

inprova

ESG Report

2024

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Foreword

Over the past few years, we've made incredible strides in achieving our North Star – to positively impact people's lives. Reporting structures have been established and data gathered, all helping us to understand how we're measuring up against our purpose.

But one thing we've learnt along the way is the importance of priorities. It's easy to begin your ESG journey with a stack of different goals. The key, however, is keeping a laser focus on your purpose. For Inprova that's been about understanding which priorities are critical, being honest about where the challenges lie and how we can overcome them.

For example, we've had a big impact on local communities and SME suppliers, but it's been harder to tackle areas such as scope 3 carbon emissions. We brought in external auditors to calculate our carbon footprint and now we're looking at tackling indirect emissions through our value chain.

We've also learnt lessons on resourcing ESG activity and sustaining the involvement of our workforce. There is a lot of passion around Inprova's purpose, but it isn't always easy for staff to deliver on our ESG goals whilst doing their day job. Structures have been created, giving employees more capacity to help, and we now bring in external resource when needed.

By the time you read this, we will have submitted our application to become a B Corp, a major step forward in our ESG journey. Applying for certification was a big commitment – the process is lengthy and rigorous – but for us it is about being held to account. Yes, we can self-assess our ESG achievements, but when they have been externally verified against the

highest standards of social and environmental performance, transparency, and accountability it's a different story.

Inprova's board have been hugely supportive of the entire ESG process. When we first set out, our ambitions were a 'nice to have', but three years on, they are core to the business, shaping our vision and strategy.

Indeed, the impact that organisations have on society is increasingly important as they raise investment, recruit talent and bid for contracts. And that's why robust measurement is vital. It's no longer good enough to say you are making a difference, you must evidence those words and your values must stay firm, even when economic storm clouds gather.

Going forward, I want the principle of 'do no harm' to be threaded through every decision we take at Inprova, every piece of work we go for and every customer interaction. As our ESG work evolves, it will go from being rules-based to something that becomes natural to the decision-making of our entire workforce.



Steve Malone

CEO, Inprova

Our ESG Goals

Our Purpose is to have a Positive Impact on People's Lives



POSITIVE IMPACT ON SOCIETY

Driving social value through our business, our staff and our suppliers



GREAT PLACE TO WORK

Providing a positive, enriching environment for all our employees



POSITIVE IMPACT VIA SUPPLY CHAIN

Creating opportunities for local SMEs, voluntary and social enterprise suppliers



RUN A RESPONSIBLE BUSINESS

Looking after our people, our customers and our suppliers



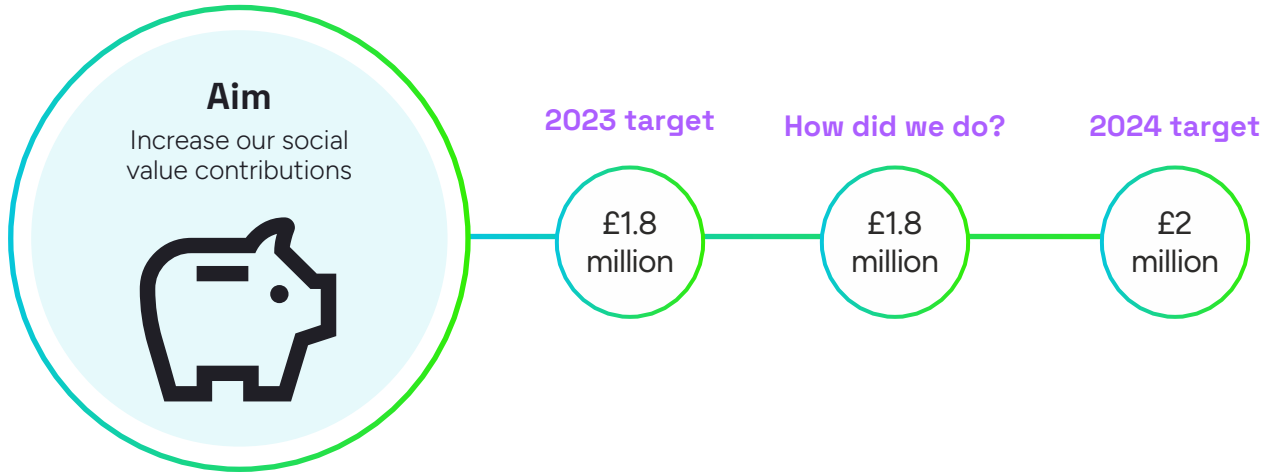
POSITIVE IMPACT ON THE ENVIRONMENT

Becoming a net zero business and supporting customers and suppliers to do the same



