



Your Shareholder Update Autumn 2024

Hello and welcome to our Autumn newsletter! As usual, it's been a busy one for Ubico colleagues, most notably the extension of the Forest of Dean service, which I am pleased to report was a great success so thank you to all involved.

This newsletter gives you an insight into some of our new initiatives around social value, our people strategy and we also have some beautiful new photos of the parks we maintain in Cheltenham and Gloucester, which I am delighted to share!

Beth

Beth Boughton, Managing Director



Social value

Ubico follows public sector procurement rules, and we seek, with our suppliers, to look beyond the financial cost of a contract to consider how the services we commission and procure can improve the economic, social and environmental well being of the areas we deliver services into.



Our current suppliers offer a variety of Social Value opportunities and initiatives.

- Stationery purchases through our contract with Commercial Ltd supports young people into the workplace through the Commercial Foundation.
- Safpro, our PPE supplier, provides Corporate Social Responsibility (CSR) points based on sales, allowing us the opportunity to invest in the local economy, environment, and our workforce. The CSR points have been invested in reusable thermos cups and water bottles to support our environmental initiatives to reduce plastic waste.
- Plan B Management Solutions who provide the recycling haulage and sale for the Forest of Dean's recycling materials support local food banks and will be working in partnership with the Trussel Trust to make donations to their food banks in the district.



Investment in People

We are delighted to welcome Emma Henderson as our new Head of People. Emma has been an invaluable member of the HR business partnering team for Ubico since 2019, and has over 20 years' experience in HR. The Head of People job is a new role, which will involve working in the areas of people strategy and HR leadership, employee relations, reward and recognition, learning and development, HR operations and organisational development.



Ubico are a significant local employer employing in the region of 1,000 staff. In 2021, we embarked on the delivery of our five-year vision, which included a focus on our people, in the following areas:

- Attraction and retention of staff
- Recognition
- Upskilling
- Satisfaction

An overview of our progress in this area is detailed below. Work will continue on this strategy and we look forward to updating you in future newsletters.

Our people – key achievements in 2023/24



Attraction and retention

Conducted a review of our terms and conditions package



Employee satisfaction

Introduced an annual employee engagement survey



Drop in sessions

Ran drop in sessions at each site to discuss issues identified during our survey



Upskilling

Trialed a new appraisal process and provided upskilling in the supervisory role



Training

Increased delivery of training sessions by 43%



Driver training

Ten individuals qualified as professional drivers through our driver progression scheme

Forest of Dean

Ubico commenced delivery of the waste, recycling, and street cleansing service in the Forest of Dean on 5th August 2024, as well as bringing the fleet management and maintenance services on board. Through excellent project management and planning, and a strong partnership between Ubico, Forest of Dean District Council and Publica, the project resulted in a very smooth transition and no disruption to frontline services. A special thank you goes to the operational team who transferred into Ubico. Colleagues working in every role have embraced the change with a positive attitude and worked excellently with their new Ubico colleagues.

The project also saw the exciting addition of two fully electric kerbside recycling vehicles. These are the first of their type in England and as such, the council are early adopters of the technology and we will be monitoring their performance closely. We are pleased to say that they are currently covering their range and topography as expected and producing zero tailpipe emissions.



Forest of Dean
— DISTRICT COUNCIL —



Green flag award

We are delighted that several parks which Ubico helps to maintain were presented with the prestigious Green Flag Award 2024 in July! Achieving a Green Flag demonstrates that a park is kept to the highest standards, is beautifully maintained and offers excellent facilities. The awards are testament to the hard work and dedication of all the teams who have played their part in making these spaces such beautiful places to visit. Seven parks in Cheltenham retained their Green Flag status for another year; Sandford Park, Hatherley Park, Montpellier Gardens; Naunton Park, Pittville Park, Springfields Park and Winston Churchill Memorial Gardens.

Gloucester Park in Gloucester was also awarded its first ever Green Flag award - receiving glowing praise from judges who said the park felt 'safe and vibrant'. Barnwood Park and Arboretum and Saintbridge Pond and Allotments also retained their green flag status.

Beth Boughton, Managing Director said *"These parks play a vital role in providing the community with a beautiful green space to visit, enjoyed by residents and visitors alike. We are really proud to have been part of this and this award is testament to the hard work of the teams and volunteers who work towards achieving this, well done and a huge thank you to you all"*

To find out more about the Green Flag Award scheme, visit <https://www.greenflagaward.org/>

