

January - December 2013

CSR REPORT

United in making a difference



Introduction

Welcome to our Corporate Social Responsibility Annual Report for 2013. This report gives a flavour of some of the initiatives we have carried out throughout the year.

CSR can be defined as our commitment to behave ethically and it is a key part of our business strategy. Our actions are judged critically by clients and business partners and our performance is managed by the CSR Committee which meets quarterly and is chaired by Jeffrey Adams, our Group CEO.

United House's CSR strategy is applied in four main business areas. These are:

- Workplace
- Health & Safety
- Environment
- Community (including charity-giving.)

We measure our performance in achieving our KPIs and the results for the past year are shown on pages 4-7.

This report focuses specifically on our community development, initiatives and activities in 2013, in recognition of the localism agenda, a key component of current Government policy. We aim to make a positive contribution to the communities

in which we work, to support and encourage sustainable community regeneration and to leave a positive long-term legacy.

We work closely with local communities, community partners and our clients to improve neighbourhoods and lives by creating tailor-made packages of initiatives that link directly to the objectives of our partners' social agendas.

Further information on our csr programme can be found on the United House Group website: www.unitedhouse.net/csr

If you have any questions about our CSR programme or this report, please speak to your Director or a member of the committee:

- Jeffrey Adams - Group Chief Executive
- Sean Cahill - Group Communications Manager
- Lyn Isted - Community Development Manager
- Julie Lenihan - HR Manager
- Daren Moseley - Divisional Director, Refurbishment
- Paul Nicholls - Group Business Development Director
- Katie Rovey - Marketing Assistant
- Vicky Turner - Site Manager.



Key Performance Indicators

Health & Safety

Considerate Constructors Scheme

2013 Performance: 37.4 out of 50

2013 Target: 40 out of 50



CSCS

2013 Performance: 98%

2013 Target: 100%



AIR* HSE Reportables

2013 Performance: 449 - Performance is with in the industry's top quartile

2013 Target: 466



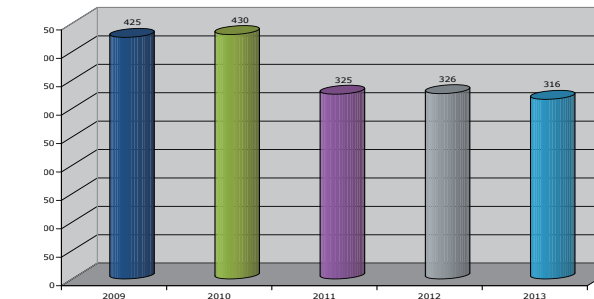
Environment

CO2 Emissions

2013 Performance: 316 tonnes

2013 Target: 318 tonnes

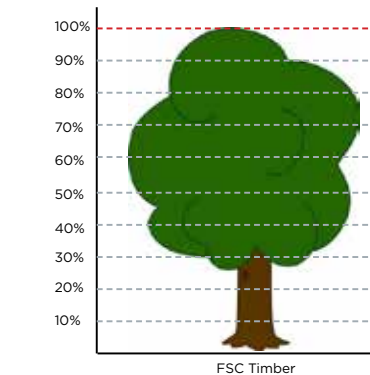
(For head office in Swanley)



Timber Supply Chain Compliance

2013 Performance: 100%

2013 Target: 100%



Waste Diverted from Landfill

2013 Performance: 81%

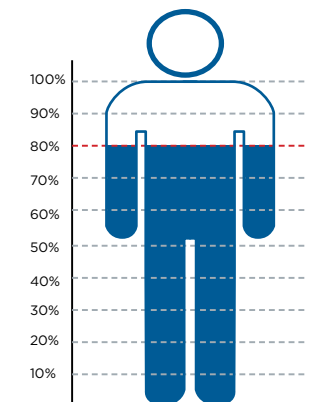
2013 Target: 85%



Environmental Training

2013 Performance: 80%

2013 Target: 100%



Key Performance Indicators

Community

Community Initiative Hours

2013 Performance: 3036 hrs

2013 Target: 2000 hrs

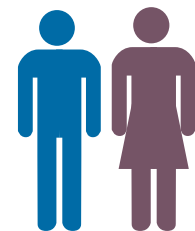
(Total hours spent by United House staff on community initiatives)



