



Social Value Report 2019



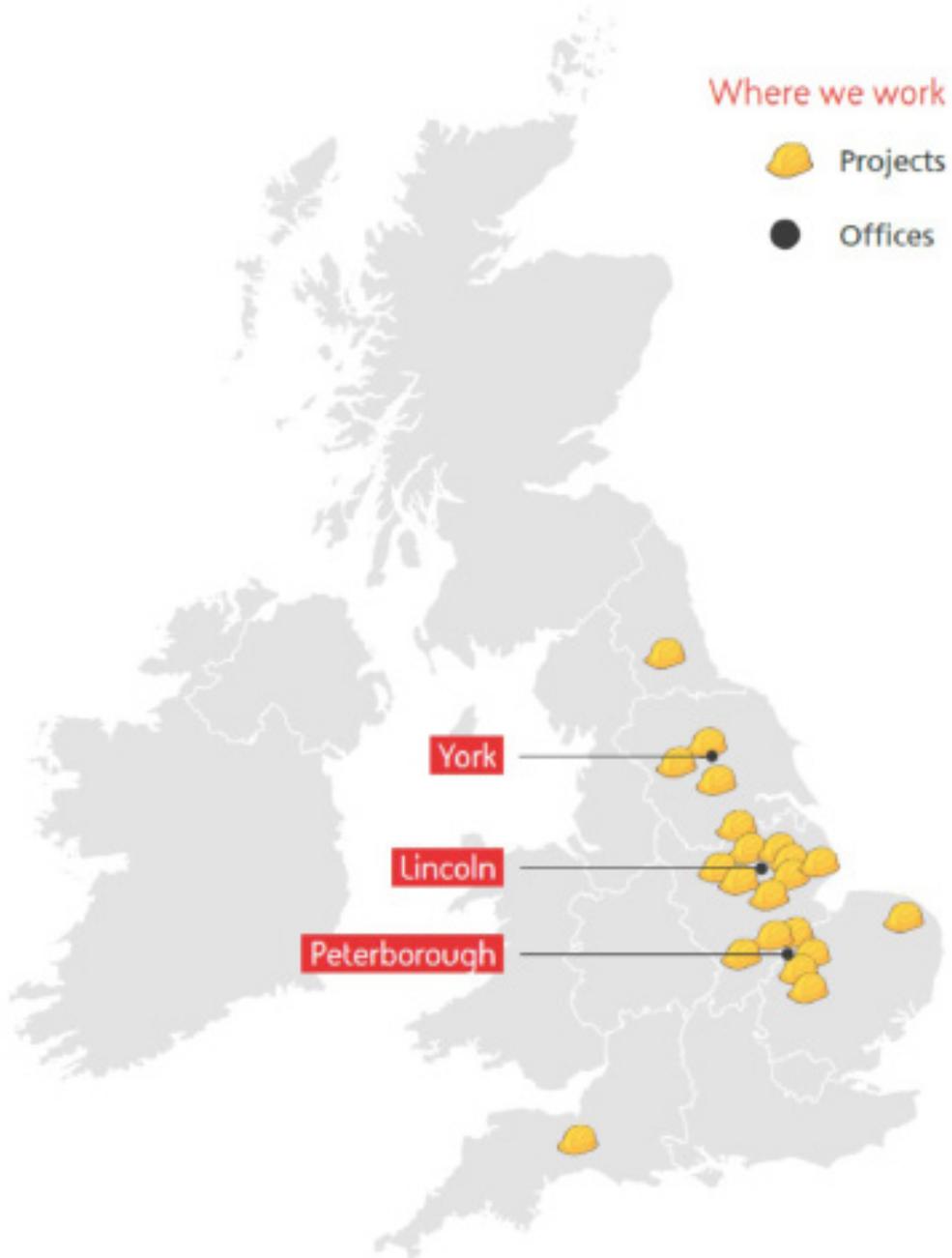


LENDUM

We welcomed students from Nettleham Infant School to visit our LACE Housing, Nettleham site, to give them an insight into how a construction site operates.

