

# SUSTAINABLE DEVELOPMENT REPORT

2023

# TOUREEN





# Sustainable Development Report 2023

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# SUSTAINABLE DEVELOPMENT REPORT 2023



**Welcome to Toureen Group's Annual Sustainability Report for the financial year 2023.**

While sustainability challenges in our industry may seem daunting, Toureen's core business ethos has been built on solving complex construction challenges.

Sustainability is no different from these challenges and we approach it with the same determination and commitment. Our industry holds the keys to unlocking substantial change towards a more sustainable built environment. This, in turn, can have an impact on a global scale.

From groundbreaking projects to everyday site actions, we are committed to reducing our environmental impact, and enhancing social value, both amongst our people and the communities we serve. In tandem, we also focus on maintaining resilience as a business and delivering quality projects for our clients.

As we celebrate some of our achievements, we also acknowledge the challenges ahead. Sustainability is an ongoing journey requiring continuous learning, adaptation, and collaboration.

In this report, you will find an account of our efforts over the past year that contributed to the progress of the UN Sustainable Development Goals.

# FOR THE NEXT 30

As we look forward, it is important for us to also look back to acknowledge where we came from, and how we grew the business into what is it today. We recently celebrated our thirtieth year, which gave us a chance to celebrate the numerous milestones that we have achieved in that time. We also want to recognise all those we have worked with, and the fantastic people in our divisions. Several of them have been here since the first year.

Over those thirty years we have kept many of our fundamental principles, which are as relevant today as they were thirty years ago; to consistently deliver high-quality work, build strong and lasting relationships with our clients, maintain the highest health and safety record, and contribute directly to our community and society as whole.

At the core of each of these principles are our people. Our retention and training are something we are proud of and invest in annually. Our diverse team is a combination of long-serving members, young, eager staff, and apprentices. All share our fundamental values, which means we are in good hands for the next 30 years and beyond.

In the past few years, our industry has faced several uncertainties including COVID-19, fluctuating material prices, rising energy costs, and increasing interest rates. Despite these challenges, our resilience, agility, and

strategic investments in a broader range of services have allowed us to maintain growth. Our central divisions have continued to deliver excellence through their services, contributing to our continued success. Despite the challenges of the past few years, we continued to invest across the business, particularly in sustainability and our progress towards Net Zero. In line with these efforts, we have established mechanisms for capturing data and reviewing progress. This has allowed us to ensure transparency, accountability, and consistency with our commitments.

We thank all those who have contributed to our success over the past 30 years, from all the people on our sites, all our support staff, and all the clients we have worked with as well as those who we look forward to working with.

Here's to the next 30.



**Ciaran McClearn**  
MANAGING DIRECTOR





# Toureen Group

Constructing Excellence



Toureen Group is a multifaceted, award winning construction services organisation operating throughout the UK.

Founded in 1992, the Group today offers a range of integrated company solutions to meet the needs of its clients. The Group's services can be contracted singularly or combined to create a turnkey service through an integrated solution.

Our goal is to enhance the quality of service for each project by meeting client requirements and ensuring safety, value, and excellence. We achieve this through creative and innovative solutions to complex challenges.

## Services

- Principal Contractor
- Groundworks
- Structures
- Remediation
- Demolition
- Petroleum and Retail Services
- EV Charging Stations

## Support Services

- Environmental Services
- Haulage
- Land Engineering
- Plant
- Drainage Services
- Pre - Cast
- Training Centre



# Awards, Memberships & Accreditations



- GOLD SCHOL
- IEMA CORPORATE PARTNER
- ROSPA
- FORS
- British Assessment Bureau
- SMARTWASTE delivered by bre
- Lighthouse CLUB
- CONSTRUCT

## RoSPA Order of Distinction after 15 Consecutive Wins Toureen Group

We are delighted to have been awarded such an accolade, particularly as a result of winning 15 consecutive gold awards. This is a testament to our consistent and continuous health and safety standards.



# Recent awards

### BAM Award Toureen Group

Toureen was Highly Commended by BAM for Environmental, Safety & Social Impact.

### NFDC Tilley & Barrett

Peter Edgerton was Highly Commended at the NFDC Awards for Project Manager of the Year.



### CSR Awards Tilley & Barrett

Tilley and Barrett Demolition won a Gold CRS Award for their work in Corporate Social Responsibility and the innovations they have implemented across numerous sites.



### Green Apple Environment Awards Toureen Retail

Toureen Retail won a Green Apple Environment Award for various sustainability initiatives undertaken whilst delivering works to transform petrol stations into EV charging stations.