Children & Young People Benefited

2013 Performance: 8,385

2013 Target: 12,000

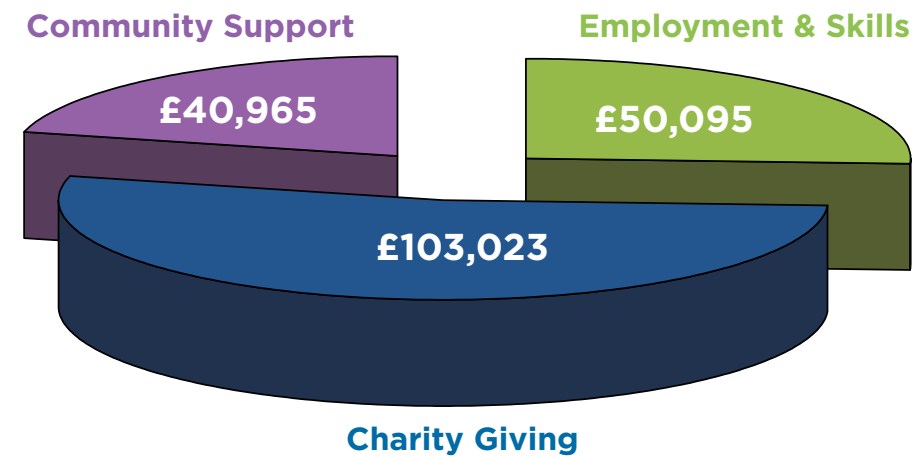


Money Raised by Initiatives and Charity Giving

2013 Performance: £194,083

2013 Target: No target set

(Total amount of money/money equivalents raised by United House staff on charity initiatives)



Workplace

Number of Apprentices/Trainees

2013 Performance: 30

2013 Target: 30



Staff Training

2013 Performance: 3 days per person

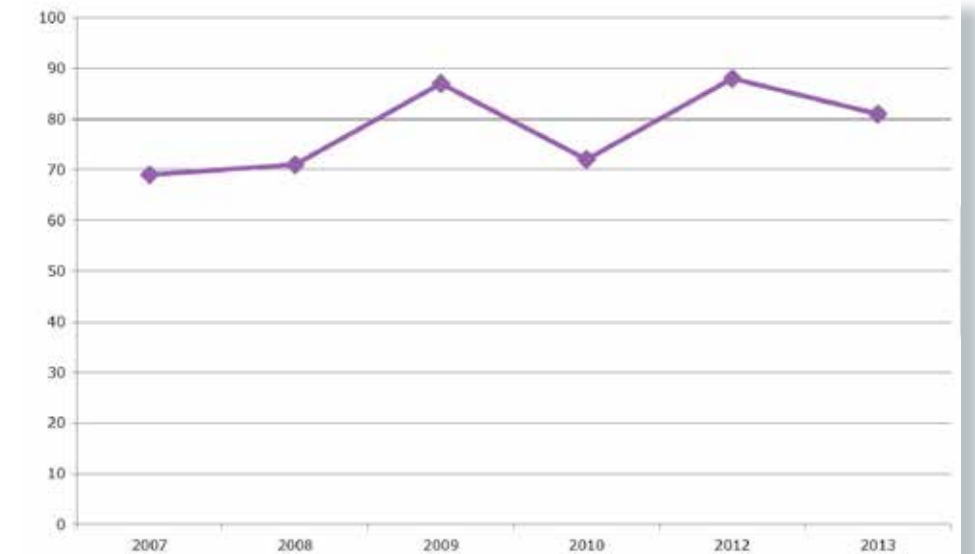
2013 Target: 2 days per person



Employee Opinion Survey

2013 Performance: 85%

2013 Target: Improvement on 2012 figure



February 2013

Thames Boat Project

Kingston Heights Site Visit

In February 2013 United House welcomed 12 young carers from Merton Young Carers Group to our Kingston Heights development giving them a chance to see a 'real' construction site in action.

