



Doing *whatever it takes* for
our colleagues, customers
and communities



auger.co.uk



WHO ARE AUGER?

We've been working hard on lessening our impact on the world around us, and doing 'whatever it takes' for our colleagues, customers and communities. We hope this booklet gives an insight into how we're striving to create an # *AugerGreen* future.




MORE ABOUT US

With 30 years' of expertise in our sector, we specialise in the handling, investigation, validation and repair of drainage, water mains and off-mains claims, and carry out subsidence site investigations and laboratory testing on behalf of insurers and adjusters.

We deliver an unrivalled end-to-end service deserving of our exceptional NPS of 80 in 2023. As an organisation that recognises the importance of upholding our clients' reputation and strengthening their relationship with their policyholders, you can truly rely on us to do 'whatever it takes' every step of the way.



To find out more, please visit;

 [auger.co.uk](https://www.auger.co.uk)

 [Auger | LinkedIn](#)

 [@augerfamily](#)

 [Auger | Facebook](#)



"We truly believe in doing '*whatever it takes*'; for our colleagues, for our customers and for our communities."

Jess Brewster

Managing Director



ACHIEVING *Net Zero*

We celebrated 2 years of being partnered with *Normative* in our quest to achieve net zero



Normative

As part of our journey towards an '*Auger Green*' future, we partnered with Normative in 2021 and began working towards net zero.

Using the insights from our 2020-2021 carbon footprint calculations, we developed our long-term Sustainability Strategy and signed up to official targets. Normative have since calculated our 2022 emission totals which have enabled us to measure our progress so far.



Measure All Emissions

Calculate our carbon footprint for 2020 and 2021



Take Climate Action

Produce a road map to reduced emissions through identifying the initiatives with the greatest climate impact



