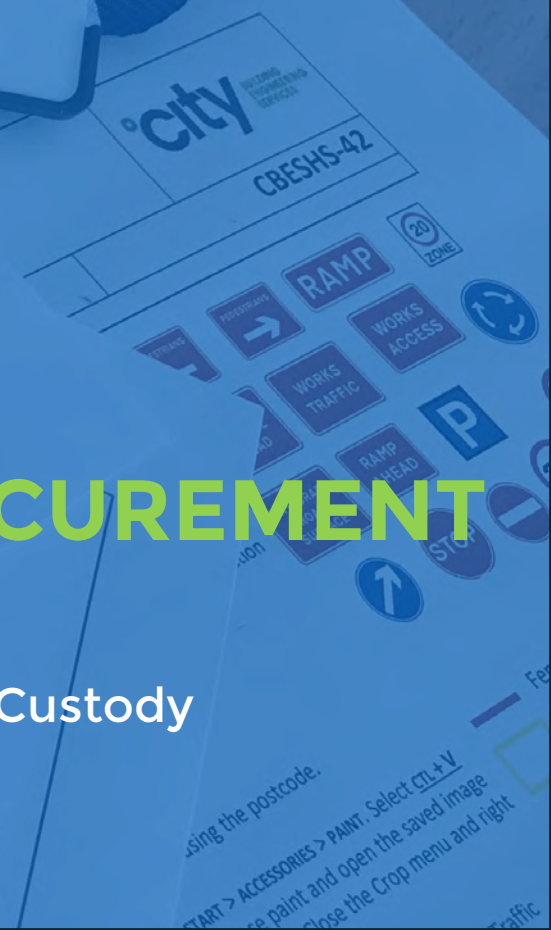


city		CBESH-42	
Legend	Item	Descriptor	
	<input type="checkbox"/>	Work Area (internal)	
	<input type="checkbox"/>	Works Access	
	<input type="checkbox"/>	Small Compound for duration of works	
	<input type="checkbox"/>	Traffic Route	
	<input type="checkbox"/>	Parking	



## 5. PROCUREMENT

- Ethics
- Finance
- Chain of Custody





AT CBES, MAKING SURE WE HAVE FAIR, ACCOUNTABLE AND CONSISTENT BUSINESS PRACTICES IS FUNDAMENTAL TO ACHIEVING GOOD GOVERNANCE AND SOCIAL VALUE. BY STRIVING TO UPHOLD THESE VALUES WE SUPPORT LOCAL SUPPLY CHAINS AND COMMUNITIES TO GROW AND REDUCE INEQUALITIES CREATING SUPPLY CHAIN RESILIENCE AND CAPACITY.

## ETHICS

We take our Ethics seriously and make it a priority that our workforce and supply chain is safe, secure and treated with fairness and respect. By setting our principles against sustainable and ethical standards we can achieve this.

## CHAIN OF CUSTODY

Our Chain of Custody processes allows us to constantly determine and review the materials we are using on site ensuring it derives from creditable sources and comes with suitable accreditation including FSC and PEFC. It's our aim to be sustainable as we can be, as such, we drive responsible sourcing and wherever possible apply lifecycle principles to our operations & buying decisions.

Implementing our sustainable procurement policy for goods, services & information gives us accountability and confidence in our standards. Accreditation held from our suppliers provides assurance on their ethical sourcing, from timber to the steelwork that we purchase helping us establish compliance in these areas ultimately ensuring green procurement principles are effectively applied.

## FINANCE

At CBES we understand the importance of financial accountability within in our own business and with our customers. Coupled with this we have a robust and professional supply chain that supports us in delivering value to our customers and we understand the significance cashflow has to their ongoing ability to provide a quality service.

To facilitate this, a key area of focus is on providing fair payment terms, especially for SME's. Our intent can be underlined by achieving 80% payment of all approved invoices within agreed payment terms with for our suppliers and sub-contractors and a target of 90% by end of 2024 coupled over 4PS & Dynamic 365 Platforms.

