

# LOVELL

Building Tomorrow,  
*starting today* 

## Responsible Business Report 2023



# VISION

Building  
a better  
tomorrow for  
people, places  
and our planet  
by taking  
action today.



# INTRODUCTION

**The world we live in is changing, and the construction industry has a responsibility to change with it, to provide a sustainable, prosperous and more equitable future for the next generation and beyond.**



As a national partnerships developer and contractor that's part of a major PLC, we have a significant opportunity to find solutions to the challenges we all face. We don't have all the answers yet, but we're asking the right questions and are committed to working in partnership to build a better tomorrow, starting today.

We can use our scale and reputation to effect positive change within our industry: to realise better physical, social and economic outcomes for communities up and down the country.

This year's report will be an honest reflection on the steps we're taking as an organisation through case studies, key metrics and testimonials, in line with our parent company, Morgan Sindall Group PLC's five Total Commitments. Mapped against the UN's Sustainable Development Goals to end poverty, protect the planet and ensure prosperity for all, these Total Commitments set out a clear roadmap for our future.

As guiding principles, they underpin everything we do, from approaching health and wellbeing, building stronger local economies, shaping diverse, integrated communities, delivering positive social impact, and creating a cleaner, greener environment.

We know we can't stand still as a responsible business, and we must collectively learn as we move into the future. Alongside what we're currently doing, we'll also share what our focuses and aspirations will be for the upcoming year.

Creating a sustainable, prosperous future can only be achieved if we all unite behind a shared goal and collectively focus on achieving it. Although it won't be easy, we're resilient, passionate and committed to get there in the end, together.

Many thanks,

Steve Coleby  
**Managing Director, Lovell**

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# TOTAL COMMITMENTS

**As a national partnerships developer, Lovell is passionate about creating great homes and places, but also being a responsible business. We are committed to making a lasting and positive impact in every community we work in.**

As part of being a responsible business, we're led by our five Total Commitments that serve as a framework for measuring, communicating and reporting progress both internally and externally. These five commitments, which are aligned with the UN Sustainable Development Goals, are: Protecting People, Developing People, Improving the Environment, Enhancing Communities, and Working Together with our Supply Chain.



# 2023 HEADLINE STATS – AT A GLANCE



**AFFORDABLE HOMES**  
**3,200** new homes built  
**2,400** homes refurbished



**3.52**  
**INTENSITY**  
(tCO<sub>2</sub>e/£M  
TURNOVER)

**99%**

**WASTE DIVERTED**  
from landfill



**89%**

**OF OUR SITE FUEL IS HVO**  
rather than diesel  
(81% in 2022)



**5.1**

**AVERAGE TRAINING DAYS**  
per employee



**0.07**

**RIDDOR ACCIDENT FREQUENCY RATE**



**3,825**  
hours donated  
**TO SUPPORTING OUR LOCAL COMMUNITIES**



**RoSPA AWARDS WON**  
(seven gold, one silver)



**£170,000**

**DONATIONS**  
to charitable organisations



**70%**

**OF OUR SUPPLY CHAIN SPEND**  
is with regional and/or SME businesses



**ETHNIC MINORITY EMPLOYEES**

**MINORITY 8%**  
(Industry norm 3%)



**GENDER**

**MALE 72% / FEMALE 28%**  
(Industry norm 12%)

# IMPROVING THE ENVIRONMENT

A beekeeper wearing a white protective suit and a wide-brimmed hat with a mesh veil is shown in profile, looking down at a wooden frame covered in bees. The frame is held in his gloved hand. The background is a blurred outdoor setting with trees and a building.

We're committed to protecting and enhancing every environment that we work in. We're constantly challenging ourselves, our partners, and our supply chain, to identify better ways to deliver resource-efficient, low-carbon and nature-rich assets in all our places.

This means developing partnerships and initiatives that create lasting natural capital within our communities, as well as investing in research into zero-carbon technologies, and making sure the homes we create are climate resilient.

It isn't all about big national solutions, either. We know that sometimes the smallest local initiative can deliver the greatest local impact.



## Bee protection zone

The idea that **“if the bee disappeared off the surface of the globe, then man would have only four years of life left”**, is a stark reminder of the vital role that bees play within our ecosystems, and how their habitats are being impacted by both climate change and pollution.

That’s why we partnered with one of our contractors - who also happens to be a keen beekeeper - to provide a safe haven for bees at our Saxon Square development in Manchester. 2023’s unpredictable weather conditions created an increase in bee swarms, leading to colonies splitting from their original hives. Recognising the urgency of the situation, Lovell extended a helping hand to Ken Boughey, a passionate beekeeper and valued member of our supply chain, who was seeking a temporary secure location to rehome a colony of bees so that they could be reintegrated back to their original hives.

We worked with Ken to identify a designated tree protection location within the development. This not only ensured the bees’ safety but also provided an ideal environment for their wellbeing, enabling them to gather pollen from locations in and around the site. Ken explained: “The bees are essentially on holiday from Cheshire in Miles Platting. They will be flying around the location, diligently collecting pollen for the hive”. As summer ended, Ken was able to repatriate the hive back to his home and reunite the split colonies, ensuring the continued growth and strength of the bee population.

Understanding that low-cost solutions can bring real biodiversity gains, we have also invested in installing bee bricks to house solitary bees and we also carefully select planting that’s perfect for pollinators in our developments.





“This is pushing the boundaries of sustainable technologies in housing design... for me this is what all of the industry should be pushing.”

**George Clarke –  
Architect and TV Presenter**

## ‘Tomorrow Home’, Cornish Park, Spennymoor

Within this new community in the North East, we have developed a series of demonstration homes, to help us understand the construction methodologies and technologies that will be needed as we decarbonise homes across the country. The data gathered from these homes will enable us to evaluate these technologies in use, providing a blueprint of how we can develop our designs to meet the challenges of net zero.

We’re using three homes for this project; one is a traditional build, which will be used for benchmark purposes, with the other two houses showcasing different technologies and specifications, including:

- Daikin air source heat pumps, together with direct hot water tank
- Vent Axia dMEV (decentralised mechanical extract ventilation)
- Myenergy solar inverter and battery store linked to electric vehicle charger
- Eco2solar photo-voltaic panels
- Recoup waste-water heat recovery (WWHR)
- H Jarvis triple-glazed PVCu windows
- iHelios infra-red heating system
- Atlantic Calypso air source hot water cylinder
- Vent Axia whole-house mechanical ventilation and heat recovery system (MVHR)
- Symphony kitchen – constructed using recycled materials.
- All furniture responsibly sourced using recycled or sustainable materials

We have collected data from the construction of our demonstration homes and will continue to monitor their performance in use, using metrics including operating costs and embodied carbon figures. This will help us inform the specification of our homes as we move to Future Homes Standard and beyond.