### Green Apple Environment Awards Tilley & Barrett

Tilley and Barrett Demolition received a Green Apple Environment Award for their commitment to sustainability, their efforts to promote a circular economy, and their progress in reusing demolition materials.



### Green Apple Environment Awards Toureen Remediation

Toureen Remediation won a Green Apple Environment Award for delivering significant environmental betterment during work at River Academy, challenging the business-as-usual approach and industry Code of Practice, and transforming a landfill site to enable the development of a new Academy.



### CN Specialists Award Shortlist Tilley & Barrett

Tilley & Barrett Demolition was shortlisted for Demolition Specialist of the Year at the CN Awards.



### Forecourt Trader of The Year Awards Toureen Retail

Three sites built by Toureen Retail won awards at the Forecourt Trader of The Year Awards.

**MFG Putney**  
A state-of-the-art flagship hybrid fuel and EV station was crowned the outright winner.

**Jet Refinery Service Station**  
Won the Northern England Award.

**Ascona Bush Hill**  
Won the West Country & Wales Award.



We were especially pleased that our work to construct a hybrid fuel and EV station at Putney has been recognised by the industry. This station supports fuel suppliers in transitioning to electric and alternative fuels.

# Two. Significant Projects



# Silk Stream

*The project had significant environmental aims such as; zero non-hazardous waste to landfill, minimising construction waste, reduction of carbon from operations and procurement, and sustainably sourced materials.*



## Silk Stream

Toureen was awarded the Silk Stream project by St. George for significant sub-structure works and the construction of three RC frame towers and a four-floor podium. The project was awarded on the back of the successful delivery of the enabling works including the decommissioning of a former petrol filling station, and the remediation and excavation of the former car park.

On completion, the site will have a large basement, three RC frame towers scaling 17 floors, 13 floors, and 12 floors, along with a 4-floor podium.

The project also has significant environmental goals, including achieving zero non-hazardous waste to landfill, minimising construction waste, reducing carbon emissions from operations and procurement, and using sustainably sourced materials.



# NEC Birmingham



*Now one of the largest EV hub in Europe, the EV Hub and Starbucks drive through unit was officially opened on the 7th September 2023 by the Chancellor of the Exchequer Jeremy Hunt.*

## NEC Birmingham

Toureen Retail was appointed as Principal Contractor by the EV Network, to construct one of the largest electric vehicle charging hubs in Europe at the NEC events venue in Birmingham. The development also included the construction of a new Starbucks drive-through.

Over a period of 26 weeks, part of the existing car park was transformed into a new vehicle charging facility. It can now charge 180 EVs simultaneously, featuring 30 ultra-fast BP Pulse DC 150kW charge points and 150 fast 7kW charge points.

The entire project was completed with the NEC still being in operation. Daily liaison with the NEC's event team was critical to ensure our operations did not affect the smooth running of traffic and customers heading to the NEC events.





# Plumstead



## Plumstead

Plumstead, located in West Thamesmead will function as a connection between the communities of Broadwater Green and Thamesmead, encouraging and inviting people to come to this new neighbourhood. The proposals reimagine traditional London Square architecture, featuring a large central public open space and wide tree-lined streets that promote walking and cycling.

With a mix of integrated ground floor uses across the scheme, including 57,000 sqft of Employment, Community, and Retail Space, the site will also be a local hub providing amenities for residents and community facilities.

A total of 1,750 homes are proposed for the 17-acre site, of which 700 will be affordable homes. The proposals will deliver a diverse range of sizes and tenures of homes to meet local needs. The development will be tenure blind, with all buildings designed to the same high-quality architecture.





# River Academy

*Delivering significant environmental betterment by challenging the conventional position regarding the waste designation of landfill materials. Through value engineering, we accomplished substantial carbon savings by reusing 50% of the material, totalling 24,000 m3.*



## River Academy

River Academy will provide much-needed school places for 1,500 pupils. The site was previously used as a landfill and driving range. To make the land viable for building, redevelopment of the land had to take place. This included de-risking the land from a human health risk perspective, along with managing the land in a way that reduced the flood risk, as the area sits within a Flood Risk Zone 3.

Toureen Remediation set out to deliver the project to the highest sustainable standard, whilst overcoming the significant project challenges. In consultation with the Environment Agency, our team produced an enhanced plan, which included reusing the capping layer of the landfill rather than disposing of it. The management of soils was exceptionally robust, involving stripping the capping layer, tracking materials, and conducting rigorous testing that exceeded standard requirements. This effort was facilitated by Toureen's possession of its own Mobile Treatment Licence.

The project was delivered successfully with significant environmental betterment on multiple fronts.





