

**INFRASTRUCTURE
WITH
INTEGRITY**



**2021 SAFE,
SUSTAINABLE
& WELLBEING REPORT**



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ANDREW JELLIS

As part of our Safe, Sustainable and Wellbeing Strategy, we set ourselves challenging year on year targets to achieve our vision of delivering sustainable M&E and Technology solutions for our clients, our people and our environment.

During 2021 we have been working with Business in the Community to increase the positive impact that we have, as an SME, in all our operational sectors.

With BITC's assistance, we have now benchmarked our responsible business practice enabling our progress to be externally validated.

We have continued to improve our performance in all our key target areas ahead of our SSW Strategy, but there is always more to do, especially as the company grows and develops into new sectors and markets.

I'm particularly proud of the progress we have made in increasing the diversity of the business and widening our engagement with our delivery teams through our Culture Survey.

Our CORE values encompass our desire to do more than just deliver infrastructure. [We deliver Infrastructure with Integrity.](#)

Andrew Jellis, Chief Executive Officer



MELANIE WARDLE

We are a company that is defined and guided by our CORE values. People are central to everything we do. After all, our success as a company depends upon the success of our people. We want our people to do their best and unlock their own potential.

We welcome everyone who shares the VVB values, regardless of background, culture, disability, ethnicity, gender or any other protected characteristic.

We have worked hard to create a safe and welcoming environment for all our employees. We are always raising awareness of the benefits of having a gender balanced workforce and tackled barriers relating to racial equality and ethnic diversity. I am extremely proud of what we have achieved in this area and this has been highlighted within the SSW Strategy.

By making improvements everyday we aim to get rid of discrimination and build a more inclusive environment for all.

Melanie Wardle, HR Director - EDI Sponsor



CHRIS GARROW

2021 was a year of transformation for VVB as we launched our Safe, Sustainable and Wellbeing Strategy in April. As we put this report together, I took the opportunity to reflect on our achievements since launching our strategy. I was taken aback by what we have achieved regarding Safe, Sustainable and Wellbeing. The things we have achieved in less than a year as an organisation is phenomenal and are testament to our how our people care about each other, our customers, and the communities we work within.

For us, it is important that we are open and communicate the things that have worked well, things that are in progress and things that have not been achieved. This allows us to ensure that our strategy remains dynamic and is adjustable to change within our industry.

VVB are proud of the relationship that we have established with Business in the Community. Working with them has significantly enhanced our mindset of being a responsible business. We submitted our first Responsible Business Tracker this year through BITC, and it was extremely satisfying to hear feedback from them about how it was clear our SSW strategy was aligned to our organisational vision and values. I cannot understate the importance of ensuring that organisational values are woven within a functional strategy so that there is true connection to our people and the wider business aims.

Chris Garrow, Head of Safe, Sustainable & Wellbeing



BETHANY ROSE-HORNE

Launching our Safe, Sustainable and Wellbeing Strategy in 2021 set us some stretching and challenging targets. Since setting these targets, we have really pushed ourselves as a business to become a truly responsible business through full business collaboration and a sustainable mindset at our core. We have worked tirelessly, not only as a team, but across the whole business, to prioritise our people and the communities we work within.

2021 allowed us to prioritise social value to deliver true impact across our operations. I am proud of the difference we have made to our people's wellbeing and the wellbeing of their families, whilst simultaneously creating long-lasting impact to the communities we work in through our work with Business in the Community. This work has been incredible to witness and be a part of, and the long-term charity partnerships we have created through this partnership is exciting for us as a business moving into 2022.

Bethany Rose-Horne, Sustainability Advisor



SAFE, SUSTAINABLE & WELLBEING



Our values create a **SAFE** mindset, they embrace a **SUSTAINABLE** future, they put our employees **WELLBEING** first. At VVB, we are **PROACTIVELY CARING** for all.

We deliver Infrastructure with Integrity.



