



M GROUP SERVICES

ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT 2019



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WELCOME TO OUR 2019

ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

MESSAGE FROM **JIM ARNOLD**, CHIEF EXECUTIVE, M GROUP SERVICES



M Group Services delivers a range of essential infrastructure services within the utilities, transport, telecommunications and data sectors across the UK and Ireland.

We have built and maintained relationships with our clients over a number of years and have a strong culture that continuously focuses on safety, operational delivery, efficiency and customer service. To ensure we continue to deliver long-term solutions to our clients and their customers, we must operate in a way that is sustainable, responsible and respectful to the communities in which we work.

Leading with our integrity, we act fairly and responsibly across our business, because it is ethically the right thing to do and because it makes good business sense.

This report provides examples of our ESG performance and highlights our key milestones and achievements over

the past 12 months. The report provides a summary of both Group successes and business specific achievements. This format allows information to be sector specific where required.

We strive to consistently report on and evaluate our progress and while we are pleased with the progress

that we continue to make across our operations, we will continue to identify opportunities to evolve and improve across all aspects of our corporate responsibility activity.

We hope you enjoy reading this report.

Overview of M Group Services

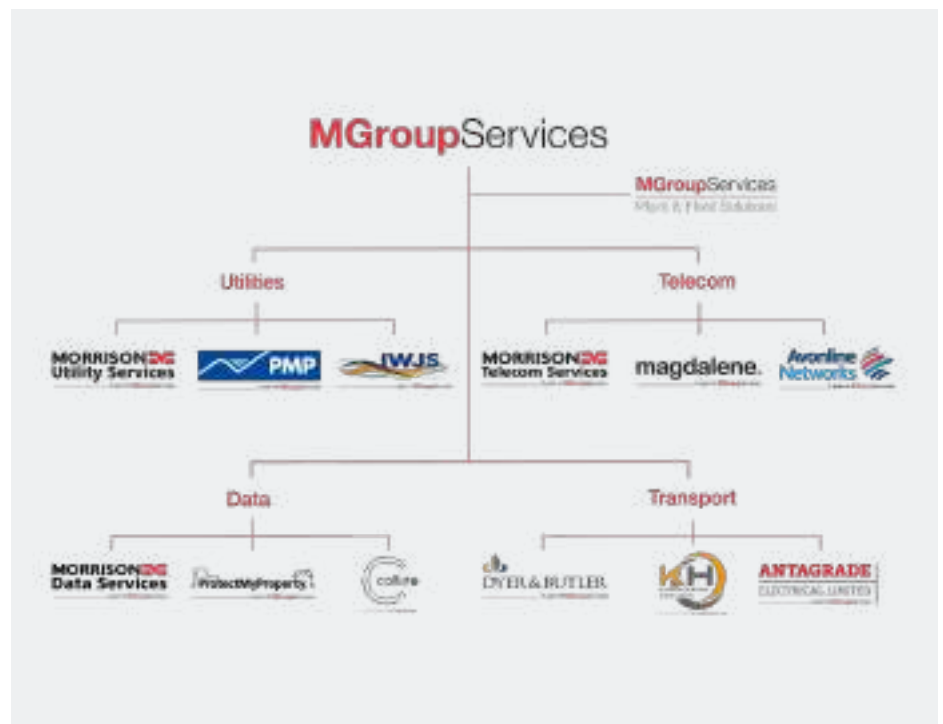
M Group Services delivers works through a divisional operating model aligned to the sectors and markets in which we operate and the clients that we work on behalf of.

Through four divisions, works are streamlined through operating businesses to further enhance our client focused delivery and to provide safe, reliable, cost-effective solutions and support.

Various metrics are measured across our operating businesses with six core themes running throughout the Group:

Community Engagement, Environment, Health, Wellbeing & Safety, Stakeholder Engagement, People and Future Plans.

The statistics used within the M Group Services Environment, Social and Governance Report (ESG) are a cross-section from the whole Group to showcase the progress and results we have achieved. The larger businesses publish their own CR Reports which provide greater detail of their individual success; please do refer to these reports for business-specific achievements.