Across Cornish Park, we have planned and planted the gardens with biodiversity in mind to make sure they are wildlife-friendly, in line with the RSPB recommendations to support local ecosystems. For birds, we have integrated boxes and feeders, to provide both shelter and a regular source of food for a range of different species.

We have also created hedgehog highways to provide a safe route for hedgehogs to move around and between the gardens without having to use human roads and pathways. The site team also built a hedgehog hibernaculum, which will act as the perfect place for hedgehogs to hibernate.

We are also installing further biodiversity enhancements to encourage sustainable living, including bat boxes, bumble bee boxes, bug hotels, compost receptacles and water butts.

**Tomorrow  
Home**

## Circular economy and waste management

As the housing industry looks beyond embodied, to whole-life carbon, embracing the circular economy will be critical to our thinking. Our technical and operational teams are focusing on reducing materials and resources in how we build, optimising our buildings' whole lifespan, designing for re-use and zero waste, and regenerating nature too. By getting more from our finite resources, while thinking from the outset about how they can be re-used in the future, we can minimise waste and dramatically reduce whole-life carbon.

We have achieved sector-leading performance in our focus on diverting the waste we generate from landfill over previous years. However, we need to push even harder as we move forward.

Developing and strengthening our partnership with The Pallet Loop, to reduce carbon emissions and material waste, has been at the centre of our commitment towards reducing waste and implementing a circular economy. 10% of all construction waste is produced by pallets, but Pallet Loop enables the reduction of the consumption of timber by manufacturing durable pallets, which are reused and recycled via a deposit-based collection service.

We have been encouraging the use of Pallet Loop and Community Wood Recycling across all our projects, to create a circular economy and recycle timber waste from our sites. We're also involved in the British Gypsum recycling scheme for plasterboard on selected projects, whereby British Gypsum retrieves waste from its own

building products for re-use within the manufacturing process.

In other waste-cutting measures, we have used baler partnership schemes in the Midlands to recycle over six tonnes of cardboard packaging, along with trialling underlay made with recycled materials. We have also successfully prevented over 30,000 plastic bottles from polluting the world's oceans.

Due to our commitment to reducing waste, in 2023, we were awarded the Eco House Builder Bronze Award from Spring Bond for the use of underlay fitted to our homes that was made from recycled plastics.

As we look ahead, we need to identify those materials and components of our buildings that have the greatest carbon footprint and identify more sustainable alternatives. In London, we are exploring 'greener' concrete solutions that reduce the environmental impact, with 30% - 60% lower carbon emissions, without compromising on performance. Engaging early with our steel supply chain is also enabling us to identify low-carbon production routes for both recycled and primary steel.

It can also be argued that the greenest building is one that has already been built, and we're expanding our refurbishment and retrofit capability to make sure our clients and partners have access to expertise on cost-effective solutions for their existing homes.

### Pallet Loop data



**29**

Number of sites

**13,190**

Quantity of pallets collected

**696.3**

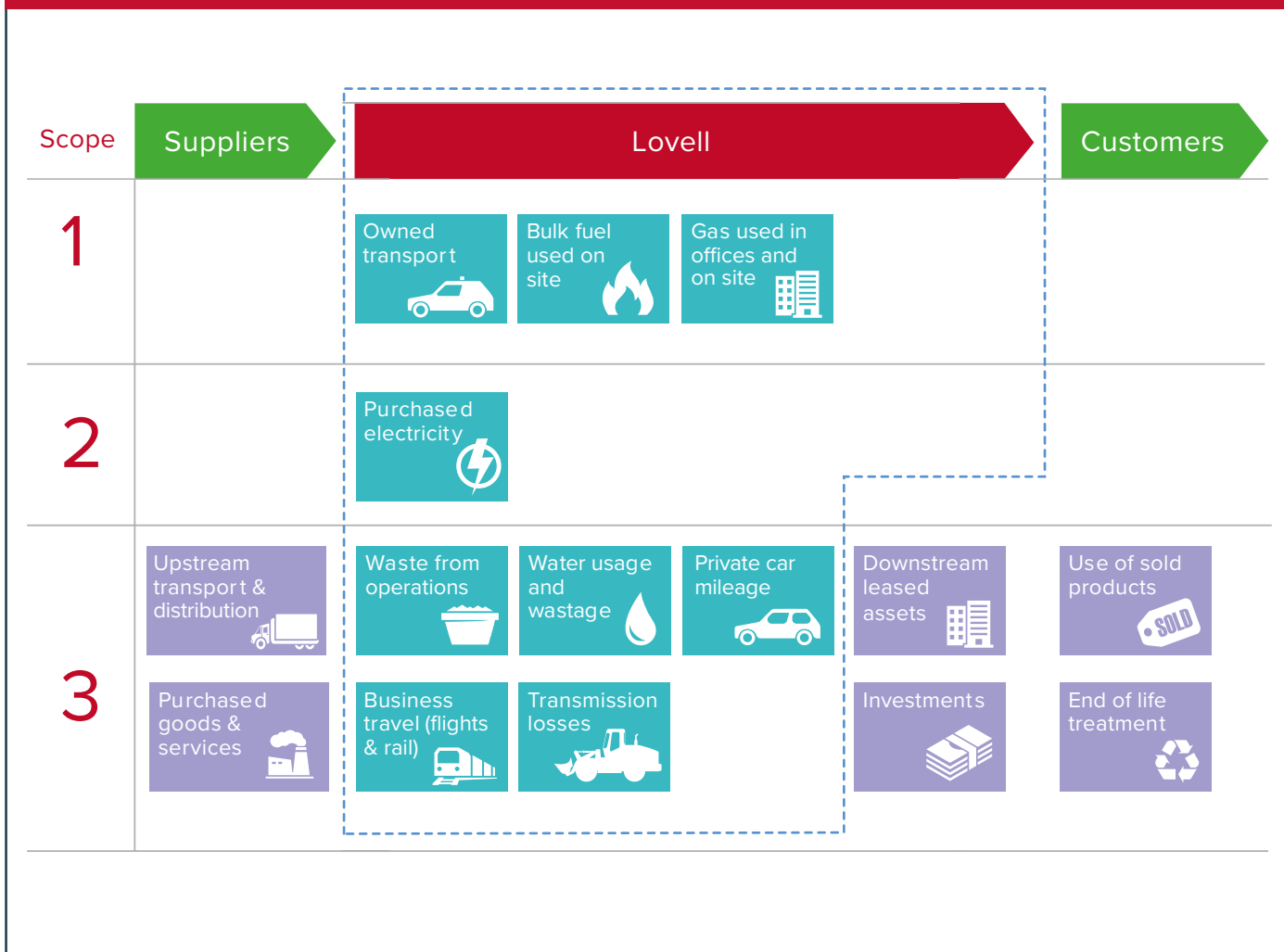
Kg CO<sub>2</sub>e saving

**62,408**

Waste savings (£)