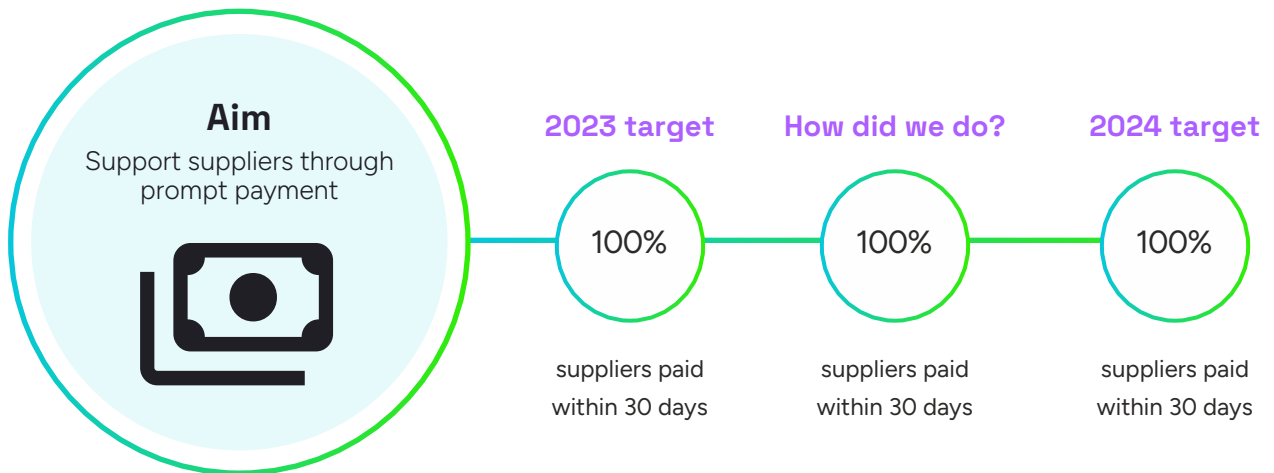
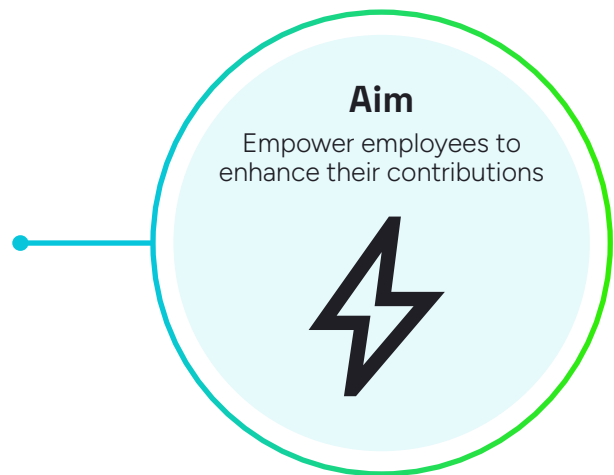
Goal One

To have a Positive Impact on Society



Volunteering policy launched:
staff can take paid annual leave to support a chosen charity

£1,300 raised
by staff for charities and other good causes



Making a difference:

How Inprova and its supply chain are supporting local families

Last year staff at Inprova launched a campaign to support local families. Two charities were identified – St Joseph’s Family Centre which provides mental health support services to children as well as emergency welfare packages for families struggling with the cost of living, and Cash for Kids, which supports children and young people affected by poverty, illness or neglect.

“We wanted to use our connections with suppliers to make a difference locally,” explains senior category manager Judy Ashcroft who led this work. “We’re proud of the positive relationships we have with our suppliers, and they were keen to help.”

Plumbing merchant Wolseley donated £5,000 to St Joseph’s Family Centre and another £5,000 to Cash for Kids. In total, £13,100 was raised for Cash for Kids with contributions from Aico, AKW, CEF, Hi Spec, Jewson, Wolseley, PPG and Scolmore.

