



Corporate Social Responsibility Report 2020

The WAVE Way

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The Wave Way

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Health and Wellbeing

Our Team is based throughout the UK and so we do not see each other everyday.

A number of times a year, we hold a Team Day to discuss current projects, any problems they may have or explain a process which is working well for them! After each Team Day, we go for a curry and some drinks, which the Team look forward to!

Wave participates in 3 beach cleans per year, in partnership with Blackpool Sea life centre. The beach clean-ups are vital in ensuring the safety of wildlife at not only the local beach, but the plastic waste can travel across the ocean and have a devastating impact on wildlife all around the globe.

The beach cleans encourage health and fitness across the team.



Charity



We are also very proud to support an Indian government initiative called Jalanidhi, which provides surface drinking water schemes for rural villages in the state of Kerala, India. WAVE are proud to have fully funded the construction of a well in Trivandrum in February and March 2020, to a family who had no access to fresh water. Our colleagues who are based in Trivandrum, India project managed the construction of the well, liaising with Jalanidhi, the family and the construction team.

WAVE have partnered with Keighley Cougars, a local professional rugby club. We are proud to have sponsored their special NHS shirts, with the WAVE logo printed on the shirt to celebrate world refrigeration day!



All money raised is donated to the NHS to thank them for their amazing efforts during the Coronavirus pandemic.

In addition to this, we recently purchased 20,000 reusable cups for the Keighley Cougars to drastically reduce the number of plastic cups used.

We are also donating our unused laptops to the Keighley Cougars to help classroom teaching of local school children.

"The jersey is designed to show how thankful we, not just as a club but as a nation, are to the National Health Service and key frontline providers for putting their lives at risk to protect us during these unprecedented times. - Keighley Cougars



We are delighted to have been able to supply Glusburn primary school (West Yorkshire) with a new set of KS2 & KS3 reading books, as part of a continued effort to meet our own sustainable development goals.



WAVE also provides financial support to the group 'Talk and Thrive' which offers support to men who suffer with mental health and/or have been victims of abuse and whose aim is to spread the word, support local men and allow the expansion of their group: Talk & Thrive incorporating



Empowering Survivors. Wave are supporting the group financially and through website development to increase awareness and visibility of the group. The group is run by James Bailey's brother and two friends and the work they have done has gained local popularity which is great news as the message that "it's okay to talk" must be spread wherever possible!

Development

We always want what's best for our employees. We love to see our Team succeed in what they do. We fully fund suitable courses for the team and encourage their development.

We are proud to have provided the following development opportunities to our team in 2019:

- » Prince2 Project Management Qualification
- » ILM (Institute of Leadership & Management) Level 3 Qualification
- » ILM (Institute of Leadership & Management) Level 5 Qualification
- » C&G (City & Guilds) F-Gas Handling Qualification
- » Revit MEP Qualification
- » Professional Engineering Qualification
- » Institute of Refrigeration Membership
- » P901 & P903 Specialist Water Treatment Management Qualification
- » C&G (City & Guilds) Level 2 - Customer Services (World Host accreditation)
- » First Aid Training Qualification
- » Using Social Media Effectively Qualification
- » Getting Results Through Time Management Qualification





Most recently, our Bolton region project consultant Gary Ernest has taken on additional responsibility by becoming WAVE's training development, and mentoring manager. Gary will be responsible for liaising, agreeing, and arranging training and development plans for all of our team as an extension to his current role.

For the last four years we have recruited a trainee, which has proved to be very beneficial for all! Our trainees are inspired to be the best that they can be and are empowered to deliver our vision.

We are focused on building and maintaining a winning team who listen and learn.



Future planning is critical to our industry and the team at WAVE are extremely proud that we continue to play out part in ensuring that both our business and industry will be well placed for the future.



Ways Of Working

Health & Safety

Occupational Health and Safety is of optimal importance here at Wave. The company's aims are to comply with the Health, Safety and Environmental legislations and wherever possible go above and beyond standards.



