



*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	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.

Pinnacle Group

25+  
years as a trusted delivery partner

3,000+  
directly employed colleagues

17,500+  
affordable homes under management

300,000+  
homes provided with neighbourhood services

200+  
schools, academies and universities receiving integrated FM services

40,000+  
people helped back into employment

9,000+  
homes serviced on our District Heat Networks

4★  
customer rating for our hyperfast broadband network

Pinnacle Group

# About Pinnacle

We are proud to deliver community-facing services and infrastructure. On behalf of the public sector, institutional investors, registered housing providers and private sector partners, our teams provide vital services to homes, schools, universities, public buildings and open spaces. Whether it is maintaining a school so a child can learn, securing a customer long-term employment improving their life chances, helping a tenant sustain their tenancy, or providing a community with district heating and hyper-fast broadband, we are *transforming communities and changing lives*.

## Our services include:

### Homes

Providing housing management, full lettings services and property maintenance. Supported by our 24/7 contact centre.

### FM

Delivering the full suite of soft and hard facilities management services, as individual or bundled packages.

### People

Providing employability programmes, career wellbeing services and targeted recruitment.

### Power

Creating bespoke energy infrastructure for new developments and existing buildings.

### Grain

Delivering the latest and most advanced fibre broadband network in the UK.

## 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

**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 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 workforce of 3,000 delivering vital services at the heart of communities each day. Our ability to have a positive impact is vast.

Our **Power business** delivers low carbon heating programmes and our **People business** provides targeted employability and wellbeing packages for vulnerable members of the community. Our **Facilities Management** and **Homes businesses** place us right at the core of communities and give us the ability to see where we can have an impact and leave a meaningful legacy.

**We deliver ESG with impact.**

**Our passion for delivering more to benefit our customers and communities is evident throughout our company.**



**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

## ESG Framework

# 4 Pillars

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 the Pillars guides our approach to optimise our impact. They will be shaped and reviewed continuously through our internal governance frameworks. We will measure and report against them via our reporting mechanisms and the publication of our annual ESG Impact Report.

ENVIRONMENT

**Protect Our Planet**



SOCIAL

**Our People**



GOVERNANCE

**Community Impact**



**Responsible Business**



**To embed and deliver ESG we:**



Ensure our ESG Framework supports our purpose and forms an integral part of the wider business strategy, planning and decision-making process



Engage our colleagues to understand how our purpose and supporting ESG Framework relates to them and how they can personally contribute



Establish an annual ESG action plan to map, drive and measure progress



# 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 lower their impact on 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



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

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

**Relevant Sustainable Development Goals**

See ESG Performance for more information



# 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 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

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

See ESG Performance for more information



# 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 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

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

See ESG Performance for more information





## 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

## Sustainable Development Goals

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint to end poverty, protect the planet and ensure peace and prosperity for all, both now and in the future. This is set out through 17 Sustainable Development Goals (SDGs).

As part of our ESG reporting we will detail our progress against these where it relates to our journey.





## **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)