“In the current social climate, it is really important to support local communities,” comments Dave Woodward, director of key accounts, social housing at Wolseley. “We’re really proud to support Inprova’s two charitable groups, helping children and their families when they need it the most.”

Jo Wilkinson, centre manager at St Joseph’s explains what a difference the money has made. “We offer an emergency service if people have used their food bank vouchers or if a school have a family in crisis. Our partnership with Inprova helped us to send out food hampers, grocery vouchers and presents so children could have the Christmas they deserve.”

But Inprova’s involvement didn’t end there. A team of eight staff delivered Christmas parcels to 44 families in Warrington.



St Joseph’s Family Centre also used some of the money to support families after Christmas. “We sent out 104 emergency food parcels, baby boxes and children’s clothing to families who were struggling. This was made possible through donations from local businesses such as Inprova and Wolseley. There is a real need, and we can’t bridge it alone, we need local corporate support.”

The money donated to Cash for Kids has benefited many local families, too.

“Last year we started to see the impact the cost-of-living crisis was having on local children”, explains Jess Rigby, charity manager at Cash for Kids. “We received requests for food, electricity, nappies, baby milk and school uniform, all the essentials.”



Jess Rigby describes how many families have been concerned about affording uniform and some kids ended up wearing school shoes that were too small. One parent didn't want to send her child back to school as she couldn't afford smart shoes.

“

When we met with Inprova, we could see their passion and enthusiasm for wanting to support local children in our community and we were so grateful they could help us.”

Cash for Kids used the £13,100 donation to support children through different community organisations. In Birchwood, 20 children from a local primary school have been supported with uniforms and food. Warrington Foodbank gave



food parcels to 80 children. Eight young people received warm clothing and fresh food through Warrington Youth Zone's Buddy-Up programme. In Liverpool, charity Centre 56 supported 67 kids with uniform, stationery and food.

Inprova's Judy Ashcroft is determined to keep this momentum going. She is working with suppliers Aico and Wolseley to create a virtual tour of St Joseph's Family Centre so children who come for counselling know what to expect. Planning is also underway to support children during the summer holidays when free school meals aren't available.

“

As a company working in the public sector, we have an opportunity to use our knowledge and our networks to positively impact the local community,” Judy comments. “So many suppliers have helped, and it feels like this work is only the start.”

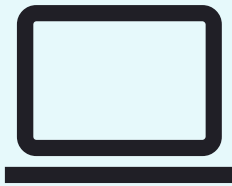


Goal Two

To be a Great Place to Work

Aim

Meet individuals' training needs



2023 target: Support all staff who want to undertake training

How did we do? 3 people completed CIPS (Chartered Institute of Procurement & Supply) courses – Levels 4, 5 and 6

2024 target? Continue to support staff with professional development and any other personal and mandatory training requirements

Aim

Conduct annual staff survey



2023 target:

Positive employee net promoter score (eNPS)

How did we do?

Rather than conduct an eNPS, we wanted a way of gathering more in-depth information from our employees. As a result, we've been developing a series of employee surveys, due to launch in summer 2024.

2024 target?

Use the results from these surveys to help us understand our people better and find out what they value and what they want us to improve. This activity will support with our B Corp application, and it will also be the first step in applying for Great Places to Work accreditation.

Empowering employees:

How we've built connection and communication in the workplace

Every week, Inprova hosts events and initiatives aimed at fostering a positive workplace culture. From Tea with Ste gatherings, where the company's CEO chats informally with a small group of staff, to Getting to Know You sessions where people who work remotely present their areas of the business.

"All sorts of insights come out in these sessions," explains Vicky Sutcliffe, People and Culture Manager at Inprova. "They are really helpful in terms of giving us a heads up on key issues and also opportunities raised by staff members."

Vicky is behind many of these workplace initiatives and there is one priority always at the front of her mind.

"We want Inprova to genuinely be a great place to work, an organisation the whole team feels proud and happy to be part of."

Most Tuesdays and Wednesdays Vicky organises Cornflake Catch-ups, Learning Shots or Power Hours where staff get together, in person, for a quick learning session. Topics range from procurement reform and new frameworks to customer experience and technology developments.

