



Social Value Policy

Hollywell Building Services Limited (HBS) is committed to creating positive social, economic, and environmental impacts across all construction and building services operations. HBS will deliver Social Value across four key themes, aligned to framework objectives and applied consistently at call-off level.

Core Social Value Themes

1. Employment and Skills

- **Local Recruitment:** Prioritise hiring trade staff and management within a 25-mile radius of specific call-off project sites.
- **Apprenticeships:** Commit to maintaining a minimum of 5% of the workforce as apprentices or trainees.
- **Educational Outreach:** Deliver career talks, trade demonstrations, and safety workshops at schools near major call-off contracts.
- **Skills Development:** Provide minimum annual training budgets for every employee to advance their professional and technical skills.

2. Fair and Inclusive Working Environments

- **Occupational Health & Safety:** Maintain the highest standards of workforce protection under our **BSI-certified ISO 45001** accreditation.
- **Health and Safety Culture:** Enforce a zero-harm policy through continuous safety training and mental health first aid.
- **Fair Pay:** Ensure all direct employees and subcontracted staff receive the Living Wage across all call-off contracts.
- **Diversity and Inclusion:** Implement blind recruitment practices to eliminate bias and increase workforce diversity.
- **Community Wellbeing:** Provide employees with paid days for community volunteering.

3. Responsible and Ethical Supply Chains

- **Quality Management:** Deliver all call-off projects to the highest standard under our **BSI-certified ISO 9001** accreditation.
- **Local Supply Chain:** Commit % of procurement spend to local subcontractors, SMEs, and micro-businesses.
- **Community Investment:** Dedicate resources to local community initiatives and charities.

- **Minimising Disruption:** Implement strict site management procedures to reduce noise, dust, and traffic impacts on residents.

4. Environmental Improvement and Carbon Reduction

- **Climate Commitment:** Support global net-zero targets through active membership of the **SME Climate Hub**.
- **Environmental Management:** Maintain robust environmental controls backed by our **BSI-certified ISO 14001** accreditation.
- **Industry Standards:** Ensure compliance and high-efficiency operations through trade-specific memberships including **BESA**.
- **Refrigerant Compliance:** Guarantee safe, low-impact handling of greenhouse gases via **F-Gas** and **REFCOM** accreditations.
- **Carbon Reduction:** Target a 10% annual reduction in fleet and site emissions.
- **Waste Management:** Divert a minimum of 95% of construction and demolition waste from landfills on every project.
- **Sustainable Sourcing:** Source 100% of timber from certified sustainable forests (FSC/PEFC).

Implementation, Measurement, and Monitoring

Application at Call-Off Level

Social value commitments will be tailored, measured, and reported specifically for each individual call-off contract to meet the distinct needs of the local client and community.

Responsibility

The Board of Directors holds overall responsibility for this policy. Project Managers are responsible for enforcing specific social value targets on individual construction sites.

Review

This policy is reviewed annually. KPI metrics, including local spend percentages, waste diversion rates, and apprentice hours, are monitored monthly.

Signed:



Bob Stephen
Managing Director
1st June 2026