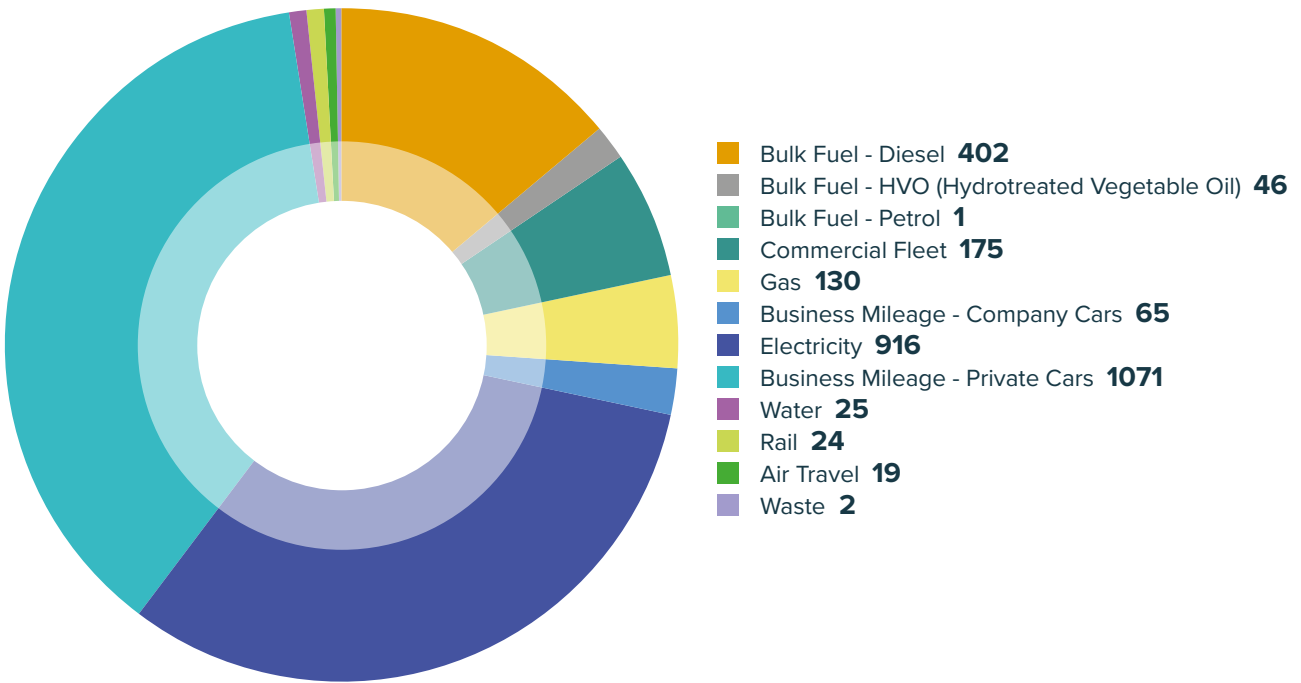
# 2023 CARBON EMISSIONS

## The scope of our reporting

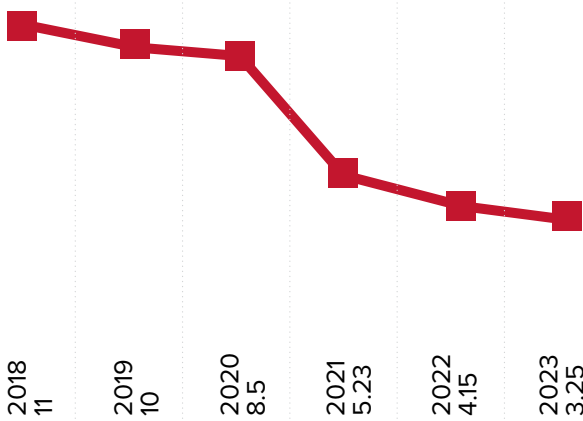


Absolute emissions (tCO <sub>2</sub> e)	2019	2020	2021	2022	2023
Tonnes CO <sub>2</sub> e					
Scope 1	2637	1701	1520	1181	817
Scope 2	903	738	505	528	916
Scope 3	1604	1065	861	1079	1141
<b>Total gross emissions</b>	<b>5144</b>	<b>3504</b>	<b>2886</b>	<b>2788</b>	<b>2874</b>

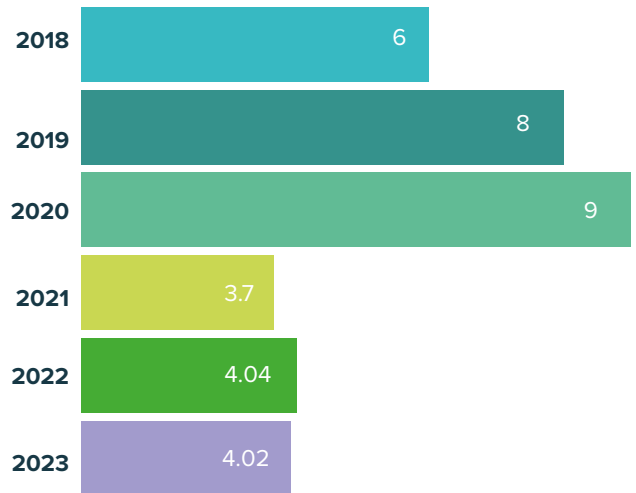
## Emissions by source table (tCO<sub>2</sub>e)



## Comparison of emission - intensity (tCO<sub>2</sub>e/£m turnover)



## Construction waste against turnover (t/£100k turnover)





## Off-grid power solutions

We're working closely with our supply chain to identify long-term, off-grid power solutions for our sites, trialling new technologies and moving all of our sites to renewable resources. Over the course of this year at Drummond Park in Wiltshire, we began to trial two new products from ThinkHire.

From January, we have trialled a Solartainer to provide an alternative source of power on our construction sites. Over the course of the 101-day trial, there was a reduction in the run time of the on-site generator by 67%. This reduction in run time also led to 6,000 litres of fuel being saved, as well as limiting carbon emissions. We achieved an environmental saving of 1.7tCO<sub>2</sub>e over the course of the trial.

In March, we installed a 2NR X45+GEN hybrid battery generator. The new generator has a reduced run time of 79%, in comparison to a standard 100kva running the same length of time. This has resulted in over 11,000L of fuel being saved and an environmental saving of 3tCO<sub>2</sub>e.

## Oakfield, Swindon

In Swindon, we have worked in partnership with Nationwide and their affordable partner, Greensquare, on their exemplar development known as Oakfield. Helping our partners deliver their sustainability ambitions is also a positive learning experience for us as a business.

Oakfield has received a Building with Nature accreditation, which highlights the efforts made towards making sure we protect and improve the environment while building houses. Each house will have a water butt to collect rainwater for various uses and we have installed bat and swift boxes to protect local wildlife. We also planted over 300 trees of different types to create a mature landscape as residents move in.

