

Morgan Sindall Property Services Ltd

ORGANISATION SIZE / Large business (251+ employees)

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BRIEF SYNOPSIS OF YOUR CSR APPLICATION

CSR for Morgan Sindall Property Services is an integral part of our business, and sits across all of our operational work streams. It is of huge strategic importance to us, and an area we are committed to growing and continuing to invest in.

MSPS' Responsible Business approach aligns to the Morgan Sindall Group 5 Total Commitments:

- 1) Protecting People
- 2) Developing People
- 3) Enhancing Communities
- 4) Improving the Environment
- 5) Working together with our supply chain

As such we have a Corporate Social Responsibility Strategy and a team in place led by The CSR Director who is representative at Executive Leadership Team Level, supported by CSR Managers and Social Value Coordinators, underpinned by a wider network of CSR champions.

The CSR report is the first annual report we have produced as a business and summarized our approach, and key achievements over the last period. This is supplemented by the Good Governance Charter which outlines the business commitment to delivering social value.

We are also updating our approach to the environment. We are part of an environmentally ambitious group of businesses and as such our new approach will take in issues around climate risk, electric vehicles, renewable energy and sustainable innovation. We have recently hired a specific environmental and sustainability manager and a review of our activities recently took place.

OVERALL SUMMARY

1.0 CSR Environment - Energy:

Morgan Sindall monitors its energy consumption on a quarterly basis as of 1 January 2019 (previously yearly). This is through collated kWh data from each office. Where this is not available the square meterage floor space is used to calculate the emissions.

Staff are encouraged to use their

Sustainable Living Guide, which outlines the good behaviours needed to reduce energy consumption.

Within the next two years as a business we will be supplied with certified renewable energy. Where we have control over a workplace asset, we have installed LED lighting and will be looking to install motion sensors in future. In addition, we

are in the process of setting up an internal carbon tax levied against the gas and electric usage of each of our offices to help drive positive behaviours and generate income for energy saving schemes.

1.2 CSR Environment - Natural resources:

We have identified water usage as one of the areas where focus

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is needed to reduce our impacts. There are several actions we will be taking to increase our water efficiency:

1. Engagement with corporate landlords where we lease offices to install or get permission to install water saving devices.
2. Where possible we will agree green leases with corporate landlords.
3. We will employ an external organisation to undertake water audits of our premises to outline the best solutions to reduce our water usage.

We have also outlined plans to set up an internal carbon offset fund which will be directed towards planting of new trees and green infrastructure to enhance biodiversity or to invest in solar PV generation on local community assets in the neighbourhoods in which we work.

1.3 CSR Environment - Travel:

Staff are encouraged to use public transport whenever possible. However, due to the nature of our business some car travel is inevitable. To this end, most company car vehicles now have a hybrid equivalent.

We have an EV transition strategy in place as part of the MSPS Sustainability Strategy. We aim to have 100% electric vehicles across our fleet and company vehicles by around 2035. There is potential for the carbon tax to be expanded to take in location based fleet emissions in addition to electricity and gas. We are currently also in

discussions with our company car lease supplier to move all company cars to electric or hybrid only before the end of the 2020's.

Telematics are also fitted on all vehicles that not only monitor fuel, but also acceleration, idling and average speed, enabling us to engage with drivers who could use more eco-driving techniques.

Regular driver tips are circulated to employers and a programme of comprehensive eco-driver training will be taking place from 2020.

MSPS also offers flexible working and supports this through staff laptops and mobile telephony. Offices have the capability to video and/or teleconference.

A cycle to work scheme is also in place in conjunction with Halfords.

1.4 CSR Environment - Environmental supply chain management:

70% of our sub-contractors by spend will be requested to disclose their GHG emissions by the end of 2020 and establish their own science-based target by 2025. We will also train at least 1,400 sub-contractors by 2023 on reducing carbon emissions.

Morgan Sindall are one of the founding members of the Supply Chain Sustainability School. The school is for anybody working in the construction, facilities management, homes and infrastructure sectors in England, Scotland and Wales. The topics covered include waste & carbon, fairness, inclusion and respect and The Modern Slavery Act as well as many more sustainability

issues. MSPS subcontractors are required to complete certain modules in order to work with us. Subcontractors can access training in 5 different areas sustainability, offsite, BIM, lean and management and offers you the opportunity to attend training and networking events, gain CPD points, complete a self-assessment and get a bespoke action plan, complete e-learning modules and various training resources. <https://www.supplychainschool.co.uk/uk/default-home-main.aspx>

Our approach to supply chain management is outlined in our Environment Policy.

1.5 CSR Environment - Waste:

We have replaced our approach to waste with a new Circular Economy Statement, based on the principles of circular design, circular use and circular exchange. In 2018 we achieved a 98.92% diversion of waste from landfill and all of our offices have recycling facilities. In the first quarter of 2019 we achieved a rate over 99%.

