



# 2021

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## A Year in Review

Transforming Communities,  
Changing Lives

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Our ESG Journey



Welcome

# Introduction from our CEO

I am incredibly proud to launch our first ESG Annual Review to showcase the activity that has taken place across our Group over the last year.

The period since the onset of the pandemic has been challenging for everyone, but I have been heartened throughout by the lengths my colleagues at Pinnacle have gone to ensure that our core purpose of transforming communities and changing lives has remained central to the way in which we have responded.

Now, more than ever, the commitments we have made in our Environmental, Social and Governance Framework are crucial to ensuring that as we move forward, we do so in a principled and ethical manner. Our vision to be ESG leaders is an important part of our company strategy, and we are proud of both the commitments and progress we have made in the last 12 months.

Our investment in ESG is a natural evolution from what we have been delivering in the communities we serve for over close to three decades. This Annual Review serves as an important waypoint on our ESG journey. It provides us the opportunity to reflect on the progress we have made, to challenge our approach and to find ways in which we can extend and strengthen the impact we make. It was only six months ago that we launched our framework, and I'm pleased to see in this review the outcome of our new approach to capturing and measuring the impact of our collective efforts. Looking forward to 2022, I am excited by what I believe we can achieve.

I hope you will see in this review the strong progress being made to deliver on our commitments to 'Protect Our Planet', 'Our People', 'Community Impact' and 'Responsible Business', and I hope you will continue to follow our progress.



**Peregrine Lloyd**  
Group Chief Executive



We're so proud of our people and the impact they've had this year across the UK, here is a snapshot of some of their great work.



Community Planting Day at Myatts Field North to mark COP26



Completing the Three Peaks Challenge in aid of the Royal British Legion



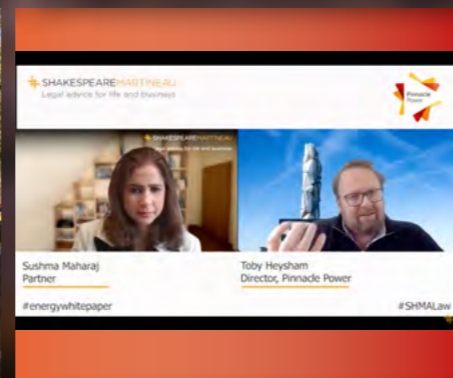
Modern Slavery training enhanced and rolled out across the company



One of Pinnacle's first Electric Vehicles (EVs)



Supporting the building of a Community Garden at St Gemmas Hospice



Energy and Sustainability webinar with Shakespeare Martineau



GDPR targeted training and follow ups implemented



One of many EV deliveries to our Tulse Hill Depot in south London



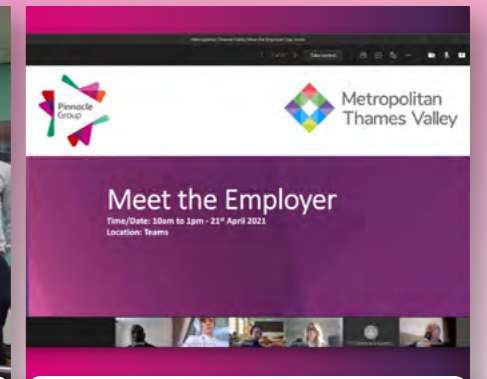
Poppy Planting in Benfleet to Mark Remembrance Sunday



Health and Wellbeing Webinar with the Armed Forces



Donation of money raised through a raffle held in aid of St Gemma's Hospice



Meet the Employer day held for MTVH residents



Community Fun Day held in partnership with our client MTVH



Sponsorship of the Army's Force Atlantic boat



Litter picking in Walsall



Childrens Book event held in Myatts Field North



Volunteering with Homeless Street Angels in Leeds



Armed Forces Webinar held with the Royal British Legion



Supporting Local Food Banks



Showcasing our Task Management Software, Jobwatch



Community Allotment Creation in Chalkhill

# Protect our Planet

## Our Commitments

- 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 lower their impact on the environment

## 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.

## Electrifying Our Fleet

To significantly reduce our reliance on fossil fuels and help reduce our carbon footprint, Project Electrify was launched earlier this year. The project aims to electrify our existing fleet where possible by using and analysing all vehicle analytics and usage requirements to ensure all replacement vehicles are deployed where we can maximise their benefit like in inner-city contracts that have ULEZ and Congestion Charge zones. In addition to this, we are rolling out our own EV charging infrastructure across our sites and depots by maximising charge points on existing grid capacity. Our fleet now includes over 40 EVs with more on the way.

## Building a Sustainable Supply Chain

The projects focus is to bring about a positive environmental impact within our supply chain in the purchasing of products we use to deliver our services by aligning our core products with our ESG framework and our sustainability commitments in order to protect our planet. We have partnered with BCHS as our preferred supply partner and have been working with their team to develop our own Responsible Procurement Policy, as part of our responsible procurement governance, setting out our minimum product standards and our aspirational Product Standard of Excellence.

