



# CSR

## Report 2024



# INTRODUCTION

Dalkia UK's

# CSR Strategy and Commitments

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 our CSR strategy around four pillars – Carbon and Climate Neutrality; Environmental Positive Impact; People and Society and Responsible Local Development – reflecting on our vision and values as Dalkia UK whilst aligning with the commitments of our parent 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.

**Environment and economic challenges are more prevalent than ever. With 2024 being the warmest year on record and economic uncertainties putting immense pressure on people and communities, we cannot stand by. At Dalkia, we are proud to make positive impacts as a responsible organisation.**

Our CSR strategy is fully aligned with our values and supports our overall business objectives. This alignment fosters strong engagement from our teams and a positive commitment from our leaders across the business to accelerate progress on these critical topics.

Last year, we made fantastic progress in each CSR pillar. I am particularly proud of the development of our apprentices' programme. We recognise the need to attract more young and talented individuals to our industry. By creating an inclusive and diverse environment, we enable the younger generation to thrive, develop their skills and seize career opportunities within Dalkia.

Joining Dalkia means becoming part of a company committed to fighting climate change and supporting the UK in reaching Net Zero. We achieve this through the delivery of large-scale low carbon energy infrastructure projects, including nuclear and renewable energy initiatives and by helping our corporate and public clients decarbonise their estates.



**Gautier Jacob**  
Chief Executive Officer  
Dalkia UK



## 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.



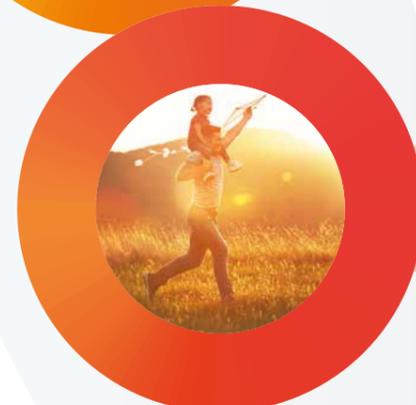
## ENVIRONMENTAL POSITIVE IMPACT

- 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 stakeholder 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.



## REDUCE our direct and indirect CO2 emissions

As part of our commitment to achieving Net Zero by 2030, we have made good progress in 2024:

This has been achieved through:

Reduction scope 1 & 2  
**-29%** of our own core CO2 emissions to **3,124 tons**

Fleet electrification **28%**  
 (vans and company cars)

We also had over **200** cars contracted through our EV/PHEV salary sacrifice scheme



### Optimising energy efficiency

We introduced remote energy monitoring sensors across our three main offices and are delighted to report a significant reduction in energy usage of **24,417 kWh**. This highlights our own commitment to sustainability and efficient energy management.

Additionally, we installed wireless air quality sensors, which led to further energy savings. At our Glasgow offices, these sensors identified air conditioning systems were running during unoccupied periods. By adjusting the schedules, we reduced usage by approximately 140 hours per week.



### Leading by example

We have completed a significant milestone in our proactive journey towards sustainability, the installation of a solar PV system at our Staffordshire office.

In just nine months, the new installation produced over 125MWh of green energy, resulting in a reduction of 27 tons of CO2 emissions. The system also features real-time data visualisation, thanks to the innovative digital dashboard developed in-house. This technology allows us to monitor energy production and savings in real-time, providing valuable insights and identifying further opportunities for improvement.

Eduan Smit, Digital Solutions Owner, said 'To put it into perspective, saving 13 tons of CO2 is like 13 trips from Paris to New York or driving a standard petrol car for 6.5 years.'



# Support our clients to **DECARBONISE** and reduce energy consumption

## Queensway Tunnel **LIGHTING UPGRADE**

Liverpool has reached another significant milestone on its journey to achieving a net zero transport network, the completion of the £11m lighting upgrade at the Queensway Tunnel. This groundbreaking project, delivered by Dalkia, modernised the iconic 90-year-old tunnel, reducing its carbon output by an impressive 60% each year.

