

# Responsible Business Report **2019**

**LOVELL**

A **MORGAN SINDALL GROUP** COMPANY





## Contents

- 04** Lovell at a glance
- 05** Our commitments
- 06** Sustainability highlights
- 08** Case study:  
Kings Lynn, Major Housing Partnership
- 10** Total Commitment: Protecting people
- 12** Total Commitment: Developing people
- 16** Total Commitment: Improving the environment
- 20** Total Commitment: Enhancing communities
- 24** Total Commitment: Working together with our  
supply chain
- 25** Membership and partnerships
- 26** Lovell awards
- 28** Boundaries and assurance
- 28** More information



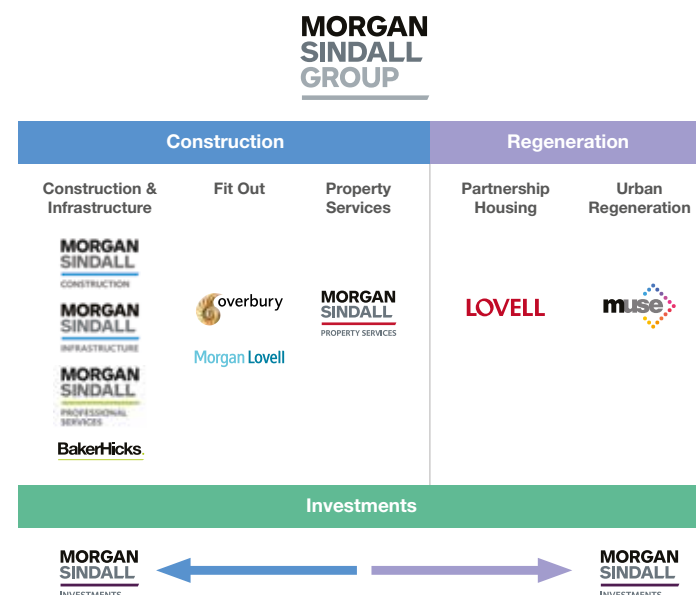
# Lovell at a glance



Lovell is a leading provider of innovative residential construction and regeneration developments across England, Scotland and Wales. We work together with our partners to refurbish and maintain existing homes and regenerate neighbourhoods whilst also designing and building homes.

We combine our industry expertise and unrivalled local knowledge with a willingness to think innovatively and ambitiously to help transform communities. Our driving force is an ongoing commitment to building futures, changing lives and leaving a lasting legacy wherever we work.

Lovell Partnerships is part of the Morgan Sindall Group, a leading UK construction and regeneration group with a revenue of circa £2.97 billion. The group is comprised of six divisions: Construction & Infrastructure, Fit Out, Property Services, Partnership Housing, Urban Regeneration and Investments.



# Our Commitments

Lovell's priority is to be a responsible business, meaning that we are not leaving a negative impact as a repercussion of our work in an area.

As part of being a responsible business, Lovell abides by its five Total Commitments which provide an action plan for developing sustainable practices as well as providing a framework for measuring, communicating and reporting progress both internally and externally.

The five commitments, which are aligned to the include the relevant UN Sustainable Development Goals, are: Protecting People, Developing People, Improving the Environment, Enhancing Communities, and Working Together with our Supply Chain.



# Sustainability Highlights



5.58	training days per employee
43	people on NVQs
30%	of our workforce are female
7%	of our workforce are from minority ethnic backgrounds



10	RIDDOR incidents
----	------------------



Reflecting Lovell's continuing drive for excellence in health and safety, the London region is proud to have achieved an incredible **1.6 million man-hours in 2019 without a single RIDDOR** (reportable safety incident).



Over £77,000	in community donations
--------------	------------------------



2 RoSPA	Order of Distinction Awards
4 RoSPA	President's Awards
1 RoSPA	Gold Award





# King’s Lynn Major Housing Partnership

In spring 2015 the Borough Council of King’s Lynn and West Norfolk entered into a partnership with Lovell to build up to 600 new homes across four sites in the Lynnsport and Marsh Lane areas. This has since been extended to include a further 400 new homes. The scheme forms part of the Major Housing Project which aims to stimulate growth by bringing forward development on council-owned land which would otherwise not be developed in the medium term, addressing the urgent demand for new homes in the area.

In addition to new housing, the project will also provide funding to help enhance the sports facilities at Lynnsport, with new hockey pitches, additional car parking and new tennis courts.

