Sustainability

Annual sustainability report & CSR statement | June 2022





We're all on a journey...



Welcome to TCi's second annual sustainability report and CSR statement. In assembling the following pages, it has been encouraging to reflect on the progress and achievements the company has made as a whole, and the efforts of individuals throughout the year, contributing towards genuinely positive outcomes.

As we witness increasing occurrences of freak weather events, health and resource issues, we are constantly reminded that there is much more to be done.

This is why we remind ourselves that this is a journey, rather than a one-off exercise and encourage our staff, supply chain, clients, colleagues and peers to join us.

Ben Gibbs | Marketing & Sustainability Manager

Employees & Workplace

What makes us TCi





Good Health & Wellbeing

Encouragement of active sports participation and relaxation are a key part of life at TCi, helping employees to separate work and play, and supporting fundraising challenges such as marathons, cycling goals or football and golf tournaments. Healthy eating is also a priority. Weekly fruit deliveries to the office provide free access to fruit, with an emphasis on local and UK produce. Employees are offered funding to receive the annual flu vaccine.

TCi is a Disability Confident employer and currently has a mental health champion amongst four qualified Mental Health First-Aiders located across the company.



TCi has supported food banks via corporate and staff fundraising and has funded and engaged in the provision of Christmas meals for the homeless and vulnerable





Mental Health Charter

TCi has adopted and committed to the principles of the **Building Mental Health Charter**

The charter includes pledges to provide awareness and understanding, reduce stigma and discrimination and encourage conversation. It is a commitment to enabling champions and access to accredited Mental Health First Aiders.

supported and recognised by:

CITB, Considerate Constructors Scheme, Construction Industry Helpline, Lighthouse Club and Mental Health At Work



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Mental Health First Aider

MHFA Englan



Employee Assistance Programme (EAP)

sodexo Care first

Your new Employee Assistance Programme

VII:F

Who are Care first? With ever increasing pressures at work and home, there are times when we all need some extra support to balance the demands of everudau life Care first are an independent leading provider of professional employee support services. Care first employ rofessionally avalified Counsellors and Information pecialists, who are experienced in helping people to deal with all kinds of practical and emotional issues such as Wellbeing, family matters, relationships, debt nanagement, workplace issues, and much more...

How do I use the service? The service is free of charge for you to use and you don't need to ask your manager to use Care first, just call 0808 168 2143 and you can speal to a professional counsellor or information specialist in confidence. Care first is available 24 hours a day. 7 days a week, 365 days a year and is accessible by phone or online. The EAP can provide information booklets, articles resource information on sunnort sentices in your local area and even short term face-to-face counselling to help aet uou back on track

ONLINE SERVICES

The Care first Lifestyle website offers extensive resources including articles on health issues at home issues at work, management support tools, stress questionnaires and online counselling in real-time.

WHAT DO I USE THE SERVICE FOR?

Care first is designed to help you with a wide range of work, family and personal issues. From work-life balance to childcare information relationships to workplace issues, health and well-being, let your EAP support you on the issues that affect all of us at some point in our ives. Topics include, but are not limited to

PROFESSIONAL PROMISE

CARE FIRST'S

CONFIDENTIALITY

Care first

Get familiar with the HSE standards so that you can support your employ It can take some courage to pick up the phone and contact Care first to ask for some support with personal or workplace issues. We at Care first know that and treat whatever you have to say to us with the greatest respect. Sometimes people hesitate and wonder is our discussion confidential?





SELF

ESTEEM



Childcare information

- Health and well-being Debt
- Disability and illness

Work life balance

Relationships

- Consumer rights

- Elder care information
- Life events
- Immigration
- Anxiety and depression
- Family issues
- Bullying and harassment

- Education

guidance on;

•

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- Workplace pressure
- Bereavement and loss
- Stress

Included as part of a benefits package

Assistance Programme is a completely

confidential service provided by Care

for every employee, the Employee

first. It provides a helpline for

- Careers





Health & Fitness

Surrounded by some of the UK's most stunning natural, coastal scenery, employees at TCi receive active encouragement to engage through informal football and golf events as well as organised charity rugby and running challenges.



©VE T@ RIDE

A cycle-to-work scheme enables salary-sacrifice purchase of standard or e-bikes and participation in the LoveToRide initiative allows staff to track their commuting mileage.





