



# CSR

## Report 2023



# INTRODUCTION

At Dalkia UK we take our Corporate Social Responsibilities seriously. We recognise that our actions impact the lives of our people, our local communities and beyond. We are committed to positively contributing to a more sustainable, responsible, inclusive world and to shaping a better future for all.

We have developed a new CSR strategy around four pillars – Carbon and Climate Neutrality; Environmental Positive Impact; People and Society and Responsible Local Development – reflecting on our renewed vision and values as Dalkia UK whilst aligning with the commitments of our parents’ companies Dalkia and EDF. This framework supports us in shaping our ambitions and commitments and to deliver outstanding services to our clients, whilst always being mindful of our impact and responsibilities.

Our commitment is to operate transparently, sustainably and responsibly to support our society and the environment.

We can all make a difference and engaging with our stakeholders, sharing best practice and having a common vision supports our goals.

Our people are pivotal in achieving positive change, providing them with a safe, fair and inclusive workplace is key to an engaged workforce. We are fully committed to ensuring we provide the right environment and consistent guidance that allows our people to always act in responsible manner.

Together we are delivering technical solutions for a Net Zero UK and supporting the positive development of our society.

**Corporate Social Responsibility is core to our Group identity and to the culture we want at Dalkia UK. It drives our approach to business and the way we interact with our clients, supply chain partners and communities. It forms an integral part of our Values: People first, Better together, Trusted partners and Taking responsibility. Our CSR strategy has been shaped to strongly adhere and align with our vision to deliver technical solutions for a better society and Net Zero UK.**

In this first CSR Report from Dalkia UK, following the successful integration of Imtech and SPIE UK in 2023, I’m proud to see examples of how we are working to deliver net zero solutions for our clients; we continue to consider the environmental impact of our work; we ensure our people’s health, safety and wellbeing and that of the society around us are paramount and; how we are constantly acting in a fair, inclusive and ethical way.

CSR will always be a high priority for the Group. I am personally committed to driving continuous excellence in all aspects of it and ensuring it is a constant in our overall strategic aims. Please do reach out to us if you would like to discuss how we can help you to achieve your net zero ambitions.

**Gautier Jacob**  
Chief Executive Officer  
Dalkia UK

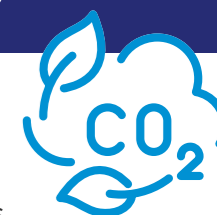
Dalkia UK's

# CSR Strategy and Commitments



## CARBON AND CLIMATE NEUTRALITY

- Deliver Net Zero infrastructure projects.
- Support our clients to decarbonise and reduce energy consumption.
- Reduce our direct and indirect CO2 emissions.



## ENVIRONMENTAL POSITIVE IMPACT

- Raise stakeholder environmental awareness.
- Improve waste management.
- Deliver environmental community actions.



## PEOPLE AND SOCIETY

- Ensure the Health, Safety and wellbeing of our employees.
- Foster and promote Equity, Diversity and inclusion.
- Offer Learning, Development and fair opportunities for our employees.



## RESPONSIBLE LOCAL DEVELOPMENT

- Ensure high ethical standards of business conduct.
- Facilitate stakeholders engagement.
- Generate social value where we operate.



# CARBON AND CLIMATE NEUTRALITY

There is no hiding from climate change - it is here. And if we are serious about tomorrow, we must face up to our responsibility and act against global warming today.

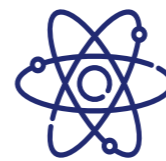
It is therefore imperative that we do our part and set ourselves ambitious targets to reduce our own carbon footprint as well as support our clients in their sustainability journey whilst collaborating closely with our supply chain to create strong sustainable partnerships to support our goals.

- Deliver Net Zero infrastructure projects.
- Support our clients to decarbonise and reduce energy consumption.
- Reduce our direct and indirect CO2 emissions.