The visit was arranged in Partnership with the River Thames Boat Project which is a registered charity that provides recreational, therapeutic educational days and river related activities for people of all ages and abilities.

Since 1988 they have been making the Thames accessible to people who would not otherwise have been able to enjoy or discover the river. Our Kingston Heights project is adjacent to the river and we were asked if as part of the day out we could incorporate a site visit for the twelve young people.

The young carers who aged from 7 to 16 were all regularly caring for a family member who is either mentally or physically ill, or has a disability. They take this enormous responsibility in their stride but it was great to be able to help this amazing organisation by giving them some time out for themselves, with other carers and to just 'be kids'.



Young carers group, said: "Thank you so much for helping to make some children very happy and giving them the opportunity to make some great memories and to be kids!"

March 2013

Easter Bunny

The Childrens' Trust

On Wednesday 27 March the Easter bunny made a special visit to The Children's Trust in Tadworth, Surrey. The Trust is this year's staff chosen charity a programme of support and fundraising events is planned for throughout the year.

Staff donated over 60 eggs to the children which the Easter Bunny handed out during a song and dance show, as well as participating in the Easter bonnet parade with the children.

Shelley McIntosh, Marketing and Events Manager, said she was delighted to be involved in the Easter celebrations, adding: "The Trust is an incredibly worthy cause and we are very pleased to make it our staff-chosen charity of the year. Over the next few years we will be doing a great deal of work in the Dorking and Leatherhead area of Surrey, so it's important to us to support a charity with strong local roots. We believe it's crucial to donate more than just our financial support and we really enjoyed taking part in the Easter bonnet parade and meeting all the children and staff."



March 2013

City Hall Launches Climate Change Report

Colne & Mersea, Barking

More than 80 guests attended an early morning briefing at City Hall in London on 12 February to launch a report by the London Climate Change Partnership into United House's groundbreaking eco-retrofit of Colne and Mersea tower blocks in Barking. The report looked at elements of the project which addressed how weather extremes (e.g. flooding/drought and temperature fluctuations) can affect the country's social housing stock and the impact on residents.

Attendees from housing associations, local authorities, government and environmental agencies listened to speeches from Richard Blakeway, Deputy Mayor for Housing, our very own Paul Nicholls, Ola Laniyan from Barking & Dagenham and Andrew Eagles from Sustainable Homes.

The purpose of the launch was to discuss lessons learnt from the project and recommendations for the future, how climate change adaptation works can reduce residents' energy bills, recommendations for funding and how adaptation measures can increase resident satisfaction.



March 2013

Football Fun

Working with LBBD

We have been working in the London Borough of Barking & Dagenham for several years and built up some great links with the local communities. We have recently sponsored a local football team, Aztec FC Under 9's, jointly with eBrit, our asbestos contractor working with us on the LBBD contract.

The team recently lost their manager and sponsor and the parents do not have excessive amounts of money. One of eBrit's contracts managers, Stuart Corner, agreed to manage the team and we agreed a sponsorship deal with the team. Aztec are very good and are expected to be in the top two of their division this season. Community Development Manager, Lyn Isted, explains: "We are always keen to support any project that encourages young people to get involved in sport."



Barking & Dagenham Aztec FC

March

Interview Skills Programme

Working with LBBD

As part of our commitment to key client LB of Barking & Dagenham, Regeneration Manager Anne-Britt Karunaratne and Lyn Isted are spending a day at every secondary school throughout the borough, as part of its interview skills programme.