This community-focused scheme - which is one of the largest off-gas developments in the UK - will see all 239 homes reach EPC-A standard, thanks to the installation of solar panels and air-source heat pumps making these homes less reliant on electricity coming from the grid.

In addition, all homes have VELFAC windows that are made from timber and aluminium, as opposed to UPVC, and 93% of their components are recyclable.

# DEVELOPING PEOPLE

Our talented people are the key to our success – and to the future success of a more diverse and inclusive housing industry.



We know that our sector has an ageing workforce and has failed to attract the brightest talent to reverse this trend, that more people are leaving the industry than joining, and that the rate of young people leaving the industry after starting apprenticeships is unacceptably high.

As a business, we need to embrace technology, innovation and data to be able to deliver the homes we need, and to harness the skills of the next generation. Together, we need to bring them into the heart of how we plan for the future.

But it's not just about attracting the brightest talent into the business – it's about how we retain them and develop them so that they realise their true potential.

It's about improving diversity. Not just because it's the right thing to do, but because it will make us a better business. It's about placing inclusion at the heart of our approach – showing that Lovell is for everyone, and everyone is welcome. This will help us to attract and retain the very best people – both for today, and for building tomorrow.

That's why we're committed to providing training and development opportunities to all colleagues at all levels. We offer a variety of training, support career progression, and use our diverse workstreams to help our people grow organically within the industry. We're invested in developing those at the beginning of their careers, to provide them with the confidence to progress and drive forward positive change.



Equally, as our sector changes at pace and we see the new skills we need to embrace - for example, fire safety or retrofit - we need to provide the right training and support to our colleagues and supply chains, to fully embrace the opportunities they can bring.

The recent 10-point plan by the Home Builders Federation underlines the importance of aligning education with industry needs. We're proud to be at the forefront of this, working closely with colleges to provide valuable insights and hands-on experiences. By offering work placements and maintaining a dynamic feedback loop, we make sure that students gain practical skills aligned with the evolving demands and emerging technologies of the housing sector. Together, we're investing in the next generation of professionals.



## Connecting young people to opportunities in Salford

In the North West, we have partnered with Build Salford and the Skills Construction Centre to provide apprenticeships and work placements to young people in the community. To open up the broadest range of career opportunities, we do this both within our business and across our supply chain partners.

We have also signed up as an industry partner to Salford City College, to actively promote opportunities to the students and offer interview guidance and work placements. This supports our drive to connect young people directly to the opportunities that regeneration of their neighbourhood can bring.



## Developing our Building Tomorrow team

### Ryan Brown

Ryan joined us through work experience on one of our sites in the North West and has since obtained a place on our Management Trainee course. Through gaining an understanding of the wider business, he has now set his sights on a career in engineering and has started with us as a Trainee Development Engineer. He will now start a day release BEng (Hons) civil engineering degree apprenticeship programme with Bolton University, which we will fund to propel him towards his goals.

Ryan said “The opportunity that work experience through the college and carrying out the programme with Lovell has offered me is huge. It has given me the chance to develop crucial skills, gain confidence in my communication, and establish connections within the industry.”

Now a key member of the team, Ryan is a true success story of our strong partnership with Salford City College.

### Joshua Rhodes

We appointed our first ever trainee within the health and safety team, Joshua, who joined the business in 2023 as a trainee Health, Safety and Environmental Advisor. Joshua’s new role is vital for making sure our colleagues and the public are safe both on- and off-site, by identifying potential hazards and carrying out inspections and assessments.

Joshua said: “My favourite part of the role is co-operating with the site teams to find solutions to any issues that occur. It’s highly rewarding knowing that you have made the site workers’ environment safer. I also like working with different departments to try and understand the complexities they face and what we can do to support them. I like working at Lovell as all the employees are so welcoming and easy to talk to.”



### Emma Morris

Emma joined Lovell over three years ago in the customer service department, and during her period in the team, Emma was able to develop strong relationships and enjoyed her role within the team. Emma had a keen interest in Health and Safety and wanted to make a career change as she believed: “I have a great set of skills which would suit the role of a Health and Safety Advisor.”

Working alongside the Regional Health and Safety Manager, and completing the relevant training, Emma has made the move from customer service to a trainee health and safety advisor. “I love the day-to-day challenges that you encounter in health and safety, each day being very different. I find it very rewarding when a situation arises, and I can find the answers to help and support.”

Emma has recently passed a NEBOSH general certificate and has started the NEBOSH national Health & Safety management for construction. “I am really enjoying it and it helps when you have a manager who is also a mentor like mine, who is always behind me, pushing me, and encouraging me to go beyond my comfort zone, and due to this I feel it’s made me a better trainee and has developed my progression.”

## Apprentices

Developing our existing colleagues and investing in them and the next generation is a fundamental part of our future planning. A highly-skilled and motivated workforce is key to our future success and therefore recruiting, selecting, developing, and retaining the right people is crucial and at the heart of our business. In 2023 we directly employed 13 Carpentry and Bricklaying apprentices, three Site Management Trainees, eight Quantity Surveyor Trainees, and a Management Trainee. Other roles where the incumbents are undertaking professional training or gaining experience are: Assistant Pre-Construction Manager, Trainee Resident Liaison Officer, Trainee Sales Executive, and Quantity Surveyor. Close ties with our established partners and supply chain means that they have also been able to invest in the training and apprenticeships that are so crucial to the industry.

## Colney Primary School

Over the past few years, we have built a strong association with Colney Primary and Nursery School, attending and hosting multiple different events. One of the site teams invited the students to paint their site hoardings, in line with the school's values to spread some positivity within the local community. During the year we held assemblies to share information about health and safety, ensuring the children were aware about the precautions to take when near a construction site. During this presentation the students were able to get involved in a fun role play activity highlighting protective clothing, where they were able to try on helmets, high-vis jackets and work boots.

Early in the year Lovell and Chalkdene donated six picnic tables for the school playground, ensuring the students had suitable outdoor furniture to use. There was a book donation to the school library in partnership with Usborne Books. We were also proud to sponsor the school's Christmas Fair in November to spread some Christmas cheer and raise some funds for new play equipment for all the children to enjoy.

## Lovell Care Leavers Academy

Young people leaving care arguably face some of the greatest challenges in terms of accessing both employment and housing.

We are working with The Care Leavers Covenant in Sandwell, Telford and Birmingham, to develop pathways to support young people into training, employment and accommodation through long-term partnerships across our development programme.

This multi-agency approach to provide support to care leavers brings together all the relevant stakeholders, including the council's care and support services, Care Leavers Covenant, local charities such as St Basil's, and education providers. Our work has seen us donate show home furniture to care leavers, to help with the cost of setting up new homes, as well as hosting mentoring sessions advising them on routes into the construction industry, CV writing and work experience opportunities.