Report Progress

Monitor and communicate our progress towards net zero

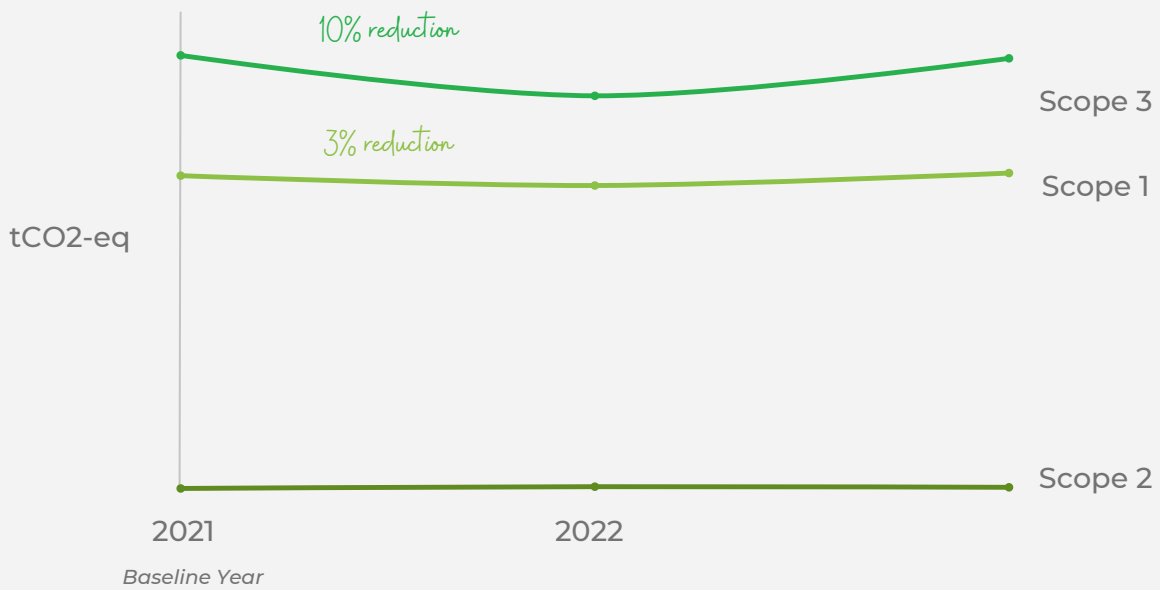


OUR TOTAL EMISSIONS

Achieving *Net Zero*

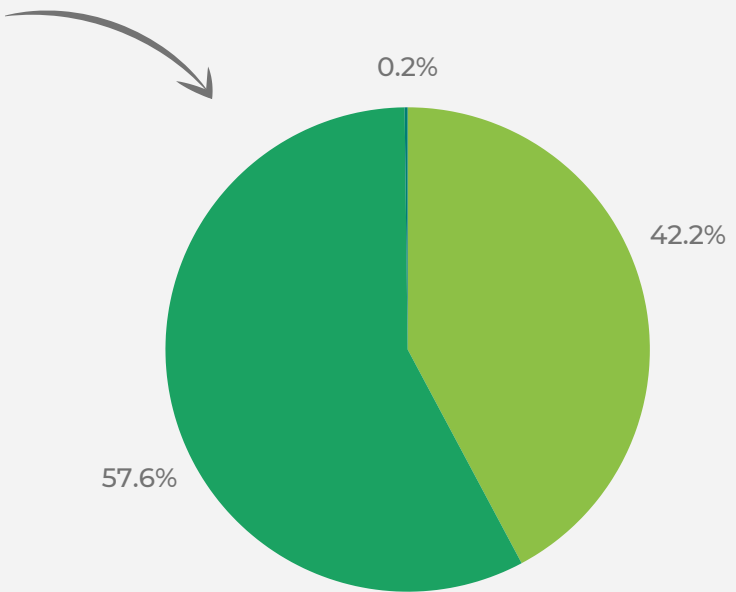
The *figures* so far...

Between 2022 & 2023 our headcount increased by 16% and our *emissions per head* reduced by 6.5%



A closer look at 2023

- Scope 1 Emissions
- Scope 2 Emissions
- Scope 3 Emissions





OUR EMISSIONS TARGETS

Achieving *Net Zero*

OUR SBTi TARGET

Our near-term target is to reduce our absolute scope 1 and scope 2 GHG emissions by **42%** by 2030 from a 2021 base year. Additionally, we are also measuring our scope 3 emissions and taking action to reduce our emissions throughout our entire value chain. We aim to achieve net zero by **2050**.

Emissions reports from Normative will be uploaded to SBTi annually, and are also published on our website for complete transparency.

OUR UN RACE TO ZERO TARGET

As part of the UN Race to Zero, we commit to take action immediately in order to:

- **Halve** our greenhouse gas emissions before **2030**
- Achieve Net Zero emissions before **2050**
- Disclose our progress on a **yearly** basis

We're proud to be recognised by the United Nations Race to Zero campaign, and join governments, businesses, cities, regions, and universities around the world that share that same mission.



To **find out more** about how we **plan** to achieve these targets, please see our **Sustainability Strategy** linked on our website.



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LOCAL SUSTAINABILITY

A *community* effort...

Throughout the 2021-2022 planting season, Wirral Council hosted several tree, hedgerow and woodland planting and maintenance events across Wirral, with the aim to plant over **10,000 saplings** by March 2022.

These events were part of a 10 year strategy to achieve the wider objective of **doubling Wirral's tree canopy** by **2030**. We're proud to have been involved in such an important initiative, focused on securing a more environmentally friendly future for our local community.

Playing our part in planting **210,000 trees** on the Wirral by 2030

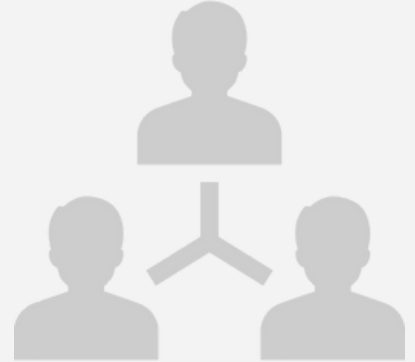




IN-HOUSE *Expertise*

SUSTAINABILITY STRATEGY

We have a dedicated team leading our journey towards net-zero, having worked closely with our partners Normative to analyse our scope 1, 2 & 3 emissions from 2020 and 2021, in order to formulate our long-term **sustainability strategy**. With a goal of securing a sustainable future for Auger, their focus is on improving processes and developing initiatives which will enable us to drive down our carbon emissions, in order to deliver on our net-zero pledge.



PEOPLE DEVELOPMENT

As the driver behind our people development, Charlotte maps and coordinates **individual training programmes** for all employees that help them move towards their personal and professional goals. This includes in-depth new starter orientation, a range of internal training, and certified coaching directed by external providers. In 2022, we provided our colleagues with **8000+ hours** of training - an average of **72 hours** for each individual.