Quality Education

By maintaining an uncapped training budget, TCi is able to ensure that opportunities to gain education and qualifications are not limited to younger employees. All members of staff are encouraged to seek and undertake courses to increase their skills.

TCi regularly sponsors of the *Schools Technology Prize* at the North Devon Manufacturers Association annual awards ceremony.





A key commitment for TCi senior management is to maintain an

uncapped training budget

for staff wishing to upskill in line with their role or the needs of the business. Annual appraisals and regular personal progress meetings enable staff and managers to identify any requirements or ambitions and act accordingly.



Training & Education

With approximately 20% of the workforce in training or professional progression roles at any time, constant personal development is extremely valuable to TCi.



TCi has joined the 5% club, a dynamic movement of employers committed to earn & learn as part of building and developing the workforce they need as part of a socially mobile, prosperous and cohesive nation.



Apprenticeships

Due to skills shortages in the region, TCi has historically taken a "grow your own" approach to recruiting apprentices who quickly develop into much more advanced roles.

TCi regularly offers apprenticeship positions throughout the business as one of the most successful methods for finding and training the necessary staff and most candidates progress into a permanent position, usually undertaking further study in their chosen area. This process is equally popular for training site operatives as it is for office-based staff.





Apprentice Project Manager, Toby Martyn meets Secretary of State for Business, Energy and Industrial Strategy, Kwasi Kwarteng during National Apprentice Week 2022



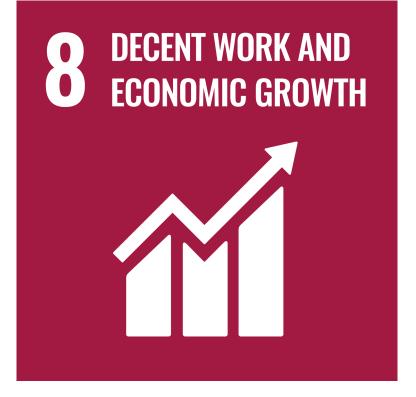


Gender Equality

TCi is engaged in actively encouraging women in the construction industry by seeking to fill more senior and site-based roles, breaking down stereotypes and providing opportunities for development. This has proved challenging at times, but with encouragement from client initiatives and the Considerate Constructors Scheme, progress is being made with female employees now making up more than a quarter of the workforce and increasing year on year.







Decent Work & Economic Growth

TCi is and aims to continue growth as a substantial employer in a region renowned for its lack of opportunity and wide disparity between income levels and living costs. Recent investment and expansion into new, state-of-the-art premises closer to the majority of the workforce, a thriving and successful apprenticeship scheme and uncapped training budget are helping to bridge the area's notable skills gap. Elsewhere, TCi's satellite operations and remote projects emphasise the use of locally-sourced labour and staff, delivering genuine economic and carbon benefit to each location.



8 DECENT WORK AND ECONOMIC GROWTH

Responsible banking & investment

We've been able to make some impactful decisions about how we manage finances & transactions across the business.

✓ Ethical Banking

Handelsbanken

TCi has chosen to bank with Handelsbanken, leaders in sustainable and ethical banking.

"at Handelsbanken, acting responsibly for the long-term good of our customers, communities and colleagues is not just a hallmark, but a necessity."

Find out more HERE...

Ethical Pensions



Employee pensions are invested in the Nest Ethical Pensions Scheme.

"All our funds are invested with a view to how people and the planet are treated. We believe investing responsibly creates more money for your pot as well as improving the world we all live in. "