### We Installed:



Power cable: **100,000** metres



Electricity Distribution Boards: **230**



State-of-the-art LED lights: **1,058**

### Saved & Reduced:



**75%**

Energy savings



**60%**

Carbon Reduction



**90%**

Recycling



**Over 60%**

Local spend

### A Commitment to Excellence and Sustainability

The project has been an integral part of the Mayor's vision to decarbonise the city's public transport network and meet the ambitious target of net zero by 2035. With a 25-year lifespan, the new system will deliver significant energy cost savings without compromising on quality.

### Future proofing a Vital Transport Network

Funded through Liverpool's 'City Region Sustainable Transport Settlement,' the lighting upgrade aligns Queensway Tunnel with the energy-efficient standards of the Kingsway 'Wallasey' Tunnel, which underwent a similar transformation in 2018. This modernisation ensures that the tunnels remain a safe, reliable and sustainable cross-river travel option for decades to come.

*"The £11m lighting upgrade in the Queensway Tunnel is essential for maintaining this vital structure and also a crucial step in our pledge to make our city net zero by 2035."*

**CIr Steve Foulkes**

### Brighter, Greener Future

The Queensway Tunnel lighting upgrade is more than just an infrastructure improvement - it's a step towards a greener, more sustainable future for the Liverpool City Region.



### DECARBONISING HEALTHCARE:

Retrofit project at Charing Cross Hospital



[SCAN]

to watch more...



### As the Public Sector Decarbonisation Scheme (PSDS) enters its fourth phase, we successfully completed our heat electrification retrofit decarbonisation project at Charing Cross Hospital.

Our team delivered 10MW of air and water source heat pumps, replacing the hospital's ageing steam network. Additionally, we upgraded the high-voltage substation and associated infrastructure. These efforts have significantly reduced the hospital's Scope 1 and 2 emissions by 40%, marking a substantial step towards a greener future.

To learn more about this transformative project, click on the QR code above to hear Eric Munro, Director of Estates and Facilities at Imperial College NHS Trust on the project's impact and the successful partnership with Dalkia UK.

## Deliver **NET ZERO** infrastructure project

### 1 millions hours worked without a lost time incident

We are proud to share a significant safety milestone across Dalkia's Nuclear Operations. Following a review, we can now confirm that our teams have surpassed 1 million hours worked without a single Lost Time Incident (LTI).

This achievement spans multiple sites, including EDF's Heysham 1 & 2, Sizewell B, Torness, Dungeness B, and Hartlepool, as well as Urenco, Hinkley Point C, and Welsh Health.

At Dalkia, People First is at the core of everything we do. Safety isn't just a priority - it's a fundamental part of our culture. We are committed to making sure that each and every one of us goes home safe every day. This milestone reflects the dedication of our teams in upholding the highest safety standards, looking out for one another, and never taking risks to save time or effort.



## Celebrating Decarbonisation

In 2024 our innovative efforts in heat decarbonisation were recognised by two prestigious award bodies, highlighting our commitment to sustainability and excellence in partnership.

We were winners of the edie Net Zero Awards: Heat Decarbonisation Project of the Year and reached the finals for Energy Project of the Year: Public Sector at the Energy Awards. Both for our groundbreaking green heat initiative project with Northumbria Healthcare Facilities Management.

As part of this project, we replaced an aging boiler with 3.2 MW air and water source heat pumps and installed a 1MW roof-mounted solar PV system.

These technologies are projected to achieve cost savings of £500,000 per annum and a carbon reduction of 4,225 tCO<sub>2</sub>e per year.



Dalkia's Nuclear New Build business unit achieved Tier 1 Contractor status on Hinkley Point C (HPC), marking a significant milestone its growth and strategic development. This underscores Dalkia's capability to self-deliver projects at HPC, paving the way to showcase its expertise and reliability beyond this project, highlighting Dalkia's commitment to meeting the highest standards of service and delivery.

Through effective site mobilisation and leveraging growth drivers from the Nuclear Operations business unit, as well as the HPC and Sizewell C projects, Dalkia's Nuclear division is poised to significantly enhance synergies with parent company EDF.

*"Dalkia is expanding its capabilities to support the delivery of new nuclear power generation units, notably at HPC, and the life extension of the existing nuclear fleet. These infrastructures will be key to achieve Net Zero in the UK by 2050"*



**Benjamin Lemaitre**  
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 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

### Environment Week:

This year's dedicated Environment Week was filled with activities and initiatives aimed at raising awareness and promoting sustainable practices amongst colleagues.

