

A photograph of two construction workers, a woman on the left and a man on the right, walking away from the camera on a paved path. They are both wearing bright yellow high-visibility safety vests with 'VolkerFitzpatrick' printed on the back, and white hard hats. The woman is wearing blue jeans and the man is wearing dark trousers. The path is bordered by a low concrete wall on the right and a blue fence on the left. Trees and a cloudy sky are visible in the background.

# Annual Sustainability Report

2019





# 2019 Annual Sustainability Report

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“We are proud to look back on our sustainability achievements of 2019. Our teams continue to exceed expectations in terms of the design, construction and engineering excellence of our projects, as well as ensuring sustainability and social responsibility are at the core of our approach.

Going the extra mile is the norm, thanks to the passion of our workforce, and their desire to fully engage with the communities we have the privilege of working in.

We have recently launched our new sustainability framework; People-Planet-Purpose and our 2020-2030 'Decade of Action'. The framework builds on excellent foundations and further unlocks our desire to take bold action to balance the needs of the environment and society, alongside continuing to grow economically. It sets a flexible, agile and empowering structure for our organisation, as well as providing us with an approach that enables us to talk consistently with our stakeholders about our collective ambitions and achievements.

We hope you enjoy reading about our highlights from 2019.

**Alan Robertson**  
CEO, VolkerWessels UK





# People - Planet - Purpose: our framework for a sustainable business

VolkerWessels UK's vision is to be the construction contractor of choice, by always exceeding our stakeholders' expectations, being sustainable, innovative and future-oriented. It is our desire to grow responsibly, with respect for communities and the natural environment, and to leave a legacy we are proud of.

Our refreshed approach to sustainability, 'People-Planet-Purpose', has three pillars, each of which has three themes and a total of 23 high level metrics to allow us to measure and monitor performance. We recognise that not all indicators of success can be quantified, so qualitative narrative, such as case studies, best practice and story-telling will add greater depth and richness than numbers alone can provide.

In order to capture and quantify the long term added value to society of our commitments, we have adopted a range of metrics from the National Themes, Outcomes and Measures (TOMS) Framework to present a defensible and transparent way of capturing tangible social value.

## Pillar 1: People

### Putting people at the heart of our approach

This pillar respects that our workforce is fundamental to the delivery of our framework and the need to empower them to be the drivers of sustainable and responsible change. They are the foundation of our business, so their safety and wellbeing will remain our priority, as will our desire to ensure our workplace is an inclusive and inspiring place to be.

- **Safety and Wellbeing** - The provision of a safe working environment which prevents incidents or injury to our workforce and anyone else affected by our work. Our workforce will be supported in maintaining good mental and physical wellbeing, free from ill-health.
- **Equality, Diversity and Inclusion** - We will ensure that VolkerWessels UK is thoroughly inclusive of people from all lifestyles and is enriched by a diversity of perspectives, cultures and backgrounds, characterised by fairness and equality of opportunity.
- **Empowering Sustainable Leaders** - Our workforce will be supported in their ambitions to enhance their own skills, knowledge and experience in order to embrace and instigate sustainable and responsible change and inspire others to follow.

## Pillar 2: Planet

### Protecting and enhancing the natural environment

Each of our projects is unique and, as such, the environmental risks and opportunities that they present are unique. Our ability to address these risks professionally, combined with creatively assessing the opportunities available to us to deliver no net loss or, better still, net positive solutions, will ensure we act responsibly and pro-actively.

- **Climate, Energy and Emissions** - Translating and taking positive action to reduce or, wherever possible, eliminate our adverse impacts on climate change.

### • **Responsible Management of the Environment**

Environmental risks and opportunities will be managed professionally, responsibly and innovatively.

- **Circular Economy** - A fully embedded approach to a circular economy which aims to design for sustainability, minimises waste and make the most of resources.

## Pillar 3: Purpose

### A trusted, forward thinking and respected business, delivering long-term social value

Making responsible and forward-thinking choices about the way our projects are delivered, and how they will provide social value, will support our overall vision to be the contractor of choice and encourage us to be a good neighbour in the communities in which we work.

- **Education and Employability** - Raising awareness of the opportunities that exist within the construction industry and ultimately promote VolkerWessels UK as the employer of choice.
- **Charity, Volunteering and Community Engagement** - Establishing meaningful relationships with charitable bodies and local communities which provide mutually beneficial opportunities.
- **Sustainable Supply Chain and Ethical Procurement** - Operating in a fair and ethical manner and publicising our desire to work alongside a network of likeminded supply chain partners.

“2020-2030 will be our 'Decade of Action'”







# Safety and wellbeing

Safety will always be our number one priority to ensure that our employees and supply chain go home to their loved ones safe and well. Wellbeing and work-life balance is just as important, so that our workforce remains happy, healthy, productive and engaged.



We are proud of our safety culture and continue to innovate to reinforce behaviours and lead by example. In 2019, we achieved migration to the new occupational health and safety management systems standard ISO 45001.

Our safety performance was good in 2019, with an Accident Frequency Rate (AFR) of 0.06. This does represent a small increase from 0.03 in 2018, but remains industry leading. The number of hours worked across our business increased notably by 10%, and yet we were able to continue to operate safely and with high regard to the risks we encounter on a daily basis.