SAFE

- Safety
- Occupational Health
- Quality and Assurance
- Business Risk Management
- Accreditations

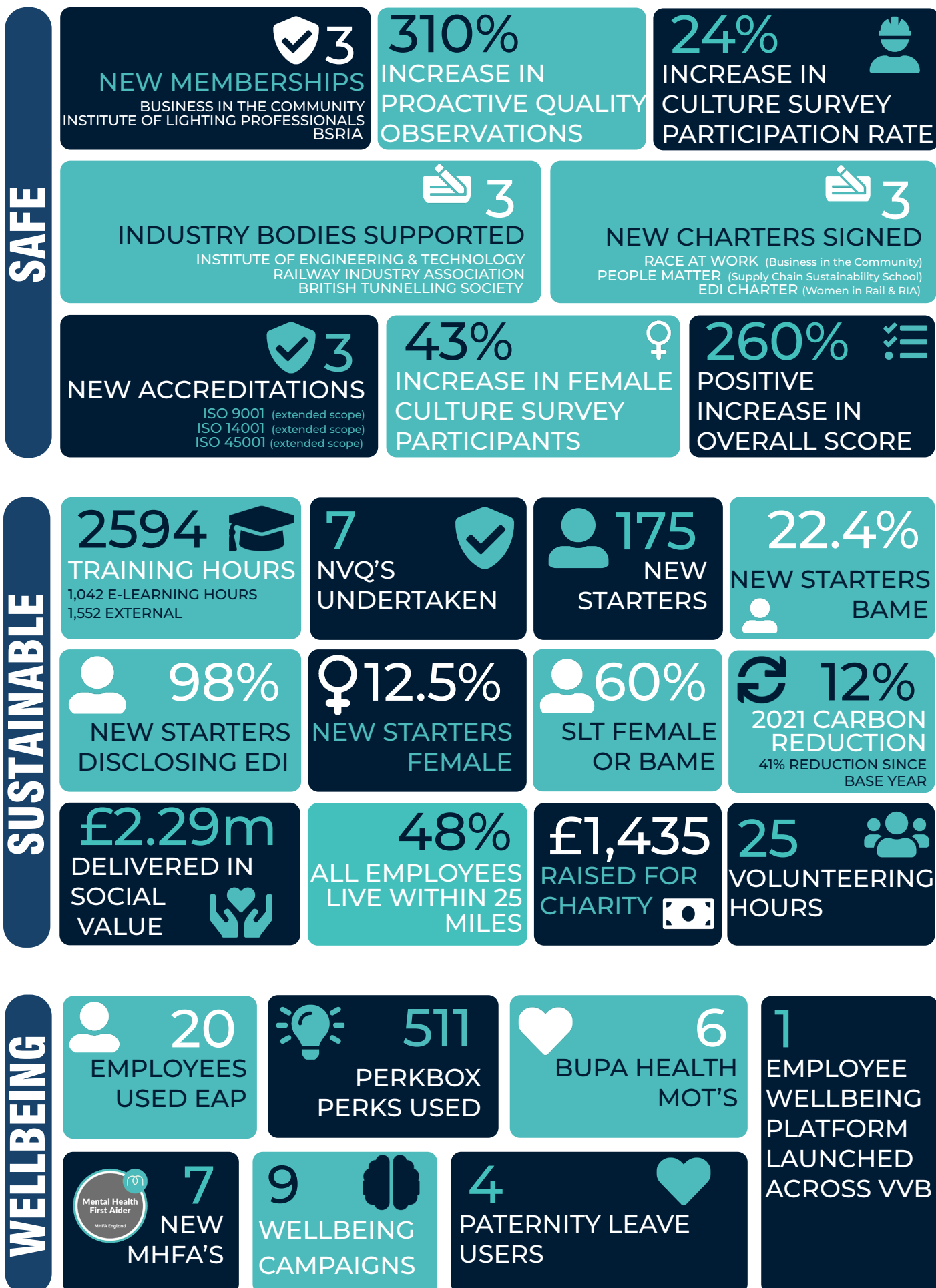
SUSTAINABILITY

- Environment
- Social Value
- Equality, Diversity & Inclusion
- Developing Talent
- Responsible Business Practice

WELLBEING
























- Agile Working
- Employee Assistance Programmes
- Mental Health
- Lifestyle
- Health Benefits

