



ESG Impact Report

2022

Transforming Communities,
Changing Lives





Contents

Purpose	4
About the Company	6
Our Approach to ESG	7
FY22 ESG Highlights	8
Our Achievements	10
Sustainable Development Goals (SDGs)..	12
Protect Our Planet	14
Our People & Culture	24
Community Impact	32
Responsible Business	38
Conclusion	46
Definitions	47

Purpose

This report covers our key ESG initiatives, achievements, highlights of the progress we made in FY22 and sets out our future plans and targets. It emphasises the importance of ESG disclosures to our shareholders, stakeholders, and partners, and builds upon our statutory reports published annually.

Definitions

To see definitions of terms used throughout this report please refer to Definitions on 47.

Introduction from our CEO

“

I am incredibly proud to publish our first ESG Impact Report to highlight progress made across our ESG Framework and increase transparency into the company and how we operate as a business. Pinnacle has long recognised the importance of ESG to all stakeholders, including shareholders, employees, clients, suppliers, partners, and the communities where we live and work. I'm proud of the actions and progress the company has made in each of these areas, which are illustrated throughout this report.

This year the Pinnacle family grew considerably with the successful acquisitions of AM Services Group and Orchard & Shipman Group, expanding our people to over 3,500 employees. As our family grew bigger, the world went through a challenging time adapting to the post-COVID world and confronting difficult changes in the global economy, trade, climate, and geopolitical events. More than ever, our commitment to transforming communities and changing lives has never been stronger, nor has our commitment to our Environmental, Social and Governance Framework. This year, we saw great strides in becoming a more sustainable business and in championing greener practices. From setting out our Plan to Net Zero to electrifying our fleet, we still have a long way to go, but are on the right path.

”

Peregrine Lloyd
Group Chief Executive



About the Company



we care

deeply about our purpose of transforming communities, changing lives

Pinnacle is a community-facing, people-first business that delivers, manages, and maintains communities and places- including multi-tenure housing, schools, open spaces, public and private buildings, retail schemes, distribution centres, manufacturing plants, utilities, and broadband networks- as well as a range of complementary employment and wellbeing outcomes.

At the heart of what we do is community stewardship – this means adopting an integrated, long-term approach to service provision, delivery of infrastructure and placemaking in partnership with local stakeholders to provide places where people want to live and are able to thrive. At Pinnacle we care deeply about our purpose of transforming communities, changing lives. Each day our teams go above and beyond to protect our planet, care for our people, have a positive impact in the community and deliver our services in a responsible and ethical manner.



Our Approach to ESG



3,500

workers delivering vital services at the heart of communities

Pinnacle is socially conscious, and values led. We have a rich history of making a positive difference to the communities we support.

Each day our teams strive to deliver exceptional service, go above and beyond expectations, seek to add social value through our work and focus on sustainability. We operate across the UK, with a headcount of over 3,500 delivering vital services at the heart of communities each day. Our ability to have a positive impact is vast.

We have developed an ESG Framework, which gives a focused approach from which we can track our journey towards transforming communities, changing lives. Our ESG Framework has 4 pillars each of which guides our approach to optimise our impact. They are shaped and reviewed continuously through our internal governance frameworks.

-  **Protect Our Planet**
-  **Our People & Culture**
-  **Community Impact**
-  **Responsible Business**

FY22 ESG Highlights

As a responsible business, our people continued to deliver positive impacts on our planet and our communities throughout the year. Some of their achievements include:

Environmental

EV Fleet



Plan to Net Zero



LED Lights



Sustainability Education (posters in offices & depots)



Community Planting Days



Planet First Energy Partnership



Social

Red Box Project



Homeless Street Angels



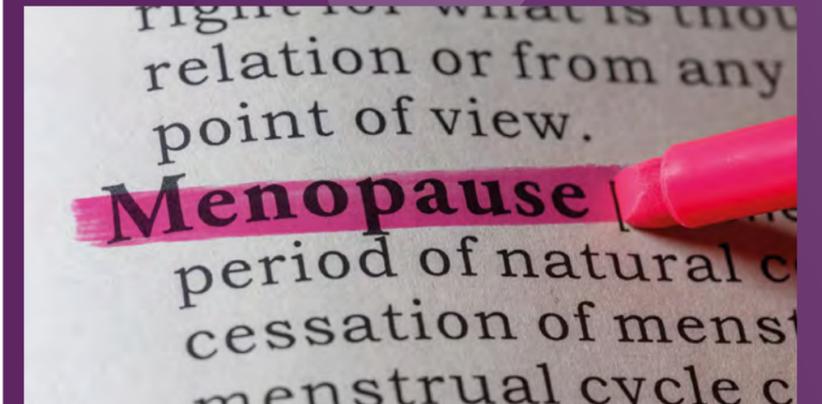
Happiness Index Survey



Mental Health Awareness



Menopause Campaign

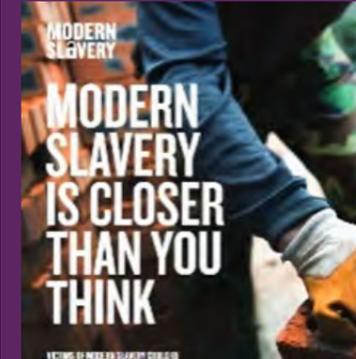


Governance

GDPR Training



Modern Slavery Working Group

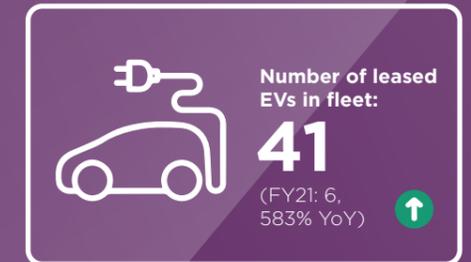
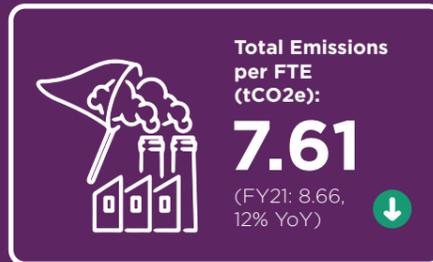


ESG Dashboard

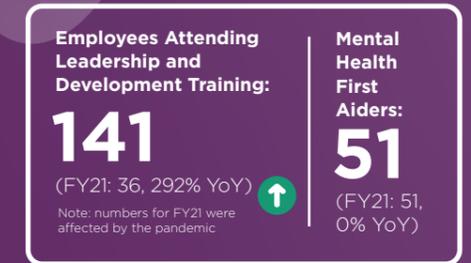
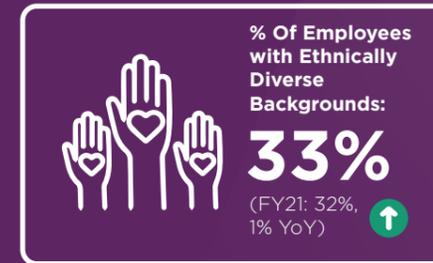
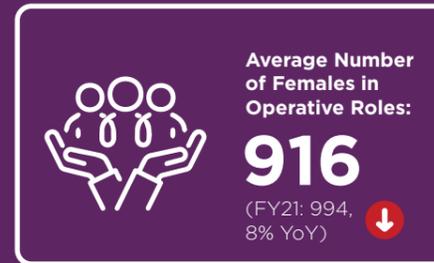
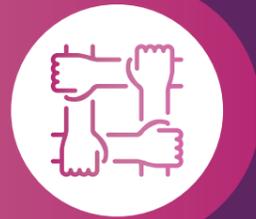