During 2019, Airsweb AVA was implemented across the VolkerWessels UK business. Airsweb has been used by VolkerRail for 2003, but the new AVA platform has now revolutionised the way accidents and incidents are reported, shared and analysed. The sophisticated permission structure ensures access to data is correctly managed and accessible, and the launch of 'Swiftlog' to report Close Calls via a QR code provides a more streamlined and accessible way to highlight potential risks quickly and easily. The live dashboards allow for instantaneous insights into project, Business Unit and group HSEQ performance and, as we head into 2020, this will further be enhanced with the use of PowerBI reporting.



Close call reporting provides a valuable insight into risk trends on site, with Airsweb now providing us with more detailed analysis than ever before. The number of Close Calls reported across the business increased by 17%, from 2018 to over 38,000 in 2019. We also continued our commitment to donate £1 for every close call reported to charity, equating to £38,385.

Innovation also remains at the forefront of our approach, such as the trial of the 'Eave Focuslite' ear defenders in VolkerLaser, which use microphones built into the product to gauge the levels of noise in proximity to the worker. The technology cleverly restricts ingress of noise for the wearer, while still allowing for conversation to be heard clearly.

## Behavioural safety

Each of our business units has an effective behavioural culture programme that matures and develops each year.

In 2019, VolkerRail formally appointed a lead for its 'AIM' programme and now incorporates the Network Rail risk maturity model (RM3) into behavioural safety training.

The VolkerHighways 'Protect our People' programme focussed on physical health as well as mental health with interactive sessions on



physical exercise and diet as well as Cancer awareness, which were developed from previous engagement from the workforce.

VolkerFitzpatrick created a video to support its behavioural safety campaign 'PALS' (Plan, Attitude, Lead and Share). It shows how unsafe behaviours are challenged, turning them into safe behaviours.

In VolkerStevin, the behavioural safety campaign 'Safety Ripple' was recognised as a winning campaign in the category of Health, Safety and Wellbeing at the Construction News Talent Awards. A great achievement.

## Health and wellbeing

Our Occupational Health team continues to provide health assessments for our operational teams as well as offering drop-in clinics which cover lifestyle screening and support for our remaining workforce. During 2019, VolkerWessels UK also became a signatory to the 'Time to Change' employer pledge which



**136**

Accident Incident Rate (AIR)



**0.06**

Accident Frequency Rate (AFR)



**0.43**

Service Strike Rate



**1.12**

All reported injuries



promotes positive mental wellbeing and challenges the way we all perceive mental health within the workplace. This reinforces the excellent work already underway throughout the business.

Promoting the use of our Employee Assistance Programme is an important part of our support to everyone working on our behalf. Notably in 2019, there was a marked reduction in the number of calls being made relating to mental health concerns. Our mental health champions are pivotal to this; they are the friendly face or the person at the end of the phone that people can talk to and be confident that they will not be judged or criticised. At the end of 2019 we had 146 mental health champions, the equivalent of 5% of our overall workforce.

As we look ahead to 2020, we are pleased to announce that we will be working alongside The Samaritans as our charity of choice for VolkerWessels UK. With men remaining three times more likely to take their own lives, support of this nature is vital for our business.





**Hollie Woodard**  
VolkerWessels UK head of ED

### Hollie Woodard reflects on the journey taken during 2019:

"Our success to date can be seen in the staff support structure we have in place through our EDI Champions, and the various training course available to all, which challenge our existing beliefs. We are also very proud to have gained accreditation to Investors in Diversity during 2019, which underpins the strides we have made as a business so far. Moving forwards, it remains our ambition to want to attract the best talent, regardless of background, address employee pay gaps, and learn from one another to ensure our business continues to grow.

To support this approach, we have developed an EDI maturity model to allow us to review and track our progress. Currently, as a business, we feel we are at the 'aware' point of our journey and our ultimate aspiration for 2023 and beyond is that we move to the 'Integrated' / 'Disruptive' stage. Over the coming years, we will continue to build on our staff support network with our team of EDI Champions, and will empower people to deliver positive change. Through 2020 and beyond we will be working to deliver a wide range of activities including our returners programme, providing more support to our operational teams and ensuring our decision makers in the business are provided with meaningful data."

Hear from one of our EDI steering group members. Kunle Kolaru:

“As a Senior Manager of colour, I feel I have a personal responsibility to continue to be visible, to push boundaries and to use my voice to encourage and to challenge established behaviours and perceptions. Here at VolkerWessels UK I’m proud to say that we have embraced the challenge of being an inclusive organisation, driving change, challenging the norm, bridging gaps and creating safe places for our existing and future colleagues - making VWUK an attractive place to work. VolkerWessels UK is leading change across the industry and we are now recognised for our bold approach to inclusion, but even within an enlightened organisation such as ours, we are still only

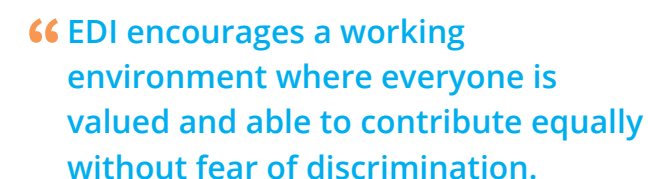


**Kunle Kolaru**  
Operations director, VolkerHighways

at the start of our journey. If I cast forward to the next 5-10 years I would hope to see a world where we are judged on our ability and strength of character, where gender, disability, ethnicity, sexual orientation, and religion are irrelevant and I truly believe that we can get there."