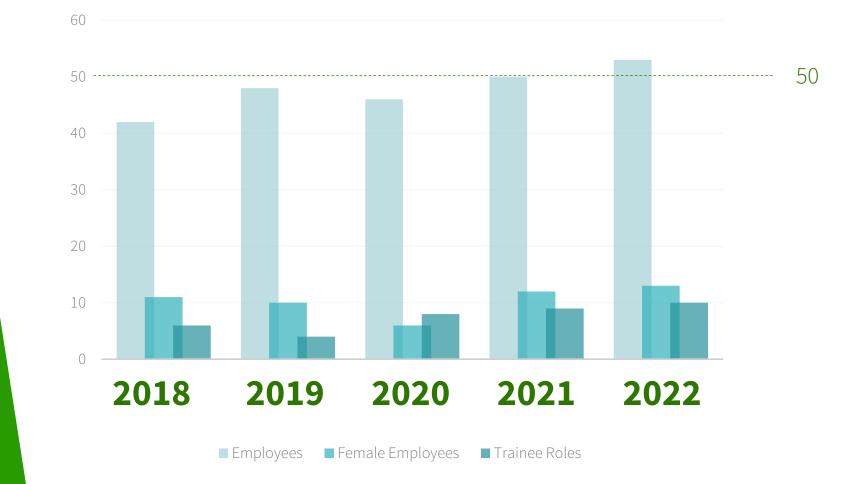


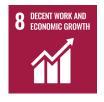
Rising above

50 employees in 2022...



Employment Growth





Investing in Quality Employment





Career opportunities



Callum Bowden Project Director

From apprentice to company director

Having started out as a masonry apprentice, Callum joined TCi to become a trainee Site Manager whilst studying locally at college, quickly achieving success coordinating multiple, complex and high-value projects for a major client. He subsequently progressed to become Head of Operations, skillfully overseeing project and site teams and liaising with key clients throughout the Southwest. This latest promotion recognises his hard work, dedication and focus, and is a great example of the developmental career paths that TCi is proud to advocate.

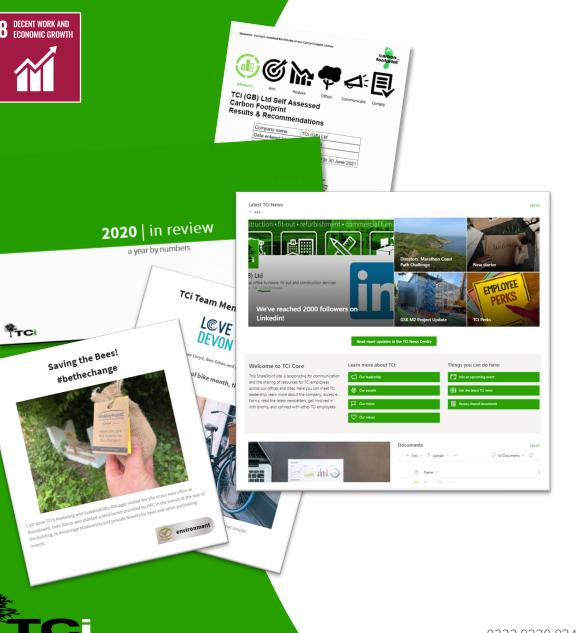


During his career at TCi, Callum has also picked up awards as Trainee of the Year as well as being a key part of award-winning projects and teams.

Alex Perkis congratulates Callum on his appointment







Communication



TCi company objectives are shared across employee platforms



Effective at keeping employees informed



Accessible report on our carbon footprint, paper usage and other environmental statistics



Use of social media to communicate objectives internally and externally



Development of company intranet communications to promote information sharing internally



Reduced Inequalities

Headquartered and operating substantially within the Southwest of England, TCi has a responsibility to advocate for the "levelling up" of the economy.

Providing dependable employment and bringing inward investment to the region, TCi helps to provide the conditions for equality to thrive.

"By working with a range of agencies and education providers, we hope to create an environment where individuals and communities can enjoy genuinely beneficial, sustainable economic improvement"

Alex Slee, Finance Director





Reduced Inequalities



TCi is a Disability Confident Committed employer, providing equal opportunities, accessible facilities and support for additional needs Policies & × – Training

Equality, diversity & inclusion is governed by top-level policy and training is provided to all employees with ongoing development across the business ARMED FORCES COVENANT

In 2022, TCi signed the Armed Forces Covenant, committing to guaranteed equality and access to opportunities for ex-service personnel





Workplace Observations

2020/21 introduced new measures in workplace Health & Safety, engagement and inclusive culture.

TCi launched an internal Workplace Observation scheme that empowers **all employees and anyone operating on, or visiting a TCi site** to directly report any concerns, suggestions or hazards to the board of directors.

The scheme has had a tremendous impact on operations and communication in the working environment. The scheme has given employees an opportunity to...