Through the Housing Partnership, we are successfully responding to:

- Need for new homes
- Employment and training opportunities
- Support for the local economy
- Insufficient infrastructure
- Outdated amenities

## Awards



**Finalist at Inside Housing Development Awards 2019**  
Best Partnership: Rural or Community

**Winner Norfolk Constructing Excellence Awards 2018**  
Client of the Year

## Improving the Environment



Considering our impact on the environment is significant to Lovell. One of our commitments is to improve the environment of the areas that we are working in. As such, we undertook early engagement with stakeholders and our supply chain to identify ways in which we could optimise the build and work more efficiently.

Site pumping stations were delivered under a Section 98 agreement as part of Anglian Water’s capital works programme. This created a saving of £500,000. We also included the UK Power Network’s upgrades within their general programme whilst installing the new road, removing the cost from the project and improving the efficiency.

We worked with our groundworks subcontractor, Bowie, to redesign the drainage system. This was done due to the challenges that the town of King’s Lynn has with drainage. Sites often struggle with drainage due to the low permeability of the clay soil. Anglian Water were involved from a very early stage when developing the drainage strategy. Because we worked with Anglian Water and included them in our design of the strategy, they were able to incorporate some of the additional infrastructure and pumping stations within their own existing capital works programme. This increased the capacity of the drains, especially when considering the surface runoff created by the development, and removed the cost of the additional elements creating a cost saving.

## Enhancing Communities



Community engagement has been a high priority throughout this project. A key part of this has been the liaison between our contractors and the local schools. School engagement is particularly important in building relationships with the community and improving skills. It lays the foundation for getting students interested in the potential career opportunities that the construction industry has to offer.

Students from local high schools were even given the opportunity to propose names for three of the phases of the project. The winning names – Valentine Fields, Cowper Place and Dewside – were inspired by the local landscape and historical and cultural figures associated with the area. Following this, students were asked for potential road names for the developments which were put forward for consideration.

Our East Anglia region also became the Gold Sponsor for the Pelicans Hockey Club in King’s Lynn who were utilising the new pitches at Lynnsport. The club has over 230 members ranging from under 6 to over 60.

We were approached by somebody working at the Discovery Centre next door to one of our sites with a request for some timber. As such, we donated some timber to assist with the development of their community garden/allotment.

## Working with our Supply Chain



One of the major benefits of our housing delivery programme is the positive impact on the local economy through the use of local labour and supply chain partners. Our contractors held dedicated Meet the Builder events in the town to maximise the level of local companies invited to submit tenders for work. They are required to record the location of workers on site to monitor their achievement of target levels with current

figures showing that 70% of workers are from within a 25-mile radius from site.

All contractors are using the LM3 online software tool to accurately calculate and monitor their local economic impact including where money paid to the supply chain is being spent in the region. Data shows £1.99 of money is spent locally for every £1.00 contract spend.





Lovell are committed to ensuring that all staff and members of the public that come into contact with our sites are provided with a safe and healthy environment.

Brick Cutting

Brick cutting offsite is being utilised in our Eastern region to reduce waste and to combat occupational health risks. By having the bricks cut in a controlled environment and delivered to site to the size that we require, workers are able to lift and place the bricks as suitable, making their job safer and easier to do.

Mental Health Awareness

Mental Health Awareness Training has been rolled out across the company, educating employees on the various signs and symptoms of mental health and how to spot these. All regions are on course to complete 'Start the Conversation' workshops, with an increasing number of trained Mental Health First Aiders being present across the company. 21 employees became Mental Health First Aiders and 509 attended the Building Mental Health Workshop.

Driver Awareness Training

Driver Awareness Training has been provided to those in the business who regularly travel for work or have longer commutes into the office. This educated our staff and helped to minimise the risk of accidents by teaching employees about speed limits, stopping distances, and how to drive in certain conditions. Training was either carried out via e-learning modules, workshops or accompanied driver training depending on the distance an employee travels over a year and their job role.

North West North Wales School Visit

In our North West North Wales region, we stressed the dangers of construction sites to children. With the summer approaching, children were more likely to be playing outdoors, where a construction site may seem an interesting place to have an adventure. As such, a number of safety signs were highlighted around the site and Lovell urged children to play in parks and playgrounds instead.