Hear from one of our EDI champions, Kirsty Russell:

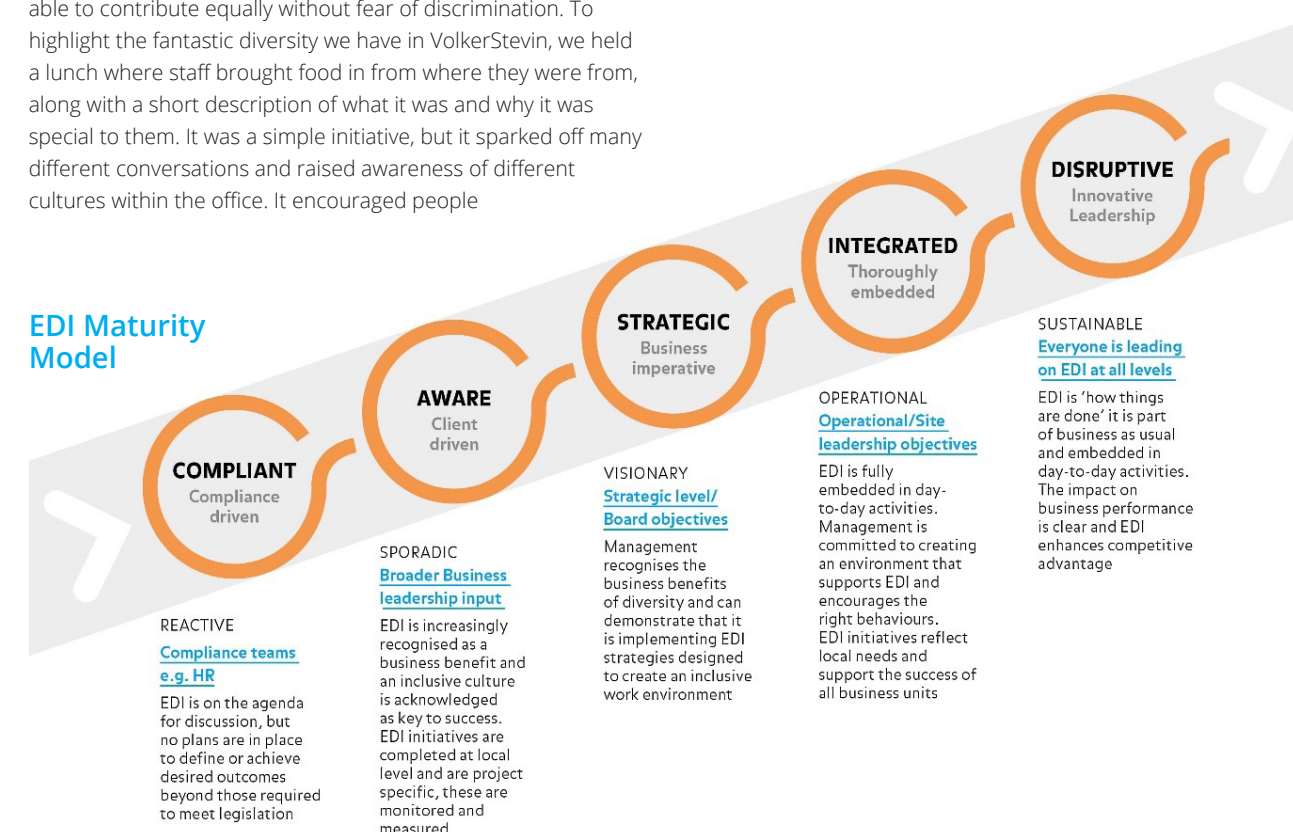
“VolkerStevin has strongly encouraged its employees to drive the uptake and improvement of EDI awareness and visibility, creating a comfortable working environment and enthusiastic staff through its Champions programme. EDI promotes and supports a working environment where everyone is valued and able to contribute equally without fear of discrimination. To highlight the fantastic diversity we have in VolkerStevin, we held a lunch where staff brought food in from where they were from, along with a short description of what it was and why it was special to them. It was a simple initiative, but it sparked off many different conversations and raised awareness of different cultures within the office. It encouraged people



to talk about their background, country and culture to celebrate the differences in the team and what we can all bring into the company and achieve when we are able to work together. There are many other initiatives like this going on across the business which is a great achievement and we hope to see many more!"



**Kirsty Russell**  
Senior pre-contract coordinator







## Empowering sustainable leaders

Successfully embedding sustainability is based on two key principles; firstly, demonstrable leadership and secondly, ensuring our workforce is supported and empowered in its ambitions to make a difference; our people are at the core of our continuing success. The delivery of our sustainability ambitions is, quite simply, brought to life by recruiting and retaining the best people, and providing them with the environment and tools to allow them to thrive. VolkerWessels UK is proud of its entrepreneurial heritage and this is something that shines through. #cando #groundedyetsoaring



Adrian Shah-Cundy Planet Mark Sustainability Influencer 2019

During 2019, Adrian Shah-Cundy, VolkerWessels UK corporate responsibility director, was presented with the Sustainability Influencer award at the Planet Mark Awards. Adrian was recognised as a driving force behind VolkerWessels UK's sustainability strategy, both now and into the future. The breadth of his responsibility allows him the scope, and team, to make a real difference, both within VolkerWessels UK and externally.