## Deliver **NET ZERO** infrastructure projects

We work closely with our clients, across the sectors we serve, to design, deliver and maintain net zero infrastructures. These include:



Nuclear existing and new facilities



Green Hydrogen



Renewables (control systems)



Hydro (control systems)

## Reduce our direct and indirect CO2 emissions

We have set ourselves the ambitious target to reach **Net Zero on Scope 1 and 2 emissions by 2030.**

This will be heavily driven by our fleet strategy which aims to roll out 100% Alternative fuel vehicles. As well as optimise 100% of our offices energy consumption (energy consumption reduction, local renewables electricity production where we can, low carbon electricity supply switch).



## Support our clients to decarbonise and reduce energy consumption

Through large decarbonisation projects, local energy efficiency projects and energy management, we achieved for our clients more than

**21,000 tonnes**

of **CO<sub>2</sub>** avoided, equivalent to

**8,500**

petrol cars removed from the UK's roads



# What are we doing?

## Investing in Energy Efficiency

We've been saving energy for clients with our Remote Energy Management services for some time, so it seemed only right that we implement the state-of-the-art system across our main UK offices in 2023.

Our Energy Management team designed a tailored technical solution to meet our specific needs and installed wireless sensors and CT monitors to remotely extract environmental and energy data.

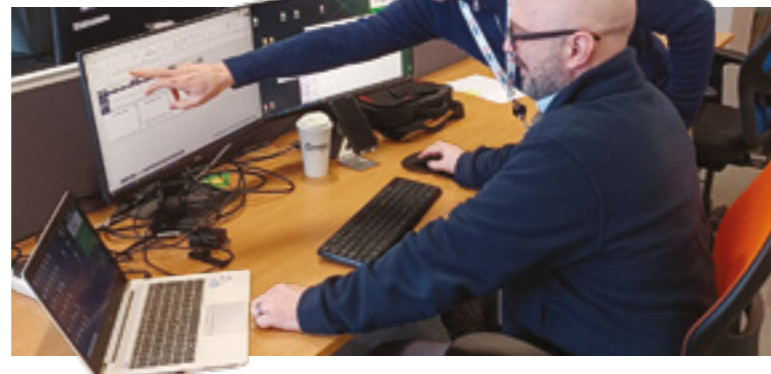
Initial findings are very promising:

More than **15%** energy and CO2 savings expected the first year.

Maximum **12 months** payback anticipated for our offices.

The team continuously monitor and analyse the data and recommend new and different approaches to improve our energy efficiency.

Dalkia UK emitted directly\* 3,255 Tons of CO2 in 2023, equivalent to a 5,4 Carbon Intensity (TCO2/£) which is a **7.5% reduction** compared to 2022 on the same scope. \* Scope 1 & 2



## Gaining Energy Management Accreditation ISO50001



We recognise that to understand how we use our own energy would lead to identifying measures to reduce consumption and make energy and cost savings ourselves and also, importantly, enable us to demonstrate this in a tangible way to our clients.

We began the journey to ISO50001 accreditation by raising awareness of energy usage with employees. We highlighted how saving energy through simple and effective means, such as switching off lights and IT equipment when not in use, as well as closing doors to retain heat and not activate light sensors, was easily achievable.

The evidence that we were using energy more efficiently, than in our baseline year of 2022, was presented to BSI during an audit, along with other supporting data. Following this, we were delighted to be awarded our ISO 50001 accreditation.

The benefits of this accreditation are many; to us in reducing our own consumption and to our clients, in demonstrating our knowledge to support their energy efficiency journeys. It is also another step in our journey to net zero and proves our commitment to improving the wider environment.

## Collaborating on Climate Change

We know that being part of the solution when it comes to tackling climate change and supporting climate adaptation means working collaboratively with all of our stakeholders. This is why we ask that our supply chain also set themselves ambitious targets to reduce scope 3 emissions.

Through the use of Safe Contractor we can monitor these commitments, set targets and raise awareness and dialogue opportunities.

Our employees are engaged in the subject of climate change through specific modules available on MyCareer, our learning and development platform. We've also run events, such as a Climate Fresk, to help their understanding of the challenges.