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Introduction

Welcome to our first annual Social Value Report, which shines a light on some of the ways we have brought about positive change through our construction projects.

The notion of 'adding extra value' has risen to prominence in recent years, driven in part by the impact of the 2012 Social Value Act.

As a building company, we are increasingly required to demonstrate the Social Value we will add when procuring both public and private work.

While it is a burgeoning trend, it is not a new concept for us at Lindum. We have been considering the economic, social and environmental wellbeing of the communities in which we work for many years.

Social Value is central to our purpose as a business. We aim to make a positive contribution

to society through our buildings, through our role as an employer and through work with subcontractors and our supply chain.

This report provides an overview of how we have approached this over the past 12 months. It demonstrates to partners and clients the variety of ways we have left a lasting impact once building work is complete.

Finally, we hope that reporting our Social Value in this way will show our employees the impact their work has at grassroots level. It shows them that they really do make all the difference!



Freddie Chambers - Group Director

2019: Social Value at a glance...



We engaged with five social enterprises across a range of projects.



We employ 53 apprentices and trainees.



- Winner of the 'Best Training or Recruitment Initiative 2019' by the National Housebuilder Magazine.
- Winner of the 'Education, Training and Skills 2019' Award at the Lincolnshire Business Awards.



We engaged with 31 schools, colleges and universities talking to over 10,000 pupils across Lincolnshire, Yorkshire and Cambridgeshire.



£28,800 was donated to local, charitable causes.



Supporting 30 businesses by renting offices or industrial units on our Lincoln Business Park. These companies generate £37m P/A for the local economy and provide work for over 500 employees.



We installed 140 LED light boxes, meaning we use 75% less energy when lighting our buildings.



We introduced 20 hybrid vehicles within our fleet and, last year, 1 in 3 cars purchased by Lindum was a hybrid vehicle.



Training and Development

We are committed to developing our employees, ensuring we will have local resource to meet our customers' needs in the future.

Apprenticeships & Technical Trainees

Lindum continues to hold a comprehensive apprenticeship, trainee and graduate programme. We invest in 'growing our own staff', attracting young people to our business and providing ongoing training - **20% of our current total workforce** have progressed through our apprentice and trainee programmes.

We currently have **53 apprentices and trainees** most of which are being supported by the company in doing college and degree courses. Within our apprentice programme we have trades such as joinery, bricklaying and groundworks. Our technical trainees spend time in all parts of the business. This gives them an understanding of the whole construction process including design, estimating, planning, marketing, health and safety and site management.

In 2019, we welcomed 12 apprentices and 11 trainees to the Group

During 2019, we successfully conducted 12,750 hours of training equating to 2,125 days, delivered to 540 Lindum employees and 61 of our subcontractors

Training

Our business is constantly changing and evolving. We provide training and development opportunities and support our colleagues in keeping professional skills up to date and gaining the most relevant accreditations.

We provide a comprehensive training programme covering safety and environmental management, IT and technical subjects, as well as personal development to establish professional skills for future careers.

We have provided 168 different training courses including:

- Cyber crime workshop – Cyber crime continues to rise in scale and complexity, affecting essential services and private individuals alike. Lincolnshire Police provided workshops to our employees to raise awareness and offer advice in cyber security and how to be vigilant.
- Member of the Chartered Institute of Building (MCI0B) - In 2019 the MCI0B course was undertaken by six employees.
- Health and Safety refresher training.
- Mates in Mind – Awareness training continued with our Mates in Mind initiative with training specifically for apprentices and trainees. Our entire workforce of over 650 people is aware of support available through the scheme.

Case Study

Name: Richard Shaw

Joined: 1988

Job Role: Managing Director - Lindum BMS



Richard Shaw has worked at Lindum since 1988, when he joined on a Government Youth Training Scheme aged just 18. He trained as a joiner and completed an apprenticeship through Lincoln College before working in the Lindum Joinery division with a team of experienced craftsmen for six years.