### Social Value Champions

Our annual Platinum Awards are a way of recognising the work of our workforce. Voted for by their peers, the shortlisted individuals are the pinnacle of all that is great at VolkerWessels UK. Our 2019 awards included a 'Social Value Champion' category, with individuals or teams shortlisted which inspired others to join them on the journey. As we head into 2020, we will continue to share these examples of good practice far and wide, to encourage more and more people to get involved.

### Winner: MerseyRail Power Supply Upgrade

The MerseyRail PSU Team embraced the values of sustainability

in its approach to delivering an industry-leading project, evidenced by its ongoing support for local charities, undertaking community engagements and adding social value to local communities. Their willingness to embed sustainability best practice to exceed client objectives and targets enabled initiatives like forging relationships with Claire House Children's Hospice and St Helens foodbank, to raise money and providing necessary volunteering time and donations, and creating innovative ways to inspire others like the 'bug hotel challenge'.

### Highly Commended: Lucinda Farrington-Parker

Lucinda was highly commended for 'helping to keep us all on the right path in this challenging and changing world'. She organised a number of events to share best practice, including the VolkerStevin Environment Expo and a Carbon Expo for the Environment Agency Framework. Lucinda also developed the Green Mile board game; an engaging approach to sustainability training for our project teams. Lucinda was also shortlisted as a finalist in the IEMA Sustainable Leaders Awards.



Lucinda Farrington-Parker – Platinum Award Highly Commended



Mersey Rail - Community Engagement



MerseyRail – Platinum Award winner







# Climate, energy and emissions

In this current uncertain environmental and economic climate, our capacity to endure, be agile and be resilient will be fundamental to our long-term growth and our ability to future proof our business. Notably, the world is facing a climate emergency. Climate change is progressing even faster than the world's top scientists have predicted. Bold and innovative action is required.



Scientists warn that global warming is likely to reach 1.5°C between 2030 and 2052 if emissions continue to increase at the current rate. Future climate-related risk depends on the rate, peak and duration of this warming, with some impacts being long-lasting or irreversible, such as the loss of some ecosystems.

The Paris Agreement - adopted at the Paris climate conference (COP21) in December 2015 - sets out a global framework to avoid dangerous climate change by limiting global warming to well below 2°C and pursuing efforts to limit it to 1.5°C. Bold action, with far greater ambition than ever before, is needed to address climate change if we are to meet the goals of the Paris Agreement.

2019 marks the ninth year that VolkerWessels UK's carbon footprint has been certified under the Planet Mark Scheme. Our 2019 carbon impact per £m turnover has reduced by 9% since 2018 which demonstrates our projects are becoming more carbon efficient. Our People-Planet-Purpose framework commits us to continuing to reduce our impact and, as we move into our '2020-2030 decade of action', the way in which this is being addressed by the business has enhanced vigour.

Our use of materials, coupled with white and red diesel consumption accounts for almost 90% of our footprint, so these

will form the main area of focus in our reduction plans. Specifically, 18% of our overall footprint is from the diesel and petrol used in our commercial fleet and the business miles claimed by our workforce.

With the Government seeking views on bringing forward the end to the sale of new petrol, diesel and hybrid cars and vans from 2040 to 2035, or earlier if a faster transition appears feasible, we have been working closely with our vehicle rental partner, Lex Autolease, to ensure alternative fuelled vehicles are available for all grades, as well as ensuring there is advice and guidance on hand to help employees make informed decisions, based on a decision tree approach. This process has led to a significant increase in the number of alternative fuelled vehicles being ordered, currently standing at 54%. We are also trialling the use of alternative fuel commercial vehicles across the group, such as those on the VolkerHighways Windsor and Maidenhead contract. Using technology to reduce the number of miles driven is also a firm part of our agenda. The roll out of Microsoft Teams throughout the business in 2019 has had an impact and will continue to do so.

Electricity use across our sites accounted for 2% of our overall footprint in 2019, but this is set for a significant reduction as we head into 2020. With the support of an energy broker, 14 of our

main offices and long-term projects now have gas and electricity being supplied from 100% renewable energy sources. Based on 2019 consumption, this equates to 41% of our electricity supply and 85% of our gas supply.



Electric vehicles in use on our VolkerHighways projects



Planet Mark carbon footprint certificate

**CERTIFIED • YEAR 9**

**VolkerWessels UK**

**The Planet Mark**

**eden project**

This is to certify that VolkerWessels UK has achieved a reduction in its carbon footprint and is committed to continuous improvement in sustainability

Valid to 31 March 2021

Steve Malkin  
Founder  
The Planet Mark

Sir Tim Smit KBE  
Co-Founder  
The Eden Project

**MEASURE**

73,510 tCO<sub>2</sub>e total carbon footprint  
9.8% carbon reduction per £ million revenue\*

We are committed to reducing our carbon emissions yearly so that together, we can all halt climate change

- Total carbon footprint: 73,510 tCO<sub>2</sub>e
- Business units: VolkerFitzpatrick, VolkerRail, VolkerStevin, VolkerHighways and VolkerLaser
- Emission sources: Natural gas, on-site fuels, fleet, electricity, water, waste, business travel, hotel stays, wood, aggregates, asphalt, concrete, paper consumption.
- Reporting Period: 1 Jan 2019 – 31 Dec 2019