Councillor Shirley Reynolds, Cabinet Member for Children, Young People, Education and Lifelong Learning at Telford Council, said: "We are extremely grateful to Lovell for the furniture donations that the council has received. All of the items will make a huge difference to these young people's lives and help them to set up their new homes.

"Our care leavers do not have access to the same financial and family support systems that most young people experience, so donations such as these are critical in helping them get started in adult life."





## REP - Acle Academy skills taster event

We recently attended Acle Academy during National Apprenticeship Week, to host bricklaying and carpentry sessions with students. We were joined by two of our subcontractors, who were able to give students expert knowledge and hands-on experience, while also promoting the range of opportunities available within the industry. Several individuals delivering the sessions were former Lovell apprentices, and some were past Acle Academy students.

The bricklaying team was led by our Contracts Manager, Tommy Salmon, who was joined by bricklayers, Aaron Smith and Cameron Mercer, both former Acle Academy pupils, from Link Construction.

Logan Mair, student at Acle Academy, said: "I really enjoyed being able to try carpentry with the team at Lovell. It was brilliant building the house from the plans; we each built different parts and then put them all together to make the whole house. It was so much better being able to try it to see what it was really like instead of just being told about it or even watching someone else. It was good fun, and we learnt a lot."

## Supporting those with special educational needs

Lonsdale School in Stevenage is a school for physically and neurologically impaired young people aged from three to 18 years. Each pupil has unique and sometimes complex needs, such as sensory loss, neurological impairments, medical conditions or learning difficulties.

We carried out a workshop day in November for the students at Lonsdale School, as part of our commitment to education, learning, skills and achievement. The students took part in our construction presentation and then were set a challenge to build a balloon chair in their respective teams.

The school's aim is to empower every single young person they meet to achieve a successful future, by delivering the following:

- E** Education through the delivery of high-quality flexible programmes
- L** Learning tailored to individual needs
- S** Skills that transfer from education to employment
- A** Achievement, leading to brighter futures



## Women into Construction

We have a long-standing partnership with Women into Construction (WIC) across the UK. An independent not-for-profit organisation promoting gender equality in construction, WIC provides bespoke support to women who would like to work in the construction industry. As a business, we're keen to change the stereotype and encourage more women into the sector, and recruit highly-motivated, trained women, helping to reduce skills gaps and create a more gender-equal workforce.

Two of our female colleagues in Wiltshire and Somerset were able to share their experiences of working in construction during International Women's Day, including how they have been able to develop their careers within the construction sector.

Helen Dyer is our Assistant Site Manager at our Drummond Park scheme. Helen is a keen advocate of WIC and states: "People still ask me how I got into my role as a woman, but I think the industry is becoming less male-dominated and much more comfortable for women like me to be a part of."

Helen is on the site management development programme and is currently gaining a NVQ level six qualification. Helen continued: "It's very important that

housebuilders and others within the sector encourage women into construction, as many women don't consider the industry at first. Lovell has always been very accepting and understanding if I have any problems, they're a great employer who encourages you to develop and doesn't exclude any members of the team."

Beth Constable is a plumbing apprentice at our Foxglove Meadows development in Weston-Super-Mare. Beth works for one of our supply chain members and is currently studying at Taunton College. Beth, from Bridgwater, said: "When I was younger, I always perceived construction as a male-dominated industry, but since becoming an apprentice, I've seen multiple other women on-site, which is great, as it's really important to give everybody an equal opportunity."

This highlights the importance of International Women's Day, as a global day to celebrate the achievements of women, while at the same time promoting equality and raising awareness about discrimination. Beth continued: "I really enjoy being out on site and love the flexibility that comes with the role. My advice for women interested in the sector is to work on building up muscle for strength, as construction can be very strenuous."

## Top 100 most influential women in construction

Three of our colleagues were recently named within the Top 100 most influential women in construction by the National Federation of Builders (NFB). This acknowledges their continued commitment to advocate for women in construction, while being positive role models to both women already in the industry and those looking to join.

Sasha Bainbridge is a Regional Partnerships Director. Sasha has worked in construction for over 20 years but was only introduced to a possible career path in the industry through a temporary job after university. Sasha is a passionate advocate for women in construction, taking action to promote and educate women from school age about the advantages and prospects within the sector. She is especially enthusiastic about showcasing the wealth of roles accessible to women from surveying and technical roles to more operational roles, which often lack diversity.

Sasha is leading the way in engaging students in schools from an earlier age, with a clear passion that engagement doesn't start young enough to introduce construction as a great career choice for women. Sasha said: "It's vital to inspire and empower women to explore opportunities in the construction industry. We must strive for more diversity in the sector and ensure that women feel confident to pursue roles in construction."

Catherine Evans is a Managing Estimator in Wales and has been with the business for over 22 years. Catherine is an integral part of our team and was recently shortlisted for a Local Hero Award.

Catherine is a key advocate for the sector to cater for people's need for a work/ life balance, after maintaining a successful career, alongside a positive family life. Catherine commented: "I believe this will sustain people's careers for longer with less influx/ outflux of skills to the industry. I feel I am passionate about everyone in construction. I believe our construction industry can be inclusive and rewarding to everyone."

Barbara Akinkunmi is an Assistant Design Manager and has been working in the industry for over five years. During this time, she has founded Girls Under Construction, which is a construction network platform for diverse young women and fills the gaps between young women and the construction industry. Barbara said: "Being a woman in construction is something I've grown to accept and champion proudly. Over the past five years, I've willingly involved myself in many opportunities within the community such as career talk visits and virtual insight workshops for young girls in school who still don't yet understand the industry. I've also involved myself in various events such as a career case study launch with the House Builder Federation held at the Houses of Parliament and spotlight features for notable industry platforms such as House Building Careers."



Sasha Bainbridge




Catherine Evans



Barbara Akinkunmi

Topic Area	2022	2023
Graduates recruited (total)	6	7
Average number of individuals on professional schemes	24	22
Average number of training days per employee	5.15	5.1
Employee absence, average days per employee	6.38	6.43
Donations and Apprenticeship Levy	£149,903	£287,134

# PROTECTING PEOPLE



**Suicide is  
3x higher in  
our industry**

(than any other male  
dominated industry)

### *Employee Assistance Programme*

Our employee assistance programme provides support and expert advice for all employees, supply chain and their families. Advice on welfare and mental wellbeing, bereavement assistance and health related issues. Support on legal, disputes and debt management matters. Here for you 24 hours a day, and in strictest confidence.

*the* **LOVELL** *ways*

For us, health and safety is non-negotiable at all times. We make it a priority for our staff, supply chain and the wider public, and our reported performance reflects this Total Commitment.

However, we also think more broadly about their mental and physical health and wellbeing too. This has been a real focus for us in 2023.