Charlotte Walsh

People Development Lead

"Auger's commitment to their teams development is admirable!"

External Trainer from 3D Training

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OUR *'Auger Green'* OFFICE...

Purpose built in 2017, our Head Office was designed by our MD, David Brewster, to provide a sustainable space for our team to thrive; as a result, Auger HQ has a range of features that help to keep our environmental impact to a minimum.



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SUSTAINABLE DRIVING

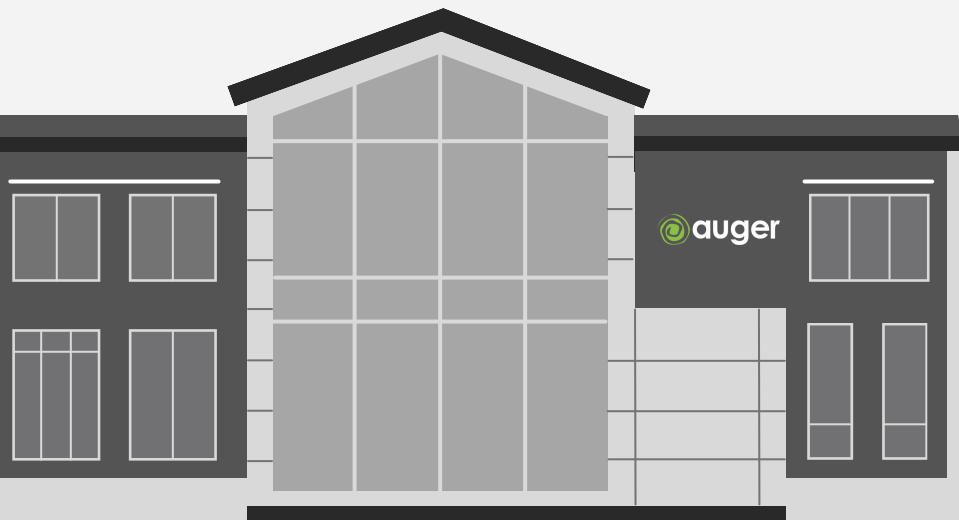
Our *'Auger Green'* Office...

EV CHARGING

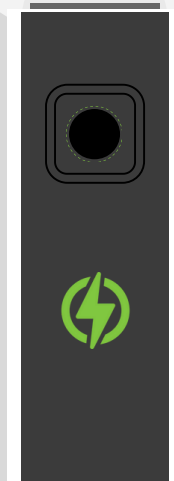
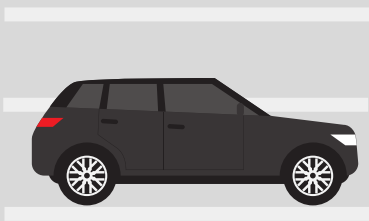
In partnership with our fellow Sdipotech Group company, Rolec, we've installed a dual **EV charging point** in our car park so our colleagues can charge their cars whilst at work.

SUSTAINABLE DRAINAGE

Our car park at Auger House is designed to fully comply with the principles of Sustainable Drainage (SuDS). Using the latest **porous tarmac technology**, pollutants and impurities are removed from the water as it naturally infiltrates into the ground water table, protecting this important natural resource.



We've introduced our first **electric vehicle** into our fleet, with more to follow in 2024



