

Corporate Social Responsibility

Annual Report - 2023

Our CSR Strategy

As a responsible business, we're committed to Supporting Our Communities, Protecting the Planet and Pursuing Improvement, Always, as stated in our values. We acknowledge the impact that our actions have on the world around us. So, for us, delivering social value involves making a conscious effort to positively impact the **people** we work with, the **places** we're operating in, and through our environmental commitments, the **planet**.

Why CSR is important to us

As a family business, relationship building is central to our culture and values, which guide the way we operate as a corporate citizen and as a responsible business, we understand that the quality of our relationships and our delivery is determined by our actions.

To ensure we act as a responsible business, we have developed a Corporate Social Responsibility (CSR) Strategy which also incorporates the principles of Environmental Social Governance (ESG).

Our 'People, Places, Planet' approach highlights our commitment to core principles such as human rights, environmental protection, fair and ethical business conduct and community engagement.

What our aim is

Our aim as a business is to improve upon the social value, which we deliver year on year and to actively seek opportunities to do so. This annual report details what we achieved as a business in 2023.



What's our strategy?

Engaging Our **People**

Supporting Local **Places**

Protecting The **Planet**

Corporate Social Responsibility Policy

Gratte Brothers Group Limited, which is inclusive of **Gratte Brothers Limited, Gratte Brothers Security Management Limited, Gratte Brothers Catering Equipment Limited, Gratte Brothers Building Services Maintenance Limited and Gratte Brothers Technical Services Limited**, is aware of the impact its activities have on the lives of others and the places in which it operates and is committed to not only reducing this impact but actively making positive contributions which has long-lasting impacts.

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People

As a company, we design and implement policies and processes that allow for a fair and collaborative, working environment. Therefore we value the principles of human rights and equal opportunity as well as the right to a living wage.

We recognise the importance of attracting and recruiting the best talent regardless of their background and believe that a diverse workforce only increases our strength.

Our people are individuals with unique aspirations, work styles and employment needs and we endeavour to maintain a working environment which promotes respect, eliminates discrimination, encourages co-operation and provides all of our people with the opportunities needed to reach their potential.

Our people are our most important asset and their physical and mental wellbeing is therefore of primary concern. We recognise the special and significant risks associated with the build environment and also recognise our responsibility for the health and safety of our employees, both physically and mentally and others who may be affected by our work. Safety is the primary consideration in everything that we do at Gratte Brothers and we will always ensure that physical and mental health is never knowingly compromised for reasons of expediency or material gain.

Our co-operative and collaborative approach is also evident in the way in which we approach our clients and suppliers and we conduct our relationships in an open and honest manner in order to build long-term relationships. Our supply chain members are an essential part of our family business and make an important contribution to our reputation for quality so we work with our suppliers in an ethical way to reduce the impact of our joint activities and only work with those who meet our high standards.

Places

As a responsible corporate citizen, Gratte Brothers recognises its responsibility to the wider communities in which it operates and seeks to add value to those places. We actively review ways in which the company

can play a positive role to support community initiatives, paying particular attention to local and disadvantaged groups.

We volunteer in the local community, provide support for school and employment events and donate time and money to various charities, many of whom we have long-standing relationships with. We also encourage our people to support charitable initiatives through joint enterprise. By doing so, we can deliver positive economic and non-economic impact.

Planet

Gratte Brothers values the natural environment and recognises its responsibility to monitor and reduce the potential environmental impact of its activities.

As a company, we are committed to setting and obtaining our carbon footprint reduction goals and reducing waste as well as pollution and resource consumption.

Conserving energy, sourcing materials from sustainable sources, reducing deliveries and setting targets for transferring our fleet to electric vehicles are also part of our annually reviewed strategy.

We actively seek out and encourage the use of the latest environmentally-friendly technologies and innovation, such as off-site manufacturing and modern methods of operating to further reduce our environmental impact. As a service provider, we also work in collaboration with both our clients and suppliers to provide sustainable solutions that benefit all parties and most importantly, the planet.



