



2025 – 2026
**ENVIRONMENTAL, SOCIAL
& GOVERNANCE REPORT**

www.my-maintenance.co.uk



> 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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THE 2025/26 FINANCIAL YEAR HAS BEEN ANOTHER YEAR OF PROGRESS, GROWTH AND POSITIVE IMPACT FOR M&Y.

Across our construction, repairs, maintenance and compliance services, we have continued to focus on delivering high-quality outcomes for our customers whilst creating meaningful benefits for local communities, supporting our people and reducing our impact on the environment.

Gill Kelly



This year, **we generated over £5.3 million in social value**, creating opportunities that extend far beyond the homes we build and maintain. We provided:

- > 94 employment opportunities,
- > Maintained 4% of our workforce as apprentices,
- > Delivered 11 work placements,
- > Engaged 447 pupils through careers activities,
- > Contributed over £46,000 to local charities and community organisations.

Our colleagues also continued to make a difference through volunteering, delivering 130 hours of support to community projects and events throughout the year.

We remain **committed to supporting local businesses** and strengthening the economies of the communities we serve. During the year, **92% of construction supply chain spend** and **73% of responsive repairs supply chain spend was invested with SME partners**, helping create sustainable economic value across the North West.

Our environmental performance has also continued to improve. Through the dedication of our teams and supply chain partners, we successfully diverted **100% of waste from landfill**, managing over 1,473 tonnes of waste and recycling more than 1,251 tonnes during the

year. These achievements demonstrate that sustainable delivery and commercial success can go hand in hand.

Just as importantly, we have continued investing in our people. The culture at M&Y is built around **recognising contribution, supporting development and creating opportunities** to succeed. This year alone, colleagues were recognised through 157 Spot Awards, highlighting the commitment, teamwork and customer focus that define our business.

While we are proud of what has been achieved, the expectations of our customers, communities and stakeholders continue to evolve, and so will our approach. We will continue to **raise our ambitions, strengthen our reporting and find new ways to deliver lasting value** for people, place, planet and procurement.

I would like to thank every colleague, customer, client, partner and supplier who has contributed to our success this year. Together, we continue to **demonstrate that a successful business can also be a responsible one**, creating opportunities, improving communities and making a genuine difference across the North West.

Gill Kelly

MANAGING DIRECTOR



Our ESG Strategy

Our champions have **ASSEMBLED**

In the last financial year, our ESG Group generated meaningful social value from the various events we held, donations we provided and volunteering hours given raising £64,184.20!

A big thank you to the time and efforts from the team. Every penny counts when reaching these numbers.

Let's make this year bigger and better!



MEASURE TWICE, CUT ONCE.

Our system based approach ensures our reporting is always accurate.

Everything we record is accurate, monitored and reported to make sure we can measure the impact of our social value activities. This means we can share data with our clients, customers and supplychain.

We have invested in HACT who partner with organisations across the housing sector to drive value for residents and communities.

[Find out more about HACT >](#)



In the 25-26 financial year, we generated

£5,353,658.00

in social value!

HERE ARE ALL
THE COMMUNITIES
WE HAVE MADE
A DIFFERENCE
TO THIS
FINANCIAL YEAR!

↑ Fleetwood

Shevington

Rochdale

Milnrow

Oldham

Salford

St Helens

Liverpool

Warrington

Chester

Winsford





Our PEOPLE

make M&Y a great place to work!

WHAT MAKES WORKING HERE SPECIAL:

- > Enhanced maternity and adoption leave to give greater financial support as our families grow.
- > Starting school parental leave – to help little ones and parents have a smooth and positive experience for the first days of school.
- > Flexible working, compressed working patterns, part time roles and home working – to support with family, care commitments and work life balance.
- > ‘Live and learn’ fund where staff can access £250 annually for their personal development aspirations. This can be personal or work-related things like driving lessons, music lessons or training courses!
- > Annual leave purchase scheme to secure up to 5 additional holidays.
- > Christmas shutdown period without use of personal holiday allowance.

HEAR FROM OUR APPRENTICES.

Click below to learn more.

 [Hear from Ollie and Erin >](#)



Gender should never be a barrier to a job!

At M&Y we don’t want to be exclusive, we want to be inclusive.

[Click the text below to learn more...](#)

Women now represent **over 10%** of new construction apprentices, the highest level recorded for the sector.

At M&Y, 20% of our apprentices are female.

In 2025, the percentage of women in the construction is **approximately 15%**.

[At M&Y, 22% of our workforce is female! >](#)

In 2025, **1% of the UK’s construction** skilled trades workforce were women.

[At M&Y, 7% of our workforce is female! >](#)

In the UK construction industry, around **16% of senior management** positions are held by women.

[At M&Y, 19% of our managers is female! >](#)

 [Find out more here >](#)

CELEBRATING OUR PEOPLE



This financial year, our staff have **nominated over 157 colleagues** for Spot Awards across the business to recognise their efforts for going the extra mile!

Spot Award nominations encourage a positive culture of recognition and feedback amongst our staff. Nominations are a values based opportunity to celebrate our staff for living and breathing our values of teamwork, ambition and dynamism and high performance!