Our Achievements

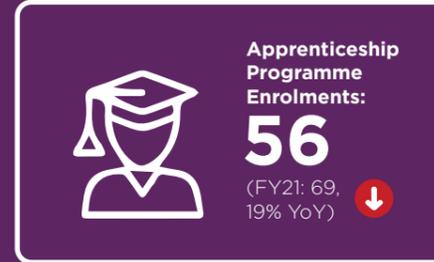
Protect Our Planet Highlights FY22



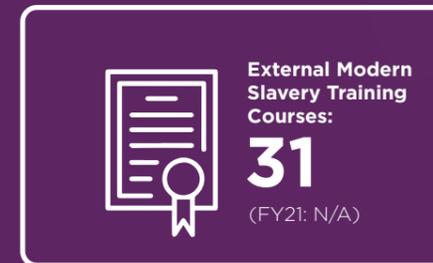
Our People & Culture Highlights FY22



Our community Highlights FY22



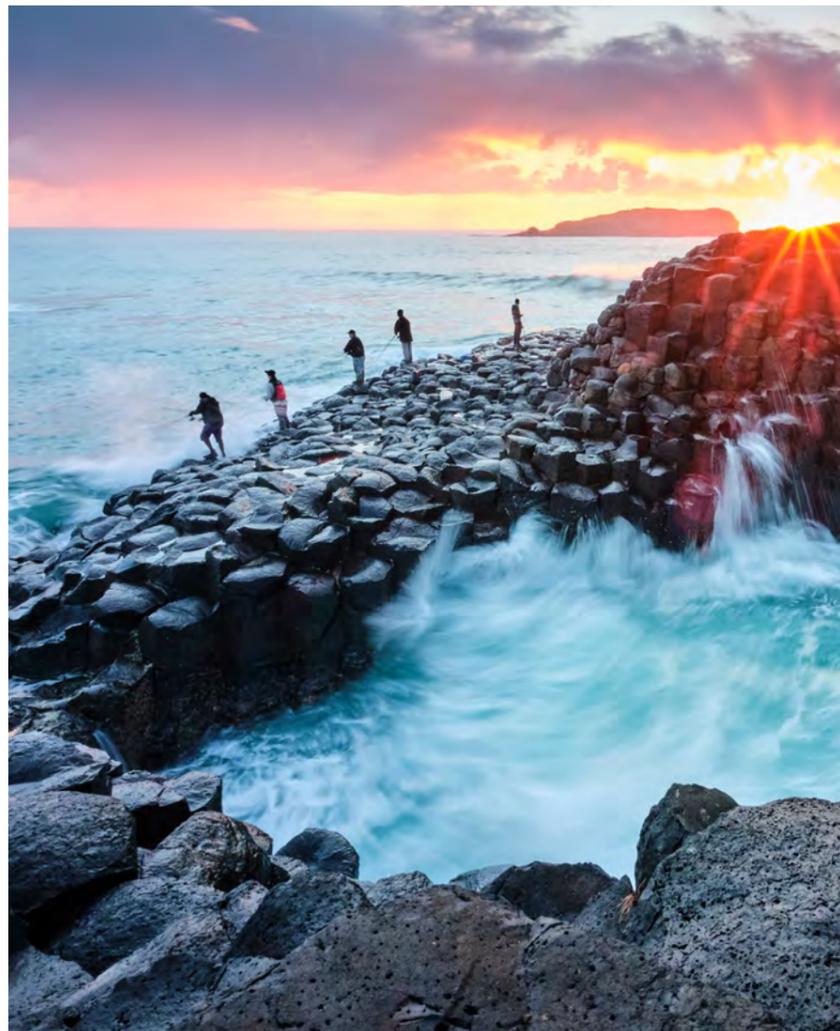
Responsible Business Highlights FY22



Sustainable Development Goals (SDGs)

Pinnacle aligns its ESG Framework to the SDGs as displayed below; guiding us to deliver under each pillar.

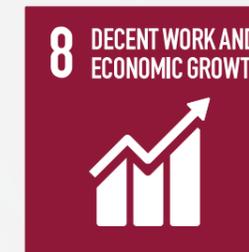
The Sustainable Development Goals or Global Goals are a collection of 17 interlinked global goals designed to be a “shared blueprint for peace and prosperity for people and the planet, now and into the future”. The SDGs were set up in 2015 by the [United Nations General Assembly](#) and are intended to be achieved by 2030.



Protect Our Planet



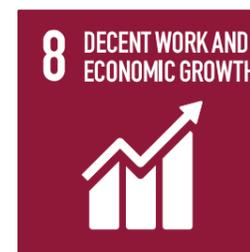
Our People & Culture



Community Impact



Responsible Business



Protect Our Planet

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

Our Commitments

Reduce our carbon footprint to Net Zero in 2025 for direct emissions and 2035 for total emissions according to the principles of Science Based Targets (SBTs)

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

Our Initiatives

Over the past financial year, Pinnacle implemented both large-scale, long-term projects and short-term initiatives to help us achieve Net Zero in FY35.

Some of the projects and initiatives introduced include:

- Pinnacle established a partnership with Greenstone, a market-leading sustainability software provider to calculate and track the Group's carbon emissions and footprint, allowing us to monitor annual figures against our FY20 baseline and ensure we remain on course to achieve our set targets.
- We've developed a fleet management dashboard, which includes driver behaviour information pulled from the telematics and data analysis which has had a positive impact on behaviours. For example, idling reduced significantly, resulting in lower vehicles emissions.
- Continues to work within and be governed by its ISO14001 Environmental Management System.
- Increased acceptance of video conferencing, both internally and with our clients, to replace face-to-face meetings, reducing unnecessary business travel.
- Published an ESG Framework in 2021 to guide the company's ESG journey, which is aligned to the Group's vision of 'transforming communities, changing lives'.
- Developed awareness campaigns in the form of posters, monthly internal newsletter articles and educational pieces that have been placed around schools to raise awareness and encourage students and staff to save energy.
- Initiated several Community Planting projects across our contracts. One project in particular aims to plant 420 different species of trees, with the help of residents, following Woodland Trust's grant approval.



Our Net Zero Roadmap

With FY25 fast approaching, Pinnacle has recently published its [Plan to Net Zero](#), detailing the actions and commitments the Group will take to ensure we reach our SBTi aligned targets.