To start the week, we held a webinar to share our environmental commitments, actions and ambitions. We heard from Dalkia UK colleagues: Scott Russell, Paul Codd and Tony Stubbs, who shared how they have successfully implemented local solutions to manage waste.



Throughout the week, we engaged our people in various activities including:

- **Make a Pledge:** Over 250 colleagues pledged to do more to help the environment.
- **Litter Picking Challenge:** Teams got together to spend an hour in the fresh air to help clean up their local environment.
- **Nature Day:** Dedicated to encouraging everyone to connect with and appreciate the natural world.
- **Learning & Development:** Our L&D platform, MyCareer, highlighted environmental courses and sessions available to colleagues.
- **Earth Hour:** Everyone was encouraged to take part, joining millions around the world in switching off lights to show support for our planet.

The week was a great success, with lots of engagement, teamwork and valuable information shared and learned. It reinforced our company values, particularly Better Together, as we collectively came together towards a more sustainable future.



### Partnering with Biffa

Colleagues from Dalkia UK partnered with Biffa to support a recycling education initiative in several schools, where our teams deliver technical maintenance. The aim was to raise awareness about climate change, sustainability and waste management amongst the student population.

The team delivered presentations on the effects of plastic and food waste, conducted site tours to identify where local improvements could be made and ran interactive sessions creating posters to promote recycling. Additionally, they provided information on how to make bee hotels and distributed seeds for planting. One of the highlights for the pupils was seeing Biffa's Wastewater demonstration, which sparked a lot of interest.

The schools now have a better understanding of how they can help boost recycling efforts and reduce general waste.



# Recycling THROUGH PARTNERSHIPS:

REPURPOSING  
RECYCLING  
REDUCING



Repurposing devices, recycling ink cartridges, donating unused materials directly or through second-life platforms, banning single-use plastics and reducing packaging overall requires minimal effort but can significantly reduce the amount of waste going to landfill.

## Did you know?

Recycling one mobile device can avoid **49kg of carbon emissions** and save **36,811 litres of water**.

Recycling one laptop can avoid up to **240kg of carbon emissions** and save **1,818 litres of water**

We partner with ICT Reverse Asset Management to ensure all our devices are recycled properly. They process over 1,500 tonnes of equipment every year, reusing around 75% of the IT and communication devices they receive and recycling the remaining 25%. In 2024 we sent over 2,500 items including:

**599** Mobile phones = **29,351kgs** of carbon avoided

**336** Laptops = **80,640kgs** of carbon avoided

# Eco-Heroes in ACTION

Our team is dedicated to volunteering for good causes, spending over 1,075 hours keeping local green spaces clean. Employees from all parts of our business have picked up litter in parks, school grounds, streets, canals, rivers and beaches. We believe small actions can make a big impact by setting an example and raising awareness.

This year, our Facilities staff planted more trees, adding to the Dalkia Woodland in Yorkshire, now totalling 1,000 trees. During Environment Week, we distributed wildflower seeds to employees, encouraging them to plant the seeds in their gardens to support our ecosystem. We've also seen great enthusiasm for growing plants on site, particularly at Cardiff University where the team are now enjoying fresh tomatoes with their lunch!

Dalkia colleagues were invited to beekeeping workshops at Tate Britain, they learnt all about how beehives work, pollination and honey production. This engaging experience highlighted the crucial role bees play in our ecosystem and participants also enjoyed tasting the honey!



## EMPOWERING Climate Action

Our Group Head of CSR, Clémence O'Connor, facilitated two Climate Fresk workshops with members of our client Tate's Sustainability Team and Dalkia's technical maintenance team.

Climate Fresk is a powerful tool that provides quality climate education through a three-hour workshop, teaching individuals the fundamental science behind climate change. It empowers participants to take action and promotes open, positive conversations about climate solutions.

The workshops require active participation, with individuals building the 'Fresk' together. As participants link the causes and effects of climate change, they gain a deeper understanding of the systemic nature of the challenges we face.