WELCOME TO OUR 2019 HIGHLIGHTS AT A GLANCE

KEY MILESTONES AND ACHIEVEMENTS OF OUR BUSINESS ACTIVITY OVER 2019

COMMUNITY ENGAGEMENT



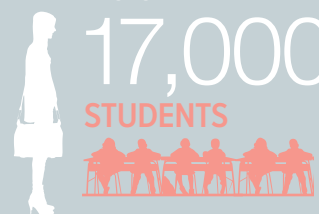
> **30** NEW STEM*
AMBASSADORS
registered across the Group



*Science, Technology, Engineering & Maths

> STEM* AMBASSADORS
FROM ACROSS THE GROUP
engaged with over

17,000
STUDENTS



PEOPLE



> **9** GRADUATES
ACROSS THE GROUP
recruited in
2019
FROM COMPANY
GRADUATE SCHEMES




> **92** APPRENTICES
ACROSS THE GROUP
recruited in
2019



> **44%**
REDUCTION
in greenhouse gas emissions
achieved by
Dyer & Butler and
Morrison Utility Services

> Percentage of waste
recovered to avoid landfill


77%
across the Group



< **ENVIRONMENT**


> Across the Group
we completed
35.1
MILLION HOURS WORKED
recording an Accident Frequency
Rate (AFR) of

0.07



> **MORRISON UTILITY SERVICES SAW A**
REDUCTION IN UTILITY DAMAGES OF

1.6%
(YEAR ON YEAR)



< **HEALTH,
WELLBEING &
SAFETY**

**STAKEHOLDER
ENGAGEMENT** >

> **92**
NUMBER OF EXTERNAL PUBLICATIONS
M GROUP SERVICES AND OPERATING
BUSINESSES WERE FEATURED IN



> **SOCIAL MEDIA**
ACROSS THE GROUP
WE HAVE **53,000+**
FOLLOWERS



> **THE GROUP WEBSITE**
RECEIVED
over **15,000**
VISITS



OUR COMMITMENT TO THE COMMUNITY

**WE UNDERSTAND THAT
WE CAN MAKE AN IMPORTANT
CONTRIBUTION TO THE
WELLBEING OF
THE COMMUNITIES IN
WHICH WE OPERATE.**

Across our operations, we focus on working considerately, keeping disruption to a minimum and engaging respectfully with everyone we come into contact with.

The extensive scope of our community activity also continues to evolve. From charitable donations and volunteering, through to our STEM Ambassador schemes designed to inspire younger generations, as well as our work in the area of school safety, we constantly look to make a positive impact in the wider communities in which we work.



Dyer & Butler Race the Plane charity event at Heathrow for Duke of Edinburgh



Dyer & Butler STEM Workshop at a local school

> **57+**
CHARITIES
supported
across the
Group



> **OVER £73,000**
RAISED for charitable
projects

across the Group. Donations
included match funding, individual
and team donations





AS A GROUP WE

visited
> 130
SCHOOLS
ACROSS
THE UK

offered
> 15
WORK
EXPERIENCE
PLACEMENTS



REGISTERED
> 30 STEM
AMBASSADORS

HELD
> 61 DAYS
of STEM workshops delivered in
primary and secondary schools

> STEM AMBASSADORS FROM
ENGAGED WITH OVER ACROSS
17,000 THE
STUDENTS GROUP



FUTURE PLANS

Reach more students through STEM careers workshops

Generate more STEM Ambassadors across the Group

SCHOOL ENGAGEMENT



ENVIRONMENTAL RESPECT AND RESPONSIBILITY FOR **FUTURE GENERATIONS**

**FROM THE UK'S BUSIEST AIRPORTS,
RAILWAY LINES AND HIGHWAYS,
THROUGH TO THE MOST REMOTE RURAL
AREAS, OUR PEOPLE ARE WORKING HARD
TO DELIVER ESSENTIAL INFRASTRUCTURE
SERVICES IN EVERY ENVIRONMENT.**

As a Group, we understand our legal and ethical obligations to minimise the environmental impact of our works. Promoting good environmental practice across all our operations, we continually look to develop and introduce sustainable processes and behaviours across each of our businesses, as well as their clients and supply chains.

Dyer & Butler, Magdalene and Morrison Utility Services are ISO 14001:2015 certified, with an environmental management system governing their processes and is used to drive continued improvements in environmental performance across their operations.

A key area of focus is the reduction of our carbon emissions. As a participant in the Certified Emissions Measurement and Reduction Scheme (CEMARS), we monitor, measure and seek to minimise our carbon footprint. Our CEMARS measurements provide an externally verified carbon emission measurement.