10

site identified for EV charge point installation



Project Electrify

In 2021, work commenced on 'Project Electrify' to significantly reduce the Group's reliance on fossil fuels, and transition approximately 550 Light Commercial Vehicles from the current diesel-power to all-electric.

The project initially analysed all vehicle analytics and usage requirements to prioritise specific vehicles, such as ones coming to the end of lease and those that travel within Congestion Charge and ULEZ zones. The next stage of implementation will see the installation of our own EV charging infrastructure across various sites and depots by maximising charge points on existing grid capacity. As of January 2022, 10 of our sites had been identified for the installation of charging points. Following the successful completion of 'Project Electrify' the Group could reduce its emissions by c3,000 tonnes per annum, equivalent to 1 million litres of road fuel. By the end of FY22, 10% of our fleet had been replaced with 41 new EVs, despite the acquisition of roughly 200 more vehicles as the business grew. Pinnacle aims to have an 85% electric fleet in 2025 but this is not without its challenges, as discussed by Sarah Russell, our Group Procurement Manager:

"Everything is such an unknown - even, for example, which charging point to use and how to pay for it since there are so many providers". Additionally, if "charge points are in use, they are ICed" or are simply not in operation. "We've also noticed that, with the vehicles operating in London, if they are sitting in traffic for any length of time, the effect on range is detrimental. Now, that could be because of the cold snap we're currently experiencing, so once we've been running them for six months we'll have a better idea of real operational range, along with all the telematics data we are gathering".

Group Procurement Manager
- Sarah Russell

Project Switch



increasing

the number of post-consumer recycled (PCR) bottles



Project Switch was launched in 2020 to realise savings opportunities and reduce our environmental impact of supply chain cleaning chemicals and consumables. Pinnacle, together with Bunzl Cleaning and Hygiene Services (Bunzl) launched Project Switch – a national sustainability standard for commercial cleaning and hygiene supplies.

The Project Switch procurement policy, designed in partnership with Bunzl, utilises Pinnacles strategic position in the upward supply chain via its buying behaviours. It has and will continue to prioritise sustainably sourced cleaning chemicals and hygiene consumables, for use across Pinnacle’s soft facilities services portfolio in homes, educational facilities, and public buildings. As part of the partnership, Bunzl committed to offsetting carbon emissions associated with deliveries, so they are carbon neutral, resulting in a reduction of Scope 3 Emissions. Furthermore, ongoing measurement of Pinnacles responsible procurement policy will be used to keep increasing the number of post-consumer recycled (PCR) bottles being put back into the circular supply chain, working towards 100% in 2025.

“Bunzl is proud to work collaboratively with Pinnacle Group on improving the impact we both have on local communities and the wider environment. Supported by the Bunzl Sustainable Solutions initiative, the sustainability procurement policy and carbon offsetting commitment together ensure products are sourced sustainably and have a limited impact on the environment”.

Sustainability Manager, Bunzl
- Anna McArdle



prioritise sustainably

sourced cleaning chemicals



“

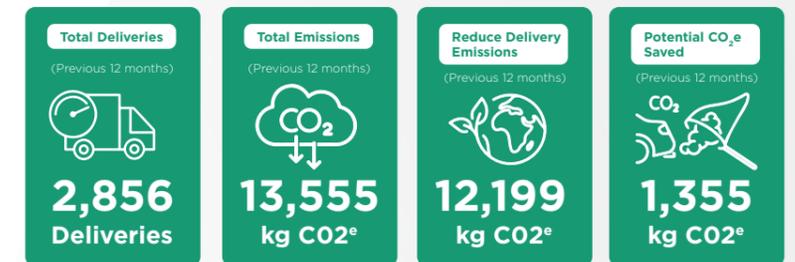
Sustainable procurement requires a high degree of accountability between buyers and suppliers, and this is at the heart of our supply chain management relationship with Bunzl. Taking visible and accountable steps like this is important, as while we recognise it is not always possible to have products meet the requirements of this standard, we are striving towards this by ensuring that there are no products in use that fall below our minimum product standard, which goes above and beyond compliance. A number of reporting systems and metrics have also been developed internally that will allow us to measure our performance and identify areas of opportunity as we move towards 100% use of sustainable procurement.

Group Procurement Manager
-Sarah Russell

”

June 2021 - May 2022

Your Carbon Forecast Summary



Your CO₂e savings are the same as:





we will **save 210kg** of CO2 per year

HR goes paperless

Looking forward to FY23, Pinnacle HR will be paperless. Documents such as contractual changes and pension letters will be uploaded directly into each employee’s personal online record, reducing paper consumption and postage miles.

We estimate that across the organisation, we will save 210kg of CO2 per year, equivalent to charging the average smartphone every day for 70 years. By keeping letters and personal information online we will also improve our data security ensuring that documents can only be viewed following a secure login process. Additionally, it will help to reduce the need for employees to keep physical records of their information that could be at risk of being misplaced.

Planet First Energy

The Group recently established a partnership with [Planet First Energy](#), a social value enterprise and green energy broker, which will help to manage the transition of Pinnacle’s entire utility provision to ‘green’ energy.

This will ensure all our offices and depots are powered and heated by sustainable sources and by doing so will significantly reduce our Scope 2 emissions.