Managing Director, Alex Perkis, has awarded more than 25 employees 'WObs Winners' ...following more than 350 interactions since the scheme began



Industry & Environment

Investing in a sustainable future



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Industry, Innovation & Infrastructure

TCi partners and collaborates with a range of manufacturers and service providers to deliver a diverse portfolio of capabilities and products. This has been evident through partnerships with local manufacturers and contractors to share opportunities to upskill the wider workforce and improve services.

The opportunities and rewards that have been made available by TCi's success as a solutions provider have enabled them to develop new capacity or experience growth in their own markets as a benefit from innovations. Projects have been as diverse as a collaborative design brief to create a new type of fully recyclable desk from corrugated cardboard or to generate a high-specification resin flooring technique for use in pharmaceutical manufacturing environments.





ECO360[®] Zero Carbon Desk

- Developed with and manufactured by local North Devon packaging supplier Marketed directly to the
- construction industry
- Installed on major sites all over the UK
- Recognised by Considerate Constructors Scheme and Supply Chain Sustainability School



✓ 100% Cardboard✓ 100% Recyclable

"It's just like a normal desk, but while you're busy working, ECO360® is helping save the planet!"

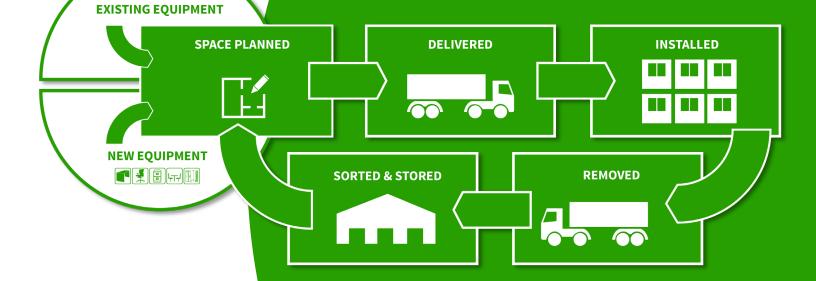
✓ Circular Economy
✓ Carbon Zero
✓ Plastic Free

ECO360[®] is the perfect solution for construction site furniture where an easily disposable product is required.





Furniture Asset Management Scheme



Real-time carbon savings dashboard to track annual and monthly savings for the client

Once furniture has been re-installed at its new site, it will count towards your total carbon saving

Championing re-use

TCi promotes a service that offers contracted collection, refurbishment, storage and installation of FF&E assets between project sites.

A successful model based on the use of premium furniture products, saving waste cost-effectively for the client







Company & Supplier Standards

TCi maintains strong supplier relationships that share our ethos in relation to practices, sustainability, quality and environmental controls.

Supply chain partnerships are pivotal to creating a positive impact and a comprehensive supplier assessment procedure ensures that all partnerships are working with similar safety, quality, sustainability and ethical standards. TCi now lists 59 preferred suppliers and is engaged in a number of framework agreements with several major UK contractors.

TCi achieved a record mark of 46 and five stars during the latest annual Considerate Constructors Scheme audit, and has consistently achieved national recognition for 6 consecutive years and is now a two-time winner of the coveted *Most Considerate Supplier* award.





1 SUSTAINABLE CITIES AND COMMUNITIES



Sustainable Cities & Communities

Operating regularly on city-based construction sites, TCi has devised numerous methods for reducing the impact of its actions on the local infrastructure. Aside from products and services developed to have a cleaner environmental footprint, deliveries of products for installation are consolidated in warehousing outside of cities for more efficient transit to site. Labour for projects is usually recruited from the area directly surrounding the site and TCi belongs is a Fleet Operator Recognition Scheme (FORS) Champion which sets high standards for city driving, including enhanced awareness of cyclists and pedestrians.





Community Engagement

DEVON BIOSPHERE - &



TCi strongly encourages employees to take part in events and initiatives that support local communities.

Although global circumstances put a halt to a lot of community engagement plans recently, personnel have taken part in a number of local environmental initiatives, with the aim of reclaiming neglected public areas and restoring them to improve conditions for wildlife and for the enjoyment of local communities.