> **REDUCTION IN DIRECT EMISSIONS ACROSS THE GROUP**

16,320 tCO₂e

(based on a five-year rolling average)

OVER THE CURRENT REPORTING PERIOD

> **77%**

PERCENTAGE OF WASTE RECOVERED TO AVOID LANDFILL ACROSS THE GROUP



> **83%**

RENEWABLE ENERGY USED

across the Group



> **AMOUNT OF RENEWABLE ENERGY PURCHASED**

2,052 mWh

> **Carbon Emissions in CO₂e:**



THE GROUP HAS GENERATED 65,279.7 TONNES OF CARBON EMISSIONS DURING 2019/20

> **IMPLEMENTED THE GREEN FLEET STRATEGY**

TO SUPPORT CLIENTS AND INTERNAL CARBON REDUCTION



FUTURE PLANS

DEVELOP SPECIFIC BUSINESS DECARBONISATION POLICIES ALIGNED WITH THE GROUP POLICY WHILST FOCUSING ON CLIENT NEEDS

MAINTAIN OR IMPROVE OUR ENVIRONMENTAL PERFORMANCE

OUR PASSION FOR HEALTH, WELLBEING & SAFETY

THE HEALTH, WELLBEING & SAFETY OF OUR PEOPLE AND ALL THOSE WHO COME INTO CONTACT WITH OUR BUSINESS IS A KEY PRIORITY.

Across our Utilities, Transport, Data and Telecom divisions, we seek to embed and maintain exemplary Health, Wellbeing & Safety values, practice and performance - a pre-requisite for the markets in which we work.

In 2019, four M Group Services businesses received prestigious Occupational Health & Safety Awards from the Royal Society for the Prevention of Accidents (RoSPA), in recognition of their achievements in health and safety management processes and systems, including practices such as leadership and workforce involvement.

Moving forward, we will continue to deliver exceptional Health, Wellbeing & Safety performance through the delivery of comprehensive awareness and training programmes, shared operational learning and a commitment to maintain our standards across all of our operations.



> **MORRISON DATA
SERVICES & MORRISON
UTILITY SERVICES WON
AN INTERNATIONAL
SAFETY AWARD**

from the British Safety Council.

> **MORRISON UTILITY
SERVICES ACHIEVED A**

21%
DECREASE IN
UTILITY DAMAGES



UDF = No. of utility damages/100,000 hours worked AFR = No. of Riddor injuries/100,000 hours worked

SAFETY

> ACROSS THE GROUP WE COMPLETED

35.1 MILLION HOURS OF WORK



recording an industry-leading Accident Frequency Rate (AFR) of 0.07

> MORRISON UTILITY SERVICES RECEIVED EXTERNAL RECOGNITION



for their Health & Wellbeing programme
UtilityWeek AWARDS

> 4 GROUP BUSINESSES WON A ROSPA AWARD

for their commitment to Health & Safety



ROSPA

> NUMBER OF SAFETY AWARDS WON IN 2019

15



citb (iosh)



FUTURE PLANS

CONTINUE TO DELIVER OR IMPROVE OUR AFR OF

0.07

FUTURE PLANS

Continue to maintain a keen focus on improving our Health, Wellbeing & Safety performance

Actively seek new ways of communicating and sharing our learning

DEVELOPING, ENGAGING AND VALUING OUR PEOPLE

M GROUP SERVICES IS A TRUSTED EMPLOYER TO APPROXIMATELY 9,000 SKILLED SPECIALISTS, WORKING FROM OVER 100 LOCATIONS ACROSS THE UK AND IRELAND.



As a Group we recognise that engaging and empowering our people to deliver and grow is pivotal to driving our business and achieving continued success. We are committed to creating an environment in which our people feel valued, supported and fulfilled. We endeavour to listen to our people, to provide feedback and keep them engaged and informed.

Equally important, is the development of a resilient and sustainable workforce that is equipped to deliver on our promise to clients. Attracting, developing and retaining the next generation of highly skilled, forward-thinking, customer-focused and technically competent people, who can help us to continually develop the scope of our core capabilities, is imperative.

Across each of our businesses, a broad range of recognition and reward schemes are designed to highlight the achievements and successes of our people and to thank them for their hard work and dedication.



