

SOCIAL VALUE REPORT 2020

Our framework for social value

Amey's role at the heart of modern Britain means we touch communities throughout the UK. We recognise we have a major impact on the economic, social and environmental wellbeing of the people we serve.

This report provides an overview of the progress we're making at Amey to ensure that the impact is positive and lasting. Our aim is to leave communities in a better place than when we arrived and do this by working collectively with local people, partners, design and delivering services that meet their changing needs and priorities.

To achieve this ambition, stimulate action, and help us navigate the journey, we have developed Our Social Value Plan – which sets out 12 priorities, under four key pillars as a roadmap for delivering positive social impact.



[READ OUR SOCIAL VALUE PLAN HERE](#)

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Message from Amanda

In February 2020 I launched Amey's Social Value Plan, setting out our priorities for delivering a positive impact in the communities we serve.

One year on we can reflect on how the COVID-19 pandemic had highlighted the important role that we play at the heart of our communities. Our teams have kept essential services running and provided some sense of normality and routine during otherwise uncertain times. On a daily basis they have demonstrated their personal pride in public service.

That commitment – especially from those on the frontline – deserves recognition. I am proud to report that Amey is now a Real Living Wage employer. We have also extended a range of new benefits to those who work for us including improved holiday and sick pay. In such challenging times we have put an absolute focus on mental health and wellness in the workplace.

Looking beyond Amey, we recognise that COVID-19 has hit the least privileged hardest. As a business our ambition is to contribute to the most vulnerable in our society. So we will be backing young people through the government's Kickstart programme as well as investing in apprentices to create our future industry leaders. We will continue to support small business and local enterprises through our supply chain – creating jobs and boosting new skills. And we will provide opportunities to the long-term unemployed, military veterans and prison leavers.

This is my commitment for 2021 and beyond because the decisions we make today will have an impact on the years to come as the effects of the pandemic continue.

Amanda Fisher
Chief Executive, Amey



Governance for social value

The Amey plc Board holds ultimate accountability for our social value contribution. Our Executive Committee is responsible for setting policy, determining our strategy and providing leadership to drive and deliver it.

To support our activity and bring cohesion to our delivery we have established a Social Value Steering Committee. The committee's role is to drive social value and responsible business, ensuring that Amey conducts its business to achieve maximum positive impact on the communities, people and the environment in which it works.

To help inform, shape and deliver our action we have established a number of pan-Amey forums:

- HSEQ Strategic Committee
- Carbon and Climate Change Working Group
- Wellbeing Steering Group
- Inclusion Steering Group
- Procurement Board
- Affinity Networks – Women@Amey, PRIDE, Multicultural, Neurodiversity, Armed Forces



Sustainable Development Goals

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint to end poverty, protect the planet, and ensure peace and prosperity for all, now and in the future.

This is set out through 17 Sustainable Development Goals (SDGs). Amey's purpose and opportunity to deliver real change, focuses on SDG 9 (industry, innovation and infrastructure) and SDG 11 (sustainable cities and communities). However, given the range of our services we also contribute to other goals.

SDG 9



Amey's core capabilities and services are designing, maintaining and investing in our country's services and infrastructure. To ensure industry and infrastructure is fit for the future, Amey is promoting low carbon technologies, circular approaches that tackle climate change and resource shortages, and data-driven business models which support social value.

SDG 11



Around 5 billion people are expected to live in cities by 2030. Amey has a role to play in designing efficient, and connected cities and communities, that deliver greatest value to their citizens. We know public engagement must be at the heart of this development and we will use the increasing availability of social media and smartphone technology to engage with those using public services.



INVESTING IN OUR PEOPLE

The success of Amey depends on our people. The skills and commitment of our 15,000 employees are fundamental to our business. In 2020 Amey employees kept public services and infrastructure operating during the pandemic; in these challenging times safeguarding their safety and wellbeing has been our number one priority.

OUR PRIORITIES

- Develop and engage people within our workplaces
- Create inclusive workplaces and diverse workforces
- Achieve zero harm and promote healthy lifestyles for all

PERFORMANCE INDICATORS	2018	2019	2020
Number of employees (as of Dec)	15,974	15,648	14,762
Employees paid the Real Living Wage (%)	Unknown	Unknown	100
Male to female ratio	74 / 26	73 / 27	72 / 28
Employee Lost Time Injury rate	0.94	0.48	0.33
RIDDOR (reportable injuries, diseases and dangerous occurrences) rate	0.3	0.15	0.14
Number of Wellbeing Ambassadors	Unknown	117	215
Number of Mental Health First Aiders	Unknown	89	120

[READ OUR GENDER PAY GAP REPORT HERE](#)

OUR NEXT STEPS

- Making sure those already working for us can gain the skills they need to progress their careers; focusing on continuous development
- Continuing to reward and recognise the hard work of our employees – sharing information about the range of flexible benefits available and developing a three-year reward strategy
- Progressing Springboard as the Amey innovation initiative supporting development and roll-out of ideas
- Continuing to develop our framework of employee wellbeing support
- Using our inclusion networks and ambassadors to continue to embed an inclusive culture that welcomes diversity
- Improving the use of internal HSEQ resources and focus support based on our risk profile
- Improving the process for investigating and learning from high potential incidents



Develop and engage people within our workplaces

As an organisation of 15,000, engaging and developing our people and giving them the freedom to perform is a priority. In 2020 our people had to adapt to a radically different way of working yet kept delivering vital services to communities across the UK.

The ways we adapted to working through COVID-19, including new ways to communicate and stay engaged, will continue and develop into the future.

ENGAGEMENT THROUGH COVID-19

At the very start of the pandemic we realised the need to strengthen engagement with our employees particularly to enable people to be safe at work or at home. This meant equipping our managers with centrally-driven frameworks for safety, communications and employee development which could be tailored to the needs of individual depots and localities.

A COVID-19 Steering Group brought together all enabling functions and representatives from the business to rapidly develop people-centric solutions.