Figures are reported quarterly and independently assessed by Morgan Sindall Group.

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2. CSR Workplace

Developing and retaining talented people is one of our key strategic objectives. We aim to create an environment and culture of wellbeing where people feel valued and empowered. We help our employees to gain skills that support their personal ambitions.

The Talent Development Programme:

As a sector with a skills shortage we identified a need to ensure we are future proofing our businesses, and creating a skilled workforce with clear progression routes. We saw an opportunity to invest in our employees, recognising that people who are key to the success of our business. Our aim is to ensure that our employees so they feel motivated, supported to achieve their true potential, and are able to progress within the business

As a business MSPS are committed to developing and supporting our employees to progress within the company and to achieve their potential. In 2018 we launched our Talent Development Programme which enabled employees to enrol on training courses, such as upskilling apprenticeships which allow employees to formalise their skills, and to gain accredited

qualifications. Courses are available from level 2 to level 7 (masters equivalent) and in a wide range of disciplines to ensure that there is something available for everyone. Within 6 months of the launch, 25% of the workforce had enrolled as part of the Talent Development Programme, this demonstrates the investment made in our employees which links into their personal development plans and our wider succession planning.

H&S and Wellbeing:

Protecting the health safety and wellbeing of everyone who comes into contact with our business is our number one priority. We have our own MSPS IOSH accredited programme which all employees attend, we ensure our quality standards and safe working practices are understood and adhered to by all employee and delivery partners

Each of our Social Value Coordinators dedicated to our key contracts are completing Level 3 City and Guilds qualifications in Energy Awareness which enable them to provide energy advice including helping reduce energy bills for both employees and residents. The approach has been to ensure that we are supporting the wellbeing of our employees and residents of our local communities alike.

We also have trained mental health first aiders who are available to support colleagues and seek further help as needed, and have also rolled out a digital GP service called TrustDoc24.

Apprentices:

Apprentices have always been a core part of our business strategy in terms of attracting talent to the business and progressing people into qualified roles. We are a member of the 5% club which means we are committed to ensuring that 5% of our workforce are apprentices. We actively promote our apprenticeship opportunities in our local contract areas and recruit on a rolling basis. We have strong local partnerships with colleges, the job Centre, NEET teams and charities working with young people, they make referrals to our apprenticeships and community programmes to encourage social mobility and to raise aspirations and awareness of apprenticeships locally.

Our apprenticeships are open to all ages, we currently have apprentices aged between 17 and 54 in the business. Working with Adult apprentices has been one of our differentiators, as it means we are encouraging people to retrain to gain a new career with us. Adult apprentices also bring with them a range of life experience and different perspectives, such diversity enhances our business.

Equality and diversity:

MSPS this year has become an accredited real living wage employer, we show our staff that we believe that a hard day's work deserves a fair days pay, we want to ensure that all our people earn enough to live on that we are supporting them with the rising cost of living. We also have a flexible

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working policy, and are committed to reviewing each vacancy to identify opportunities to promote as part time, job share etc.

As part of our commitment to diversity and inclusion we are formally recognised as a disability confident accredited employer, and have been signed up to 'Positive about Women into construction' for over two years.

Customer Care:

Customer care is of huge importance to us, we have a customer care process in place and one of our key values is that the 'Customer comes first'. We want to ensure that our employees live and breathe this and that we have a customer centric culture. We have implemented customer experience induction training for new employees and have a strategy focused around 'customer experience'. In 2019 we will roll out Rant and Rave a customer insight tool which helps us listen to our customers and continually improve our service.

Communication and engagement

Our internal intranet – Oracle is a key platform along with internal email communication for sharing our CSR new stories and activities, along with celebrating the achievements of our volunteers and CSR champions. This is effective in developing a CSR culture within the business and increasing engagement and understanding of our responsible business drivers.

Partnerships

Our approach to partnering with

organisations is to complete due diligence to ensure that they meet our ethical and responsible business standards. Where possible we aim to work with organisations who have similar social aims, including social enterprises, charities and community interest companies. For example we worked with FRC group who support unemployed residents into work. Emmaus is also a recent partner for us, we work together on our Void clearances to ensure that furniture is re-used, refurbished or recycled where possible. Emmaus support homeless people providing accommodation and work opportunities. We further link with them to provide work experience placements for their residents across our contracts to support progression into full time work and permanent accommodation.

Governance

We have a clear governance structure in place, with our CSR Director representing Customer Experience and CSR and Executive Leadership level. An example of the monthly board report is attached as evidence of the business KPI's, our commitment to CSR and social value is made as part of our Good Governance charter also attached for reference. On a local level and with our clients you can see an example of our annual social value KPI reporting for our Basildon Borough Council client.