# Space House

SUSTAINABLE DEVELOPMENT REPORT

SUSTAINABLE DEVELOPMENT REPORT



Space House was delivered to BREEAM Outstanding and Fitwel certification.

## Space House

Grade-II listed Space House is a 255,000 sq. ft brutalist tower that has been restored into a state-of-the-art commercial office building designed to BREEAM Outstanding.

Toureen took possession of the site in early January 2022, making it safe from the previous enabling contractor. The demolition within the Rotunda was completed over a live electrical switch gear that feeds the main Central Line London Underground assets at Holborn as well as surrounding retail areas. The extensive temporary works were designed by our expert in-house team, ensuring the stability of the Rotunda during further structure removal, with infilling and construction works following.

The project successfully overcame multiple challenges. This included infilling and extending the one-story rotunda by two floors, infilling all the service voids and lightwells to gain further space for development, and infilling and building modification to the office facing onto The Strand underpass on approach road A200.





# Shell, River Works

*Our scope of works included repair of the concrete wall surrounding the Barking Shell forecourt on the River Rodding. Obtaining necessary approvals for our method of works and pollution control - including utilisation of an excavator on a pontoon for lifting and concrete placement, to perform in-situ repairs within a water environment.*



## Shell, Barking River Works

Toureen Retail undertook numerous and complicated works in repairing the face of a river wall which, over time, has spawled causing the client to take action.

The works involved the installation of a pontoon onto the River Rodding to allow for the methodical installation of a walling system. This allowed the team to pump water from within the shuttering pans and then pump concrete into the system. On completion a new concrete face was given to the river wall.





# 55-58 Pall Mall

*Enhanced pre-demolition audit workshop held at outset aiming maximise reuse of demolition materials beyond the stone facade and steelwork identified at tender; realising further reuse of items such as carpet tiles, raised access flooring and roof slates.*



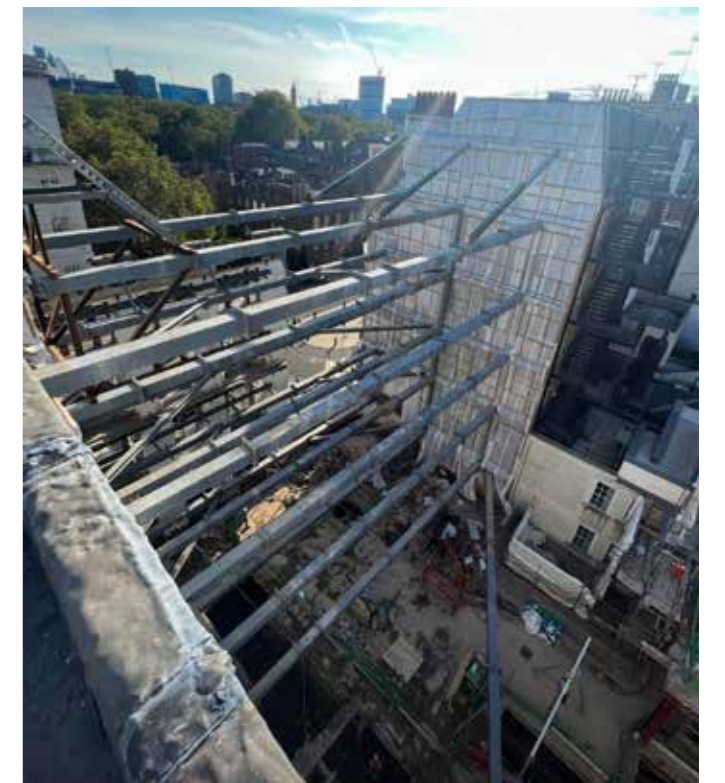
## 55-58 Pall Mall

Located in the heart of central London, 55-58 Pall Mall was demolished to make way for high-quality commercial units and office spaces. The existing building suffered from disjointed floorplates, with differing floor levels, low ceiling heights, and plentiful columns, providing poor quality accommodation.

Part of the façade of 55-58 was retained, with a section carefully dismantled and removed from the site. It was subsequently cleaned and stored, before being reinstalled. Toureen's demolition division - Tilley and Barrett used the latest dust suppression techniques to keep dust to a minimum, while continuously monitoring noise, dust, and vibration with the use of live monitors.

Working closely with the sustainability team, the project was also a test case for the use of our pre-demolition audit. This audit reviews all materials in the building from the outset, logging and tracking them for reuse. The goal is to minimise waste and support a circular economy.