Richard then moved over to our BMS division, where he worked in a variety of roles, including Site Foreman and Contracts Manager.

During his career at Lindum, Richard has overseen many projects, including the new Richmond Medical Centre in North Hykeham, the redevelopment of the OneNK Centre and the installation of a new reception at the Usher Art Gallery.

His experience and commitment to Lindum saw him take Directorship in 2018. He said: "When I joined the company, I didn't ever think I would be here 29 years later. But the support and training that I've been given has allowed me to enjoy a varied and fulfilling career and I'm delighted to have been given a Directorship at Lindum."

Richard is also a member of the Lindum 'Sock Club', which is made up of past and present employees who have given at least 25 years of service to the business.

Lindum Training Centre

As part of our commitment to the development of our workforce, in 2019 we opened our own training centre, with the added benefit of having an on-site mock building site. It hosts a large training room, a smaller meeting room and a workshop - or 'dirty classroom' - that is used to deliver practical training.

Primarily used to support the progress of our employees, the training centre can be hired by other businesses or community groups which need space to deliver courses or events. We have welcomed 16 external clients to the facility, examples including, LIVES, ACAS and Lincolnshire County Council.



Lindum Course overview

Institute of Leadership and Management (ILM) Level 3 and 4

Attendees: 40 each year

About: ILM is a leadership management course which we have offered our employees since 2016. We work directly with Sykes Training to provide staff with a bespoke course to encourage teamwork and communication with a practical approach to leadership development.



2019 saw our Training Department scoop up two awards! We were awarded **'Best Training or Recruitment Initiative'** by the **National Housebuilder Magazine** and the **'Education, Training and Skills' Award** at the **Lincolnshire Business Awards** for the contributions we make to training.

We were praised for our proactive approach to training, which has included using retiring and experienced employees as mentors for younger recruits.

Our Training Manager, Sara Hobson, said both awards were testament to the entire company's commitment to training.

"2019 was a really good year and everyone has been so supportive - it's a really hard industry. Across the Group, everybody has put in so much work and we try to bring young talent through."



Social Enterprises

Social enterprises are businesses that are changing the world for the better. Like traditional businesses, they aim to make a profit but they then reinvest or donate the profits either back into the business or into something that creates a positive social change.

Social enterprises are in all communities and provide work and volunteer opportunities to socially disadvantaged groups. This allows them to tackle social problems, improve people's life chances, provide training and employment opportunities, support communities and help the environment.

Lindum has worked with five different social enterprises in 2019 on a wide

range of projects, as part of our social value commitment. We believe it is important to promote and provide an opportunity for these organisations to be a success, through all the good work and opportunities they provide for individuals.

Employing social enterprises ensures we are leaving a lasting legacy beyond the completion of a project. This is achieved by:

1. Improving local employment and skills
2. Supporting the community with promoting health and wellbeing
3. Protecting and improving the environment

During 2019 we engaged with five social enterprises on 47 projects across the Group:

- **East Midlands Wood Recycling, Derby** – reclaim, reuse and recycle wood to produce quality wood items. Offers volunteer opportunities and work placements to school work-experience students, the long-term unemployed, people with special needs, people with mental health conditions and socially disadvantaged groups. This team has produced mud kitchens, planters and outdoor toy boxes.
- **Pelican Trust, Lincoln** – provides high quality training and work experience in a supportive environment. The team currently gives opportunities to individuals who have recovered from a period of illness, vulnerable people, disabled and unemployed adults. Lindum has commissioned the Trust to construct benches and display cabinets for our clients.
- **Nuneaton Signs, Nuneaton** – provides employment to the disabled, 29 of its employees either have a physical disability or a mental health condition. Our BMS division called upon Nuneaton Signs to produce a fantastic art installation showing a satellite image of the earth, which we then donated to The Priort Academy LSST School in Lincoln, which displayed it outside the Geography Block. (Pictured left)
- **Streetwise Environmental, Nottingham** – specialises in waste management and educating communities in minimising the environmental impact of waste. The team organises community clean-ups, supports local initiatives and delivers community pride projects with 'at risk' young people.
- **Radiant Cleaners, Nottingham** – provides cleaning services for commercial, domestic and construction clients. The team regularly visits sites within the Nottingham area to clean site cabins, welfare facilities and provide sparkle cleans on projects before we hand over to the client.