CCS Hoarding Competition

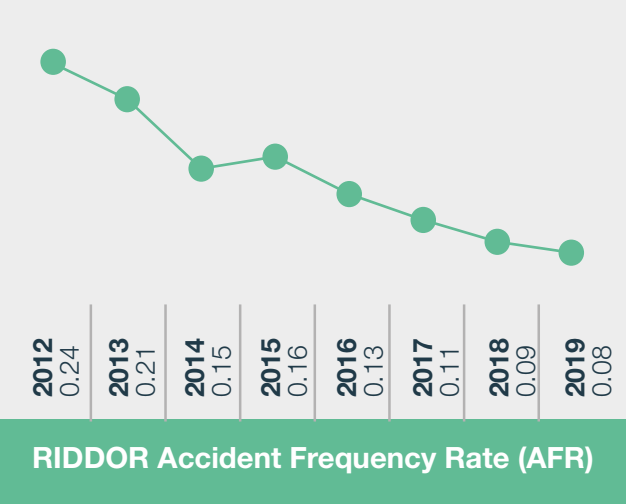
A few of our regions worked with local schools for the CCS Hoarding Competition, following different themes. A few examples of those that took part are Glassford Primary School and Abronhill Primary School in Scotland and Christ Church Primary School and Heronsgate Primary School in London. Abronhill Primary School were winners of the Ivor Choice Winners.

360° Cameras

In Salisbury, we have been using telehandlers with 360° cameras, providing increased visibility to operators and minimising the risk of accidents on site. Due to the success of this, we have started introducing these to other sites and will continue to progress into 2020. This has created a safer environment on site.

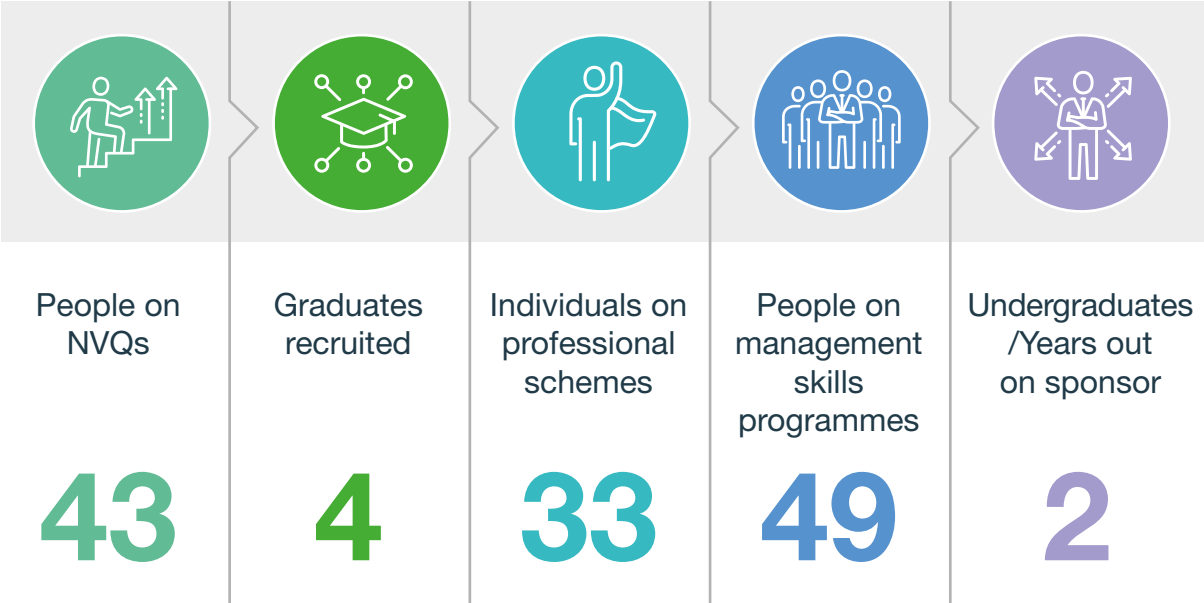
PAVES

We regularly carry out toolbox talks and health and safety audits on site. We also have various provisions in place and follow our PAVES scheme to provide our employees with the safest work environment possible. Walkways must be clearly labelled, and telehandlers are equipped with extra mirrors for increased visibility.





# Developing People



We are committed to developing people to ensure that our clients receive perfect delivery of all projects. Due to this commitment, we invest time and energy into providing training for our employees to ensure that they can perform their job to the best quality. Our ‘people promise’ scheme ensure that we provide training and support to employees.

Our commitment to developing people does not only consider internal staff. We extend this to the local community by engaging with schools, holding events and inviting people to carry out work experience with us.

Gender Profile

30%

of our employees are female

Ethnicity Profile

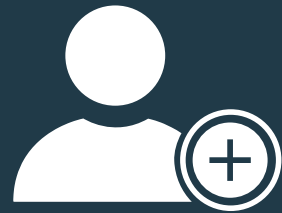
7%

of our workforce are from black or minority ethnic backgrounds





# Developing People



## Elaina

In 2019, our South Wales South West region partnered up with Newport City Homes to hold an apprenticeship session, with the aim of encouraging females into the construction industry. Elaina, a thirty year old single mum, attended the session and reached out to Lovell afterwards.