AB and Lyn act as the 'interviewer' taking Year 10 students through a mock interview. This will be the first time the students will have been in a semi formal setting and the interviews are run as realistically as possible to give the young people an idea of what the real thing will be like. After each interview, the student is given feedback and encouragement, discussing what they did well and identifying easy ways to improve for the future.



Anne-Britt Karunaratne,
Programme Co-ordinator Cathy
Carson and Lyn Isted

April 2013

Cheam Village Fair

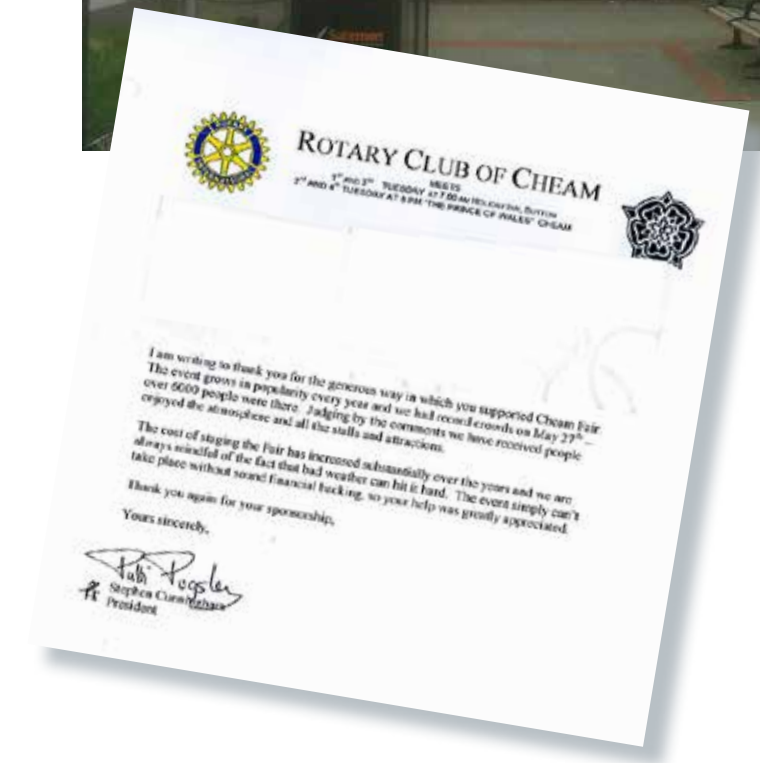
Cheam Rotary Club

Cheam Village Fair first started in 1977 to celebrate the Queen's Silver Jubilee and today its the largest annual community event in Sutton and Cheam.

Located just a stones throw away from our development at Elizabeth House the Cheam Rotary Club will be holding their 2013 fundraising event.

Over 50 local businesses and charities took part by having stalls running competitions and tombolas, or selling everything from honey to plants, and handbags to cakes. The Fair also featured traditional attractions including Punch and Judy, a balloon race, coconut shy and hoopla. Over the years in excess of £100,000 has been raised for Cheam Rotary's nominated charities whilst other charities have raised tens of thousands from their stalls.

United House were proud to make a donation to the club to ensure it can continue to hold such successful events for the community to enjoy.



May 2013

Cake Sale

The Children's Trust

In May this year, United House staff spent the week eating cake in aid of The Children's Trust and Cancer Research.

Several departments from across the company volunteered to spend their evenings baking cakes to be sold throughout the week.

The total amount raised was £790, which was divided between the two charities. All of the money will help both The Children's Trust and Cancer Research continue their life changing work.

Caroline Southwood, Head of Corporate Partnership for The Children's Trust, said: "Thank you so much for your donation of £395 from your recent charity bake sale. It was great to hear that the week was such a huge success."

Simon O'Leary, Head of Volunteer Fundraising for Cancer Research UK, said: "Thank you very much for your kind donation of £395, raised from baking and selling cakes. We rely overwhelmingly on the support of people like you."