Internal tools support this learning. For example, Vicky and her team have developed SharePoint, a digital platform holding each team's individual processes, workflows and policies. All internal documents have been migrated to this platform for ease of access and to improve visibility and version control.

They've also built Skillshub, a content library which contains a range of training and skills resources already used widely by staff.

On top of this, monthly wellbeing activities are available. Employees can take part in yoga classes, have a massage or nurture their green fingers with free seeds and growing guides.

Going forward, an apprenticeship scheme will offer existing employees the chance to gain a qualification or accreditation through 'on the job' training. These development opportunities will be available to all staff, from entry level through to senior leadership level.

One of Vicky's objectives for 2025 is to earn the Great Place To Work certification, proving Inprova has created a top quality employee experience and is an employer of choice.

"We're running all these activities to make our workplace welcoming and inspiring," says Vicky. "It would mean a lot to have that validated externally, to prove we are hitting the spot with our staff."



Vicky Sutcliffe

People and Culture Manager, Inprova



Goal Three

To have a Positive Impact through Our Supply Chain



2023 target

£1.9 million

How did we do?

£2.1 million

2024 target

£2.5 million



2023 target

£125 million

How did we do?

£140 million

2024 target

£150 million



2023 target

£6.6 million

How did we do?

£6.6 million

2024 target

£8 million



Supplying more than parts:

How PHC is working with Bristol City Council to empower communities

PHC Parts supplies domestic and commercial heating, plumbing, air conditioning and refrigeration products. This family-run firm, with 13 branches across the Southwest and the Midlands, is also a member of the National Merchant Buying Society (NMBS), which represents independent merchants.

Following a mini competition conducted via Inprova's materials framework, Bristol City Council awarded a contract to PHC Parts for the supply of plumbing and heating materials.

The local authority selected this family firm for many reasons, including their excellent customer service, competitive prices, high quality products and well stocked branches. But one factor that stood out was the wide-ranging social value they deliver.

We have designed its materials frameworks to maximise the community outcomes created by suppliers. When social landlords conduct a mini competition to select a supplier, they choose what percentage of the award criteria they want to be attributable to social value. This ensures that only suppliers creating meaningful outcomes will be appointed.

PHC Parts falls firmly into this camp. Its community engagement, social, environmental and staff wellbeing initiatives are numerous, but each one has been carefully thought through to amplify impact.



Managing Director Daniel O'Hara explains.

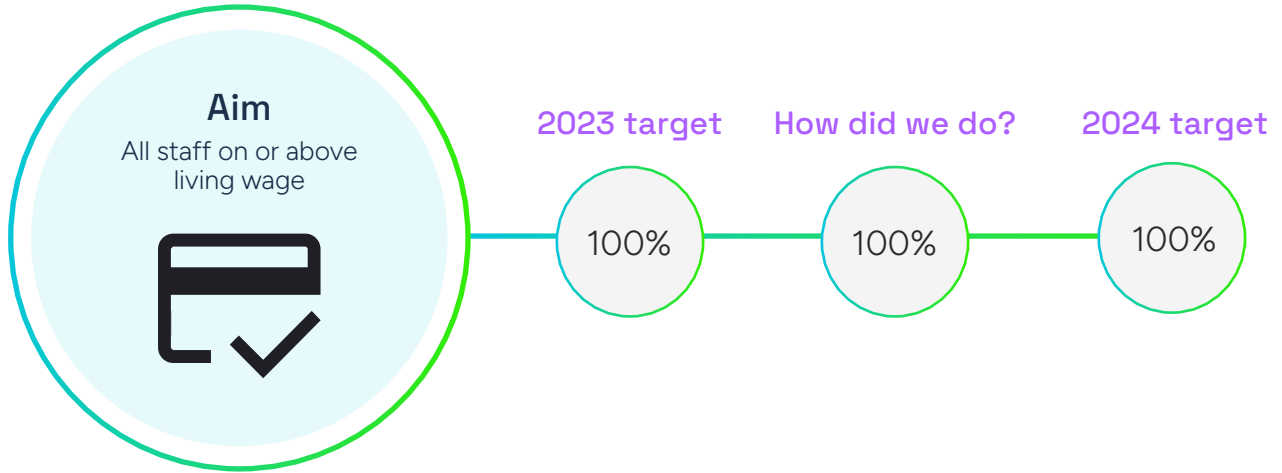
“We are acutely aware of our responsibility to the communities and environment in which we live and we’re extremely proud of where we are on our social impact journey. As a private business you can achieve a lot for your community - it doesn’t take a huge amount of effort or resource - but the benefits are significant.”