Community and Charity

We are committed to delivering social impact that positively contributes to meeting the needs of our communities and the areas where we work. We always try to look after our clients well and ensure they gain the best possible outcome from their projects. Working closely with them, we take the time to understand the local issues, reviewing ways we can bring added value and make a positive impact.

The difference is our people and, collectively, we have heartwarming accounts of actions they have been involved in whilst out on site including; changing tyres for broken down motorists, caring for local residents, fixing broken walls, sprucing up community areas... the list goes on! 2019 has been no different and over the page we have featured some of our highlights.

Helping local residents

In the summer, we were made aware of a local elderly couple who were having issues with vandalism on their fencing which runs alongside a footpath between two estates and was continually being damaged. Working with the North Hykeham Neighbourhood Policing Team, our small works team volunteered to replace all the wooden fencing with concrete blocks to prevent further damage.

Case Study

Lindum Site Manager Duncan Hawthorne-Robson and the site team at Peasey Hills in Malton, near York welcomed John Pinkney, 82, as a regular visitor to site.



John regularly called in to site and became a familiar face in the site cabin - where he enjoyed a cuppa and a good chat. The lads on site became so fond of him they had a whip round to buy him some essentials when he was taken ill over Christmas and even helped to get him to his regular hospital check-ups. John was happy to have the regular company and said the trips to site brightened his whole day.

Aiding Local Initiatives

Within the community we also actively work with local businesses. During the construction of 12 extra-care apartments for LACE in Ingham, we were approached by local community group – RAF Ingham Heritage Group. It had received funding to restore the area and had begun creating a heritage centre to honour and remember the lives of those men and women of the Polish Air Force Bomber Squadrons who served alongside the RAF during WWII. We began engaging with the group, providing them with construction support including advice on building regulations and subcontractors. We donated equipment and supplies including a telehandler, lorry and scissor lift, to aid the scheme's progression.

We recently helped out the Hartsholme Community Trust which was set up to help re-develop a Lincoln City Council Play area. We supplied materials, plant and skips, including delivery and collection, to enable the redevelopment of the play area to progress.

Volunteering and Charitable donations

We work hard to ensure we have a purpose beyond making a profit. During 2019 Lindum and our employees hosted events and engaged with businesses who required a helping hand. Thanks to this magnificent team effort, **£28,800 was donated** to local, charitable causes.

Each year Lindum Plant helps North Hykeham Town Council to erect their Christmas Tree.



A number of Lindum employees have been part of the Market Rasen Station Community Project since the successful regeneration of the Train Station. This involved organising community events and fundraising. These efforts saw them win the 'Contribution to Art and Culture 2019' Award at West Lindsey District Council Community Awards

We are thrilled to have contributed to 81 separate causes throughout 2019. Among these were; Macmillan Cancer Support, Alzheimer's Society and Kids Lincolnshire. Our causes are chosen by our employees who want to make a difference.

When arsonists attacked a community allotment run by local pensioner, Fred Hyde, the team at Lindum Waste Recycling offered a helping hand. They donated a skip and sent along three people to help with the clear up operation. Lindum Plant also donated some much needed aggregate to the site and our Waste Manager, Alison Somerville, even turned up with bacon butties for everybody on the site!



In November, we asked our employees to have a clear out before Christmas and bring in any unwanted toys, suitable for re-sale. The response was fantastic and we were inundated with clothes, books and toys for all ages. We welcomed employees and tenants from our business park **raising an amazing £830!**

These funds were donated to the **Lincs & Notts Air Ambulance**.