Signed:

D Gratte
Group Managing Director

Section 01

People, Places, Planet



Engaging Our **People**

People

5.4%

reduction in our
Gender Pay Gap
since 2018

16

additional Mental
Health First Aiders
trained

40

apprentices in
training across
the Group.

96%

of staff consider our
Agile Working Policy
to be positive

500+

years of
Long Service
recognised

2,100

hours of training
completed by the
business.

As a proud family-owned business, relationships come first and we build these with clients, suppliers and staff alike. These relationships are rooted in respect and honesty.

We believe in the ongoing professional development of our staff, ensuring that they are equipped with the necessary skills, knowledge and confidence to thrive in their roles. We also recognise the importance of mental health and hold space for our employees to openly discuss any issues they may be facing.

One of our most crucial responsibilities is Health and Safety and we take this seriously. Therefore, we have measures in place to ensure the comfort and safety of our staff in the workplace and we regularly report on the gender pay-gap to ensure fairness and equality.

Prioritising Safety

In 2012, our Group Managing Director proclaimed, "Safety is the Primary Consideration in everything that we do" and that statement remains as true as ever, over a decade later. At Gratte Brothers, we believe that everyone has the right to return home safely each day and that a safe workplace, safe equipment and safe systems of work are all non negotiables. To align with this belief, we revise our H&S Strategy and KPIs year on year to ensure we have the correct processes in place to deliver a safe workplace for all. As a result in 2023, we had only 3 reportable injuries despite 28 million man hours on site, with corrective actions deployed immediately for each of them.

Our strategy is led from the top and our Directors complete Site Safety Tours throughout the year in addition to the regular safety visits and audits undertaken by our dedicated Health & Safety Officers to ensure the active engagement of our entire workforce, at all levels.

To ensure that our people are continuously prioritising their own safety and that of their colleagues, we also have our own Safety 1st @Gratte programme, which is focused on engaging our workforce, reiterating our 'open door' policy and removing any gap between office and site environments that could exist. Forums, comment cards, safety representatives and quizzes

are just some of its functions and have been instrumental in helping us to maintain a safe culture. To ensure that safety remains top of the agenda, we're currently reviewing this programme in order to deliver a visual update as well as some new functions and incentives for 2024!

Ensuring Wellbeing

We believe that no one needs to suffer in silence and that everyone has a fundamental right to support. Therefore, we operate two internal groups, a Mental Health Steering Group, made up of staff who are passionate on the topic and a Wellbeing Coordinating Group, formed of senior Directors to ensure that we are continually discussing, designing and implementing initiatives to help raise awareness of the importance of mental health and to provide support for anyone who may be concerned about their own or that of someone close to them.

This year, we recruited 16 further Mental Health First Aiders (MHFAs) within the business who are on hand for confidential conversations and whilst our MHFAs are not professionals, they are trained and can act as the first confidential stepping stone, initial conversation or helping hand for those in need of a support network.



"This year, we recruited 16 further Mental Health First Aiders. They act as the first confidential stepping stone, initial conversation or helping hand for those in need of a support network."