\*comparison based on normalised data

**ENGAGE**

3072 FTE employees

We engage our employees and wider stakeholders to unlock their talent and knowledge to drive year on year progress in sustainability

**COMMUNICATE**

We recognise that transparent communication is essential for transformational change and we quantifiably report on

**6 SUSTAINABLE DEVELOPMENT GOALS**

We see a world where we all contribute to a thriving planet and are a collective force for good. The Planet Mark enables organisations and their people to positively transform society, the environment and the economy.

www.theplanetmark.com | info@planetfirst.co.uk | @ThePlanetMark

“Electricity use across our sites accounted for 2% of our overall footprint in 2019 but this is set for a significant reduction as we head into 2020. With the support of an energy broker, 14 of our main offices and long-term projects now have gas and electricity being supplied from 100% renewable energy sources. Based on 2019 consumption, this equates to 41% of our electricity supply and 85% of our gas supply.



# Responsible management of the environment

Every one of our projects presents us with unique environmental challenges and opportunities. Whether that be how we protect or enhance existing natural features, provide habitats for biodiversity, utilise innovative solutions or engage with communities to improve the local environment, it is our project teams which take on the challenge. These activities are undertaken alongside our ongoing commitment to reduce other environmental impacts such as noise and pollution as part of our Aspect and Impact assessments.



Many of our initiatives are delivered in collaboration with local communities, such as when two groups of keen gardeners from VolkerRail's MerseyRail PSU project spent a day volunteering at Forestry England's Sutton Manor community woodland site in St Helens. The woodland site is 10 minutes from the project team's office, and perfectly placed to give back to the local community. VolkerStevin and VolkerRail also have ongoing relationships with Lancashire and Yorkshire Wildlife Trusts and provide regular volunteering to improve environments for local communities to enjoy.

Planning is key to many environmental improvements that can be made on projects. By example, VolkerRail successfully saved over 19 tonnes of carbon and circa £6,500 on the LNW Signalling Power Supply Renewals project through early connection to the grid rather than using diesel generators. They also saved over 1000 tonnes of carbon using the innovative 'SUREGROUND Reversible Soil Enhancement System' on the REAL Alliance Hambleton scheme. It was used to construct the haul road, offering considerable commercial and carbon savings to the project, and negating the need for any maintenance over the two year programme for the scheme.

The sharing of best practice was brought to life by VolkerStevin and its 2019 HSEQ Expo, attended by nearly 200 people, with

a focus on introducing new ideas, welcoming new businesses and learning new concepts. There was a significant number of stands on the day, including GAP Hire Solutions, Atlantic Geomatics, Salix, Silbuster and Geobind. Each of the stands shared solutions and ideas useful to our sites. One of the many highlights of the day was experiencing the array of informative and insightful presentations. These covered subjects such as water pollution awareness, mitigation and licensing around protected species, and sustainable management of excavation materials on redevelopment projects.

VolkerStevin's environmental team has also developed a new method of raising knowledge of environmental issues and requirements on site through a board game called 'The Green Mile'. People work in teams to follow a path across the board, answering questions or taking Penalty / Reward cards as they go. The game is hosted by one of the environmental team, to facilitate discussion, and explain answers as needed.

**“People work in teams to follow a path across the board, answering questions or taking Penalty / Reward cards as they go.”**

Players have commented that the game is both enjoyable and informative, stating as a learning experience that they felt more confident in trying to answer questions as a team, rather than being singled out on a training course.



VolkerStevin volunteering at Brockholes Nature Reserve



Resources are a key area of concern and focus. In 2019 the amount of waste diverted from landfill was 91%. This represents all waste streams, including hazardous waste. As we move into 2020, our Circular Economy working group will pursue greater resource efficiency, seeking new technologies and innovations to support our journey.





## Education and employability

We're a people-first kind of business, and we recognise that our success is built upon the contributions of our industry talent. In the face of a skills shortage across the construction industry it is increasingly important that we have a clear focus on both current and future employees. Our education engagement and employability programmes are key to this.



Apprentices at Luton Dart

We continually seek to raise awareness of the opportunities that exist within the construction industry, ultimately promoting VolkerWessels UK as the employer of choice. Our foundations are solid; we have forged numerous strong relationships with schools and local communities and, as we head into 2020, we will build on these foundations, seek to standardise processes, add greater depth to our work experience and training programmes and enable enhanced mechanisms to promote the two-way benefits of our engagement.

### Open Doors

During March 2019, VolkerWessels UK took part in 'Open Doors' which offered a unique opportunity for students and members of the public to go behind the scenes of some of our live construction sites across the country.

We opened sites from our VolkerFitzpatrick, VolkerRail and VolkerStevin businesses where visitors were given a presentation before donning PPE and looking around the site. They were then given the opportunity to ask questions to learn about the different roles on each project and different avenues into the industry. One student said: "It's so cool! I've never been to an actual building site before", adding "the fact that it is a real-life site means we get to see people working, which is really interesting."