- **Ways of Working (WoW) conversations** – We held 1:1 conversations with line managers, focused on flexible working and wellbeing, using a structured template to discuss personal challenges and needs. We reaffirmed our full commitment to working flexibly. These conversations confirmed that we already had 1,000 people on flexible working terms plus 1,400 transitioning to flexible terms. We now have 4,500 people working in a hybrid of home and office.
- **Changemaker relaunch** – During the summer we relaunched our Changemaker network to drive greater employee representation and input to future business initiatives and decision making. The Changemakers' job is to be a voice for our teams, act as the go-to person for change and make sure that everyone has a say on what happens at Amey. In total we have 136 Changemakers representing all levels of our organisation and every sector we work across.
- **Maintaining pay for COVID-19 absence** – We provided full pay for all COVID-related absences, without impact on the employee's ongoing sickness entitlement. We had over 250 people shielding whom we also kept on full pay, so that none of our employees would suffer financial hardship through relying on statutory sick pay.
- **Recognised our a*stars** – Our a*stars cards allow managers to say thanks to colleagues and team members for personal contributions such as delivering great customer service, helping a crucial project or just thinking of ways to be more efficient. At our a*stars Awards in December we celebrated over 1,200 employees nominated by fellow colleagues; 30 were shortlisted for ten prestigious awards.

"Yes, we couldn't meet for the black tie event we'd all have liked, but boy did the Amey team make everyone feel as special as possible this year for the a*stars awards. When you've been on a long hard journey with poor mental health yourself, it really is the best feeling in the world to be able to help others through theirs."

Jamie Forsyth, winner of the Safety Award

IMPROVING OUR EMPLOYEE BENEFITS

At the beginning of the year, we made a commitment to focus on the terms and conditions of our lowest-paid employees. Central to this was paying the Real Living Wage, which we delivered in the first quarter of the year, raising the pay of 3000 employees. Following discussions with our preferred agency for temporary recruitment, we are also paying the Real Living Wage to approximately 1,000 temporary workers. We continue to explore options for extending the Real Living Wage working with the rest of the supply chain.



SUPPORTING EMPLOYEE LEARNING AND DEVELOPMENT

Offering continuous learning and development helps us remain an employer of choice and retain people and skills for the future.

During the pandemic we maintained our commitment to learning and included some development activities to help individuals understand the role they had to play in the pandemic.

In 2020 we developed and launched a new digital learning platform, LearnUpon, to reach our employees more efficiently. As a result we have been able to roll out multiple mandatory training requirements being developed by our Enabling Functions and Business Units. Our technical and compliance training continued as normal, while development training and coaching was moved swiftly online.

Create inclusive workplaces and a diverse workforce

To continue delivering great service, our people need to reflect the communities we serve. At Amey we are committed to ensuring everyone has access to the same opportunities and treating everyone equally, fairly and respectfully.

We all win when everyone who works for or with Amey brings their unique self to work, when we bring out the best in each other, when every talent is used and every voice is heard.

EMBRACING DIFFERENCE

This year we launched a new framework to help us shape our inclusion strategy, 'Embracing Difference'. We're all different and we should embrace our differences to achieve the best possible results for individuals as one united team.

Our goal each day is for every one of our people to be valued, included and able to perform at their best; for our business, our people, our clients and the communities we serve.

To achieve this, we have set three core objectives:

- Create an inclusive workplace culture
- Attract, retain and develop greater diversity
- Consider the diverse needs of our customers and communities

Words without action isn't enough. Throughout the year we've been delivering on action to embrace difference:

- We introduced a new network of Inclusion Ambassadors. The 45 ambassadors are positive role models who promote inclusion for all employees throughout Amey and are enthusiastic about creating change in the way we think and act about difference in the workplace. We are training our ambassadors on the different aspects of inclusion and empowering them to spread the inclusion message.
- We run webinars and sessions to help employees improve their understanding of privilege and the different types of bias and inequalities in the workplace, crucial to changing behaviours and tackling issues.
- We marked National Inclusion Week, supporting the #EachOneReachOne campaign.
- Our Women@Amey Leadership programme provides participants with the tools and confidence to lead and drive their own careers. Since the 18-month programme began in 2019, we have seen 64% of participants take a lateral or promotional move within the organisation.
- We re-affirmed our support and commitment to the Business in the Community 'Race at Work Charter'

"The sessions that have been around understanding myself and my style have helped me in terms of more consciously adapting what I do, how I communicate, and considering my profile when doing things. Mentoring was useful – they gave me lots of tools to use to tackle problems I was having and acted as a sounding board for some things. It helped me to trust my judgement more."

Participant, Women@Amey Leadership Programme

OUR AFFINITY GROUPS

We have established and support the following affinity groups to help shape our activity:

- **Women@Amey** – promotes gender inclusion through attracting, supporting, developing and retaining women at all stages of their career.
- **PRIDE** – aims to build an environment that's safe for and inclusive of lesbian, gay, bi, and trans people and their allies.
- **Multicultural** – brings together multicultural colleagues to promote and educate on the diversity of cultures across the business.
- **Armed Forces** – brings together those that support and promote the interests of the service community including both former and current members of the Armed Forces, families and military charities.
- **Neurodiversity** – creates a safe space for employees who identify as neurodiverse or have been diagnosed with neurological conditions (such as ADHD, Autism Spectrum Condition, Dyslexia), to contact like-minded individuals at Amey.



**CLICK HERE TO LEARN MORE ABOUT OUR
W@A LEADERSHIP PROGRAMME**

Achieve zero harm and promote healthy lifestyles for all

At Amey, we believe safety is everyone's job. Our Zero Code is shaping the behaviours of our workforce and embedding a culture of safety throughout the company. It highlights the actions we must all take to protect ourselves and others from harm and focuses attention on encouraging and developing correct and safe behaviours. It applies to everyone who works for and with Amey.

SAFETY AS OUR PRIORITY

Our primary focus this year has been on ensuring we operate within COVID-19 secure environments. Our Health and Safety experts have worked tirelessly, guiding and supporting our operations.

Case study: Zombie Batteries

Amey joined a national campaign to highlight the danger of 'zombie batteries', which caused over 250 fires at recycling and waste facilities in the UK in the year to March 2020, up from a quarter the year before. The campaign is urging people not to throw dead batteries away in household rubbish or recycling, to prevent risk to the public and key workers and to avoid millions of pounds of damage to waste treatment infrastructure.