Elaina was keen to partake in a voluntary work experience session on site and although she has no qualified skills as a tradesperson, her life experiences have allowed her to become extremely multi-skilled.

We offered Elaina a two week work experience placement shadowing a labourer/gatesman currently working for Lovell. Due to family commitments, we allowed Elaina the flexibility of working 9am-3pm as this allowed her time to comfortably get her children to school/childcare. Elaina enjoyed the experience so much that she then decided to enrol with a construction agency now that she knows exactly what career she is aiming for.

Elaina was subsequently offered work on our Ringland site through the agency and Lovell have now employed her. The team were completely enthralled with her. She quickly became a strong character within the team and a solid support to the site management. Elaina has a strong intent to develop herself within the construction environment and has even enquired about further training with the build manager!

We still support Elaina around her childcare but by providing this opportunity to her, she is now able to afford more childcare and is starting to work closer to full-time now, showing that being a single parent can be a vicious circle without support from employers.

## Marta

Marta joined Lovell on a Site Management Internship. Following that, Marta was provided a place on the Management Graduate Programme, having studied Architecture at University. In 2019, Marta was promoted to Assistant Development Coordinator, a result of her continued hard work and commitment to the business.



"This promotion is my perfect job and Lovell helped it to happen in the best way possible, ensuring I have all the necessary training and making sure that I can achieve what I want to in my career".

## North West Apprentices

Blaine from Altrincham College and Makail from Ashton in Mersey School were both given the opportunity to work in varying departments across Lovell. They could learn about the housebuilding industry with some practical experience to accompany their development. We hope this has given them enough insight to apply for one of our apprenticeships in a few years' time.



## Paul

As part of our continuing commitment toward social value and community engagement, we announced Paul Woby as our Social Value Manager in our North West North Wales region, implementing social value across all areas of the business going forward.



## E-Learning Modules

Over the past 12 months, Lovell has been rolling out various Sustainability E-Learning modules to employees within certain job roles. These are rolled out approximately one per quarter and each module is sent to those in the company that it is applicable to. Modules provide awareness and understanding to sustainability issues within their job roles and how these can be minimised.

## East Anglia Apprentices

One of our apprentices, Harry, in the East Anglia region won the brickwork category in the Norfolk and Waveney Building Apprentices' competition held at the Royal Norfolk Showground. Harry completed his NVQ Level 2 Bricklaying qualification in 2019.

Luke and Callum have joined our team in Norwich as apprentice carpenters. By joining Lovell for their apprenticeships, they are able to learn and develop a wide range of skills that will be beneficial to them in the future. The apprentices will work with modern design techniques to work on the assembly of wooden structures, including everything from roof beams to staircases and door frames.

## Emma

Emma joined Lovell as an apprentice. She stated that her BTEC Level 3 Apprenticeship provided her with "an understanding of the construction industry including health and safety, mathematics, science and materials, sustainability, estimating and surveying". When asked what skills and qualities she needs for her job and what progression she aims for, Emma stated "I need to be analytical, methodical and accurate in the approach to my work and have good communication skills and the ability to work well in a team. It will enable me to progress onto the HNC (Higher National Certificate) for further study. I hope to be able to progress on to the HNC level next year."



## Scotland - Employability Charity

We worked closely with First Steps Future Training, an employability charity in Glasgow, to help disadvantaged young people gain training and work experience within the construction sector. This was done to help them to either obtain a college placement, an apprenticeship, or employment. Site tours have also been carried out with this charity to allow people to see what it is like to work on a construction site and to ask any questions that they may have regarding the industry.