Clémence commented, "It's a great way to engage on the topic and bring some awareness to people about the crisis we are facing. Everyone was very engaged; they produced a great Fresk and made personal commitments to help fight climate change."

We now have several employees who, following participation in a Climate Fresk workshop, have become facilitators. This enables us to deliver more workshops and continue to grow awareness on the topic of climate change.

## Waste to Watts

We collaborate with a diverse range of partners to manage and dispose of non-recyclable waste in a sustainable and eco-conscious manner. Our Capula business has teamed up with Veolia to ensure that general waste is effectively managed, preventing it from ending up in landfills.

The waste is transported to the Energy Recovery Facility, where it undergoes a comprehensive process. This includes burning the waste to produce energy, removing particulates to treat liquid waste, and extracting ferrous metals from the ash on a conveyor belt for recycling. The remaining ash is then recycled into aggregate.

The facility processes up to 40 tonnes of waste per hour. Above the furnace, a large boiler generates superheated steam, which drives a steam turbine capable of producing up to 29 MW of electricity at 11,000 volts. This amount of electricity is sufficient to power 66,000 homes.



## Improve waste management: REPURPOSING FOR A POSITIVE IMPACT

Our on-site teams are always finding innovative ways to repurpose materials that might otherwise end up in landfill. A great example of this is at Wright Robinson College, where Dalkia's Grounds Manager, Les Crowther, oversaw the removal of heavy branches from trees to ensure student safety. Instead of discarding the wood, it was stacked in the undergrowth to create a natural habitat for wildlife.

Shortly after, the school was approached by a local donkey sanctuary, they requested some of the logs for their donkeys, who love to strip bark off trees. Our team was pleased to help and delighted to be invited to spend time with the donkeys and learn more about the sanctuary's work.

Lauren Hughes from Dalkia commented 'We always try to find ways to recycle items, so it was great we were able to help out with wood for the donkeys to enjoy'.



# 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.

# LIFE SAVING RULES



This year we introduced our Life Saving Rules, each one associated to a high-risk activity. These are vital safety precautions aimed at preserving life and we expect all our employees and contract partners to adhere to them in conjunction with local Health and Safety operating procedures and arrangements.

Our successful campaign, which has been aimed at improving awareness of each risk and the required controls, has included short animations and toolbox talks which are delivered at working site level. We have seen an increase in the reporting of near miss events related to these risk categories, which demonstrates improved understanding and appreciation of these themes across our workforce.



*“Over 11,740 modules have been taken on our e-learning platform”*

**Matt Richardson**  
Group QSHE Director

## Leading Safety Standards

We were thrilled that Dalkia UK was, once again, recognised in the 2024 RoSPA Awards. Our teams across the business received prestigious Presidents, Highly Commended and Gold Awards, clearly demonstrating our outstanding commitment to health and safety in the workplace.

The RoSPA Awards are the UK's largest and most impactful, with nearly 2,000 entries annually from over 50 countries, impacting over seven million employees. These awards provide a platform to highlight our unwavering commitment to continuous improvement and excellence in health and safety.



### Working at Height

I always **protect** myself against falling from height and **protect others** from falling objects.



### Driving

I always maintain awareness when driving, wear **my seat belt** and respect **speed limits**.



### Electrical Safety

I always ensure energy sources are isolated, equipment is de-energised and I have the **correct permits** before carrying out work.



### Lifting Operations

I never walk or stand **under** a suspended load.



### Plant & Machinery

**Always** maintain a **safe distance** from moving plant and equipment.



### Asbestos

I consider the **risks posed** by **asbestos** at all stages of the job.



### Confined Space

I never enter a confined space without **authorisation** and a **safe system** of work in place.



# Wellbeing and Diversity Week

## Strength through Adversity

To kick off our Wellbeing & Diversity week, we had the immense pleasure of welcoming Sammi Kinghorne, the Queen of the Track and a five-time gold and silver medallist at the Paris Paralympic Games. Sammi shared her journey, discussing her disability, the challenges she faced and the incredible opportunities that arose from them. Her story of strength through adversity inspired our entire team.



## Raising Awareness

Normalising the mental health conversation and ensuring people feel comfortable talking about their struggles is important. In addition to participating in major campaigns such as Mental Health Awareness Week, World Mental Health Day and Time to Talk, we incorporated the topic into our third CSR week, 'Wellbeing & Diversity,' with a range of initiatives and calls to action across the business.

