

LANGLEY UK

Environmental Social Governance Report 2024





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Foreword

“ Since the last review, Langley has embedded a solid social value culture within the business and extended its engagement with community partners and its contractors.

Staff dedicated to reporting on the company’s social value have showed how well they understand its principles and how best to measure it. They have taken active steps to improve their practice, and their action plan for the next year shows they are really committed to continuous improvement, aligned to social value principles.

In the last year, Langley has achieved the Level 1 Social Value Management Certificate and is well on the way to achieving Level 2 later this spring. This shows how committed the company is to maximising the social value it creates for the wellbeing of all stakeholders.

In the forthcoming year, the action plan will allow Langley to work towards assuring its work on the social enterprise apprenticeship programme under the international standards for social value reporting. ”

Sheila Durie
Level 3 accredited practitioner
Institute for Social Value UK

A Message from Our Group CEO

Tony Silvestri
Group CEO



“ We look to make a positive difference in the lives of everyone we engage with. ”

“ Founded in the 1960s, Langley began specialising in flat roofing membranes, introducing the first high-performance SBS-modified bituminous membrane system to the UK market. The organisation and its operating divisions since expanded as market differentiators by providing innovative, end-to-end built environment services serving the roofing industry, which includes green and biosolar infrastructure and a registered training company as our contribution towards a sustainable future.

Langley’s ‘For Better Living’ vision places people at the heart of the business and, as our guiding principle, we strive to do more than just design, supply and maintain roofs that are compliant with the strictest regulatory standards.

Evinced by the LUK ESG 2024 report, the overarching environmental social governance strategy is focused on four Ps – people, planet, product and places – and signifies the importance of social value, sustainability and our SPIRE values.

These strategic pillars are integrated throughout our business workstreams (operations, design, training, employee engagement, product development and maintenance, and data capture) to deliver positive socio-economic impact, demonstrating our commitment to people, safety, training and personal development.

We recognise the market’s responsibility towards the environment and the requirement to decarbonise and reduce carbon emissions through sustainable design and operations, thereby improving the lives of residents facing fuel poverty and air pollution. To this end, Langley advocates a collaborative climate change leadership approach with customers and stakeholders to address such issues to deliver prosperity and wellbeing for society.

Ultimately, we want to leave a Langley social value legacy by making a positive contribution to people’s lives and creating a safer and sustainable future for all. ”

About This Report

1.1 LANGLEY UK ESG STRATEGY

As sustainable roofscape experts, the Langley UK (LUK) ESG strategy is driven by a commitment to create meaningful change across environmental, social and governance pillars – people, planet, places and products.

Our vision aligns with sustainable innovation inspired by our selected United Nations sustainable development goals:

- **3.** Good health and wellbeing
- **4.** Quality education
- **7.** Affordable and clean energy
- **11.** Sustainable cities and communities

Our leadership team and colleague behaviours represent a company culture focused on ensuring our work leaves a positive socio-economic legacy, making a healthy contribution to society that fundamentally underpins our core values 'for better living'.

Our approach considers how our roofscape products and services support communities through affordable housing and how we overcome industry challenges associated to biodiversity by positioning our eco solutions to deliver the vision for society.

Ethical and transparent governance is illustrated throughout our ESG report, noting strong governance to verify our measures through proactive professional body and independent scrutiny to satisfy our approach to reporting.



1.2 LUK CULTURE AND VALUES

SPIRE underpins our overall mission and is ever present in our culture. We embed safety, purpose, innovation, responsibility and expertise in everything that we do for better living to protect and benefit the world we live in. These core principles form part of our day-to-day operation and behaviours to support our customers as well as our people, with their impact illustrated throughout the ESG report.



Safety

We protect each other and our customers.



Purpose

We are a people-first business.



Innovation

We work collaboratively to deliver unique solutions.



Responsibility

We are reliable, we deliver what we promise.



Expertise

We embrace, apply and share knowledge.

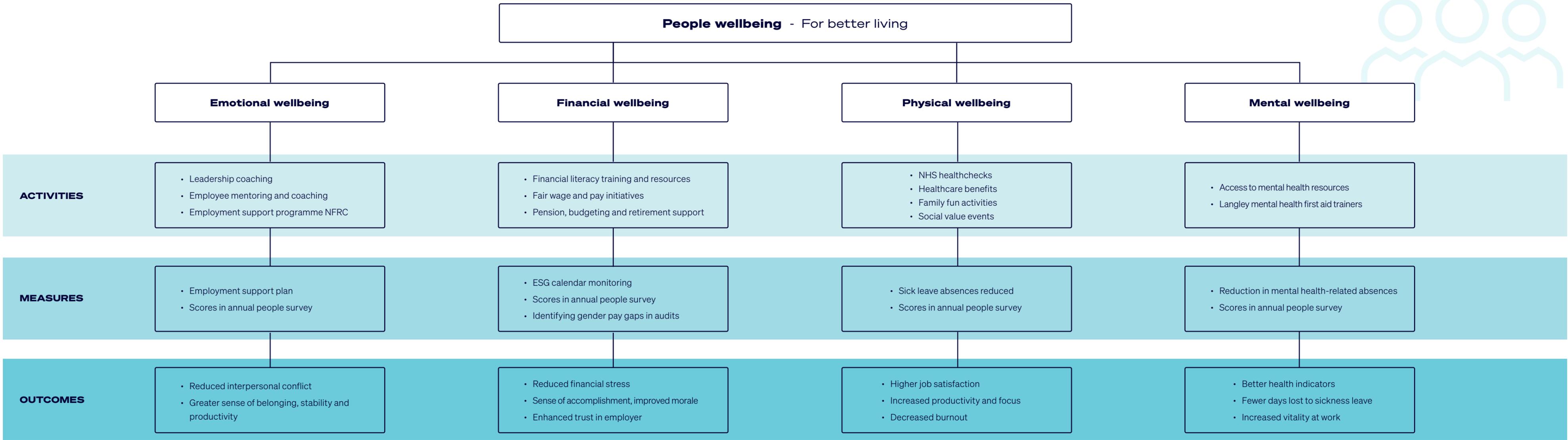
SPIRE



1.3 SOCIAL VALUE THEORY OF CHANGE

LUK is an accredited (Level 1 Social Value Management Certificate) member of the Institute for Social Value UK and recognises the importance of applying the social value theory of change principles that influence the design, implementation and evaluation of social value interventions focused on positive socio-economic change in society.