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WATER SAVING SOLUTIONS

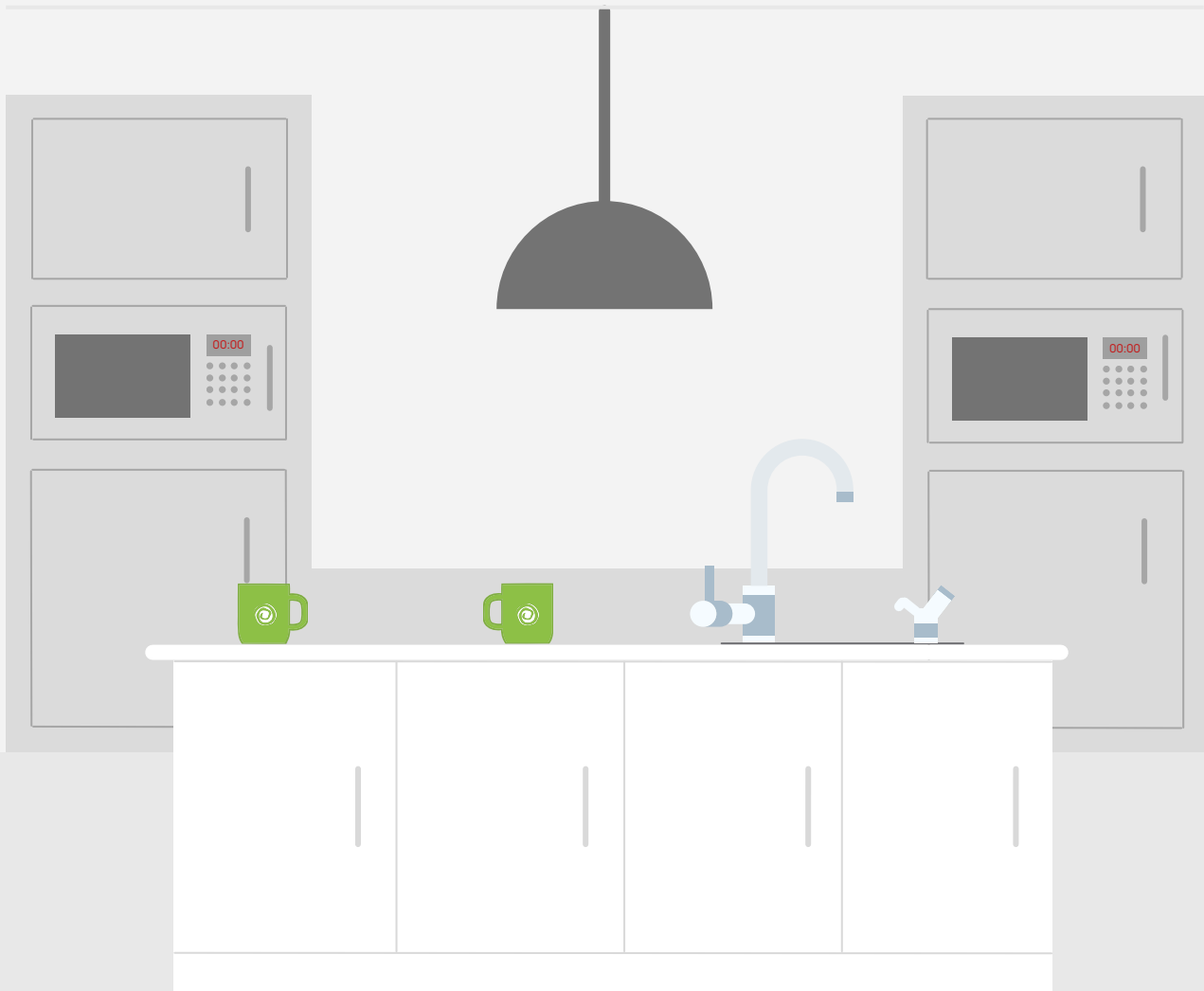
Our 'Auger Green' Office...

Saving over *200,000 litres*
of water at Auger House
every year



The instant hot water tap in our canteen means that each time our colleagues go to grab a hot drink, the exact volume of hot water needed is produced using **heat-exchange technology** to re-use any wasted heat.

All of our bathroom sinks are fitted with motion sensor taps, reducing our water consumption and cutting down wastage by up to **70%**. Both of our urinals are waterless, saving **80%** of the water used by a standard model.



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LOW EMISSION LIGHTING

Our 'Auger Green' Office...

Reducing our carbon footprint one *light bulb* at a time 

The **motion sensor lighting** throughout our office means only occupied spaces are lit - as a result, our energy consumption and net carbon emissions for lighting are **reduced** by up to **75%**.