As well as monetary contributions, our teams have volunteered time and equipment to help community initiatives.

A member of our BMS team, Alan Pearce, offered to rebuild a wall at one of Linkage's houses in Grimsby where his wife works. Lindum acquired the materials for Alan who rebuilt the damaged wall at no cost to the charity. Alan also had some help from some of the residents who were overjoyed by learning how to build a wall.

Lindum Joinery apprentices used their woodwork skills to support the construction of a new community garden. Tyler Dixon and Dylan Donohoe worked alongside dozens of other volunteers to help establish Hillside Community Garden. The pair spent almost a week boarding out an old shipping unit so it could be used by Green Synergy, the charity which has spearheaded the garden project. The works transformed an empty space into a valuable community asset. Green Synergy works in disadvantaged communities and with vulnerable people, including those living with mental health conditions, learning difficulties, physical disabilities, long-term health problems and unemployment. It uses gardening to build skills for life and work, improve mental and physical health and educate people about the environment, food and farming.



Employability

One area where we create social impact is through employability. Where there are barriers to employment we aim to provide opportunities for local people to develop their career paths and facilitate improvement of their employability and skills.

Engagement with Schools, Colleges and Universities

We work closely with local education establishments promoting careers in the built environment to the next generation, to help fill the skills gap facing the construction industry. In doing so, we aim to build confidence and self-esteem, create accessible pathways into employment and develop skills to improve the employment prospects of young people.

In 2019 we engaged with **31 education establishments** talking to over **10,000 pupils** from across Lincolnshire, Yorkshire and Cambridgeshire. We provided:

- **53 work experience placements from 22 education facilities**, in a range of disciplines, including joinery, plant, design, finance, HR and marketing (Four placements resulted in full time employment with Lindum)
- CV and mock interview workshops
- Attendance at **41 job fairs and career days**
- Guest lectures and site visits

Case Study

Construction Week



Lindum was integral in setting up Lincolnshire Construction Week – an annual event which gives school children a taste of job opportunities in the construction industry. In 2019, more than **1,200 local students** from over **50 schools** undertook ‘hands-on’ taster events in a range of tasks, including surveying and JCB driving.

Case Study

Women into Construction

Working in partnership with the CITB, Lindum established our annual ‘Women into Construction’ event. By overcoming some of the pre-conceptions of construction work as ‘being muddy, manual and male dominated’, the event aims to persuade more female students to consider a career in construction. After a presentation on the range of career paths in the industry, attendees experienced hands on practical working at our mock construction site, turning their hands to bricklaying and joinery. As a direct result, we recruited a full time Technical Trainee, Olive, who is studying for an MSc Construction Science and Management.



Helping people get back into work

We support organisations helping the most vulnerable in society, especially those in most need, such as the homeless, long-term unemployed and ex-offenders, trying to find a route back into work.

Ex-offenders – To assist in rehabilitating ex-offenders while doing something to bridge the skills shortage, we work with Lincoln and Peterborough prisons, engaging with over 30 prisoners in 2019, providing guidance on CV writing, helping deliver workshops, mentoring and skills training. We aim to showcase construction as an employment path after leaving prison.

Armed forces - Lindum is proud to support our armed forces community, and signed up to the Armed Forces Covenant, including our employees with previous military service, reservists and family members of those currently serving.

Case Study

YMCA



Our relationship with YMCA Lincolnshire began in 1989, when we collaborated to create an extension of the YMCA's existing hostel accommodation in Lincoln. In 2011 we undertook construction works to the YMCA's 'Showroom' facility to form a youth and conference centre.

In early 2019, Lindum teamed up with longstanding business partners Longhurst Group and YMCA Lincolnshire for a new development at St Rumbold's Street, Lincoln – the Nomad Centre.

We made our charitable network aware of the virtues of this project which resulted in the YMCA receiving significant donations for the scheme from members of our supply chain.