The illustration on the next page provides an example of the methodologies that LUK applies to develop and measure its impact on people and their wellbeing.



Environmental Social Governance Impact



The LUK board is committed to strong governance, which not only reflects our honesty and integrity to the communities we serve, but also provides an indicator of how we perceive and manage risk through our operations – the cornerstone of the business.

In this respect, our board considered the LUK carbon reporting through the lens of external experts (independent bodies), recognising the importance and scale of this component within ESG and its industry imperative and how social value is measured, ratified and demonstrated in benchmarking year-on-year improvements.

We have therefore worked closely with respected organisations (Net Positive Solutions, Social Value Consultancy, Institute for Social Value UK) for strategic and operational scrutiny associated to systems, processes, data processing, frameworks used in upholding our values, reputation and transparency in reporting.

2.1 LUK CARBON REDUCTION STRATEGY

To meet the market expectations, and in demonstrating climate leadership, LUK has established a baseline carbon assessment and reduction plan. We are currently exploring how this aligns with the Science Based Targets initiative (SBTi) and are committed to fulfilling the requirements of Procurement Policy Note 06/21.

This has paved the way towards further actions in decarbonisation and future validation under the SBTi framework.

The baseline report has focused on carbon footprint during 2024 as the reference point for emissions reductions. Carbon footprint has been assessed across Scope 1, Scope 2 and Scope 3 emissions, in line with the Greenhouse Gas Protocol methodology.

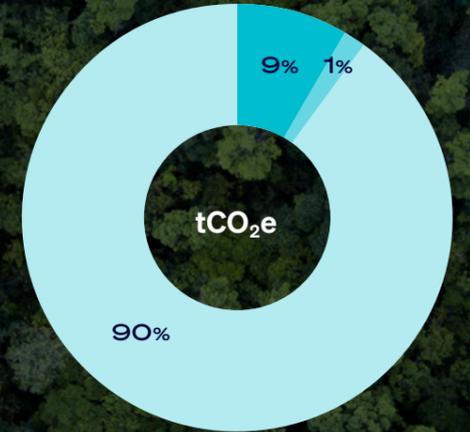
The LUK 2024 carbon emission report is as follows:

Scope 1 (Direct emissions)	294 tCO ₂ e
Emissions from on-site fuel combustion and company-owned vehicles	
Scope 2 (Indirect energy emissions)	50 tCO ₂ e
Emissions from purchased electricity	
Scope 3* (Value chain emissions)	3,092 tCO ₂ e
*Estimated emissions from key categories, including purchased goods and services, transportation, waste, business travel and employee commuting	
Total emissions for 2024:	3,436 tCO ₂ e
Scope 3 accounted for 90% of the total emissions.	

Assumptions have been derived based on the LUK primary data submission and secondary data estimations. The LUK Scope 3 value chain emissions equate to 90% of the total value chain emissions estimated at this stage, which is in accordance with the UK government's guidance stating that Scope 3 can constitute between 80% and 95% of an organisation's total value chain emissions.

Final emissions breakdown

2024	Scope 1	Scope 2	Scope 3	All Scopes	%
Scope 1 (Direct emissions) Vehicles owned by Langley	294		294	294	9%
Scope 2 (Electricity) Electricity from buildings		50	50	50	1%
Scope 3* (Value chain emissions) Cat 1. Purchased goods and services			2,273	2,273	66%
Scope 3* (Value chain emissions) Cat 9. Downstream transportation and distribution			86	86	3%
Scope 3* (Value chain emissions) Cat 4. Upstream transportation and distribution			383	383	11%
Scope 3* (Value chain emissions) Cat 5. Waste generated in operations			127	127	4%
Scope 3* (Value chain emissions) Cat 6. Business travel			65	65	2%
Scope 3* (Value chain emissions) Cat 7. Employee commuting			158	158	5%
	294	50	3,092		
Total by Scope	9%	1%	90%	3,436 tCO ₂ e	



- Scope 1 (Direct emissions)
- Scope 2 (Electricity)
- Scope 3 (Value chain emissions)

2.2 SUSTAINABLE ROOFING SOLUTIONS – our products, design and eco solutions

Langley is committed to leading the roofing industry towards a more sustainable and innovative future. We actively integrate sustainable practices into our operations and product offerings to meet the growing demand for environmentally conscious building solutions. Sustainable roofing solutions is not just a priority for Langley – it is embedded in everything we do, from product selection to project execution.

Raw Material Sources

Environmental product declarations (EPDs) at a roofing industry level are available that provide life cycle analysis of our raw material sources associated to RBM, Liquid PMMA and Insulation PIR. The LUK carbon reduction strategy will assess the development of LUK EPDs.

Products and Design

Our range of roofing products includes materials made from recycled and recyclable components, reducing environmental impact. For example, our Langley Decra metal roof tiles are 75% recycled and 100% recyclable, ensuring they contribute to a circular economy.

