

HERON BROS 2015 CORPORATE RESPONSIBILITY REPORT

Start
Smart 



CONTENTS

INTRODUCTION

- Our Vision & Values

RESPONSIBLE BUSINESS

- Diversity
- Supply Chain
- Sustainable Procurement
- Sustainable Construction

RESOURCE EFFICIENCY & NATURAL ENVIRONMENT

- StartSmart
- Waste Management
- Carbon Management
- Water Usage
- Biodiversity

BUSINESS & INNOVATION

- BIM
- Keystone Quality Control
& Defect Management App

COMMUNITY & PARTNERING

- Considerate Constructors Scheme
- Partnerships
- Community Initiatives
- Donations

PEOPLE & LIFESTYLE

- Work Smart
- Training & Development
- Apprenticeships
- Health & Safety

CONCLUSION

- Contact Us



OUR VISION AND VALUES

“OUR VISION AS AN AWARD-WINNING PROJECT DEVELOPMENT AND CONSTRUCTION COMPANY IS TO CONTINUALLY DELIVER ADDED VALUE THROUGH QUALITY AND SUSTAINABILITY WHILE GROWING OUR CLIENT AND MARKET SECTORS.”

We work to achieve our vision through collaborative stakeholder relationships, meeting and exceeding client expectations, through innovation and best practice, and by employing and developing people that are committed to personal development.

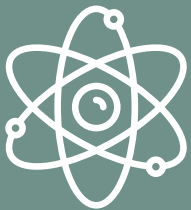
RELATIONSHIPS



Heron Bros Ltd places great value in strong, lasting relationships. We are committed to:

- Developing collaborative relationships with stakeholders.
- Treating stakeholders with integrity and respect.
- Putting people first by providing a health and safe working environment and providing opportunities to develop their knowledge and expertise.

FORWARD-THINKING



We understand that in this fast-paced and dynamic industry it is essential to be a forward thinking company. We are passionate about:

- Becoming a more sustainable business.
- Using innovation to drive our approach to project delivery.
- Implementing best practice.

PASSION



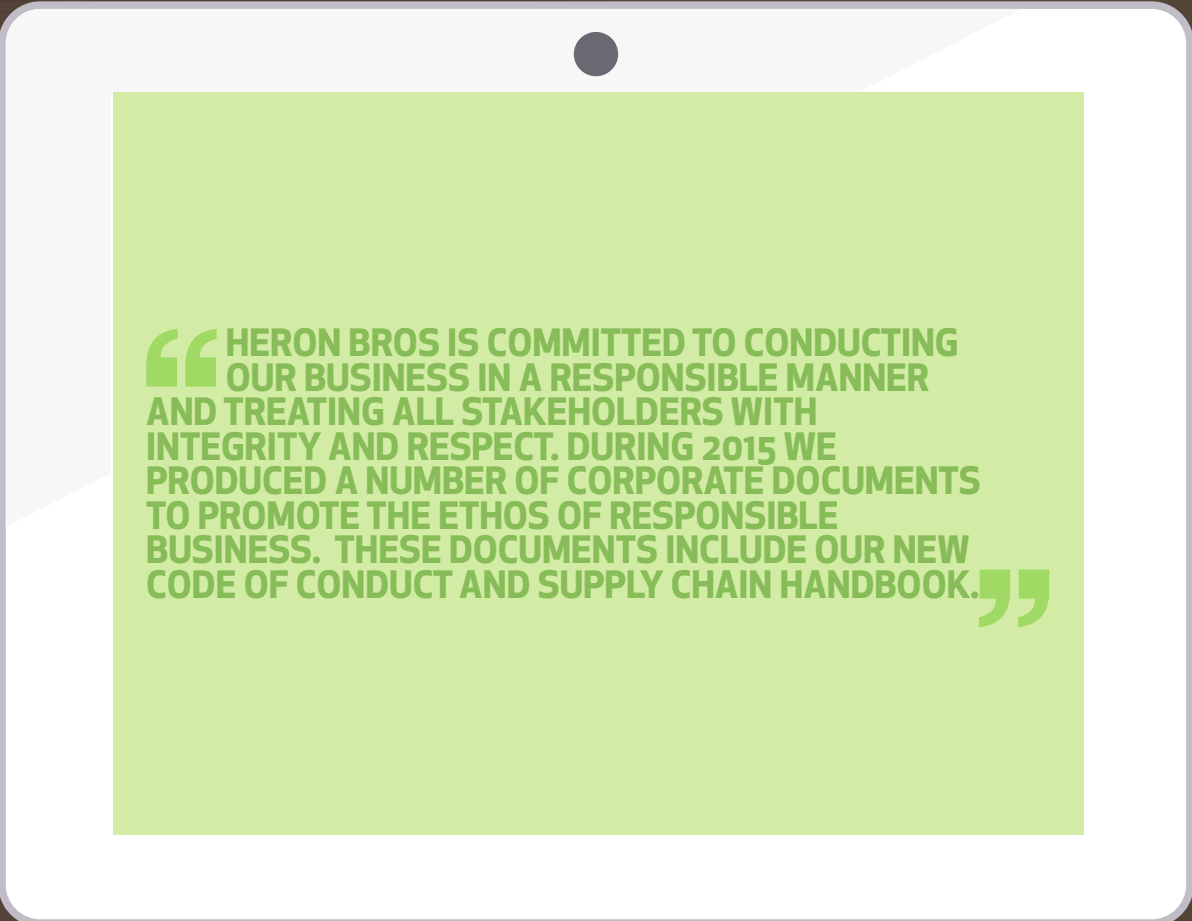
At Heron Bros, passion is the foundation for everything we do. We are:

- Passionate about problem solving.
- Fixated on the detail.
- Inspired about building.

RESPONSIBLE BUSINESS

DOING BUSINESS ETHICALLY
DIVERSITY
SUPPLY CHAIN
SUSTAINABLE PROCUREMENT
SUSTAINABLE CONSTRUCTION

DOING BUSINESS ETHICALLY



“HERON BROS IS COMMITTED TO CONDUCTING
OUR BUSINESS IN A RESPONSIBLE MANNER
AND TREATING ALL STAKEHOLDERS WITH
INTEGRITY AND RESPECT. DURING 2015 WE
PRODUCED A NUMBER OF CORPORATE DOCUMENTS
TO PROMOTE THE ETHOS OF RESPONSIBLE
BUSINESS. THESE DOCUMENTS INCLUDE OUR NEW
CODE OF CONDUCT AND SUPPLY CHAIN HANDBOOK.”

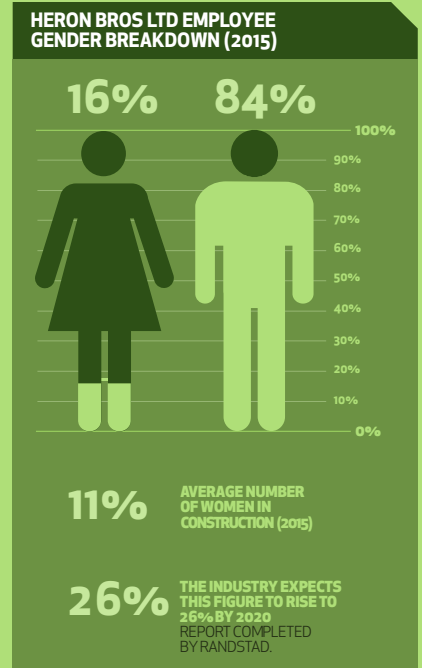
DIVERSITY

“WE HAVE TAKEN STEPS TO PROMOTE GENDER EQUALITY ACROSS OUR BUSINESS. WE PROACTIVELY ENCOURAGE OUR FEMALE EMPLOYEES TO PARTICIPATE IN INDUSTRY FORUMS TO PROMOTE OPPORTUNITIES FOR WOMEN IN CONSTRUCTION.”