We maintained the correct levels of PPE for all key workers during the pandemic and there were no instances of work stopping due to PPE shortages. We produced a set of policies and procedures for work in the COVID-19 environment (social distancing in vehicles, updated risk assessment processes and site business continuity plans). Beyond our key workers, in July we sent all 15,000 employees a reusable face covering, packaged and distributed by the social enterprise Ethical Stationery.

Case study: Trench Grids

As part of our commitment to safety – both our employees and the communities in which we operate – we rolled out 450 trench grids across our Utilities contracts. These ensure that no street work excavations are left uncovered overnight.

A design from Oxford Plastics was the winner of the Amey Utilities 2020 Challenge. At just 7kg, the grid's trellis-style design is small and light enough to be carried in our smallest commercial vehicles. Trench grids can be linked together to protect excavations up to one metre wide.

Sickness levels were no worse during the pandemic than the national trend in areas of outbreaks in spite of our employees receiving full pay. We found very few instances of multiple COVID-19 absences and when investigated these were genuinely related to having to isolate due to close contact. Absence was around 2% higher overall than normal during the peak of the pandemic.

A FOCUS ON WELLBEING

We continued to build on our programme of wellbeing support for our employees. We have enhanced our free Employee Assistance Programme (EAP), giving access not only to all employees but also to their immediate families. The EAP offers advice on many topics and 24/7 confidential counselling.

At Amey we have a growing network of 215 Wellbeing Ambassadors and 120 Mental Health First Aiders, who offer support to our people and signpost them to help if they need it. Our Mental Health First Aiders are trained to spot the early signs and symptoms of mental health conditions and can offer initial assistance and guidance alongside our EAP. They are supported by the introduction this year of a full time Wellbeing Manager.



We've also introduced Wellbeing Wednesdays on the first Wednesday of every month which introduces a topic, highlighting the importance of taking time out of your day to think about and look after your own wellbeing. Free online tools, including webinars on seasonal wellbeing topics, provide ongoing support and encouragement for remote workers to look after their wellbeing.

Case study: Wellbeing Festival

In 2020 we delivered our first ever virtual Graduate and Apprentice Wellbeing Festival. The digital event brought together over 300 young people starting out in their careers to provide a mixture of support, guidance and advice through talks and interactive breakout sessions delivered by internal and external experts. It focused on raising awareness of wellbeing and mental health, increasing knowledge of the support and resources available and providing tools and techniques to encourage self-care.

SUPPORTING OUR SUPPLIERS

Our suppliers are part of the Amey family and our aim is to develop healthy and diverse supply chain relationships. This way we create value for communities by supporting economic growth, increasing skills and job opportunities, and making progress on the social and environmental issues that affect everyone’s future.

OUR PRIORITIES

- Increase spending with SMEs and VCSEs
- Paying suppliers promptly
- Reducing the risk of modern slavery

PERFORMANCE INDICATORS	2018	2019	2020
Number of suppliers	5,250	5,750	4,900
SME suppliers (%)	75	78	77
Total spend with suppliers	£1.9bn	£2.3bn	£1.6bn
Spend with SME suppliers (%)	43	55	59
Spend with VCSEs	£3.6m	£5m	£4.7m
Prompt payment (invoices paid within 60 days)	84%	84%	95%
Modern Slavery incidents	0	0	0

NEXT STEPS

- Target key products and services within named categories for social enterprise spend
- Engage with Tier 1 suppliers on their action and progress with social enterprises
- Continue to embed the Social Value Supply Chain Charter into key procurement tenders, incorporating social value evaluation weighting
- Ensure the prompt payment of suppliers, in line with government requirements
- Deliver further engagement and insight into suppliers mapped as having a high potential for modern slavery occurring within their operations
- Progress Springboard as the Amey innovation initiative supporting the onward development and roll-out of ideas



Increase spending with SMEs and VCSEs

Small and Medium Enterprises (SMEs) form the backbone of the UK economy, supporting local communities to grow and be prosperous. A number are also voluntary and community social enterprises (VCSEs) whose social mission is central to their activities, supporting a range of environmental and social issues.

We are committed to supporting SMEs through our supply chain, creating and supporting sustainable jobs in the communities we serve, and increasing our positive impact on disadvantaged groups and the natural environment.

WORKING WITH SMES

We were proud to support a Department for Business, Enterprise and Industrial Strategy (BEIS) initiative aimed at helping small UK businesses in the infrastructure sector to get ready for EU exit. Nearly 80% of Amey's 5700 suppliers are SMEs and, as a national operator, we were in an ideal position to cascade government guidance directly to businesses ahead of 1 January 2021.

Case study: Festive Hampers

As an extra thank you for our employees hard work and commitment during a challenging 2020, Amey's Executive team decided to distribute festive treat hampers to all our employees - the perfect opportunity to support UK SMEs and 'buy social'.



[CLICK HERE TO LEARN ABOUT OUR FESTIVE WORK WITH SMES](#)

SUPPORTING AND PROMOTING SOCIAL ENTERPRISE

We are committed members of Social Enterprise UK's Buy Social Corporate Challenge which helps us support the growth of the VCSE community.

Amey spent £4.7m with VCSEs in 2020 and has set a target of 5% of addressable spend to be spent with them by the end of 2023. To achieve this target we expect the need for existing social enterprises to grow and diversify and/or the need for new social enterprises to be established. In both cases we will be proactive in our support.

Case study: EthStat

Like many organisations we were struggling to access PPE at the start of the pandemic. We decided to reach out to EthStat – a social enterprise – who were agile, well connected and able to fulfil our need. At one point we had 18 unemployed people being paid for 2 days to pack face masks.



[READ MORE ABOUT HOW WE'RE ENDING HOMELESSNESS WITH ETHSTAT](#)

LAUNCHING OUR SOCIAL VALUE SUPPLY CHAIN CHARTER

At the end of 2019 we launched our Social Value Supply Chain Charter as a means to engage and work with all our suppliers, in particular SMEs, on their commitment and contribution to social impact.

Case study: Office Depot

We used our Social Value Supply Chain Charter to access tenders for the appointment of our stationery supplier, for which Office Depot was successful. This will see Amey moving from daily to weekly consolidated orders saving the equivalent annual energy usage of ten average UK homes.