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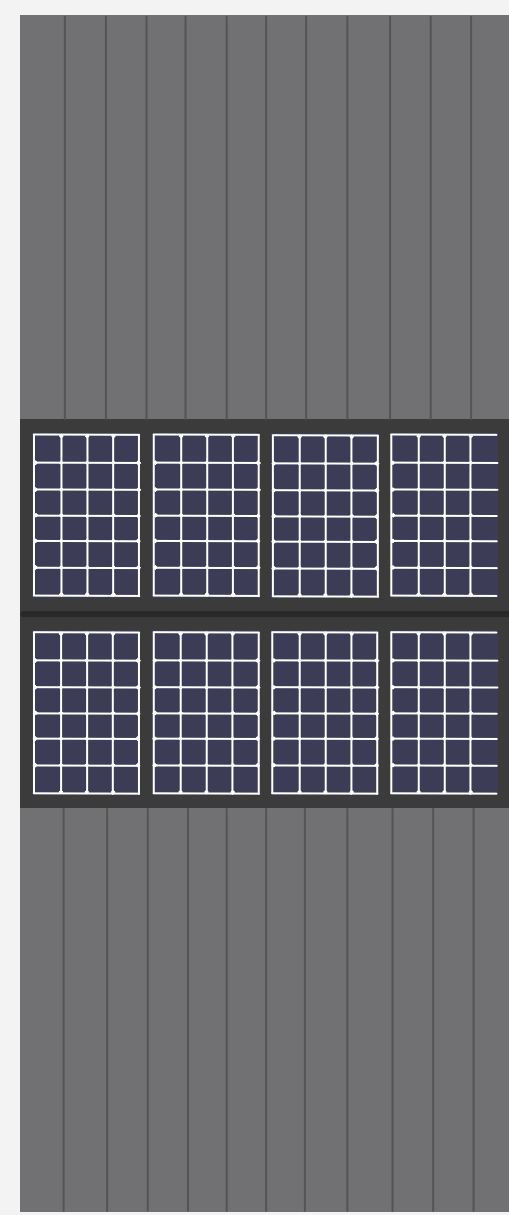
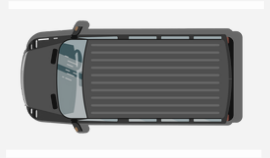
UTILISING SOLAR POWER

Our *'Auger Green'* Office...

Providing a *sustainable* source of energy to power our head office



By using solar panels, we're able to contribute to the electrical needs of our office whilst releasing **80% lower carbon emissions** than fossil fuels. The remainder of our energy comes from a supplier who also **doesn't use fossil fuels** in its production.





WASTE MANAGEMENT

OUR OFFICE WASTE

Using **innovative recycling technologies**, B&M Waste Services Ltd process all of our office waste in alignment with our **sustainability goals**.

Waste that can't be directly recycled is sent for energy recovery at a **waste-to-energy facility**, being converted into refuse derived fuel.

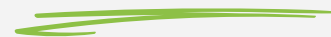


OUR SITE WASTE

We approach each job with the intention of finding the most suitable resolution for our customers and clients.

Where possible, we opt for **no-dig solutions**, eliminating the need for excavation. When this isn't an option, we **re-use** the majority of spoil generated, keeping **waste to a minimum**.

Any unavoidable waste from site is taken by Select A Skip UK Ltd to be **recycled**, with only **5%** transferred to landfill.