Those benefits are being felt by people right across Bristol. Reducing homelessness in the city is a priority for the PHC team and they regularly donate care packages to women through homelessness charity St Mungo's. These welcome packs are provided when women first arrive at their new accommodation and include new underwear, sanitary products, toothpaste, shower gel and other items.



Goal Four

To Run a Responsible Business



2023 target:

- Continue to train our workforce on Equality, Diversity and Inclusion
- Identify initiatives to increase Inprova's workforce diversity
- Continue to work closely with our recruitment partners to improve workforce diversity

How did we do?

- We have continued working closely with recruitment agencies to widen our reach when it comes to advertising vacancies and finding talent on a national basis
- We use practices such as name-blind recruitment to help boost diversity and have included within our advertisements and job descriptions specific commitments to Equality, Diversity and Inclusion (ED&I)
- All new employees are trained in ED&I as part of their induction programme



2024 target?

- Ongoing commitment to continually train our workforce on Equality, Diversity and Inclusion
- Continue to work closely with our recruitment partners to improve workforce diversity
- To actively promote a culture where differences are celebrated, and everyone has the opportunity to thrive

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We're committed to fostering an inclusive, diverse, and equitable workplace at Inprova. We believe that embracing a wide range of perspectives and backgrounds enhances our creativity and innovation, driving us towards greater success. Our policies and practices ensure that everyone, regardless of race, gender, age, disability, sexual orientation, religion, or any other characteristic, feels valued and respected. We actively promote a culture where differences are celebrated, and everyone has the opportunity to thrive.”

Lisa Lynch, Chief Operating Officer, Inprova



Aim

Improve customer loyalty & satisfaction



2023 target:

Continue to quickly and carefully log and respond to complaints in line with our process

NPS score: We will target and maintain a score of above 50

How did we do?

- Our NPS score for 2023 was 52
- We have now implemented a fully automated feedback process which means we can immediately review and monitor customer satisfaction
- Customer satisfaction and our monthly NPS score are reported monthly at our senior leadership meeting

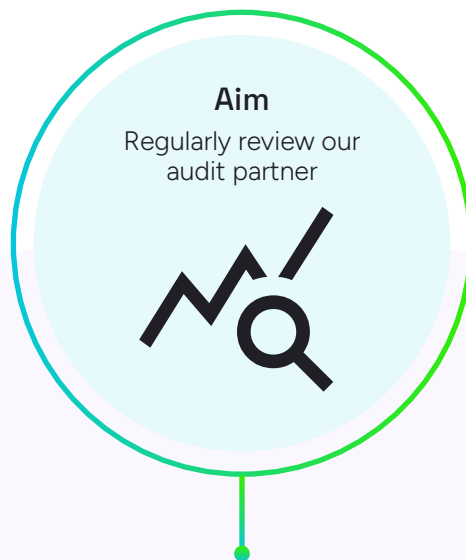
2024 target?

- We will continue to aim for an NPS of above 50
- We will continue to respond to all customer feedback and implement changes where required to drive continuous improvement
- We will respond quickly and efficiently to any customer complaints in line with our process

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Customer experience is paramount, as one of our core values includes placing customers at the heart of everything we do. We are dedicated to delivering an outstanding service that exceeds expectations, ensuring that every interaction reflects our commitment to customer satisfaction.”

Lisa Lynch, Chief Operating Officer, Inprova



2023 target:

Conclude tender process and appoint audit partner

Continue to annually assess our audit partner

How did we do?

Completed comprehensive tender process for the audit

Quotes obtained from a number of potential audit partners, outlining the scope required for the size of our business

After comparing scope and fees quoted, it was decided as part of an audit committee meeting, that we'd stick with the same auditors

Audit was completed in early 2024 which was in line with expectation

2024 target?

