



# Our Commitment to **Social and Environmental** Responsibility

Annual Report 2025/26

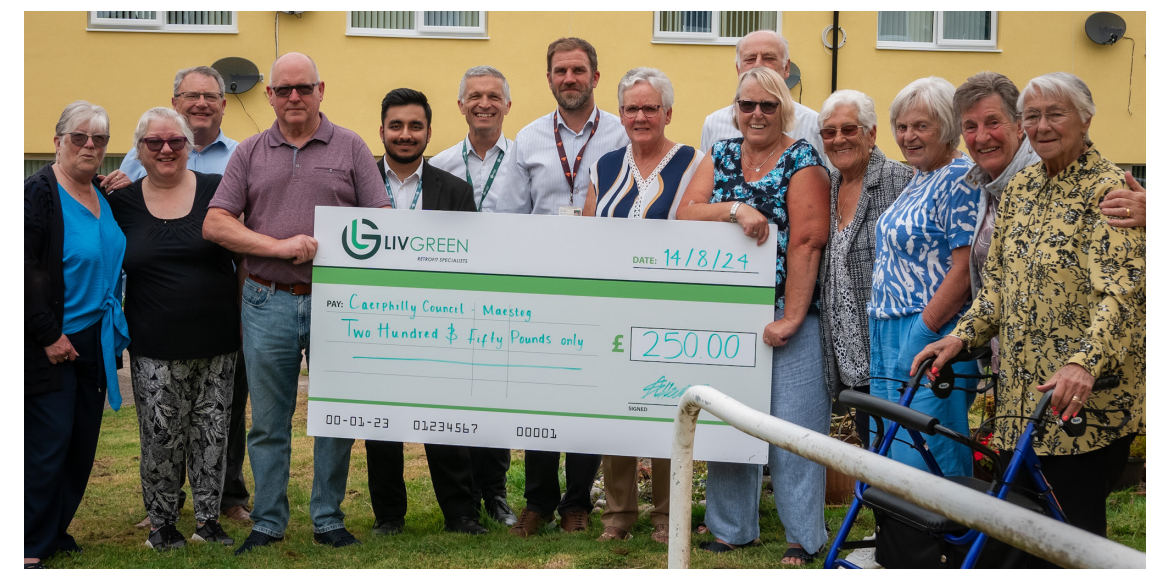






## Contents

04	LivGreen's Social Value Pledge
06	Social Value and Sustainability
08	From Insight to Action
10	The 8 Principles of Social Value
12	Transformational Social Value
14	ESG Performance
16	Governance, Measurement & Reporting
18	The foundation of our LivGreen Supply Chain
22	Environmental Responsibility
24	Driving Community Impact
26	Empowering Our People
28	Building Skills & Shaping Futures





## LivGreen's Social Value Pledge

At LivGreen, we are dedicated to empowering residents and communities, driving growth, and delivering tangible community benefits to enhance social and environmental value.

We work closely with our clients to optimise the social, economic, and environmental wellbeing of local communities, in full alignment with the Public Services (Social Value) Act 2012 and the Wellbeing of Future Generations (Wales) Act 2015.

Through strategic collaboration with our supply chain, our social value initiatives are firmly supported by our sustainability strategy, including our ESG framework, and are executed through our comprehensive community investment programme.

By gaining a deep understanding of local demographics, needs, and opportunities, we tailor our social value approach to make a meaningful impact. We are committed to delivering the following social value pledges across all our activities, ensuring these principles are met as a minimum standard.

- **Employment and Skills**
- **Local Business & Economy**
- **Community Engagement**
- **Environment**
- **Governance, Measurement & Reporting**

This document will take you through how we plan, do, assess and revise our social value commitments.





“At LivGreen, retrofit is about more than buildings — it’s about people, places, and lasting impact. We’re proud to be one of the UK’s leading providers of residential retrofit and decarbonisation, with a mission to improve lives, strengthen communities, and shape a more sustainable future. This report reflects our unwavering commitment to delivering social value alongside environmental impact— by creating local jobs, providing training opportunities, and supporting the communities we serve. For us, success isn’t just measured in carbon savings, but in the lives we help to improve.”



**Carsten Herbert**

Chief Executive Officer, LivGreen

## LivGreen’s Commitment to Social Value and Sustainability

At LivGreen, social value is embedded at the heart of how we operate. Our approach integrates social responsibility across all areas of the business, creating long-term, meaningful impact for individuals, communities, and wider society. We recognise that to be a successful and responsible business in a changing world, we must ensure our operations generate positive outcomes.