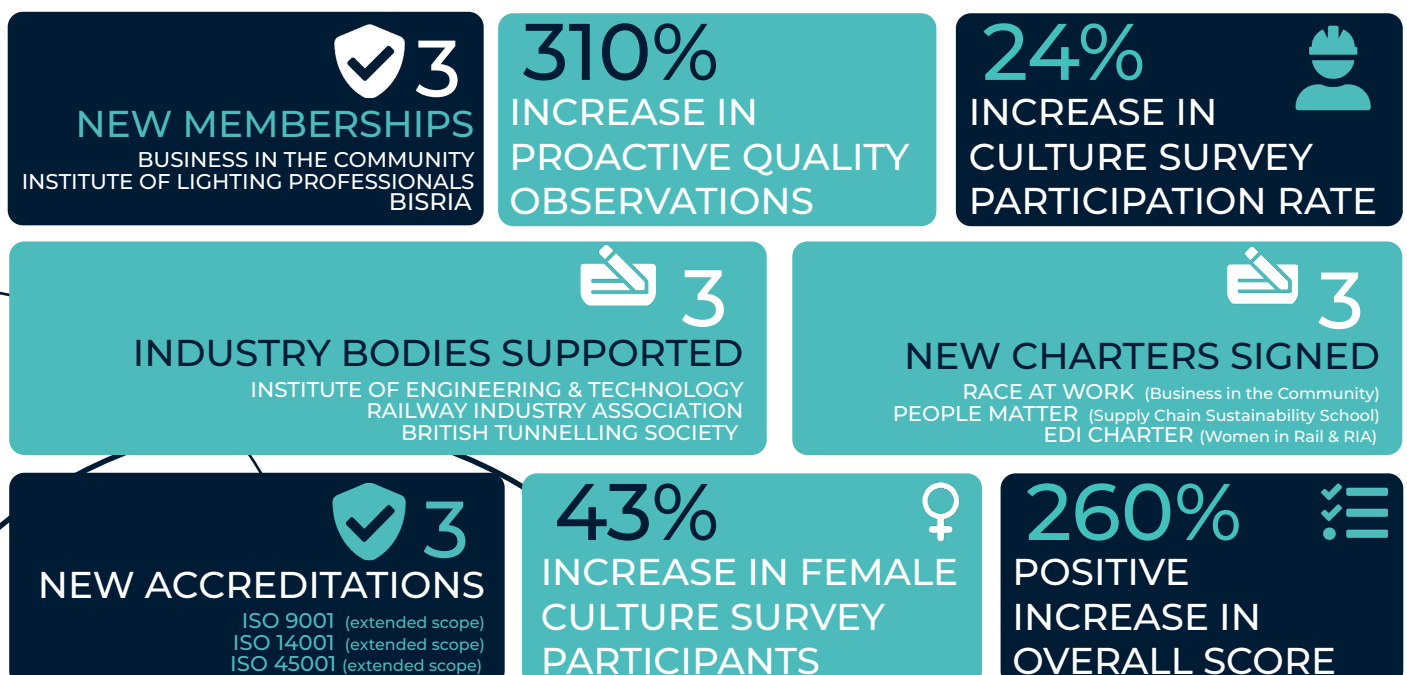
OVERVIEW



SAFE

SAFE is doing the right things, at the right time, in the right way without compromise.

CORE	OBJECTIVE	PROGRESS
CARE 	SAFE by 'Proactively Caring' training modules to be produced for Employees, Supervisors and Managers	
	10% reduction in all accident/incident frequency rate (AAIFR) and 5% increase on SHE observation Rate (SOR) from 2020 baseline.	
COLLABORATION 	Support industry bodies such as RIA, IET, Safer Highways and GIRI to drive industry wide SAFE improvements.	
	Define and create an interactive 'SAFE' lessons learnt platform for all VVB employees.	
OPPORTUNITY 	All new VVB projects to use 'Procore' as the project construction management system.	
	Introduction of 'Kamishibhai' system, on projects for quick quality and safety checks for all site teams to complete.	
OWNERSHIP 	Business Risk Management E-Learning Programme to be created and rolled out across VVB.	
	Working with cross business representation create a VVB visual standards library covering all areas of SAFE.	
RESPONSIBILITY 	Establish leading and lagging QUALITY metrics in the same was as health and safety.	
	Delivery of a Leadership, Management and Supervision quality based E-Learning training programme.	
RESPECT 	25% increase in VVB SAFE cultural survey participation rate against 2020 survey participation rate.	
	Bi-annual 'SAFE' Engagement forum established to rive better cross business 'SAFE' engagement and improvement.	
EXCELLENCE 	Create and embed 'Proactively Caring for Customers' which is a customer feedback/improvement programme for our customers.	
	Customer recommendation process to be established across VVB.	
END RESULT FOCUS 	An average VVB Safety Culture Survey score of above '0.5'.	