Health



Safety



Two of our colleagues recently became first aiders after completing a first aid course! More of our team will also be completing this course in the upcoming months.

The Coronavirus Pandemic has had devastating effects across the world. Wave have acknowledged this and been pro-active in enforcing new rules and adjustments in the workplace.

We have provided every desk with sanitation points, imposed individual working spaces or even working from home in order to adhere to social distancing rules, and provided masks for employees.

Ethical Behaviours



Professional Engineers should adopt the highest standards of Professionalism, Fairness, openness and Honesty. We also have a duty to use our knowledge wisely. At Wave, we do this by;

- Respecting people's beliefs and values.
- Acting with the highest level of integrity, being transparent and trustworthy.
- Ensuring the calculations and designs provided by Wave are accurate.
- Providing bias-free advice and guidance based on factual data.
- Communicating with industry peers to ensure that our business is at the forefront of technological advances.

Professional Engineers should make decisions based on factual data, relevant law and public interest. We enforce this by;

- Adopting a safety-first approach.
- Supporting local schools and sponsoring junior sports teams.
- Considering the environmental impact of decisions taken.
- Ensuring all work is safe and legislation compliant.

As Professional Engineers, we hold a privileged and trusted position and we must demonstrate that we are seeking to serve a wider society. We illustrate this ideology by;

- Actively promoting the refrigeration industry and sustainable technologies.
- Providing guidance and inform within the refrigeration industry, whilst being humble enough to listen, learn and be informed by others.

Equality

Wave is committed to continuing to make diversity, equity, and inclusion part of everything we do—from how we deliver our services to how we build our workforce.

Wave is dedicated to encouraging equality and diversity in the workplace and creating a workplace that is free of bullying, harassment and unlawful discrimination.

We promote dignity and respect for all, and the contributions, efforts and individual differences are recognised and valued.



Wave were delighted to be match day sponsors for Keighley Cougars in Rugby Leagues first ever Pride festival!

Supporting the game supports grass-roots rugby and demonstrates how important the business considers inclusion in society.

We have displayed the special edition signed pride shirt in our office!



- We do not unlawfully discriminate against any person, and comply with the Equality Act 2010 - (Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race {including\ colour, nationality and ethnic or national origin}, religion or belief, sex, gender or sexual orientation).
- Providing equality, respect and fairness for all of our employees, whether full-time, part-time or temporary.
- Oppose all forms of discrimination, including pay, benefits, terms of employment, discipline and dealing with grievances, dismissal, redundancy, promotion, training or other developmental opportunities, or requests for flexible working.

Awards

We are incredibly proud and honoured by, the awards that we have won. At Wave, we are always looking for ways to enhance our performance. These achievements are strong indications of our collaborative efforts to serve our customers and the industry. They would not have been possible without the dedication of our team and the support of our clients.

Our recent achievements include winning the Environmental collaboration category at the 2019 RAC cooling awards, where our trainee Sam Cameron was a finalist in the Student of the year award.

Our Operations Manager Ellie Clare won the Trainee/ Young Professional of the year award at the 2019 Keighley and Airedale business awards,

We have also been awarded with Refrigeration project of the year at the National ACR and Heat Pump awards, and in December 2019, we became the first Refrigeration Engineering Consultancy to achieve IIP (investors in people) silver status. At the time of accreditation, we rank 7 out of 140 IIP accredited businesses who operate in the construction sector, and 158 out of all 1,751 Investors in People accredited businesses (0-49 employees). The IIP accreditation benchmark score is 724/900, Wave achieved 834/900!



AWARD WINNER 2019
Apprentice/Trainee of the Year



Special Recognition Award
Social Enterprise of the Year



AWARD WINNER 2018
Manufacturer/Engineering Business of the Year





Environment - Current Situation

Ecosia Web Browser

We have recently switched to a new web browser at Wave, Ecosia. It is a free web browsing service that uses 80% of the profit they make from search ads to plant trees.

Over 100,000,000 trees have been planted by Wave's searches have already planted over 100 trees! When every member of Wave uses Ecosia, this number will grow exponentially.