TCi supports and contributes publicly towards the North Devon Biosphere project and local manufacturing network





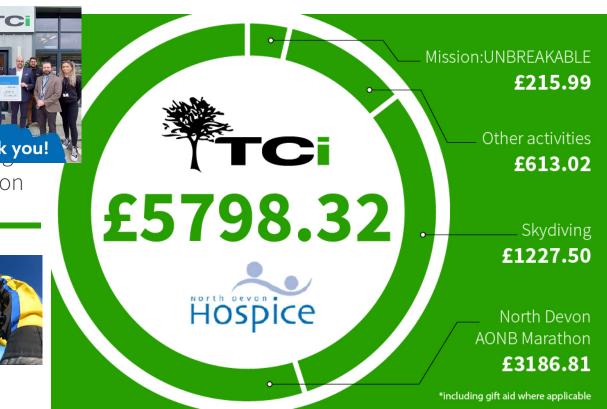
Charity & Sponsorships

Working with charities reinforces the organisations vision of developing beneficial partnerships, and in turn builds the skills of teams, as those who take part experience the personal rewards of making a difference to local communities.

Chosen Charity

A charity is voted by employees to be the m fundraising focus for that year, with the aim encouraging involvement in a programme c Thank you! events. Almost £6k was raised in 2021 for North Devon Hospice









Charity & Sponsorships Chosen Charity 2022:



at the Barnstaple 10K 2022

atening illness and to improve the children's ward at NDDH

t more at www.careforkidsnorthdevon.org.u



We help families of children who have been diagnosed with a lifethreatening illness or condition. Our instant grants help pay for travel to medical appointments outside the area. We also carry out improvements to the Caroline Thorpe Children's Ward at North Devon District Hospital.

Planned activities:

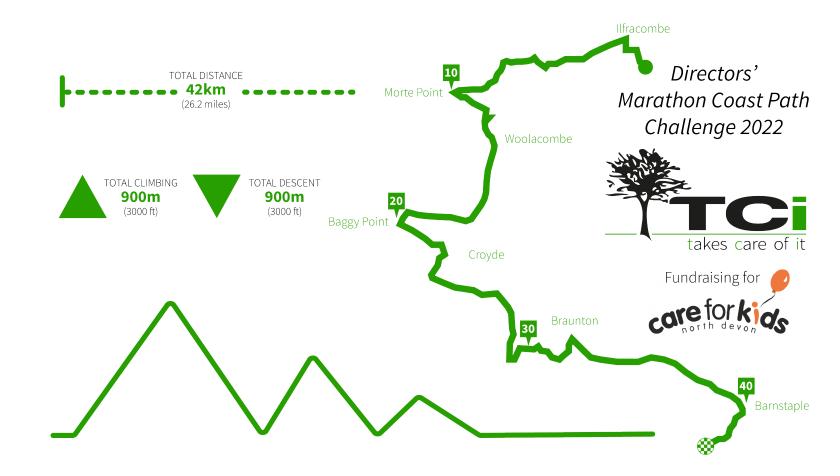
- **June Guess the baby competition** (£57 raised)
- July Barnstaple 10k (£2290 raised) ٠
- August Fantasy Football League ٠
- Sept Directors' Marathon Challenge

2022 Target: <u>£6000</u>





Charity & Sponsorships



People

6

£4000

Day

Target



Charity & Sponsorships



TCi is proud to be kit sponsor for Wembdon Girls' U14s for 2021/22 and 2022/23 seasons





Allington CC shirt sponsor

TCi is the shirt sponsor to Wiltshire county league team, Allington Cricket Club for the 2022 season



Awards sponsorship



TCi regularly sponsors the annual North Devon Manufacturers Awards and has previously supported the North Devon Business, Leisure and Tourism Awards.





12 RESPONSIBLE CONSUMPTION AND PRODUCTION





Responsible Consumption & Production

TCi sets ambitous targets for the reduction of waste from all of its operations. TCi is committed to achieving Zero Waste to Landfill as a business and uses only waste contractors that provide this service.

As a supplier of furniture to the construction industry for temporary use on sites, TCi has invested in the development of innovations to enable clients to reduce their environmental impact whilst respecting the requirement for site accommodation to be removed rapidly upon project completion. Most notably, via the launch in 2017 of a 100% recyclable desk manufactured from corrugated paper board. It has provided an easily recycled solution to one of the substantial sources of landfill waste generated by the industry.



Supplier Performance







FSC[®]/PEFC timber and responsibly sourced materials as standard Encouraging carbon monitoring and other good environmental schemes Packaging reduction requests – bulk ordering to prevent individual wrapping



Site furniture management scheme saves waste at former New Scotland Yard

Contracted by Multiplex Ltd, TCi furniture WORKS carried out a challenging office move and installation at The Broadway in Westminster.