## What's Next?

In line with our commitment to reach Net Zero for our own operations by 2030, we are installing Solar PV panels at our Stafford office which should generate 30% of our needs with local and renewables electricity.



## Expanding our EV and PHEV fleet

In 2017, our parent company, EDF, was the first French company to join with international non-profit organisation, The Climate Group, in their EV100 initiative.

We are proud to be working towards this Group commitment by:

- Increasing the roll out of electric company vehicles. At the end of 2023, 17% of our vans are electrified and 64% of our company cars are alternative fuel vehicles.
- Providing employees with an opportunity to purchase EV or PHEV vehicles via our salary sacrifice scheme with at the end of 2023 over 150 vehicles contracted.

“Decarbonising our operations is not an easy journey but we are committed to progress step by step to meet our deadline, demonstrating the tangible benefits and added value to our people and clients.”



**Benjamin Lemaître**  
Group Strategy Director

# ENVIRONMENTAL POSITIVE IMPACT

Our climate ambition goes hand in hand with a strong commitment to the preservation of biodiversity, which is in an equally alarming situation as the climate. We believe that change starts with awareness and training so we want to ensure that our stakeholders understand the environmental crisis we are facing.

By implementing changes to the way we operate and partnering with sustainable stakeholders we know that we can have a positive impact towards preserving the environment and the planet's resources.

- Raise stakeholder environmental awareness.
- Improve waste management.
- Deliver environmental community actions.



## Raise stakeholder ENVIRONMENTAL AWARENESS

Plastic is killing and harming marine life. It can be found in the deepest reaches of the ocean and is a sobering example of our footprint on Earth, As our plastic consumption is set to skyrocket it is urgent that we take action.

Working directly with our supply chain we can better manage plastic usage through better delivery planning, reusable containers and awareness of the circular economy.



## Deliver environmental community actions

As a company and as individuals we can make a difference to the local areas we operate within by deploying actions which aim at preserving the environment. We raise awareness of this with our employees' events such as Sustainability Week and encouraging the use of their volunteer days by taking part in sustainable planting initiatives or simply litter picking in local communities. Large initiatives or small actions, we know they all make a positive difference.

We are also actively engaging our people to realise that the smallest actions can make a huge difference if we all do them. Implementing environmentally friendly initiatives in the workplace, that can easily be transferred to homes, increases the positive message.



## Improve waste management

Waste management is a vital component of our environmental commitment. In addition to our waste management process, we ensure that waste can be tracked, recycled, re-used and reduced in general.

By partnering with nationwide waste management companies and local communities whilst reinforcing our processes and communication around our goals, we have achieved, on a number of large contracts

# 0% to landfill

# What are we doing?

We actively engage our stakeholders to deliver environmentally sustainable solutions to meet our needs and also, to work with us to recycle and reuse what could be deemed as 'waste'.

## Waste it? No...

Implementing new ways to recycle or reuse office items, such as equipment or furniture, is one way we add value to clients through our facilities contracts.

The team working across EDF's office portfolio has been making use of an online system; Waste Action Reuse Portal or 'WARP IT'. We simply upload surplus items to the portal, where they can then be viewed and if needed, requested by teams across the business. Should items remain on the system for a period of time, they can then be donated to organisations including councils, hospitals, schools and charities who needed them..

WARP IT is an online marketplace, similar to eBay or Freecycle, that can be used by anyone. It has proven to be a convenient, easy way to manage the reallocation of items that would otherwise potentially end up in landfill.



### What's Next?

We are working towards our aspiration of achieving 0% to landfill across all of our sites by improving waste management and data collection, through partnering with sustainable companies to help us in our journey. We are also increasing ours and our people's commitment to the environmental cause by delivering more trainings, awareness and by challenging behaviours in order to have a positive impact.



### Upcycling for the community

Dalkia teams in and around Oxford, realised that they were disposing to landfill what could be useful items including cable drums and wooden pallets and they were determined to find a local solution.