Heron Bros Ltd is committed to building a diverse workforce as we recognise the value this will add to our business. We work with the Equality Commission for Northern Ireland to identify employment practices and trends that we use to identify any affirmative and positive action required to improve representation within a particular group.

We partner with organisations such as Business in the Community (BITC) to actively promote a diverse workforce. We are proud to have recently signed up to the STEM charter.

We are committed to ensuring equal opportunities for both men and women in our workplace. Signing up to the charter demonstrates our aspirations of increasing awareness, knowledge and understanding of the roles for women in the construction, manufacturing and property sectors. It also serves to increase the pool of prospective candidates for a wide range of job roles, which is fantastic for the industry as a whole.



61
NEWSTART
EMPLOYEES IN 2015

95.1%
EMPLOYEE RETENTION
RATE IN 2015



SUPPLY CHAIN

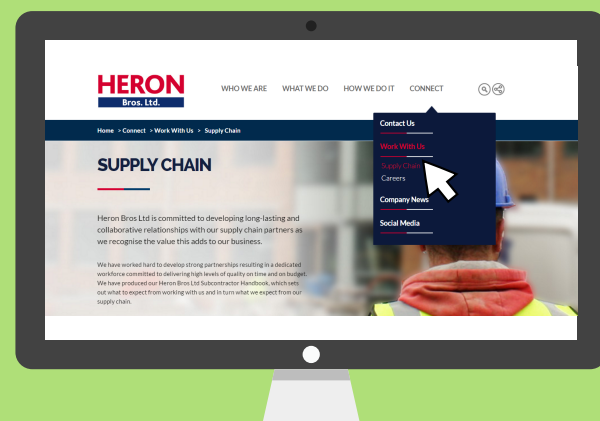
“WE WORK TO ACHIEVE OUR VISION THROUGH COLLABORATIVE STAKEHOLDER RELATIONSHIPS, MEETING AND EXCEEDING CLIENT EXPECTATIONS, THROUGH INNOVATION AND BEST PRACTICE, AND BY EMPLOYING AND DEVELOPING PEOPLE THAT ARE COMMITTED TO PERSONAL DEVELOPMENT.”

We are proud of our supply chain and the value they add to our business. We have worked hard to develop strong partnerships resulting in a dedicated workforce who are committed to delivering high levels of quality on time and on budget. We continue to welcome new supply chain partners throughout all of the regions we operate in while continually developing the expertise and skills of our current supply chain.



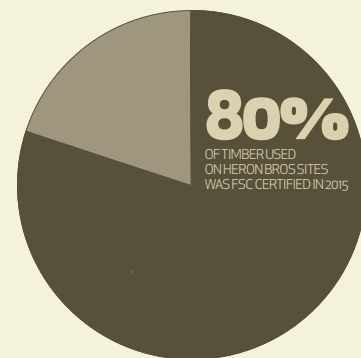
We have developed our Subcontractor Handbook which is accessible from our website. We clearly set out what we expect from our supply chain and in turn what our supply chain can expect from us. Focusing on quality, environmental, sustainability and health and safety management, our Subcontractor Handbook helps us partner with like-minded companies that bring their specialist knowledge and expertise in turn adding value to our business and ultimately our clients. In accordance with our Subcontractor Handbook our aim is to:

1. Build a strong supply chain that continues to add value, improve performance and exceed our client's expectations.
2. Successfully integrate our new supply chain partners into our “One Team Approach”
3. Provide an environment that promotes collaborative working
4. In accordance with our “Start Smart” initiative, we will continue to achieve high standards of health, safety, environmental and quality management
5. Meet our client's expectations by delivering defect-free high quality projects on time and on budget