In 2021, we changed our approach launching SAFE across our business in place of health and safety. The purpose of this was to drive our people to think about how we manage all our risks thus creating a SAFE environment for our people, our customers and the communities we work within. Aligning H&S alongside Quality, Assurance and Risk Management has started to see tangible results in the way our people think. An example of this is where our people are now clearly identifying the potential H&S risks linked to work quality and therefore are truly focused on delivering a quality product first time, thus eradicating re-work. This approach means we significantly reduce multiple risks at the same time.
























Our people are much more connected to the fact that SAFE is a collective effort and that if one risk is not managed, several others are created. This has been evidenced through our Culture Survey where there was extremely positive feedback around business, manager and supervisor support for Safe concerns and the effectiveness of response with managing risk.

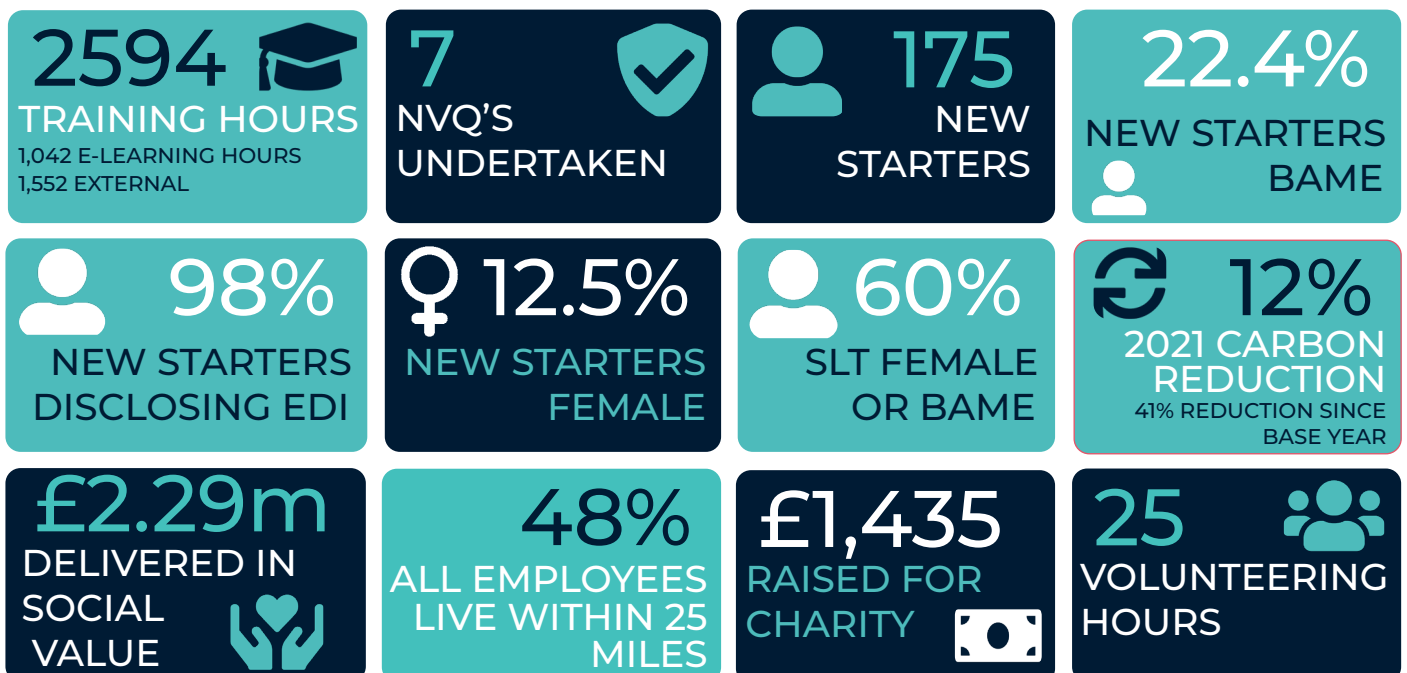
2021 PROGRESS



SUSTAINABLE

SUSTAINABLE is bringing positive impact for our employees, our customers and the environment within the communities we work.