This took the form of researching and finding a local company that would benefit. The found KBS Wood, whose mission is to tackle waste to preserve the planet by repurposing wood. They collect the wood from site, it is then upcycled, by local craftspeople, into tables, benches, bird houses and many bespoke items. This is a great example of supporting local community initiatives.



### Creating natural woodland

We encourage our employees to take part in community days that deliver benefits both locally and to the wider community.

As part of an ongoing initiative, ten employees took a day out to plant a further 350 trees in our very own Dalkia woodland in Yorkshire that now has over 750 new trees growing. The trees provide a fantastic natural habitat for local wildlife, as well as becoming a vital part of the worlds complex ecosystem benefiting us all and giving back to nature for many years to come.



### Rebranding/recycling

In 2023 Dalkia UK rebranded its current business units, this meant there were many opportunities to reuse, recycle and repurpose branded goods that would normally have to be destroyed, following kitting our teams out in new Dalkia workwear.

Our team in Scotland engaged with an organisation, Stitch the Gap, they equip individuals with sewing skills by repurposing fabric. This also teaches them new life skills, can improve wellbeing and increase employment opportunities for some.

Over 100 large bags of no longer required workwear was gathered from employees, following the issue of new items, and donated to this organisation.

We were delighted to hear that they already had plans for the students to cover the previous logos with new designs, turning unused workwear into a fashion statement.



### Challenging Products

We also challenged ourselves, and our suppliers, to using as many recyclable products as possible during this exciting time for the business, as we raised awareness of our new brand.

One of our suppliers of branded goods was tasked with creating a 'Welcome to Dalkia' pack that would be given to all employees. The pack itself had to be made from and contain items that were recyclable and supported our new Net Zero, Let's Go message.



# PEOPLE AND SOCIETY

Dalkia UK employs over 4,000 people, they are our driving force and the reason we operate successfully and safely. It is important for us to provide them with a safe and inclusive working environment, with career opportunities. A place where they feel like they belong and can contribute positively to our success.



- Ensure the Health, Safety and wellbeing of our employees.
- Foster and promote Equity, Diversity and inclusion.
- Offer Learning, Development and fair opportunities for our employees.

## Ensure the HEALTH, SAFETY AND WELLBEING of our employees

People first is one of our core values, it starts with the health, safety and wellbeing of everyone we interact with. We take a proactive approach and continually reaffirm this through our industry-leading Changing Gear programme.



## What are we doing?

Our Changing Gear programme continues to raise awareness and make a positive difference to the health, safety and wellbeing of our people and the communities in which we operate. The objectives are centred around five distinct pillars:



### Leadership Behaviours

We are committed to engaging with colleagues, understanding their views, ensuring we are addressing areas they feel are important and any issues. We did this by:

- Manager's leading site safety tours and discussions
- Holding regular Safety Leadership training for all
- Continuous workforce engagement sessions
- Running dedicated safety days to raise awareness
- Offer learning for leaders at all stages of their career
- Engaging employees, new to Dalkia, in our Cultural Survey.

### Communication

In 2023, we implemented and improved communication including:

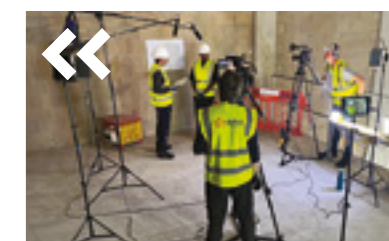
- Delivering 'Safety in Numbers' quarterly awareness presentations
- Digital updates via screens in offices and on sites
- Issuing our Wellbeing monthly calendar
- Distributing our regular Changing Gear newsletter Groupwide.



### Management Processes

Following workshops, surveys and engagement sessions with our employees, we are delighted to have seen an increase in reporting and resolving of site-based potential hazards through our dedicated reporting app, FlexObservations.

We have also created working parties, to refresh, produce and deploy updated processes and procedures. In 2023 the most important were identified as: Setting to Work and Point of Work Risk Assessments.





