provelio

ESG Strategy 2026

Creating a sustainable future

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ESG & PROVELIO

At Provelio, we believe that a strong commitment to Environmental, Social, and Governance (ESG) principles is not just a moral obligation, but a key driver of our long-term success. Our ESG Strategy has been developed in conjunction with our Business Strategy, with both stemming from our core mission. ESG has been identified as a strategic objective within our Business Strategy, it forms a key component to our long-term business approach and contributes to our future growth and resilience.

Our ESG strategy is designed to create value for all our stakeholders, including employees, clients, and the communities in which we operate. It ensures our approach and business decisions are purpose led, which is as a people-based business, is expected by our stakeholders. A purpose-led approach enables us to attract and retain talent, which enables us to deliver an exceptional service to our clients and communities.

ESG FRAMEWORK

Our ESG Framework has been developed to combine and align with the strategic objectives and goals of our Business and ESG Strategy. The framework is made up of four key parts:

Our Mission Statement	The overall purpose and goal (from Provelio's Business Strategy).
Our Mission Objective	A strategic objective within our business strategy (from Provelio's Business Strategy).
Our ESG Strategy	Key components to achieve the ESG objective.
Our ESG Goals	Utilising the UN Sustainable Development Goals to measure our impact. We have chosen to align our strategy with the UN Sustainable Development Goals as these are a globally recognised framework for measuring ESG impact and performance.

Mission	To help you reach optimal performance by providing advisory services that lead to transformational change.
ESG Objective	To grow our business ethically and sustainably, generating opportunities and creating lasting value for our people, clients, and communities.

ESG Strategy	**Environmental**	**Social**	**Governance**
	To minimise our impact on the environment and promote sustainable best practice.	To generate lasting opportunities that have a positive impact on society.	To grow through the maintenance of robust governance and ethical standards.

ESG Goals

ESG TARGETS

ENVIRONMENTAL

The construction and property sector will be instrumental in combating the adverse effect of climate change. As a sector it is our responsibility to minimise the impact that construction activity has on the environment and work together to develop better, more sustainable methods of working. As a consultancy-based business, our approach to a more sustainable future is centred around collaborating with our clients and sharing sustainable best-practice. We firmly believe that through working together we can create significant, positive change that protects the natural environment.

OUR CORPORATE SUSTAINABILITY

We have committed to be a net zero organisation by 2050. In 2022 we achieved a net carbon zero status for scope 1 and 2 emissions and carbon neutral status overall due to our investment in offsetting our scope 3 emissions. Our sustainable targets have been developed to achieve net-zero carbon status for scopes 1 - 3. As a consultancy-based business, our key contributors to carbon emissions are:

Waste management

Our ISO14001 accredited environmental system objectives mean we have been actively reducing waste and energy usage, and recycling when possible. We now have very little direct non-recycled waste.

Purchase of goods/services

The primary purchases of the company relate to new computer equipment; older equipment is recycled, and new equipment is chosen with regards to energy usage and energy used to make the equipment.

Business travel/commuting

Our largest source of emissions is generated by business travelling/commuting. Since 2022, we have introduced various initiatives to reduce our travelling and commuting emissions including:

- Ensuring all offices (both owned and leased) have good public transport links, cycle storage facilities and on-site showers.
- Introduction of a company-wide, salary sacrifice, cycle to work scheme.
- Investment in all employee IT and video conferencing equipment, to enable meetings to be undertaken from our offices or at home.
- Hybrid working arrangement to prevent unnecessary travel.

Energy Efficiency

For our owned premises, we have reduced our scope 1 and 2 carbon emissions from 1.14 tC02(e) 2019) to zero in 2021. All energy we use in our owned premises is from renewable sources.

To ensure we remain carbon neutral we will continue to offset our carbon emissions until our net zero status is achieved. We have purchased Gold standard, VCS verified carbon offset credits. These offsets have been purchased in projects that relate to developing the technologies and bases we need to more forward to a gross net zero position. The projects include investment in renewable technology development, essential for a world in which electricity is required for travel. As management consultants in the construction and property sector we have also invested in carbon offset credits that fund the development of healthy homes across the world, an investment that will continue even if our company goal of gross emissions reaches zero.

