



# 2026 ESG Report Procurement for Housing

2025 Achievements and 2026 Targets





# Foreword

At PfH, our work is guided by a clear and unwavering purpose: to have a positive impact on people's lives. Our Environmental, Social, and Governance (ESG) approach brings this purpose to life, shaping the partnerships we build and the outcomes we deliver for our members, our people, and the communities we serve.

Our latest report marks the next chapter in our ESG journey and captures a year of meaningful progress. We generated £2.17 million in social value, an increase of 8.5%, and supported families across the UK through fundraising, volunteering, and partnerships. None of this would have been possible without our people. Their compassion and energy underpins everything we've achieved, from supporting disadvantaged children through charitable contributions, to boosting local biodiversity with City of Trees.

That impact is amplified through the partnerships we build across our supply chain. Together with our suppliers, we're using procurement to unlock social value and strengthen local economies through both charitable initiatives and better social housing.

In 2025, this collaborative approach generated over £23,000 for Cash for kids and supported more than 1,000 local children. At the same time, we're creating opportunities for smaller businesses, community enterprises, and innovative suppliers, achieving a record £193.5 million spend with SMEs.

We're continuing to reduce our environmental impact and make the transition to net zero. Last year we procured £50.8 million in net zero carbon solutions while lowering our own emissions per employee emission and promoting more sustainable ways of working. While progress isn't always linear, our direction of travel is clear: to be a net zero business by 2030 and help our customers and suppliers do the same.



**Steve Malone, CEO, PfH**



**Lisa Lynch, COO, PfH**

Running a responsible business remains fundamental to how we operate. In 2025, we delivered an outstanding Net Promoter Score of 73, reflecting a 24% improvement and reaffirming the trust our customers place in us. We paid 100% of suppliers within 30 days, strengthened our approach to equality, diversity, and inclusion, and introduced policies that better support our people throughout their careers. These commitments help us build a culture rooted in fairness, transparency, and respect.

This report establishes how far we've come as well as where we're heading next. It sets out our ambitions for 2026 and reinforces our belief that by working collaboratively across our teams, supply chain, and wider network, procurement can be a catalyst for social change. Together with our members and suppliers, we're proving that procurement can be a catalyst for social change – improving homes, supporting communities, and protecting the planet for the long term.

# Our ESG goals

Our purpose is to have a positive impact on people's lives.



## Positive impact on our people and communities

Generating social value through empowered employees and meaningful community engagement

**£2.17 million**  
in social value contributions



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## Positive impact through our supply chain

Creating opportunities for local SMEs, community enterprises and high tech suppliers

**£193.5 million**  
spend with SME suppliers



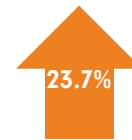
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## Run a responsible business

Looking after our people, customers and suppliers with respect, fairness, and transparency

**73 Net Promoter Score (NPS)**  
customer experience metric  
(70+ is exceptional)



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## Positive impact on the environment

Becoming a net zero business and supporting customers and suppliers to do the same

**£50.8 million**  
spend on net zero carbon



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# Aligning with the UN's Sustainable Development Goals

We take our responsibility to people and the planet incredibly seriously. Aligning our ESG commitments and social value ambitions with the United Nations' 17 Sustainable Development Goals helps us focus our efforts on areas where we can make the greatest difference and leave a lasting impact.

## SUSTAINABLE DEVELOPMENT GOALS





## Positive impact on our people and communities

Our social value strategy revolves around people. Whether it's championing our dedicated colleagues or helping local families thrive, we strive to build a culture where people feel valued, supported, and able to make a meaningful difference in their communities.

To say thank you to our incredible people and boost their wellbeing, we regularly get together to connect and unwind, as well as recognising those who go above and beyond. We also help develop the next generation of procurement professionals through our exciting new apprenticeship programme.

Everything we do comes back to helping families in need lead happy, healthy lives. As well as mobilising our supply chain to benefit communities across the UK, we make a difference through direct fundraising and volunteering. In 2025, our team members joined forces with some of our partners to support both local and national causes that transform the lives of the most vulnerable children.





# Positive impact on our people and communities

## Achievements

### *Our people*

#### Our monthly recognition scheme

celebrated 12 colleagues who have made outstanding contributions

#### Regular learning and development sessions

held throughout the year

#### Wellbeing and team-building activities

including quizzes, fancy dress, bake-offs, charity days, a triathlon challenge, and an away day

#### 4 recruits across the business

for our new apprenticeship scheme



*“As an older learner, I am particularly grateful for the opportunity to complete an apprenticeship. I feel confident I can develop skills and take on new responsibilities that will benefit both myself and PfH.”*

**Jennifer Pilling, Finance Assistant and Level 3 apprentice, PfH**



## Our community

### £2.17m in social value contributions

through supplier contracts with our members  
- up 8.5% from the previous year

**£23,116** raised for Cash for Kids,  
supporting **1,000 local children**  
during the summer holidays

**£1,500**

raised for Christmas presents  
for children at Russells Hall  
Hospital in Dudley

**70** gifts  
and **£300**

cash donated by PfH staff, plus 30 extra gifts and an additional £300  
contributed by partners PTSG and Wolseley UK for Cash for Kids' Mission  
Christmas campaign which ensures 35,000 vulnerable children receive gifts

**6 PfH employees**

packed gifts at Cash for Kids' Mission  
Christmas HQ in Manchester

**190 food parcels** personally delivered  
to **95 families** and **12 schools**  
on behalf of St Joseph's Family Centre

**£846** raised for Comic Relief  
and Children in Need

**£1,000**

sponsorship for Lymm Rugby  
Club children's team, funding  
a new kit for all players

## Launch of social value reporting tool

in our spend and contract management platform, Quantum,  
so members can track their ESG progress



*"I can't explain how blown away we have been with the phenomenal support from PfH! We are so grateful to everyone involved in the Sky High Charity Bash, which raised over £23,000, helping us to feed local children in poverty over the summer holidays and provide fun activities so they could socialise with their peers, learn new skills, and make special memories. As a small team, incredible donations like this mean the world, and working with a fantastic company like PfH, which cares so deeply about helping the local community, is amazing."*

**Jess Rigby, Charity Manager, Cash for Kids Greater Manchester**