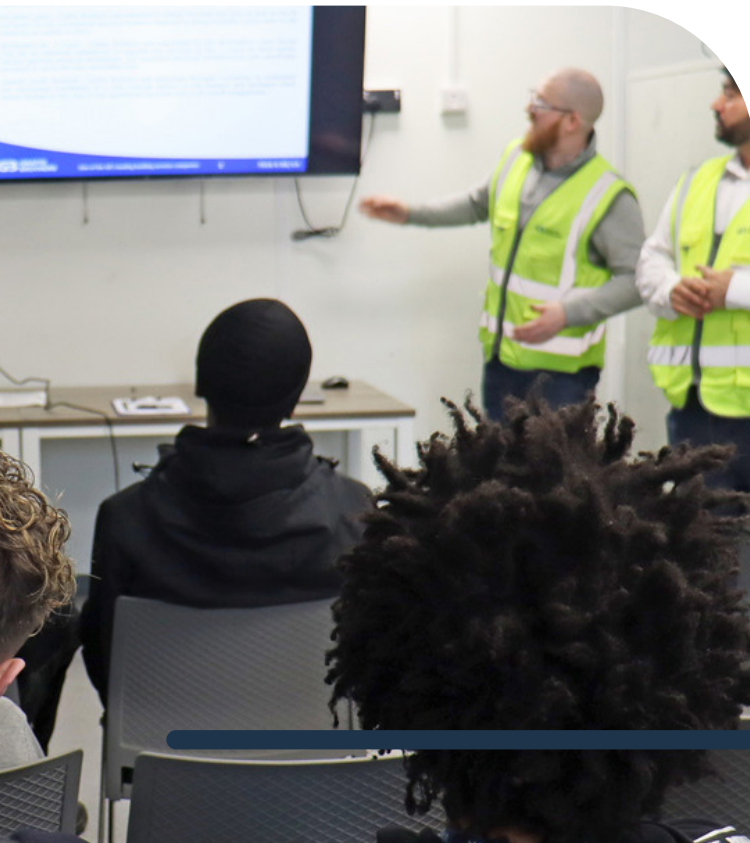
- David Gratte, Group Managing Director

Our MHFAs meet quarterly to discuss their experiences and consider options for how we can best 'spread the word' on the resources that are available to staff, whether that be through our Employee Assistance Programme which offers access to advice and trained therapists for a range of concerns or our bespoke Mental Health Roadshows.

We also have a dedicated inbox within our business for anyone who needs greater assistance. This inbox is monitored by our Mental Health Responders whose motto is 'Reach Out and We'll Reach Back'. All details remain confidential throughout the process and the scheme ensures that individuals reach the professional assistance that they may require, whilst being supported along the way.

To ensure that we also provide positive education on the subject, we additionally promote national campaigns throughout the year, such as World Suicide Prevention Day and this year's topic of 'Importance of Language' theme, Mental Health Awareness Week and this year's theme of 'Anxiety' and Back Care Awareness Week where we hosted an in-house yoga session, which could be livestreamed by all of our people and downloaded retrospectively.

A 'Brew Monday' morning was also held at our Head Office on January 16th, which is an event held annually on what is often referred to as 'Blue Monday', the third Monday in January and 'the most difficult day of the year'. We provided hot drinks and snacks to anyone who was in the office and wanted to take an hour out of their day to talk.



Supporting Development

We believe it is the stability of our workforce, the continuity of our teams and the depth of their experience which drives our capability as a business. We're therefore passionate about developing our own talent and as a result, we're proud to have an average length of service is 17 years.

To maintain this focus, our Learning and Development Team ensures we have trainees and apprentices in training at all times. We currently have over 40 apprentices working towards formal qualifications across Gratte Brothers Group in a variety of areas from data analysis to software development to design engineering and operational management.

Whilst formal qualifications are vital, continual development even after years of experience is equally essential, particularly considering the fast changing landscape in our industry. Therefore this year, our staff undertook 2,100 hours of training on a variety of courses from 'Introduction to the Building Safety Act' to 'Site Environmental Awareness.'

Agile Business

In the last year, following a 12-month pilot, we implemented a formal Agile Working Policy which allows our staff to reap the benefits of working in an office environment and at home.



"Continual professional development is essential, particularly considering the fast changing landscape in our industry. This year, our staff undertook 2,100 hours of training on a variety of courses."

- Tom Delves, HR Manager

Our last staff survey indicated that 96% of our people find the policy to be positive and this feedback resulted in the policy being formally introduced. Now we are focused on identifying ways of working which could extend the benefits of the policy to our on-site teams.

We believe that an agile business is a more successful and appealing business, results in happier staff and ensures a healthier work/life balance. We'll review our policy on an annual basis to ensure it meets its objectives and to respond to feedback we receive.

Celebrating Milestones

One of our most cherished values as a business is **Empowering Our Employees** and for us, this means maintaining a working environment that cultivates loyalty and engagement. Every year, we're proud to renew our commitment to this value by recognising those that have been with the business for 25, 40 or 50 years or who are retiring at our annual awards.

