

# Corporate responsibility

## Doing the right thing

VolkerWessels UK takes its responsibility to the society in which we operate seriously. At the heart of this is ensuring that we play our part in making the whole world a better place for all.

### Unwavering commitment to health, safety and wellbeing

Our work across construction and civil engineering means that health and safety is of paramount importance. VolkerWessels UK maintains clearly defined management systems, interfaces and responsibilities that are understood and accepted by all. Maintaining effective oversight and scrutiny processes, carried out with independence and impartiality, we comply with corporative, legislative and other requirements and always seek further improvements.

We take safety and compliance very seriously and have a strong safety culture across our entire business operations. We consistently apply best practice, seek out innovative safety solutions and consistently demonstrate the right behaviours. We promote our positive safety culture with several high-profile and engaging safety campaigns of our own across construction sites across the country.

These include PALS (Plan, Attitude, Lead, Share) within VolkerFitzpatrick, AIM (Attitude. Influence. Management.) in VolkerRail, Safety Ripple in VolkerStevin and Protect our People in VolkerHighways. All these programmes underline our commitment to safety and are positively embraced by our workforce and supply chain.

### Wellbeing is a critical area of focus

We offer an exciting working environment, and one where our team contribute to exceptional projects of social, economic and environmental significance. We are aware of the importance of ensuring the wellbeing of our people, understand the relationship between work and health and have a commitment to the reduction of workplace stress.

We strive to raise awareness among all of our people, and offer support and guidance towards maintaining an environment free of work-related ill-health. We aim to educate employees and employers in the risks to health arising from work and other factors and influence the attitudes and behaviour of employees and employers in relation to the promotion of health and wellbeing.

We have put in place occupational and health management systems, providing welcoming drop-in clinics that are open to the entire VolkerWessels UK team. An increase in attendees at these clinics is a positive sign as we all proactively work towards a healthier workplace, nurture health and wellbeing and ensure our workforce is a happy one.

We regard it as critical that we continue to invest in workplace inclusivity, health and wellbeing.

In 2018, we will build upon our occupational health service and introduce a more detailed mental health programme of advice and support, encouraging all of our people to look out for each other as we go about our daily lives. We will invest in more support on both the physical and mental aspects of health in the workplace, working with national partners and advisory bodies, and seek to eradicate the causes of ill health in our industry.



We are committed to raising money for charitable causes.



We have a **7.89** average Considerate Constructors Scheme community score, which is **11%** above the national average



In 2017, we reduced our carbon dioxide and other greenhouse gas emissions by around **11%**, building on our achievements made in 2016. We have now made a reduction in emissions for three consecutive years



**92%** of construction waste diverted from landfill



**7%** reduction in total waste produced per 100,000 hours worked in 2017



Integrity

Each and every member of our family, from our employees to those we work closely with, shares the VolkerWessels UK core values and culture and is accountable to our key value of integrity. Our decision making is linked to the highest ethical values, compliance to corporate, legislative and other requirements and finding better ways of doing business and delivering work. We are proud of our strong and responsible ethics. We are committed to playing our part in making the whole world a better place for all.

Sustainability

We take sustainability seriously and for us that means embracing the efficient use of resources, stable financial growth and making continual social progress. We continually improve the energy efficiency of our activities, goods and services through a more sustainable use of electricity and fuel. This includes the promotion of alternative specifications and technologies to influence energy efficiency in the structures we design and build, and the use of more energy-efficient methods of transportation. Our commitments include a year-on-year reduction in carbon emissions by focusing on resource efficiency (energy, waste, water) across our activities, and seeking carbon reductions within our construction operations by increasing the commitment of our supply chain to lower carbon solutions.

