

ESG Plan

Environment | Social | Governance



Contents

Committed to ESG	03
Our ESG Commitments	04
ESG Wheel	05
Environment Protect Our Planet	06
Roadmap 2024/2025	07
Targets 2024/2025	08
Social Enrich Lives	09
Roadmap 2024/2025	10
Targets 2024/2025	11
Governance Trusted Partner	12
Roadmap 2024/2025	13
Targets 2024/2025	14
Measurements and Reporting	15

What is ESG

ESG is the Environment, Social and Governance practices adopted by a company. Environment covers the energy we use, waste we produce and resources we draw from. Social relates to how we impact people and communities. Governance is about how we operate in a responsible way, with internal controls and procedures to support making the right decisions.

United Living Group Stats

1,400

Employees

50+

Clients

£534m

Revenue

£3.3m

Social Value Delivered

About United Living Infrastructure Services

Creating a sustainable future

Part of the United Living Group, United Living Infrastructure Services designs, builds and maintains critical energy and water infrastructure, for the UK's largest network owners and operators. Our work helps address the UK's decarbonisation goals, and our processes minimise environmental and carbon impacts, whilst ensuring the safe and reliable operation of assets.

Working in partnership with our clients, we deliver resilient infrastructure to meet the needs of customers and the communities we operate in. Our extensive knowledge and experience allows us to work on highly complex, major infrastructure projects across the UK.

Energy

Designing, building, and maintaining critical national infrastructure for the UK energy asset owners.

Water and waste water

Providing a comprehensive range of utility infrastructure services covering all aspects of pipeline networks.

Committed to ESG

We recognise the critical importance of ESG to helping build a better society and planet for today, and future generations. That's why our commitment to ESG is at the heart of our operations, fully integrated into how we do business.

We deliver vital services in and around communities across the UK, every day. Our ability to have a positive impact is vast. Our focus on ESG supports our teams to deliver exceptional service, go above and beyond expectations and seek to add social value through our work and focus on sustainability.

The future belongs to all of us, and we have a plan

We have developed an ESG Plan, which gives a focused approach from which we can track our journey towards creating a connected, sustainable future.

Our ESG Plan has three focus areas, with high level commitments to optimise our impact.

How we work towards delivering these commitments will be shaped and reviewed continuously through our internal governance frameworks. We will measure and report against them via our reporting mechanisms and the publication of our annual ESG Impact Report.

High Level Commitments



We are excited to unite all of our outstanding efforts under the banner of ESG and formalise our approach. This gives us the opportunity to celebrate and share our long-standing, compelling story about our positive impact, whilst strengthening and boosting our approach in the future. We look forward to sharing our plans and progress with you.

Conor Bray

Managing Director, United Living Infrastructure Services

Our passion for delivering more to benefit our customers and communities is evident throughout our company

The future belongs to all of us and we have a plan - helping us to create a connected, sustainable future

Within our focus areas we have three high level commitments. These are long lasting, and capture our drive to leave a positive and meaningful legacy.

Environment



Protect Our Planet

We commit to:

- Net zero and decarbonisation
- Sustainable and nature positive sites
- Green education and skills passport programme

Social



Enrich Lives

We commit to:

- Building teams that thrive
- Volunteering for lasting legacies
- Inspiring future generations

Governance



Trusted Partner

We commit to:

- Zero harm
- Supply chain collaborations
- Transparency and accountability

How we will embed and deliver

Embed our
ESG plan

Set annual measures
and targets

Hold a quarterly ESG
Steering Committee

Provide full ESG guidance
for employees, contracts and
suppliers

Release an annual
ESG Impact report

ESG Wheel

Bringing our high level ESG Commitments together under our ESG Wheel.





Protect Our Planet

We are committed to creating a sustainable future by focusing on reducing our carbon footprint, enhancing biodiversity, and promoting environmental stewardship across all our operations.

Our initiatives aim to protect and nurture the planet through collaborative efforts, innovative practices, and a deep-rooted commitment to environmental responsibility.