This year, we were immensely proud to celebrate over 500 years of service. Being able to do this every year is what makes Gratte Brothers so special!

Gender Diversity @ 15.2%

Average female employment within Gratte Brothers is 17% which is slightly above but largely in line with the construction industry average. We're proud to have added an additional female board director to our business this year, to have seen a 5% decrease in our Gender Pay Gap in the past 5 years and we're also proud of the culture we've cultivated as a business but we also know that we have to take steps every year to be part of the solution.

Our new in-house CSR Working Group has a strategy in place for 2024 to encourage female representation within our business, which includes attendance at careers fairs as well as partnerships with local educational and charitable organisations. We'll also be implementing an enhanced paternity leave policy and an updated benefits package following a formal staff survey to ensure we're doing everything we can to drive progress.

**CERTIFICATE
OF APPRECIATION**

In appreciation of 25 years' service
with the Company

Dean Sykes

12 October 1998

from the Directors and Staff of
Gratte Brothers Group



**CERTIFICATE
OF APPRECIATION**

In appreciation of 25 years' service
with the Company

Mark

Gratte
Managing Director

Section 02

People, Places, Planet



Places

£15K

raised for worthy
charitable causes



15+

different
charitable causes
supported



11th

Annual Big Curry
Lunch hosted for ABF
The Soldiers' Charity

5

Macmillan Coffee
Mornings hosted
across the Group

At Gratte Brothers Group, we are committed to making a positive impact on the communities in which we operate. Our approach to "places" is one that puts local communities at the forefront of our business operations. Whether through membership to the Considerate Constructors Scheme, fundraising efforts, donations, litter-picks, or local recruitment, we are always looking for ways to give back.

Change Please

In the last year, we've started to fill our coffee machine with beans that mean business...quite literally. By starting to switch all of our coffee beans to those provided by Change Please, a non-profit organisation that tackles homelessness head-on, we're helping them in their aim to retrain individuals as baristas, providing Living Wage employment at businesses across London. We know that with small changes like this, we can help make a big impact!

Catering For Those in Need

Food charity, The Felix Project, appealed this year to catering equipment suppliers for any unused stock to help set up a new site. The Felix Project collects surplus food from local businesses and redistributes it to charities and schools to supply circa 4,000 meals a day for those living in food poverty. We heard the call for surplus equipment and delved deep to provide what we could. We donated chef's whites, utensils, GN pans, glassware, trays and other useful items.

A Little Bit of Magic

We once again sponsored a taxi in the Hackney Carriage Drivers Magical Tour, an annual event which involves a convoy of licensed taxi drivers taking over 200 children who suffer from a range of chronic debilitating illnesses and life limiting conditions, on a fully funded, three-day trip of a lifetime to Disney® Paris. It's truly magical!

Make the World Better with a Sweater

Christmas Jumper Day came to Gratte Brothers on 8th December 2023, ensuring that we all dressed to impress in our best festive wear, in aid of Save the Children. We promised as a business to match every £2 donation we received and as a result, we donated a fantastic £1,540 to this fantastic cause, which does so much to make sure children keep safe, healthy and learning in the UK and globally.

11th Annual Big Curry Lunch

The annual Worshipful Company of Security Professionals' Big Curry Lunch was sponsored and hosted for the eleventh time by Gratte Brothers this year in aid of ABF The Soldiers' Charity on the 12th July. The lunch was provided by the fantastic catering team at our head office for over 100 guests and was another great success. Most importantly, over £2,000 was raised to help this charity provide a lifetime of support to soldiers, veterans and their immediate families.

The Great British Spring Clean

To coincide with Recycle Week, Group Sustainability Advisor, Alice Kilner organised local litter picks for our offices in London and Stevenage. Groups of volunteers braved the elements with equipment provided by the local council to help clean up the areas local to our London and Stevenage offices to improve it for the community.

and The Star Baker is....