1616

warm roofs installed

269,804.4m² insulation installed



Solar PV systems

32908.02 kWp

594

overlayed roofs installed

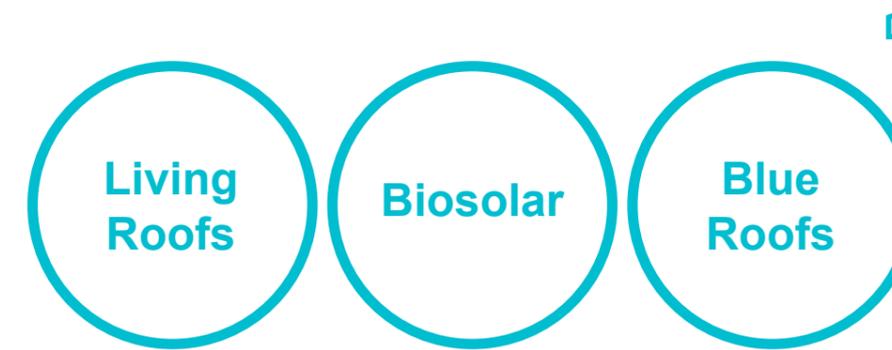
65,663.50m² embedded carbon



Furthermore, we have implemented sustainable design methodologies:

- A roof overlay is always prioritised to a roof strip-up. Interventions such as moisture mapping of flat roofs are applied as a matter of course to pinpoint insulation areas requiring replacement while ensuring dry insulation remains in place. This method reduces the amount of required insulation to be installed and prevents the removal of the existing waterproofing system.
- Tapered insulation waste material to landfill (18% of new material) provided the opportunity for LUK to review the tapered insulation design standard to develop a more sustainable solution complying with BS 6229 with our suppliers. We will now continue to work with our suppliers to capture the data and measure the impact of the new design brief.

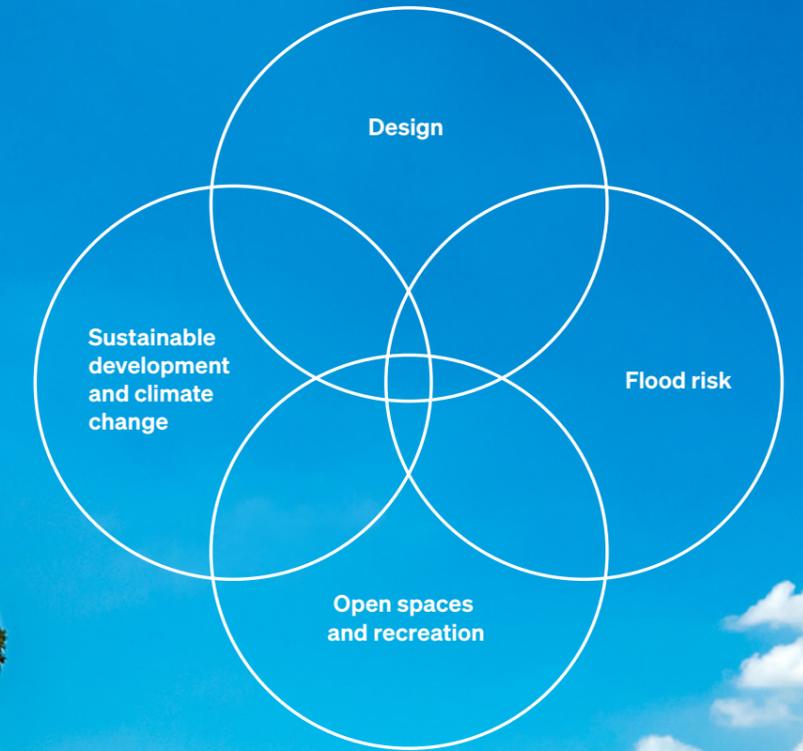
2.3 LUK ECO SOLUTIONS



We have introduced a new sustainable product offering encompassing living, biosolar and blue roofs.

As an example, living roofs encourage healthier lifestyles for the communities we serve, improving open spaces and enhancing biodiversity through innovative roof garden design briefs aligned to local plan policies, which encourages the monitoring of open spaces and recreation. Further metrics include energy and CO₂ emissions assessments and urban greening.

Approach to local plan monitoring requirements 'Green Roofs'





2.4 SITE WASTE

As part of our ongoing commitment to sustainability, we have partnered with Crown Paints to significantly reduce the number of liquid paint tins sent to landfill. A key example of this initiative's success is the Andover Estate project with Mears, in which we were able to divert a substantial number of steel tins from waste.

Across all our projects to date, we have successfully saved:



Building on this progress, our sustainability committee is now exploring further waste reduction opportunities, including initiatives targeting tapered insulation offcuts and pallet reuse.

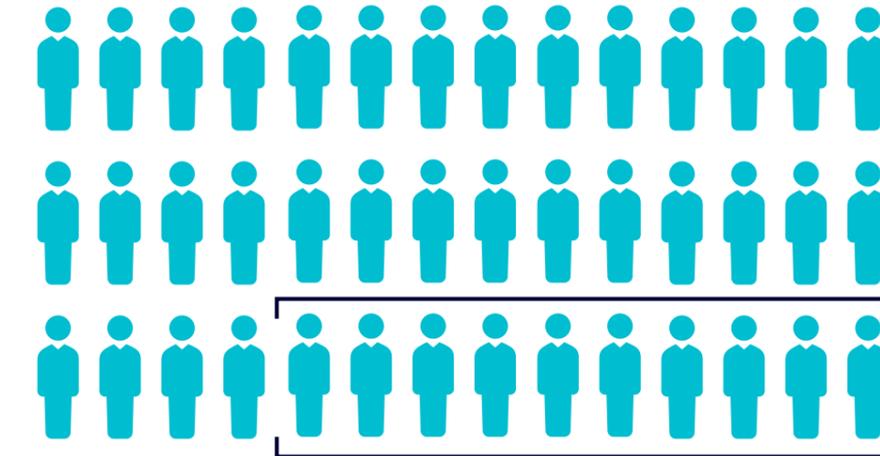


2.5 LUK SOCIAL ENTERPRISE: LANGLEY TRAINING SERVICES

There is a recognition of the industry's continued skills shortage impacting on existing asset management and future planned investment in the coming years, with more than 250,000 jobs required to plug the labour and skills supply.