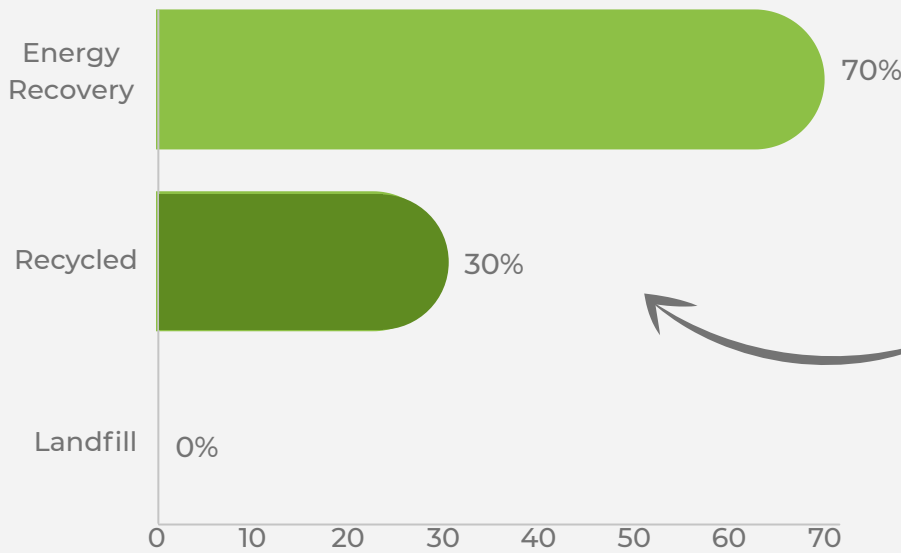




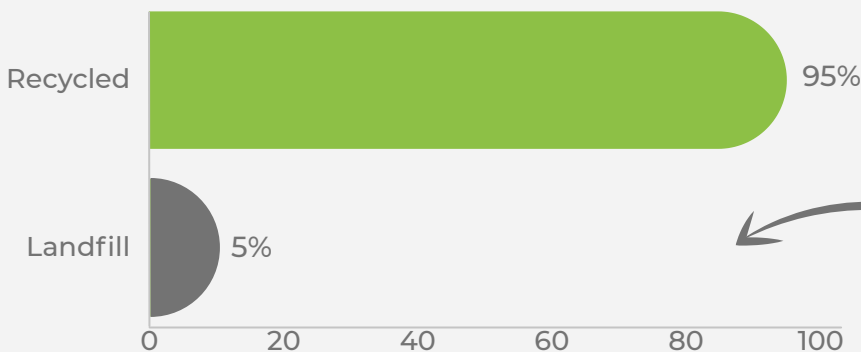
WASTE MANAGEMENT

The *figures* for 2023...

Using sustainable waste management solutions means that nearly all of our office and site waste is recycled, minimising our environmental impact.



Our Office Waste



Our Site Waste



DIARY COORDINATION

Our Diary Coordination Team effectively manage our diary and workload, keeping mileage to a minimum for our 100+ engineers



This not only ensures that our customers receive a **swift service**, provided by an Auger engineer with the correct capabilities, but it also means our scheduling is done in the most **efficient** way possible.

When scheduling an appointment, our Diary Coordinators send the engineer who is in the closest range, and group together jobs located in a similar area on the same day, sending the same engineer in order to keep their **mileage to a minimum**. This is made possible through the use of our in-house developed Diary system within our **bespoke Claims Management Platform**, which helps them to effectively map out routes and determine journey times.