New Green Offices



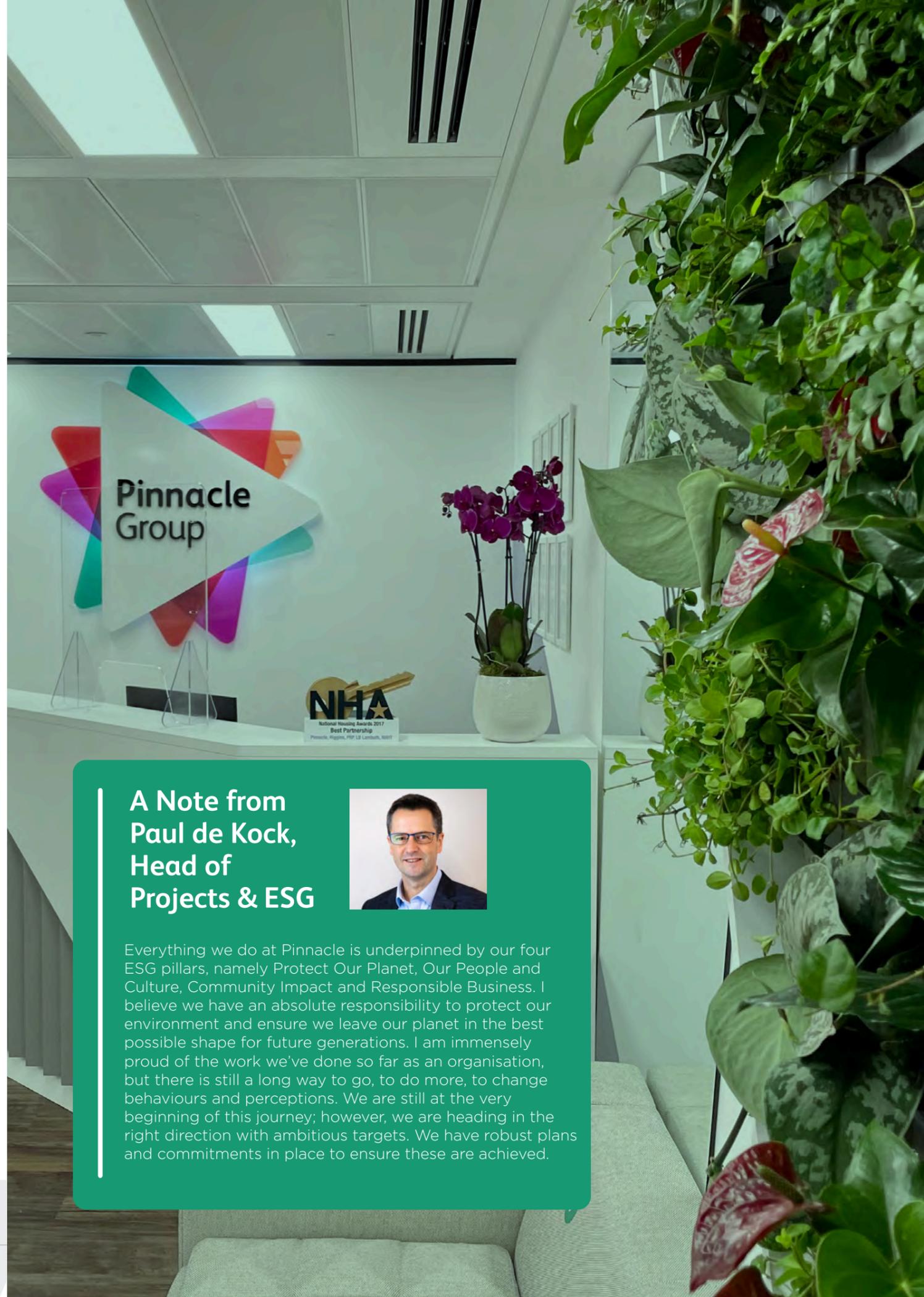
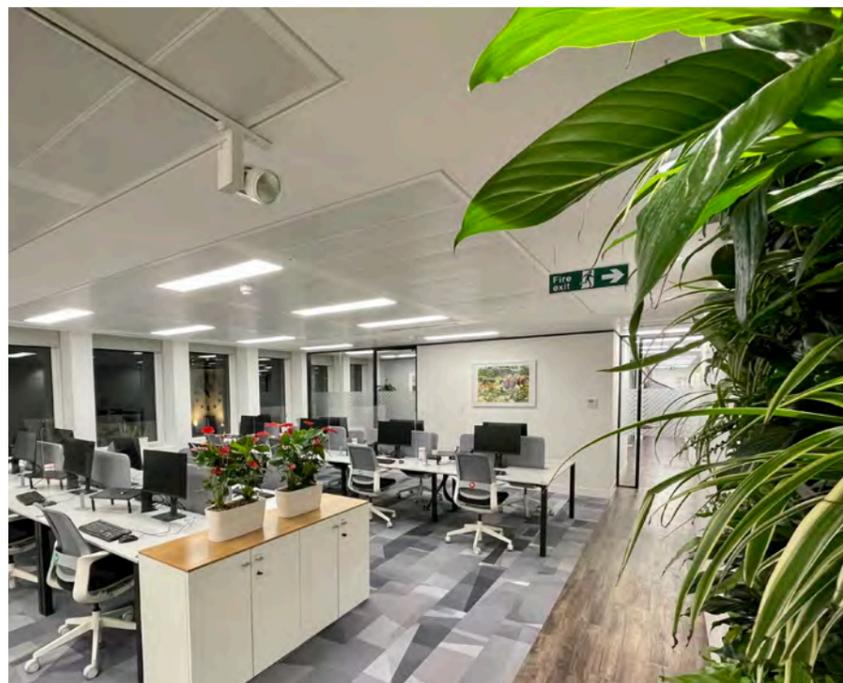
66 new

LED light panels installed throughout our Brockley Housing PFI office

Pinnacle downsized its head office, promoting hybrid and hot desk working and reducing commuting. The new office was sustainably designed, with energy-efficient LED lighting and living walls.

We are continually evaluating all our office locations and their energy efficiency and earlier this year the Group replaced all the fluorescent lighting by installing 66 new LED light panels throughout our Brockley Housing PFI office. In addition, we are also working towards reducing our office footprint in our Chelmsford office by creating a more agile, modern hybrid working environment with hot desks, collaboration spaces, meeting rooms and living walls.

The new Chelmsford office will not have any parking facilities, to encourage more sustainable alternatives to commuting. We also have plans to refurbish our offices in Slough and Tulse Hill to be more sustainable, energy efficient and fit for more modern ways of working.



A Note from Paul de Kock, Head of Projects & ESG



Everything we do at Pinnacle is underpinned by our four ESG pillars, namely Protect Our Planet, Our People and Culture, Community Impact and Responsible Business. I believe we have an absolute responsibility to protect our environment and ensure we leave our planet in the best possible shape for future generations. I am immensely proud of the work we've done so far as an organisation, but there is still a long way to go, to do more, to change behaviours and perceptions. We are still at the very beginning of this journey; however, we are heading in the right direction with ambitious targets. We have robust plans and commitments in place to ensure these are achieved.

Our People & Culture

Being a great place to work for all, empowering our people to achieve and realise their ambitions, while working towards our purpose of transforming communities, changing lives.



Our Culture

Our Commitments

Prioritise the happiness and wellbeing of our people.

Provide opportunities for all to realise their ambitions.

Bring employment opportunities to the local community.

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.

Our commitments in this pillar are underpinned by building individuals' unique needs and experiences into the processes of the organisation;

- Our culture has always been built on our Values of Trust, Respect, Involve, Challenge and Deliver Excellence which, for us, are not just words, they are fundamental to how we all behave day to day.
- Our leadership model, Managing the Pinnacle Way, is designed to put people's experience at work central to how we manage, how we create a shared sense of belonging and purpose, how we appreciate one another, how we recognise and meet everyone's needs for security (physical and psychological) and autonomy, how we develop and how we give our people a voice.
- We also embarked on a partnership with the Happiness Index, a technological survey platform that offers an innovative approach to engagement and happiness at work through its Your Voice surveys. By using the platform, we have been able to raise our people's voice, and start to measure the strength of our culture, with clear actionable data on what is driving our people, where we can improve and where we can reinforce.

Leadership & Development



EDI Course

many employees took part in various training sessions like the Equality, Diversity & Inclusivity course

Pinnacle has a dedicated HR team who like to ensure everyone we employ works and behaves in line with our Values to create a positive workplace, helping us to deliver excellence.