Our commitments

- Reduce our carbon footprint to net zero according to the principles of Science Based Targets (SBTis).
- Operate sustainable and nature positive sites for every programme of work we deliver, with full assessment and individual action plans.
- Collaborate with our colleagues, customers, and communities on how to lower their impact and work sustainably through our green skills and education passport programme.



UN Sustainable Development Goals we are contributing towards:

NT31

Saving
in CO2
emissions

NT82

Carbon
saved
through
energy

NT72

Hard recycle
waste
diverted
from landfill

**NT15
NT90**

Expert
volunteering
hours

NT87

Reduced
plastics

TOMS measures we are working towards:

Protect Our Planet: 2024/2025 roadmap

This sets out our action plan to help us work towards our commitments

- Net zero and decarbonisation
- Sustainable and nature positive sites
- Green education and skills passport programme

Externally verify our baseline and put system in place for measuring our carbon

100% of projects to carry out the sustainable and nature positive sites assessment and produce an action plan

Set SBTi targets to achieve net zero and publish our Pathway to Net Zero

Plant 1,000 trees to help create UK Forests, so as we break ground, we will restore resilience

100% of colleagues trained on our green skills and education passport programme



UN Sustainable Development Goals we are contributing towards:

NT31

Saving in CO2 emissions

NT82

Carbon saved through energy

NT72

Hard recycle waste diverted from landfill

**NT15
NT90**

Expert volunteering hours

NT87

Reduced plastics

Protect Our Planet - Targets

To track our progress we have set targets and measures.

2024/2025 Targets

TOMS

Externally hosted carbon measurement platform	1 platform in place	
Reduction in scope 1 and 2 carbon emissions	10% reduction in carbon intensity	£244.63 per tonne (NT31)
Publish Pathway to Zero plan with Science Based Targets committed	1 Net zero plan published	
Every project to carry out sustainable and nature positive site assessments	100% of sites carrying out the assessment	£244.63 per tonne of carbon saved (NT82) £96.70 per tonne of hard to recycle waste diverted (NT72) £158.02 per kg of reduced plastics (NT87)
Plant trees to help create UK forests	1,000 trees planted	£16.93 per hour volunteering (NT8)
Launch green skills and education passport and train our colleagues	100% of our people trained	£101 per hour planning and delivering (NT15/NT90)



Enrich Lives

Enriching lives through a focus on employee and community wellbeing, we prioritise mental, physical, and social health to create a thriving, supportive environment.

We strive to have a positive and lasting impact on wellbeing and development for our people and the communities we operate in.

Our commitments

- Inspire future generations through our Beacon Schools programme, delivering talks, providing placements and apprenticeships.
- Building teams that thrive, with wellbeing at our core, where people can be themselves and flourish.
- Volunteering from every project, localising our impact for the community.



NT10 No of weeks apprenticeships	NT13 Number of weeks work placements	NT20 Wellbeing programme	NT39 Mental health campaigns	NT21 EDI training	NT29 NT17 Volunteering	NT15 Expert business advice	NT16 NT28 Equipment or resources donated
--	--	------------------------------------	--	-----------------------------	--------------------------------------	---------------------------------------	--

Enrich Lives: 2024/2025 roadmap

This sets out our action plan to help us work towards our commitments

- Inspiring future generations
- Volunteering for local impact
- Building teams that thrive

Partner with 3 Beacon Schools to run quarterly STEM sessions and share our green skills and education passport programme

Build on our existing placement programme to deliver 8 weeks worth of placements

Provide 12 apprenticeships across engineering and water network roles

Deliver full health and wellbeing MOTs for 100% of our people

Give 250 volunteering hours, targeted to community needs in the areas we work



NT10
No of weeks apprenticeships

NT13
Number of weeks work placements

NT20
Wellbeing programme

NT39
Mental health campaigns

NT21
EDI training

**NT29
NT17**
Volunteering

NT15
Expert business advice

**NT16
NT28**
Equipment or resources donated

UN Sustainable Development Goals we are contributing towards:

TOMS measures we are working towards:

Enrich Lives - Targets

To track our progress we have set targets and measures.