We achieve this by combining data-driven evaluation with real human stories, using both to measure and communicate the value we create. Social responsibility is woven into our core business functions and decision-making processes, ensuring it is not an add-on, but a fundamental part of how we work.

Cross-sector collaboration is central to our approach—whether through partnerships with the public sector, active engagement across our supply chain, or support for underrepresented and disadvantaged groups. These efforts help extend the reach and sustainability of our social impact.

By aligning with broader social and environmental goals, LivGreen not only enhances resilience and long-term business performance but also contributes to inclusive growth, environmental stewardship, and shared prosperity for the communities we serve.





## From Insight to Action: Our Strategy, Delivery, and Long-Term Impact

At LivGreen, we go beyond simply reporting social value. By collecting meaningful data and applying insightful analysis, we continuously enhance our social value initiatives. This data-driven approach empowers us to make informed decisions—ultimately leading to stronger commitments and, most importantly, better outcomes for the residents and communities we serve.

### **What's the Plan?**

Every retrofit project will include a fully integrated Social Value Plan. We collaborate closely with our clients to develop a tailored strategy that incorporates our social value commitments, a detailed impact management framework, and a comprehensive value map.

### **How Do We Deliver It?**

Our dedicated Social Value team works in partnership with clients and site managers to review, track, and uphold our pledges throughout the lifecycle of the contract. A structured rollout plan—complete with clear communication and reporting protocols—ensures consistent delivery and transparency.

### **Time to Assess**

While on site, we actively seek opportunities to provide additional support to residents by identifying unmet needs that go beyond the project scope—such as installing new carpets or upgrading a shower—to maximise community benefit.

### **What's Next?**

Our social value commitments are built for long-term impact. LivGreen remains accountable for sustaining these commitments well beyond project completion, ensuring continued value for residents and the wider community.





## The 8 Principles of Social Value

When coordinating social value, our company follows a clear set of principles to ensure our efforts are meaningful, transparent, and impactful.

We engage with all relevant stakeholders to understand what they value and how our actions affect them. We assess outcomes to fully understand the change we create.

Our decisions are guided by what matters most to stakeholders, focusing on material outcomes supported by evidence. We are careful to only claim the value we are directly responsible for, and we maintain transparency in how we measure and report impact.

We verify our results where necessary and stay responsive, using timely data to continuously improve and maximise social value.

1. Involve all Stakeholders
2. Understand what changes
3. Value the things that matter
4. Only include what is material
5. Do not over claim
6. Be transparent
7. Verify the result
8. Be responsive





## Our Commitment to Transformational Social Value

At LivGreen, the wellbeing of residents is at the heart of everything we do. We believe social value should go far beyond the industry-standard 1% — it should create lasting, meaningful impact.

Working in partnership with social housing associations, we aim to improve the lives of residents not just during retrofit projects, but for the long term. Our approach is grounded in local needs, and we engage directly with communities to understand what will truly enhance their health, wellbeing, and quality of life.

**We are proud to set ambitious goals for 2025/26 and beyond:**

**Exceed Minimum Standards:**

We will deliver all social value pledges required within contracts, meeting the 1% benchmark as a baseline—not a limit.

**Go Above and Beyond:**

On every contract, we will identify and implement additional measures that directly benefit residents, addressing needs that fall outside the typical project scope.

**Lead the Industry in Transformational Social Value:**

Transformational Social Value will be embedded across all our projects—ensuring that our work creates real, measurable improvements in people’s lives, now and into the future.