N.B. This is a pre-Covid-19 installation. TGI has since provided services to the client to help maintain social distancing measures. Multiplex has been the first to adopt our single-seat canteen units, amongst many other innovative measures.

The project included the installation of office and welfare furniture, alongside the removal, and re-use of desks and chairs previously supplied via TCi's *furniture cycle* asset management scheme.

In order to carry out the project, there were a number of obstacles to overcome. Notably, that the site accommodation would be situated on a gantry, 30m above ground level and then separated across 5 floors.

FURNITURE REUSED & CARBON SAVED:			
(kg CO2)			
0	0	0	0
3185	713	12744	125
91 Workstations	23 Cupboards	177 Chairs	5 Meeting Tables
TOTAL CARBON SAVING			
16767			
kg CO2 saved			

Asset Management

By providing a furniture asset-management service, tens of tonnes of quality furniture products have been diverted from landfill since 2020, not to mention a vast saving in embodied carbon. One project alone reflected nearly 17 tonnes in carbon savings through furniture re-use. Currently, 3 of the UK's largest construction contractors are engaged in the scheme, with several others on the way.

✓ Diversion from landfill
✓ Longer-lasting products
✓ UK manufacturing & labour
✓ Industry buy-in



Waste not want not...



TCi trading post

With a view to reducing site and personal waste, TCi has developed a company-wide trading forum.

Employees can list personal items for free or for sale, whilst Project and Site Managers can list surplus/reclaimed materials and equipment for redistribution to other sites with each transaction incurring a donation to TCi's chosen charity



Raised so far in proceeds towards our chosen charity!











Climate Action

As part of a new Sustainability Charter initiative launched in 2021, TCi committed to becoming carbon neutral from July 2022. This is to be achieved through a concerted effort to reduce carbon consumption and backed up by a pledge to plant trees to offset the company's carbon footprint. 25 acres of land has been acquired for planting under the guidance of the Woodland Trust.

Any addition to the vehicle fleet must be considered under a hierarchy of preference for electric or hybrid electric, zero or low emission vehicles. Power consumption at premises is monitored and benefits from the latest light and heating control technology to ensure that lighting and devices are only switched on when needed.



Targets 2021/22

To be a leader in sustainability, delivering tangible environmental benefit and positive value to clients

REDUCE OUR GLOBAL CARBON FOOTPRI CONSERVATION & ENVIRONMEN We hereby commit to the principles this charter, to work collectively as finimising negative impact on the environment and Aim to reduce the carbon footprint and CO2e of operations enhancing biodiversity with opportunities to incorp wildlife in developments. TCi will work closely with hroughout the business by assessing and evaluating operations innovate to improve the natur environment and diminish the effec organisations to ensure this is possib of dimate change NEUTRAL FROM 2022 FLEET MANAGEMENT **OUTWARD ACTIVIT** Considering impact on the wider Working to reduce the impact of fleet vehicle operation across the company, in proportion with business growth community, leading by example and note sustainability in all business areas encouraged through car-share, promo of green transport (cycle to work sche www.tcigh.co.uk/sustainability 🔯 SUPPLY CHAIN & PROCUREMEN WASTE MANAGEMEN sumption, maximum re-use & recycling, achievin zero waste-to-landfill throughout operation Making EVERY effort to encourage good environmental practice throughout the supply chain, including reduction of waste, plastics and packaging, prioritising sustainable stage reluse and reclamation of m REUSE RECYCLE RECOVER DISPOSE