June 2013

Work Experience

London & Quadrant

United House were able to offer three young local students the opportunity to see what it's like to work behind the scenes for a construction company. Many people assume that to work in construction you need to be a stereotypical builder.

The three young students all had different areas of interest within construction that they wanted to learn more about. We had a budding Surveyor and Quantity Surveyor and someone keen to work within a marketing department.



June 2013

Crockenhill Guides Donation

Swanley, Kent

Through our dedicated CSR programme United House supports many local youth groups and this year made a donation of hi-vis vests to 1st Crockenhill Guides Group.

Group Leader Jackie Best said: "Thank you so much for the high visibility vests that you have kindly donated to the 1st Crockenhill Guide Group. The vests will help us considerably as we will be able to undertake night walks and other evening activities, ensuring the safety of our Guides."



June 2013

Supporting London to Brighton

Congratulations to all staff members who took part in various teams to complete this year's London to Brighton bike ride on Sunday 16 June in support of The British Heart Foundation.

The intrepid cyclists who faced the 54 mile slog were: Sandra Godden (with husband Stephen), Nicola Sellen, Patrick Egan, David McLeod, Paul Delaney (with wife Samantha), Warren Betts, Mike Thomas, Nick Smith, Lloyd Williams and David McGoldrick, along with friends Kevin Ashman and James Bartholomeou. A total of over £2,800 was raised by the teams, a fantastic show of support!



July 2013

Dragons' Den Enterprise Event

Prendergast Hilly Fields College

United House sponsored and took part in the judging of the Dragons' Den Enterprise Event at Prendergast Hilly Fields College in July. The event was organised by Lewisham work Experience Manager Paul Goddard who approached United House for their assistance.

Anne-Britt Karunaratne, Regeneration Manager at United House worked with three volunteers from LB Lewisham to mentor each of the groups. Every pupil at the school was taking part in the event so each mentor group was made up of a range of ages and abilities. The mentors gave advice and guidance to the girls on marketing, finance, idea development, business plans etc so that each group came up with viable ideas for fundraising, each starting with the same hypothetical start up budget and looking to maximise their return.

The winning group pitched an idea for an outdoor cinema in the school amphitheatre and presented a well thought through, practical and viable idea.



July 2013

Cycle to Cannes

United House was one of several leading names to sponsor the 2013 Broadgate Estates Cycle to Cannes. This is a fundraising charity annual bicycle ride from London to Cannes in the south of France, which takes place at the beginning of March, arriving in time for the annual MIPIM property industry convention. 90 riders completed the gruelling 1500km challenge to raise more than £200,000 for The Mayor of London's children's charity Coram.

As well as supporting the work of an excellent charity the United House-branded support vehicle ensured a high profile for the Company before and during what is the world's leading property event.



July 2013

Race for Life

Debbie Chapman and Nicola Johncock took part in this year's Race for Life on Sunday 7 July along with friends and family members. All the money raised goes towards funding the work of over 4,000 researchers, doctors and nurses dedicated to beat cancer.

Over 4,500 participated in the race on a really hot day and both Debbie and Nicola reported having a good time and being cheered on by family and friends.



July 2013

Annual 5-a-side tournament

Dartford Goals Soccer Centre

Saturday 13 July saw our third 5-a-side charity football tournament at Goals Soccer Centre in Dartford and it was another scorcher!

This year we had a total of 18 teams taking part, a mixture of United House staff, sub-contractors, consultants and suppliers.

Overall winners on the day were Pantera Carpentry (their second consecutive win) who beat calfordseaden 3-2 in the final. Pantera received the trophy as well as a pair of tickets for each player to attend our Annual Race Day at Ascot.

Huge thanks to everyone who came along to support their colleagues and enjoy our children's entertainment area. A particular thanks to Tony Adams and Steve Rogers who ensured everyone was well fed by showing off their barbequing skills.

In total we raised a fantastic £2,608 for this years chosen charities, Cancer Research and The Children's Trust.



