



# Environmental, Social and Governance

2023 Report



# OUR VALUES

## Customer Centricity

We do a better job for our customers by seeing things from their perspective.

## High Performance

We are accountable for how we perform and the impact we leave behind.

## One Team

We share knowledge and experiences to support each other.

## Ambition and Dynamism

We are determined to create long-term success for our People, Place and Planet.

## Openness and Honesty

We always act with integrity, seeking out innovative ways to improve our services

## Efficiency and Value for Money

Our profits are for a social purpose, every penny counts to achieve our mission.

## Communication

We ensure customers and colleagues stay informed with current information, manage expectations, and enhance decision making.

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A FAMILY RUN BUSINESS,  
WITH 40 YEARS' EXPERIENCE

# DRIVEN BY VALUES, CONSISTENT BY CULTURE...

M&Y Maintenance and Construction is a leading maintenance and construction business delivering all aspects of repairs and maintenance and building modern and efficient new homes across the North West. With family roots, we were established over 40 years ago and our success is the result of values-based leadership and a collaborative culture, we believe that our purpose is to support local people and businesses, in a way which allows them to thrive, and is sustainable for our planet.

Our commitment to this is set out in our Environmental, Social and Governance (ESG) Strategy, and reflected in the customer centric approach we take to deliver all our services. As part of The Regenda Group, we are a profit for purpose contractor, supporting a mission to regenerate places and create opportunities for people. We empower our people to 'do the right thing' in their decision making, which ensures we deliver services, products, and collaboration, that we would like to receive.



# Gill Kelly,

Managing Director



M&Y's purpose has always been strong, we exist to regenerate places. Our core objectives are to repair and build quality homes, and we recognise our duty to protect and improve our environment and communities whilst doing so. In line with our continuous improvement culture, we are constantly reviewing and improving our practices, including setting ourselves ambitious People, Place, Planet and Procurement targets.

I am delighted to share our performance so far and our future plans, on a subject which is close to my heart - making our communities a better place to live and work.





# M&Y IN NUMBERS

In 2023-24, our repairs and maintenance teams delivered...



**42,801**

Day to day repairs



**9,680**

Gas safety checks with 100% compliance with gas servicing



**£500k**

Heating and boiler upgrades



**330**

New kitchens and bathrooms

While our construction team...



Built **47 new homes**, and a chapel!



With a further **108 in progress** on our sites

# OUR ESG STRATEGY

Our Environmental, Social, and Governance strategy is split into four focuses:



## PEOPLE

We create sustainable and diverse job opportunities, fostering a workplace where our people have opportunities to develop and feel valued.



## PLACE

We build, repair, and maintain high quality homes across the North West. We support communities and local charities and are passionate about raising awareness of careers in construction, maintenance and built environment.



## PLANET

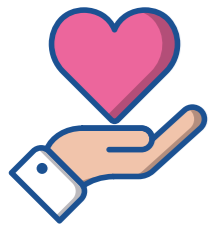
Our environmental commitment is unwavering, as we continuously work to reduce our waste to landfill, CO2 emissions, water, and energy usage. We encourage our suppliers to align with our vision.



## PROCUREMENT

By choosing local and sustainable products and supporting SMEs, our procurement practices contribute positively to the communities we work in.

We encourage businesses in our supply chain to consider how they can support the four elements of our ESG strategy during the procurement process. We host regular 'Meet the Buyer' events to share our vision.



# PEOPLE

We are committed to providing an inclusive and flexible workplace where people feel supported to develop and grow. We are achieving this, as demonstrated by our Best Companies rating, named, as part of The Regenda Group, as one of the top 100 organisations to work for in the UK.



## A great place to work

Our competitive 'People Package' includes lots of benefits such as the 'Live and Learn' programme allows staff to claim £250 towards developing any skill, related to their job or otherwise, paid volunteering days and more.

We have increased the promotion of our flexible, hybrid, and part-time working models, to ensure jobs are accessible for people who may be returning from maternity leave, adoption leave and childcare/personal responsibilities.

We encourage our people to grow with us, with management training available to all staff, to boost our ability to promote from within.

As a result, our voluntary leaver rate is just 16.8%.

4.45% of our workforce is made up of apprentices, and we aim to retain at least 80% of these into permanent roles at M&Y. We want to continually bring local young people into the business to help M&Y to diversify.

We intend to increase the number of female operatives from 3.5% to 5% by 2025.

Our 'VOICE' employee representative forum is on hand to ensure our employees are heard. We are committed to providing an inclusive and flexible workplace where people feel supported to develop and grow. We are achieving this, as demonstrated by our 1 star Best Companies score.

We welcomed 4 new apprentices into our team, continuing our commitment to nurturing future talent and providing meaningful career pathways in the construction and maintenance sectors.

## Supported mentally and physically

According to Mates in Mind, two people working in construction in the UK die by suicide every working day. People working in the construction sector often feel the effects of immense stress, pressure and anxiety - We are committed to making sure our staff feel supported both mentally and physically.

We performed 70 health surveillance checks in 2023/24, to ensure staff are equipped with all they need to protect their mental and physical health on the job.

Pioneering in our support for mental wellbeing, we continued our partnership with the mental health charity 'Chasing the Stigma,' providing essential training and access to the 'Hub of Hope' app for confidential support. The app is installed on all work devices.



# PLACE

We're committed to supporting communities, charities and schools while we deliver our core activities of building and maintaining high quality new homes.