OUR CLIENTS SUSTAINABILITY

We have worked with our clients to develop systems and process to support them in achieving their sustainability targets. Over the 12 months our key focus has been on developing digital systems that can be easily implementing across our client base to provide our clients with an accessible and easy to use methodology for identifying and prioritising carbon reduction initiatives. Our two key initiatives include:

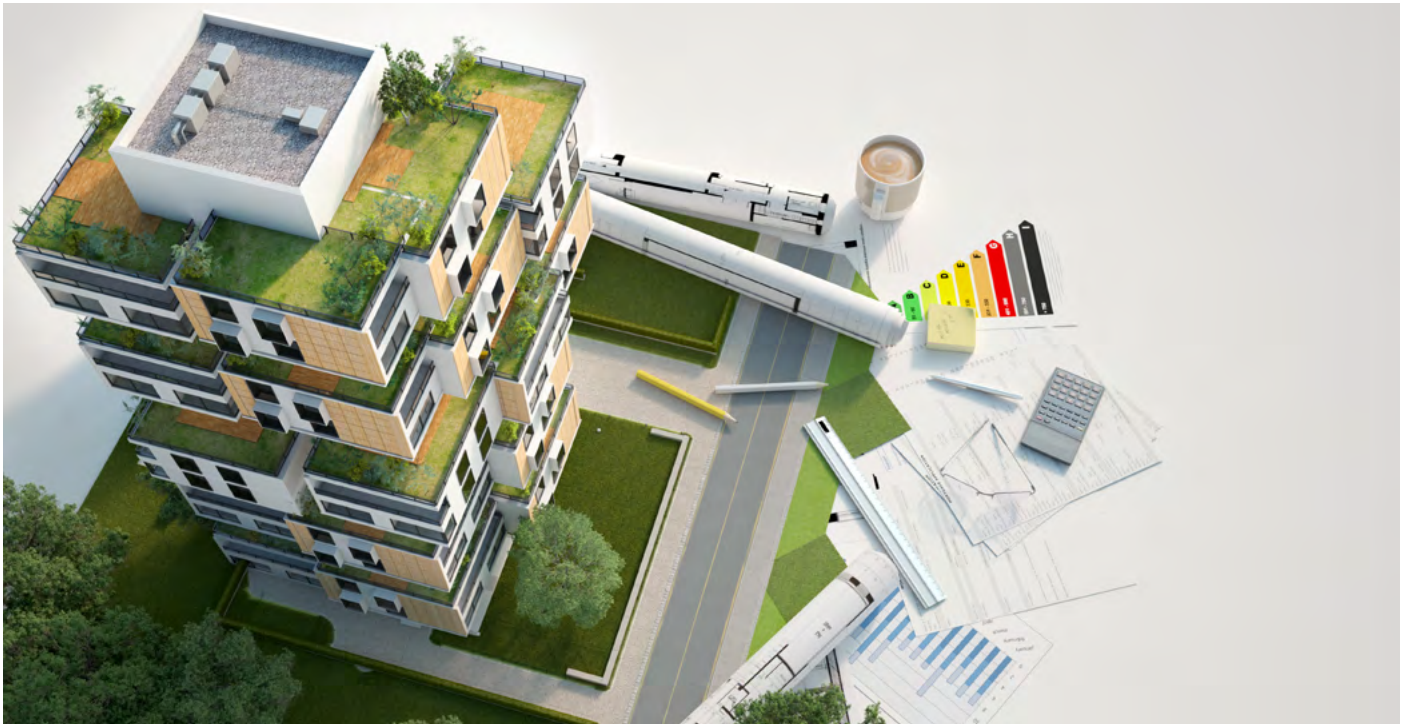
Projects Delivery Manual - Sustainable Design Module:

We have developed, based on the RIBA 2030 Climate Challenge, a bespoke sustainable design module as part of our project management delivery methodology. The cloud-based methodology provides a structured and systematic identification of the sustainability objectives of a project. It also supports the development of the brief to ensure it includes key sustainable criteria that will support the development of the project scope, constraints, and risks of the project.

Carbon Data Visualisation:

In 2023 we began developing a set of processes that enabled our clients to collect and visualise their carbon data across their estate. We concluded that for our clients to be able to reduce carbon usage across their estate/projects then we need to clearly understand current usage and establish the starting point. This usage combined with our clients net zero targets identify how much carbon must be reduced across their estate. This allows us to create a programme of reduction and mitigation projects to aid with project planning and prioritisation. The data from this programme of works can be combined, and visualised, with other programmes of work across the estate ensuring that carbon reduction is undertaken in conjunction with the wider commitments of our client's capital and maintenance programmes. This approach to carbon reduction enables our clients to:

- Save money on overlapping programme projects (e.g. a project is identified in long-term maintenance and is also highlighted as a carbon saving project).
- Prioritise projects that create the bigger time and cost saving by having a wider strategic scope on project delivery.
- Efficiently undertake building works with minimal operational disruption.
- Support our clients in achieving their carbon targets and reducing their footprint.