Pippa Sweeney

Senior Diary Coordinator



Sinead Wright

Diary Coordinator



Emily Farr

Diary Coordinator

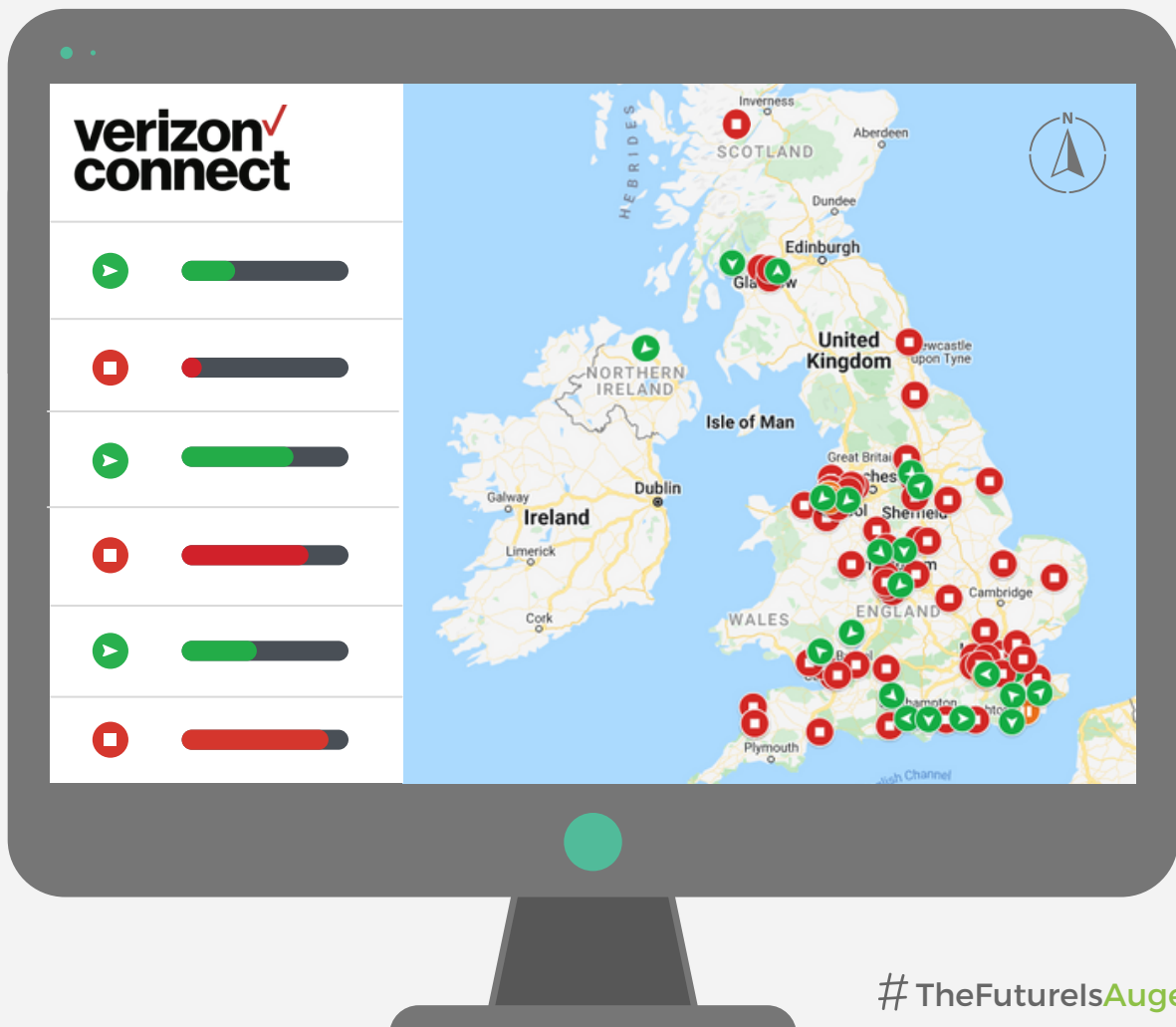


DIARY COORDINATION

Driving down
our emissions
with a **16%**
reduction
in *mileage*

Verizon Connect's cloud-based platform, Reveal, gives us **visibility** of where all our engineers are in their vehicles at any time, using GPS fleet tracking across our average **3 year old** fleet. We can monitor our mileage, fuel usage, driving time, speed and style, including harsh braking, acceleration and cornering.

This allows us to prioritise the safety of our drivers and other road users, **reducing our mileage** whilst also guaranteeing that our fleet is driving in the most **environmentally friendly** way possible, keeping emissions to a minimum. As a result, our average mileage per engineer decreased by **16%** in 2021.



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OUR *Sustainable* GIFTING

Each Christmas we like to send our colleagues a gift, and for the past few years this has included a **reusable personalised alternative** to an essential daily item - as you can see, they are as happy as we are about the number of **single-use plastics** that we're saving each day!