## High Risk Activities

As one of the main pillars of Changing Gear ensuring that we are constantly reviewing and, if needed, improving environments where high risk activities take place.

By involving the workforce in discussions, improvements to electrical safety were identified and made to the production and testing areas at our manufacturing facility in Stone.

An interactive, easy to use, document outlining the Standards for Safe Working in Risers was developed hand in hand with workforce representatives, and adopted across the business.



## Wellbeing

In 2023 we supported and fostered many initiatives to support employees' wellbeing, recognising that this is of vital importance, for them and their families. Our Employee Assistance Programme offers counselling services for children and young people and MyPerks provides discounts and vouchers that benefit the whole family, such as savings on groceries, holidays and entertainment.

We realise it's all well and good having places where our people can find help, but often you're not in the right frame of mind to do that, so it's important that we equip our people, especially managers, with the right tools to recognise when colleagues are potentially suffering from mental, rather than physical, issues.



### In 2023 we:

- Trained over 170 managers in mental health awareness
- Launched a wellbeing area on MyPerks and our new intranet, MyHub.
- Supported the launch of an employee-led forum, Campfire, focussed on men's mental health.



### We have also supported national action events including;

- Time to Talk Day
- Mental Health Awareness Week
- World Mental Health Day.



## Learning, development and fair opportunities

As a responsible employer we are proud to develop the skills of our employees from early careers and upskilling throughout.

Our L&D team is committed to increasing access to training for all employees. In 2023 we implemented a new L&D platform, MyCareer which offers a range of courses and modules on various topics from ED&I, sustainability, wellbeing, health & safety, leadership skills and more.

Each year we celebrate National Apprenticeship Week, this is an opportunity for us to showcase the great work our trainees do, to introduce our annual trade apprentice intake applications and to highlight the diversity of roles that we offer.



## Offer learning, development and fair opportunities for our employees

Developing our employees' skills is key to the success of our business. Keeping up to date with the latest training available and fostering innovation, whilst promoting early career development to bridge the skills gap is vital to the future of the wider industry.



## Foster and promote equity, diversity and inclusion

Equity, diversity and inclusion at all levels of the company is our aim. We recognise that we need to challenge ourselves to build a more diverse workforce, it's well-known that this will deliver innovation, creativity and exceptional business performance we are resolved to ensuring Dalkia UK is a place where everyone feels valued and recognised for their contribution.



## Equity, diversity and inclusion

To ensure equity, diversity and inclusion (ED&I) is a constant conversation within our business and remains at the forefront of everything we do, it is an integral part of our strategy.