SUSTAINABLE PROCUREMENT

“ WE RECOGNISE THE SOCIO-ECONOMIC IMPACT OUR PROCUREMENT CHOICES CAN HAVE BOTH AT A LOCAL LEVEL AND GLOBALLY. WE HAVE DEVELOPED OUR SUSTAINABLE PROCUREMENT POLICY AND PROCEDURE TO INCREASE THE VOLUME OF RESPONSIBLE SOURCING OF SUSTAINABLE PRODUCTS AND MATERIALS. THIS INCLUDES THE USE OF FSC/PEFC TIMBER (FULLY COMPLIANT WITH THE EUTR REGS), USE OF RECYCLED MATERIALS AND / OR MATERIALS MADE FROM A RECYCLED CONTENT AND THE USE OF MATERIALS LISTED IN THE GREEN BOOK. ”



Heron Bros Ltd was a finalist in the Go Excellence in Public Procurement Awards Scotland 2015/16 in the Sustainability / Corporate Social Responsibility category.

The Government Opportunities (GO) Excellence in Public Procurement Awards Scotland aim to recognise excellence within procurement and the benefits to the wider business and social community that smart, effective and sustainable purchasing can deliver.

SUSTAINABLE CONSTRUCTION

We have embedded sustainability throughout all stages of our projects including design, procurement, construction and the life of the building going forward.

Heron Bros have gained significant experience working with sustainability assessment tools including BREEAM. Having delivered a number of “Excellent” and “Very Good” BREEAM rating projects for clients we have experienced first-hand the environmental, commercial and social benefits of placing sustainability at the core of our decision making process.

We believe it is important to collaborate with all stakeholders to achieve the required rating of the BREEAM assessment. This is achieved by providing a real added value solution for the client during the design, construction and lifecycle of the building.

As a business we have adopted many of the BREEAM principles into our daily operational procedures, as we believe they add value to us as a business, promote best practice and enable us to remain competitive within the market place.

3 BREEAM® 'Excellent' projects

3 BREEAM® 'Very Good' projects



Average score



Heron Bros achieved Platinum status – the highest scoring level – in BITC's Environmental Benchmarking Survey 2015.



Daisy Lodge won a Green World Environment Award in the 2015 international campaign to find the world's greenest countries, companies and communities.

The Cancer Fund for Children project competed against more than 500 other nominations in the Green World Awards for Environmental Best Practice. Heron Bros Ltd has published the winning paper in The Green Book, the leading international work of reference on environmental best practice, so that others around the world can follow by example and learn from this achievement.

The Survey, generated by Business in the Community's ARENA Network campaign, annually assesses top businesses in Northern Ireland for environmental management, performance and assurance.

The Northern Ireland Environmental Benchmarking Survey highlights how local companies are acting smartly by reducing their environmental impacts and investing in sustainable technologies. Heron Bros has recognised the need for transparency through benchmarking and public reporting, showing responsibility and commitment to driving improvement.

WASTE MANAGEMENT



91%
of waste
diverted from
landfill

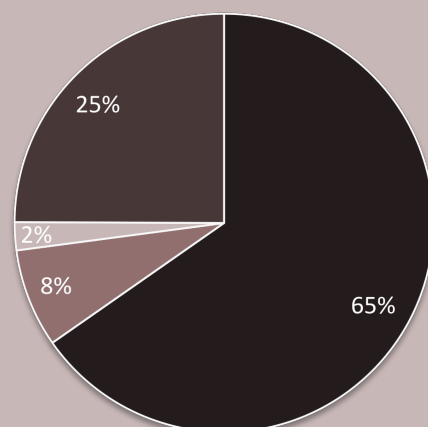
Heron Bros continues to invest in reducing waste and increasing diversion from landfill. This is achieved through the use of our Site Waste Management Plans, which are implemented on all projects. We use our SWMP to estimate approximate tonnages of waste we expect to produce during the project and agree actions to implement the Government Waste Hierarchy and therefore prevent, reduce, reuse, recycle, recover as much of the waste as possible sending minimal to landfill.