An enhanced pre-demolition audit workshop was conducted with the goal of maximising the reuse of demolition materials. Beyond the stone facade and steelwork identified at the tender stage, this initiative also facilitated the reuse of items such as carpet tiles, raised access flooring, and roof slates.





# Ramsey

*Strategic planning of enabling works enabled us to optimise earthworks operations and enable other local sites to utilise surplus topsoil.*



## St. Thomas Park Ramsey

Toureen is delivering 100 new homes in Ramsey, Cambridge. They became involved with the project at an early stage to oversee and provide attendance for the substantial archaeology works. This was to ensure the works were completed efficiently and to enable a phased handover.

As Principal Contractor, we then delivered the impressive housing substructures and essential road network, before Vistry came to the site to commence superstructure works. Careful planning of the site along with detailed enabling works allowed us to optimise the earthworks operations and provide surplus topsoil to other Vistry sites where supply was short.

This wide-ranging project demonstrates Toureen's ability to collaborate closely with our clients to deliver large amounts of work within tight time constraints, whilst ensuring the works are completed safely and to an exceptional quality.

Strategic planning of enabling works enabled us to optimise earthworks operations and enable other local sites to use surplus topsoil.





Three.

# Our Financial Strength & Investment



# Financial highlights

Toureen remains a growing business with ambitious plans. Our order book remains strong, and through strategic planning, we are a resilient and agile business with targets that allow growth whilst ensuring stability. We continue to invest across our divisions and in-house services to ensure we offer our clients the best possible service and at the highest quality.

## Turnover

2023	£167,120,000
2022	£135,368,000
2021	£100,157,000

## Supply chain & partnerships

Circa £30m

## Investments in sustainable technologies

Circa £4m

## Our plant

£3m invested in machines that were delivered throughout 2023.

## Our fleet

£321,000 invested in providing 42 new vehicles in our fleet.

## In-house training

£350k

## Technology

£600k

# Our commitment to investment

A major contributing factor in the success of Toureen Group over the last 30 years has been the stable and continuous investment across the group.

Using a process to identify areas within the business where we need investment, we proactively assess what the group needs to maintain our status as a high-quality construction company. Having a strong order book across our divisions allows us to plan investment in advance while investing in wider initiatives and divisional expansions.

We also ensure that we continuously invest in our people. With our in-house training centre, we give our clients the assurance and confidence that we will provide consistent quality throughout our services. This also provides our staff with the tools they need to continuously learn and develop.

# Investing in digitalisation

## Toureen Digital Management (TDM)

To remain at the forefront and to ensure our business is as efficient as possible, we have invested in future-proofing our digital assets by implementing several systems. At the core of this initiative is our central digital management platform – TDM.

TDM is a document management platform now operational across all our sites. Accessible via laptops and tablets, its implementation has significantly enhanced efficiencies throughout the organisation, resulting in notable time and cost savings that also benefit our clients.

*“As a Site Manager, the main advantage of TDM is the flexibility we must access forms online. Being able to send a tablet out onsite with our supervisor, allows them to conduct all the checks required for the site and instantly upload to our server. So far, we have put 90% of the forms I require on this project digitally on TDM, which saves me between 1-2 hours of my day.*

*TDM has streamlined a lot of the inspections we carry out on site and eliminates the middleman having to upload all the information from a desktop. Every site should have one.* “

Toureen Site Manager.



# Investing in Our fleet

## Plant

- £2 million invested in machines and £1 million invested in formwork that was delivered throughout 2023
- 35% idling baseline across our own plant, with a target to reduce this by 10% throughout 2024

## Fleet

- £321,000 invested in providing 42 new vehicles in our fleet
- 30% of the cars in our fleet are electric with 61% overall being electric or hybrid engines. We have also trialled a number of electric options for our vans over the year

## Soil & Water

Soil and Water is Toureen's haulage and waste management division. Our entire lorry fleet is:

- FORS GOLD accredited
- EURO 6 engines, the highest on-road emissions standards for NOX and CO2 air quality Pollutants
- A digital fleet: in 2023 we enrolled in an online system for all maintenance and planning of our fleet, along with transferring to an electronic system for our defect checking. All our drivers now have an electronic device hosting this as well as a driver handbook app



# Investing in Our precast facility

Over 5000 precast columns were delivered to eleven of our projects across the UK.