# Improving the Environment

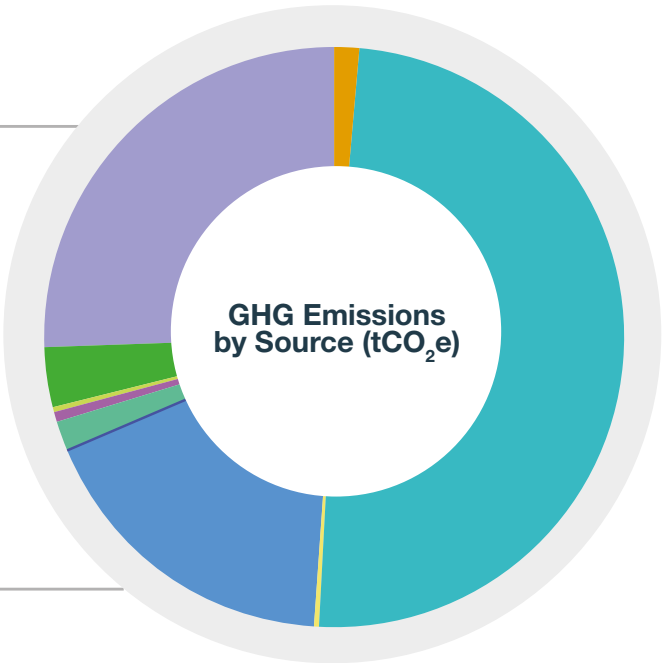
## Carbon Emissions

We have again achieved the Achilles Certified Emissions Measurement and Reduction Scheme (CEMARS) in 2019, with our greenhouse gas emissions having been measured and reported in accordance with regulations. This certification comes from a third party that audits our information to ensure accuracy with the reporting of our emissions.

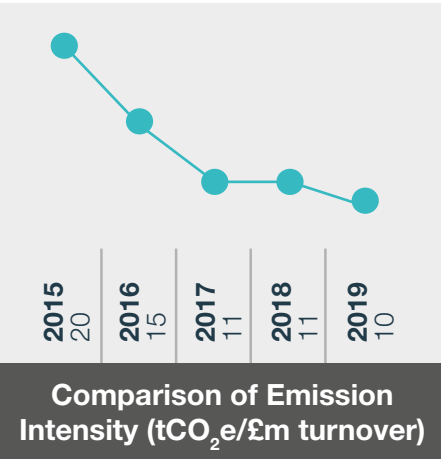
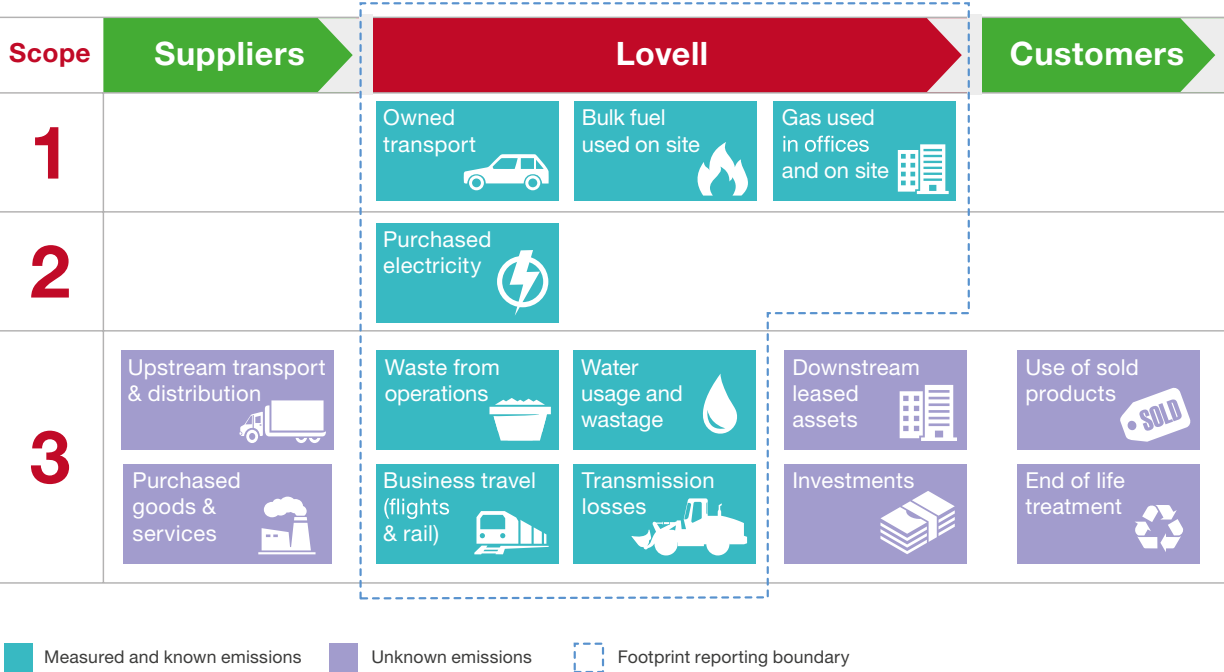
As part of Morgan Sindall Group, we have been approved for Science Based Targets (SBT's). In line with our commitment to the Science Based Targets (SBT's), we have committed to reducing or Scope 1

and 2 emissions by 11% by the end of 2025 (against a 2016 benchmark), and 56% by 2050. Our commitment to Scope 3 GHG emissions is a 9% reduction by 2023 compared to the 2016 baseline figure.