In addition 66% of Amey's spend on office products and services will now have green credentials. We will also be participating in the Office Depot's 'Eureka' programme, which will see us engage with schools across the country, supporting young people to get involved in educational activities.

Paying suppliers promptly

Amey recognises the importance of cash flow to our supply chain partners, particularly the thousands of SMEs and VCSEs we work with.

Since January 2020, we have been working hard to improve payment times for our suppliers. In April, we introduced twice-weekly payment runs to make sure we paid our suppliers quicker during this challenging time.

We have also been working hard to identify at-risk suppliers and provide them with additional support.

Amey operates fully in accordance with the UK Prompt Payment Code, which requires us to report to government every six months on our payment performance. At present we are paying 95% of our invoices within 60 days and we are continuing to look for ways to improve our performance.

Reducing the risk of modern slavery

Amey recognises its responsibility to take a robust approach to modern-day slavery and human trafficking and takes a zero tolerance approach to non-compliance with the Act in any part of its business or its supply chain.

OUR APPROACH TO REDUCING THE RISK OF MODERN SLAVERY OCCURRING

Amey operates under the following policies, which ensure business is conducted to the highest ethical standards: Amey Code of Ethics, Sustainable Procurement and Supply Chain Policy Statement, Recruitment Policy, Inclusion Policy, Safeguarding Policy, Health and Safety Policy, Social Value Policy.

We reinforce our commitment through robust processes. This begins with pre-employment screening for all potential recruits, including identity checks and confirmation of entitlement to work in the UK.

Our policies require that our sub-contractors and suppliers acknowledge their responsibility for adhering to our policies relating to modern slavery and human trafficking. Contractual terms include obligations to comply with our policies. We undertake risk assessment and supply chain mapping to identify the key modern slavery risks in our supply chain. We audit key supply chain partners to assess their controls and learn from best practice.

We deliver training to employees on the risks of modern slavery and human trafficking and how to take steps to mitigate these. We have an anonymous grievance and whistle-blowing process in place to cover any concerns within the business or the supply chain.

STEPS TO STRENGTHEN OUR APPROACH IN 2020

We continue to review and strengthen our approach to minimise the risk of modern slavery occurring. In 2020 this included:

- Additional employee checks including signs of the duplication of next of kin, addresses and bank details. These indicators may signpost to activity of slavery
- A refresh of our supply chain mapping and risk assessment, led by our Heads of Procurement and taking a category approach
- Signing the Gangmaster and Labour Abuse Authorities' Construction Protocol
- Refreshing our online training, using our online LearnUpon system and offline training, for roll-out in 2021.

Measures for combatting modern slavery are constantly reviewed. Our main KPI is measured against number of incidents raised. During 2019 there were no incidents of modern slavery raised. In early 2021, Amey completed the Cabinet Office's Modern Slavery Assessment Tool and scored 94%. We continue to review and implement recommendations from this assessment.

[READ OUR STATEMENT ON SLAVERY AND HUMAN TRAFFICKING HERE](#)

TRANSFORMING LOCAL COMMUNITIES

Amey's success is linked to the places and communities where we work. We do everything we can to be a good neighbour, working with local communities to tackle issues that affect their wellbeing. We listen and engage with our communities to design services that fit their needs and look for opportunities to help them thrive.

OUR PRIORITIES

- Involve and listen to local partners and communities
- Giving back to communities to make a difference that lasts
- Open doors, educate and improve the skills of people in our communities

PERFORMANCE INDICATORS	2018	2019	2020
Community Involvement Days	1,671	1,574	302
Number of new apprentices	79	76	60
Number of apprenticeships and graduates on programme	315	335	280
Fundraising secured for SSAFA - the armed forces charity	£37,184	£34,328	£54,983
Fundraising secured for COVID-19 charities	N/A	N/A	£270,000

NEXT STEPS

- Embed Regional Hubs across the UK to support with issues of local importance
- Deliver on our Cancer Research UK partnership – raising awareness and fundraising
- Bring more young people into the business, including supporting the Government's Kickstart scheme, our apprenticeship programmes and running the Duke of Edinburgh (DofE) Award
- Provide employment opportunities for those facing barriers including prison leavers, service leavers, those with disabilities, or the long-term unemployed
- Publish and launch our Opportunity Gap Action Plan, in partnership with the Social Mobility Pledge
- Provide opportunities for young people to connect with the workplace and raise aspirations by offering work experience, careers fairs and workshops - and building on our Education Hub



Involve and listen to local partners and communities

To design and deliver the most effective services, we engage with local partners – whether they are in small communities, cities, regions, or the whole of the UK.

PLACE BASED PARTNERS AND INNOVATION

The ADEPT SMART Places Programme is a five-year project examining and developing innovation to enable the adoption of innovative and digital technology across the local highway network. In January 2019, ADEPT secured £22.9m funding from the Department of Transport for Phase 3 of the programme, which will see the development of eight individual Live Labs projects led by local authorities with university and private sector partners.

Amey is a leading partner in the ADEPT Live Labs. These are piloting innovation across SMART communications, transport, highways maintenance, energy, materials and mobility. In particular, we are championing the innovation accelerator scheme delivered through our partnership with Staffordshire County Council. Ten successful SMEs have been chosen to enter the incubator programme and receive funding to trial their innovative air quality and mobility solutions in Staffordshire.

Case study: One Trafford Partnership

Amey's One Trafford Partnership - a collaboration between Amey and Trafford Council - launched an interactive web-based tool to continue engagement with local residents, businesses, community groups and stakeholders on the walking and cycling proposals for the Urmston Active Neighbourhood project.



INTRODUCING NEW REGIONAL HUBS

In the early days of the COVID-19 pandemic we developed the idea of building regional hubs to bring together senior Amey leaders across sectors and functions that work in the same geographical area. A shift of focus to geographical links rather than work areas would better support our wider societal effort and create partnerships across the communities we live in and serve.

Starting with a pilot in Scotland, these hubs have now gained momentum, supporting not only increased employee collaboration and representation, but also the delivery of positive social value. Each hub has an Executive Committee sponsor. Hubs have been developed in Wales, Northern Ireland, the North West and the North East – and we intend to create more across the UK in 2021.