# ESG Performance

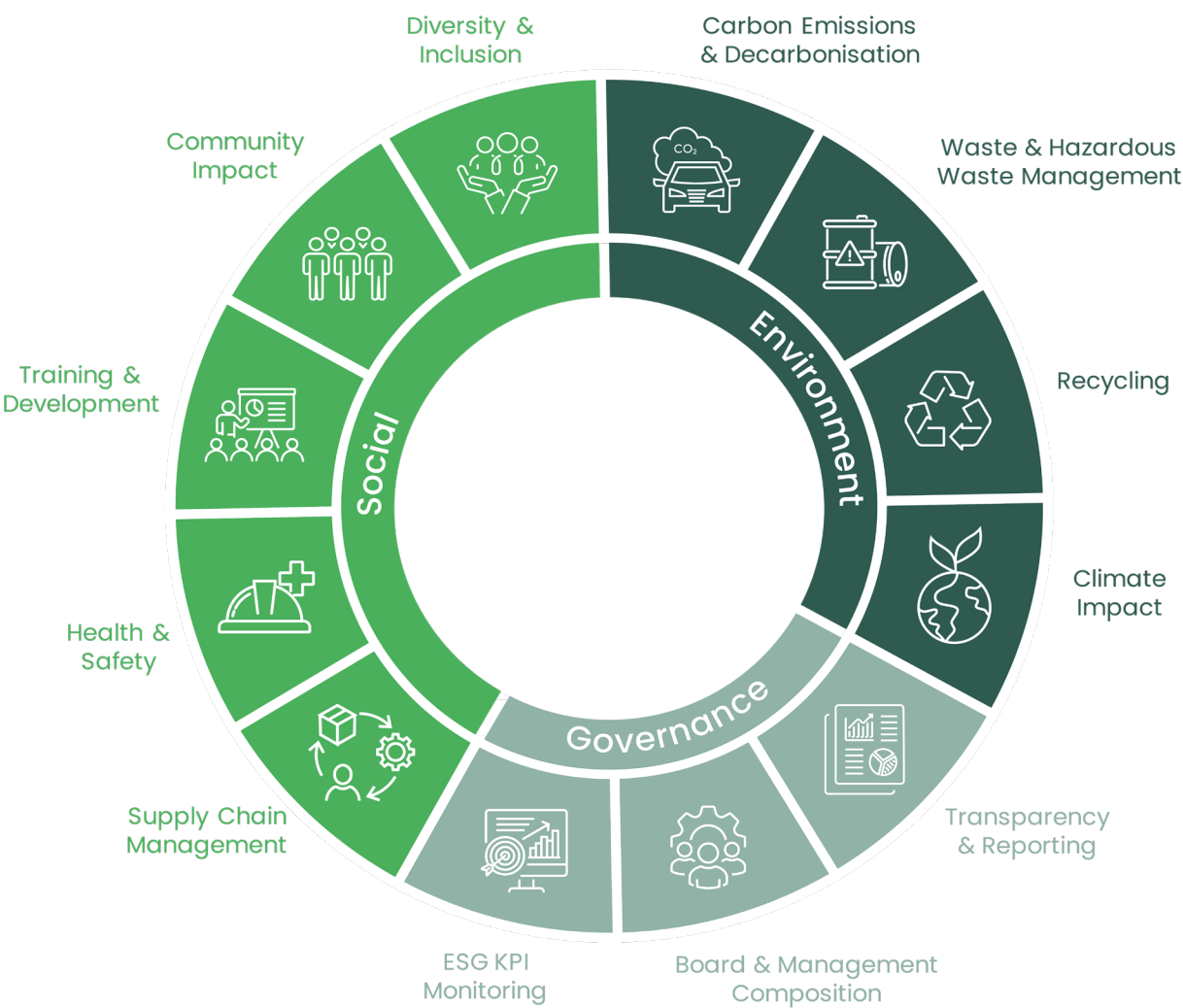
The ESG Wheel consists of three main sections; Environment, Social & Governance. Our ESG wheel illustrates the critical areas we focus on:

**Environment:** We are dedicated to minimising our environmental impact through sustainable practices, reducing our carbon footprint, and promoting eco-friendly initiatives.

**Social:** We prioritise creating positive social impacts by fostering an inclusive workplace, supporting community development, and upholding high standards of social responsibility.

**Governance:** We ensure robust governance practices by maintaining transparency, ethical conduct, and accountability in all our operations, safeguarding the interests of our stakeholders and maintaining compliance with regulatory standards.

These pillars guide our actions and decisions, reflecting our commitment to building a sustainable future while operating with integrity and responsibility.



## Environment

### Carbon Emissions & Decarbonisation

- Technician’s vehicles are all low emission models
- Environmentally sensitive route planning
- Reduction in average fuel consumption
- Five EV charging stations installed in head office

### Waste & Hazardous Waste Management

- Use of Go Green Reports to track waste disposals from live projects
- 47% decrease in landfill waste in 2022
- As a registered waste contractor, obsolete waste equipment is disposed of correctly

### Recycling

- 90% of LivGreens onsite waste was recycled during 2021

### Climate Impact

- LivGreen 2050 net zero objective
- Staff are carbon-literate and are trained on climate change

## Social

### Diversity & Inclusion

- Fair and robust recruitment policies
- Support for equal staff opportunities
- Equality policy in place

### Community Impact

- Driving a cultural change across the industry – “above compliance”
- Critical role for the wellbeing of the social housing sector
- Community relationships and engagement (resident engagement coffee mornings, resident liaison team)