CARBON MANAGEMENT

Heron Bros Ltd monitor and measure carbon emissions associated with our electricity usage, diesel / oil fuel and business mileage.

65%
ELECTRICITY
25%
WATER (PROJECTS)
8%
DIESEL (PLANT)
2%
COMPANY VEHICLES

Percentage breakdown of our CO2 emissions in 2015



WATER USAGE

3,320m³
average water usage
per project in 2015

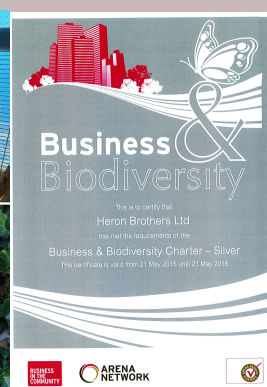
We aim to improve performance by increasing water efficiency in the following key areas:

- Site cabins and temporary accommodation
- General site activities including tool washing
- Wet trades
- Groundworks
- Dust suppression, including road and wheel washing
- Cleaning of tools and plant equipment, lorry washing
- Commissioning and testing of building plant and services

“ WE RECOGNISE OUR RESPONSIBILITY TO MAXIMIZE THE EFFICIENT USE OF WATER THROUGHOUT OUR OPERATIONS. WE MONITOR MEASURE AND REPORT ON WATER USAGE ACROSS OUR PROJECTS. WE HAVE IDENTIFIED THE MAIN OPERATIONS WITHIN OUR PROCESSES WHERE EFFICIENCIES CAN BE MADE AND AS PART OF OUR SUSTAINABILITY STRATEGY TAKEN STEPS TO IMPROVE OUR PERFORMANCE AND REDUCE WASTAGE. ”

BIODIVERSITY

Heron Bros Ltd remains committed to protecting and when possible enhancing our biodiversity. We are a founding member of the BIC Business & Biodiversity Charter and recently issued an information leaflet to all employees outlining what everyone can do to enhance biodiversity at home. We continue to explore opportunities to enhance biodiversity across our projects. Our team at Foyle College & Ebrington PS and Nursery Campus came up with an innovative use for old hard hats, turning them into bird houses. They also created bug hotels and located them throughout the site. In accordance with the project site waste management plan, they also up cycled some old timber pallets into street furniture.



RESOURCE EFFICIENCY & NATURAL ENVIRONMENT

WASTE MANAGEMENT
CARBON MANAGEMENT
WATER USAGE
BIODIVERSITY



**Start
Smart** 

Our Start Smart campaign has been launched to drive business improvement across our health, safety, and environmental and quality management performance. In accordance with our campaign, we will increase our health and safety performance, raise the level of occupational health and behavioural safety practices, reduce our impact on the environment while improving the overall level of quality management right across our business.

BUSINESS & INNOVATION

KEYSTONE QUALITY CONTROL & DEFECT MANAGEMENT APP
BIM



KEYSTONE QUALITY APP



by **HERON**
Bros Ltd

Keystone has been developed by Heron Bros Ltd to assist our project teams control all aspects of quality management on site. It will increase the level of engagement with our supply chain while providing full visibility for the whole project team of problems as they arise. Keystone will increase the speed at which we can identify and rectify any problems arising on site. The types of problems Keystone will address include environmental, health & safety, quality, housekeeping and programme.



Keystone aims to:

- Increase the speed we identify problems on site
- Report these problems to the appropriate subcontractor in real time increasing the speed problems can be rectified
- Increase engagement and collaboration with our supply chain
- Increase visibility of problems across the whole project team
- Provide accurate reporting and trend analysis of defects across all of our projects
- Improve the overall quality of the work being carried out



BIM (BUILDING INFORMATION MODELING)

“ BUILDING INFORMATION MODELLING (BIM) IS A PROCESS FOR CREATING AND MEASURING COOPERATION; IT ENABLES GREATER LEVELS OF COLLABORATION AND BETTER WORKING PRACTICES ACROSS THE INDUSTRY AND THROUGH THE SUPPLY CHAIN. ”

We have embedded standards and BIM Level 2 methodologies into our organisation that allow us to confidently lead and collaborate within Project Teams to deliver projects in compliance with PAS 1192 guidance documents and project specific Employer's Information Requirements (EIRs).