IN SUMMARY - ACROSS M GROUP SERVICES

Apprentices currently in training	>	160
Apprenticeships completed	>	50
Apprentices recruited	>	92
Graduates on professional schemes	>	32

> **64%**
PARTICIPATED IN
THE GROUP WIDE
PEOPLE OPINION
SURVEY



> **235,968**

TRAINING HOURS
RECORDED

across Group
operating businesses



> **92** APPRENTICES
RECRUITED IN
2019



> **5** AVERAGE
NUMBER OF
TRAINING DAYS
PROVIDED
PER EMPLOYEE

across the Group

> **100** EX-SERVICES
PERSONNEL
RECRUITED



across the Group

> MORRISON UTILITY SERVICES
ACHIEVED THE GOLD ARMED
FORCES COVENANT AWARD

THE TELECOM DIVISION
ACHIEVED THE BRONZE ARMED
FORCES COVENANT AWARD

EMPLOYEE COMMUNICATIONS

> **5** INTRANETS
KEEPING OUR
PEOPLE
CONNECTED

> SOCIAL
MEDIA



> **14**
INTERNAL
PUBLICATIONS

RESOURCING, TRAINING & DEVELOPMENT



FUTURE PLANS

- Continue to build our sustainable and resilient workforce
- Increase engagement with our people through an enlarged Group-wide People Opinion Survey and feedback

MUTUAL TRUST AND RESPECT

ENGAGING WITH OUR STAKEHOLDERS

WE WORK CLOSELY WITH OUR STAKEHOLDERS TO UNDERSTAND THEIR PERSPECTIVES AND TO SHARE OUR OWN.

M Group Services' key stakeholders include our people, our clients and their customers, our supply chain, business partners and investors.

From the training and development of our people, to the long-term relationships we share with our clients and the development of sustainable, open and socially responsible supply chains, we are committed to building and maintaining strong, respectful and trusting relationships with each of our key stakeholder groups.

Maintaining effective engagement with our stakeholder groups enables our business to manage risk, maximise opportunities, shape our reputation and deliver long-term sustainability and success.



OUR STAKEHOLDERS

> Clients

> Investors

> Our People

> Supply chain partners


> Business partners

> Our clients' customers


> Local communities

> Industry bodies


> INTERNAL GROUP EVENTS
sharing business updates to over 500 senior managers




> THE GROUP WEBSITE HAS GENERATED OVER 31,000 VISITS




> 1 MILLION*
people reached through offline media during 2019 featuring M Group Services and operating businesses



> 89
external print/online publications featured 2019 M Group Services and its operating businesses





> 420,000+*
people reached through online media during 2019 featuring M Group Services and operating businesses



> 1,580
social shares from across the Group of our good news received during 2019

> ACROSS THE GROUP WE HAVE OVER 53,000 followers on Twitter, Facebook, LinkedIn and Instagram

*based on publication readership

ENGAGEMENT



FUTURE PLANS

- Continue to work as active members of industry bodies and steering groups to support collaborative approaches to addressing industry-wide issues, challenges and opportunities
- Participate and attend internal and external events and conferences and continue to communicate and engage with stakeholders
- Continue to develop and sustain strong relationships across our internal and external stakeholders

OVERVIEW OF OUR PLANS FOR THE FUTURE

As a Group we want to ensure all progress and achievements detailed within this report are maintained or improved upon year-on-year. Some examples of these targets have been outlined in this section.

The larger operating businesses have specific targets relating to their sector and report on these individually within their own Corporate Responsibility Report.

Please refer to these individual documents for further information.

Community Engagement

➤ Reach more students through STEM careers workshops

➤ Generate more STEM Ambassadors across the Group



Environment

➤ Maintain or improve our environmental performance

➤ Develop specific business decarbonisation policies aligned with the Group policy whilst focusing on client needs



Health, Wellbeing & Safety

- Continue to maintain a keen focus on improving our Health, Wellbeing & Safety performance
- Actively seek new ways of communicating and sharing our learning

People

- Continue to build our sustainable and resilient workforce
- Increase engagement with our people through an enlarged Group-wide People Opinion Survey and feedback



Stakeholder Engagement

- Continue to work as active members of industry bodies and steering groups to support collaborative approaches to addressing industry-wide issues, challenges and opportunities
- Participate and attend internal and external events and conferences and continue to communicate and engage with stakeholders
- Continue to develop and sustain strong relationships across our internal and external stakeholders

KEEPING CORPORATE RESPONSIBILITY A PRIORITY WITH OUR GOVERNANCE & COMPLIANCE

WE BELIEVE THAT THE AUDITING, EVALUATING AND REPORTING OF OUR CORPORATE RESPONSIBILITY ACTIVITY IS OF VITAL IMPORTANCE.

The operational board takes responsibility for determining our Corporate Responsibility policy and strategy.

