



# Environmental, Social and Governance

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 successes 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.

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# COMMITTED TO MAKING A DIFFERENCE...

M&Y Maintenance and Construction is a leading maintenance and construction company in the North West. As a family run business, with 40 years' experience of serving local communities, we truly believe that our purpose is to support local people and businesses in a way that is sustainable for our planet.

Our commitment to this is set out in our Environmental, Social and Governance (ESG) Strategy and reflected in the quality and customer-centric approach we take to deliver 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 team members to be involved in our journey to make our communities better places to live and work.

*A FAMILY RUN  
BUSINESS, WITH 40  
YEARS' EXPERIENCE*



“

M&Y's purpose has always been clear; we exist to regenerate places. Our core objective is to repair and build quality homes, and we recognise that we have a duty to protect and improve our environment and communities while doing so. For years, we have been improving our practices, setting ourselves ambitious people, place, planet and procurement themed targets. I'm delighted to share our performance so far and plans for the future in this exciting report.

”

*Gill Kelly*

Managing Director





# IN NUMBERS

## In 2022-23, our repairs and maintenance teams delivered...



**40,000**

Day to day repairs



**10,000**

Gas safety checks with 100% compliance with gas servicing



**£2m**

Heating and boiler upgrades



**136**

New kitchens and bathrooms



**600**

Voids, turned around in 10 days on average

## While our construction team...



**Built 35 new homes**  
with a further 49 in progress on our sites



**Started 4 new sites,**  
which will bring 52 new homes



**Fitted 117 homes**  
with External Wall Insulation

## All while generating £3.1m of social value!



**£10,000**

donated in 2022 to support numerous charities



**30,641 kg**

CO2 saved by 11 electric vehicles



**95%**

recycling target exceeded by 3%



**125**

hours volunteering in schools



**91%**

of materials procured from local businesses



**2,304**

people positively impacted!



**85%**

of our supply chain are SMEs



**5**

work experience placements facilitated



# OUR ESG STRATEGY

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



## PEOPLE

Developing sustainable and diverse jobs for people, where they enjoy coming to work, are resilient, developed and feel supported.



## PLACE

Building, repairing, and maintaining high quality new homes. Supporting communities and local charities and helping to educate people on careers in construction and maintenance.



## PLANET

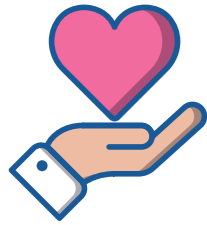
Considering environmental benefits by ensuring we measure and continually decrease our waste to landfill, use of CO2, water and energy.



## PROCUREMENT

Procuring local and sustainable products, ensuring we pay on time and support SMEs to prosper.

We encourage businesses in our supply chain to consider how they can support our ESG vision during procurement, communicating this during our 'Meet the Buyer,' events.



# 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 2 star Best Companies score (maximum 3 stars), which we have maintained for the last 2 years.



## A great place to work

Our competitive 'People Package' includes lots of benefits such as the 'Live and Learn' programme, which 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 in varying circumstances, such as people 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 less than 10%.

5% 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 female employees across the business from 5% to 8% by 2025.

Our 'VOICE' employee representative forum are on hand to ensure our employees are heard throughout the organisation and can bring their ideas or concerns to management.

## 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, and we're committing to making sure our staff feel supported both mentally and physically.

We're proud that 96% of our staff feel we're committed to supporting their mental health. We performed 98 health surveillance checks in 2022/23, to ensure staff are equipped with all they need to protect their mental and physical health on the job.

We were one of the first construction and maintenance businesses to partner with mental health charity 'Chasing the Stigma,' providing training for all employees and access to confidential support whenever needed via the 'Hub of Hope' app, which 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:

- We have facilitated 5 work placement opportunities, ranging from 1-6 weeks in various roles including construction, gas and administration, providing 360 hours of meaningful work experience.
- Delivered 125 hours of staff volunteering to attend careers events at local schools and colleges.
- Attended 10 school career events.
- Enabled 3 schools to benefit from the Positive Footprints, Raising Aspirations Programme.

## Supporting Centre 56 at Christmas

M&Y staff rallied behind Centre 56's Christmas appeal! The campaign led to 69 gift bags being put together in total, with each child receiving 6 presents, 2 pairs of pyjamas and 3 selection boxes.

*"From the bottom of my heart, I can't thank you all enough!"*

**Paula Graves,**  
Centre 56 Children's Support Manager

## Wrapping up Wigan with The Brick

We supported local homelessness charity The Brick for a second year, donating 10 bundles of winter clothing and 40 thermal blankets for their 'wrap up' campaign.



# 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.



## Waste

In 2022, we exceeded our target of recycling 95% of waste.

In 2023, we will recycle 97% of waste.

We have been working with Reconomy, the UK's leading provider of outsourced waste management. This gives all our operatives access to a tailored app, which highlights the closest tip off points, reducing our carbon footprint, and monitors waste from each van.

The app allows us to report on waste quickly and easily, and analyse data based on each workstream, including spend, tonnage, landfill diversion rates and segregation statistics.

## Fleet

We purchased our first 11 electric vehicles in 2022.

60% of our fleet have AD Blue added to reduce harmful emissions, exceeding our target of 40%! We will now work to increase this to 80% over the next 12 months.