Furthermore, we will work with our supply chain members continually to review different terms where applicable, so our business is being optimised in financial transactions. At CBES we make it priority that we will commit to fair payment terms for all suppliers and sub-contractors who work with us.

## PAYMENT TERMS - OUR AIMS

To achieve payment of 90% of all approved invoices within agreed payment terms with all suppliers and sub-contractors by 2025.

## HOW WILL WE ACHIEVE THIS?

This will be achieved through a robust renewed approval process for invoice matching and utilisation of our new cloud-based systems where possible coupled with process driven notification to the supply chain of any invoice discrepancies to ensure that we are transparent and open with our Supply Chain and Customers.

## WHAT HAVE WE DONE SO FAR?

At CBES we already achieve many of our 'Payment Terms' promises. The first key change is the actual agreed payment term with all supply chain partners. Furthermore, we have sections of our supply chain partners already on reduced payment terms and we are working with smaller partners to agree reduced payment terms to support their cash flow.

In 2023, on average our payment terms were 52 days and for SMEs: between 7 and 30 days, 85% of all approved invoices are paid within agreed terms.



## SUPPLY CHAIN

At CBES we believe in fairness and honesty and that these values reflect onto our supply chain. As such it is imperative that our supply chain partners offer the same fair payment terms to their respective supply chains.

### SMEs

At CBES we pride ourselves on our continued work with SME's and more than 50% of our UK spend is with SME's which compares positively against government spend targets.

As more than half of our suppliers are SME's we continuously engage and collaborate with them to seek the most innovative and solution driven companies that we can support and work with us thereby driving benefits to our customers and increasing our spend with local companies and communities.

We are fully committed to delivering value for money in all our transactions. In delivering daily business, staff must always consider CBES' wider responsibilities in terms of moral, social, legal, economic and environmental impact.

Effective implementation and directive control for continually improving our Supply Chain operations will deliver a robust systemic social value delivery to enhance our business' wider objectives across operational dimensions.

As external impacts continually challenge businesses globally, we are proud to promote continual growth which fully supports our supply chain. This is to ensure we deliver satisfactory service to our customers and support them to encourage sustainable development and growth where possible. This sustains resilience and tackles inequality, contributing to everyone's health and sustainability.

CBES hold collaborative supplier partner days to provide information on our business, our values and ambitions allowing us to attract and broaden the opportunities for our supply chain and strengthen existing relationships.

We are committed to providing support for our supply chain and provide access to dedicated team members to support via onboarding training, understanding of our tendering approach and also health and safety courses.

## LIFECYCLE THINKING

Our aim of our lifecycle thinking and key to our successful delivery is to identify enablers of change and develop associated plans to ensure that suppliers of trade, goods and information are fit-for-purpose to partner us within our business, to deliver efficient and satisfactory service for sustaining social growth.

## WASTE MINIMISATION

At CBES a key focus area revolves around diverting waste from landfill with emphasis placed on adoption of the waste hierarchy. At site level where materials cannot be re-used, we aim to recycle by segregating at source where we have an availability of space.

We work closely and in partnership with our waste management suppliers and are proud to have achieved a cumulative 99.6% diversion from landfill rate, with 100% diversion in our engineering divisions. Almost 40% of the waste generated was either reused, reprocessed or sent to energy.

## INDUSTRY STANDARDS

We always aim to work within Industry standards and hold ourselves to the goal of setting the highest bar. Furthermore, we will not only evidence that we meet these standards but also that our suppliers and our subcontractors uphold them.

We ensure that our supply chain participates in fair and ethical trade ensuring working standards are high and fair pay



## ETHICS

At CBES we hold ourselves to high ethical standards and expect the same from our supply chain partners. We have an ethical trading policy which further aligns with our standards on anti-corruption, anti-bribery and whistleblowing. We believe strongly on building trusting and open relationships to drive continuous improvement in a reciprocal way in respect of our suppliers and set out our expected business behaviours.