## In the last 12 months:

- Funded the PLACED Partnership Academy programme to support 30 young people aged 16-18 to explore careers in the construction, maintenance and built environment industry.
- Facilitated 3 work placement opportunities in roles including construction, gas and administration.
- Delivered 180 hours of staff volunteering to attend careers events at local schools and colleges.
- Attended 12 school career events, with staff volunteering 218 hours to support with facilitating the events.
- Donated the funds to enable 5 schools to benefit from the Positive Footprints, Raising Aspirations Programme.

## Supporting Centre 56 at Christmas

Our staff generously contributed £600 worth of gifts for Centre 56's Christmas Present Appeal. In total, the campaign helped the domestic abuse charity receive over 950 gifts and 50 hampers for families to enjoy at Christmas.

## Keeping Wigan warm with The Brick

We continued our support for The Brick, a Wigan homelessness charity. Our team donated warm clothing to those in need, and 3 air fryers to the service.

## Keeping neighbourhoods green

In 2023 we began delivering our tree maintenance services across Salix Homes neighbourhoods. Our arboriculture contract will see us grooming communities for the next three to four years and underscores our commitment to not just maintaining homes but also preserving the green spaces that surround them.



# PLANET

We are continually considering our impact on the environment, striving to decrease our waste to landfill, use of CO2, water and energy. As an ISO 14001 certified business, we can provide our clients, employees and wider stakeholders with assurance that our environmental impact is being measured and improved.

Ecogee joined The Regenda Group in 2023, and we're working with our new sister company to progress toward enhancing energy efficiency within the housing and development sector, combining our construction expertise with Ecogee's specialised energy-efficient products and solutions.



## Waste

In 2023-24, we exceeded our target of 95%, recycling 98.2% of waste.  
In 2024-25 we're increasing our target, aiming to recycle 98% of waste.

## St Martins

**At our St Martins development, we built 14 new energy-efficient homes in Fulwood, Preston. We integrated air source heat pumps, photovoltaic panels, and KERS indoor heat pumps in the homes.**

These features not only contribute to a greener planet but also reduce energy bills for residents. The addition of electric vehicle charging points throughout the development further underscores our dedication to future-proofing our communities against the challenges of climate change.

## Leading the charge for electric vehicles

We are accredited by Office for Zero Emissions Vehicles (OZEV) Residential and Commercial Grant Scheme to install electric vehicle charging points, another example of our dedication to future-proofing our communities against the challenges of climate change.

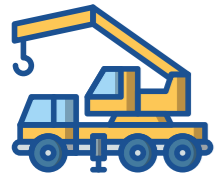
## Fleet

We're proud that 60% of our vehicle fleet has AD Blue added to reduce harmful emissions, exceeding our target of 40%!

We will now work to increase this to 85% over the next 12 months.

50% of all fleet vehicles procured in 2023-24 were electric or alternative fuels such as HVO. We are committed to ensuring that 25% of all vehicles procured in subsequent years will be electric / alternative fuels as technology continues to develop.





# PROCUREMENT

We are committed to procuring local and sustainable products.



## Supporting SMEs in the North West

More than 85% of businesses in our supply chain are SMEs, throughout 2024-25 we will be working to procure 90% of our supply chain locally within the North West.

### Our Dynamic Purchasing System

We use a Dynamic Purchasing System to share details of upcoming contracts for suppliers/ subcontractors to bid for. Over 170 suppliers have already joined our Dynamic Purchasing System, allowing us to set high environmental and social value standards.

## Supply chain in action

SOR Brickwork Ltd, one of our subcontractors supporting our Breck Road development, has donated £100 to Wirral Ark to support the homelessness charity in Birkenhead and £100 to the Belvidere Centre who support families with additional needs.

C&L Timberkits Ltd, one of our subcontractors supporting on Breck Road construction project, has also donated £100 to Wirral Ark.

Thomas Contracting have supported the installation of a new access gate and adjoining pathway at Stockey Park located in Appley Bridge to help the local community group, with plans to install it when better weather comes in.

**We joined our trade and supply partners helping with the development of the Shevington Extra Care Scheme for a day of goals, laughs and friendly competition in our Shevington Charity Tournament. Together, we raised a fantastic £3,931.58 in aid of The Brick and the Crooke Village Association. Thank you to everyone who took part. And of course, congratulations to tournament winners, Technix Integrated Services Ltd!**

### Participants:

The Regenda Group,	Bradley Demolition Ltd,
C&L Timber Kits Ltd,	UCML (Utilities Connections Management Ltd),
Alan Johnston Partnership,	STS Ltd,
Thomas Contracting Ltd,	Sticx Ltd,
Plan Ahead,	Technix Integrated Services Ltd,
Sunnybank Plastering	S&K Brickwork.



# NEXT CHAPTER...

We understand our responsibility to preserve our planet, deliver value to our customers, build sustainable and affordable places, and support our communities to thrive. We are eager to continue building on our commitments.



## In 2024-25, we will:

Nurture a **creative culture** and attract new talent, while further diversifying to ensure our team represents the communities we work with by increase female operatives across the business **from 3.5% to 5%.**

Promote and **create training, jobs and opportunities** within repairs, construction and green renewables while maintaining the number of apprentices in **our workforce at 5%.**

Welcome our **sister company Ecogee** into our head office, improving the space to facilitate our **collaboration and growth.**

Expand our repairs success to grow the team, ensuring residents continue to **receive a fast, reliable and customer focused service.**

Proudly celebrate the construction of our **300th and 400th home.**





[www.my-maintenance.co.uk](http://www.my-maintenance.co.uk)

## Get in touch

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