Our approach to managing performance and development is all about having regular conversations, ensuring inclusivity and using a coaching style to encourage ownership of issues, to develop, recognise and support our staff. Pinnacle provides internal management development modules and workshops across the Group for all levels of employees. During FY22, employees took part in a variety of courses, including Customer Service, Leadership & Management Development and Equality & Diversity Essentials to mention a few.



Employee Survey



YOUR VOICE

survey has been rolled out to approximately half the business

As part of Pinnacles vision, we want to ensure all staff members have a positive experience of work and feel they can develop and enhance on their experiences openly.

Our “Your Voice” survey that was developed and piloted in 2021 enables people to anonymously share their feedback about their experience to inform positive change where necessary and/or highlight what is working well. It is not undertaken as a tick-box exercise; but acts as an ongoing dialogue to inform shared positive actions.

To date the “Your Voice” survey has been rolled out to approximately half the business, with the aim to cover all areas before the end of FY23 to then become an annual survey. Our HR Business Partnering team works with management teams to address feedback openly with their people, becoming more involved with follow up activity. Already this process has been successful in implementing changes that have improved experience of work, as evidenced by positive review survey results.

Whilst each individual survey is analysed and addressed locally, we are also able to use the data to report on aggregate employee experience across the Group and its divisions. When we report at this aggregated level we are able to summarise the results under key headings. The aggregated results for FY22, in the main, were very encouraging, with the following scores, all out of 10, and anything over 7 being considered positive:



The above results are based on 245 responses

Our Commitment to Employee Health & Wellbeing



51
colleagues
are Mental Health
First Aiders

Menopause Friendly Employer

At Pinnacle we are working towards becoming a Menopause Friendly Employer whereby this subject can be freely discussed, and employee's concerns are listened to, and supported. Throughout FY22, our HR team developed awareness via various channels including the group intranet, poster campaigns, training for managers and introduced a Focus group, which will include Menopause Champions in the future. By engaging with menopause at work we can promote wellbeing, reduce sickness absence and turnover as well as retaining knowledge and experience.

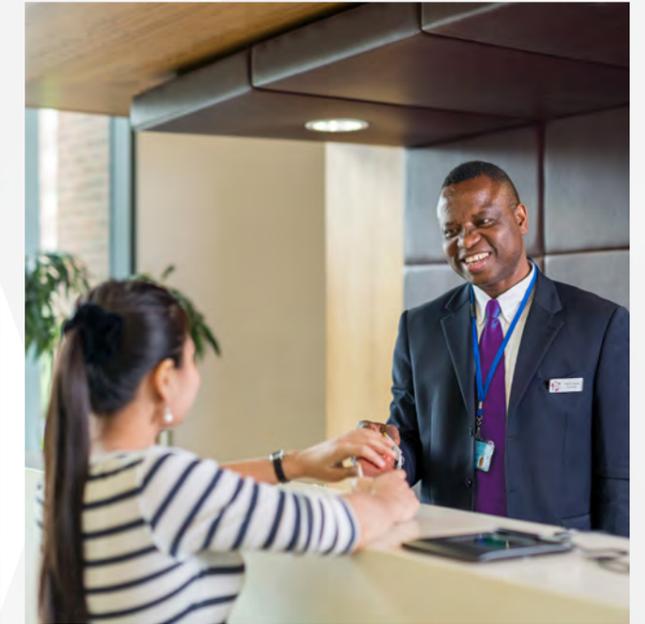
Red Box Project

The Red box Project is a community-based charity, which aims at ending period poverty in the UK. In March 2022, Pinnacle placed red boxes across regional office sites, successfully collecting 101 donated items. The items were distributed within the local communities to women's refugee's, food banks and refugee centres.

Mental Health Awareness

During the reporting period, Pinnacle launched a Mental Health Awareness training programme for senior managers. The workshops were designed to provide managers with the knowledge needed to support staff with mental health issues; managers received expert, sensitive guidance on identifying key health issues and learnt about the importance of a healthy mind, how to ask for support and how to support others. Regular group comms, distributed across the business, ensured that staff were well-informed on how to reach out for support.

Pinnacle also implemented a Mental Health First Aider initiative to train individuals on how to spot signs of mental ill-health and provide initial support. The initiative helps to promote a workplace culture where staff can discuss mental health issues and feel supported by their colleagues when they do so. At Pinnacle we offer two Mental Health programmes to staff and managers. 65 managers took part in the training programme and 51 individuals are now Mental Health First Aiders.



Colleague Engagement Case Studies



90 employees
walked over
5,500km's in
one month

Pinnacle introduced an initiative called **Marching Through March** which involved a month-long team walking challenge.

The aim of the challenge was to encourage everyone to move more, spark some healthy competition, and encourage teamwork by moving towards a single goal and having a bit of fun in the process. The initiative also aimed to improve mental health and fitness and promote more environmentally friendly commuting methods. In total 90 employees took part in the initiative and collectively walked over 5,500km (approx. 3,500m) in one month.



A Note from **Andy Lee, HR Director**



For me, Our People & Culture are fundamental to our ability to follow our Vision, deliver on our Purpose, deliver our services, and deliver on our other ESG commitments.

Our People & Culture strategy is designed around putting people's experience at work central to how we manage, how we engage with one another, how we create a sense of belonging and purpose, how we appreciate one another, how we develop and how we give our people a voice.

The Our People & Culture pillar gives us the framework to measure this, and to react to what our people are telling us. In time, and it has started, I expect to see people's happiness, wellbeing and engagement scores being reported on in the same way as financial and customer satisfaction performance and being reflected in decisions taken day to day as a result.

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.



Our Work in the Community

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

Pinnacle offers advice and support for residents to ensure they are accessing the benefits they are entitled to and can manage any debt.

Pinnacle's new Financial Inclusion Manager has been working in communities where housing management services are provided across the UK, to help households identify which benefits they are entitled to, as well as support applications and give debt advice. Working closely with the Department of Work and Pensions (DWP) and local authorities, Pinnacle has supported residents, especially those with low literacy or numeracy skills, to navigate the benefits system. "I'll look at the whole family situation and the financial issues holistically," explains Martin Keating, Financial Inclusion Manager. In addition, Pinnacle supports residents who do not have internet access to find the financial support they need, which has become increasingly difficult as more services move online. Pinnacle is also engaging with residents across its communities with employment training such as CV writing and interview techniques with external partners. Pinnacle also runs internal training events with case officers on benefits programmes, disability benefits and universal credit. Additionally, residents' Life Skills courses, focusing on budgeting and healthy eating are also offered.

“

I can help with any hurdles along the way and also make applications on resident's behalf. I'm basically the first port of call and a one-stop shop.