## Mental health

Construction can offer so many great opportunities, but it's sadly still an industry that records one of the highest rates of mental illness. It is a shocking fact that two people working in construction in the UK die by suicide every day. That's three times higher than any other industry.

Making sure our colleagues and subcontractors have access to mental health support is something we have committed to for many years, and throughout 2023 we have continued to promote both on-site support and within our regional offices.

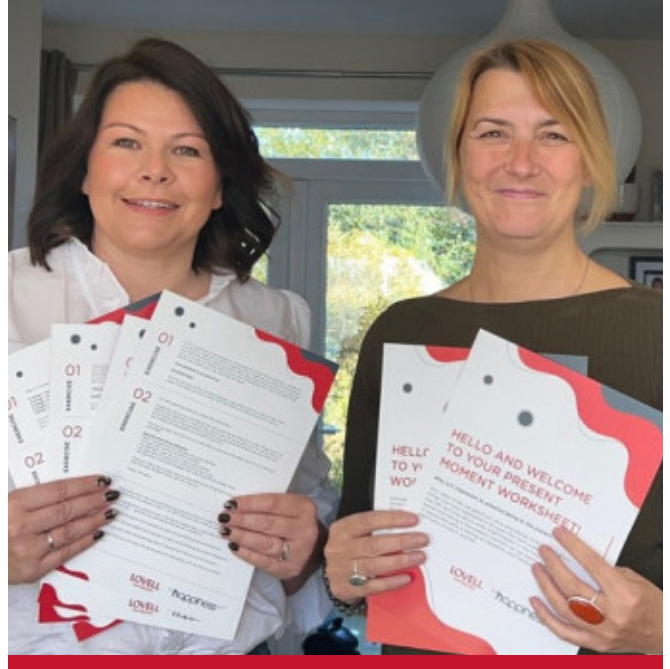
In London, we have worked with the Clive Smith Foundation, which offers understanding and support to people experiencing mental health problems, particularly in the housing sector.

Clive Smith was a hugely respected and talented architect who sadly ended his own life. By creating a wider awareness of mental health issues affecting men and women in both their personal and professional lives, his Foundation hopes to:

- Provide a better understanding of mental health issues that can lead to suicide
- Encourage sympathetic, open debate on mental health issues facing men
- Build a friendly community of people determined to help combat stigmas around mental health

Members of our team have been to specialist training and support events to supplement the team of Mental Health First Aiders that we have across the business nationally.

London sites have also benefitted from our partnership with Combat to Coffee, a social enterprise established by former armed forces veterans. Their barista vans visited all of our London sites, to offer a free hot drink and cake to all our site staff and subcontractors, while at the same



time giving them a chance to chat with trained mental health specialists – and colleagues – over coffee.

In East Anglia we have created a mental health garden at our Repton scheme. Gardening is proven to have positive mental health benefits, and this garden offers a space where colleagues can come together to not only plant fruit and vegetables, but to talk to each other about how they're feeling.

This initiative won a Considerate Constructors Scheme 'Leading Light' Award with our Site Manager, Stuart Middleton, being acknowledged by CCS: "In an industry that suffers the weight of mental health issues, Stuart is a shining example of how to encourage the core principles of listening, empathy and employee wellbeing."

However, those mental health challenges are not just limited to our industry – we need to understand how we can support both the mental and physical health and wellbeing of the communities we are working in, in what is a really challenging time for so many people.

Throughout 2023, we have continued to promote mental health awareness and provide guidance for all of our stakeholders through a variety of different programmes and projects.

A prime example of our commitment has been our engagement with a local community in the North West. After taking on board feedback from local community members, we acknowledged the significance of encouraging positive mental health in the areas in which we operate.

This led to us supporting The Happiness Club to strengthen the supply of resources, build mental resilience and guarantee access for adults and children to tools to enable them to thrive. Laura, our Community Engagement Manager said: "Boosting positive mental health is such an important topic and one that is having a real impact in the areas where we work. This partnership is a proactive step towards providing additional support and really making a difference in a way that is valued by our communities."



Former veterans, Kevin, Jamie and Jack

## Veteran community build at Drummond Park

We have been collaborating with housing provider Stonewater, veterans' charity Alabaré and Wiltshire Council, to provide ex-service personnel with work, mentoring and the opportunity to secure a new affordable home.

The scheme's partners are providing a veteran build experience at our Drummond Park site in Wiltshire, which was formerly a defence medical equipment depot. The programme enables veterans to join our workforce and learn valuable, transferable skills, to increase their opportunities of securing long-term employment.

In September, the scheme's first three veterans celebrated completing their year-long on-site training at a special celebration event. Over the last year, each veteran has received on-site training from our team. This focused on construction skills for the first six months, and latterly in a specialist area of their choice. All have undertaken multiple courses and are now qualified to work in their chosen areas. Underlining the success of the scheme and the veterans' dedication to the build, each has also been offered full-time employment with contractors who have worked on the Drummond Park site.

Throughout the build experience, Kevin, Jamie and Jack have each continued to receive support from Alabaré with their wellbeing, and practical help to ensure they are able to manage their future tenancies successfully.

One of the veterans who took part is RAF veteran, Kevin, who joined the project after coming to live with Alabaré, following a relationship breakdown, which left him homeless and struggling with his mental wellbeing. Alabaré provided a home and support for Kevin, who was then able to join the team at Drummond Park.

Kevin has now qualified as a Plant Operator, receiving the highest grades in his class. He and the other veterans now live in one of the homes at Drummond Park, managed by Stonewater that they have helped to build.

“Who knows what would have happened if I hadn't got on the scheme. It's a completely different scenario for me now – and the future is bright.”

**Kevin Chapman, Veteran**



## Health and safety

Health and safety is always the number one priority at all of our sites and offices. Making sure our employees, subcontractors, suppliers, and other stakeholders are safe and protected around our construction sites is heavily promoted internally and externally. We pride ourselves in being able to educate and train people about health and safety on building sites around the country and we continue to have industry-leading performance in this area.

In the North West, we have been awarded the Order of Distinction by the prestigious Royal Society for the Prevention of Accidents (RoSPA) for an impressive 15 years, showcasing sustained achievement after clinching consecutive gold awards.

This achievement reflects our dedication to maintaining an unwavering commitment to safety and being part of a legacy that values excellence. However, we know that we must never stand still and must always strive for further improvement.

We also believe it's essential to promote safety awareness within the communities we work with.

In South Wales, we held a health and safety talk day at a school based near our Royal Victoria Court development in Newport, to teach students about safety precautions when living near a construction site. The day included a series of comprehensive health and safety presentations tailored for each age group, from year one to year six, followed by an interactive section where the children could apply what they had learnt, while also getting the chance to try on PPE for the first time.