Continue to monitor and review performance on an annual basis

Verifying our impact:

Inprova's journey to B Corp Certification



“

Inprova's purpose, the number one priority that drives everything we do, is to have a positive impact on people's lives. It's something we have been measuring through this, our annual ESG report, but we've now decided to take that accountability to the next level.

Lisa Lynch, Chief Operating Officer, Inprova

In 2023 we began working towards B Corp Certification. This internationally recognised scheme assesses the impact an organisation has on its employees, local community, environment and customers and it asks probing questions about governance, structure and transparency.

At Inprova we are very proud of the many ways we positively impact people's lives – it's something we thread through every aspect of our work and culture. But applying for B Corp Certification means that our claims will now be externally verified.

The team have been busy compiling evidence to demonstrate our commitment to making a difference in all that we do, which is no mean

feat as the B Corp Impact Assessment is incredibly thorough.

The process itself has been really useful, offering a practical framework for structuring our ESG work and also highlighting areas for improvement that we have actively addressed.

We've had to demonstrate how Inprova is meeting high standards in supply chain practices, treatment of employees, impact on the environment and engagement with our local community.

Our corporate governance documents have also changed, holding us to account around responsible business practices and ethical decision-making.

We'll be submitting our full application in June 2024 and should know whether we have scored highly enough to gain certification by the end of the year.



Goal Five

To have a Positive Impact on the Environment



2023 target:

Find practical ways to offset our emissions, yearly, through a considered and consistent approach.

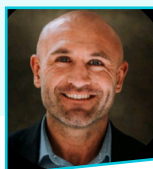
How did we do?

Electric vehicle salary sacrifice scheme launched. Two employees already using it – 36,000 EV miles driven between them so far. Many more staff members have expressed an interest and will use the scheme when their current car deals end.

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I was buying £500 of diesel every month with the old company car. But with my electric vehicle I charge it on the public charging network and it's much more economically viable and so much better for the environment. It's also a great fun, comfortable car to drive – my family love it. With the company scheme, the service, maintenance and insurance are all included – it made sense on so many levels to get an EV through the scheme.”

Chris McGinn, Commercial Manager,
Inprova



Neil Butters, Head of Procurement
at Inprova used the company
salary sacrifice scheme to get an
electric vehicle

How did we do?

- Recycling bins installed across the office. Used heavily by staff. We use a charity called Emerge to collect our recycling every fortnight.

- In 2023 we recycled:

67.5kg of paper	201.4kg of plastic bottles
231kg of cardboard	1kg of toner cartridges
155.8kg of cans	100kg of food waste
2,325kg of confidential waste	

- Emerge also recycle batteries, furniture and technology to standards stipulated by Waste Electrical and Electronic Equipment recycling (WEEE) Regulations.
- Refurbishment of lighting system throughout office completed.



157 lights replaced, saving 23,036 kwh units a year and £5,997.42 in electricity costs

2024 target?

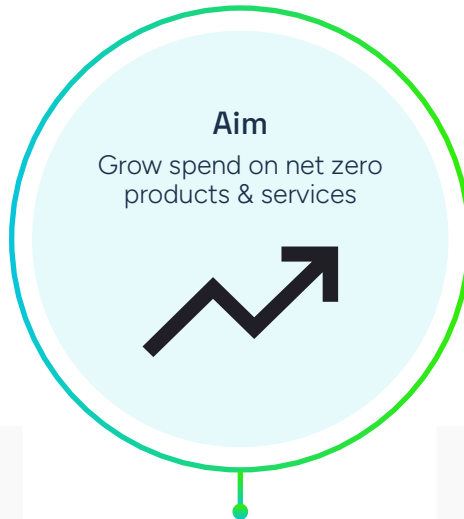
- Install EV charging points at Inprova's head office to encourage adoption of electric vehicles amongst staff and suppliers
- Use fully renewable energy supply
- Install solar PV panels on office roof to supplement energy supply
- Complete supplier audit to establish:
 - Approach that Inprova's own supply chain is taking around decarbonisation and recycling
 - Whether our suppliers already have external environmental accreditation or are working towards this
 - How Inprova can further drive decarbonisation throughout its own supply chain

“

We are in a great position to support the decarbonisation of the sectors and communities we work in. We can do that by challenging our own supply chain and also the hundreds of organisations supplying our members, asking them about the actions they are taking, holding them to account and providing a clearer picture to our customers on how their supply chains are performing against key ESG standards.”

