

French
SEH
Construction
CSR Report
2017-18



Responsibility Built In

“ Responsibility is
the price of
greatness. ”

WINSTON CHURCHILL

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Our people are
the heart of our
Success

”

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 97% waste
diverted
from landfill

Foreword

SEH French Ltd present our first CSR report outlining our highlights and successes of 2016 through to 2018 and our priorities moving towards the future.

SEH French consider our people are the individuals who make a difference in the successful delivery of our CSR responsibilities.

As part of the One Group Construction, one of Suffolk's largest privately owned companies, we're renowned for our exceptional customer service, highly skilled craftsmen and all round professionalism across every single project, and CSR forms an important part of this service.

We have always understood that both quality and good relations are key to a successful project and CSR is integral to this process. By engaging in a constant dialogue with all stakeholders (including a hands-on directorial approach), the results of hundreds of positive compliments speak for themselves. As a business we hold the ISO accreditations, further demonstrating our commitment to quality assurance including CSR.

Our corporate responsibility is to provide long-term prosperity to our stakeholders by balancing the social, economic and environmental choices we make. We actively promote safe, ethical and sustainable working practices as the key to our continuing success.

Responsibility Built In

Today the business employs over 50 people achieving turnover of more than £20m. With further growth planned over the next five years we are fully committed to ensuring that our approach to corporate social responsibility improves the lives of our people, delivers benefit to the communities we serve, betters the performance and reputation of our marketplace, and protects the natural environment that surrounds us.

This following report highlights some of the approaches and outcomes we have achieved in our pursuit of having responsibility built in.



Simon Girling & Paul Rodwell
Directors

POWERED BY



“ RESPONSIBILITY BUILT IN IS
OUR COMMITMENT TO
DELIVERING SOCIAL
GOOD ACROSS ALL OUR
BUSINESS ACTIVITY.”

SIMON GIRLING
DIRECTOR

Our Vision

To continuously deliver value by delivering construction projects and services that satisfy the needs of our stakeholders, constantly achieving operational excellence, conducting our business in a safe, environmentally sustainable and economically optimum manner and continuing to employ a team motivated to deliver excellence.

POSITIVE ENVIRONMENT + HAPPY WORKFORCE = SATISFIED STAKEHOLDERS

Our Values

Integrity

Stakeholders and suppliers who work with SEH French know they can expect fair treatment no matter where they are: honesty, transparency and a company that always aims to do what's right.

Respect

SEH French respects insights at all levels and expects our diverse workforce to be embraced with respect and dignity and all views to be recognised.

Trust

SEH French trusts that all SEH people operate with the highest professional standards and in the best interests of the Company at all times.

Simplicity

SEH French keeps things simple by focusing on the essential core of any business opportunity, challenge, issue or problem to achieve continued success.

Shared Risk

SEH French encourages well-reasoned, prudent risk-taking in an environment where challenges are discussed openly. At SEH, everyone works as part of a team, sharing responsibility for the outcomes of individual risks and decisions.

“ “ IF YOU DO THE JOB PROPERLY THE REST WILL FOLLOW ” ”

Our Commitments

Our Workplace

- Provide a safe, healthy and rewarding working environment for our personnel;
- Continue to invest in the development of systems and procedures which help them carry out their work and allow them to develop and reach their full potential;
- Follow best practice standards and improve them wherever possible;
- Operate with integrity and rigorously observe applicable legislation and regulations;
- Promote innovation and develop sustainable construction techniques.

Our Environment

- Protect the environment and enhance it wherever possible for the benefit of future generations;
- Use natural resources efficiently, reduce consumption where possible, and minimise waste;
- Procure materials and products from legal and sustainable sources, which have been produced without exploitation of the workforce.

Our Community

- Work closely with those affected by our activities, understand and respect their concerns, and contribute positively to the local community;
- Provide a level of care that satisfies our customers' needs and wherever possible exceeds their expectations;
- Help build a prosperous Ipswich through active participation in community interest groups;
- Increase access to opportunities and employment;
- Maintain/increase our levels of charitable corporate and employee fundraising donations.