### Employability

Our desire to attract into the industry also extends to providing employability opportunities for individuals who may not have previously considered construction, as a career choice. The Luton Direct Air to Rail Transit (DART) is a Joint Venture with Kier and is also the flagship location for the Construction Skills Fund Training Hub. Luton DART Skills Hub has provided training for over 700 local people to help them achieve work in construction, with a number of these having successfully secured long-term sustained employment on the DART site. These include Farida who wanted to return to the workplace after having a family, and was keen to identify a new career that offered family-



Farida onsite at Luton Dart

friendly working patterns, and Glenn, who first came to the Hub from NOAH Enterprise, the local homelessness charity. Since completing his qualifications at the Skills Hub, Glenn has been working with a supply chain partner on DART since March 2019, even winning an award from his employer in recognition of his commitment.

Of the thirty-two apprentices supported on the project, thirteen had their first taste of construction through our Skills Hub and all attended local schools. Our apprentices are not only diverse in their occupational areas (they are embedded within every team from civil engineering, groundworks, health and safety, administration, to finance and health and safety), they are also notable in being a diverse group in their own right. Five of the thirteen (39%) are female, and five (39%) are from Black and Minority Ethnic (BAME) backgrounds.

### Careers advice

The construction industry is often discounted as a career pathway by students due to a lack of understanding of the variety of roles and opportunities for progression that exist. As part of our relationship with the Careers and Enterprise Company in Hertfordshire, VolkerWessels UK has been working with Rivers Education Support Centre, a school based near our

**"We're a people-first kind of business, and we recognise that our success is built upon the contributions of our industry talent."**



Glenn on site at Luton Dart

Hoddesdon head office, to dispel some of these myths. One of the most impactful events held was a careers session, where students met with a variety of employees from VolkerWessels UK and local company MCP Property Services Ltd. Students could ask questions about what the employees did, what they enjoyed most and disliked about their job, as well as learning about the breadth of opportunities a career in construction can bring. It was a hugely successful event, and one that will form the blueprint of more to come in the future.



Careers session with Rivers Education Support Centre







# Charity, volunteering and community engagement

Our desire to 'give back' to the communities we have the privilege of working in is something we are proud of. There are a number of ways this is achieved, but first and foremost it starts with building meaningful relationships with charities at company, business unit and project level. The support provided varies depending on the needs of each charity, but one thing that is always consistent is the energy and enthusiasm from our workforce! Here is a taster of the support given during 2019.

## Considerate Constructors Scheme (CCS)

2019 marked a 15-year milestone in VolkerWessels UK's Partner membership with the Considerate Constructors Scheme (CCS). CCS provides an independent assessment of the measures taken by sites to be more considerate towards their neighbourhood, public, workforce, and the environment in which they work. During 2019, VolkerWessels UK registered 27 sites with CCS and averaged an impressive average score of 40.16 across the business, 11% higher than the industry average. Notably, VolkerHighways' Camden and Havering project received a Bronze Award in the National CCS Awards and the Barking and Dagenham contract was awarded Silver. The team at VolkerFitzpatrick's Oldbury Viaduct project achieved top marks in its CCS assessment (including an extra point for innovation), resulting in the presentation of a Certificate of Excellence for the approach taken by the site team; and VolkerStevin's Mytholmroyd project achieved an equally impressive top score resulting in both a Certificate of Excellence and a Gold Award at the National CCS Awards.



## Salvation Army Christmas present appeal

Hundreds of presents were donated from our employees to ensure disadvantaged children woke up to a treat on Christmas morning.



## Macmillan coffee morning

A huge £1300 raised across the business from the sale of cakes to support Macmillan cancer support.



## 'Bubble rush' for Isabel Hospice

VolkerWessels UK sponsored the event in Hertfordshire and supported hundreds of enthusiastic people from all ages to run the five kilometres, at the same time being sprayed in foam!



## VolkerFitzpatrick team get on their bikes to support the 'Prologis 100' and help to raise over £30,000

Site manager Tony Sims, project manager Adam Smith and operations director Andrew Stoney, joined more than 100 cyclists on the gruelling 100km route through the Malvern Hills towards Worcester.



## Railway Children sponsored sleepout

Children run away or are forced to leave homes where they suffer poverty, violence, abuse and neglect. They find themselves living on the streets because there is nowhere else to go and nobody to turn to. The Railway Children Charity work to reach children as soon as they arrive on the streets and intervene before an abuser can. Hollie Woodard, Head of EDI

and Andrew Wilkins, Finance Director for VolkerRail joined a host of other brave souls and slept rough to raise awareness and over £2000 for the charity.



## John O'Grady appointed as Trustee of CRASH

Commercial director John O'Grady become a Trustees of the charity CRASH.

CRASH is a charity that helps homelessness and hospice organisations with their construction projects – creating places that care for people when they are at their most vulnerable. The charity's Board of Trustees appointed John, following four years of VolkerFitzpatrick's patronage.



## Close call donations

As in previous years, for every close call reported by our workforce, £1 is donated to charity. In 2019, 50% was donated to our corporate charity partner Macmillan Cancer Support and the other 50% donated to the chosen charity for each business unit which included Cancer Research, Bluebell Wood, Mates In Mind, Herts & Essex Samaritans, and St Richards Hospice in Worcester. The total amount raised was £38,385.





## Sustainable supply chain and ethical procurement

VolkerWessels UK has always prided itself on operating in a fair and ethical manner. It is our desire to work alongside a network of like-minded supply chain partners, that we can learn from and work with collaboratively.