The project team are working with Bunzl and across our operational teams in developing and embedding this policy with the aim of being able to deliver our services without using products that are harmful to our environment and that stop plastic pollution through the reduction of single use plastic. Our new policy will also promote the growth and development of small, localised, innovative businesses within our supply chain and to support this we have ringfenced 10% of our annual spend in this area for direct spend with approved local, SME, VCSE and micro suppliers in line with our commitment to Procure with Purpose and Business for Good.



## 41 Electric Vehicles

Added to our fleet this year. This represents over 10% of our total fleet at the end of 2021.

## Heat Network Efficiency

Programme commenced in Power to help reduce our energy consumption.

## Responsible Procurement

Policy launched to ensure usage of sustainable products.

## 70% energy reduction

Through 6,000 Energy Efficient LED lights that were installed across 7 Schools in Swindon.

## Non-herbicide

Weed control methods trialled to reduce usage of harmful herbicides.

## Greener Head Office

New office designed with CO2 improvements including energy-efficient LED lighting throughout, living walls, modern air-conditioning, and a 70% reduction in our spacial footprint.

## COP26

We stood behind efforts at the United Nations Climate Change Conference (COP26) and highlighted some of our environmental initiatives and insights from senior colleagues.

## Greenstone

Programme used to calculate our carbon footprint.

## 10%

Of our chemicals consumables spend ringfenced for local SMEs or VCSE.

## Sustainability Coordinator

Hired to support our environmental journey to net zero.

## Electric GM Equipment

Our grounds maintenance teams have switched 100% of our small kit to electric rather than fuel on our contract with Essex County Council.

## Greenstone

**“Bunzl CHS are proud to be working collaboratively with Pinnacle Group on improving the impact we both have on local communities and the wider environment. Sustainability is clearly very important to Pinnacle, and they have agreed a carbon reduction plan with BCHS. As a result, BCHS have agreed to offset the remaining carbon emissions associated with Pinnacle Deliveries, meaning all Bunzl CHS deliveries to Pinnacle are Carbon Neutral. Further to this, Pinnacle have reviewed all of the cleaning products used across the estate and have worked with BCHS to create a sustainability policy/standard that ensures products are sourced sustainably and have a limited impact on the environment.”**

Bunzl

# Our People

## Our Commitments

- Prioritise the happiness and wellbeing of our people
- Provide equal opportunities for all to realise their ambitions
- Bring employment opportunities to the local community

## 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.

## Mental Health Training

To empower our employees with practical knowledge on how to assist colleagues with mental health challenges and offer support in the workplace, we rolled out mental health training. A total of 119 employees completed the training which went on to establish 55 mental health first aiders. Our mental health first aiders undertook 16 hours of training and will continue to provide a network of support and raise awareness on the importance of employee's mental health. This past year was difficult for many through the challenges presented by the pandemic, and to ensure our employees were fully supported during these isolating times, 146 people were provided with wellbeing webinars. In addition, to bring an extra specialist layer of knowledge and capability to a sensitive and potentially lifesaving area, we also delivered suicide prevention training to 35 managers.

## Power Apprenticeship Programme

A new apprenticeship programme, "District Heat Network Maintenance Technician", has been developed by our head of operations of Pinnacle Power to support ambitious growth targets that need to be met in the District Heating industry and to provide structured learning and opportunities for new talent across the country. Providing opportunities to develop young talent through this apprenticeship scheme will support the need to meet anticipated growth rates in our industry, whilst continuing to ensure safe operation and the delivery of low carbon, reliable and cost-effective heat networks across the company.



### 1,489 hours

Of training in employee health, wellbeing, and mindfulness.

### 48%

Of managers completed Equality, Diversity and Inclusivity programmes.

### 46%

Of managers completed Recruitment and Selection programmes.

### 172

Managers were supported with workshops on our supportive and inclusive approach to our performance management framework.

### 20 Kickstarters

With 5 that have become permanent at Pinnacle so far.

## KICKSTART SCHEME

## Improved Employee Engagement

Improved and enabled our people to share their experience of work and raise their voice. Our overall Happiness engagement score is 7.9 out of 10 this year.

## Armed Forces Network

Established to advocate for the armed forces community and improve policies that better support our defence colleagues.

## Investors in People

Achieved the **silver** award to build upon our support to our people and their development



# Community Impact

## Our Commitments

- Support local causes alongside community partners
- Partner with local charities and social enterprises to provide help where it matters most
- Contribute to the health and wellbeing of communities through education and initiatives

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

## Homeless Street Angels

This year our FM team started supporting the Homeless Street Angels, a homeless charity based in Leeds. Every Thursday evening the outreach team walk the streets of Leeds City Centre to provide over 100 hot meals and drinks, as well as toiletries, clothes, footwear and sleeping bags to around 120 of the homeless. Additionally, team members volunteered to redecorate apartments for newly rehomed people to help provide that extra warm and personal welcome. They continue to provide carpets to flats and donated 25 coats for the charity so they could be safe through the winter outreach. The work with Homeless Street Angels continues to strengthen and the team are working towards helping with the onward well-being of the service users of this charity, utilising the supply chain, and helping to improve skills and jobs to further assist their integration back to mainstream society.