Neil Butters, Head of Procurement, Inprova





2023 target

£64.9 million

How did we do?

£50 million

2024 target

£65 million

This target proved more challenging for a number of reasons. With decent homes and fire safety being the main concern for housing providers right now, net zero has slipped down the sector's priority list. There have been issues getting some net zero projects moving (due to survey and labour delays) which have also impacted spend volumes. And we reprocured our flagship Decarbonisation and Retrofit framework in 2023 and spend often dips in a re-procurement year.

Legal obligations around decarbonisation mean momentum around this area of spend will soon increase, particularly with the two top quality procurement solutions we offer: a Decarbonisation and Retrofit framework and an Asset Decarbonisation & Retrofit Solutions DPS.

Building a sustainable future: the power of strategic partnerships in construction

We have a broad range of strategic partnerships at Inprova, not only with the hundreds of housing providers we support, but with the strong network of construction companies who supply their goods and services to our members.

Achieving our ESG goals is incredibly important but we can't change the world by ourselves. That is why we have collaborated with our strategic partners across the construction industry, looking at how we can work together to maximise our impact and become greater than the sum of our parts.

The Sustainability Partnership has evolved from this collaboration, spearheaded by CEF, the UK's largest electrical wholesaler and a merchant we work with regularly, and their sustainability partner, Seismic.

We're now exploring a range of ESG construction work streams that we can all take action on together. These range from improving social mobility and increasing diversity in the workforce to measuring social value more effectively.

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The Sustainability Partnership, a collaboration of businesses in the Construction industry, began in late 2023, as an industry event, hosted by CEF and their sustainability partner, Seismic. The in-person Sustainability Forum brought together key stakeholders in ESG from the UK's construction industry in an effort to delve into shared sustainability and social issues and crucially - to propose and action solutions.

Representatives from Balfour Beatty, BAM FM, CEF, Edwin James Group, Emtor, Equans, Kier, Inprova, TClarke and Travis Perkins came together and established a sustainability working group based on the day's collective vision for industry collaboration and knowledge sharing. The working group meets on a quarterly basis to progress identified action areas and continues to work towards genuine sustainability advancement within the construction industry through developing tangible outcomes.”

Olivia Hill, Head of Sustainability Communications, Seismic



Procurement's ripple effect: Driving economic and social benefits locally

In 2023 we worked with three housing associations to retrofit homes across 20 remote Scottish islands.

Argyll Community Housing Association, West Highland Housing Association and Dunbritton Housing Association had 400 properties between them, all in need of eco-upgrades.

Challenges included the isolated location and dispersed nature of the homes. Time was also a factor as the original contractor had pulled out so we helped the housing organisations to find a replacement within the funding window.

Through its ESSH2 framework, we quickly appointed contractor Procast and £20m of retrofit measures were delivered compliantly and on time.

But the benefits don't end there. The procurement of eco-improvements has delivered a lasting economic uplift to many of the islands including Tiree where local tradespeople were employed to help deliver the works.

These SME contractors have now been trained to service and maintain the retrofit technology, and this has given them a long term income and a reason to stay and work on the islands.

During the project, equipment was hired locally, and fuel, accommodation and food were also bought on each island for the workers.

Careful consideration was also given to engaging local residents. Community events were hosted, and 'demo' properties set up, all helping to build trust, understanding and acceptance amongst people on the islands and their feedback has been overwhelmingly positive.

By the end of 2023, 3,000 tonnes of CO2 savings had been made and in some areas insulation more than halved property heat loss.

This project shows the far-reaching social value that thoughtful, collaborative procurement can deliver.



Tiree, Scotland



Tiree, Scotland



We are Inprova, a technology-enabled procurement partner. We work with leading organisations to help manage spend better, drive sustainable value, and improve operational efficiency. At the heart of everything we do is our commitment to positively impact people's lives.

We provide procurement consultancy, compliant solutions such as frameworks and Dynamic Purchasing Systems (DPS), and procurement technology and analytics through our Quantum platform across the public and private sectors.

Get in touch to discuss your challenges or to find out more about how we can add value to your organisation.