VolkerLaser at the CIHT / PlanGrid Collaboration Awards

Providing ongoing support for our supply chain to grow and enhance their sustainability knowledge is essential to this long-term partnership. We recognise that can't be done in isolation, realising that an industry wide approach is more effective. The Supply Chain Sustainability School is key for VolkerWessels UK to enable the sharing of sustainability knowledge and resources and we are proud to have been Partner members of the School since 2017. Alongside the other Partners, this enables over 2500 sustainability resources to be made available free of charge.



In June 2019, VolkerLaser was part of a team awarded the CIHT / PlanGrid Collaboration Award at its annual awards ceremony. The award recognises those who have shown dedication collaborative working with other teams, organisations and/or sectors to deliver real solutions, and we are delighted to announce that it has been awarded to the SRN Alliance Area 3 and SRN Alliance Area 9 project. Utilising the ISO 44001: Collaborative Working Relationships standard on the project enabled a complete alignment of objectives, resulting in improved problem solving, increased trust, enhanced innovation, better stakeholder satisfaction, joint training programs, sharing best practice and joint governance. Dave Williams, regional

director, sits on the SRN Alliance Area 3 board representing VolkerLaser as a key supplier of specialist services.

In November 2019, VolkerHighways welcomed 45 members of the supply chain to an asphalt innovation morning where they discussed how new technologies can improve sustainability. Presentations from VolkerWessels UK Group Procurement Director, Graham Davey, as well as representatives from Tarmac and OCL, highlighted innovative and sustainable asphalt products that are now arriving in our industry. The morning explored how these new products and technologies, such as warm asphalt, improve sustainability, as well as reducing costs and our carbon footprint.



Our Supply Chain are also an essential part of our community engagement programmes. Their generosity and support enable us to invest bigger and better than would otherwise be possible. A wonderful example of a truly collaborative approach was when VolkerFitzpatrick built a sensory garden at Highpoint prison designed to help provide a safe and calming environment for staff and residents in a time of crisis. Steve Phillips, head of reducing re-offending at the prison said "VolkerFitzpatrick and their supply chain have sponsored this garden in its entirety, something we as a public sector organisation could never have done, and we will be eternally grateful for what you have done for us."

It is our desire to continue to work alongside small to medium sized enterprises (SME's) which currently represent 80% of our supply chain by number, and 62% by total spend. Where possible, these SME's are also local to the area of works which ensures the social value they are generating in terms of employment, training, investment and community engaged is retained in the proximity of works.

“VolkerFitzpatrick and their supply chain have sponsored this garden in its entirety, something we as a public sector organisation could never have done, and we will be eternally grateful for what you have done for us.”

**Steve Phillips**

Head of reducing re-offending at Highpoint prison







## Unlocking our social value

Our ability to tangibly demonstrate the impact of our works on society forms an important part of our desire to unlock the additional value of our projects to communities. For us to report on this transparently, our social value calculations are based on the National TOMS framework. This enables our consistency of reporting across the business, as well as having a robust standard to demonstrate to our clients.



During 2019, one of our most significant and rewarding social value projects was the refurbishment of Caritas Anchor House, a charity that provides residential and life-skills support for 115-120 single homeless adults. The project was delivered in association with CRASH charity, VolkerFitzpatrick, and our supporting supply chain partners, and was re-opened in time for World Homeless Day in October 2019.

When the VolkerFitzpatrick team entered Caritas Anchor House for the first time, the lounge area was neglected, with a lack of heating, a worn carpet and a gloomy atmosphere about the place. In just five weeks, project leader Nick Charalambous and the team fully transformed the area into a relaxed and vibrant space that makes the residents feel at home.

Nick said; “What an amazing charity project to have managed and been involved in and seeing how delighted the residents were with the new lounge area made it all the more rewarding.”

John O’Grady, VolkerFitzpatrick’s commercial director and CRASH trustee, said; “What a fantastic transformation - it is hard to remember what the lounge even looked like before. I hope this place truly does raise the spirits of the people staying here.”

The value of this project was £126,000 and the total social

value delivered was £140,000 representing an impressive social value return of 111%. Notably, using the TOMS framework, we delivered £76,000 of social value supporting vulnerable people in the community, £49,000 in professional time and £14,300 in charity donations. 47 hours of voluntary time was spent on the project and nearly 500 additional ‘expert’ hours were donated by the VolkerFitzpatrick senior management team including our Commercial Director, Operations Manager and Pre-Construction Director.

Heading into 2020, more emphasis will be on encouraging our project teams to report on the great work being done in communities, to enable us to better capture social value across the business.







## Awards and recognition

To receive recognition for our achievements provides our team with well-deserved appreciation and encourages more of the behaviour we are proud of at VolkerWessels UK.

Brake  
FLEET  
SAFETY  
Awards  
WINNER

Trimble

### M5 Oldbury Viaduct wins Green Apple Award

BMV, a BAM Nuttall, Morgan Sindall Infrastructure and VolkerFitzpatrick joint venture celebrated as the M5 Oldbury Viaduct Major Renewal Scheme won a 2019 Green Apple Award for environmental best practice. The award acknowledged the team's exemplar processes and practices, particularly around water management and mitigating the environmental impact of hydro-demolition works.



These awards recognise achievement in health and safety management systems, including practices such as leadership and workforce involvement.

### VolkerWessels UK wins at the East of England National Apprenticeship

VolkerWessels UK won The British Army Award for Large Employer of the Year 2019 at the National Apprenticeship Awards East of England regional ceremony.