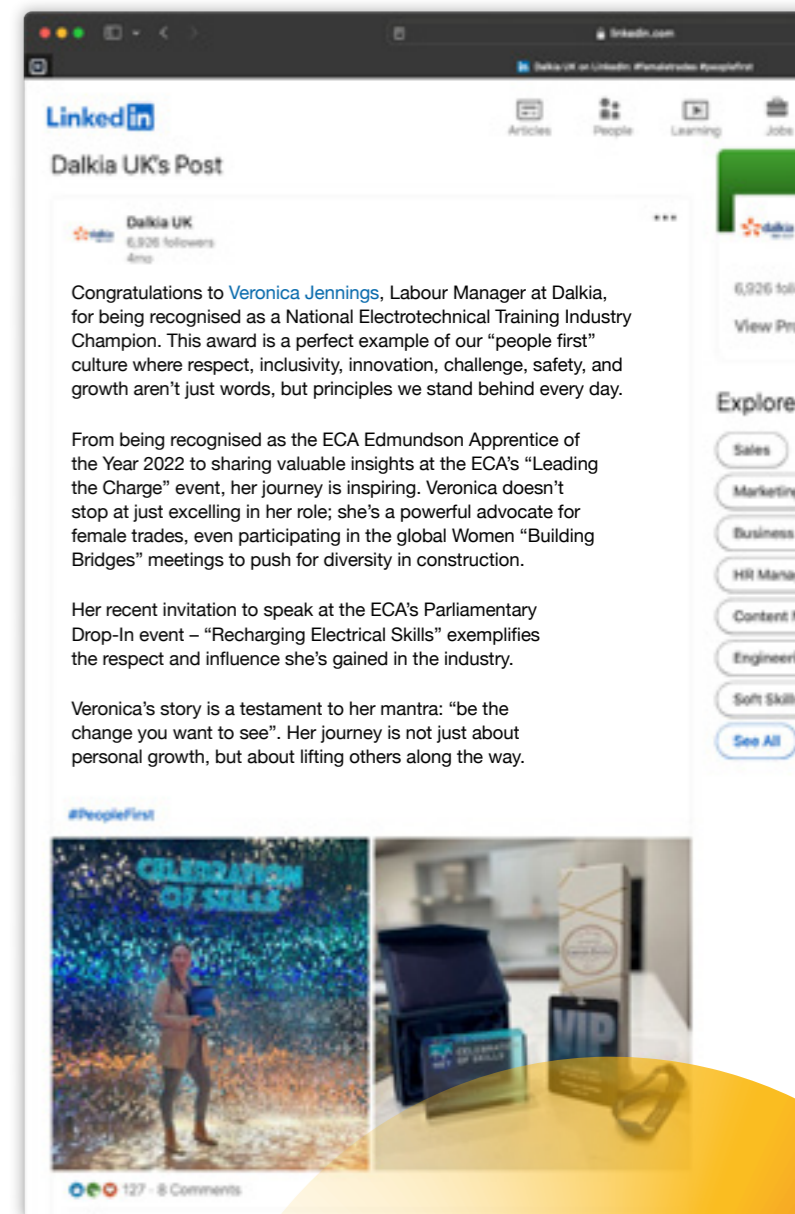
Our ED&I forum meet on a regular basis to share ideas and initiatives and to set objectives that will be undertaken across Dalkia UK. In 2023, the forum revised our KPIs following, an acquisition, to reflect our newly increased workforce.

We recognise that to achieve our strategic goal of increased diversity, we must strive to engage a workforce that is representative of society. We know that having diversity of thought leads to a successful business.

We attend careers fairs at schools and colleges across the UK, particularly to encourage young women to join our industry.

We are also members of the Early Careers Foundation providing mentoring to youngsters who may not have access to support and guidance from experienced people.

Raising awareness of ED&I amongst our colleagues by celebrating events and days, such as National Inclusion Week, International Women's Day and International Men's Day is vital. Publicising, via social media and internal communications channels, people in our business who make a tangible impact in ED&I is also a high priority.



## What's Next?

We are reshaping our ED&I framework through the creation of networks and via our ED&I forum to help us deliver ambitious KPIs. We will keep on thriving to ensure that our people are safe and well and understand the importance of health, safety and wellbeing at work but also in their personal lives. Learning is important to us, we want to attract new talents by providing them with learning & development opportunities and fostering innovative thinking.





# RESPONSIBLE LOCAL DEVELOPMENT

We are committed to ensuring that our people interact with the highest levels of professionalism and standards. To this end we ensure that all colleagues have access to our Code of Conduct and all other relevant codes of practice via our intranet, MyHub.

Prioritising local procurement and employment opportunities, where possible, to ensure we generate a positive economic and social impact in the areas where we operate is at the heart of our business.

Creating social value is also key to our services, we do this via a range of initiatives. We create local employment, deliver training to support local educational institutions, get involved with local and industry bodies and encourage our people to use their company volunteer days within their communities as a force for good.

- Ensure high ethical standards of business conduct.
- Facilitate stakeholder engagement.
- Generate social value where we operate.



# What we've done

## Our Ethics

Our Code of Conduct is constantly reviewed and refreshed to ensure it is up to date and fit for purpose. It sits within our company intranet, MyHub, to make sure all employees have quick and easy access to it.