Changes in regulation, notably the Building Safety Act (dutyholder and competency regime) in 2023, and Industry Accreditation time-bound challenges for the construction workforce to demonstrate competency have exacerbated the need for recruitment and training support required to raise industry standards.

In the form of Langley Training Services, a not-for-profit social enterprise, LUK has gained government status approval to train not only the next generation of roofers but also support the broader construction and retrofit markets.



Since the summer of 2023, we've supported

42 apprentices,

of which

10 apprentices

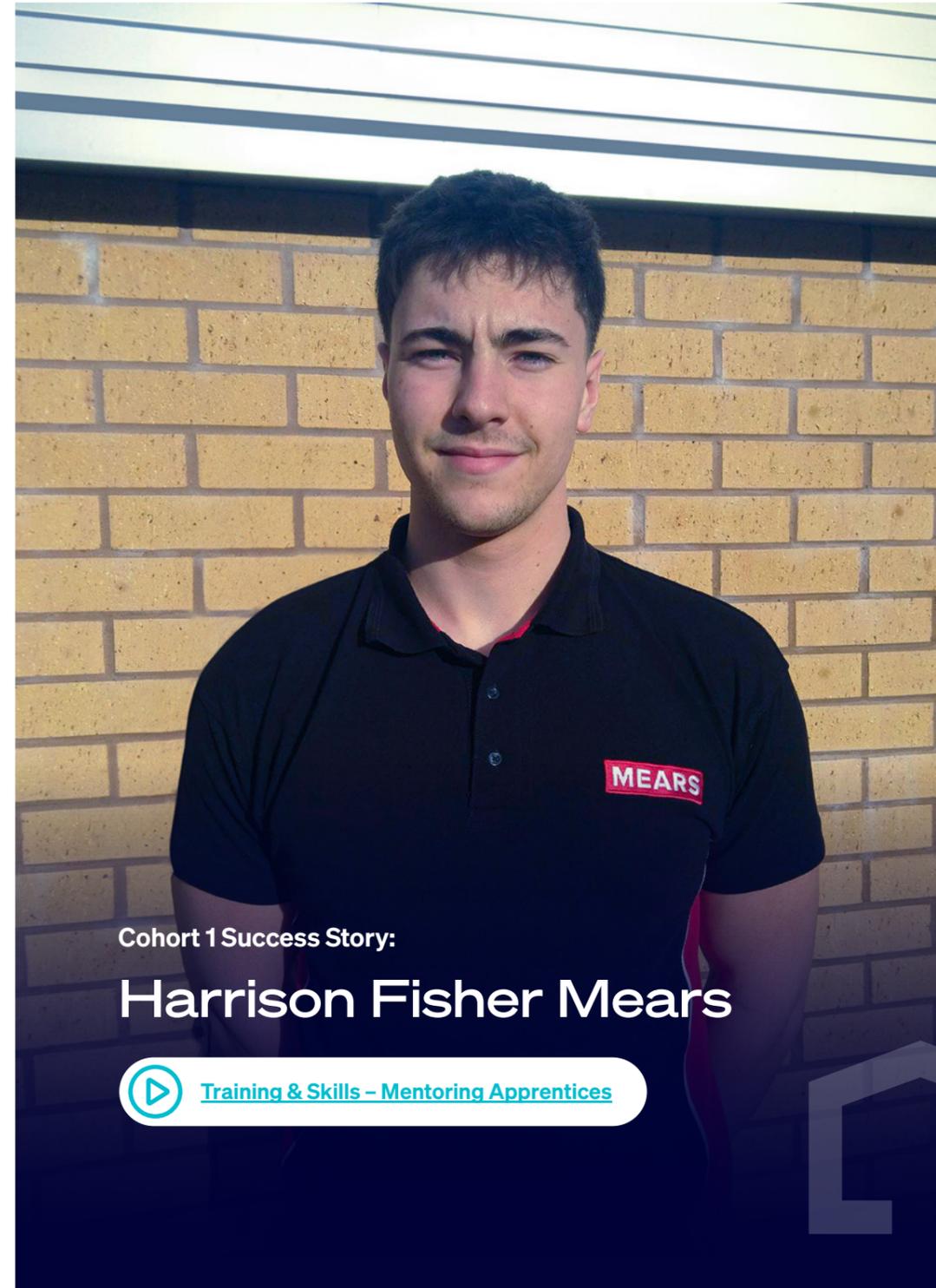
completed with distinction status and all driving excellence and raising industry standards



Department for Energy Security and Net Zero (DESNZ)

Funded by DESNZ and managed by the Midlands Net Zero Hub, the Home Decarbonisation Skills Training Competition Phase 2 funding enabled LUK to provide both the roofing and built environment sectors with the appropriate skills interventions required to undertake energy efficiency service measures attributed to the social housing market.

Specifically, this fund supported 101 industry professionals (main contractors and supply chains) through accredited PAS 2030 insulation and building treatments upskilling (NVQs) to ensure operatives comply prior to installation of energy efficiency measures. Furthermore, an introductory course enabled the industry to acquire PAS 2035 knowledge to support professionals in gaining further knowledge attributed to retrofit coordination and retrofit assessor-type services.