CORE	TARGET	PROGRESS
CARE 	Create embodied carbon baseline for all materials procured by VVB whilst ensuring 5% reduction on 2020 use (excluding materials).	
	Become signatory to BITC Waste to Wealth Commitment.	
COLLABORATION 	Working with BITC National Business Response Network (NBRN) to support local people, organisations and communities impacted by COVID-19.	
	Every project partners with a local charity and 5% of the project environmental rebate/savings is donated.	
OPPORTUNITY 	Launch a VVB Upskill Programme for both trade and management roles.	
	Minimum of 1 apprentice/graduate employed by VVB per £3 million of project turnover.	
OWNERSHIP 	100% of VVB supply chain to sign up and commit to our Modern Slavery Pledge.	
	10% total project spend invested within the local area, with 1% spent within the community being worked in.	
RESPONSIBILITY 	Working with BITC, launch a community involvement programme.	
	Every new project to have a Social Value Plan.	
RESPECT 	Every employee completes VVB 'Unconscious Bias' E-Learning to drive greater equality.	
	Working with BITC create a diversity and inclusion programme at VVB.	
EXCELLENCE 	We offer every customer (where appropriate) a modular pre-constructed M&E solution at tender stage.	
	Begin the journey to clean business transport by incentivising employees to purchase low/zero carbon vehicles.	
END RESULT FOCUS 	Complete VVB's first Business in the Community Responsible Business Tracker.	



2021 was a year of continued sustainable progress, driving the basis for real positive impact across our operations. Our partnership with Business in the Community has been integral to our Sustainable progress, from community engagement, to EDI and understanding our true responsible business performance.

Despite 2021 being an incredibly difficult year and an unsettling time globally, our resilience has allowed us to work tirelessly to understand the needs of the communities we work in, which have substantially heightened because of COVID-19. Our teams have collaborated with customers, industry and community members to ensure we deliver true social value, now and in the future.

2021 PROGRESS



In 2021, we achieved great things in relation to our carbon reduction and working towards net zero. We successfully reduced our carbon by 11% from 2020, totalling a 41% reduction since our baseline year. Our efforts to reducing our carbon impact drove for the creation of our VVB Carbon Calculator which will help us reset our carbon baseline in 2022, taking into account our embodied carbon. We took the decision to review the BITC Waste to Wealth Commitment will revisit this in 2022.



Throughout 2021, we established a strong partnership with BITC and utilised their National Business Response Network throughout the year to deliver community impact. We have supported various charities, schools, community groups etc. from accountancy support and HR advice to working with BITC to help with post COVID-19 recovery.



We successfully defined people development across VVB, developing our skills and competency matrix which outlines the minimum competency requirements for all key roles. This has allowed for us to define our VVB Leader and VVB Manager programmes to be built to support our apprentice and graduate aspirations.



During the year we have changed procurement platforms to A-Site. Whilst our new suppliers have provided their Modern Slavery Commitments, our Modern Slavery Pledge will be rolled out in the early parts of 2022 to ensure all suppliers are compliant.



We have worked closely with BITC to establish where and how we can make the greatest impact on the local communities we work in through delivering true value. 2021 allowed us to build our VVB Social Value Calculator to support us in delivering 15-20% project value in social value, defining our approach at tender stage and comparing this to our actual social value delivered.



We successfully launched our Unconscious Bias E-Learning with 95 employees successfully completing the course since its launch. To support this, we've signed the BITC Race at Work Charter and worked closely with BITC to develop an 'EDI Action Plan' for 2022 and beyond.


