## Governance

### Transparency & Reporting

- Publishing annual / bi-annual ESG strategy reports
- Visibility of data and KPIs

### ESG KPI Monitoring

- Go Green – Recycling % tracked at every site
- Future Net Zero Certified – Actively measuring and reducing our carbon footprint by 50% by 2030

### Board & Management Composition

- **Transparency:** The board provides comprehensive information about their financial performance, strategies, and decision-making processes to stakeholders
- **Accountability:** LivGreen have a clear accountability framework to hold executives and board members accountable for their actions and decisions
- **Risk Management:** LivGreen have an effective risk management policy (COAP) in place that identify, assesses, and mitigates risks that could impact the company





## Governance, Measurement & Reporting

At LivGreen, we recognise that robust governance and transparent reporting are fundamental to delivering meaningful and measurable social value. Our approach is underpinned by strong accountability frameworks, ensuring that responsibilities are clearly defined and that our social value commitments are embedded into every level of the organisation—from executive leadership to on-site delivery teams.

We employ recognised, independent measurement tools to track our progress, ensuring that the outcomes we report are credible, consistent, and aligned with national and sector-wide standards such as the Social Value TOMs (Themes, Outcomes, Measures) framework. This allows us to provide our clients, partners, and stakeholders with transparent insights into the social, economic, and environmental impact of our work.

Beyond compliance, we are committed to continuous improvement. We regularly evaluate our performance, actively seek feedback from clients and communities, and use data-driven insights to refine our approach. By embracing innovation and learning from each project, we aim to not only meet expectations but to lead by example in how social value is governed, measured, and evolved over time.





## Impacting Social, Economic and Environmental Contribution through Supply Chain Approach

Our commitment to sustainable, inclusive procurement and community-centered delivery is embedded in every project we undertake. By building strong, place-based supply chains and forming trusted partnerships with local businesses, we consistently deliver long-term social, economic, and environmental value across the regions we serve

### **Local Partnerships, Lasting Impact**

Through collaboration with local small and medium-sized enterprises (SMEs), we ensure that investment stays within the community. This not only stimulates the local economy but also drives innovation, resilience, and sustainability. Every pound spent through LivGreen represents a reinvestment into local jobs, skills, and livelihoods.

Our approach to impact is holistic. Together with our regional supply chain partners, we are proud to support a wide range of social initiatives that improve lives and strengthen communities. These include:

### **Creating jobs and apprenticeships**

Prioritising local hiring and opening pathways into employment for people of all ages and backgrounds.

### **Delivering skills training and career development**

Partnering with training providers to upskill the local workforce and build long-term career opportunities in green and sustainable industries.

### **Supporting community projects and charitable initiatives**

Contributing time, expertise, and resources to causes that matter — from grassroots organisations to regional development efforts.

### **Championing inclusive employment**

Through targeted programmes supporting young people, individuals experiencing homelessness, and those transitioning from the Armed Forces, we help unlock potential and promote equity in the workplace.



# The foundation of our LivGreen Supply Chain

## People

Our LivGreen supply chain partners are an essential part of our workforce, contributing to the successful delivery of our projects. We prioritise strong, collaborative relationships, ensuring fair opportunities and fostering a diverse, inclusive, and skilled supply chain. By working closely with our partners, we create long-term value, support local employment, and drive innovation across our projects.

## Procurement

Our sustainable procurement strategy goes beyond traditional quality and cost considerations by integrating economic and social responsibility into our sourcing practices. We are committed to promoting safe, fair, and equitable working conditions while addressing critical environmental and social issues, including human rights, modern slavery, and labour standards, throughout our supply chain.

## Sustainability

LivGreen is dedicated to developing a responsible supply chain that champions social enterprise, strengthens local delivery, and integrates circular economy principles to minimise waste and resource use. Our valued supply chain partners work alongside us to improve data accuracy, foster continuous innovation, and generate lasting social value. To further support sustainable practices, we have also created a procurement toolkit to guide our partners in adopting best-in-class solutions.



## Providing Value for Money

At LivGreen, we are committed to delivering the best for our clients through quality, efficiency, and sustainability. We provide cost-effective solutions without compromising on excellence, ensuring long-term value and savings. Our clients trust us, and we take that responsibility seriously, striving to exceed expectations at every turn. Through innovation and competitive pricing, we create high-quality solutions that drive lasting benefits for our partners and communities.