Cohort 1 Success Story:

Harrison Fisher Mears

 [Training & Skills – Mentoring Apprentices](#)



Heat Map

Displaying the locations our apprentices travel from



Accredited and CITB (non-accredited) Training Measures

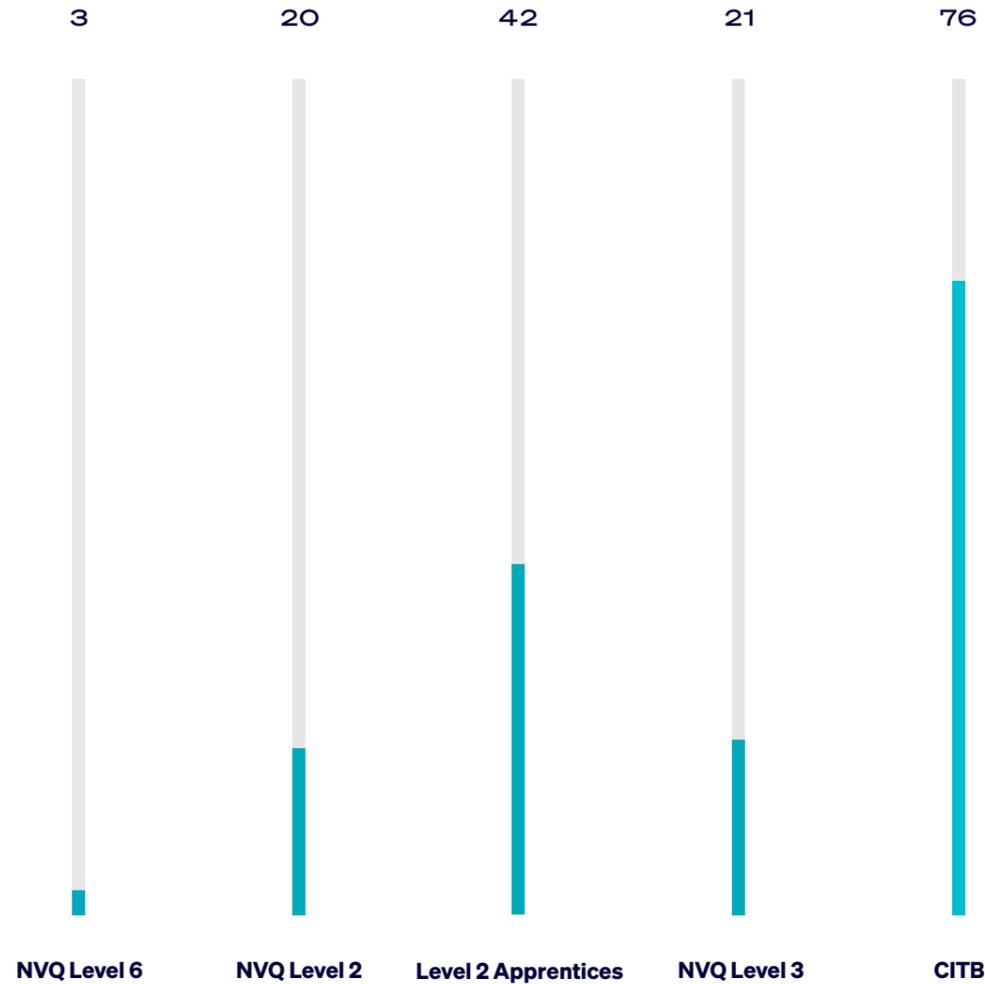
The illustration below demonstrates the LUK progress in supporting the industry across the following qualifications:

Courses

CITB	Insulation and Building Treatments
Level 2 Apprenticeship	Waterproof Membranes Installer
NVQ Level 3	Diploma in Site Inspection Qualification
NVQ Level 2	Diploma in Reinforced Bitumen Membrane
Level 2	Apprenticeship in Roof Slater and Tiler
NVQ Level 2	Diploma in Insulation and Building Treatment
NVQ Level 2	Diploma in Liquid Applied Membrane Qualifications
NVQ Level 6	Diploma in Construction Contracting Operations

*The apprentices include the new cohorts who started in 2024.

Learners by course type*



What do our contractors/customers say about the training our apprentices have undertaken?

“ The quality of our apprentice’s work has improved tremendously. Prior to his apprenticeship, his work would have been completely supervised; now I am confident in his ability to complete projects independently. When we are as busy as we are, it is reassuring to know we have someone of his standard that can be sent off without supervision. His understanding of the processes has improved and he is now able to identify problems and troubleshoot issues without having to revert back to management. He is a much more rounded employee now and his confidence has grown with the support he’s received. ”

Opus

“ The apprentices work in reactive maintenance, which means they came to us while employed to respond to a variety of housing maintenance issues, not specifically roofing. After being assigned a workplace mentor partway through their course, they have been so well supported and actively progressed within the company in response to their significant progress within roofing. Now, these two apprentices are solely roofing and are leading the roofing team. This is due to how well they have taken on board the content of the apprenticeship and how well they have been mentored, backed and trusted by the mentor. ”

Mears Milton Keynes

“ We wanted to take our apprentice out of his comfort zone, learning new things with new people. He has done very well with the Langley team. Great job, all. ”

Amber

“ ...has come on leaps and bounds since starting the apprenticeship.

...has improved massively since being on the course. Much more confident as a whole.

...has improved in all areas since completing the apprenticeship. Great work from all involved. ”

TDS





Personal Development

We recognise our responsibility to embed the importance of our values and culture into the apprentices' curriculum journey. To achieve this objective, a SPIRE personal development and welfare programme continues to prepare learners for work and life learning, improving their wellbeing, career prospects and etiquette in society as our underlying company mission.