All employees are made aware of this document, when they begin their employment, through our induction process and we also have a compulsory Training Course via our Learning and Development platform that everyone is required to undertake.

All employees are encouraged to challenge any inappropriate behaviour when they encounter it. If they wish to report suspicious behaviour confidentially, knowing that their concerns will be appropriately investigated without the fear of reprisals, through our independent whistleblower service.

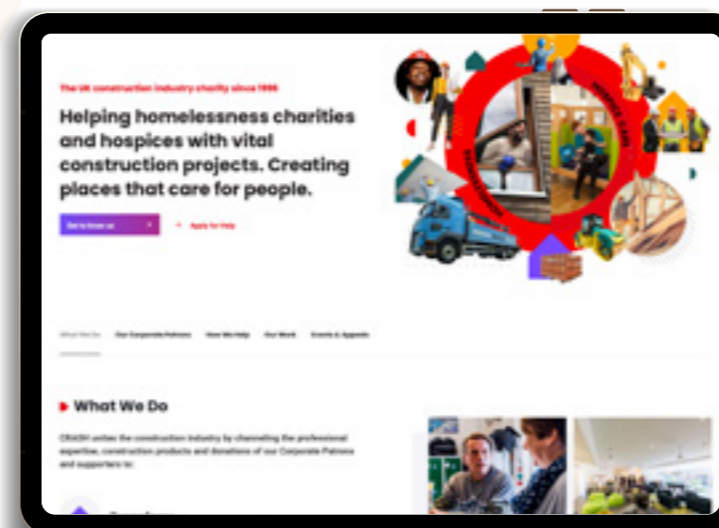


## Partnering for Social Value



At the end of 2023 we partnered with the Social Value Portal and invested in their integrated platform to help us accurately manage, record and organise our social value activity, easily and efficiently.

We believe that generating social value in the communities where we operate is important. In order to capture the efforts of colleagues across Dalkia UK divisions, and at corporate level, we benefit from this platform recording the relevant information and ensuring we deliver on our commitments.



## Working with industry charitable partners



We support local and industrial partners to raise awareness, funds and assistance with projects, for example, Kris Bradshaw, Capula is a trustee of The Nuclear Industry Benevolent Fund and Ian Bolster, Dalkia Engineering, a Trustee for 7 years with CRASH, the construction industry charity to which we donated over £20k through fundraising and professional expertise in 2023. Both Kris and Ian support the charity in various ways, including providing support to projects and raising the profile of the charity and the great work they do.



In 2023, our brilliant people volunteered over 682 hours

to local communities, charities and great causes overall. From mentoring disadvantaged young people, to holding career days at schools and colleges, collecting toys and food donations at Christmas for local community centres to creating and improving green areas, litter picking and more.

**We are very proud to see how involved our people are in doing the right thing.**

# Charitable People

Our colleagues, their families and friends have fully supported our partnership with MIND. In 2023 we raised over £54,000 through a number of fantastic initiatives, events and experiences.

We also encourage our people to support local and national charitable events and fundraising and these have raised over £6,000 for; MacMillan Cancer Support, the Samaritans Shoe Box Appeal, Manchester Children's Hospital and Cheshire Dogs Home.



## What's Next?

We will generate more social value where we operate by tracking our commitments and delivery across our divisions. We will build on our stakeholder engagement by facilitating dialogue in order to share best practices on everything CSR whilst fostering new ideas.



**Overall Fundraising for 2023**

**£80,232**



**Clémence O'Connor**  
Head of Corporate Social Responsibility

## Inspire to do better

Through our CSR journey and commitments we want Dalkia UK to be a company people want to work for and with. Our CSR Strategy gives us a framework to do that by focusing on topics which we believe are key for the development of our society and the preservation of our planet whilst supporting the success of our business.

We have mapped out a range of initiatives and projects we will be working on in the short and longer terms in order to deliver on these commitments, working closely with all of our stakeholders. We believe that this is the right thing to do and hope to inspire others in joining us to combine forces and efforts for a bigger impact and reach to benefit the world we all live in.