Coffee Mornings were held in September at our Belfast, London, Stevenage, and Warrington offices as well as one of our key project sites in support of Macmillan Cancer Support. This annual event is much awaited at Gratte Brothers and provides all of us with



the opportunity to socialise with colleagues over coffee and some sweet treats. The offer of Star Baker prizes encouraged the inner baker in many of our staff as did the circulation of a Coffee Morning-inspired Quiz. As a result of our efforts, we were able to donate over £1,500 to Macmillan, which means we've now donated over £11,000 in the last 10+ years to this fantastic organisation.

The Great Festive Raffle

Every year, our fantastic supply chain partners donate prizes for our festive raffle to help us raise money for a cause close to our hearts. The Company purchases a ticket (and therefore donates) on behalf of all our staff who also have the option of buying additional tickets to increase their chances. Last year, following the extremely sad loss of a colleague, we chose to donate half of the proceeds (over £1,000) to CALM, who offers help to those struggling or in crisis and the other half to Crisis, a charity who help those experiencing homelessness, due to the rise we've seen in our local areas.

Tackling Period Poverty

This year, we're partnered with social enterprise, Hey Girls to offer free period products in all of our offices and on all of our sites where we're operating as the Principal Contractor. As a responsible business, we think it's important to talk about the conversations that may sometimes appear taboo in order to bring about change and make a positive impact.



Through this partnership, we're aiming to do something good not only for equality and change but also for society. It's estimated that millions of people across the UK are having to sacrifice their health and dignity because they cannot afford basic period protection.

To ensure our partnership has something in it for everyone and also makes an active contribution to breaking barriers, we're providing 'Pads 4 Dads' kits as well to support fathers within our business with everything they may need to contribute towards what can often see daunting - the period chat.

Inspiring Future Careers

Gratte Brothers Group has had a growing presence on Slough's Trading Estate this year, playing a vital role in several data centre projects. With these projects seeing us remain in Slough for the foreseeable future, it is important to us that whilst we operate here that we also look to support the community.

To align with this value, we've recently started undertaking opportunities delivered by SEGRO, who owns the trading estate. This has included participating in three youth outreach initiatives, which are aimed at engaging

"You have been incredibly kind, generous, and your team are definitely the 'A-Team'. We felt like we were a top client of Gratte Brothers. The service was second to none, and the speed of delivery was something quite astonishing. It started as an off-the-cuff chat and turned into something amazing."

- Charlotte Souter, Food Bank Aid

Year 10 & 11 students from local schools. By attending, we've been providing advice and information on opportunities within our industry in hope of inspiring future careers!

Support for Foodbanks

With the cost of living soaring in the past year, we recognised the need to support our local food banks in 2023.

In the run-up to Christmas, the team at Gratte Brothers Ltd came to the aid of a local foodbank distribution charity, upon which over 30 foodbanks in North London depend, whose heating system had stopped working. We stepped in to provide the free installation of new equipment which ensured the team of volunteers were kept toasty warm.

We are pleased to report that everyone at the Food Bank Aid hub is thrilled with the work. Ian Kamiel, Director at Food Bank Aid was "totally blown away" by our generosity and "the speed in which the work was done.

As our Group's core values state, we are committed to having a positive impact on the communities we are present in. So, we are glad to have been able to help this incredibly worthy cause. The solution we delivered means that the team could comfortably continue to provide much-needed support to a community of over 20,000 a week.

With a number of our sites being located in Slough this year, we also recognised the need to support the local food bank. Therefore we arranged for a number of donations from our sites for Slough Food Bank, based on their monthly requirements and in 2024, we're going to look to make this a regular occurrence by partnering with the charity.