Emergency first aid at work

“ It was very valuable to learn, fun and engaging. ”

Langley apprentice

“ I wasn't sure how the apprentices would take the training but they were all very enthusiastic and really enjoyed the practical side. I get great satisfaction knowing that after training the nine young men, they now have the skill set to potentially save a life one day. ”

Langley emergency first aid trainer

HSBC financial talks

“ These free sessions have helped me to start thinking about what it would look like to run my own business one day and how to make the most of savings accounts. Some great tips. ”

Langley apprentice

Police talks for the apprentices

The Northamptonshire counter-terrorism local profiles department visited our apprentices to cover critical safeguarding, risk of radicalisation and topics such as street safety, cybercrime, internet and social media safety and knife crime – highlighting issues facing today's youth amid rising crime rates.

Christmas lunch volunteering

Langley apprentices spent an afternoon volunteering at an elderly residents' Christmas party, helping to set up, serve food and drinks, organise a raffle with prizes and provide entertainment. They also spent time chatting with residents, spreading festive cheer. The event was a huge success, with residents expressing heartfelt gratitude and leaving with smiles after enjoying a memorable day.

“ It feels good to help out with the older generation. A lot of young people would probably think they are 'not all there' and whatnot, but we aren't too dissimilar – some probably funnier than most youngsters. And it's just nice to be nice, isn't it? ”

Langley apprentice

“ I found the session really interesting and certain discussions have made me think twice about things. The session was not preachy or patronising but very informative. Thank you. ”

Langley apprentice



Pictured: Apprentices volunteering at a care home at Christmas

Pictured: An apprentice taking part in emergency first aid training

2.6 COMMUNITY ENGAGEMENT

Over the course of 2024, we have strengthened our relationships with community initiatives, focusing on supporting locally to our head office. Our collaboration with existing relationships we have acquired with Daventry Volunteer Centre and food ladders have provided valuable volunteering opportunities to our staff through the following initiatives:

“ I feel like with the SV days, it is really unique and special that we can request to do an activity or use one of our days to do something out of the box, as we have for a charity that most of us in the team hold very close to our hearts. ”

Area manager
North London team, Langley

Foodbank donations

541 essential items including food and toiletries were donated by our passionate team to local foodbank and ladder initiatives. Included in this was £100 to provide 70 Easter eggs to children from low-income backgrounds in the local area.



Snowdonia fundraiser for British Heart Foundation

Our north London region embarked on a challenging mountain climb up Snowdon to raise funds for the British Heart Foundation. This activity, which made use of one of two allocated social value days, aimed to foster team cohesion and solidarity while supporting a cause close to their hearts. The fundraising efforts were impressive, with £2,671 raised and more donations expected.



Contributing to improving the lives of residents

Langley volunteers brightened the Daventry Volunteer Centre by hosting a delightful afternoon tea party, showcasing teamwork, community engagement and the impact of social value days.



Christmas lunches

Langley colleagues volunteered at Greenhill Court in Long Buckby to host a festive day for elderly residents. The team served Christmas dinner, decorated the room, provided teas and coffees and shared warm conversations with the residents.



“ I turn 96 on Friday and I had no plans. These Christmas parties you guys have hosted for us have been so special. I appreciate it and love seeing familiar faces of volunteers from the year prior. Thank you. ”

Resident
Greenhill Court

“ We feel this event worked well with the aim of reducing social isolation and loneliness by bringing older people together for a special community event, where they felt treated and cared for by your amazing volunteers. ”

Anne-Marie
Volunteer coordinator
Daventry Volunteer Centre

“ I liked meeting and talking to others and being treated to tea. The singer took requests and we sang along to Elvis – it was great! Loved singing along, thank you. ”

Local resident
Warwick Court



Pictured:
A group of Langley employees volunteering at the Blue Lagoon in Milton Keynes

Contribution to biodiversity

A group of Langley employees volunteered at the Blue Lagoon in Milton Keynes, supporting the council's initiative of clearing 40 metres of overgrown paths to create more accessible walkways for residents. A key recreational area for residents living in nearby flats without gardens, working alongside The Conservation Volunteers, invasive plants and nettles were cut back in this important green space.



Socially sustainable furniture

Our boardroom table tells a story: crafted by a social enterprise, it offered hands-on training to five individuals from diverse backgrounds. We also:

- diverted 150kg of timber from landfill
- repurposed 30kg of scaffold poles.

Socially responsible, sustainably made... and proudly part of our office.





Pictured:
Certificate of appreciation presented by Sandwell Council

2.7 SOCIAL VALUE PLANS: CUSTOMER ENGAGEMENT AND COLLABORATION

Delivering Christmas hampers

We supplied Christmas hampers with £200 Asda vouchers to the residents in Thurrock.

“ Thank you so much for all of Langley’s support. ”

Joanna Bale
Thurrock Council

“ This is my first Christmas hamper. I had always seen these in the shops and now I have my own – thank you! ”

Local resident
Thurrock



Site waste initiative – Andover Estate

Working with Crown Paints, we were able to recycle PMMA tins that would have otherwise been sent to landfill. This contributed to a recycled weight of 202kg of steel, equating to an embodied carbon saving of 277 kgCO₂.

“ This has been a massive project for us that has grown arms and legs in terms of requests, so to have the Langley team assist was fantastic in delivering the wellbeing centre project as a whole. Many thanks again. ”

Claire Foden
Social value business partner
Mears



Sandwell Christmas present donations

Our Langley structures team supported Sandwell Children’s Trust’s Christmas present donation to bring joy to more than 4,000 children in the borough who might otherwise receive no gifts. We donated and personally delivered £100 worth of toys.