We believe that Corporate Responsibility should be subject to the same level of governance controls as the other areas of our business. To demonstrate our corporate governance, we take steps to identify, analyse and manage the social, economic and environmental risks our business is exposed to.

By successfully managing our compliance and reputational risk we protect our employees, our business assets and our earning capacity, contributing to our continued and sustainable development. Corporate Responsibility risk assessment forms a part of our Corporate Risk Management Policy. This policy defines the company's assessment, evaluation, mitigation, monitoring and auditing across the full spectrum of corporate risk.

Responsibility for the management of the processes involved in each area of risk is assigned to the appropriate member of our operational board.



COMPLIANCE

OUR ORGANISATION COMPLIES WITH ALL APPLICABLE LEGISLATION AND HAS NOT BEEN SUBJECT TO ANY SANCTIONS OR FINES FOR ENVIRONMENTAL, HEALTH AND SAFETY OR ANY OTHER INFRINGEMENTS IN 2019.

FROM ACROSS THE GROUP

ACCREDITATIONS

- Achilles UVDB B2
- Alcumus SafeContractor Accreditation
- Armed Forces Covenant Employer Recognition Scheme (ERS) Silver Award
- CEMARS 'Gold Award' (Certified Emissions Measurement & Reduction Scheme)
- CHAS (Contractors Health & Safety Assessment Scheme)
- Disability Confident Committed Employer
- Energy Saving Trust's Motorvate Scheme
- FDIS/ISO 9001:2015 & FDIS/ISO 14001:2015 by Lloyd's Register for Quality Assurance
- Gas Industry Registration Scheme (GIRS)
- Institution of Engineering Technology (IET) – In-house Professional Development Programme
- Investors in People
- ISO 1100:2010 – Collaborative Business Relationships
- ISO 14001 – Environment audited by Lloyd's Register for Quality Assurance
- ISO 27001:2013 – Information Security Management Systems
- ISO 50001:2011 – Energy Management System
- ISO 9001:2000 – Quality audited by Lloyd's Register Quality Assurance
- Meter Operator Provider (MOP) & Meter Asset Manager (MAM) for electricity & gas meter installation & maintenance services
- National Electrical Registration Scheme (NERS)
- NEBOSH (National Certificate in Construction Health & Safety)
- OHSAS 18001 – Health & Safety Lloyd's Register for Quality Assurance
- OHSAS 18001:2007 – Health & Safety
- RISQS (Railway Industry Supplier Qualification Scheme)
- Safe Contractor
- SMAS Worksafe, Achilles UVDB
- The Freight Transport Association's Van Excellence Scheme
- Water Industry Registration Scheme (WIRS)