# Four. Environmental





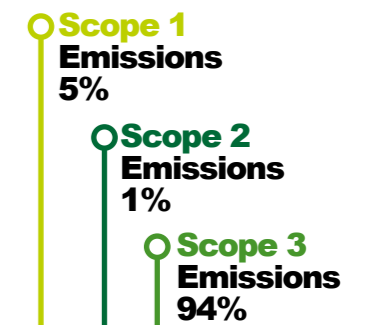
# Environmental

Reflecting on the past year, we have made significant strides in becoming a more sustainable business. In 2023, we completed our first full assessment of our entire scope 3 emissions, building on our 2019 baseline and subsequent years' data covering scope 1 & 2 emissions. This gave us a foundation to develop our Carbon Reduction Plan, laying out our roadmap to Net Zero. However, whilst carbon is important, it is not the sole focus of our efforts to become a more sustainable business. This report aims to acknowledge some of the diverse sustainability achievements we have accomplished so far.

Claire Fundrey, Sustainability Manager, Toureen Group



In 2023, we achieved a significant milestone by conducting a comprehensive assessment of our scope 3 carbon emissions for the first time.



We now have a clear picture of our total carbon footprint, with our most significant emission sources being concrete, sand, and cement – accounting for 55%.

Toureen Group's total carbon footprint is 78,008 tCO<sub>2</sub>e.



Scan the QR code to view our carbon reduction plan



In 2023 we published our carbon reduction plan outlining our commitment to net zero and reducing our emissions.

# Our net zero commitment

**NET ZERO EMISSIONS BY 2050**

**33.6% ABSOLUTE REDUCTION IN OUR SCOPE 1 AND 2 CARBON EMISSIONS BY 2028\***

*\*From our 2020 base year and in line with the SBT 1.5°C (market based emissions) scenario.*

# Annual emissions

KEY AREAS	2019/2020 (BASELINE YEAR)	2021	2022	2023
Turnover	£100m	£110m	£135m	£167m
Number of Staff	213	206	222	209
Scope 1 Emissions (tonnes CO2e)	3,060	3,433	2,834	3,512
Scope 2 Emissions (tonnes CO2e)	3.71	4.15	3.03	38.15
Total Scope 1&2 Emissions (tonnes CO2e)	3,063	3,437	2,837	3,550
Scope 1&2 Carbon Intensity (Tonnes CO2e/£m Turnover)	22.86	30.97	21.02	21.26
Scope 3 Emissions (tonnes CO2e)	-	-	-	74,457.84

Due to the growth of the business, we have seen an increase in our absolute scope 1 & 2 carbon footprint, despite our carbon intensity staying static.

In the coming year, a primary focus will be on actively reducing our carbon intensity. A key action includes enhancing the frequency of our reporting to better support the monitoring of our progress against the ambitious targets outlined in our Carbon Reduction Plan.

55% of our total carbon footprint is attributed to concrete & cement, which are key components of our CRP.

Our electricity usage totalled 250,245 kWh, sourced from renewable energy tariffs.

We installed solar panels at our HQ by the end of 2023, which are expected to fulfil one-third of our energy consumption moving forward.

## Commute & sustainable travel

**48,000 litres of HVO biodiesel used in our on-site plant and equipment.**

**A 90% reduction in embodied carbon compared to diesel.**

In 2023, our commuting miles decreased by 55%, and travel mileage in company cars dropped by 20% compared to our baseline year in 2019. Our commuting data indicates that initiatives have resulted in 35% of vehicle drivers (equivalent to 20% of total commuters) now engaging in car sharing on-site.

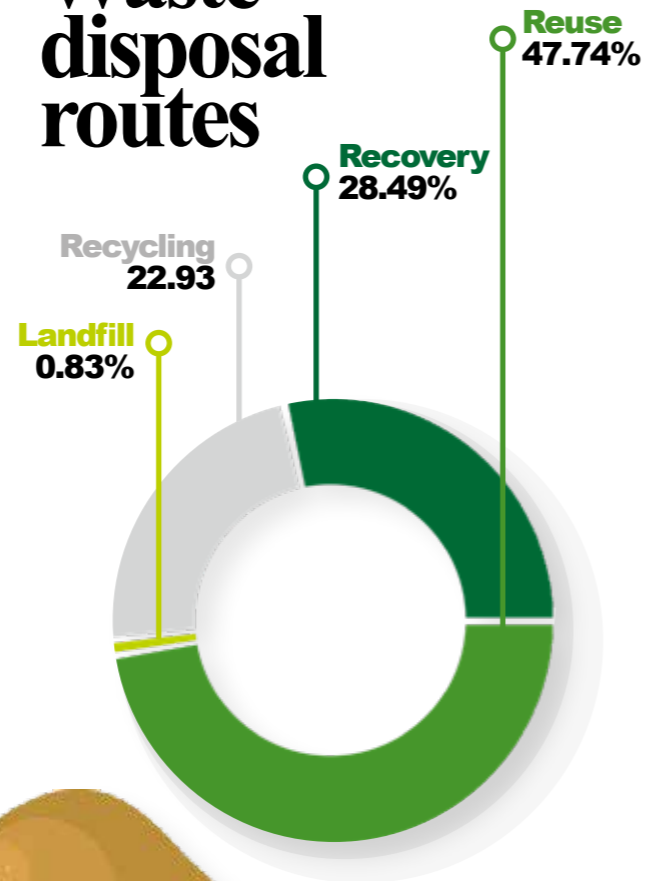
Toureen is actively promoting more sustainable travel practices across the business. In our Retail division, which logs the highest annual mileage due to nationwide operations, they have begun the process of replacing fleet cars with electric or hybrid vehicles. In the last 12 months alone, they have purchased three fully electric cars and one hybrid car, which has resulted in circa 70,000 miles being driven via electric power rather than traditional fuel.