LOCAL SOCIAL VALUE MEASUREMENT AND PERFORMANCE EVIDENCE

We are introducing an online reporting platform designed by a Manchester social enterprise, Reason Digital, to capture our social value activities in the communities and geographies we operate in. Our aim is to have a better understanding of the outcomes and impacts of our efforts and a tangible assessment of value. We will use this platform to report on our social value activity and outcomes, using it along with client specified frameworks, such as the National TOMs.

Our focus is to capture both the quantitative and the qualitative impact of social value, with a focus on the stories of change our initiatives have made to people.

Give back to communities to make a difference that lasts

Making a positive contribution towards the communities we work and live in is a core part of the way Amey works. 2020 has tested this in a way we have never seen before. Stepping up to the challenge, our people went beyond all expectations to deliver food, PPE and support to vulnerable people and the NHS.

FERROVIAL JUNTOS FUND: SUPPORTING THE TRUSSELL TRUST WITH FERROVIAL

In April, Amey identified the Trussell Trust as a charity at the front line of the fight against coronavirus in the UK and put them forward for a Ferrovia donation. Together with Ferrovia Construction UK, we secured €340,000 of funds for the Trussell Trust and SSAFA's Emergency COVID Fund via Ferrovia's COVID-19 'Juntos' ('together') fund.

In total 12 foodbanks across the UK were identified, with the money going towards food and support for vulnerable people in the local community. Ferrovia also donated funds to two key COVID-19 vaccine trials, one at Oxford University's Jenner Institute, and another at Spain's National Centre for Biotechnology.

"North Bristol Foodbank are so grateful for this extremely generous donation from Amey and Ferrovia. Since lockdown began our foodbank has experienced a 230% increase in foodbank use."

Matt Dobson , Foodbank Manager, North Bristol



**LEARN MORE ABOUT OUR
FOODBANK PARTNERSHIPS HERE**

VOLUNTEERING IN OUR COMMUNITIES

Every Amey employee is given a paid day to volunteer in their local communities. This year our teams focused their volunteering efforts to support the challenges associated with the COVID-19 pandemic. In June we marked Volunteering Week, shining a spotlight on our COVID-19 volunteers and supporting others to get involved.

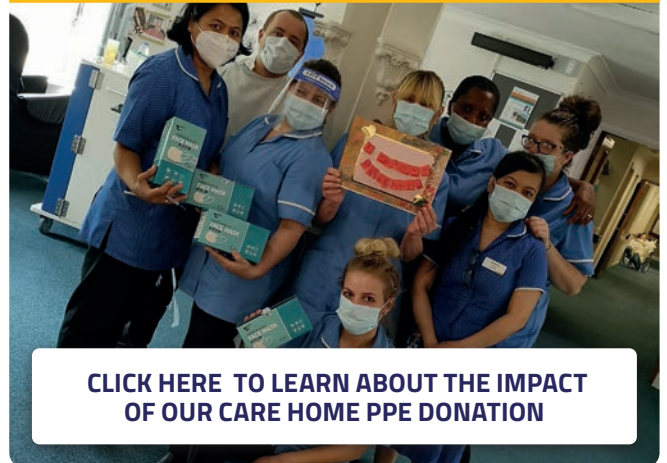
SUPPORTING UK CARE HOMES

During the early phase of the COVID-19 pandemic there was a serious concern about the lack of PPE available for medical and care workers. Amey delivered an initiative that saw 90,000 items of PPE donated to care homes across the UK, a cause nominated by hundreds of employees.

In total 200 care homes received boxes containing vital supplies, including face masks and aprons, to help protect their staff and residents from COVID-19. The total donation amounts to more than £50,000 and Amey worked with the social enterprise Ethical Stationery to distribute the parcels. Amey received numerous letters and social media posts expressing thanks.

"Thank you so much for the amazing donation of masks we received. It really was very timely. Our nursing team were absolutely delighted."

Caroline Sidall, Hospice of the Good Shepherd



**CLICK HERE TO LEARN ABOUT THE IMPACT
OF OUR CARE HOME PPE DONATION**

OUR FIRST EMPLOYEE-CHOSEN CHARITY: CANCER RESEARCH UK

In November 2020, Amey launched a two-year partnership with Cancer Research UK, the charity chosen by our employees. Our partnership will focus on three core strands – fundraising, awareness of cancer and volunteer work. Activities planned include Walk all over Cancer, a summer challenge, participation in the Race for Life, offering 'Pennies from Heaven', health screenings for our employees and payroll giving. We have set ourselves the target of raising £100,000 for each of the two years.

Cancer Research UK was chosen by more than 800 Amey employees in an initiative launched in February 2020. All employees had the opportunity to nominate a charity for a two-year partnership. More than 122 nominations were received for 89 different charities. These were whittled down to four finalists by a panel of 26 judges from across Amey.

Open doors, educate and improve the skills of people in our communities

We support young people in the communities we serve, by creating jobs, apprenticeships and opportunities for graduates, but also by maximising the educational value of the work we do.

We work with third sector partners to ensure no-one is left behind in developing skills and having the opportunity to access workKey stats to pull out:

SUPPORTING YOUNG PEOPLE TO ACCESS AND UNDERSTAND THE WORKPLACE

COVID-19 has had a marked impact on young people across the UK – to reinforce our support we developed a Young People Strategy, outlining a number of opportunities

We continue to deliver our programme for early careers, offering a range of opportunities including placements, apprenticeships and graduates. Our apprenticeship programmes offer a range of programmes from intermediate, higher and advanced – and this year we have introduced degree apprenticeships.

Case study: Rail Degree Apprenticeship

This year we were proud to launch the UK's first Rail Degree Apprenticeship – a fully-funded five-year BEng apprenticeship scheme in partnership with Sheffield Hallam University. The scheme enables college leavers to gain a bespoke railway engineering degree, while working on current railway projects. The work experience and the university modules are structured to gradually increase our knowledge. Rebecca Brenna, Rail Degree Apprentice said, "It's an amazing experience and I'm so thrilled to be part of the programme."