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3. CSR Community

MSPS have social value commitments across our key contracts, which we consistently deliver above and beyond on. Our CSR activity however goes beyond just our client commitments to part of our responsible business ethos. Enhancing Communities is one of the Morgan Sindall Group 5 Responsible Business Total Commitments. Our strategy and achievements so far are outlined further in our CSR report for 2018.

Approach and strategy

Our approach is to work with our customers on a local basis, to develop bespoke lasting legacy social value initiatives which address social issues within communities. Our impact is people focused; delivering real measured outcomes at an individual level. We set out to improve lives through creating employment, training and development opportunities.

Social Value - "We develop unique social value initiatives that meet the needs of each community and leave a lasting legacy that goes beyond our contract term."

Duration and scale

We have been delivering social value and Community CSR for over 3 years now, and consequently have been able create an effective model which can be adapted and tailored to meet the needs of the various communities in which we

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work. We work closely with existing community based organisations to understand any existing provisions already in place, and to ensure that we are filling gaps in provision rather than duplicating or competing with specialist organisations.

CSR Champion Network:

Last year we launched the CSR Champion Network to broaden the reach of our CSR activity to the wider business and ensure that there is a representative at each of our contracts sites. There has been a positive uptake and enthusiasm to participate with champions recognised and rewarded for their contributions to the community.

Measuring CSR impact:

The impact we make through our community work is measured in a number of different ways, one of which is through the Housing Associations Charitable Trust (HACT) Social impact calculator which in financial terms demonstrates the impact on an individual's life, for example progressing from unemployment into employment.

Another measure we use is the Local Multiplier 3 Toolkit, the Group have invested in the toolkit and we are intent on monitoring and improving the economic impact performance throughout the lifetime of our projects to ensure that we are creating maximum economic and social benefit for our customers and the communities in which we work.

Key CSR community based activities:

- Digital inclusion training – our own programme of training to support residents to access the internet, and reduce social exclusion. The modules include – Smart phones, Staying safe online, Social Media, Saving Money, Online Shopping and Citizenship
- DIY skills days – providing residents with tips on how to make improvements and quick fixes around the home
- Job clubs – providing CV writing support, job search and interview skills
- School engagement – mentoring, work experience, site visits, careers fairs, mock interview sessions, STEM ambassadors
- ESOL – we financially sponsor English for speakers of other languages classes, and support these with volunteering time with conversation sessions to practice their skills.

Community based training schemes:

Our 'Work to Learn' programmes such as BasWorx and CityFutures currently provide the greatest community impact. We work with an experienced training partner – Geason Training to deliver traineeship style qualifications which create access into employment and apprenticeships.

We focus on attracting candidates from disadvantaged backgrounds, those furthest from the labour market and those looking to gain new skills or retrain.

Through delivering these programmes we are proud to have been able to directly progress trainees into employment in MSPS and with our supply chain partners. Our focus with these programmes is on quality training for up to 12 residents at a time. This means we are able to deliver more holistic support to participants, tailoring to meet their needs. Such as supporting with additional learning needs, wellbeing, healthy lifestyle advice, budgeting etc.

Partnerships:

Morgan Sindall are a founding partner of the Supply chain sustainability school. The school helps to educate our supply chain so we can effectively implement our sustainability strategy not only within our own operations but externally.

We also work closely with providers and businesses which enhance and support our social value offer with the customer/resident at heart to ensure a well-rounded offer.

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4. CSR Philanthropic

The communities we work in face a range of challenges and issues, our approach where possible is add value through our social value work and volunteering, however we also have a charitable giving strategy and objectives.

Localised fundraising

Each of our contract locations have tended to focus their support on local charities, by way of fundraisers and events. Last year for example key members of staff from our site office team raised money for CentrePoint by completing a Sleep Out. We sponsored and delivered the full refurbishment of a community hub in Barnet, enabling them to deliver better localised social support services to residents.

Charity of the year

For the first time in 2019 MSPS has selected a charity of choice, the purpose of this was to bring the business together in terms of fundraising focus and effort to create a more substantial impact to one charity. We engaged our employees via the intranet and internal communications to vote on one of three nationwide charities to be our partner.

The theme for the year was homelessness which working in the social housing sector is both a topical and prevalent area which we strategically want to be working towards addressing. Once the votes were counted we announced that our charity of the year was Shelter, and have started promoting fundraising ideas to our contract teams and through the CSR champion network to promote.

Matched fundraising

As you can see from our policies and procedures we have a matched fundraising policy as part of the Morgan Sindall Group. We intend to match fund the amount raised by employees over the course of the year. We have just started a strong partnership with Shelter, and they have agreed to provide impact statements.

We promote our support internally via our intranet and communications channels, including social media for external communications as and when appropriate.

Volunteering

We have a volunteering policy which we have attached which entitles each of our employees 2 days of volunteering leave per annum and have currently made an investment into a volunteering portal platform to formally promote volunteering opportunities internally which will encourage uptake.

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