## Environmental Responsibility

At LivGreen, we understand that environmental sustainability is fundamental to creating lasting social value. Our commitment to protecting the environment is woven into every aspect of our operations, from procurement to project delivery. We prioritise the efficient use of resources to minimise waste, reduce our environmental footprint, and maximise value for our clients and the communities we serve.

We actively work to mitigate environmental impacts such as air pollution, noise, vibration, and disruption, recognising the direct effect these factors have on the health and wellbeing of local residents. By embedding these practices into our project planning and site operations, we ensure our work supports cleaner, healthier living environments.

Our procurement practices are both sustainable and ethical. We work with suppliers who share our values and who operate in ways that support environmental responsibility, social equity, and long-term economic resilience. Wherever possible, we source materials and services locally to reduce carbon emissions and support regional supply chains.

Additionally, we are strong advocates for enhancing green and blue infrastructure—such as parks, planting schemes, and water features—to improve biodiversity and create more resilient, enjoyable spaces for communities. We actively pursue biodiversity net gain on our projects, understanding the critical role nature plays in supporting social value, mental wellbeing, and climate resilience.

Through this comprehensive approach, we aim not only to minimise our environmental impact but to contribute positively to the ecosystems and communities where we operate.





## Driving Community Impact

At LivGreen, we recognise that true social value extends far beyond the work we do on-site. Our commitment to community engagement is centred around creating lasting, positive change in the areas where we operate. We encourage and support our employees in participating in volunteer initiatives that directly benefit local communities, fostering a culture of giving back and making a tangible difference to the lives of residents.

We actively seek partnerships with national charities to address local needs, focusing on initiatives that provide employment opportunities, environmental regeneration, and support for vulnerable populations. By collaborating with trusted organisations, we work to create sustainable solutions that help communities thrive long after our projects are completed. In addition to national partnerships, we focus on building strong relationships with local charities, targeting key themes such as health, education, and social mobility. Together, we aim to deliver services and support that create long-term value and meet the unique needs of the communities we serve.

Education and skills development are at the heart of our community engagement efforts. We collaborate with local schools, colleges, training providers, and industry bodies to offer curriculum support, mentoring, and work experience opportunities for students. These partnerships ensure that young people and those seeking to reskill or upskill have access to valuable opportunities that enhance their future prospects.

We also invest in the wellbeing of our people by offering programs and resources that help them lead healthier lives, both at work and beyond. By supporting the physical, mental, and emotional health of our employees, we empower them to contribute more effectively to our social value efforts and the communities we serve.



## Empowering Our People

At the heart of our business is a diverse, skilled, and dedicated workforce. We know that our continued success depends on the strength of our people—both employees and those within our wider supply chain. That's why we are committed to creating a workplace where everyone feels valued, supported, and empowered to thrive.

We believe that diversity of thought, background, and experience makes us stronger. By fostering an inclusive culture, we unlock innovation, reflect the communities we serve, and build a resilient business ready for the future. We are actively working to attract and retain talent from all walks of life, with a particular focus on increasing representation among women, people from ethnically diverse backgrounds, individuals with disabilities, and other underrepresented groups.

We are committed to building a culture where every voice is heard and individuals feel empowered to bring their whole selves to work. By encouraging open dialogue, offering meaningful support, and fostering collaboration across all levels of the organisation, we aim to create an environment where everyone feels respected, included, and able to grow and succeed.





## Building Skills & Shaping Futures through **Training & Apprenticeships**

Creating Opportunities Through Employment, Training, and Apprenticeships  
We are committed to creating meaningful pathways into work for people at all stages of their careers. Through a combination of employment opportunities, skills development, and hands-on training, we're helping individuals build long-term, rewarding careers—while strengthening the talent pipeline for our industry.

Our apprenticeship and trainee programmes provide structured, practical learning for those just starting out or looking to retrain. These initiatives offer real-world experience, mentorship, and professional development, ensuring participants gain the skills needed to succeed both now and in the future.

We also collaborate with schools, colleges, and community partners to promote careers in our sector and support those facing barriers to employment. This includes working with young people not in education or training (NEETs), veterans, ex-offenders, and the long-term unemployed, helping them develop the confidence, knowledge, and support networks to re-enter the workforce.

By investing in people and providing clear routes to employment, we're not only shaping careers—we're building stronger communities and a more inclusive economy.





# **Our Commitment to Social and Environmental Responsibility**

**Annual Report 2025/26**

0333 038 8700  
[contact@livgreen.co.uk](mailto:contact@livgreen.co.uk)  
[www.livgreen.co.uk](http://www.livgreen.co.uk)