# Creating a Safe Space

This year, we focused on promoting the mental health resources available to our employees. We consolidated our Employee Assistance Programme (EAP), learning resources, mental health forums and details of our network of Mental Health First Aiders (MHFAs) into one easily accessible area on our intranet, MyHub.

With over 180 MHFAs, we appointed leads in each division to provide support to each other, a platform to explore synergies and instil confidence in the responsibility they have as MHFAs. Refresher training sessions were conducted with Mental Health England to equip our MHFAs fully. We also implemented an anonymous reporting structure to highlight the value of our MHFAs and understand the support needed by our employees, helping us identify areas of focus moving forward.



## Championing Allyship

As part of our Equality, Diversity & Inclusion (ED&I) roadmap, we also launched our Allyship programme during the week's events. Led by Stu Brown, with support from colleagues in the ED&I Forum, we invited employees to sign up to become allies.

In early 2025, all participants will receive comprehensive training to fully equip them for their roles. This training will help them understand that being an ally means listening, amplifying voices, advocating for others, challenging discrimination, and building a stronger, more inclusive team.



# RISE Programme

The RISE Programme supports women at Dalkia to realise their true potential in their careers. It's an environment where participants are encouraged to share personal experiences and to learn from and support each other. It gives individuals an opportunity to examine and maximise their strengths and to develop practical strategies to achieve success.



## Winning Network

We were delighted that the EveryOne Network, within our Capula business, was one of the winning entries in this year's Dalkia International Victoires Awards.

Simon Coombs, Managing Director, Capula commented: "I was pleased to represent Capula and collect this award. I am extremely proud of my EveryOne team and all employees who have helped develop this initiative that has now been rolled out across Dalkia UK."

# Getting Around the Campfire



We were approached by a group of MHFAs who wanted to develop a forum where men could talk openly and be supported, without judgement. From this initial approach the Campfire forum was born, it's a safe place that's open to all, focusing on men's mental health. We created a dedicated area on our intranet containing resources, details of how to join and when the online meetings take place and testimonies from participants.

Darren Gunn, one of the co-founders and Mental Health First Aider, commented:

"Things have changed and the stigmas around talking about mental health are slowly fading away. Campfire is a place where people can share their struggles, find listening ears and receive guidance without judgment. Opening up can be the biggest step to getting to a better place, and we are pleased to provide this safe environment for our people to do so."



dalkia.kallidus-suite.com

Home Learn Perform

My CAREER

### 10 Top Optional Courses Completed

- Criminal Finances Act
- Conversations About Mental Health
- Avoiding Burnout (bite size)
- CPD webinar 1 - Building Safety Act
- Competition Law
- Challenging Diversity Assumptions
- CPD Webinar 3 - Emergency Lighting
- Preventing money laundering (Essentials)
- Climate change - History
- Dignity at work (micro learning)

## Learning & Development:

Month	Hours	Courses Completed
Jan	1726	265
Feb	2379	3688
Mar	6327	5653
Apr	2268	3495
May	8127	4062
Jun	4830	5064
Jul	3546	5813
Aug	4346	8535
Sep	7316	13630
Oct	5404	9075
Nov	3314	5278
Dec	2589	3798
TOTALS	52172	69356

### Number of Apprentices/ Trainees

# 269

We have an exciting range of apprenticeships, all around the UK, in a variety of professional fields. Our trainee and apprenticeship programmes offer the perfect opportunity to gain real-world experience, earn a salary and achieve qualifications - all while building a bright future.

We celebrated many successes and organised many fun events to bring our apprentices together in 2024 and are excited to launch our Dalkia Academy in 2025 to support the growth of our early careers development and shape the future talents of Dalkia UK.