Our Marketplace

- Conduct our business honestly, scrupulously and free of deception and fraud;
- Support our suppliers to help us build a sustainable value chain;
- Contribute to industry;
- Promote industry;
- Set levels of excellence.

Our People

Our employees are at the heart of our success and everything that we do. They inspire each other to be the best they can be and by providing a great place to work for everyone no matter what role they do in our business we strive to achieve excellence in everything we do.

How they feel within their workplace affects how they approach their working day. We provide an open door policy within SEH French, which enables everyone across all disciplines to engage and give feedback or discuss anything we can do as a business to improve their environment, completion of tasks or help others.

We provide an employee assistance programme, which is available 24hrs a day and is there to cover every aspect of modern life with counselling and support services. We understand that happier, healthier people are more motivated, more productive and higher performing.

We understand that the work environment can impact on people in a number of ways. We aim to create a healthy and safe work environment. We actively promote the health and well-being of our people. We consulted with our employees and created a new in-house multi use social space to allow them somewhere to socialise as a team playing darts/table tennis or taking the opportunity to help improve their fitness.

We believe firmly in rewarding people appropriately and our pay rates are competitive with SEH French being a Living Wage Employer.



£48,576
Training



£39,900
Workplace



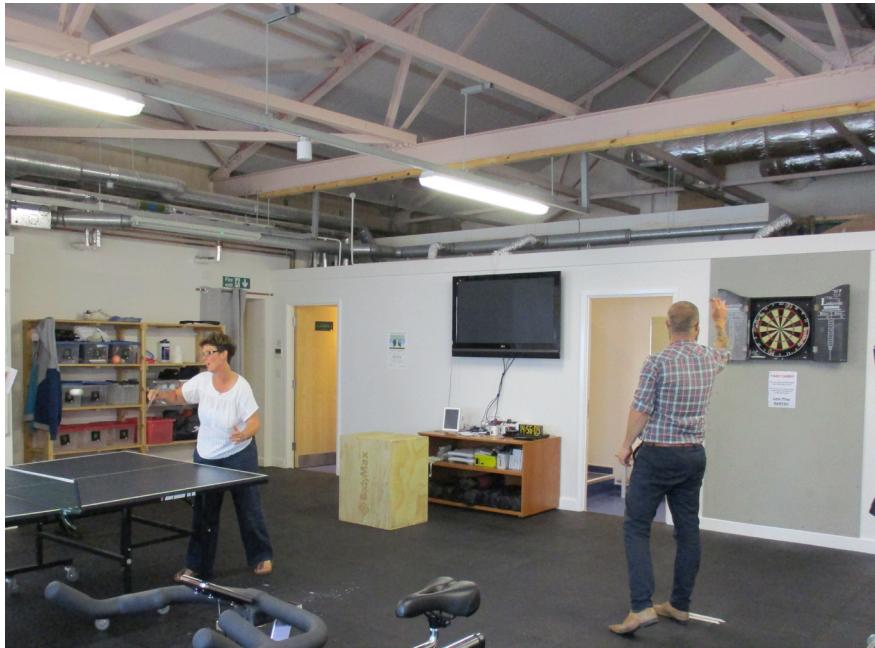
£41,200
Employment
Terms



£13,480
Social



£5,525
Sports Events



“OUR
PEOPLE ARE
THE HEART
OF OUR
SUCCESS”

Our Community

Construction has an incredible opportunity to impact on the community. Not only do the buildings and infrastructure we build shape how we live and improve our lives, but as with our business, we are very much inset within our local community—and we feel strongly that the success of our business comes from having a successful community around us.

However, communities across the UK are facing many social challenges; from increasing pressure on social care to rising levels of obesity amongst children, these long term issues are having great impact on how our communities prosper and improve over time.

Our main focus of community has been through volunteering days, allowing our people to take time out of work to support community groups they have interest in. Our total contribution to volunteering in 2017 reached £34,650. We have also donated £4,254 to various charities and raised a further £10,355 in fund raising activities.