KEY TARGETS AND MEASUREMENTS

Our environmental targets are an integral part of our responsibility towards sustainable development and a key indicator of our corporate excellence. By setting and striving to meet these targets, we can show our commitment to making a positive impact on the world.

To use 100% renewable energy in our owned premises.

To be net-zero by 2050.

To maintain net carbon neutral status (until net carbon zero is achieved).

To produce an annual Carbon Reduction Plan.

To have 100% employees undertake environmental responsibility training annually.

To maintain ISO14001 certification

ESG TARGETS

SOCIAL

We strive to make a positive impact on society. This includes investing in our employees, promoting diversity and inclusion, ensuring fair working practices, and contributing to the communities we serve. As a people focused business, we understand the importance and benefits of contributing to society. It is our role, as a responsible business, to create long lasting value through providing opportunities for our people and the communities within which we work.

OUR PEOPLE

Our people are our greatest asset. They are key to our continued success and growth. As an employer we want to retain and attract the best talent; it is therefore crucial that we support our employees, create a positive work environment, and generate growth and career opportunities.

Employee support and wellbeing

We understand the importance of supporting our staff with their physical, mental health and wellbeing. Our approach to supporting our employees and clients with health and wellbeing includes the following initiatives:

- **Disability Confident Employer:** We are a Level 2 Disability Confident Employer. This is a credential that we seek to maintain and renew.

- **Recruitment and HR:** All of our recruitment processes and policies are reviewed and approved by an external HR specialist to ensure that we adopt an inclusive process. All of our Senior Team have undertaken HR training to make sure they understand and adopt inclusive recruitment processes and techniques. Our process is detailed in our Recruitment Policy within our company handbook, which all staff can access on our Intranet.

- **Employee Assistance Programme:** We invest in a company-wide Employee Assistance Programme (EAP) which all employees can access. The programme is renewed annually, as part of our commitment to supporting mental and physical well-being. It includes:
    - GP Helpline – 24/7 access to phone or video consultations with an NHS GP who can also issue private prescriptions (this service can also be accessed by co-habitants and dependants).
    - Counselling, therapies, and therapists: Including access to therapeutic treatments such as CBT and DBS.
    - Care and special needs support: Providing specialist advice and guidance for those who care for elderly relatives or children that require extra support.
    - Financial advice: Access to debt and money advice from UK leading financial experts.
    - Legal information and support: Access to highly trained lawyers who will provide free advice on any aspect of law.
    - MyMindPal: Access to an interactive app and online tool full of exercises and techniques to support you in creating a healthier, happier version of yourself.

- **Lighthouse Club:** We provide an annual donation to be a Company Ambassador of the construction industry charity, The Lighthouse Club. Alongside continuing to support those within the construction industry, this also provides our staff access to additional mental health and wellbeing services, helplines and training. As an ambassador our employees get access to:
    - Financial assistance: The charity provides grants and loans to construction workers and their families who are experiencing financial hardship. This can help with the costs of food, rent, utilities, and other essential living expenses.
    - Physical and mental health support: The charity provides access to a range of physical and mental health services, including counselling, therapy, and rehabilitation. This can help construction workers cope with stress, anxiety, depression and other mental health issues.
    - Family support: The charity provides support to construction workers' families, such as childcare, parenting education, and bereavement counselling.
    - Industry engagement: The charity works with construction companies and industry organisations to raise awareness of the issues facing construction workers and their families. This includes campaigning for better safety standards and promoting mental health initiatives.