We began a new partnership with the Social Mobility Pledge (SMP) built on our belief that talent is spread evenly, but opportunity is not. To kick off the partnership we hosted founder Justine Greening and the SMP team at our Staffordshire Highways project in October. In 2021 we will launch our 'Opportunity Gap' report – setting out recommendations and commitments to take forward. This will include action to increase and support social mobility, whilst supporting ex-offenders, veterans, and the long-term unemployed into work.

We have signed up to the Government's Kickstart scheme to help support young people whose job prospects have been affected by COVID-19 and help Britain bounce back; this targets young people aged between 16-24 and on universal credit. Our first placements will be joining us in 2021.

PARTNERING WITH THE DUKE OF EDINBURGH'S AWARD

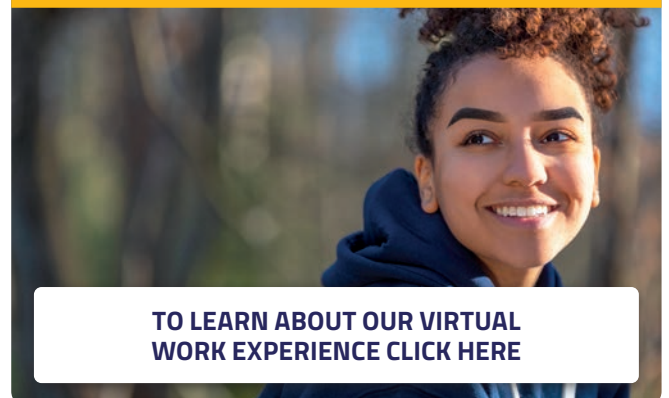
We continued our long-standing partnership with the DofE Award – a programme that develops important skills and attributes among young people, taking them out of their comfort zone and challenging them to self-develop.

Amey supports the charity to help young people from disadvantaged communities to complete the award, examples include:

- **Championing the 'DofE certificate of Achievement'** – a formal recognition of participants' achievements in the Skills, Volunteering and Physical sections of the award, while COVID-19 has affected the ability to go ahead with the Residential and Expedition requirements. As part of this initiative we engaged with a group of DofE participants who were completing the award while serving a sentence in prison.
- **Participating in the DofE Adventure** – Amey employees across the UK walked, ran and cycled more than 18km over ten days in August in support of the DofE. Team Amey collectively travelled more than 1,152km – the distance between our most southerly location at Forest Park Waste Recovery Site on the Isle of Wight to one of our most northerly locations, Bargeddie in Scotland. Raising over £5,000, Amey was announced as the DofE's top workplace fundraising team.
- **Refreshing Amey's own DofE Business Award** – and giving 25 young employees the opportunity to complete the programme.

Case study: Virtual work experience

With lock-down preventing much of our schools engagement, we partnered with Speakers for Schools to developed and run a virtual work experience introduce them to the world of work and explore career options.



TO LEARN ABOUT OUR VIRTUAL WORK EXPERIENCE CLICK HERE

LAUNCHING OUR EDUCATION HUB

Recognising the difficulties faced by young people in engaging with workplaces, we launched our online education hub. The hub provides free access to a range of inclusive activities and resources that we hope will bring some fun in to the home as well as educate, engage and inspire our young people. Projects range from designing a railway route and building structures to learning more about the environment.

To encourage online learning, recycling and protect local wildlife during the COVID-19 lockdown, we ran a competition to build a bird-feeder from recycled materials. The competition was supported by online classes delivered in collaboration with Girlguiding UK, and by mail drops in communities where Amey operates waste collection and waste treatment contracts.

[CLICK HERE TO GO TO OUR EDUCATION HUB](#)

OPENING DOORS TO THOSE THAT FACE BARRIERS OR INEQUALITY

We recognise it is not enough simply to advertise job roles through traditional channels if we are to support the employment of people who face particular barriers.

We work proactively with partners to target audiences that we know have difficulties in accessing jobs and have focused our efforts on the following groups:

- **Prison leavers** – we partner with New Futures Network, Recycling Lives, Forge Ahead and The Forward Trust (formerly Blue Sky) to support the employment of prison leavers. These organisations help us to identify individuals, as well as supporting and advising on wider needs
- **Supported internships** – we support people with learning disabilities, giving them opportunities to experience the workplace, and then go on to apply for full time roles
- **Service leavers and their families** – Amey is a signatory to the Armed Forces Covenant and has achieved Gold in the Defence Employee Recognition Scheme for employing and supporting ex-Forces personnel, military partners/spouses and veterans. We partner with Women in Defence, BuildForce, the Careers Transition Partnership, Open University, Forces Families Jobs, SSAFA and RBLI – supported by our internal Armed Forces Network of 120 employees.

Case study: Chat and Learn

We developed a new 'Chat and Learn' initiative, hosting 1:1 online career talks between students (aged 14-18) and Amey employees to help students learn about the various career opportunities available to them and how to reach their chosen career path.



[TO LEARN ABOUT OUR 'CHAT AND LEARN' PROGRAMME CLICK HERE](#)

Case study: CRED (Clean, Rehabilitative, Enabling, Decent)

CRED is Amey's unique programme that offers serving prisoners and young offenders the opportunity to gain valuable work experience.



[READ MORE ABOUT HOW WE'RE SUPPORTING OFFENDERS GAIN SKILLS](#)

Case study: Supporting veterans

Andy Wilmer served 13 years in the Royal Engineers before becoming injured on a training exercise and being medically discharged in 2015. Andy found the transition into civilian life difficult and had several jobs until being offered a Project Manager role in Amey.

"I feel proud to be working for Amey who are so positive towards ex-Forces and veterans in general. I know that veterans have a lot to offer businesses like Amey. They have a good work ethic they are adaptable and are able to solve problems themselves and I'm always keen to support BuildForce to help get this message over to Service leavers."

[CLICK HERE TO FIND OUT MORE ABOUT HOW WE SUPPORT VETERANS INTO EMPLOYMENT](#)

REDUCING OUR CARBON FOOTPRINT

Delivering our wide range of services we recognise our role is to be a low carbon resource efficient business and to support clients to navigate change and achieve their carbon and climate change needs and ambitions.