# 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.

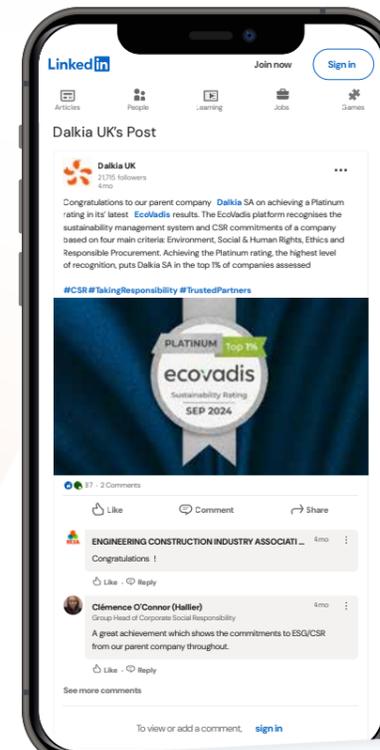


# Upholding INTEGRITY

## Code of Conduct Training

At Dalkia UK, our Code of Conduct training ensures that all employees understand and adhere to our ethical standards, fostering a culture of integrity and safeguarding our reputation. This comprehensive module clarifies expected conduct, reinforces our values and protects our reputation.

The training provides clear guidance for employees who may be uncertain about the appropriate course of action in various situations. It includes definitions of key terms, identification of potential issues, detailed guidelines to follow, prohibited behaviours, examples of high-risk scenarios and recommended best practices.



## Stakeholder engagement & accreditations



As part of our wider Dalkia family, we are proud to share that our latest EcoVadis rating went from a Gold standard in 2023 to a Platinum in 2024.

We have won a range of Awards this year from CN Specialist, BESA, British Chamber of Commerce to name a few which attests of the quality of our business and practices.

### CONSIDERATE CONSTRUCTORS SCHEME

## Considerate Constructor Scheme

We are also extremely proud to have achieved an excellent 44/45 rating on one of our projects as part of the Considerate Constructors Scheme showing our dedication and commitments to delivering a high standard of services whilst having in mind our CSR impact every step of the way.





Volunteering

## Making a Difference Together

Through our Volunteering Policy, we empower our people to make a real difference in the areas where we operate. From delivering food parcels and supporting fundraising events to painting, building shelters, litter picking, helping with DIY projects, mentoring, and so much more, our team makes us proud by supporting those in need.



Our amazing people have volunteered for an incredible **2,825 hours** to support local organisations and communities.



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

### Stronger together:

As we progress on our CSR journey we want to highlight the need for collaboration. Working together as individuals, companies and industries we can certainly make a big difference. We focus on a range of topics which concern us all, from wellbeing, sustainability, ethics, equity, diversity and inclusion and more. We believe that although we have come a long way with the progress made so far, we can always strive to do and be better.

We are extremely proud to see the engagement from our people in every CSR topic we raise and focus on. We look forward to many more exciting initiatives and progress being made in the years to come.



Fundraising

## Supporting Mental Health and Beyond

Our dedicated people have taken on incredible challenges, from cycle rides - 100 miles through the beautiful Surrey countryside and the iconic London to Paris route - to climbing the Three Peaks for the fourth consecutive year, organising football tournaments, raffles, team events and much more. These efforts have made a significant impact, supporting individuals struggling with their mental health including providing funds to help mental health charity, Mind.



Handle **12,000** Infoline calls



Deliver over **500** mental health workshops



Keep its online community support, Side by Side, open for **15 weeks**



Support **45 days** of suicide prevention research via the PhD programme at Glasgow University

As part of our three-year partnership with **MIND** and **SAMH**, we are proud to have raised over **£130,000** to date

Fiona Lewis, Senior Manager - Workplace Engagement at SAMH said 'Dalkia's commitment to the mental health cause, the enthusiasm to get involved in the partnership and the determination to make a difference has been incredibly inspiring.'

In addition to our primary partnership, we have raised over **£15,500** for various local and national charities, including **November, Water Aid, Armed Forces and Veterans Breakfast Club, Cancer Research, Cauldwell Children, Urban Outreach, Gingerbread in Fife, numerous food banks, hospitals, and more.**

Furthermore, we have donated **£18,393.83** to **CRASH**, the Construction Industry's charity, contributing to their vital work.





Dalkia is committed to finding innovative solutions for a sustainable future. This brochure was printed using 100% renewable energy, on 100% recyclable materials, with zero waste being directed to landfill and no negative carbon impact. Please recycle.