Rebecca Lourdan, Corporate Fundraising Executive of the Children's Trust, said: "It was so great to see such huge support from all the teams who took part on Saturday in the heat. The atmosphere was fantastic and all the staff, children and their families at The Children's Trust are thankful for the effort made by United House to raise vital funds."

Claire Cullen, Local Fundraising Manager for Cancer Research, said: "Our life saving research would not be possible without the continued dedication and commitment of our supporters raising money to fund the research. Thank you to United House for supporting Cancer Research UK through their football tournament fundraiser. The time and effort is truly appreciated. By us standing united together, cancer doesn't stand a chance."

August 2013

Supporting Swanley

Swanley Jobs Fair

United House was one of the sponsors of Swanley's first Job Fair, hosted by the local MP for Sevenoaks and Minister for Business and Enterprise, Michael Fallon.

Dave Cowell and Michelle Page from our HR team ran a stall speaking to many enthusiastic local people interested in work and apprenticeship opportunities. They spoke to over 120 potential candidates, taking 37 CVs and discussing the importance of work experience and training for people at the start of their careers.

The event was very well attended by more than 500 people, with seminars running throughout the day. Such was the success the Mayor confirmed his intention to make it an annual event.



500 Attendees

September 2013

Supporting Swanley

Swanley in Bloom

Continuing the local theme, the presentations for the local annual gardening competition, Swanley in Bloom, took place in the Civic Centre on Monday 7 September.

United House has sponsored this local initiative for several years, helping to brighten up our local community with some colourful public and private floral displays.

After winning the Best Business category last year we came 3rd in the category this year for our head office flower display.



October 2013

Energy Campaign

Mole Valley Housing Association

On the windiest and wettest Monday morning in October, United House staff in partnership with Mole Valley Housing Association took to the streets in an ice cream van, the most unlikely source for advice on how to stay warm for less this winter!

The vehicle did its rounds in Dorking and Leatherhead to offer one-to-one advice to residents on a range of subjects including water saving devices and how to cut their fuel bills by switching energy suppliers.

Resident Liaison Officer Kim Hughes and Lyn Isted braved the weather with Mole Valley Resident Energy Champions and offered residents free refreshments and of course you couldn't have an ice cream van without the ice creams! Residents were given a free goody bag which contained lots of handy tips and advice on how they can cut their annual energy bill by making a few minor changes around the home.



November 2013

Post 16 Opportunities

Prendergast Ladywell Fields College



On Wednesday the 9th October United House were invited by Ellie Brignell, from ER Events (Working in Partnership with Lewisham Council) to attend the Post 16 Opportunities Conference at Prendergast Ladywell Fields College, Lewisham. The day was a carousel of workshops designed to give students an idea of the Higher Education and employment options and opportunities available to them when they leave school. Also offering them some 'top tips' and guidance on how to secure those opportunities.

The day consisted of 20 workshops with 5 facilitators (listed below) each delivering four, one hour long sessions, to approximately 25 students a time;

- The Apprenticeship Ambassador Network - to highlight the apprenticeship options available to them
- Recruitment consultants - to assist them with composing the best CV and explaining how to perform in interview
- University - to help them decide if uni is the best option for them, and if so, how to choose a uni and a course
- City presence - to explain the different job opportunities there are in the city
- United House- to explain about careers within construction and apprenticeships
-

United House Learning and Development Manager (Dave Cowell), Community Development Manager (Lyn Isted) and an existing Apprentice (Ernest) developed an hour long workshop and delivered four sessions to 25 year 11 students (15-16 year old). The workshop was extremely interactive consisting of a short presentation and multiple group exercises including topics such as;



- Match the Salary
- Match the Job Description
- Create the Career Path and;
- Ask Ernest.

United house focused on raising general awareness to the diverse Jobs within the construction industry, the importance of developing/ growing our own talent and an apprenticeship overview.