£4,254

Charity
Donation



£10,355

Fund Raising



£34,650

Volunteering



£13,340

Community

Our Fundraising Achievements



Charity & Volunteering

As part of the One Group ethos, SEH French understand the importance of being involved with community activities and charitable causes giving something back.

Individuals are encouraged to take part in Foundation days, where they can 'take a day' to take part in an out of office fundraising event or volunteering.

We have been involved with raising money for various charities.

Our members of staff have taken part in the Macmillan Cancer Support marathon walk raising a fantastic £455.

They've organised an office charity day for Alzheimer's Society and taken part in the Snowdon Midnight Challenge raising a fantastic £2,300.50.

Another monthly charity day was organised for the local Halesworth Dementia Carers fund, making the whole office take part in various fair ground games, the day raised a fantastic £170.

Overall in 2017 the office just by holding the monthly charity days raised £5,379.

Volunteering takes place with the local football club by

colleagues who help with coaching and as part of the management team.

Another member of staff is part of his local scouts committee, involved with all aspects of arranging activities.

In 2017, a member of staff was fortunate enough to take part in the BBC's DIY SOS programme, where 9 days were given to allow him to attend and help transform a local family's home to allow their father/husband to return to their home after a tragic event changed their lives forever.



Our Marketplace

As a key enabler to society, the economy and the environment, a better performing construction marketplace is better for all.

However, we can't escape the fact that the industry currently has a poor image and is failing to attract the best talent to meet, not only today's, but the future challenges of our sector. We are still seen as an industry that works mainly with manual skills and trades and is being overlooked by a generation of people with vital skills in STEM, creative and digital subjects.

The industry is also suffering from its levels of productivity and overall performance in relation to cost, quality and delivery time scales.

We have been working hard over the last two years to address these issues through both industry level leadership and careers development, and have invested £36,670 in driving this agenda.

Most notably our Director, Simon Girling, has held the position of Chair of the National Federation of Builders. During this time he steered the development of a number of successful CITB funded skills and training programmes aimed at improving digital construction capability and capacity across the sector.



£16,010
Leadership



£19,660
Careers



“

BE THE BEST YOU CAN BE

”

Careers Development

SEH French as a company attend various careers events across the year, these are held within primary, secondary and further education establishments. We attend the Suffolk Skills Show and Suffolk Show providing information on the roles within the construction industry.

Members of our team are STEM and CITB ambassadors, where they attend events and become mentors as part of school industry days, providing guidance and advice during various organised tasks.

Our own director is involved with the 'Learning week at work', where students submit applications for a prospective job and go through an interview process. Practical feedback sessions are attended providing invaluable advice to youngsters considering entering construction.

As a company we host school age work experience pupils from local schools. They attend within the main head office, giving them opportunities to explore construction wide roles from contracts management, quantity surveying, buying, estimating, design coordination and other roles. This experience helps them to make up the technical activities within the company and help make their decisions for their chosen career path.

We provide access for the Princes Trust organisation to assist young people helping them fulfil their potential where they may otherwise be at risk of underachieving or being excluded, offering them opportunities to improve their confidence and uncover their hidden talents.



Client Satisfaction

We continually throughout any project, during the design stages or the construction phase, communicate with our clients and consultants to update the status of our activities. We make sure they are happy with the progress and ask where we can make any improvements to our processes.

Upon completion as part of our ongoing client satisfaction, we issue questionnaires for our internal use to look back and take on board “Lessons Learnt” for future projects and as part of external accreditation.

Notably we pride ourselves on repeat business and our continual inclusion within strategic frameworks.

The happiness of our clients is our future. We believe the testimonials demonstrate our clients’ happiness.



“

WE ENJOYED WORKING WITH SEH FRENCH ON THIS PRESTIGIOUS PROJECT THAT THEY COMPLETED TO A HIGH STANDARD. WE WILL LOOK FORWARD TO WORKING WITH THEM ON FUTURE PROJECTS AND WOULD RECOMMEND THEM TO OTHERS.