In 2019, we offered work experience placements to two YMCA residents. One, Mark, built his CV portfolio by taking progress photos at two of our Lincoln construction sites. The other resident worked on the St Rumbold's Street site, providing general labouring.

"I have enjoyed volunteering with Lindum very much and I am thankful to YMCA Lincolnshire for helping to create this opportunity for me. I have learnt many new ICT skills that I believe will be very useful in a variety of potential job opportunities going forward. I have been motivated greatly, seeing an increase in confidence and a boost to my overall feeling of well-being which has been helped a lot by the interaction I have had with the staff at Lindum. For this I am most grateful." -

Mark - YMCA Resident and Volunteer



Supply Chain

Lindum is committed to giving something back by investing in the local economy to encourage economic regeneration.

We have a strong, open and positive relationship with our local supply chain and seek to work with supply chain partners who share our values of teamworks and continuous improvement so we can deliver the very best for our customers.

When Lindum spends with local supply chain partners, the local economy benefits. This is down to the way we operate – a local contractor with a local focus. We consider the multiplier effect - not just the money Lindum spends on wages, supplies and local SME labour, but the effect this spending has on the wider economy such as goods and local services purchased through household budgets which include a Lindum wage or a wage

funded through our supply chain.

We make our supply chain an integral part of our business. Their expertise, professionalism and engagement are critical to what we do. We work with our supply chain in training them on the latest processes and techniques, upskilling in health and safety including providing training courses on asbestos awareness, working at height and manual handling.

In 2019, Lindum spent £75m with our supply chain and a further £17m with suppliers – the vast majority of these are SMEs operating close to our projects.

Case Study

Scape Regional Construction Framework

Lindum is the sole supplier for Lot 2 on the Scape Regional Construction framework, delivering projects up to £750,000 across Lincolnshire and Nottinghamshire. The framework creates added value by using local supply chains, labour and apprenticeships and through engagement with local schools and colleges. In the first two years of the contract (2018/19), over 80 projects were commissioned by 16 public bodies actively using the framework.

We hold 'Meet the Buyer' events, providing opportunities to expand our supply chain. More than **90% of subcontractor spend** has been with SMEs, **56%** of which with SMEs based within **20 miles from project sites**.

We know how important cash flow is to our supply chain partners, many of whom are SMEs, so we aim to pay promptly. **99% of payments to our supply chain** partners were made within an average of **19 days** from valuation.



Growing Other Businesses

We recognise that we can use the stability of our business to help other businesses to grow. Our 20-acre Lindum Business Park in Lincoln is run as a business incubator and there are currently 30 small businesses renting offices or industrial units on the Business Park. These companies generate **£37m P/A** for the local economy.

We support these businesses by providing free car parking, 24-hour security, 24-hour access to their premises, cleaning of communal areas and meeting spaces within Lindum Group's offices. We also offer to buy to any new

business moving to our Business Park if their business is related to the services we provide. We offer to purchase a 25% shareholding, which the business can buy back after five years at the same price Lindum paid for it. We actively look to buy services from firms on the Business Park. The average dependency of these businesses on Lindum is 19%, proving that we support our local economy.

Our offices in Peterborough and York have also adopted this model.



Lindum Business Park has an incubation success rate of 69% which puts us in the top 15% of successful incubators within the UK

"We have worked with Lindum for 21 years and found their support and guidance to be very helpful in growing our business from £1m turnover in 1996 to £4.5m in 2016. Since co-locating on the Lindum Business Parks in Lincoln and Peterborough we have been able to collaborate on projects at the earliest stages allowing us to suggest alternatives which provide the best solutions for end users. Other benefits have been joint training initiatives and business development advice which has really made a difference to me and my staff and helped the business to grow. Work for Lindum now represents 30% of our annual turnover and keeping this balance right means that we are competitive in the market place and not over-reliant on Lindum for our work." -

Nick Mayo, MD Brook and Mayo

Health and Wellbeing

Our motto is 'the difference is our people' – Lindum invests and supports the health and wellbeing of all employees within the Group.