All major tenders in 2021 were offered pre-constructed M&E solutions, championing innovation to minimise our environmental impact.

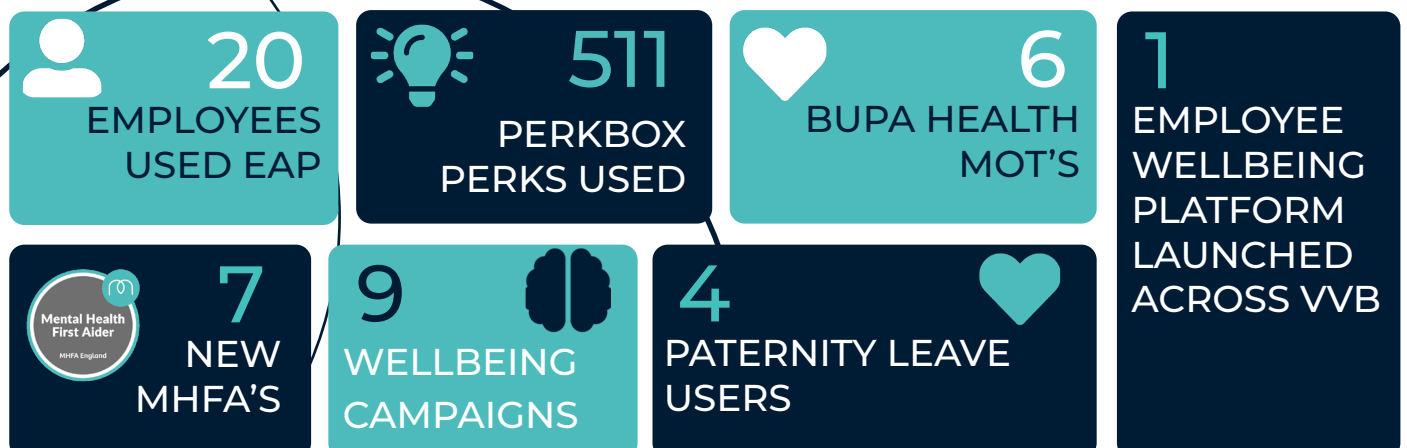


We successfully completed our first BITC Responsible Business Tracker, with positive feedback and a clear path for improvement across our responsible business practices. Our main focuses in 2021 were EDI and Wellbeing and this is reflected into 2022 with an additional focus on Community Engagement for social value delivery to continue to leave a lasting legacy for our people and the communities we work in for future growth.

WELLBEING

WELLBEING is supporting and taking care of the physical and mental health of our people, making sure they are well to work now and for the future.

CORE	TARGET	PROGRESS
CARE 	Carry out an Employee Wellbeing Culture Survey across VVB employees and contractors.	
	Flexible and agile working steering group established to define future approach and policy to flexible working.	
COLLABORATION 	Create a VVB wide Wellbeing Steering Group involving representation from each element of our business.	
	Wellbeing interviews undertaken as part of new starter inductions to capture their previous experience of wellbeing best practice.	
OPPORTUNITY 	Establish a VVB Employee Wellbeing Webpage with access to Wellbeing resources for employees and their families.	
	Quarterly Health Focus across VVB rotating between physical and mental wellbeing.	
OWNERSHIP 	25% of all VVB employees attend the provided annual health check through BUPA.	
	£25 donated to a wellbeing charity for every 5 wellbeing suggestions raised and each time the VVB Employee Assistance Programme is used.	
RESPONSIBILITY 	At least two VVB Wellbeing days held across the business for all employees, one of which is mental health.	
	VVB partners and supports at least one construction themed wellbeing charity.	
RESPECT 	Publicise and encourage the use of the VVB Employee Assistance Programme through employees engagement mechanisms.	
	Mental Health Awareness E-Learning rolled out to all employees.	
EXCELLENCE 	All company issued mobile devices to be pre-loaded with wellbeing applications to support physical and mental wellbeing.	
	The VVB Wellbeing steering group identify and define wellbeing innovation for future use.	
END RESULT FOCUS 	An average VVB wellbeing culture survey score of above '0'.	