“ The Christmas gifts are being distributed to the most vulnerable children and young people that the children’s trust works with. This includes children who have been neglected, abused, live in poverty and those who are known to the youth justice system. Ages from newborn to 25 years old are covered to ensure that the care experienced by young children is not forgotten. Thank you for being a part of this and for your donations. ”

Saty Janagil
Regeneration and growth team
Sandwell Children’s Trust



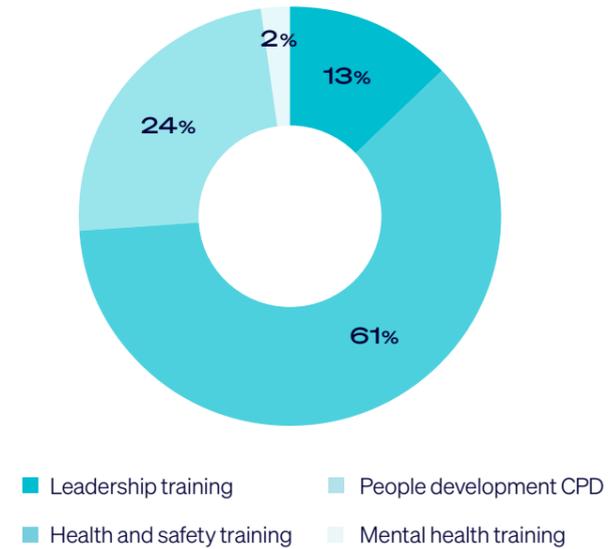
2.8 PEOPLE WELLBEING AND DEVELOPMENT

Learning and Development

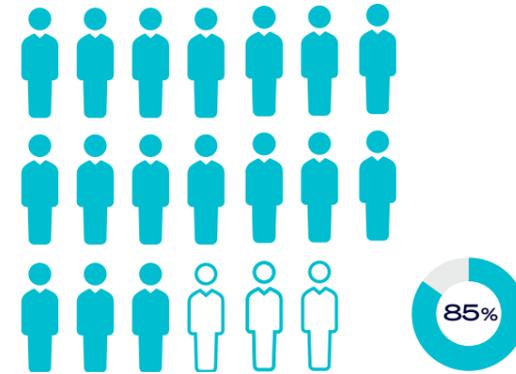
In 2024, Langley invested £60,940 in the professional development of staff, demonstrating a commitment to nurturing talent and supporting long-term career growth. This investment encompassed a range of development opportunities, including formal training programmes, internal workshops and our dedicated apprenticeship scheme.

By empowering our employees to pursue both personal and professional ambitions, we created a culture of continuous learning. This approach has not only enhanced individual skill sets but also ensured our workforce is well prepared for future career progression and internal promotion opportunities.

Learners by course type



Promotions



20 PDPs initiated in 2024, with 12 resulting in promotions and another five PDPs successfully completed with promotion in Q1 2025.

Financial Wellbeing

Langley has partnered with HSBC to offer a financial wellbeing programme to all employees, with a brochure containing guidance on topics such as dealing with the cost of living, creating a budget, buying your first home and preparing for retirement. It includes QR codes for quick access to live events.



Physical Wellbeing

Langley mud run

During the summer, Langley organised two mud run events alongside external companies to raise funds for Shelter UK – a charity that supports our belief in the basic right to a safe home. Three enthusiastic colleagues took part, raising £500 for the charity. The team ran, climbed, crawled and slid their way through 7km of mud and obstacles together.

We recently took part in a 7km obstacle course – a muddy and fun-filled challenge that wasn't about demonstrating fitness but about getting out there, being active and sharing the experience with others. It was an opportunity to step out of our comfort zones. It wasn't about being athletes; it was about inclusion, having a laugh and achieving something we might not have thought possible. These events are about building memories and connecting by overcoming challenges together.

Shaun Lotay
Technical director



Pictured:
Colleagues completing
the Langley mud run

497
individuals trained
across all training
methods

(online and instructor led)



Cultural and Emotional Wellbeing

On Saturday 20 July, we held our second annual family fun day at Chessington World of Adventures, bringing together 159 colleagues and their families for a day of bonding and excitement.

At Langley, we believe in the importance of family, community and people wellbeing. Events like these are vital in reinforcing our people-first culture and allowing us to connect beyond the workplace.

“ A fun day had by us. Never had a family day out with a company before and this was such fun. My nieces and I enjoyed it with the mix of zoo and theme park rides. We loved the safari ride seeing giraffes and rhinos – there is something for everyone at Chessington. It is a welcome change to be having fun with your work colleagues and immediate family. ”

Caroline Powell
Receptionist

“ I had a fantastic time at Chessington World of Adventures with my sister and nephew. It was Alfie’s first time at a theme park and he loved it. He particularly enjoyed meeting the Gruffalo (thanks for the directions, Dean) and the Sea Life Centre. ”

Elliot McGeorge
IT systems trainer

“ I am very appreciative of Langley for putting it on. It has been a real bonus to my family and will 100% be there if the opportunity arises again. ”

Nathan French
Specification technician

Throughout 2024, we aligned our internal engagement activities with key awareness days, encouraging staff participation to foster a culture of community and wellbeing. Notable initiatives included dress-down Fridays in support of local foodbanks, Macmillan Cancer Support bake sales, Wear It Pink Day in recognition of breast cancer awareness, and Christmas Jumper Day to raise funds for a local homeless charity. These initiatives not only supported meaningful causes but also strengthened team cohesion and staff morale.

A key highlight of the year was the launch of our SPIRE Awards ceremony, held in person at the Group’s first Langley Conference. This event was created to celebrate the outstanding contributions and achievements of our colleagues across the business. The ceremony formed an important part of our broader commitment to employee recognition and wellbeing, reinforcing our values and the importance of making our people feel supported.



Pictured:
The SPIRE Awards ceremony



Pictured:
Christmas Jumper Day



Pictured:
Colleague and family day out at Chessington World of Adventures



Pictured:
Colleague and family day out at Chessington World of Adventures



Pictured:
Christmas volunteering day



Pictured:
Wear It Pink Day



2.9 GOVERNANCE

The LUK board recognises that its ESG strategy will evolve to capitalise on market opportunities to drive further positive socio-economic and environmental change.