OUR PRIORITIES

- Reduce our carbon footprint and adapt to climate change
- Use materials and products from sustainable sources
- Create greener places to live and work

PERFORMANCE INDICATORS	2018	2019	2020
Business operating under an Environmental Management System that has been externally certified to ISO 14001	100%	100%	100%
Renewable energy procurement	97%	91%	100%
Scope 1 Carbon emissions - GHG Protocol (CO ₂ te)	219,153	232,219	229,903
Scope 2 Carbon emissions - GHG Protocol (CO ₂ te)	2,870	742	85
Recycled or recovered brokered waste	96%	95%	94%

NEXT STEPS

- Publish Amey’s roadmap to net zero and deliver in year objectives and targets
- Embed the Task Force on Climate-related Financial Disclosures (TCFD) framework throughout Amey as means to fully understand our risks and opportunities
- Review and develop new capture systems where relevant to ensure the robustness of our supply chain emissions
- Support and promote activity that encourages the use of recycled workwear
- Maximise the opportunity presented by the UK’s hosting of the COP 26 conference to educate, engage and raise awareness of climate action among our employees and wider stakeholders



Reduce carbon footprint and adapt to climate change

Every individual, business and organisation has a role to play in reducing their dependency on fossil fuels and supporting the urgent need for a fair transition to a net zero carbon and resilient world.

We support the UN Sustainable Development Goals and call for action that supports investment in low carbon innovation and infrastructure that support sustainable growth, create quality employment and accelerate decarbonisation of the economy.

REDUCING AMEY'S CARBON EMISSIONS

Throughout 2020 we have focused on driving down our carbon emissions, beginning by working with the Carbon Trust to review our approach to carbon management.

We established a new expert Carbon and Climate Change Working Group to progress our carbon-reduction activities and contribute to wider industry action and progress. The group's insight and expertise will inform future action and raise the standard for carbon and climate change education and awareness. The Working Group informs our leadership teams, our strategy and the carbon targets we set.

During the year we continued taking measures to drive down the carbon emitted by our operations. This has included:

- Removed all traditional internal combustion engine vehicles from the Company Car Choices List which now only includes fully electric vehicles, plug-in hybrids or petrol/electric hybrids. The list has a good choice of vehicles, from a range of manufacturers, with an average CO2 equivalent of 35g/km.
- Continued the installation of Masternaut within our commercial vehicles to monitor driver behaviour and performance. In Scotland we piloted a Green Driver Behaviour Awareness and Recognition Scheme, which uses intelligence from our vehicle telematics, to encourage and reward clean driving. We also continued to offer 'Green Driver Training' - through our partner Advanced Driving Techniques.
- Updated our 'Vehicle Specification Catalogue' listing all alternative fuel options - giving our bidding and operational teams the access and visibility to new vehicles as they appear on the market.

- Increased the cycle to work certificate limit from £1000 to £3000, this has given employees access to more bikes including electric bikes.
- Transitioned our energy procurement to 100% renewable energy.
- Reaffirmed our full commitment to working flexibly - which although driven by COVID-19 - has seen an increase from 2400 to 4500 employees working in a hybrid of home and office, reducing the need to commute.
- In November 2020, Amey became signatories to IEMA's pledge to net zero, which commits UK businesses to science-based targets to meet the UK's 2050 net zero target and publicly report progress each year.
- In 2021 we will be publishing our 'Roadmap to Net Zero'.

Case Study: Green driver behaviour

In Scotland and Northern Ireland, Amey's highways accounts have been working towards improving fuel efficiency across their fleet, simply through changing driver behaviour.



[TO LEARN ABOUT OUR GREEN DRIVER BEHAVIOUR RECOGNITION SCHEME CLICK HERE](#)

REPORTING TO THE CARBON DISCLOSURE PROJECT

Our carbon emissions are reported annually to the Carbon Disclosure Project via our parent company, Ferrovial - themselves listed on the IBEX 35. These emissions are externally verified on an annual basis. As a wholly owned subsidiary of Ferrovial, we do not report independently to the CDP, as this would be double counting.

Use materials and products from sustainable sources

Amey is a large consumer of increasingly scarce natural resources, primarily petroleum products, aggregates, water and energy. Our aim is to reduce our resource consumption and use resources efficiently by ensuring we promote sustainable, whole-life design solutions and source local and recycled materials as well as plan and manage the materials, soils and waste elements of our activities. We promote and support a circular economy, one that fully understands and assesses the life cycle environmental impacts of our resource use.

Throughout 2020 we have continued to eliminate unnecessary waste, following the waste hierarchy of reduce, reuse, recycle and recover. We have focused our efforts on identifying sustainable low carbon alternatives for the materials we use in our design and operations. Importantly, we used our Supply Chain Social Value Charter in making procurement decisions to ensure carbon and circular economy principles are driven through the supply chain. We are using the following opportunities to design out waste:

- Identify design phase opportunities may include reducing waste through the retention of existing assets, value engineering during design phase to reduce excavation waste
- Construction phase opportunities include ensuring materials are not over-ordered and correctly stored and may also include innovative construction techniques such as off site or modular construction and use of secondary materials
- Operational phase opportunities may include designing for longevity in use, considering future needs, flexibility and passive provision
- As part of the efficiency workshop we will look for opportunities to reuse, recycle and recover assets, with landfill used as a last option

We have also continued our commitment and contribution to Business in the Community's Circular Economy Taskforce. As part of this, we have continued to contribute to the Waste to Wealth Commitment, which sets targets to improve the productivity of the resources that are key for our business.

Waste to Wealth brings businesses together to work towards doubling the nation's resource productivity and eliminating avoidable waste by 2030. It aims to support business to redesign how resources are used in their products, services and operations and collaborate across our organisations, value chains and sectors.

Case Study: First carbon neutral road

Amey Consulting has designed the UK's first carbon neutral road improvement project – an £8m Highways England carriageway reconstruction in Cumbria.



LEARN ABOUT THE UK'S FIRST CARBON NEUTRAL ROAD IMPROVEMENT PROJECT HERE

Case study: Gipave asphalt

Amey is working in collaboration with Iterchimica to trial the use of Gipave in Kent. Gipave is a polymeric asphalt supermodifier, containing sustainable graphene nanoplatelets and technically selected waste plastics (which would not normally be recycled and ending up in waste to energy plants). The product is sustainably produced, natural and chemical-free and certified as non-toxic.