### VolkerRail win at Brake Fleet Safety Awards

VolkerRail were honoured at the 2019 Brake Fleet Safety Awards, receiving the Company Driver Safety (medium fleet) Award, for the efforts made to implement initiatives that do most to promote and achieve safer driving among employees.



### VolkerHighways' Medway team wins International CSR Excellence Award

VolkerHighways' Medway team, after competing against more than 100 other nominations, was awarded an International CSR Excellence Award by The Green Organisation, for its great work within the local community. The team has been collaborating with Medway Council on its highway maintenance contract since 2007 and, during that time, they have supported a wide range of initiatives in the area.



### VolkerWessels UK achieves six RoSPA Award for health and safety practices

**VolkerStevin** – Gold Medal Award

(for achieving 5 Gold Awards)

**VolkerFitzpatrick** – Presidents Award

(for achieving 11 consecutive Gold Awards)

**VolkerRail** – Gold Medal Award (for achieving 6 Gold Awards)

and a Gold Medal: Fleet Safety Award (for achieving 8 consecutive Fleet Safety Gold Awards)

**VolkerHighways** – Gold Medal Award

(for achieving 9 Gold Awards)

**VolkerLaser** – Gold Medal Award

(for achieving 7 Gold Awards)

### VolkerWessels UK achieves Investors in Diversity accreditation

The Investors in Diversity Award is recognised as the national equality standard. Providing organisations with a bespoke approach for improving Fairness, Respect, Equality, Diversity, Inclusion and Engagement (FREDIE) practices in the workplace.







# Sustainability around the business

Our teams around the business are key to bringing sustainability to life.

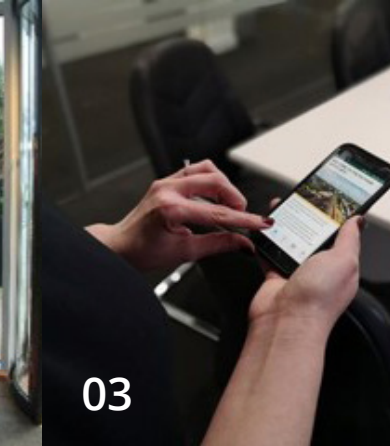
1. Railway Children Big Station Sleepout - VolkerRail
2. Salvation Army Christmas present appeal - VolkerRail and Hoddesdon head office
3. Feltham Community Engagement App – VolkerFitzpatrick
4. Caritas Anchor House refurbishmen - VolkerFitzpatrick
5. Apprenticeship programmes
6. 'Walk to School' scheme - VolkerHighways
7. Charity Fundraising
8. Open Doors
9. Investing in local schools - VolkerHighways
10. Schools engagement - VolkerFitzpatrick
11. Zero emission plant trials - VolkerHighways
12. Schools engagement - VolkerFitzpatrick
13. Zero emission cars and vans - VolkerHighways
14. Construction Skills Hub - VolkerFitzpatrick
15. Social value updates - VolkerRail
16. Careers showcase
17. Railway Children Big Station Sleepout - VolkerRail
18. HSEQS Expo - VolkerStevin
19. Green Mile game to develop environmental awareness - VolkerStevin
20. Wood recycling scheme - VolkerFitzpatrick
21. Community engagement - VolkerRail
22. Volunteering at Brockholes Nature Reserve to build outdoor classroom - VolkerStevin
23. 'Away Wash' trial (concrete wash out solution for ready mix trucks) - VolkerStevin



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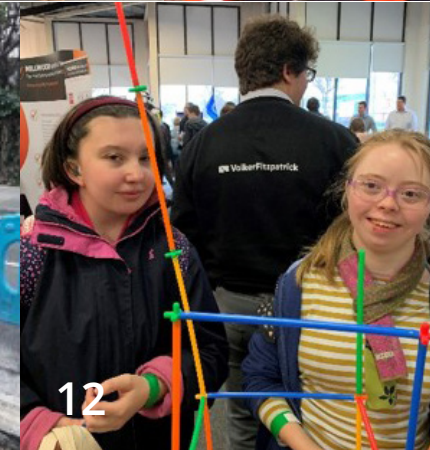
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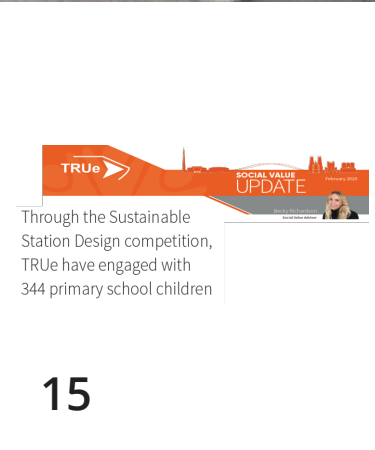
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VolkerWessels UK is a leading multidisciplinary contractor that delivers innovative engineering solutions across the civil engineering and construction sectors including rail, highways, airport, marine, defence, energy, water, and environmental infrastructure.

We operate through five separate, but complementary business units, working in collaboration and using their specialist skills to deliver an integrated service for our clients.

For more information about Sustainability in VolkerWessels UK and our People-Planet-Purpose' framework, please email [sustainability@volkerwessels.co.uk](mailto:sustainability@volkerwessels.co.uk)

[volkerwessels.co.uk](http://volkerwessels.co.uk)