- **Fleet mileage** 73.88
- **Bulk fuel** 2,548.21
- **Natural gas** 15.21
- **Electricity** 902.8
- **Transmission losses** 76.65
- **Air travel** 5.38
- **Rail** 26.39
- **Waste** 10.1
- **Water** 173.25
- **Private car mileage** 1312.57



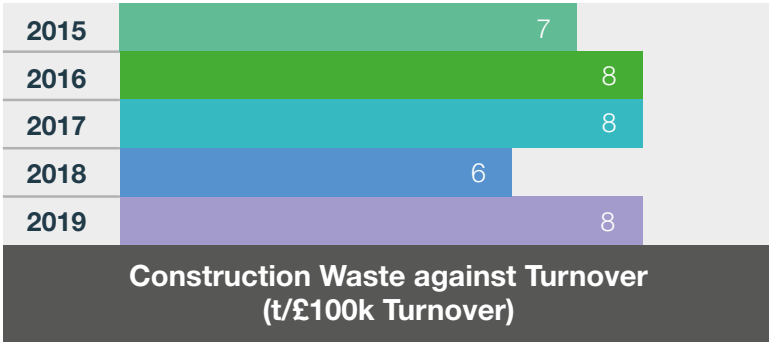
### The scope of our reporting



## Waste

We have continued to minimise waste and our impact on the environment throughout the year, whilst also ensuring that we maintain high rates of diversion from landfill.

Absolute Emmissions (tCO <sub>2</sub> e)	2016	2017	2018	2019
tonnes CO <sub>2</sub> e				
Scope 1	4,221	2,209	2,840	2,637
Scope 2	1,690	1,458	1,206	903
Scope 3	358	1,737	1,617	1,604
Total Gross Emissions	6,269	5,404	5,663	5,144





# Improving the Environment

## Bee Bricks

As part of Bee week in July, Lovell offered Bee Bricks to anybody reserving a house during that month. These bricks provide a nesting site for solitary bees, that are none aggressive and do not sting but are vital in pollination. These bees are currently facing a rapid decline in numbers so this is an extremely beneficial way of supporting the biodiversity in the local area.



## Solar Panels

We have purchased solar panels that have been placed on the site office roofs on our Wernick site in our South Wales South West region. These panels have been purchased by Lovell and therefore can be moved between sites. Our fuel consumption, noise levels and pollution have dramatically reduced since the installation of these panels. When fully charged, 60 hours of power can be provided from the solar panel battery.



## Shell GTL Fuel

In line with our commitment to reduce our carbon emissions, our North West North Wales region trialled the Shell GTL Fuel in one of their JCB telehandlers on one of their Manchester developments. The fuel produces 37% less nitrogen oxide emissions and 90% less particulate matter than conventional diesel, improving air quality for everyone. Based on results from this trial, this fuel will be used across Lovell operations subject to availability of the fuel.



## Electric Van

In December 2019, our Midlands region began a trial of a fully electric van. This van will be trialled for a few months to determine whether we can roll this out across the company or not. Factors to be considered will predominantly be centred around the range that we will get from the vehicle before it needs recharging. It has been used on one of our refurb jobs in the region.



## Flowsaver Taps

In our Central Services office, we have installed pbs FLOWSAVER TAP ends which reduce the flow of water by 1.7L per minute. This leads to less water wastage by saving 70% of water, with no loss of performance. This has reduced water consumption in our Tamworth office considerably.

## Teleconferencing Ability

Video calling/teleconferencing is now available in all regional offices, decreasing the need for business travel and reducing our greenhouse gas (GHG) emissions. This tool is encouraged where suitable as this saves on both employee time and emissions.



# Enhancing Communities



## Armed Forces Event

Lovell were a platinum sponsor in the 2019 National Armed Forces Day National Event held in Salisbury.

The event was held over three days and saw the likes of The Feeling, Kaiser Chiefs and ABBA tribute Björn Again take to the stage to entertain the many hundreds of people who gathered there, while a range of arena displays, as well as community and children's activities, were held throughout.

The military parade itself involved hundreds of regular and reserve personnel, veterans, cadets and blue light services marching through the city's streets, led by the Household Mounted Division.

Among the spectators was HRH The Princess Royal, while the Royal Air Force's world-famous Red Arrows captivated audiences with an exhilarating fly-over performance.

John Leary, Major Projects Director said: "Our participation in the event gave us and our parent company Morgan Sindall Group an opportunity to say a big thank you to all our Armed Forces, past and present, for the outstanding work that they do to serve our country."



## Community Engagement



### Midlands

We visited Old Park Primary School in Telford to allow the children to practise some construction by building our famous Lovell house! The children really engaged with the experience and were proud of their house. Lovell built a garden shelter for the playground and students created houses with their names on as a legacy to stick to the staircase of the school.