We also partnered with the Gwent Police, South Wales Fire and Rescue Service, GoSafe, Pobl and St Modwen, to promote safety within the local community. This week-long event included visits to Glan Llyn Primary School, which covered topics such as cyber-crime and drugs. Alongside St. Modwen, we had the opportunity to talk about health and safety, both on site and when living near to a construction site.

## RoSPA Order of Distinction (Award level and number of years)



**London**



**Scotland**



**East Anglia**



**Midlands**



**Eastern**



**North West**



**South Wales  
& West**



**East Midlands**

\* Order of Distinction - Presented to those organisations who have achieved a minimum of 15 consecutive Gold Awards.

Gold Medal Awards - Presented to those organisations which have achieved five to nine consecutive Gold Awards.

# ENHANCING COMMUNITIES



TOGETHER  
WE  
OPENING  
DOING

At the heart of the 'Lovell Way' of working is our commitment to always 'do the right thing' and that sits at the heart of how we work with our communities across the UK. We're committed to making genuinely positive contributions to society through everything we do and leaving a long-lasting legacy in every community we work within.

**LOVELL**  
PARTNERSHIPS

We deliver lasting social, environmental and economic impact within local communities by collaborating with our partners, supply chain, local communities, groups and other stakeholders. Together, we will co-design and deliver social value activities that prioritise the outcomes that matter most to local people and make the greatest lasting impact.

While it's usual to verify the social value you have achieved by attributing a £ figure to it, we believe that monetary social value calculation is only part of the equation. Instead, we focus on the true impact we can create together from our activities; the lives we can improve, the opportunities we can open up, the difference it will make – and the stories of the people behind the numbers that our investment has helped. Through this, we're not only counting outputs, but measuring the outcomes of what we can achieve.

## We've Got You launch

In November 2023, we launched We've Got You, an initiative which will help young people aged 16 to 25 in Birmingham who are care-experienced, currently homeless or at risk of homelessness. The programme has been designed to open doors for young people by giving them access to training, safe and secure accommodation, and career opportunities within the construction sector.

This project is a partnership between Lovell, the Care Leaver Covenant, St Basils, Birmingham City Council and the Birmingham Children's Trust. A new fund has also been set up by Lovell, which will be managed by St Basils, to help young people buy things such as furniture or paying the bills.

Young people will be referred to We've Got You by partners, where a mentor will help identify training needs, as well as advice on job hunting and interview skills. To make sure they resonated with young people, the programme's name and branding were created in collaboration with young apprentices from Birmingham Children's Trust.

## Riley Jones

Riley is a very special nine-year old boy who suffers from a rare form of Polio and who lives at our scheme, The Mill, in Cardiff. With the support of our supply chain partners on site, we adapted Riley's home to meet his needs. These modifications included the construction of a driveway for safe and easy access, the transformation of a traditional bathroom into a wet room, and the removal of uneven surfaces in the garden, to create a safe and accessible space for Riley to enjoy with his family. The bathroom adaptation, complete with flooring and mobility support, empowers Riley to use the space independently.



## Oasis Community Housing

In the North East, we have been supporting and fundraising for Oasis Community Housing, a charity caring for those who are homeless. From providing transport for people to attend appointments to providing a roof over someone's head, Oasis does amazing work within the region to address both immediate needs and the root causes of homelessness through:

- **Basis** - Crisis services helping people with medical and health support
- **Home** - 24/7 supported housing
- **Empower** - A programme for women escaping domestic abuse
- **Aspire** - Unemployment support and financial skills training

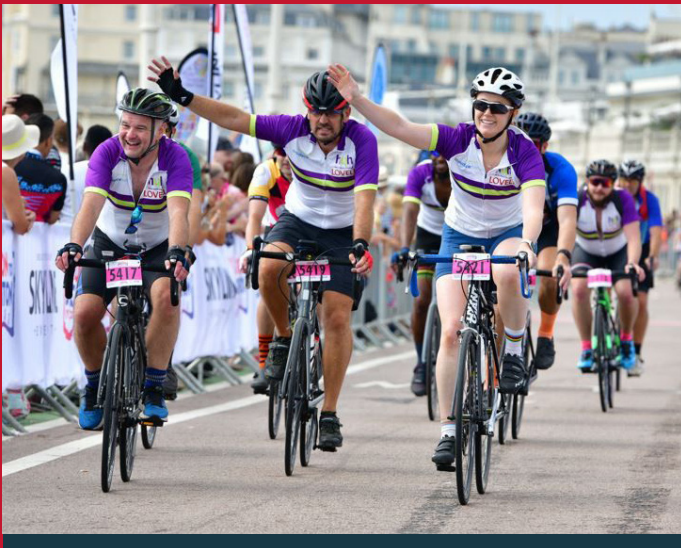
With our help and the support of others, all donations made during its 'Big Give Christmas Challenge' week at the end of November have been doubled. The charity raised £73,854 to support many people in need in the North East across 2024.



## Sporting sponsorships and fundraising events

Supporting physical health and wellbeing can be just as important as supporting mental health. We have supported numerous charity fundraising events across the UK and have sponsored many sporting events this year, including:

- In Portskewett in Wales** - we teamed up with our partner Candleston to sponsor a football club based near our Elderwood Parc development. Portskewett and Sudbrook Football Club is a mini and junior football club established in 2019. The club is mostly run by passionate volunteers, as family and community are at the heart of its mission. Along with Candleston, we contributed to the sponsorship of new training tops for the under-five, six and seven players.
- London to Brighton Ride** - we took part in the London to Brighton Ride this year, raising over £9,000 for the charity Herts Young Homeless. The charity is an independent charity and has been supporting vulnerable people in Hertfordshire since 1998 by helping to break the homelessness cycle.
- Run Norwich** - 25 colleagues took part in Run Norwich 2023, running 10K and raising over £5,000 for charity. All the money raised was given to the Community Sports Foundation, which helps thousands of people every year achieve their goals through sport, and supports some of the most disadvantaged, disabled, and talented people across Norfolk. We also sponsored the event, donating an extra £10,000 to local charities.



Donations to  
charitable organisations  
**£170,000**



Hours donated to  
charitable organisations  
**3,825**

# WORKING WITH THE SUPPLY CHAIN

As a business that operates across the UK, we depend on our supply chain to deliver – and we know that our supply chain depends on us. We want all of the links in our supply chain to go from strength to strength.



Sitting at the heart of our daily business operations, our supply chain ensures access to crucial materials, fuel, and construction equipment. Understanding how important collaboration is for the wider progress of the industry, we have built strong and lasting relationships with our suppliers and subcontractors.

We know that a great supply chain starts with the right people, and just as we select our own colleagues to fit with our culture, we also select our supply chain in the same way.

We always aim to maximise the use of resources, suppliers, and subcontractors local to our sites and pair them with our trusted national supply chain partners who also bring real social value to our communities. 70% of our supply chain spend is with regional and/or SME businesses.

