NG Bailey

# OUR JOURNEY TO 2021

ONE APPROACH

## 2021 KEY OUTCOMES

| | 2018/2019 | 2019/2020 | 2020/2021 | 2021 TARGET |
|---|---|---|---|---|
| A RECOGNISED EMPLOYER OF CHOICE | Develop and implement a Group health and wellbeing programme | Monitor and measure programme performance for demonstrable benefit | Refine and revise our approach to create a leading and recognised health and wellbeing programme | A HAPPY AND HEALTHY WORKFORCE |
| | Seek to identify and address any unequal practices across the Group | Implement measures to redress any unequal practices across the Group | Achieve Leaders in Diversity status | A FAIR AND INCLUSIVE PLACE TO WORK |
| | Introduce 500 students to the role of an engineer and expand the Apprenticeship Programme into two new areas where an identified skills gap exists | Launch a bespoke online skills portal, enhancing our ability to identify training | Clearly define career routes that enable our people to plan their future in our business | CLEAR CAREER ROUTES AND OPPORTUNITIES PROVIDED FOR PRESENT AND FUTURE WORKFORCE |
| THE PARTNER OF CHOICE IN OUR INDUSTRY | A defined customer experience programme in place across the Group | Deliver a bespoke customer experience training programme to employees across the Group | Increased customer engagement across the Group evidenced by an increase in our Net Promoter score | DELIVERING A BEST IN CLASS CUSTOMER EXPERIENCE |
| | Continue to ensure we save our customers more carbon than we generate | Examine methods to reduce waste arising from the delivery of our services | Examine methods for water conservation through the delivery of our services | ACTIVELY REDUCING OUR CUSTOMERS' IMPACTS |
| | Engage with our customers to understand their sustainability priorities | Examine how we can directly support our customers sustainability priorities through the delivery of our services | Where possible, collaborate with our industry peers to tackle our customers sustainability priorities | SUPPORTING OUR CUSTOMERS' SUSTAINABILITY GOALS |
| A SAFE AND SUSTAINABLE BUSINESS | Achieve ISO 45001 transition of SHE management system | Increase customer index score as a consequence of strong SHE performance | Have a defined SHE culture development programme in place across the Group | A PROACTIVE SAFETY CULTURE WHERE SAFETY IS FIRST AND FOREMOST, ALWAYS |
| | Complete the rollout of our Customer of Choice with demonstrable evidence of its business benefits | Introduce a Group wide supplier audit programme | Adopt ISO20400 Sustainable procurement standard across the Group | AN ENGAGED AND COLLABORATIVE SUPPLY CHAIN |
| | Consistently achieve a 5% reduction year on year in our Group carbon intensity per employee | Examine methods to reduce waste generation across our estate | Review our approach to energy and seek to achieve 100% renewable and/or sustainable energy across our estate | A CONSISTENT REDUCTION IN OUR ENVIRONMENTAL IMPACTS |
| GIVING SOMETHING BACK | Successfully complete our current Charity of the Year partnership with Alzheimer's Research UK | Launch a new 18 month Charity of the Year partnership via employee vote for the Group | | CHARITY PARTNERSHIPS THAT HAVE MADE A DIFFERENCE FOR OUR PEOPLE |
| | Review and revise our community impact plans and identify opportunities for outreach or collaboration | Examine how we can increase our community and social impact as a direct result of our services | Examine avenues to measure and quantify our social value | HAVE A POSITIVE IMPACT ON 10,000 LIVES BEYOND OUR BUSINESS |