Our Midlands region have also sponsored Nuneaton's Weddington Jays Under 8's football team with new training kits.

We donated materials to Treadworth Infant School for Community Impact Day for bed planters, a bug hotel and helped to paint the fence. This contributed to the environment and encouraged the children to take an interest in nature.



### Salisbury

Lovell were the lead sponsor for the 2019 Armed Forces Day National Event, which took place in Salisbury. The day is held to provide an opportunity for people to demonstrate their support for the Armed Forces community.

We also donated our Bulford and Ludgershall site office appliances to various charities within the community. These appliances include fridges, microwaves, toasters and kettles. This will be done for the Larkhill site office appliances too.





# Enhancing Communities



## East Anglia

Lovell proudly sponsored the opening night fireworks at the 34th annual Festival Too in King's Lynn, Norfolk. The festival is free and relies on donations and sponsorships from local businesses.

Lovell employees showed the Year Two school children of Gislingham Church of England Primary School around our St Mary's View development. The visit consisted of an educational tour to encourage health and safety on building sites and to understand its importance. The senior site manager and the health and safety advisor also visited the school to host an assembly on the importance of health and safety before the visit took place. Following the assembly, pupils designed posters to highlight dangers on site, three of which were selected to be displayed at the front of St Mary's View development to warn other children about the dangers of a building site.



## South Wales South West

We held our 26th Annual Lovell Charity Golf Day and collected a total of £6,364.84 for the Lighthouse Construction Industry Charity and Ty Hafan Hospice, our chosen charities. This was raised together with the help of our clients and supply chain in the region.

As part of Recycling Week, we created a 'Swap Shop' where employees bought their unwanted items into the office and others were able to help themselves to them. At the end of the week, any leftover products were then donated to a local charity.



## Eastern

Lovell sponsored the Louth and District Lions Club Annual Duck Race with £350. All proceeds were donated to The Hubbard's Hills' Trust, amounting to over £2,000. Our donation was used to fund the prizes for 5 races out of a total 14 races, half of which provided cash prizes.



## London

Alongside regenerating and refurbishing the Dover Court estate in partnership with Islington Council, we provided fun and games for the community and even installed play equipment for the children of the area to play on! This helps to bring the community together and provides a safe area for children to play in.

Staff from our London Office walked 26km on a course criss-crossing the Thames on 16 beautiful bridges to raise money for charity, raising £2,500 for Cancer Research UK!

The London region also went against Morgan Sindall Investments in a football match to raise funds for Prostate Cancer and Mind - two great charities. This football match was open to the community to watch and was a great way of both Morgan Sindall and Lovell getting involved with two worthwhile charities.



## Scotland

Our Scotland Annual Golf Day was held at Drumpellier Golf Club. In attendance were 19 of our subcontractors and 2 teams from Lovell, including our Managing Director Steve Coleby! We were raising funds for St Aiden's Shining Stars, a local charity set up by parents of autistic children in North Lanarkshire to help raise funds for a safe sensory playground for the children.



## North West North Wales

In the North West North Wales region, members of the team completed the National Three Peaks Challenge and raised over £3,000 in aid of St Catherine's Hospice, Lancashire.

Lovell Homes teamed up with a group of local school children at Lancaster Lane Community Primary School to create a story book raising awareness on the welfare of hedgehogs. The story book has been created to raise awareness on how the public can help with the wellbeing of hedgehogs. As part of this, our Oaktree Grange development has special holes in the fences to create a 'hedgehog highway' so that they can freely move between gardens which is vital for their survival.

## Social Value Bank (SVB)

The SVB was released in 2019, providing a tool for sites to record their work within the community. This tool highlights the various aspects that Lovell can help within the community such as apprentices, donation of materials, and events held within the community.





# Working with our Supply Chain



## Health and Safety

Nationally we have held collaborative learning sessions with our breaking ground supply chain and operational teams to discuss buried service strikes increase to agree preventative measures/minimum requirements.

The HSE team attended a bespoke Lovell JCB Plant Day to assist us to better understand correct operation and operator challenges faced when using common site plant such as telehandlers, excavators, forward tipping dumpers etc., particularly when investigating incidents involving plant.

Our head of safety has been carrying out regional learning sessions with the supply chain who break ground to identify if our working practices can be improved. This learning will influence our policy and create minimum standards.

## GLAA

As members of the GLAA, we have introduced modern slavery toolbox talks to raise awareness of the topic on site. Educating staff on the warning signs of modern slavery and ensuring that staff know what to do when they have concerns creates a safer work environment and ensures that Lovell are complying with the GLAA.