Section 03

People, Places, Planet



Protecting The **Planet**

Planet

100% of waste from our office is diverted from landfill (recycled or recovered)

100 supply chain partners issued with our Net Zero Survey

51% of our Site Supervisors undertook SEATS courses

38 environmental inspections carried out across the Group

37% reduction in the overall carbon footprint of our operations and office

27% of our vehicles are now hybrid, PHEVs or electric

As a business, we are focused on the future and committed to doing our part in Protecting the Planet. We take sustainability seriously and our approach is rooted in setting realistic targets based on meticulously measured data from our partnership with carbon calculation platform, Normative. We take a comprehensive approach, considering our scope 1, 2, and 3 emissions to give us a full picture of our carbon footprint. Regular reviews of our processes, products, and vehicle fleet both on-site and in our offices help us to identify areas where we can make improvements in the most environmentally friendly ways possible. By continually measuring and evaluating our environmental impact, we are able to stay accountable to our sustainability goals and work towards reducing our carbon footprint while contributing to a more sustainable future for all.

Carbon Emissions Reduction

In 2022, we set ourselves the target of lowering the overall carbon footprint of our operations and office by 30% by 2025. We're delighted that we've exceeded this target in 2023 and have seen an overall drop of 37% in our combined scope 1 and 2 emissions. This is a result of several upgrades including the BMS and lighting system in our offices as well as updates made to our fleet.

Changes in our Fleet

Last year, we also looked to lower the carbon emissions of our fleet. With a longer-term aim of having 70% of the vehicles in our fleet be electric or hybrid by 2030, our goal was to achieve 5% of the fleet having being switched by the end of 2023. With 27% of our vehicles now hybrid, PHEVs (plug-in hybrid electric vehicles) or electric by the end of 2023, we've far surpassed this target!

Inspecting our Operations

We know that the only way to ensure we're staying on track in achieving our sustainability goals as a business is to carry out audits and inspections within our operations. By undertaking audits, we can identify areas for improvement as well as the need for further training if and when trends are

recognised. Therefore, we set ourselves the goal of increasing our environmental audits with all permanent sites being visited monthly as an additional goal. In 2023 alone, we conducted an amazing 38 environmental inspections, helping to improve environmental behaviours.

Improving Environmental Behaviours

Whilst our Sustainability Team is dedicated to achieving the Company's goals and is active across our operations, they can't be everywhere all the time, so we know it's vital that we educate our workforce on positive environmental behaviour so that they act as champions for our sustainability goals, everyday. In 2023, over half of our Site Supervisors undertook SEATS (Site Environmental Awareness Training Scheme) courses to help improve behaviours on our sites and across the year, our sustainability team delivered toolbox talks on various topics including hazardous waste and COSHH.

Engaging our Supply Chain

With 97% of our carbon footprint attributed to our supply chain (scope 3 emissions), we know that the only way to achieve our net zero goals across all three scopes



“Our great holistic commitment to sustainability focuses on key areas including waste, biodiversity and emissions. We are looking ahead with positivity regarding our net zero journey, and are excited to collaborate industry-wide to drive positive change”

- Alice Kilner, Group Environmental Advisor

is to engage and educate our partners. In conjunction with Normative, we therefore offered free-of-charge net zero seminars this year to offer insights and understanding on the meaning of net zero and we've also issued out our new Net Zero Survey to the first 100 companies in our supply chain to ascertain where each of them are on their net zero journey. Once we understand their current status, we'll help set action plans so that we can make positive progress together.

Managing COSHH

In 2023, we noticed that an area of required improvement across the Group was COSHH Management, on site and within our offices. Therefore our HSEQ (Health, Safety, Environmental & Quality) team having identified the need for the solution, selected SEVRON, an online tool for creating, distributing and approving COSHH assessments. This tool will be managed by the HSEQ team and COSHH Coordinators on site and will be rolled out in 2024 to ensure easy management of assessments and safety data sheets.

Partnering on Recycling

All of our pallets are removed from site by the Community Wood Recycling' scheme. Each year, they collect many thousands of tonnes of wood waste with the aim to ensure that it is all reused or recycled in the most environmentally beneficial way possible. Reducing its environment impact to an absolute minimum is key as is helping to conserve this important natural resource. This year, we rescued 66.7 tonnes and saved 33 tonnes of CO2 at the same time!



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