On average Gipave has a 70% less carbon footprint than conventional asphalt concrete. It will also lower the whole lifecycle of the asset costs and reduce the requirement for maintenance; the service life can be up to double that of conventional asphalt concrete.

Case Study: Paint360

We continued our partnership with Paint360, a family run social enterprise business based near Birmingham who provide environmentally friendly recycled paint, whilst creating jobs for young people.



FIND OUT MORE ABOUT OUR PARTNERSHIP WITH PAINT360 HERE

Create greener places to live and work

Amey operates across a range of environments, from highly populated urban areas to remote and rural areas. A number of the services we design and deliver have the protection and enhancement of the natural environment at their absolute heart.

ENERGY MANAGEMENT

Amey Secure Infrastructure delivers energy management services for a wide variety of public-sector clients. We conduct energy surveys and create strategies to reduce energy, cost and carbon.

Case study: School lighting

Lighting in schools is a major running cost, often accounting for around 20% of the total energy bill. This was something both Dumfries and Galloway Council and Scottish Borders Council wanted to reduce these costs and lower carbon emissions by better managing their assets. We designed and implemented a smart lighting system using technology to detect human presence and natural light, adjusting the light levels to only emit what is needed.

This is a great benefit to spaces with fluctuating footfall and ensures each school runs as efficiently as possible. Our solution saw CO2 emissions reduce by approximately 700 tonnes per annum across 11 schools, with a 60% saving on energy bills.

Our services include utility usage optimisation and the design and implementation of energy and building management systems with – where required - agile or remote controls. In 2020 we enhanced our sensor and data systems to provide improved analytics and established an energy team, to provide a more focussed energy and sustainability management service.

DESIGN FOR ZERO CARBON

Our Consulting team provide expertise in carbon forecasting, footprinting and reduction strategy. This unifies operational, data analytics and carbon reduction expertise that builds infrastructure resilience throughout its lifecycle. They also provide Institute of Environmental Management & Assessment (IEMA) accredited carbon training across our value chain.

We are embedding and promoting the 'PAS 2080 Carbon Management in Infrastructure' principles throughout our management systems to make carbon accountancy business as usual. This provides the evidence base needed for decisionmakers to deliver net zero infrastructure.

Our data management expertise enables us to create a data-led approach to achieving sustainability objectives. As part of our Consulting business, Amey benefit from the expertise of in-house environment and sustainability specialists. The specialist team has grown by 13% since 2019 to 86 employees.

Case Study: Green space

Our OneTrafford Partnership has been striving towards creating a nature rich environment to encourage more wildlife across the borough - over £100,000 has been invested in improving the habitat with thousands of new bulbs, wildflower seeds and hundreds of shrubs planted in the last three years.



**LEARN MORE ABOUT OUR TRAFFORD
REWILDING PROJECT HERE**

Case study: Active Air Green Wall

In order to address the challenges in air quality, Amey have worked with green wall suppliers Biotecture to support and trial their innovation at Hassell Community Primary School in Newcastle-Under-Lyme – through the use of an Active Air Green Wall (AAU).

Plants remove pollutants by the leaves and associated microbial community and the roots and their associated microbial community. Air intake will be taken from the street-side, which is next to a busy dual carriageway, passed through the plant wall, and expelled into the shelter in the playground to provide a clean air zone. The AAU represents the first step in the Amey' shift towards developing active technologies in the use of plants to remove pollutants.

INSTALLING LED STREET LIGHTING ACROSS THE UK

Amey has been reducing carbon by designing, installing and maintaining more energy efficient, LED lighting solutions across the UK.

Amey's innovative Street Lighting Installation Tracker is helping to reduce UK energy consumption by improving management and monitoring of street lighting LED installations. Amey has collectively installed over 200,000 LEDs across 14 areas of the UK reducing energy consumption and maintenance costs.

Case Study: Innovative street lighting

Street lighting is the biggest user of energy for most local authorities. It varies by authority but its one of the few areas where there is a proven solution and payback to help meet carbon reduction targets



READ ABOUT OUR STREET LIGHTING EMISSIONS REDUCTION HERE

WASTE TREATMENT AND ENERGY GENERATION

In 2020 we treated 775,409 tonnes of waste – this included recycling 102,404 tonnes which saved over 173,997 CO₂te. Through the use of Advanced Thermal Treatment and Anaerobic Digestion waste treatment technologies across our four waste sites we generated 193,950 MWh of renewable electricity, saving a further 70,357 CO₂te.

In 2020, we worked with third party aggregate recycling partners to create reusable aggregate from 63,802 tonnes of Incinerator Bottom Ash (IBA) from our Milton Keynes and Allerton Waste Recovery Parks which has a number of environmental benefits, not least the protection of virgin aggregate resource.

Final thoughts: a message from Emily Davies, Head of Social Impact

2020 will go down as a landmark year for Amey. It has not only emphasised the relationship we have with the communities we serve, but also the impact our presence and services have had in helping to keep Britain running. It's been great to see our teams step up to the challenge, taking pride in their public service and wanting to give back and give more to support those in need.

Despite the challenges presented by COVID-19, we have maintained our service delivery and continued to support our clients where key work continues across the UK. From setting up testing sites, to maintaining our waste collections, keeping our Armed Forces bases operational, to teams volunteering to sew and print masks or deliver and donate food packages and PPE. Beyond the immediate support, our work with SMEs, social enterprises and inclusive recruitment set the basis for longer-term impact and benefit as we recover.

We now have the opportunity to use this momentum to support those that face disadvantage, we can't underestimate the growth in inequality that the pandemic has laid bare and the damaging impact it will have to people and families. Our focus in the coming year will continue to be based on partnership, working with local experts and organisations to reach out and provide development and employment opportunities across our communities.



At the same time, climate change is no longer the concern of the few but the recognised challenge of our generation. This year we achieved milestones that saw 100% procurement of renewable energy and the removal of fully combustion engines from our company car options list. However, beyond our own emissions, our real commitment for change is through ensuring net zero principles sit within the design and maintenance of the assets we manage – from schools, to prisons, to roads and rail.

I look forward to 2021 – our year of empowerment – which looks to engage every employee and every supplier to consider what their role is in delivering social value.