## SCSS

As a partner of the Supply Chain Sustainability School Homes Group, we have been working closely with the SCSS and our supply chain to increase education within the supply chain and supporting them where we can.

## Meet the Buyer

Our regions hold Meet the Buyer events throughout the year to encourage local contractors to tender for jobs. This enables us to gain relationships with SME's and to ensure that we are utilising local trades to better enhance communities that we are working in.

# Membership and partnerships

Name	Type of initiative or organisation	Nature of participation
	<b>British Safety Council</b>	Government-regulated awarding and training organisation
	<b>Construction Health and Safety Group (CHSG)</b>	Provider of health and safety training and support to construction and associated industries
	<b>Home Builders Federation</b>	Representative body for UK house builders
	<b>National Housing Building Council (NHBC)</b>	Non-profit organisation that sets standards for UK house-building for new and newly converted homes
	<b>Supply Chain Sustainability School</b>	Supply chain educational facility
	<b>UK Green Building Council</b>	Charity and membership organisation which campaigns for a sustainable built environment
	<b>Women into Construction</b>	Independent not-for-profit organisation that promotes gender equality in construction
	<b>The 5% Club</b>	A business campaign focused on creating momentum behind the recruitment of apprentices and graduates into the workforce
	<b>Grown in Britain</b>	A movement designed to help create a sustainable wood culture
	<b>Construction United</b>	Coalition designed to promote everything that is great about the construction sector
	<b>Time to change</b>	A movement designed to tackle mental health
	<b>GLAA</b>	Part of the GLAA construction protocol – preventing exploitation and protecting workers



# Awards



Hillington Square regeneration project has been named the winner in the Civic and Community Category at the Design and Craftmanship Awards 2019



Apprentice Harry won the brickwork category in the Norfolk and Waveney Building Apprentices competition



Various CCS awards across all of our regions



Hillington Square has been named the winner in the East of England Regeneration Category at the RICS Awards 2019



Our Scotland region won Best Large Family Home for the Cardhu house type at the Herald Property Awards



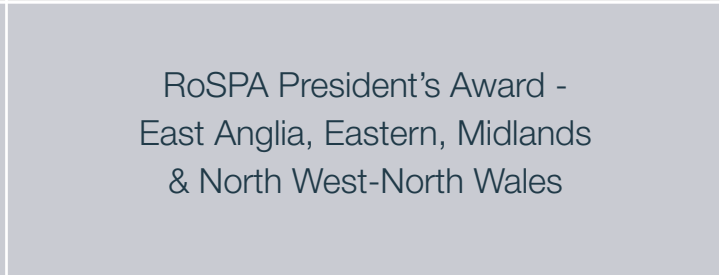
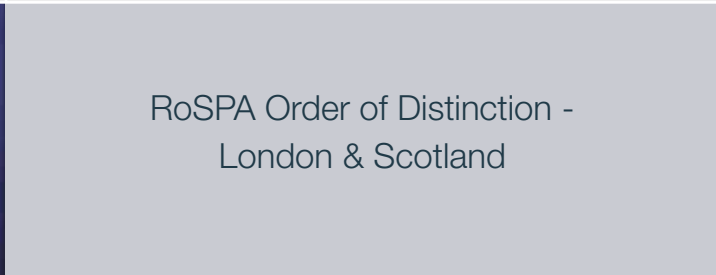
The Mill in Cardiff won Residential Development of the Year Award at the Insider Wales Property Awards



Our Cot Farm team are our Health and Safety Award winners in our South Wales South West region.



RoSPA Order of Distinction - London & Scotland



RoSPA President's Award - East Anglia, Eastern, Midlands & North West-North Wales



RoSPA Gold Award - South Wales-South West



# Boundaries and assurance

## Boundary

The scope of this report covers the direct operational impact of our offices, new build, planned maintenance and refurbishment projects.

## Assurance

We do not currently externally assure our sustainability report, although our greenhouse gas emissions are verified through Achilles CEMARS.

# More information

**To find out more about Lovell and Morgan Sindall Group's Responsible Business approach visit:**

**Lovell website:**

[www.lovell.co.uk](http://www.lovell.co.uk)

**Morgan Sindall Group website:**

[www.morgansindall.com](http://www.morgansindall.com)

 [@lovell\\_uk](https://twitter.com/lovell_uk)





**Lovell Partnerships Limited**  
Marston Park, Tamworth B78 3HN  
**T.** 01827 305 600  @lovell\_uk

**lovell.co.uk**

**LOVELL**

A **MORGAN SINDALL GROUP** COMPANY