This includes:

- authoring and managing project BIM Execution Plans (BEP);
- assessing Supply Chain BIM Capacity and Capability;
- implementing BIM Protocols to our Supply Chain and Designers;
- setting up and managing Common Data Environments (CDE);

- sharing useable Asset Data and Maintenance Information;
- offering our clients guidance and training to ensure they get the most out of BIM at all stages of our projects.

Our team are active members of #BIM4Contractors who regularly participate in Regional BIM Steering Groups and other BIM4 groups. This ensures they are equipped with the skills required to take up the BIM challenge as it revolutionises the industry.

The BIM4 communities are a collaboration of specialist interests groups who champion BIM in their respective specialist areas. Their purpose is to raise awareness of BIM, promoting a shared understanding of the value proposition and issues affecting the implementation of BIM in their respective areas of interests.



COMMUNITY & PARTNERING

CONSIDERATE CONSTRUCTORS SCHEME
PARTNERS
COMMUNITY INITIATIVES
DONATIONS
VOLUNTEERING



CONSIDERATE CONSTRUCTORS SCHEME

“OUR CONSIDERATE
CONSTRUCTOR SCHEME
REGISTERED PROJECTS
ACHIEVED AN AVERAGE
SCORE OF 40 IN 2015.”

Heron Bros Ltd is committed to improving the image of the industry and therefore supports the Considerate Constructors Scheme across the majority of our projects. We have produced procedures to ensure we apply the Considerate Constructors Scheme principles on our projects:



40
Average CCS score

PARTNERS



Heron Bros understands the importance of collaborating with partners across the public, private and voluntary sectors. We recognise the value these partnerships can add to our business, clients and overall performance. In 2015, we partnered with 67 organisations including:

67
Partnerships
in 2015



COMMUNITY INITIATIVES

Heron Bros has delivered 52 community initiatives throughout 2015. This demonstrates our ongoing commitment to enhancing the communities which we work in. Community Initiatives delivered in 2015 include:

52
Community Initiatives
delivered in 2015.

- 6 Employability Fairs reaching 1000 job seekers
- Action Cancer donation drive
- 5 Construction Curriculum support activities
- Sponsorship of Aberavon RFC Summer Camp
- Young Enterprise Innovation Masterclass
- Fundraising for Charis Cancer Care
- Ulster Inter-firms GAA Championship
- The Great North Run

DONATIONS

“OUR EMPLOYEES
RAISED APPROXIMATELY
£11,000 FOR CHARITABLE
CAUSES IN 2015.”



VOLUNTEERING



PEOPLE & LIFESTYLE

WORK SMART
TRAINING & DEVELOPMENT
APPRENTICESHIPS
HEALTH & SAFETY



WORK SMART

The Work Smart Programme involved implementing, monitoring and reviewing construction project specific Targeted Recruitment & Training (TRT) plan on 4 pilot construction sites.

Work Smart is now being delivered on all new construction sites and the aim is to roll it out throughout the entire Heron Group over the next 12 months.

“THE WORK SMART EMPLOYABILITY CAMPAIGN STEMS FROM THE BUSINESS NEED TO HELP CREATE A NEW CHANNEL OF SKILLED PROFESSIONALS AND TRADES WITHIN CONSTRUCTION.”

Over the past 18 months HBL has engaged with 3,000 NEETS, LTU, new entrants and employment professionals as part of our Campaign investing 2,600 resource hours (£39,000 in wages) and £3,000 of direct/benefit in kind support to contribute to the employment of those furthest removed from the labour market.