Our people are our greatest asset. The COVID-19 pandemic heightened our opportunity for us as a business to really focus on our people's wellbeing, across all four aspects; physical, mental, financial and social wellbeing. Through our culture of care, we have worked hard to create an environment where our people are empowered to take responsibility for their own wellbeing.

Through launching an internal Wellbeing platform on our Intranet, CORE, we have been able to ensure that everyone at VVB has easy access to a wide range of wellbeing support. This has allowed us to see real results in the way our people think not only about their own wellbeing, but the wellbeing of their colleagues and others around them through honest open conversations.

2021 PROGRESS



Our Agile Working Steering group with cross-business representation successfully defined and launched our Agile Working Policy. The policy has been applied to all new starters contracts, with this being rolled out to existing employees throughout 2022.

Beyond this, we took the decision to delay the Wellbeing Culture Survey to February 2022 due to the demands on the business in 2021.



We took the decision to delay our Wellbeing Steering Group until larger group interaction was possible due to the face-to-face nature. That said, the HR and SSW team worked closely throughout 2021 to ensure Wellbeing was embedded and supported all individuals across the business. Part of this included understanding employees previous experiences of wellbeing and thus, all new starters were asked to complete a survey comparing previous wellbeing offerings with VVB's and asking what wellbeing support they would find beneficial and like to see at VVB.



We successfully created and launched a VVB Wellbeing Intranet page on CORE, creating an environment where our people are empowered to take responsibility for their own mental health and wellbeing. The page ensures everyone at VVB has easy access to a wide array of mental health support, including Mental Health First Aiders, Employee Assistance Programmes, BUPA Mental Health Services and many resources on Perkbox.

After the roll out of the SSW strategy, we launched our Health Focus starting off quarterly. We raised awareness around Cancer in Q3 and Financial Wellbeing in Q4 of 2022 and these efforts have continued into 2022 with monthly issues devoted to physical, mental, financial and social wellbeing.



Whilst 25% of our employees did not attend their annual health MOT, a handful of employees did and we have extensive plans to promote these health checks throughout 2022 to ensure more employees utilise their Health MOT's.

Wellbeing suggestions were limited but given the fact we have now launched our wellbeing Intranet Platform, we hope that this will increase suggestions into 2022, allowing us to make these charity donations.



Whilst we did not hold specific Wellbeing days in 2021 due to the lack of face-to-face interaction from the ongoing pandemic, we did support numerous wellbeing campaigns including Time to Talk Day, World Mental Health Day and many other days.

Throughout 2021, we have been a Mates in Mind supporter, partnering with them closely on various mental health initiatives.



The EAP schemes were well promoted in 2021 through posters, news articles, Yammer posts as well as regular emails. The EAP schemes are also easily accessible through our Wellbeing Page on CORE.

Following implementation of our Safe, Sustainable and Wellbeing Strategy in April 2021, we saw the opportunity to review our SSW training modules so the Mental Health Awareness E-Learning will be rolled out early 2022.



Due to the changes in regards to mobile providers in 2021, pre-loading phones with wellbeing applications has been pushed back to 2022. However, this has provided us with the time to establish which applications will be best suited to our workforce and make a real difference.

Our employee needs changed during 2021 and therefore, we postponed the working group to 2022 to allow for better face-to-face engagement. This has allowed us to ensure the correct processes are established first.



We took the decision to delay the Wellbeing Culture Survey to February 2022 due to the demands on the business in 2021.

2022 AND BEYOND...

At VVB, we are a learning organisation that seek to continually improve, whether through successes or where we may not have fully achieved our intentions. 2021 saw the launch of our Safe, Sustainable & Wellbeing Strategy. What we learnt in the first year of this strategy will prove pivotal in further embedding SSW into our organisations DNA.

As we move into 2022, we will use these learnings to adjust our strategy to deliver long term positive impacts for our people, our customers and the communities that we work within.

The key to these impacts are our continued partnerships with our key partners, aimed at driving Safe, Sustainable and Wellbeing success.

We believe in doing the right thing. We deliver Infrastructure with Integrity.



OUR KEY PARTNERS





FIND OUT MORE

If you'd like to know more about VVB's commitment to Safe, Sustainable and Wellbeing, please get in touch.



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