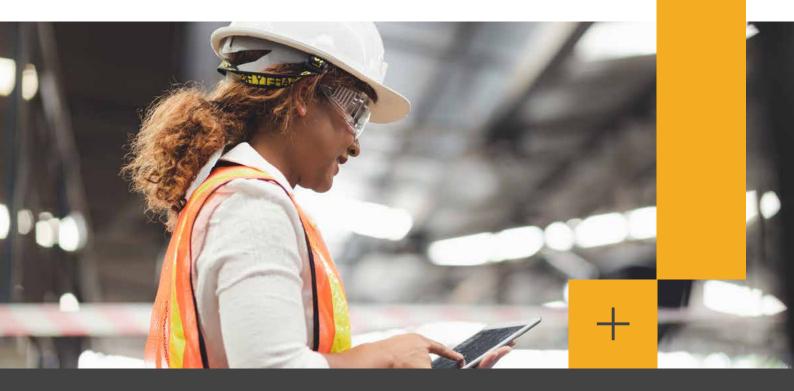


# Operational Excellence:

Integrating Safety, ESG & Social Value in Construction Projects





## Operational Excellence: Integrating Safety, ESG & Social Value in Construction Projects

In today's built environment, delivering a successful project means more than completing on time and on budget. Clients and communities alike expect construction partners to uphold the highest standards of safety, environmental responsibility, and social contribution - while maintaining full regulatory and ethical compliance.

At SOL Services, operational excellence is not an abstract goal. It is embedded into our day-to-day delivery through a clear framework of health and safety, ESG commitments, and social value creation - ensuring every project strengthens performance and reputation.













## A Culture of Safety-First Delivery

Health and safety form the foundation of operational excellence in construction. SOL's projects span active public environments, high-risk infrastructure, and complex refurbishment - often in live settings. To mitigate risk and protect both teams and stakeholders, we implement:

- **Rigorous RAMS** (Risk Assessment and Method Statements)
- Daily toolbox talks and safe start procedures
- Trained and accredited teams (CHAS, SMSTS, CSCS, IOSH)
- Regular site audits and behavioural safety observations
- **Zero-tolerance approach** to unsafe acts or shortcuts

From trenching and civil works to electrical upgrades and warehouse fitouts, our methodical approach minimises disruption and ensures a safe outcome - every time.













Embedding ESG: Environment, Social, Governance

Clients increasingly expect measurable ESG outcomes from their construction partners. SOL Services integrates ESG from the planning phase through to post-completion, including:

#### **Environmental**

- Waste reduction & recycling targets on all sites
- Energy-efficient systems and low-emissions plant
- Minimised transport and embodied carbon in sourcing
- Support for client net zero goals

#### Governance

- Transparent reporting structures
- Ethical procurement and anti-bribery policies
- Data protection and digital systems security
- Alignment with public procurement and Crown Commercial Service standards

#### Social

- Delivery aligned with Social Value Frameworks (incl. Social Value Portal)
- Apprenticeship creation, local job opportunities, and upskilling initiatives
- Support for community groups, schools, and charities
- Respect for local residents, tenants, and operational continuity

We don't just tick ESG boxes - we deliver outcomes that align with our clients' frameworks and help secure stakeholder trust.















## Social Return on Investment (SROI) in Practice

Public sector clients are rightly focused on ensuring every pound spent has lasting community impact. SOL Services delivers measurable SROI by:

- Hiring locally, especially in areas with skills shortages
- Supporting minority-owned suppliers and diverse contractors
- Contributing to long-term asset performance through energy, safety, and accessibility upgrades
- Creating better working and living environments for end users

Through reporting tools and client dashboards, we quantify the social and economic impact of every major project.













## Why It Matters: Reputation, Resilience & Results

In a competitive market, how you deliver is as important as what you deliver. SOL's embedded safety culture, ESG leadership, and social value focus help clients:

- Meet procurement criteria and compliance standards
- De-risk delivery and avoid reputational exposure
- Engage positively with local stakeholders
- Align capital works with long-term sustainability and inclusion goals

From civil infrastructure to facilities upgrades, we deliver projects with integrity - building not just assets, but community confidence and long-term value.







