



Transforming Communities, Changing Lives

Our Commitment to ESG

ENVIRONMENT | SOCIAL | GOVERNANCE



Contents

About Pinnacle	3
ESG Supporting Our Purpose	4
ESG Framework - 4 Pillars	5
ENVIRONMENT Protect Our Planet	6
SOCIAL Our People & Culture	7
Community Impact	8
GOVERNANCE Responsible Business	9
ESG Performance	10 - 11

What is ESG?

ESG is about the Environment, Social and Governance practices adopted by a company. Environment covers the energy we use, waste we produce and resources we use. Social relates to how we impact people and communities. Governance is about how we operate in a responsible way, with internal controls and procedures to support making the right decisions.

30+

Years as a trusted delivery partner for public and private sectors

3,800+

Directly employed members of staff

200+

Delivery locations nationwide

70,000+

Mixed tenure homes under management

300,000+

Homes provided with neighbourhood services

160+

Schools, colleges and universities receiving integrated FM services

£90m+

Social value impact (using TOMs framework)

1m+

Calls annually to our Customer Contact Centres

About Pinnacle

Pinnacle Group is a market-leading national provider of integrated housing, neighbourhood and workplace services. With over 30 years of experience, we deliver expert, place-based management and maintenance solutions that enhance the everyday lives of the communities we serve.

Over three decades we have become a trusted service delivery partner of Government and public authorities, institutional investors, housing associations, housebuilders and businesses.

Our experience in successful place-making and place-keeping services means we are able to deliver comprehensive and integrated operations across all living sectors and community infrastructure.

Our sectors include:

Homes

Our nationwide operating platform provides integrated service delivery across all the UK's established Living Sectors with the additional capacity and capability to operate emerging forms of management intensive living assets such as Co-Living and Key Worker.

Neighbourhoods

People in communities spend their play, leisure, and learning time in different ways, shaped by their wellbeing needs and aspirations. At Pinnacle, we are committed to ensuring that everyone can access and enjoy a diverse range of facilities that enrich daily life and support long-term community development.

Workplaces

The success of sustainable communities will always require workplace infrastructure to underpin access to local job opportunities and help meet people's personal aspiration and ambition.

Our Values:

Pinnacle is built on five core values that are at the heart of our way of thinking, doing and seeing. These are:



Supporting Our Purpose

Transforming Communities, Changing Lives

At the heart of what we do is community stewardship; supporting long-term approaches to the sustainable success of places and communities where people choose to live, learn, work and play. Our socially conscious and commercially minded culture informs everything we do; creating and enabling opportunities to invest and operate in a customer-focussed way that embraces new technology and innovation.

We operate across the UK, with a workforce of 3,800+ delivering vital services at the heart of communities each day. Our ability to have a positive impact is vast and our passion for delivering more to benefit our customers and communities is evident throughout our company.

We deliver ESG with impact.



We are thrilled to bring together all of our great work under the banner of ESG and formalise our approach. Our teams have a powerful story to tell about our long standing journey and we look forward to sharing our plans and progress with you.

Peregrine Lloyd
Group Chief Executive

Our Approach to ESG

Incorporating social value is key to our mission of positively impacting society. We create inclusive opportunities, promote diversity, and support community well-being. By integrating social value into our operations, we address societal challenges and help build resilient communities. This includes ethical practices and engaging with stakeholders to understand their needs. Through community outreach, employee volunteers, and local partnerships, we aim to transform communities and change lives.

We do this by:

- Ensuring our framework supports our purpose and forms an integral part of our business strategy, planning and decision-making processes.
- Engaging with our colleagues to understand how our purpose and framework relates to them and how they can personally contribute.
- Establishing an annual ESG action plan to map, drive and measure progress

Our ESG framework helps us track progress across our four pillars:



Sustainable Development Goals (SDGs)

Pinnacle is proud to be playing its part in the UN 2030 Agenda for Sustainable Development. We do this by aligning our values and operational delivery with several of the SDGs. How each SDG goal aligns with each of our ESG pillars is clearly indicated on the next page.