We pride ourselves on ethics within our commercial relationships, and develop our professionalism, trustworthiness and integrity to be the standard by which companies should do business.

Ethics is a key facet of our business, and it is reflective of our responsibilities as a trusted and responsible organisation whilst reinforcing our commitments to our people, customers, supply chain and communities ensuring stewardship and governance throughout all our operations.

Furthermore, our pre-qualification (SCM) assists us in establishing ethical standards at onboarding stage via our supply chain, in 2023 we aligned pre-qualification processes to that of the 'Common Assessment Standard' (CAS) enhancing assurance and confidence to our customers that our supply chain is both competent whilst able to demonstrate ethical practices

## HUMAN RIGHTS

We work tirelessly to ensure we work in a fair and safe workplace and that this is a top priority. We are committed to identifying, preventing, and monitoring risks of slavery, human trafficking and forced labour in our supply chain and operation. We have a zero-tolerance approach to such practices, our ethical trading and dignity at work policies provide the framework for how we conduct our business with human rights at the forefront of our operations.

## LABOUR STANDARDS

Within our business we have a unique tripartite structure: all standards, policies and programmes that require continual review and approval from specific representatives of the business. Our framework is maintained in line with confirmed international labour standards and governing bodies. This serves our management board and assists in the development of the policies, guiding how our business conducts its activities.

We comply with the relevant International Labour Organisation ("ILO") labour standards, and we expect the same from our supply chain partners. By doing this we require and promote decent working conditions whilst creating a fairer and more representative workforce at CBES. We ask our supply chain to align to the ETI (Ethical Trading Initiative) Basecode, and undertake an assessment via SEDEX to establish our sustainability opportunities in addition to our Ecovadis membership audit.

In 2023 we have taken forward our commitment to becoming a FIR ambassador with the Supply Chain Sustainability School.

## PAYMENT TERMS

We are committed to conducting business with a high level of integrity and do not tolerate bribery of any kind.

Within our Anti-Bribery policy, we underline clear guidance to our colleagues and supply chain about the acceptable and unacceptable ways to conduct business therefore promoting fair competition.

BEGINNER

**FIR**

AMBASSADOR

Fairness, Inclusion  
and Respect  
in construction

**Sedex**

SUPPLY CHAIN SUSTAINABILITY  
**SCHOL**



International  
Labour  
Organization





## 6. COMMUNITIES & GIVING

- Engagement
- Giving
- Sponsorship
- Charity



# COMMUNITIES & GIVING

WE UNDERSTAND THE IMPORTANCE OF COMMUNITY ENGAGEMENT AND CHARITABLE SUPPORT AS ESSENTIAL ASPECTS OF OUR CORPORATE SOCIAL RESPONSIBILITY.

We believe that supporting the communities in which we operate is not only the right thing to do, but it also helps to build strong, healthy, and vibrant communities. By engaging in charitable giving, we can give back to our community and help to address some of the most pressing social and environmental issues facing our society.

These principles of providing support and generous giving are embedded within our corporate DNA, along with a strong moral desire to always ‘do the right thing’.

Furthermore, community engagement and charitable giving also help to foster a positive relationship with our customers, employees, and stakeholders, who value our commitment to making a positive impact in the world.

Overall, our business prioritises community engagement and support because we believe that it is an integral part of our responsibility to help create a more sustainable and equitable future.

During 2023 our charitable efforts involved over 90 people over approximately >160 days and a value of around £45,000



>90

colleagues involved



>160 days

of Social value activity



>£45,000

donations & in-kind  
donations to  
communities & charities





## PARTNERING

We find value in establishing partnerships in all we do. Through regular communication and collaboration, we can build strong, long-term relationships that ensures mutual respect and maximises the effectiveness of the support we can provide.