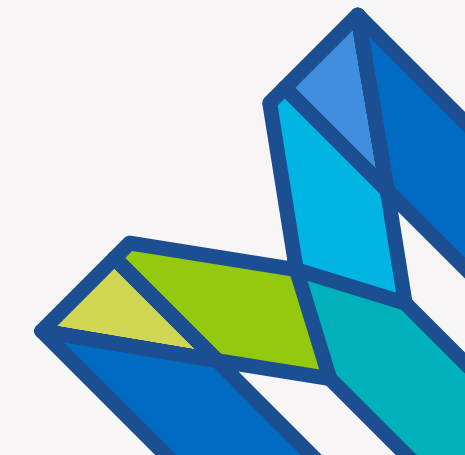
DEVELOPING OUR PEOPLE



As part of our People Package, we provide staff with £250 annually to allow them to learn a new skill or undergo a course.

The best thing about Live and Learn is that it's all about individual aspirations and does not need to be specifically related to work.

Some great examples of what staff have used the funds for include driving lessons, Muay Thai training, golf lessons, sign language courses and an eyelash technician course!





We are more than bricks and mortar, our impact goes beyond buildings!

We invest in the communities we work in far, beyond providing repairs, maintenance and construction services.

This financial year,
WE HAVE GENERATED £46,782.24
in donations to local charities and
community organisations across the
North West.

Our colleagues delivered 130 volunteering hours
supporting community projects, events and
local initiatives throughout the year.

We engaged 447 pupils through careers events,
school engagement activities and volunteering
programmes, helping to inspire the next
generation of construction professionals.

- > New Ferry development community investment
- > Liverpool Women’s Hospital bereavement suite donation
- > Positive Footprints careers activities
- > School careers events and employability workshops
- > Work placements across construction, repairs and M&E
- > Grove Street social value initiatives
- > Charity football tournament
- > Community volunteering projects across the North West



PLACED Academy

“We’re not just building homes; we’re committed to building futures.”

[Click here to discover more on our partnership with the PLACED Academy >](#)



PLANET

friendly practices

This year an Environmental Consultant analysed our carbon emissions, so we could set realistic and achievable carbon reduction targets. Our mission alongside our stakeholders is to achieve the St Helens Borough Council objective of Net Zero by 2024.

Following identification of our Scope 1,2 and 3 emissions we have committed to targets within our 2025–2026 ESG strategy to reduce our carbon emissions,

Protecting our environment through practical action

At M&Y, we recognise that reducing our environmental impact is a responsibility shared by our people, supply chain and stakeholders. Throughout 2025/26, we continued to focus on waste reduction, responsible resource management and supporting environmental initiatives across the North West.

We know that creating a more sustainable business is a journey, and we remain committed to making practical improvements that deliver long-term environmental benefits.

During 2025/26 we:

- > Successfully diverted 100% of waste from landfill.
- > Managed over 1,473 tonnes of waste across our operations.
- > Recycled 1,251 tonnes of waste through approved recycling routes.
- > Continued to support environmental awareness across our workforce and supply chain.
- > Maintained initiatives to reduce unnecessary mileage and encourage more sustainable travel choices.
- > Supported The Mersey Forest through ongoing partnership activity.

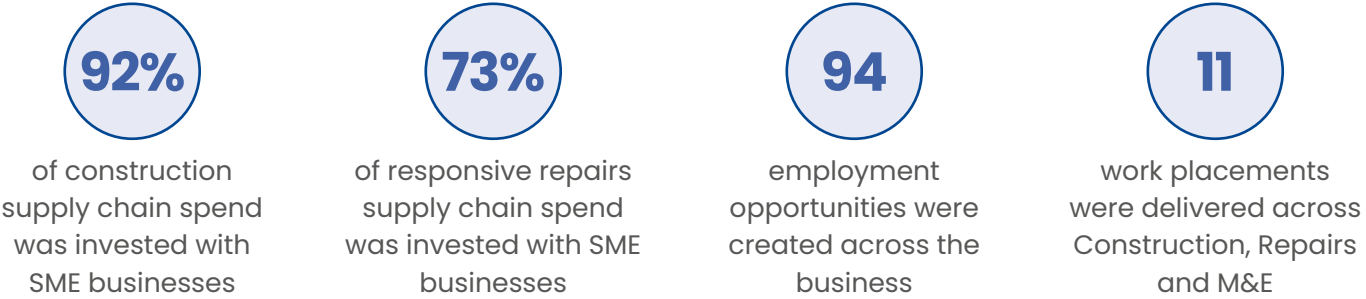




PROCUREMENT

Putting our money where our community is

Across 2025/26:



Delivering value for money goes beyond getting a cost-efficient service.

We put the delivery of social value outcomes at the forefront of our procurement.

Through our supply chain partnerships, we continue to support local employment, apprenticeships, community investment, education programmes and environmental initiatives across the North West. By working with businesses that share our values, we can maximise the impact created through every project we deliver.



£5.35m social value generated

LIVERPOOL WOMEN’S HOSPITAL

Through partnership working with suppliers and subcontractors, M&Y supported improvements to facilities at Liverpool Women’s Hospital, helping create a more welcoming environment for families using the bereavement suite and associated facilities.

[CLICK HERE TO FIND OUT MORE](#)

NEW FERRY DEVELOPMENT

Partners working alongside M&Y contributed to community initiatives linked to the New Ferry development, helping create wider social value benefits alongside the delivery of affordable homes for local residents.

[CLICK HERE TO FIND OUT MORE](#)

CAREERS & SKILLS

Working with schools, colleges and education partners across the North West, M&Y and its supply chain engaged 447 pupils through careers events and employability activities, helping inspire the next generation of construction professionals.

[CLICK HERE TO FIND OUT MORE](#)



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GET IN TOUCH



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