”

Financial Inclusion Manager
-Martin Keating



Our pinnacle team assisting at the Brockley Food Bank



127 lives
positively impacted

Our Work with SMEs & Social Enterprises

Pinnacle’s new ‘Responsible Procurement Policy’ mentioned previously under the Project Switch initiative, includes an enhanced supply chain management system, and set of supply chain values to help develop meaningful socio-economic partnerships. As a part of this, 10% of Project Switch’s annual spend is allocated to approved local SME, VCSE and micro suppliers.

As previously stated, Pinnacle has partnered with WildHearts and Planet First Energy, both social enterprises. WildHearts helps to positively impact lives, transforming over 1 million lives to date. By using them for all of Pinnacle’s office consumables and stationery requirements we supported, and will continue to support, progress towards 8 out of 17 of the UN’s Sustainable Development Goals and reinforce our strong ESG credentials. WildHearts’ social initiatives are diverse; from addressing social mobility in the UK by equipping young people with key development and employability skills, to addressing gender inequality in the developing world through their StartHer Strategy. During the reporting period, Pinnacle positively impacted 127 lives and the more we purchase through them, the more positive social change and support towards SME’s we provide.

Additionally, Planet First Energy provide energy and environmental services, delivering both costs and carbon savings to organisations across the UK, something that is increasingly more important for more vulnerable tenants. We have and will continue to work closely with Planet First Energy over the coming months to see how we can support any of our end-user clients facing energy poverty.



Colleague Community Case Studies



Pinnacle have supported us for a while now and the support we have received has been amazing and has made such a difference to the guys on the streets and also the families we support.



Co-founder & Director of Homeless Street Angels - Shelley Joyce

Homeless Street Angels

This year our FM team continued to support the Homeless Street Angels, an award-winning homeless charity based in Leeds. Every Thursday evening the outreach team walked the streets of Leeds City Centre to provide ingredients and equipment to prep food, 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 also provided carpets to flats and donated 25 coats to the charity so they could be safe through the winter outreach. Most recently, Pinnacle provided a donation to supply BBQ food for their Angel Fest event where money was raised for the homeless. 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.



A Note From Sean Hancock



The majority of Pinnacle staff working in our contracts live in the same community as they work so the connection to the community is total and relevant. Our teams across all contracts willingly support community projects ranging from raffles, food banks to digging trenches for a local hospice. These initiatives are happening every day in the communities surrounding all the buildings where we are providing service. Pinnacle contracts are providing services right at the heart of the community and accordingly our involvement in projects outside of the contracts makes this community involvement feel totally organic.

We have a rich history reaching back over a decade of enriching communities and people's lives. The partnerships we have developed with hospices and homeless charities over a sustained period gives myself and the team enormous satisfaction that also serves to enhance team spirit between colleagues sharing experiences. We share a desire to simply put something back into the communities we serve, regardless of the size of the gesture. Sometimes this can be simply baking a cake for the village fete or refurbishing a homeless mission spreading over a month at weekends.

From a personal perspective, I was drawn to employment with a company that had real values and community spirit credentials. Right from day one I saw the work outside of the contracts being delivered and I have been proud to participate in many community events alongside my colleagues. It is always a pleasure to be surrounded by like-minded people all pulling together for a shared goal, although when we were digging trenches in waterlogged conditions in earlier in the year, this spirit was tested but the project team just rose above the adverse conditions and finished the dig with a smile.

Bring on the next challenge and we will rise to the task - Team Pinnacle!



Responsible Business

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

Ethics & Compliance

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 shareholder

Statutory Reporting

Our [S172 Report](#), Corporate Governance Statement, [Gender Pay Gap Report](#), [Modern Slavery Statement](#), are all publicly available either on our website or via our submitted Report & Accounts and helps us to provide assurance to all our stakeholders that the company is being well run.

Pinnacle's Values

Pinnacle is built on five core values which are fundamental to being a quality-focused organisation:

- **Respect** - Be smart, on time, polite and courteous, embrace diversity and take care of company property and the impact our work has on communities.
- **Involve** - Embrace the contributions of others, be inclusive in decision-making and get involved in areas outside your own work area and in the communities we work in.
- **Trust** - Do what you say you're going to do, respect confidentiality and uphold the reputation of the company.
- **Challenge** - Look for better ways of working, challenge poor behaviour and performance.
- **Deliver Excellence** - Take personal responsibility, exceed individual objectives and make a positive difference by putting customers first, being responsive and solving their problems.

Our Management System

We maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015. The continual improvement of the Quality Management System is essential to the reliable delivery of quality services and customer satisfaction.

As part of the Group's governance framework, there are policies and procedures for all key areas of the business. Some examples of these include The Pinnacle Way – staff handbook, Anti-Bribery and Corruption, Modern Slavery, Risk Management, Data Protection, Quality, Use of Technology and Health and Safety. These controlled documents are available to our staff via the Intranet and are reviewed and updated on an annual basis (as a minimum), taking account of any changes within legislation, the environment, the markets we operate in and the Group.



Supplier Code of Conduct

Our supplier code of conduct sets our expectations of suppliers and how they can expect to work in partnership with Pinnacle in line with our values and ESG commitments.

Supply Chain Management

New supply chain management systems are currently being evaluated, which will be rolled out to capture more detailed information on our supply partners.

It 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. This will deliver on our commitments under our ESG Framework and support them in their ongoing journey to being a responsible business to deliver meaningful, lasting change.



Supply Chain Values

will be launching soon!

Modern Slavery Working Group

Pinnacle places a high value on people, and we are committed to opposing Modern Slavery in all its forms and preventing it by whatever means we can.

We demand the same attitude of all who work for us and expect it of all with whom we have business dealings. We have a zero-tolerance approach to Modern Slavery and are committed to acting ethically and with integrity in all our business transactions. Looking forward, we will be unveiling an improved Supplier Code of Conduct which reinforces our commitment to responsible business practices, which will include enhanced auditing processes and periodic check-ins with key suppliers.

In May 2021, Pinnacle established its first Modern Slavery Working Group which featured representation from across the business. The group meet quarterly to discuss challenges and areas for improvement, as well as constructively discuss feedback on current processes. During these group sessions, initiatives to improve the business' awareness on Modern Slavery were improved through a communications campaign that featured government posters displayed in offices and site depots.

Work has commenced on rolling out a mandatory Modern Slavery training video across the Group to raise awareness and inform all employees of the signs and procedures to take if faced with Modern Slavery. Additionally, Pinnacle also provides support to those wishing to gain external training. During FY22, 31 employees took part in an external training course delivered by Hope for Justice and London Borough of Bexley.



31 employees

took part in an external course delivered by Hope for Justice and London Borough of Bexley



ESG Dashboard

During the reporting year, the Group implemented an ESG Dashboard, a centralised reporting tool which provides relevant metrics under each pillar. The Dashboard holds important and detailed information regarding our carbon footprint, the initiatives we run across the Group and investment statistics in all forms including time, people and funds. Alongside providing data for which we can report and track our ESG journey, the dashboard has also encouraged awareness and involvement in ESG across the Group.