The Woodland Trust

We are delighted to be supporting The Woodland Trust, who are a non-profit organisation that plant and protect woodland and green areas across the UK. As a business that relies on extensive travel across the team, we are offsetting our carbon emissions through the planting of trees to ensure we play our part in a more sustainable future. **Last Year, we donated £470 by offsetting our Carbon emissions.**



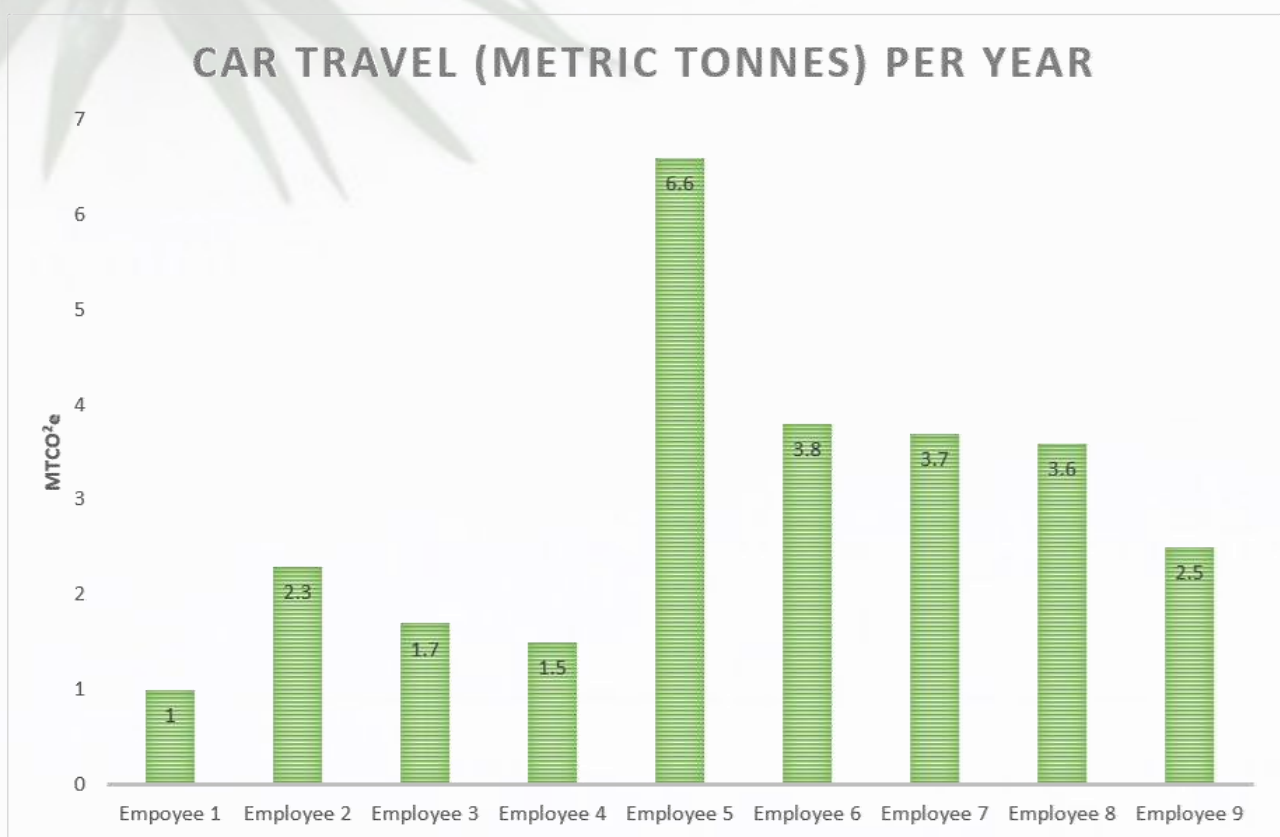
In 2020 we will donate £725 (£25 per Metric Tonne of Co₂e) to the woodland trust so they can plant trees in order to offset our carbon emissions. 82% of the money donated goes directly towards planting trees, restore woodlands and protect wildlife. This means that out of £725 donated, £594.50 will be spent directly on improving the natural environment.