2019 saw our partnership with 'Mates in Mind' develop - a leading UK charity raising awareness and understanding of mental health in the workplace, particularly in the construction sector. Our employees have access to a 24-hour helpline where they can receive counselling support, help and guidance.

We continued with our subsidised employee health screening provision carried out one to one with a health professional during work hours to ensure employees could easily attend their session. **Over 75% of employees were screened.** Previously these screenings have saved employees lives by identifying early symptoms of potentially life threatening illnesses.

Lindum also supports employees who choose to live an active lifestyle. We have been signed up to the Cycle to Work Scheme since 2014 and in those five years 170 employees purchased a cycle through the scheme including **20 employees in the last year.**

Case Study

Defibrillators Programme - LIVES

Lindum continues to strive to provide a safe environment in the areas where we work, keeping local communities safe and healthy. Working with LIVES, a volunteer organisation which responds to 999 medical emergencies across Lincolnshire, we installed four defibrillators during 2019. Working with residents in local neighbourhoods we provided training in using the equipment.

2019 Onsite Health Checks

Register Your Interest
by Friday 28th June

We'd like to know who wants to take advantage of this great opportunity in 2019.

- Blood Pressure / Resting Heart Rate
- Body Fat %
- Hydration %
- Basal Metabolic Rate
- Estimated Daily Calories
- Bowel Screening*
- Lung Function - Power & Efficiency
- Total Cholesterol
- Diabetes
- Lifestyle Review
- HDL (Good) & LDL (Bad) Cholesterol
- Total/HDL Cholesterol Ratio
- Tryglycerides
- Urinalysis
- Vision Assessment
- Plus PSA, Thyroid & Liver Tests

* Optional for those over 40 or with family history

No exercise required

Confidential 45 minute appointment

Same day report

NOTHING TO PAY NOW
Lindum subsidise this Health Check which is worth £200, so you only pay £10 out of your wages when you attend.

- Go to: www.healthyevents.co.uk
- Enter Event Code:

LINDUM



Environment

Our construction works aim to deliver places that will allow communities to thrive and protect and enhance our natural environment.

On every project we aim to:

- Promote initiatives which retain, protect, enhance and/or improve environmental performance and promote the natural environment for the benefit of local people and wildlife
- Reduce energy and fuel consumption to minimise our CO2 emissions
- Source materials and SMEs locally and sustainably
- Have efficient use of resources by minimising waste – reduce and re-use

Reducing our Carbon Footprint

We have taken steps to reduce our environmental impact at each of our offices in Lincoln, Peterborough and York. In the last year we have **installed 12 twin charging points at our Lincoln office**, four twin charging points at Peterborough and have two twin charging points planned to be fitted in our York office during the first half of 2020. Last year, in 3 cars purchased by Lindum was a hybrid vehicle and we now have **20 hybrid vehicles in our fleet**. Four of our Lindum Plant mechanics attended training courses to become qualified in servicing and repairing hybrid and electric vehicles.

Investment has been made in our IT equipment by purchasing thin client PCs with lower wattage therefore reducing the amount of electricity we use. In the past year we have **installed 140 LED light boxes** meaning we use 75% less energy to light our buildings and our site cabins have LED lights as standard. In our workshops and toilets we have fitted motion sensed lighting to minimise energy wastage.

Minimising Waste

We take full responsibility for treatment of our waste and have an in-house division for Waste Management - Lindum Waste Recycling (LWR), based in Saxilby near Lincoln. We strive to reduce the amount of waste sent to landfill from our activities and those of our customers. Our continued investment, innovative techniques and equipment allow us to segregate waste and so recycle materials as efficiently as possible.



In 2019, LWR processed 37,838 tonnes of waste, 99% of that waste was diverted from landfill

“the difference is our people”



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