External verification is part of our leadership and governance culture to ensure that independent and professional experts and bodies scrutinise our social value and sustainability metrics for continued improvement and market transparency.

During the stages of our ESG journey, the following governance tactics, including statutory disclosures, have been scoped for development and/or are currently deployed to provide quality assurances to our customers, people and stakeholders we engage with.



Factors

Management procedures

Social

Social value policy
 Institute for Social Value UK annual audit
 Institute for Social Value UK audit – Level 1 Social Value Management Certificate
 Competence and skills positioning statement
 Employee survey

Environmental

Sustainability positioning statement
 Carbon reduction plan (independent industry expert and Science Based Target initiative)
 Energy savings opportunity scheme (ESOS) statutory (review subject to turnover)
 Environmental management system (EMS)
 Supply chain materiality assessment
 Sustainable procurement policy (development)

Governance (general management)

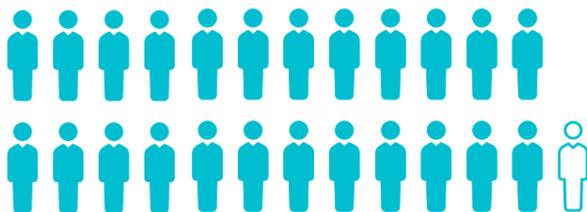
Ofsted employer provider monitoring visit (LUK is a government-approved apprenticeships training provider):
[Langley Waterproofing Systems Limited - Open - Find an Inspection Report - Ofsted](#)
 Building a Safer Future champion
 Corporate risk registers
 Education and Skills Funding Agency (audit)
 ISO 14001 (with ISO 26000, ISO IWA 48:2024 at development stage)
 Modern slavery statement
 Corporate Leadership – LUK Group Board/ Committees
 ESG technological tool (development)
 Investors in People Silver Accreditation

LUK Social Return on Investment (SROI)

3.1 HOW WE MEASURE SOCIAL IMPACT

At Langley, we believe in measuring what matters. Our commitment to transparency and continuous improvement has driven us to embed an (SROI) approach into how we assess and communicate the broader value we create. Guided by the Institute for Social Value UK's principles, our SROI methodology ensures that stakeholders remain central to our decision-making, outcomes are clearly defined and value is reported with integrity and accountability.

SROI is more than a metric; it's a framework that allows us to quantify the social and economic value generated through our initiatives, partnerships and practices. In line with the Institute for Social Value UK's principles, our approach is about understanding the change we create and how it is experienced by the people and communities we serve.



96% of respondents feel that Langley offers support to local communities and good causes.

A 9% increase compared with 2023 results

23% increase in social value creation since 2023

130% increase in volunteering since last year

Principles in Practice

Our SROI methodology reflects the eight principles of social value:

Principle 1: **Involve stakeholders**

Stakeholder voices are central. Through surveys, interviews, focus groups and case studies, we've engaged with apprentices, community partners, residents and staff to understand what matters most to them.

Principle 2: **Understand what changes**

We measure both intended and unintended outcomes. From improved employability for apprentices to reductions in social isolation for elderly residents, we assess how lives have changed as a result of our interventions.

Principle 3: **Value the things that matter**

We apply financial proxies to outcomes that do not have direct market values (e.g. improved confidence, enhanced wellbeing), helping us deepen our understanding about the impact created. Appropriate fiscal proxies have been applied and verified to ensure that our measures are meaningful.

Principle 4: **Only include what is material**

Our reporting focuses on outcomes that are relevant, significant and contribute to decision-making. We remain transparent about what we measure and why to ensure validity in all our results.

Principle 5: **Do not overclaim**

We have considered what would have happened without our interventions (deadweight) and who else contributed to our activities (attribution) to avoid overstating the impact of social value. There is a requirement to ensure that wellbeing is considered further to avoid the risk of 'underclaiming'.

Principle 6: **Be transparent**

Our methodologies, data sources and assumptions are openly shared. We communicate our concerns to industry experts and take on board advice for continued improvement. This commitment supports accountability to stakeholders and invites feedback for continuous improvement.

Principle 7: **Verify the result**

Our SROI approach has been reviewed and supported by external social value practitioners, including the Institute for Social Value UK. As noted in our ISV auditor's foreword, our social value reporting has matured significantly and we are on track to meet Level 2 Social Value Management

Principle 8: **Be responsive**

The SROI analysis forms part of a social value annual development plan to enable Langley to make better decisions and increase social impact as part of our five-year strategy.



3.2 ESG DASHBOARD



ENVIRONMENTAL

Final emissions breakdown 2024



Data ratified by Net Positive Solutions

Total baseline 2024 emissions figure

3,436
tCO₂e

To formulate our strategy for our CO₂ reduction plan

SOCIAL

Time spent volunteering



CPD training experiences delivered

497

GOVERNANCE

Every £1 invested in social value generated...



SROI is a framework that is used to measure social, environmental and economic value created through investment. This approach has enabled LUK to quantify its value to society through a recognised standard that has been verified.

Donated to charities



Amount invested in professional growth

£60,940

Ofsted inspection September 2024

Significant progress	Reasonable progress
Leadership and Management	Safeguarding
Quality of education	

Level 1 Social Value Management Certificate

Achieved

Number of apprentices

42

Accredited qualifications to the industry

112

Trained in the construction and built environment

101

funded by DESNZ / PAS2030 & 2035

Building a Safer Future champion

Certified

ID: 2403011 Expiry: 13/03/2026

Non-conformities

None

External audits on our work

Invested in cyber security essentials

£4,500

Contributors



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