# Waste

Our core waste objective is to aim for zero non-hazardous waste going to landfill. We strive to move waste up the hierarchy by promoting reuse and upcycling, rather than downcycling. Our goal is to keep materials at their highest value throughout their lifecycle.

## Waste disposal routes



**Total waste:**  
**225,367 tonnes**

**Diversion from landfill:** **99.17%**

*An improvement from 96.4% in our baseline year, 2019.*

**78,400**  
Tonnes of soil used to reshape Wexham Golf course over 2023.

**14,200**  
Tonnes of inert construction material recycled at Soil & Water's Luton facility.

# Demonstrating the reuse of demolition materials

CUT LINE

During this reporting year, Toureen's demolition division, Tilley and Barratt, executed three projects where significant volumes of material were targeted for reuse. This approach promotes a more circular management of demolition waste.

At our Berkeley Square project, 32m<sup>2</sup> of timber parquet flooring, 40 timber doors, 10 frames, and various furniture, fixtures, and fittings including fridges, light switches, plug sockets, etc. were salvaged and reused. In addition, 275m<sup>2</sup> of concrete removed from floors was recycled for engineering fill at Toureen's recycling facility.

Building on this, our Grosvenor Gardens project salvaged numerous materials for future reuse in development: 400,000 bricks, 82 fireplaces, 60 doors and doorframes, 4,000m<sup>2</sup> of floorboards, structural timber, and 90 radiators, all of which were sent for storage.

The Pall Mall project then focused on soft strip material recovery, with all computer flooring and carpet tiles salvaged and sent to new reselling partners. The roof slates were carefully removed and stored. The project team's efforts to find a use for them culminated in a local artist acquiring them for their project. Part of the front stone façade was dismantled for future reuse and the steel on the ground floor and lower levels was salvaged and reused as temporary works.



# Five. Social Responsibility



# Charity

## St. Luke's Hospice charity golf tournament

In aid of St. Luke's Hospice, Toureen sponsored and hosted a charity golf day that brought together many different companies and suppliers across the construction industry to raise money for the charity.

## 10,000 boxes packed for the homeless

Over four weekends in winter, Toureen volunteers packaged 10,000 emergency winter supply packs for the homeless in support of the St. Vincent de Paul Society. The packs contained items including hats, gloves, socks, toothbrushes, and toothpaste for anyone living on the street over the winter months.

## Bringing Christmas to the children's ward

Over £5,000 was raised by the Luton and Dunstable hospital project team to 'Bring Christmas to the Children's ward'.

## Ocean Warrior Expedition

Toureen was delighted to have the opportunity to sponsor Chris Barrett, who was part of the Ocean Warrior Expedition. Covering 4,000 nautical miles, the Ocean Warrior Expedition explored some of the world's extreme environments to measure, benchmark, and monitor environmental changes for the scientific community.

## World Wildlife Fund

In aid of the World Wildlife Fund, Toureen took part in the annual JLL Property Triathlon relay at Dorney Lake in Windsor, raising money for wildlife across the globe.

## Shine Night Walk

Toureen's accounts team completed the Shine Night Walks for charity, raising over £1,300 for cancer research.

## Tough Mudder

Toureen once again took part in Tough Mudder, the ultimate obstacle course featuring 30 obstacles over a 9+ mile run, raising money for various charities.

## Football Team Sponsorship

Toureen is a proud sponsor of both Luton Town Football Club and Stanway Rovers women's reserve team. Luton Town FC is in the Premier League and Stanway Rovers women's team is in the Essex County Women's League Division. We are proud to be involved at many levels, along with actively encouraging more women to take up the sport.