Cyber Security & Data Privacy



Mimecast Ataata training videos had a completion rate of

78%



199

Data Protection training sessions were delivered



Our Technology & Innovation Team worked tirelessly to protect our systems from external attacks.

Pinnacle is 'Cyber Essentials Plus' certified meaning we have technical and procedural controls in place (such as anti-malware protection) to improve our information security to mitigate common internet-borne cyber-attacks. In October 2021, Pinnacle participated in the Cyber Awareness Month to discuss how employees can follow cybersecurity best practices to protect the integrity of our network. Pinnacle has retained a major cyber security certification with its Cyber Essentials Plus (CE+) award, alongside our previously attained Cyber Essentials certification. This award is the highest level of certification available under the Cyber Essentials scheme and involves hands-on technical verification by an independent auditor.

Additionally, Pinnacle takes a three-pronged approach to General Data Protection Regulation (GDPR) and Privacy training which includes:

- Mandatory, face-to-face, training session for all new starters, and refresher training for individuals involved in any data breach or potential breach.
- Online training videos released company wide throughout the year in partnership with Mimecast Ataata.
- Phishing simulations sent out throughout the year to test response and ensure correct actions are taken.

During FY22, over 200 Data Protection training sessions were delivered and the Mimecast Ataata training videos achieving a 78% success rate. If any incidents occur or a potential incident comes to light, refresher training is provided to improve data management. The aim of all training provided is to boost people's awareness of the dangers of data breaches (both at work and at home) and ensure employees are constantly acting in a secure and safe manner when dealing with sensitive information.

GDPR Awareness Week

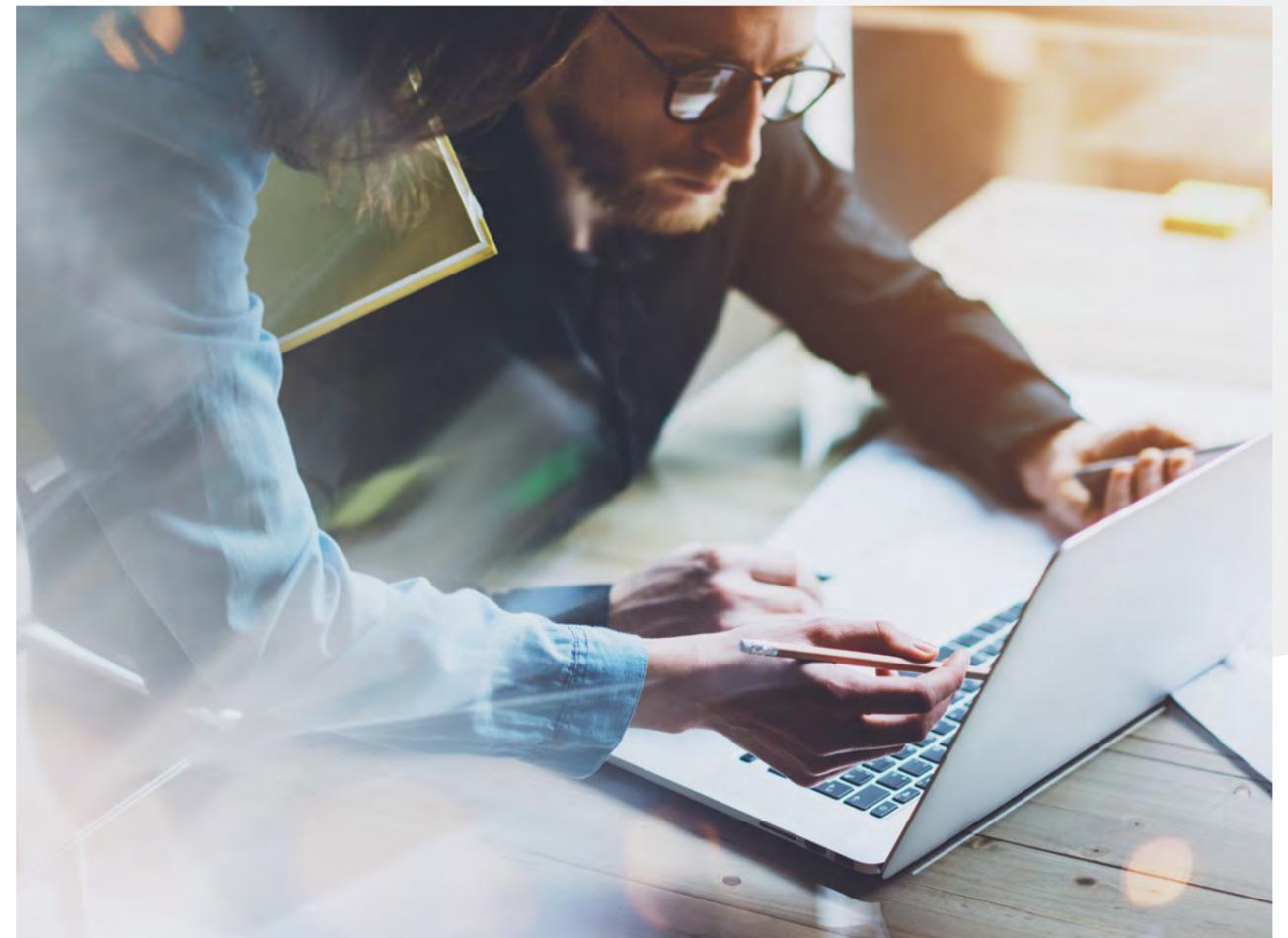


50

people participated in events about data protection

In January 2022, Pinnacle conducted a weeklong campaign consisting of articles and emails that focused on different data protection themes; accompanied with a 'Tip of the day'.

The programme of events also included a quiz, where over 50 people participated, with prizes and a live skills session designed to challenge people's approach to handling personal data and improve understanding of cybersecurity.



Quality Accreditations & Memberships

Pinnacle is committed to delivering excellence to our customers and clients and underpin this via a range of external accreditations and professional memberships.

The Group has proven quality management systems which are certified by external bodies for ISO9001, ISO14001, ISO27001, ISO44001 and ISO45001, which prescribe a structured approach to Quality Management and the constant review and improvement of our systems.



A Note from Nick Wright, Group Commercial & Legal Director



For me, Responsible Business is about doing the right things in the right way - in relation to our staff, our suppliers and of course our customers and end-users. It is about building a business we are proud to work for and talk about.

The ever-increasing regulatory landscape we operate in is certainly challenging. However, it also presents an opportunity for us to continually reflect how we work, ensure our governance is appropriate and not overly bureaucratic, and streamline our business model wherever possible. Technology is a key enabler in all of this, and many of the projects carried out this year and in the pipeline for next have digitisation and automation of processes at their heart.

Conclusion

Transforming communities, changing lives, is at the centre of what we do at Pinnacle, which is why we place great importance in the work we do as part of our ESG Framework.