The construction industry continues to face challenging economic times. It was reported that, during 2023, the equivalent of a dozen construction firms went into administration every day. While the loss of a main contractor may hit the headlines, the impact that loss may have on the SMEs that sat within their supply chains is multiplied many times, and we have reached out to many finding themselves in that position over the past year.

We're committed to being a first-class client: procuring fairly, agreeing a fair price, providing support and development opportunities, paying promptly and working as one team. We're proud of our performance in prompt payment of our supply chain in 2023 (97% payments of invoices within 60 days and 30 days for SMEs)

We have also continued to provide practical support to our supply chain partners during the last year through a variety of initiatives.



**Average number of days for making payment**  
**32 days | 30 days for SMEs**

(Compared to an average of 35 days of the largest companies in the construction sector.)



## Meet the buyer

We hold 'Meet the buyer' events across the UK to give suppliers visibility of our projects and discuss what pipeline opportunities may exist for them. In Scotland we held one such event in Fife, during which we were able to introduce our suppliers and potential suppliers to nine of our new sites, and help them understand our processes on how we deliver our developments. This event was in partnership with Fife Council who co-hosted the event.

## Sonny Flooring Ltd

We're working with a small subcontractor in the West Midlands, who previously worked for us via a larger company for over 20 years. As that business started to slow down, Sonny Dawson decided to take the leap and operate as a sole trader. With years of experience on over 70 of our contracts, knowledge of our processes and as a valued member of all the sites he has worked on, Sonny was successful in the tendering process for an internal contract. Since 2019, Sonny Flooring Ltd has been working as a subcontractor and has supported the refurbishment side of our operations. The company has grown significantly and is an integral part of our supply chain.



## Supply chain event

During 2023, we invited nearly 100 supply chain partners to a regional annual event in Norwich, bringing everyone together and giving us the chance to let them know about our plans for the coming year.

At the event, we held an open Q&A session, allowing anyone present to get a better understanding of potential opportunities for us to work together. A number of senior team members representing both suppliers and subcontractors were present, providing a great platform for the entire supply chain to network, share ideas and discuss how we can collaborate more closely and effectively.

These interactions are vital for ensuring we can mutually support one another, working towards a shared goal of providing the highest quality and safety standards, and the most efficient lead time across all of our projects.



## Peace & Co Staircase Ltd

Peace & Co Staircase Limited in Great Yarmouth has become an integral part of our local supply chain in East Anglia. As suppliers of high-quality staircases for an array of projects, we have been working with them since 2022. While we initially worked together on two sites, Peace & Co now supply us with staircases using sustainable, verified timber at over 10 of our sites, with even more in the pipeline,

Due to our ongoing working relationship, we have been part of the growth of their business operations, with the company moving to a larger premises and recently having obtained a neighbouring manufacturing unit. While Peace & Co used to produce one flight of stairs in two and a half days, it now produces up to 25 flights a week.



During 2023, we continued to make a positive impact in the work that we do and ensured we can leave a positive legacy in the communities we work within.

We are proud of our investment in our people, our greatest asset, to develop the immense talent we already have within the business and to attract the brightest talent for the future. Health and safety is always a non-negotiable in our operations and is at the forefront of everything we do, and we continue to have sector-leading performance. However, we know that our industry continues to have challenges with the mental health and wellbeing of many people working within it and Lovell remains passionately committed to 'turning the dial'; providing support not only for our own employees, but for our subcontractors, partners and our communities too.

Lovell understands the impact our work may have on the communities surrounding our sites – and we want that to be a positive impact. Our work with care leavers, former veterans, those leaving prison and the long-term unemployed enables us to help them have a better tomorrow.

We look forward to continuing to develop strong relationships with local communities, and with local schools, colleges, and universities. We are keen to develop and train future generations and allow them to grow into the best that they can be.

Making sure we have a supply chain which is advancing with us on our sustainability journey is vital to Lovell being able to accomplish our target of being Net Zero in 2030. We will continue to work with our suppliers and subcontractors to guarantee that we produce the highest quality homes and reduce our emissions. We will also continue to hold supply chain events to provide an opportunity to connect and network with every member of the supply chain, allowing them to understand our plans for the future and to comply with our standards.

Thinking for the future is a way we approach operations as a business, always trying to find new innovations to implement across our construction, procurement, and operational processes – because we know that many of the biggest carbon savings can be made in not just what we build, but how we build it.

But as we look ahead to 2024, we know that there is still a lot of work we need to do to drive even greater environmental and societal value. We will continue to invest in ensuring we can deliver even more against each of our Total Commitments, because, together, they will help us ensure we are building a tomorrow that is better than today.



# MEMBERSHIPS AND PARTNERSHIPS

NAME		TYPE OF INITIATIVE OR ORGANISATION	NATURE OF PARTICIPATION
	Achilles (Formerly CEMARS)	Accredited Greenhouse Gas Certification Scheme	Accredited
	British Safety Council	Government-regulated awarding and training organisation	Member
	CDP (Formerly Carbon Disclosure Project)	Global disclosure system to manage their environmental impacts	Member
	Construction Industry Training Board	Industry training board for the UK construction industry	Participant
	Considerate Constructors Scheme	A not-for-profit, independent organisation which raises standards in the construction industry	Member
	Construction Health and Safety Group (CHSG)	Provider of health and safety training and support to construction and associated industries	Member
	GLAA	Part of the GLAA construction protocol – preventing exploitation and protecting workers	Member
	Grown in Britain	A movement designed to help create a sustainable wood culture	Member
	HBF (Home Builders Federation)	Representative body for UK house builders	Member
	National House Building Council (N.H.B.C.)	Non-profit organisation that sets standards for UK house-building for new and newly converted homes	Registered
	RoSPA (Royal Society for the Prevention of Accidents)	A British charity that aim to save lives and prevent life-changing injuries resulting from accidents	Certification
	SGS	ISO 9001:2015 – Quality ISO 14001:2015 – Environment ISO 45001:2018 – Health and Safety	Certification
	Supply Chain Sustainability School (SCSS)	Supply chain educational facility partner	Partner
	UK Green Building Council	Charity and membership organisation which campaigns for a sustainable built environment	Member
	Women into Construction	Independent not-for-profit organisation that promotes gender equality in construction	Member
	BSF	Organisation established to create a positive culture and behavioural change in building safety	Registered
	Quality of Life Foundation	Charity created to help care for homes and neighbourhoods that benefit people's health and wellbeing	Core Partner

# BOUNDARIES AND ASSURANCES

## 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 audit our sustainability report, although our greenhouse gas emissions are verified through Achilles CEMARS.

# MORE INFORMATION

**To find out more about our  
responsible business approach visit:**

**Lovell website:**

<https://corporate.lovell.co.uk/responsible-business>

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**LOVELL**

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