### KILBRYDE HOSPICE

Since 2010, we have maintained a long-term relationship with the Kilbryde Hospice. Based near to our head office in Glasgow, Kilbryde operate a palliative care and day services facility, as well as supporting a variety of community groups and services for the most vulnerable in our society.

Our Risk Management team have been involved in developing their health & safety management system, providing advice and guidance to the Operational Risk committee, and training to operational staff.

Our advisors have also provided fire risk assessment and management services as well as a premises monitoring & compliance service for the Hospice' retail premises, ensuring their vital fundraising activities remain open.

In addition to this, our operational trades colleagues have supported the Hospice through carrying out repairs and maintenance tasks throughout all their properties. Assisting in this way has kept their estate operational and allowed them to reduce their costs.

During 2023 we were able to provide Kilbryde with approximately 3 days and around £3,000 of support (risk management only).



### SENSE SCOTLAND

During 2023 we continued our partnership with Sense Scotland, a charity providing a range of support services to people and families living with sensory difficulties. Operating from 28 premises across Scotland, these include retail shops, respite care accommodation and day service drop-in centres.

Our business were asked to support Sense Scotland with their premises compliance responsibilities and completed a programme of inspections undertaken throughout 2023 - taking approximately 14 days with a total cost in support of £5,600.

In addition, we delivered bespoke training courses in manual handling and train-the-trainer to support the charities' retail operations staff.

We were also able to support Sense Scotland through our Energy & Innovation team, undertaking surveys at key premises with a view to assisting them reduce their energy consumption.



# COMMUNITY & CHARITY ENGAGEMENT & SUPPORT PROJECTS

We believe in giving back to the communities in which we work, being a good neighbour and helping wherever we can.

We are always exploring options for support and engagement to add value wherever we operate.



In September 15 colleagues from our Fire & Security team climbed Mt Snowdon in support of Leukaemia Research and the Anthony Nolan Trust.



We upgraded the electrical installations within the Serbian Orthodox Church of the Holy Prince Lazar in Birmingham. Bringing the electric systems to the latest standards.





## COMMUNITY & CHARITY ENGAGEMENT & SUPPORT PROJECTS

- We attended and supported Kilbride Hospice with their compliance issues within their Fire & Security systems.
- CBES supported the wider group activities of a Charity Fun Day - raising a total of £1,450 to enter the charity pot. Beneficiaries of this include Cancer Research UK, Alzheimer Scotland and Action for Children
- Colleagues from our construction division assisted in packing and distributing foodbank parcels at one of our clients' stores at Christmas time.
- CBES colleagues took part in a charity 7-a-side in support of North Lanarkshire 'Let's Talk' - suicide awareness campaign
- Members of our Construction team volunteered their time and skills to improve the gardens at Co-op Academy Manchester for the benefit of staff & pupils.
- Whilst undertaking works on a local school in Rugby our construction team undertook a refit of a nearby Scout Hall.







SUMMARY...

# “MAKING A DIFFERENCE”



## OUR ROOTS IN SOCIAL VALUE REMAIN FIRMLY SET IN OUR FOUNDER’S MENTALITY AND WITHIN THE DNA OF THE CITY GROUP.

CBES as a key business unit has set out within this annual report our social value aspirations, expectations, achievements and targets as a sustainable and ethical business.

- Our aim is to review and enhance this year on year for the benefit of our colleagues, customers and the communities we serve.
- Over the past year, we have prioritised initiatives that enhance community well-being, support local economies, and promote environmental sustainability.
- Our People are core to this, and the achievements referenced in this document could not have been accomplished without the desire, dedication and endeavour of our organisation to make a real and impactful difference.
- We believe have made significant progress by focusing on the 5 key pillars of our Social Value Framework, whilst challenging in some respects, they have helped us to improve our social impact whilst keeping climate change at the forefront of our ESG agenda.
- Our progress gives us motivation and pride in our achievements and it's important that we recognise the contribution and difference we are all making in providing social value through our operations





# city

**BUILDING  
ENGINEERING  
SERVICES**

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Glasgow G50US

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