## London Marathon

A group of six runners from Toureen ran the London marathon and collectively raised over £12,000 for The Snowdon Trust on behalf of the NFDC.

## Sport for children's charity

St George, part of the Berkeley Group, recently organised an industry five-a-side football tournament. The tournament featured 32 teams from the construction industry, all in support of the Berkeley Foundation. This foundation supports charities such as Spear and the Honey Pot Children's Charity. After battling through the rounds, Toureen dispatched GCL in the final to remain unbeaten and lift the trophy!

## STEM ambassador

Classes were held by Toureen staff at Deansfield Primary School in West London as part of STEM week, promoting the study of science, engineering, and maths subjects in schools.





# Considerate contractor



**45/45 Score for Considerate Constructors Scheme.**

**39.5 Average score for Considerate Constructors Scheme project audits.**



*The Grosvenor Gardens innovative free standing acoustic tunnel, contains sound proofing that has been shown to reduce the noise by 25dB...*

*...the equivalent of reducing the sound of a jet plane taking off to that of a hairdryer..*

## Beyond best practice in noise, dust & vibration mitigation

We pride ourselves on being at the forefront of Noise, Dust & Vibration Mitigation techniques and innovation.

In this regard, the Grosvenor Gardens project presented significant challenges, including managing high impact works such as noise, vibration, and dust. This was particularly complex due to the presence of nearby high-profile, sensitive receptors situated in quiet areas with low baseline noise levels, where there was an expectation to maintain some degree of quiet during the works.

Our work in the project planning stages led to an innovative fully designed acoustic vehicle tunnel and full building height acoustic screen, something we are not aware of having been done on any other London project before.

The resultant sound performance of both the tunnel and acoustic screen test showed it provided a 25dBA sound reduction during the floor-by-floor deconstruction, and a 35dBA reduction when works reached the ground floor and basement level. Considering that noise works on a logarithmic scale and therefore 3dBA represents a doubling or halving of noise, this is substantial.

The project went on to win a Corporate Social Responsibility Award.



for companies that have a heart



Six.  
**Our  
People**



# Training & development

## Training & Developing our People

Over the course of this reporting year, Toureen invested over £350,000 in training for our employees, averaging 2.5 days of training per person throughout.

In addition to the spending on training, we also ran 87 internal training courses throughout the year.

- 87** Leadership /Supervisor Workshops
- 50** NVQ Work Based Qualifications
- 26** Mental Health First Aiders

- 22** Site Leadership & Supervision Workshops
- 9** Apprenticeships
- 3** Graduates
- 25** Average Training Days per Employee
- 2** Work Experience Placements





# Standdown day

## Toureen's Standdown Day

Toureen held stand-down day events across multiple locations including London, Oxford, Aldenham, and Wexham for every one of the Toureen team.

The events focussed on all the amazing work the team is doing in health and safety, sustainability,

and our drive towards being net zero and quality. It was also a great chance to tell everyone about how the company is doing, the fantastic projects each of our divisions are working on, and the initiatives coming up in the following years.



# President's award



## ROSPA 15 Consecutive Golds

After holding a ROSPA President's Award for five years, Toureen Group was awarded a ROSPA Order of Distinction for achieving 15 years of consecutive Gold awards. A true testament to our commitment to health and safety!

Year	AFR under RIDDOR
2019	1.42
2020	1.88
2021	2.4
2022	nil
2023	nil





# Site standards

## Toureen's Site Standards

In 2022, Toureen published the Site Standards book. Available to all staff, both in hard copy and electronic format, the detailed and illustrated book is an aide to maintaining the highest standards of safety, quality, and consistency across all our sites.

The book was designed with our site teams in mind and was produced with their input, using live sites for reference images and descriptions. The book details the high safety and quality standards required at our sites, and what our clients have come to expect.

## Employee Feedback

This initiative focused on the equipment we use. It also included hearing protection workshops and trials of safety equipment, covering a range of tools and machines, while promoting their correct and safe use.

## Let's Look Initiative

As part of a thorough, collaborative review of specific operations, safety managers and senior site management undertook 'Let's Look' exercises, allowing operatives to show how and why they do a specific work activity. The goal of this initiative was to create opportunities for discussion and learning.

## Site Supervision & Leadership

We launched our site leadership handbook in tandem with training sessions with our project management and supervisor teams. The handbook and workshops outline Toureen's values, culture, and expectations from our leadership teams.

## People, Plant, Interface

With machinery identified as the second largest risk on-site in the industry, Toureen held a campaign to raise awareness and training. Launched with an engaging video outlining our procedures and processes, it was followed up with various initiatives throughout 2023. This came after the success of 2022's falls from height safety campaign, which is the number one risk onsite.