2024/2025 Targets

TOMS

Create strategic partnerships with Beacon Schools	3 Beacon Schools partnered with	
Run STEM/green skills and education passport programme at our Beacon Schools	3 sessions delivered	£101 per hour expert time (NT15)
Deliver placements for young people	8 weeks of placements provided	£194.50 per week of placement (NT12)
Provide apprenticeships across engineering and water network roles	12 apprentices employed	£251.79 per week of apprenticeships (NT10)
Provide full health and wellbeing MOTs	100% of our operational teams receiving the health MOT	£130.29 each FTE over 12 months (NT20)
Volunteer for local impact	250 volunteering hours delivered	£16.93 per hour volunteering (NT8) £101 per hour expert time (NT15)



Trusted Partner

Being a safe, secure, and trusted operator, we uphold the highest standards of governance and ethics, ensuring transparency, accountability, and integrity in all our business practices

Our commitments

- Protect through our robust and rigorous zero harm processes, procedures and culture.
- Be transparent, resilient and accountable in how we do business.
- Boost our social impact through strong supply chain collaborations.

NT14

VCSE supply chain spend

NT15

Expert business advice to supply chain

NT19

Local micro, small and medium enterprises (MSMEs) spend



UN Sustainable Development Goals we are contributing towards:

TOMS measures we are working towards:

Trusted Partner: 2024/2025 roadmap

This sets out our action plan to help us work towards our commitments

■ Zero harm ■ Transparency and accountability ■ Supply chain collaboration

Launch Auto Focus, a behavioural and training programme using drivers data to help keep our people safe

Consolidate and strengthen our employee forums and networks who keep us accountable

Move our whistleblowing procedure external so everyone is comfortable to speak up

Map the make up of supply chain and run social impact onboarding sessions

Run quarterly accreditations review to close any gaps



NT14

VCSE supply chain spend

NT15

Expert business advice to supply chain

NT19

Local Micro, Small and Medium Enterprises (MSMEs) spend

UN Sustainable Development Goals we are contributing towards:

TOMS measures we are working towards:

Trusted Partner - Targets

To track our progress we have set targets and measures.



2024/2025 Targets

TOMS

Launch Auto Focus driver programme

100%

application to the vehicles enabled with the technology

Strengthen our employee networks

12

accountability forums hosted by aligning our current networks

Establish whistleblowing procedure

1

whistleblowing procedure established

Map and onboard our key supply chain partners to our ESG Plan

10

supply chain partners onboarded to our ESG Plan

£ total amount spent with MSMEs (NT19)

£101 per hour expert time (NT15)

Regularly review accreditations to close any gaps

4

reviews taken place

Measurements and Reporting

ESG Performance

We are working in line with government and industry-recommended best practices, using the National TOMS Framework and aligning to the UN Sustainable Development Goals.

UN Sustainable Development Goals.

The UN Sustainable Development Goals (UNSDGs) are a set of 17 interconnected global objectives aimed at addressing pressing challenges such as poverty, inequality, climate change, environmental degradation, and peace and justice. They are crucial because they provide a universal blueprint for achieving a more sustainable and equitable world by 2030, promoting collaboration among governments, businesses, civil society, and individuals to drive positive change on a global scale.

TOMS

TOMs, which stands for Themes, Outcomes, and Measures, encompasses a suite of reporting standards used across various industries by numerous companies throughout the UK to gauge their social value impact.

ESG Coordinator

Driving progress across our business

Quarterly

ESG Steering Group to review progress and continue to shape strategy

ESG Tracker

To measure and monitor our journey

Annual

ESG Impact Report



Sustainable Development Goals



Together we achieve more



United Living, Media House, Azalea
Drive, Swanley Kent, BR8 8HU
Switchboard: 01322 665522

unitedliving.co.uk