- **Mental Health First Aiders:** We have invested in members of our team to undertake Mental Health First Aid courses. This benefits both us and our clients. It is our aim over the next 12 months to train more individuals to ensure we have a Mental Health First Aider assigned to each of our projects.
- **Mental Health at Work Charter:** We have signed and committed to the Mental Health at Work Charter. Whilst we are confident that we currently exceed the requirements and expectations of this Charter, it is our commitment in the next 12 months to review all the online resources and tool kits to identify any areas for improvement within our internal management of mental and physical well-being within our own organisation.
- **Signage and Information:** In all our offices we provide information on accessing confidential mental health support. This includes placing telephone numbers in toilet cubicles, flyers around the office and additional contact details on our company intranet page.
- **Working Arrangements:** Whilst staff are required to be where clients need them (whether this is on or off-site), we allow staff the option of working from home or from one of our offices. By providing this option, staff can choose based on their own wellbeing requirements which environment they would be best to be working in on a day-to-day basis.
- **Training Resources:** We are strong advocates of training and communicating with our employees, so we have invested in online training platforms. These platforms include modules on mental health and well-being. The platforms educate our staff on the following:
    - Key mental health signs to look out for in themselves and their colleagues.
    - Resources for coping with mental health and wellbeing.
    - How to manage mental health and wellbeing at work.

- **Internal Reporting and Analysis:** We internally report and analyse the following data in relation to employee well-being and mental health:
    - EAP Usage: We receive a quarterly anonymised report from our EAP provider which presents the programmes usage by our employees. This report allows us to spot any trends in behaviours. For example, if we saw an increase in counselling requirements we would then look internally as to whether we could implement an initiative to further support employees.
    - Training Data: As part of our company wide training, we require staff to undertake compulsory mental health training on an annual basis. This training is captured within our externally audited ISO9001 system. Therefore, we review and monitor to ensure all staff have undertaken this training.
    - Sickness and Absenteeism: We review our employee sickness and absenteeism data monthly to ensure that we are ahead of any patterns in sickness. This enables us to intervene and offer support to our employees.
    - Employee Folder Meetings: In addition to our project specific review meetings, we also hold quarterly folder meetings with all of our employees to touch base and check in on them. These are informal meetings between line management and employee to discuss work, projects or to just have a general catch up.

Employer of Opportunity

We invest heavily in our employees. This is what we believe makes us special. Our current training offering to all employees includes:

- **Chartership:** We sponsor and support all employees through the relevant chartership with their chosen professional body.
- **90 Day Training Programme:** In the past four years Provelio has developed, and now fully utilises, a fast '90' day bespoke online training platform for all new staff to complete. These training platforms ensure that all our employees are competently trained to undertake services on behalf of Provelio. The platform specifically introduces our consultants to the many information portals we either subscribed to or have developed internally and explains how and when to access them.
- **In-house Training Resources and Subscriptions:** In addition, Provelio also provide all employees with access to the following in-house resources and subscriptions to support with CPD and best practice.

Workplace Culture

Our business is built on an ethos of fostering strong long-term relationships, with our clients and our employees. We therefore encourage team building and relationship building initiatives across our business, through:

- **Volunteering:** We grant up to two days unpaid leave in any 12-month period to perform public duties and volunteering activities in support of our client organisations.
- **PACE:** Provelio Annual Charity Event (PACE) takes place every year. We typically undertake a two-day challenge where the whole company are invited to take part. Taking part can be in the form of participation, support or organisation. It is a fun filled event undertaken on behalf of a chosen charity.
- **Company Away Days:** We host two annual company away days. These events are designed to update the whole company on the performance and strategic direction of Provelio and provide a forum for team building activities.
- **Social Events:** We host various social events across our UK offices. This can in the form of lunches at different venues with the cities, or after work activities such as Games Night. These events allow our teams to get to know one another outside the realms of the traditional day to day.

OUR CLIENT COMMUNITIES

Social Value Plans

In 2024, we introduced Social Value Plans to our account management processes. This is to ensure that each client receives a tailored approach to social value, and we can deliver social schemes that provide specific added value to them. These plans have been designed to ensure we maximise spend with our client and their community, and the contents of the plan is based on the requirements of the client and its local community. Our plan template covers:

- **Plan Scope:** Purpose of the plan and areas in which it will cover.
- **Priorities/Objectives:** Specific objectives to be achieved throughout the duration of the contract.
- **Strategy and Actions:** Deliverables and actions we would implement to ensure we have maximised the agreed spend, through:
    - Identifying activities that our client and its local community would benefit from.
    - Undertaking a Social Return on Investment (SROI) analysis to determine which activities would generate the greatest return/benefit.
    - Determine resource, time, and cost elements for each activity.
    - Prioritising and programming activities based on the above analysis of return on activity vs commitment.
- **Measurement:** Agree measurement metrics with our client to enable us to report and demonstrate our performance, whilst maximising spend, through:
    - Agreeing KPI's prior to the contract commencement.
    - Agreeing key deliverable dates for the identified activities.
    - Including social value within our Project Management reporting and within our cloud-based Project Management delivery system.