BCR ARCHITECTS

”



“ TO ALAN OUR SUPERSTAR PROJECT MANAGER, IT HAS BEEN A PLEASURE
TO HAVE HAD YOU ORGANISE US AND CARE FOR OUR PROJECT
WHICH WE ARE EXTREMELY PROUD THAT YOU DELIVERED FOR US ALL
AT NATURES MENU. YOUR PERSONAL DRIVE, PATIENCE AND CARE FOR
DETAIL WENT BEYOND SIMPLY DOING A GOOD JOB. WE ARE VERY
PLEASED WITH WORK AND THE PROJECT MANAGEMENT APPROACH.
WITH THANKS AND GRATITUDE FOR YOUR SUPPORT.

PRIVATE CLIENT



“

IN TERMS OF THE PERFECT PARTNER, WE COULDN'T RECOMMEND SEH FRENCH HIGHER. THEY HAVE BECOME BOTH A TRUSTED PARTNER AND MEMBERS OF THE PROJECT TEAM, BRINGING EXCELLENCE TO A PROJECT AT EVERY STAGE TO ENSURE IT IS A SUCCESS.

**DEVELOPMENT MANAGER
SUFFOLK COUNTY COUNCIL**

”



“

MANY THANKS FOR HITTING THE GROUND RUNNING WHEN YOU TOOK OVER AS CONTRACTS MANAGER - NOT AN EASY THING TO DO, STEPPING IN HALF WAY THROUGH. I HAVE MUCH APPRECIATED YOUR HELPFULNESS, CLEAR OVERVIEW AND COMMITMENT TO OUR PRECIOUS PROJECT. WITH SO MUCH APPRECIATION”

**LBC COORDINATOR
VAJRASANA BUDDHIST RETREAT CENTRE**

”



“

IT HAS BEEN A REAL PLEASURE WORKING WITH SEH FRENCH ON THIS
VERY SUCCESSFUL PROJECT. THEY HAVE MANAGED TO COMBINE
THE VIRTUES OF A TRADITIONAL CONTRACTOR WITH A MODERN AND
COLLABORATIVE APPROACH TO MANAGEMENT. THE RESULT HAS BEEN A
PROJECT THAT WE ARE ALL PROUD OF, AND WE WOULD RECOMMEND
SEH FRENCH TO OTHER ARCHITECTS AND CLIENTS.

**NICHOLAS HARE ARCHITECTS
CHRISTIES CARE NEW TRAINING FACILITY**

”



“

WORK WAS TO AN EXTREMELY HIGH STANDARD, THE PROJECT
WAS RUN WITH GREAT CARE AND ATTENTION. ALL SUB-
CONTRACTORS WERE OF A HIGH STANDARD. BOTH SEH FRENCH
AND THEIR SUB-CONTRACTORS WERE A PLEASURE TO WORK WITH.

**COWPER GRIFFITHS ARCHITECTS,
IPSWICH SCHOOL, MUSIC BLOCK**

”

“ “ FOR EVERY £1 SPENT WITH SEH
FRENCH WE PROVIDE £2.03
WORTH OF ECONOMIC BENEFIT
TO THE LOCAL COMMUNITIES OF
SUFFOLK TOTALING £35M
BETWEEN 2016-2018. ” ”

Our Environment

We appreciate that the UK construction sector has made valuable steps forward in the last 25 years in improving its overall environmental performance through the development of sustainable building standards and low carbon driven legislation.

We have always supported and worked hard to keep pace with this agenda, and we continue to make incremental changes to our business to help move our society towards achieving the world's Sustainable Development Goals.

We believe over the next few years attention will be paid to enabling behavioural change amongst our people and we have been taking steps to encourage a low carbon transport policy together with a cycle to work scheme. This is also aided by our investment in onsite shower facilities which now make it possible for people to cycle to work.

SEH French are in
the final stages
of obtaining
ISO 14001
Environmental
Management
Accreditation



Travel policy
to reduce
carbon



97% waste
diverted
from landfill



Cycle to
work scheme
starting in
2018



5 low
carbon
projects



Responsibility Built In

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Construction

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A member of One Group Construction

POWERED BY