Quality

Excellence in customer service is the hallmark of success here at VolkerWessels UK. Our customers quite rightly expect that they will always receive a quality service from us – consistently delivering well and always working safely. We work hard to meet our customers’ wants, needs and expectation for high service quality and efficiency with great expertise and an uncompromising sense of commitment. We are proud of our track record, but we are not complacent – always looking for new and innovative ways to do things and where we can add more value. Our quality assurance systems ensure the way we behave and the services we deliver always match or exceed our customers’ requirements and we are proud of our track record and the feedback our people receive.

Environment

We always mitigate and limit any adverse impacts on the environment. We consume energy and natural resources while at the same time producing waste and greenhouse gases. Therefore, we have a duty to minimise our impact and avoid and minimise any adverse environmental impact. We are continually improving our environmental performance through the reduction and control of waste, reusing and recycling materials, prevention of pollution, protecting local environments and conserving natural resources.

Community

We see great value in giving back to society and do so via a broad series of initiatives, actions, donations, and by creating community partnerships. We are very visible to the communities where we deliver our work and happily commit time in order to collaborate with the community; supporting schools, providing safety equipment, raising funds and inspiring young people. For those seeking our specific skills and knowledge we are happy to take on work placements from the community. Our aim is to add value to our society, inspire others and support colleagues, clients and suppliers in their own efforts to share time, skills and resources in their chosen way.

Our commitment to the community has seen us deliver everything from ecological enhancement projects, raising money for the Salvation Army and Grace House children’s charity to supporting mass cycle rides, walking bus schemes and promoting the interest of young people in the civil engineering sector. We take part in Build UK’s Open Doors initiative, inviting members of the public to enjoy behind the scenes access to prestigious projects in order to show young people the fantastic range of careers in the construction industry.

Awards

We have received consistent recognition for our sustainable and ethical approach to business, as underlined by the following awards:

- 60th annual British Safety Council ‘International Safety’ Awards
- VolkerRail awarded fourth consecutive distinction
  - VolkerFitzpatrick received two merit awards for WAML and Temple Mills Depot projects
  - Merit prizes to VolkerLaser for Ashton Avenue Swing Bridge and VolkerHighways for London Borough of Camden

- Consecutive RoSPA Gold Awards
- Ninth Gold for VolkerFitzpatrick
  - Seventh Gold for VolkerHighways
  - Fifth Gold for VolkerLaser
  - Fourth Gold Award for VolkerRail (and sixth consecutive year for the Fleet Safety Gold Award)
  - Third Gold for VolkerStevin

VolkerLaser was awarded Gold Excellence in the National Federation of Roofing Contractors Roofing Awards. VolkerFitzpatrick’s rail division achieved two Bronze Awards at the Green Apple Environmental Awards. Joint venture CVU (Colas, VolkerHighways, AECOM) was awarded a Bronze Award at the Green Apple Environment Awards. VolkerFitzpatrick was awarded ‘Most Sustainable Construction & Demolition Project’. VolkerRail was successful at the RailStaff Awards for Infrastructure or Plant Person or Team of the Year award for the second year running.

“ We are very visible to the communities where we deliver our work and happily commit time in order to collaborate with them.”



Noemie Powell – graduate civil engineer

Why did you decide to enrol on the graduate programme?

I’ve always had a huge interest in the STEM subjects and since school I’ve always liked the idea of construction.

Within this role there are different aspects and jobs that create a variance in what I do. I wanted to pursue a career in Civil Engineering and the VolkerRail graduate programme was right for me.

Why did you choose the VolkerRail graduate programme?

VolkerRail has always had a strong reputation. This is one of the only graduate programmes where I have involvement from the design stages through to visiting the site – having input in all these different aspects really appealed to me.

I did look at other programmes within architecture and construction, but it was the science behind the work that appealed to me most – and the VolkerRail graduate programme encompasses that.

How have you found the programme?

I’ve definitely enjoyed it so far – the fact that I have been given a good level of responsibility in my work, while given high-level training, mentoring and support to build my skills has been invaluable.

What does the future hold for you?

The graduate programme is four years long and I started later last year – so I am looking forward to the work ahead at VolkerRail over the next few years.