Minimum Guaranteed Percentage per Annum

Our approach to social value is based upon the recommendations in the "Social value for the Professional Services sector 2022" guidance, which can be cross referenced to relevant National TOMS (NT) measures. Our target for 2022-23 was to invest 0.5% of turnover into social value initiative, which we successfully achieved. Our objective for 2023-24 is to increase this target to 1% of turnover.

Social Value in the Community

Since 2021 we have undertaken and committed to a variety of value enhancing activities across our client communities, including:

Investing in the education and skills development of young people through engagement with education providers, work placement opportunities and training sessions. With sessions focusing on industry skill gaps (finance, business, business digitisation, construction).

Offering small businesses and VCSE's support and training in key business areas to enhance their capabilities (which should promote growth). Training and support in the form of finance, HR, marketing, business digitisation and carbon/sustainability management.

We are a Disability Confident Level 2 employer and ensure that any engagements with our clients and its local community adopt our inclusivity approach and commitment.

Engaging with local community business forums and employment initiatives to provide opportunities in the form of training, work placements, career advice, skills development. The focus being to enhance individuals' skills sets to enable them to successfully find work.

Our qualified Mental Health First Aid team are accessible to any organisation we engage in to help promote and support healthy wellbeing.

Training and upskilling people and businesses in sort after skills. Digital Technology is deemed to be a high growth area that creates jobs; therefore, we have invested time and resource in supporting our clients and their workforce with implementing new digitised services that support business operations. Previously we have provided:

- Training on PowerBI Capital Projects Dashboards
- Training on Method Grid (a cloud-based project delivery system)

In addition, we have given the opportunity to unskilled workers to work alongside our team to develop valuable experience and skills to enable them to pursue a career within Project Management.

KEY TARGETS AND MEASUREMENTS

To invest 3% of turnover in staff well-being.

To provide 150 hours of mentoring support annually.

To invest 3% of turnover in staff training.

To invest 1% of client spend into community investments.

To ensure 100% of staff undertake annual H&S training.

To directly employee all staff.

To provide over 500 hours of work placement opportunities.

To score over 85% in annual employee engagement survey.

ESG TARGETS

GOVERNANCE

It is fundamental that our approach to business, growth and operation is underpinned by robust and ethical governance procedures. Our governance procedures are the foundations by which our company operates and is pivotal to the longevity of our company and its success.

CORPORATE GOVERNANCE

Inclusive Employer

As an organisation we pride ourselves on ensuring that we are an inclusive employer. We do this through:

- Updating and reviewing our internal Equality, Diversity and Inclusivity policies. These are reviewed annually by our external Human Resource Specialist to allow us to stay ahead of all legislative changes and initiatives.
- Maintaining our status as a Level 2 Disability Confident Employer.
- Ensuring all employees undertake multiple online training sessions on equality and diversity topics.
- Holding annual training for the Senior Management team on inclusive recruitment and management processes.
- No compulsory retirement age.
- Paying all staff above the National Living Wage.

Innovation

Our 2026 Business Strategy is centred around digitisation. We have invested significantly in digital technologies and ways of working to ensure that we are constantly innovating and enhancing the way we work, and the services we provide. Significant innovations that we have recently introduced internally and within our service provision, include:

- Members of the Senior Management Team attending AI courses to better understand how AI can be integrated into our ways of working.
- Investing in Microsoft Co-Pilot licences for all employees
- Development of OPAL, a system for the digitisation of properties, estates and construction.

Compliance and Ethics

- In 2024, we launched our new vision, mission, and value statements to reflect our commitment to ESG and incorporate the legislative behaviours of the Building Safety Act.
- Updating and reviewing our policies relating to anti-corruption and integrity. These are reviewed annually by our external Human Resource Specialist to allow us to stay ahead of all legislative changes and initiatives.
- Ensuring all employees undertake multiple online training sessions on anti-corruption and integrity topics.
- Undertaking audits and due diligence across our supply chain to ensure compliance with relevant legislation and best practice.

KEY TARGETS AND MEASUREMENTS

To maintain Disability Confident Employer 2 status

To achieve a 50% female representation across all employees.

To ensure 100% of employees undertake annual EDI training.

To pay all employees across the National Living Wage.

To pay all suppliers within 60 days.

To undertake an annual audit of all suppliers in relation to Bribery and Modern Slavery.

To have 0 significant cyber security breaches.

To achieve a client satisfaction level of 85%.

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