Business travel

At Wave, almost all of our business travel is by car. In 2019 we collectively travelled around 125,000 miles.

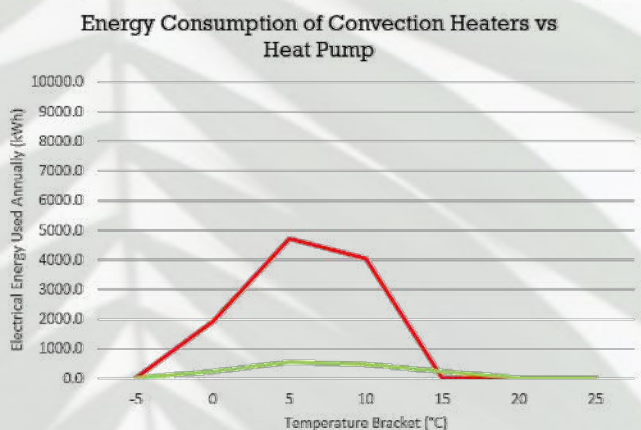
Employee's use their own personal vehicles and therefore choice is not governed by the company.

Wherever possible, remote working, video conferencing and the use of remotely accessed data is preferred to travelling. By doing this, we greatly reduce miles travelled. Carsharing is another method we practice to reduce this.



Wave recruits project management personnel partially based on geographical location. This reduces the mileage covered to reach sites in the project managers respective areas.

Electricity Consumption



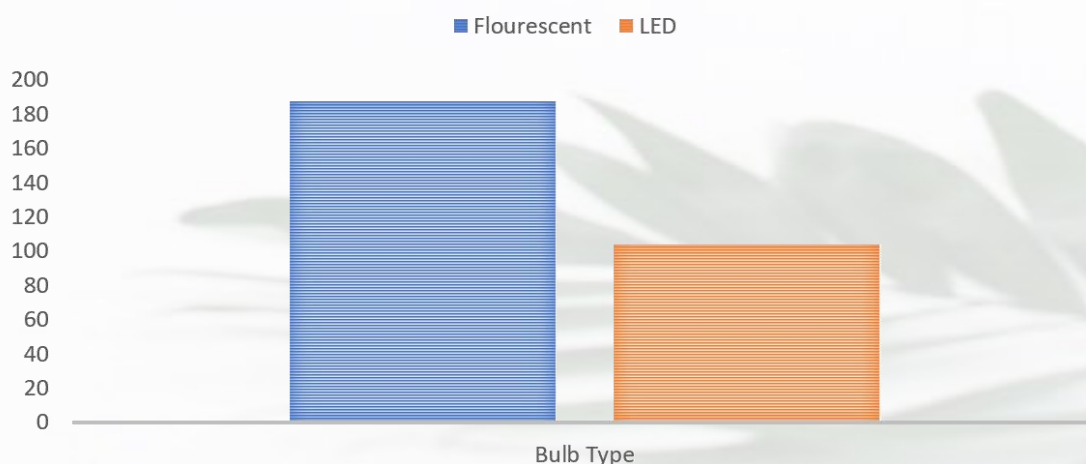
We have recently installed a compact air source heat pump in place of four convection heaters, that we had to use during winter due to the new office not having central heating. We calculated that the annual emission reduction is equal to 2.6 Tonnes of CO₂.

We have recently switched to LED lighting, having previously used fluorescent lighting. LEDs save up to 70% in energy consumption, over fluorescent bulbs. In addition, LED bulbs have around 35,000 more hours of use before they require replacement.



Based on calculations derived from our electricity bills over a 12 month period, using LED lights has reduced our energy consumption by 300KWh per month, Saving around 80 gCo₂e per month.

MONTHLY LIGHTING EMISSION COMPARISON (GCO₂E)



Office Supplies

We use Xerox paper, who comply with FSC (The Forest Stewardship Council) standards, and whose long-term goal is to support a sustainable paper cycle. The paper and packaging are both 100% recyclable. Xerox paper usage reporting is used to equate the number of trees that are reforested into geographic areas of need.