**“Since our first meeting with Nathan and Sean from Pinnacle we have been absolutely amazed with the time and generosity they have dedicated to our charity. Their support has given our charity the freedom to concentrate on other aspects of our mission which has allowed us to build a trust with Pinnacle. Our partnership is growing each day and the support is a fundamental asset to our charity which grows from the support and promises from Pinnacle.”**

Becky – Co-founder and Director, Homeless Street Angels



## Myatts Field North summer club

Over the summer holidays, the Myatts Field North team devised and hosted six weeks of free structured sports coaching followed by a health lunch for 50 young people. Funded by a grant from Lambeth Council's summer activities fund, the initiative made a significant contribution to the local community and strengthened our relationship with the residents. Additionally, it provided support to parents over the summer holidays and a place for their children to engage in sports and activities, in line with our commitments to contribute to the health and wellbeing of the community through education and initiatives.

## 196

Lives impacted through our partnership with WildHearts.



## Gold Award

Received at the Armed Forces Covenant Employer Recognition Scheme ceremony recognising our support for the armed forces community.



## Hospice Support

At St Gemma's Leeds and Forget Me Not Children's Hospice Kirklees, which included assisting their project of building a remembrance garden and raising £1,085 with a TV and tablet raffle with prizes donated from our supply chain.

## Community Fun Day

Event provided to over 100 Lambeth residents members at the community centre for a full day of activities and food.

## 18

CV workshops provided to residents at Lambeth, MTVH and PA Housing.

## Myatt's Field North Surrey Cricket

Cricket programme provided free coaching to 25 children over six weeks, including a full cricket kit, bat and rucksack.

## Engagement Youth Forum

Established to provide a platform for youth residents of Myatt's Field to express and engage in conversation around what changes are needed in the community.

## Mission Christmas

Provided 200 Greggs meal vouchers over the festive period to the homeless in Leeds.

## Commercial Filmmaking Course

Provided for local 16-18 year old residents at Lambeth who were looking to move into the industry, gain practical experience and learn new skills. In partnership with Lambeth Made and Iconic Steps the course included mentoring and exclusive job opportunities from the BBC and Netflix.

# Responsible Business

## Our Commitments

- Be transparent, resilient and accountable in how we do business with all our stakeholders
- Maximise our social impact through our delivery partners and support their growth as responsible businesses
- Run a highly principled and ethical business that listens to staff, customers, delivery partners and shareholders

## 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.

Our aim is to integrate risk-based decision making into our governance, planning, management, reporting, policies, values and culture.

## Supply Chain Management System

A new supply chain management system is being rolled out to capture more detailed information on our supply partners. This will ensure we have better visibility and can more easily identify areas where we are able to deliver meaningful impact by developing supply partnerships that benefit the economic, environmental, and social well-being of our communities, clients and colleagues. As part of our supplier management framework, we will also shortly be launching our Supply Chain Values which sets out how we intend to work in partnership with our supply partners. This will deliver on our commitments under our ESG Framework and also support them in their ongoing journey to being a responsible business in order to deliver meaningful, lasting change.

## Modern Slavery Working Group

Was established with representation from across the business to ensure best practice across the company. The group meet quarterly to discuss challenges and areas for improvements.

**“We have made great strides this year in embedding our governance and risk management processes through our management of customer contracts, enhanced relationships with key suppliers and sub-contractors, our employee engagement programmes, and transparent reporting of performance and business information to shareholders.”**

Nick Wright, Group Commercial and Legal Director

## Corporate Governance Site

Provides resource, tools, tips and guidance on Corporate Governance and is the single controlled document source for all policies, procedures, framework documents, standards, and terms of reference including automated version control, review, retention and ownership.

## Statutory Reporting

Our S172 Report, Corporate Governance Statement, Gender Pay Gap Report, Modern Slavery Statement - all publicly available - provide assurance to all our stakeholders that the company is being well run.

## FM Client Feedback Programme

Aimed at capturing client feedback on Pinnacles services to better customise our service delivery and enhance our working relationship.

## Voice of the Customer Programme

Initiated to cover transparency, feedback, and accountability for services delivered through our customer services satisfaction system.

## Joint Relationship Management Plan

Developed to enhance collaboration and transparency with delivery partners in delivering excellent services to our customers, within our ISO44001 certification standards.

## Homes Institute of Customer Service

Membership achieved with an independent professional customer service body to help support and inform our customer service strategy.



## Data Privacy & Information Security Training

An important part of induction training for new employees, complemented by ongoing phishing campaigns and enhanced targeted data breach prevention refresher training. Additionally, a new communications campaign was rolled out to boost awareness.

## Contract Comparison Dashboard

Developed to consistently capture monthly performance for each individual contract to allow for data analysis, comparison and ownership.

## Supplier Code of Conduct

Sets out our expectations of suppliers and how they can expect to work in partnership with Pinnacle in line with our values and ESG commitments.




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

+44 (0)20 7017 2000  
[Enquiries@pinnaclegroup.co.uk](mailto:Enquiries@pinnaclegroup.co.uk)

[pinnaclegroup.co.uk](http://pinnaclegroup.co.uk)

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