Protect Our Planet



Removing carbon, reducing pollution and considering all aspects of how we do business through a zero harm lens.

We make the right choice for the environment when selecting suppliers, products, equipment, materials or deciding upon ways of working. The emphasis is not on proving why we should choose the best option for our planet, but on why we can't.

We take seriously our responsibility to leave our planet in the best possible shape for future generations.

To help us achieve this we commit to:

- ✓ Reduce our carbon footprint to net zero
- ✓ End procurement of all environmentally harmful substances where sustainable products and materials exist
- ✓ Collaborate with our colleagues, customers and communities on how to actively protect the environment

We have a suite of supporting policies, specialist systems and software in place to manage and reduce our impact on the environment. We are also working with trusted partners to deliver on these commitments.

Relevant Sustainable Development Goals

See ESG Performance for more information



Our People & Culture



Being a great place to work for all, empowering our people to achieve and realise their ambitions.

Our business is made up of many people who all bring their unique qualities, experience and views, reflecting the communities in which we work. Nearly 50% of our colleagues live within five miles of where they work and almost 70% within 10 miles. We care about their experience and creating the best culture together. We want to develop an environment where our people can be themselves, where they can flourish regardless of background and where they can have the best experience of working life.

To help us achieve this we commit to:

- ✓ Prioritise the engagement and wellbeing of our people
- ✓ Provide equal opportunities for all to realise their ambitions
- ✓ Empower, value, and recognise our people

These commitments are supported by a comprehensive suite of HR policies and standards including Investors in People.

Relevant Sustainable Development Goals



Community Impact



Always placing the public at the heart of our services, creating healthier, safer and more resilient communities where people want to live and can thrive.

Engaging with our communities is what we do each day. Those living and working in the areas we provide our services to are at the heart of our operations.

It is built into the fabric of our core values to do the right thing by those we serve. Creating meaningful, lasting changes for the better was at the core of our original foundation and what we continue to focus on today.

To help us achieve this we commit to:

- ✓ Support impactful causes to provide help where it matters most
- ✓ Bring employment opportunities to the local community
- ✓ Contribute to the health and wellbeing of communities through education and initiatives

These commitments are supported by a culture focused on caring for the community. Every day our empowered teams are giving back and making meaningful contributions to society.

Relevant Sustainable Development Goals



Responsible Business



Doing the right things the right way, underpinning high quality decision making in all areas of strategy, performance and accountability.

We are committed to being a responsible business and trusted service delivery partner. This is felt at every layer of our operations. It is embedded in our fabric, lived through our values and realised by our purpose.

Vital to our lasting success is driving good business practices in how we operate and collaborating with our delivery partners to provide the best outcomes for the customers and communities we serve.

To help us achieve this we commit to:

- ✓ Be ethical, transparent and accountable in how we do business
- ✓ Operate a quality assured business
- ✓ Seek feedback (good & bad) from our clients and customers and respond positively

We have a robust governance and risk management framework in place, providing assurance to all our stakeholders that the company is being well run.

Relevant Sustainable Development Goals



ESG Performance

Measurement and Reporting

Pinnacle is working in line with Government and industry recommended best practice, using the National TOMS Framework.

TOMs stands for Themes, Outcomes and Measures and has a suite of reporting standards that transcends industries and is used by thousands of companies UK wide to measure their social value impact.



Aligning to this framework we capture and report on our ESG activities through several internal mechanisms. These include via our governance groups, operational management systems, our internal monthly reporting processes, our quarterly business leadership reviews and specialist systems, such as Greenstone which measures our carbon emissions.

Our reporting covers outcomes as well as activity so we can continue to measure and monitor our impact as a responsible business. We report on our progress in these areas and more in our annual ESG Impact Report.

ESG Lead

Driving progress across the business

Quarterly

Internal ESG reviews across the Group at Executive level

Pillar Leads

4 individual senior level pillar leads accountable for progress

Annual

ESG Impact Report



Pinnacle Group

8th Floor, Holborn Tower
137-144 High Holborn
London WC1V 6PL

+44 (0)20 7017 2000

Enquiries@pinnaclegroup.co.uk

pinnaclegroup.co.uk