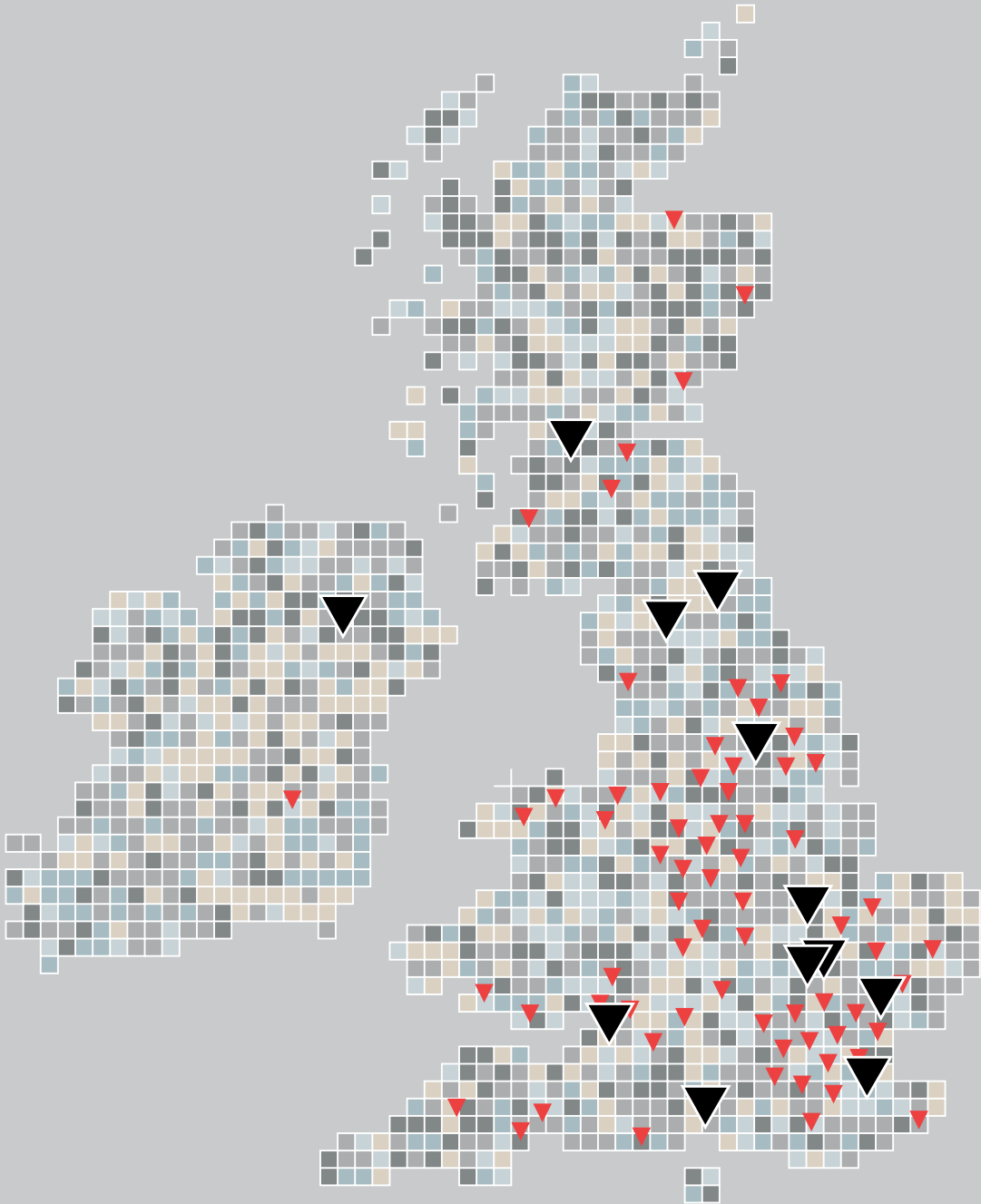
AWARDS

- 2018 Street Works – Future Award
- Brake Fleet Safety Awards – Safe Vehicles Award
- British Safety Council International Safety Award
- CECA South West – Industrial Placement Student of the Year
- CECA Southern – Safety Initiative & Innovation Individual Award
- Gatwick Safe - Excellence in Environment
- Heathrow Skills Academy – Employer of the Year
- National Skills Academy People in Power Awards – Safety Person of the Year
- Network Rail STAR Award x 3
- Network Rail STAR Lite award
- National Skills Academy People & Power Awards Outstanding Contribution to Health, Safety & Environment Award
- Regional (Yorkshire & Humber) Royal Institute of Chartered Surveyors (RICS) Awards – Infrastructure Award (Highly Commended)
- RoSPA Occupational Health & Safety Sector Award (Commercial Construction) – 8th RoSPA Sector Award in 12 years
- RoSPA President's Award (13 consecutive Golds) for Occupational Health & Safety
- RoSPA Silver, British Safety Council
- Street Works UK Awards – Best Street Works Innovation
- The Sunday Times HSBC Top Track 100
- Totnes AFA Project, maintaining a safe environment around the operational railway
- Utility Week Awards – Staff Development Award
- Utility Week Awards (Highly Commended) – Supply Chain Excellence Award
- Utility Week Awards - Health, Safety & Wellbeing
- WOW! Awards – Best Customer Feedback Strategy
- WOW! Awards – Quality Service Provider of the Year (Large Business)

MEMBERSHIPS

Our industry associations and memberships include:

- British Dam Society
- British Hydro
- British Safety Council
- Business in the Community
- Chartered Institute of Procurement & Supply
- Energy & Utilities Alliance
- Energy & Utility Skills Register
- Future Water Association
- Institute of Customer Service
- Institute of Gas Engineers & Managers (IGEM)
- JOSCAR
- Mates in Mind
- National Skills Academy for Power
- NICEIC
- Pipeline Industries Guild
- RoSPA
- SafeContractor
- Street Works UK (formerly National Joint Utilities Group)
- UKSTT



M Group Services

Head Office • Abel Smith House, Gunnels Wood Road,
Stevenage, Hertfordshire SG1 2ST

Tel: 01438 743 744

www.mgroupservices.com
marketing@mgroupservices.com