Buy-in at every level Signed and agreed by ALL

company directors and managers

13 CLIMATE 5 LIFE ON LAND SCH







TCi Sustainability Charter

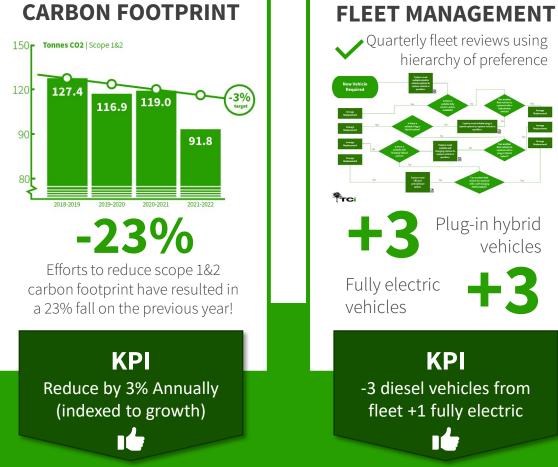
6 Core objectives

- Net CARBON ZERO from July 2022
- Priority for Electric/Hybrid fleet vehicles
- Responsible sourcing and procurement commitments
- Outward engagement with companies and communities •
- Regularly embracing opportunities for conservation & environmental protection
- Zero-to-landfill waste management and smart recycling



Environmental performance 2020-2021





hierarchy of preference

Plug-in hybrid

KPI

-3 diesel vehicles from

fleet +1 fully electric

Π 7

vehicles







Going electric

ELECTRIC VAN JOINS BRIDGWATER FLEET

Mercedes eVito fully electric van joins TCi vehicle family, bringing the proportion of electric and plug-in hybrid vehicles to more than 18% of the total TCi fleet, saving petrol and carbon emissions!

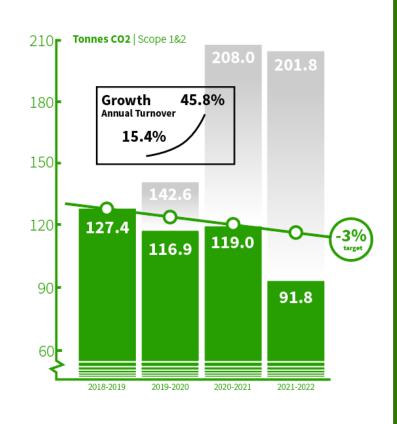


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smission fully electric vehice

13 CLIMATE ACTION

Scope 1&2 Carbon Footprint



As a result of several initiatives, TCi's scope 1&2 carbon footprint has seen its most dramatic reduction to date. A 23% drop can be attributed to:

- Direct replacement of 6 diesel vehicles with plug-in hybrid or fully electric alternatives
- Upgraded, efficient building heating systems
- Dedicated, 100% renewable energy sourcing

Despite nearly doubling turnover across the previous two years, actual carbon emissions have maintained a downward trajectory. The graph shows a projection (in silver) of where TCi would otherwise expect to be, using 2018-2019 as a baseline year, indexed to turnover with a 3% proportional reduction year-on-year.



We're planting our own forest!

Combined with efforts to reduce carbon emissions, TCi is proudly investing in a local reforestation project to deliver scope 1 & 2 carbon offset from financial year 2022

25 acres **7800**

1st round trees being planted



13 CLIMATE ACTION

13 CLIMATE

Scope 3 Carbon

Targets have been set to make progress along an ongoing scope 3 carbon tracking & minimisation journey

Suppliers are asked to provide details on the presence of carbon tracking

Product embodied carbon profiling is undertaken where information is available

A resource is being developed to capture scope 3 carbon data

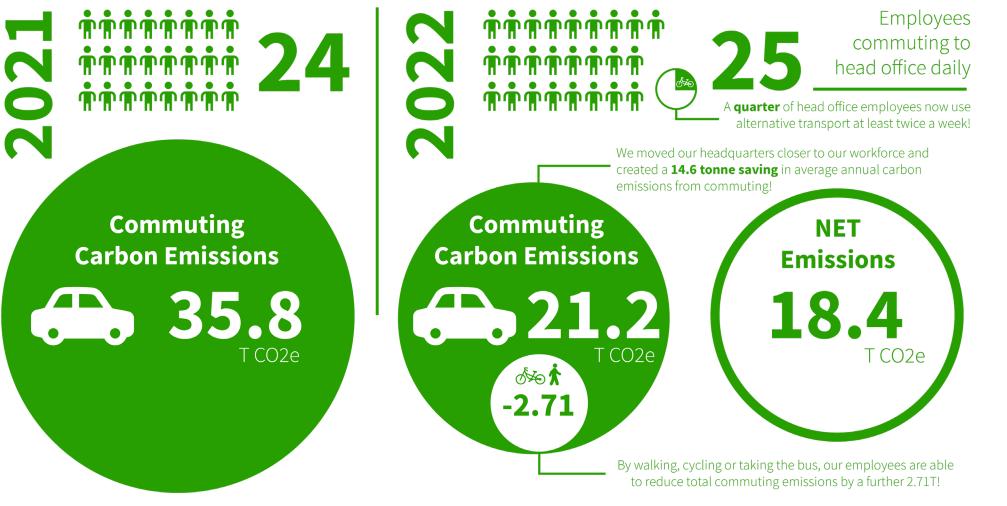
0333 0220 824 | tcigb.co.uk

We've started our Scope 3 journey!