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

M&Y became accredited Office for Zero Emissions Vehicles (OZEV) Residential and Commercial Grant Scheme installers of electric vehicle charging points. Our electricians have been trained to install electric vehicle charging stations.

## Supply chain

We choose environmentally conscious suppliers wherever possible. For example, SMI Workwear, our uniform and PPE supplier, use recycled packaging and deliver our orders in bulk to reduce Co2 emissions. They have also pledged to plant 1 tree for every £1,000 we spend with them from January 2023 onwards.





# PROCUREMENT

We are committed to procuring local and sustainable products.



## Supporting SMEs in the North West

85% of businesses in our supply chain are SME, with 91% of our supply chain procured locally within the North West, where we operate.



## Our Dynamic Purchasing System

We use a Dynamic Purchasing System (DPS) to share details of upcoming contracts for suppliers/ subcontractors to bid for. Over 120 suppliers and subcontractors have joined our DPS in the last 18 months, allowing us to set high environmental and social value standards.



## Supply chain in action

Working collaboratively with SMI Workwear, we donated £250 worth of work boots to Rochdale Boroughwide Housing's Workwear Workshop and made a further £500 donation to help get people back into employment.

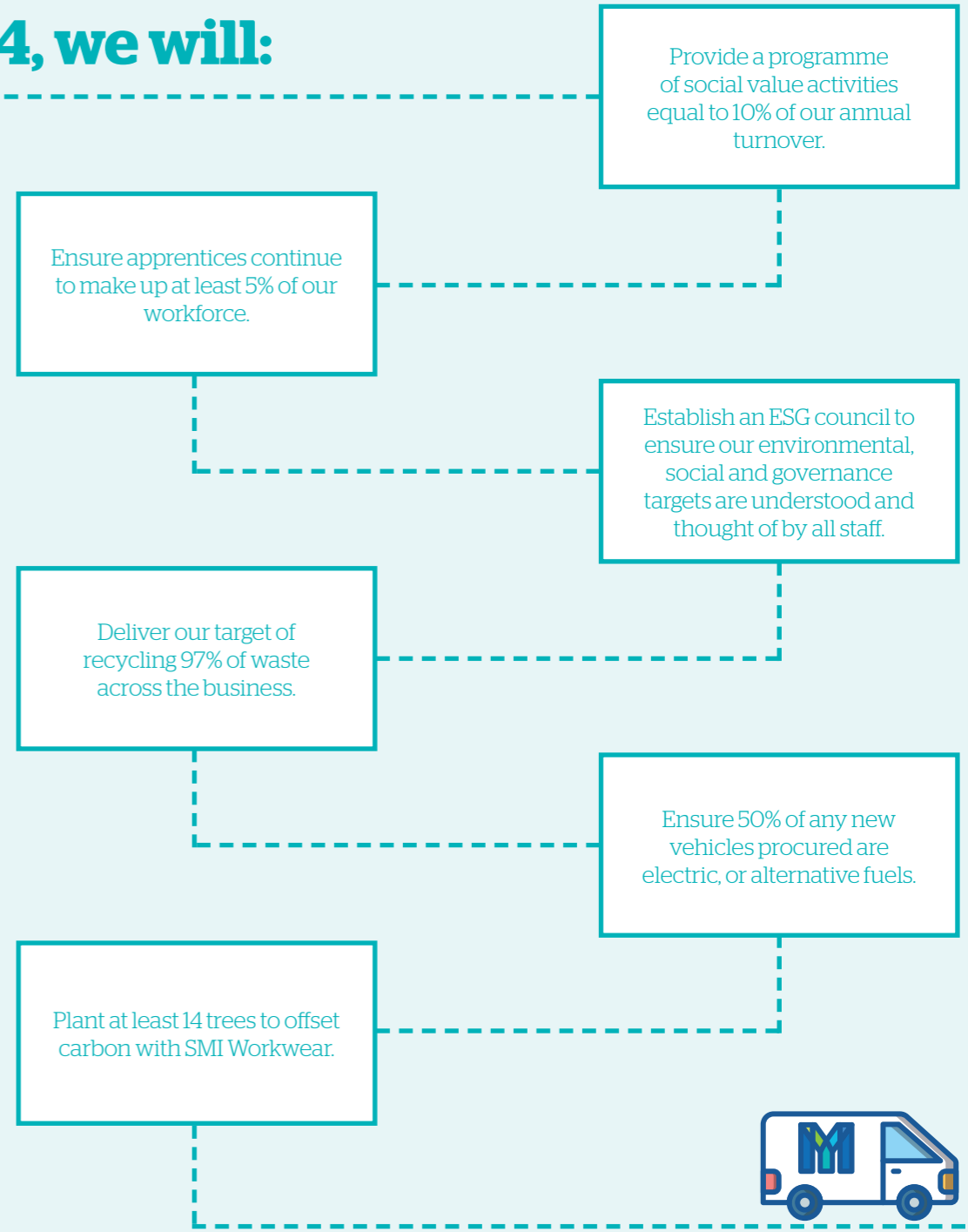


# NEXT CHAPTER...

We understand our responsibility to preserve our planet, deliver value to our customers, build sustainable and affordable places, and support our communities to thrive. This is only the start of our ESG journey, and we are excited to continue to build on these commitments.



## In 2023-24, we will:









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

## Get in touch

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