Dave Cowell said; "The students were really engaged and a credit to the College and their parents. I have high hopes that some of the young people in today's workshops will be part of future "United into Construction programmes" and make up part of the United House growing talent pool"

November 2013

Careers Speed Networking

Bonus Pastor Catholic College

Careers Speed Networking is an annual event in the Bonus Pastor School Calendar. A range of professionals and organisations are invited to take part and talk to the students about their job roles and professions.

There were two year groups to talk to – year 10 and 11, around 300 students in total. The event covered four lessons so the students were split into 8 groups, with two groups per lesson rotating round two Careers Speed Networking circles. Each circle had several tables, with similar professionals in each circle to ensure that each group of students talk to a similar type of person.

The students were briefed before hand on the range of careers and professionals who were attending so that they were prepared and had relevant questions to ask the visitors.

The hall is arranged so each career professional had their own table. Around 6 students visit each table at a time and spend around 6-8 minutes with each person before a whistle is blown and the student's carousel to the next table. Some of the guests bring in bring "props" relevant to their profession such as photos, leaflets, brochures etc. or something for the student to do; for example, a tree surgeon bought their protective clothing, and an engineer has bought a lock for the students to mend.



300 students

December 2013

Carols by Candlelight

Priory Church of St Bartholomew the Great

Learning disability charity Mencap's annual Christmas Carols by Candlelight concert, supported by United House Group, took place on 5 December at the historic Priory Church of St Bartholomew the Great in Smithfield, London.

The service was attended by United House clients, staff, friends and family and provided a chance for everyone to get into the Christmas spirit with carols led by the English Baroque Choir, London's leading amateur choir.

Guest readers included acclaimed broadcaster and TV personality Johnny Ball, The 'Only Way is Essex' star Lydia Bright and actress Ruth Jones, best known for her role in popular comedy 'Gavin and Stacey'.

Founded in 1123, St Bartholomew the Great is the oldest church in London and its stunning setting provided the perfect venue for a truly magical service, blending traditional Christmas songs, carols and readings by very special guests.

Jeffrey Adams, Group Chief Executive of United House, said: "Mencap's work is highly admirable and we are delighted to be supporting the charity. The Christmas Carols by Candlelight concert is a great opportunity for everyone to come together in a magnificent setting to celebrate this time of year."



Communities supported in 2013

- ‘Aztec’ local under 9’s football club
- ‘Informal Education’ Belvedere
- 1st Crockenhill Guides Group
- Barking Abbey School
- Bonus Pastor College, Catford
- Broadgate Estates
- Cheam Rotary Club
- Circle Russet Homes
- Eastbrook School
- Eastbury School
- Hale Village Community Centre
- Jo Richardson School
- Kingston University
- Leigh Technology College, Dartford
- London & Quadrant
- London Borough of Barking & Dagenham
- Longwood Lower School
- Middlesex Street Estate Residents Association
- Mole Valley – Clements Mead
- Network Housing Group
- Newlon Fusion
- Orchard Academy Swanley
- Places For People
- Prendergast Hilly Fields College
- Prendergast, Ladywell Fields College
- Robert Clack School
- Swanley Job Fair
- Sydney Russell School
- Thames Boat Project
- Warren School
- Willingdon Trees Community Centre

Charities supported in 2013

- Anne Frank Trust UK
- Breakthrough Breast Cancer
- Camp Mohawk SPEAR – Charity (homelessness to independence)
- Cancer Research
- Dennis Wise & Frankham Group Charitable Trust
- Festival Kenya
- Kids Company
- Lighthouse Club
- Macmillan
- Marie Curie Cancer Care
- Mencap
- Newlon Housing Trust - Crisis
- Notting Hill’s Tenant Welfare Fund
- Salvation Army
- Shelter
- St Josephs Hospice
- St Mungo’s Broadway
- The Children’s Trust
- The Royal Marines Charitable Trust Fund

Awards





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