## Talk 2 Toureen

We run an online feedback scheme that allows all employees to scan a QR code and leave anonymous feedback. The scheme replaced a paper-based system, allowing for quicker action and feedback on safety issues.

## Toureen Active

A Strava Group was founded to encourage a more active lifestyle, with 55 members and growing. The group encourages colleagues to partake in active events together such as triathlons, walking, cycling, and running throughout the year.

# Health, safety & wellbeing

As well as engaging our people in person at events such as the stand-down days, we also launched multiple initiatives across the year to improve our practices.





# People focus

At the core of our success lies our people. Whether they have been with us since the start of the business or are new joiners, our employees are Toureen's greatest strength. With diverse work locations, it is important to us that we ensure each member of our team feels part of the Toureen family.

*We prioritise our team's wellbeing through regular events, initiatives, and continuous investment in their growth. We appreciate the efforts of every individual in contributing to our success daily.*



**Vasile 'Vas'  
Dumbraveanu**  
Labour Manager

Vas joined us as an Assistant Project Manager for our Palmerston Road project, undertaken by our contractor division. Since then, he has seized the opportunity to take on the role of Labour Manager for the Group. This new role has allowed him to use his initiative and embrace the responsibility of having his own department. The wide varying role keeps him busy and gives him the opportunity to visit most of our sites and engage with all our teams across the business.



**Franzil 'Frank'  
Fernandes**  
Document Controller

Frank graduated from a business administration apprenticeship last year, which he found beneficial as a newcomer to the industry. The program enhanced his IT and organisational skills, as well as his ability to manage workloads. He had the opportunity to apply all these skills on his first project, Silk Stream. Frank particularly enjoys visiting the site to monitor progress, collecting inspections, assisting with deliveries, and engaging with suppliers and colleagues on site.



**Kelly  
O'Leary**  
Quantity Surveyor

Kelly joined Toureen in 2018 and shortly after started her surveyor course, which she has graduated from this year. Throughout her studies she worked closely with our Northern Home Counties Division, putting her keen analytical skills and a proactive problem-solving approach into action across a variety of projects, from house building to commercial buildings.





## Caitlin Norrby

Office Manager

Caitlin joined our demolition division as a document controller. In late 2023 she took the role as Office Manager at our Head Office in North London. Caitlin is thriving in her new role, embracing the extra responsibility and involvement that come with being an office manager. She recently managed the design and refurbishment of the new flexible work and meeting space at our head office, which has been received very well by all. Caitlin particularly values the opportunity to engage with individuals across the entire company, building relationships and being the 'go-to person'.



## Peter 'Pete' Edgerton

Project Manager, Tilley & Barrett

Pete's journey with Toureen spans over seven years, starting as a machine operator and evolving into a Project Manager for our demolition division - Tilley and Barrett. In 2023, he successfully completed his second project in this role and displayed his involvement with circular economy initiatives. Pete is well-respected by his team, having followed the same career path that many of them are currently pursuing, while actively supporting their progression. Pete has overseen award-winning projects and was highly commended by the NFDC.



## Connor Carney

Quantity Surveyor

Connor successfully completed his apprenticeship with Toureen and became a qualified quantity surveyor in 2023. Having entered the construction industry at 18, he feels that qualifying adds a level of respect for his knowledge, and he appreciates the opportunity to hold a degree. He personally found the apprenticeship model invaluable, as it allowed him to simultaneously obtain a degree whilst accumulating five years of practical work experience. Despite the challenge of balancing studies with demanding top-down basement projects, Connor found gaining his qualification rewarding and is a great example to all our apprentices.



## Caitriona McCaffrey

Accounts Assistant

Caitriona works in our accounts department as part of an assistant accountant apprenticeship. Reflecting on her studies to date, she finds that while balancing studies with work can be demanding, the opportunity to discuss and draw upon the experiences of the accounts team is proving invaluable in gaining her accreditation.



## Rachel McLaughlin

Document Controller

Rachel took the brave step of moving from Ireland, where she was a Pharmacy technician, to London and into construction. She is currently studying at the same time as working, and like our other young starters, she is being supported by the Toureen team, using their knowledge and experience to help and guide her.

*"The course helps me understand the steps that must take place to start a large project. It also helps me to plan and organise the project I am currently on, giving me an insight into budget management and helping me to understand who is responsible for what activities within the project scope."*





# Contact us

## Contact details

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Remediation  
Demolition  
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EV Charging Stations  
Environmental Services  
Haulage  
Land engineering  
Plant  
Drainage Services  
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