Each Pillar provides Pinnacle with a focussed approach so we can deliver excellence whilst always acting sustainably. As demonstrated throughout this report, we have made significant progress under our ESG Framework allowing the Group to become a more sustainable business. We pride ourselves on our ability to make a positive difference.



Definitions

Carbon Neutral

'Companies, processes and products become carbon neutral when they calculate their carbon emissions and compensate for what they have produced via carbon offsetting projects' (ClimatePartner, 2022).

Direct Emissions

Greenhouse gas emissions from 'sources which are owned or controlled by the reporting entity' (GHG Protocol, 2022).

ESOS

Energy Savings Opportunity Scheme, is a mandatory energy assessment scheme for organisations in the UK that meet the qualification criteria. Organisations that qualify for ESOS must carry out ESOS assessments every 4 years. These assessments are audits of the energy used by their buildings, industrial processes and transport to identify cost-effective energy saving measures. Pinnacle meets the requirements for ESOS reporting.

Financial Year (FY)

1st April to 31st March.

Indirect Emissions

Greenhouse gas emissions which are 'a consequence of the activities of the reporting entity but occur at sources owned or controlled by another entity' (GHG Protocol, 2022).

Net-Zero

'Net-Zero refers to a state in which the greenhouse gases going into the atmosphere are balanced by removal out of the atmosphere. The term Net-Zero is important because this is the state at which global warming stops' (Greenstone, 2022).

Science-Based Targets (SBTs)

'Targets are considered 'science-based' if they are in line with what the latest climate science deems necessary to meet the goals of the Paris Agreement – limiting global warming to well-below 2°C above pre-industrial levels and pursuing efforts to limit warming to 1.5°C. Science-based targets provide a clearly defined pathway for companies to reduce greenhouse gas (GHG) emissions, helping prevent the worst impacts of climate change and futureproof business growth (Greenstone, 2022). Targets which are set under the Science Based Targets Initiative, claiming Net-Zero is reached when at least 95% of company-wide Scope 1 and 2 emissions and 90% of Scope 3 emissions have been reduced, without removal via offsetting (Science Based Target Initiative, 2021).

SBTi

Science Based Targets initiatives.

SECR

Streamlined Energy and Carbon Reporting is a requirement which is used to 'increase awareness of energy costs within organisations to provide them with data to inform adoption of energy efficiency measures and reduce impact on climate change'. It covers Scope 1, 2 and Scope 3: Category 6 (Business Travel) GHG Protocol emissions (UKGOV, 2022). Pinnacle meets the requirements for SECR reporting.

TCFD

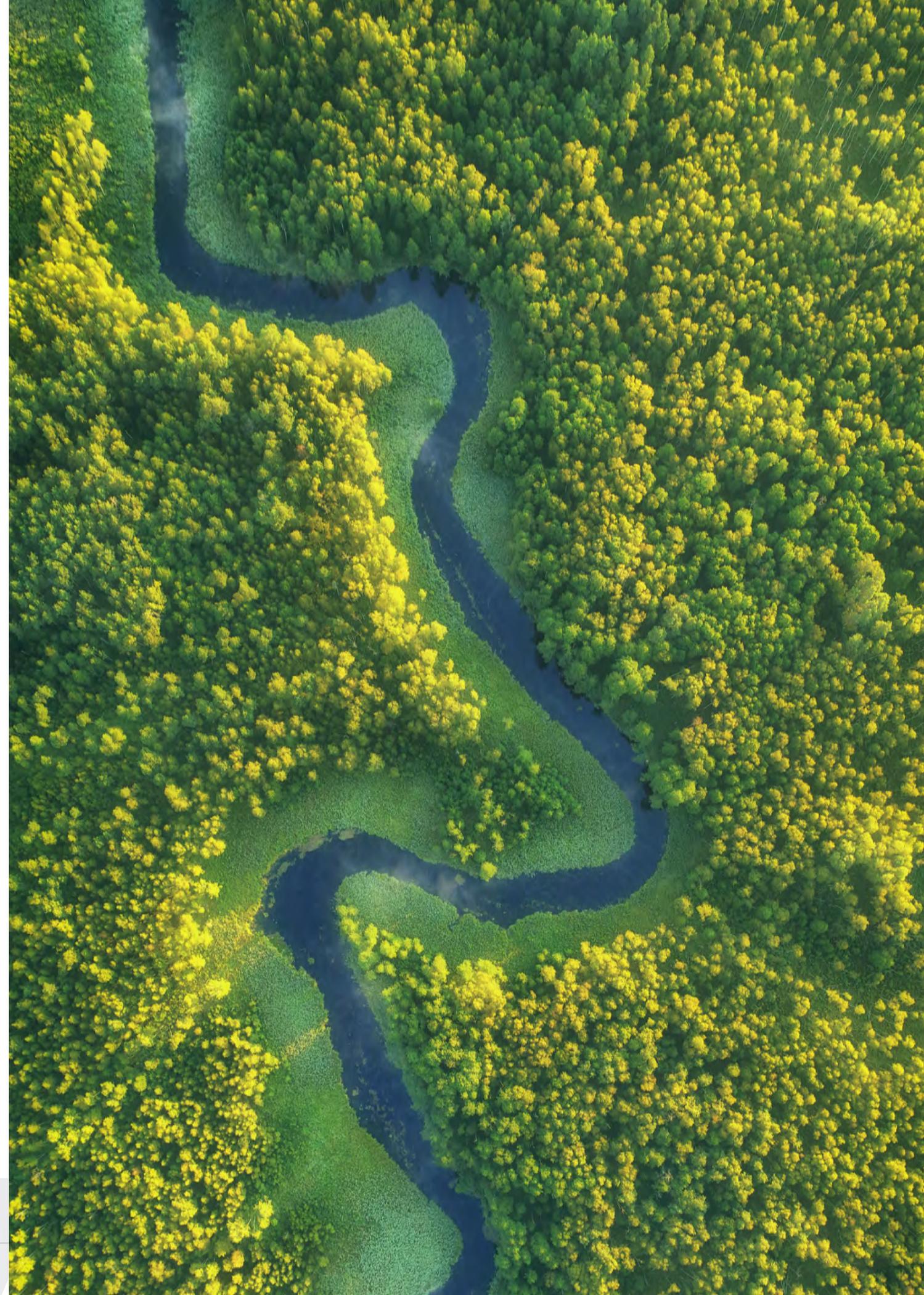
Task Force on Climate-Related Financial Disclosures was created in 2015 by the Financial Stability Board (FSB) to develop consistent climate-related financial risk disclosures for use by companies, banks, and investors in providing information to stakeholders. Pinnacle does not currently meet the threshold for TCFD reporting.

1.5°C Trajectory

This came about from the United Nations Framework Convention on Climate Change (UNFCCC), stating the need to limit global temperature rise to 1.5°C above pre-industrial levels (IPCC, 2021).

ESG

Environment, Social & Governance





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

 /PinnacleGrp

 @_PinnacleGroup

 /PinnacleGrp