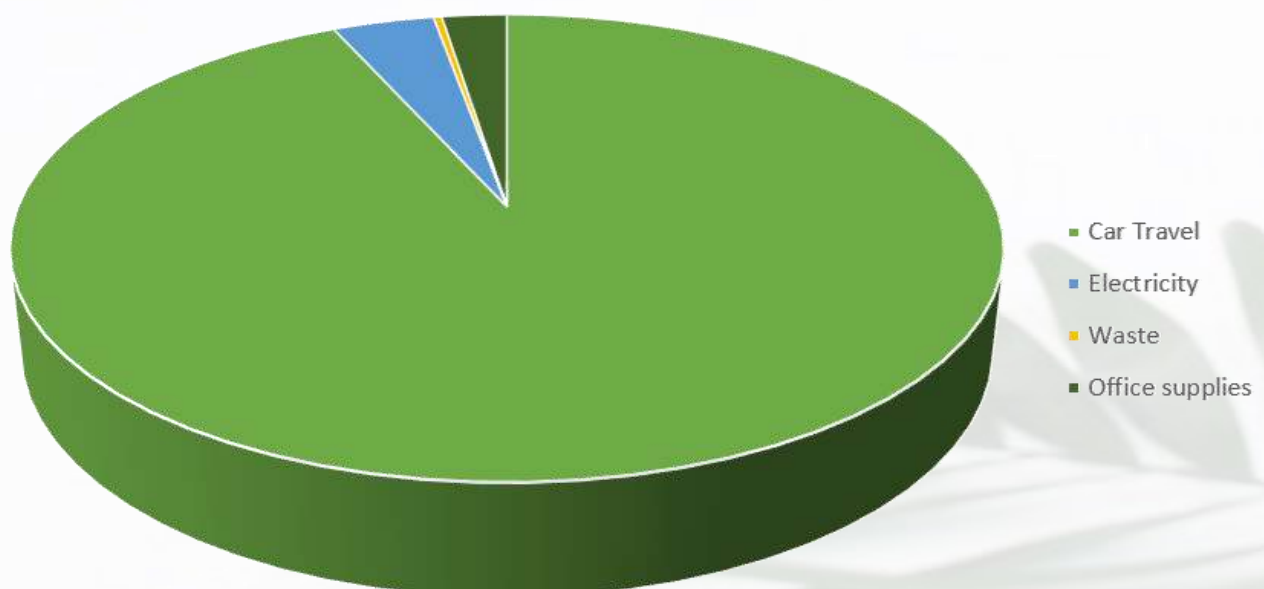
Around 1000 sheets are used per month. This equates at an average of 12000 sheets per year. According to [Good energy](#) this equates to carbon emissions of around 0.72 Metric Tonnes (MTCO₂e).

Summary

As demonstrated on the Pie chart, Wave's Car Travel has the greatest Co₂ Emissions, sitting at around 93% of the company's entire carbon emission release.

As previously mentioned on page 13, our carbon emission offset is calculated to be over £700. The Woodland Trust will plant trees on our behalf, using the money we donate.

Company Carbon emissions (Metric Tonnes) per Year





Environment - The Future

Electricity Consumption



This year we have previously installed a heat pump and LED lighting. We will install Passive Infra-red (PIR) sensors which would ensure that the office space is only lit when occupied, therefore saving energy. We are also interested in installing solar panels. This renewable source uses solar energy, allowing you to make your own electricity. The idea of solar panels is to cut carbon emissions.

Office Supplies

Office based employees will be further encouraged to reduce the amount of printing they decide to do. Wave aspire to print double-sided as much as possible, which will reduce the amount of paper used by approximately half (50%), which will consequently reduce the carbon emissions produced (around 50%) indirectly from our office supply usage.

Office Waste

We will install a multi-material recycling point in our office kitchen which will encourage our employees to recycle as much as possible, ensuring ease of disposal.