95%

EMPLOYEE
RETENTION
IN 2015

61

NEW EMPLOYEES
JOINED THE COMPANY
IN 2015



TRAINING & DEVELOPMENT

We are committed to employing the best people to ensure we retain the in-house knowledge and expertise required so that we continue to deliver the high quality service our clients expect. We believe in providing ongoing training and development opportunities for all of our employees and providing a work place environment that inspires them to be the best that they can be. This approach has resulted in a committed workforce that is dedicated to ensuring we remain leaders within our industry.

As a member of Investors in People, we recognise the importance of investing in our staff to develop their knowledge and expertise. This serves to add significant value to employee personal development as well as overall business performance.

1781

HOURS OF TRAINING
DELIVERED IN 2015

88

TRAINING COURSES
DELIVERED IN 2015.



INVESTORS
IN PEOPLE



APPRENTICESHIPS

Heron Bros has provided a number of work placement opportunities for students studying courses such as BSc(Hons) Construction Engineering Management, BSc (Hons) Quantity Surveying, BSc (Hons) Civil Engineering and BSc (Hons) Building Surveying. This equates to a total of 624 weeks of placement opportunity provided in 2015.

Heron Bros continues to work with local schools and colleges to identify suitable apprenticeship opportunities including: Bench Joinery, Community Development Level 3, Surveying Technology Theory Level 3 and Business Administration Level 3.

We continue to offer apprenticeship opportunities throughout our wider supply chain for various trades including: Mechanical & Electrical, Brickwork, Joinery and Painting & Decorating.

“ **THROUGHOUT 2015, HERON BROS PROVIDED APPRENTICESHIP OPPORTUNITIES THROUGHOUT THEIR WIDER SUPPLY CHAIN FOR VARIOUS TRADES INCLUDING: MECHANICAL & ELECTRICAL, BRICKWORK, JOINERY AND PAINTING & DECORATING.** ”

25

APPRENTICESHIPS PROVIDED IN 2015.

12

INDUSTRIAL PLACEMENTS EMPLOYED FOR A MINIMUM OF 12 MONTHS.

6

GRADUATES EMPLOYED IN 2015

1

GRADUATE INTERNSHIP

HEALTH & SAFETY

Start Smart Health ensures we are committed not only to improving performance in health and wellbeing but we are also committed to health promotion by encouraging the adoption of healthier lifestyles for our staff and stakeholders. Start Smart Health sets out a roadmap that commits to ongoing health and wellbeing management with an engagement and communication agenda to move the focus to proactive health and wellbeing management. It includes initiatives to support health in the supply chain and promotes the employee's role in personal health and wellbeing and which in turn ensures that employees believe the Heron Bros Ltd workplace and the industry in general is a place where they can thrive.

50

HEALTH & WELL-BEING INITIATIVES IN 2015.

“ **START SMART HEALTH SETS OUT A ROADMAP THAT COMMITS TO ONGOING HEALTH AND WELLBEING MANAGEMENT WITH AN ENGAGEMENT AND COMMUNICATION AGENDA TO MOVE THE FOCUS TO PROACTIVE HEALTH AND WELLBEING MANAGEMENT.** ”



CONTACT US



For further information about our Corporate Responsibility Performance please get in touch:



HEADQUARTERS

Draperstown

2 St. Patrick's Street
Draperstown
Magherafelt
BT45 7AL

☎ 028 796 28505

LONDON

Wood Street

London Office
88 Wood Street
London
EC2V 7RS

☎ 020 8528 1726

GLASGOW

Duchess Place

Unit 5
Taywood Enterprise Centre
Duchess Place
Glasgow
G73 1DR

☎ 0141 647 9825

MANCHESTER

Spinningfields

3 Hardman Street
Spinningfields
Manchester
M3 3HF

☎ 028 796 28505



www.heronbros.com



info@heronbros.com



[linkedin.com/company/heron-bros-ltd](https://www.linkedin.com/company/heron-bros-ltd)



[@HeronBros](https://twitter.com/HeronBros)