Scope 3 | Commuting Emissions







Life On Land

TCi engages in conservation opportunities wherever possible. The latest project to plant a woodland will not only help to sequester some of the company's carbon footprint, but will help increase biodiversity, using native species and incorporating features to provide insect and bird habitats.

A large-scale industrial construction project incorporated bat and bird boxes and at TCi's new headquarters, there is already a conservation area where bird boxes and insect hotels have been placed, along with wild-flower seeds. The area will also host a wormery to cope with food waste from the offices.





Sustainable product portfolio

We're pleased to be able to offer a growing range of sustainability-led products that achieve the tough build quality required for use on construction sites, whilst also reaching an all-important price point to be viable to the industry.

Latest additions to the range and innovations in product and service are constantly evolving

Criteria and recognised standards include:

EU Ecolabel | Recycled Materials | Repairable Design | Carbon Neutral | Social Enterprise





Conservation



IDENTIFYING CONSERVATION

New construction-style signage to mark conservation areas

Made from 50% recycled plastic

WILD BIRD "HOUSING DEVELOPMENT"

5 bird boxes were added to the TCi wild zone this spring, with the first occupants arriving less than 24 hour later!





WILD FLOWER & BEE BOMB PLANTING

Bee-friendly and biodiversity-enhancing seeds

Gifts from events and promotions used

NATIVE HEDGEROW AND TREE PLANTING

At our own carbon-offset forest site within the North Devon UNESCO Biosphere with plants to enhance biodiversity





HONEYBEE PROTECTION

Inspection and recommendations for honeybee conservation on behalf of a client, in consultation with expert





Waste



BEACH CLEAN TEAM

TCi representatives joined the beach clean on the Hinkley Point shoreline and retrieved a surprising amount of rubbish!



RECYCLED HI-VIS

Branded safety-wear is now sourced from recycled polyester or recycled PET bottles wherever possible from a local company



ZERO TO LANDFILL

Celebrated partnership with SWM recycling to divert all business waste from landfill



BOOT PAIRING EVENT

TCi staff joined in Biffa's boot-pairing event during environment week to identify and donate good boots to worthy causes



17 PARTNERSHIPS FOR THE GOALS



Partnerships for the Goals

TCi works with clients, suppliers, local business groups, charities and initiatives to achieve a more sustainable, more integrated and collaborative community that will provide healthy employment, economic stability and a positive environment for all.







Support & Influence

کی کی کی کی کی کی کا کی کی کی کا کی کی کا کا کی کا کی کی کی کا کی کا کی کی کا کی Nature in northern Devon

nd help tackle the ecological emergency



Partners of North Devon's UNESCO Biosphere have launched an ambitious Nature Recovery plan for northern Devon

e need urgent local action to help nature to recover. This is our opportunity to participate! To sign the Declaration and ad the Nature Recovery Plan places head to the Blosphere ebsite: <u>www.northdevonbioschere.org.uk/nature-recovery glan</u> Please spread the word and encourage others to sign the



TCi joined local corporates and organisations in signing the Nature Recovery Declaration Running articles to help explain environmental sustainability actions for businesses

Attending and speaking at sustainability events to provide insight and encouragement to others



Sponsorship and advertising within highprofile sustainability features in business press





Support & influence within our supply chain

As a contractor to TCi, we have recognised the benefits of aligning with their sustainability principles and now deliver a low-impact cleaning service, using environmentally friendly chemicals and products, which has become an important selling point when attracting new clients

Helping Hands cleaning services



Automatically designed heating/cooling system at TCi Roundswell premises to use cutting-edge, high efficiency technology, saving energy and money

Working together to maximise recycling & discover opportunities to reach out to other companies locally, making zero-waste-to-landfill more achievable for everyone