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SOCIAL SUPERMARKET

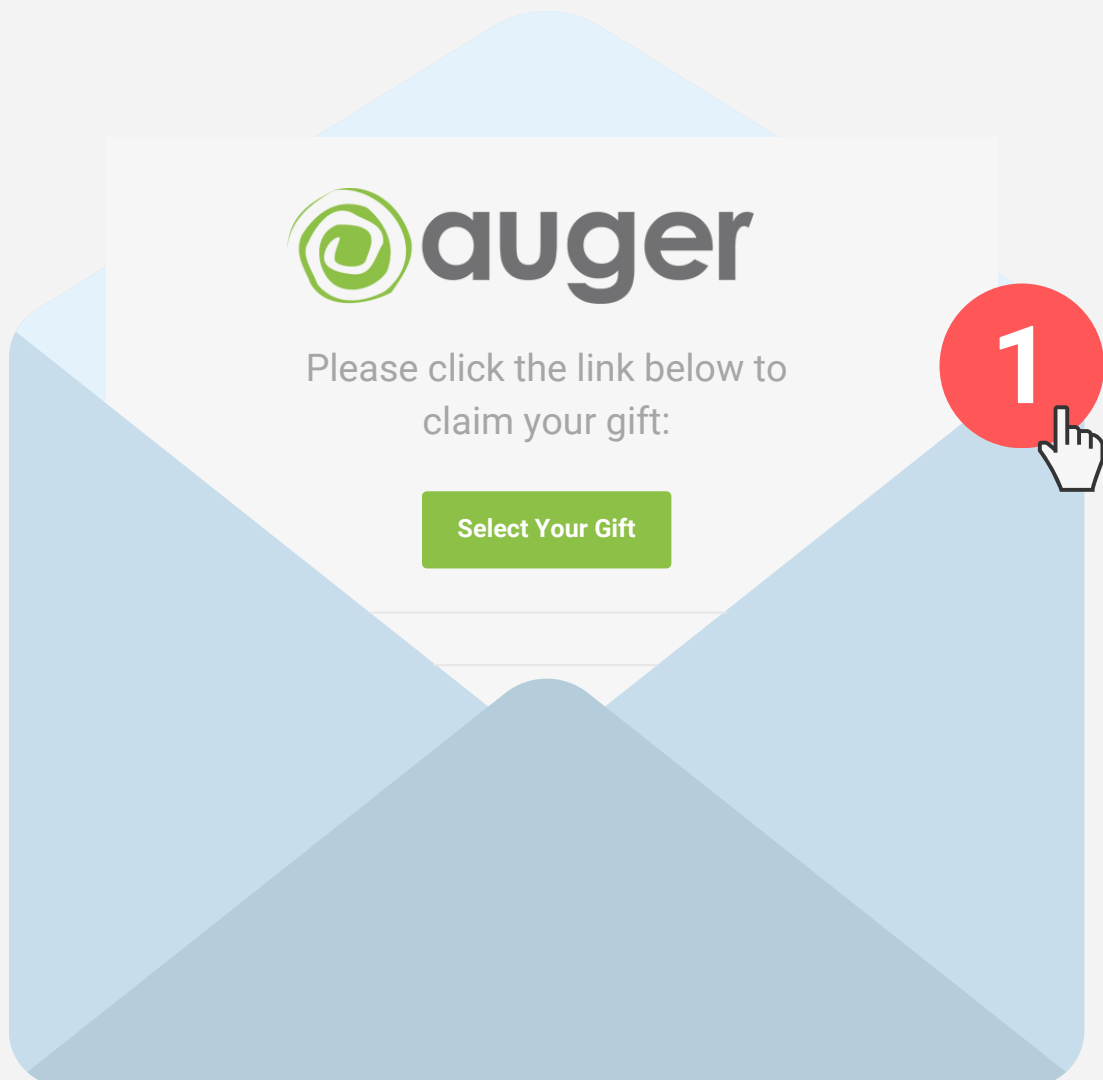
Our *Sustainable* Gifting

Sustainably celebrating
our colleagues' annual
Auger *milestones*

We love to celebrate our team's **company milestones**, no matter how big or small.

In 2022, we took a more sustainable approach, using **Social Supermarket's** gifting platform.

Our colleagues can choose from a selection of **socially responsible gifts**, sourced from independent impact-led UK brands who focus on tackling a range of human and environmental issues - meaning each purchase has a guaranteed **positive impact** on our planet.



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Sustainable BUSINESS OF THE YEAR...

Due to our efforts to work towards Net Zero, we were awarded 'Sustainable Business of the Year' at the Wirral Business Awards 2022, and were recently shortlisted for the ESG: Sustainable Claims Management Award at the Insurance Post Claims & Fraud Awards 2023.

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TAKING *Care* OF OUR COLLEAGUES

Looking after our colleagues has always been at the [top of our priority list](#), because without them, Auger wouldn't be what it is.

We recognised 2022 was a difficult year for all of our team, and making sure none of them were struggling to deal with the rising cost of living was the least we could do. Therefore we provided all our team with an additional **£1,000 bonus** to support themselves and their families with the ongoing [cost of living pressures](#).

This year we were really pleased to have been able to implement a **5%** salary increase for everyone at Auger in March 2023 - continuing our long tradition of implementing a cost of living rise each year.

This is in addition to our annual profit share bonus, which for the past 11 years has equated to at least **8%** of our average salary and is awarded each November.

It is our goal to become a [real living wage](#) employer in the near future, as we are committed to [investing](#) in our colleagues for the [long term](#).



OUR AUGER ACADEMY

90% of our colleagues have benefitted from the Academy by accessing accredited training, external certification and higher qualification



Our **passion** for development inspired us to establish our '*Auger Academy*' in 2016, a nationwide initiative designed to develop the next generation of Auger engineers through providing opportunities for our team to access **further training, qualifications, and skills development**, including apprenticeships and higher education to help them **excel** in their chosen field. **90%** of our colleagues have benefitted from the Academy by accessing external training and qualification. This investment in development is the reason **85%** of our leadership team began in entry-level positions.



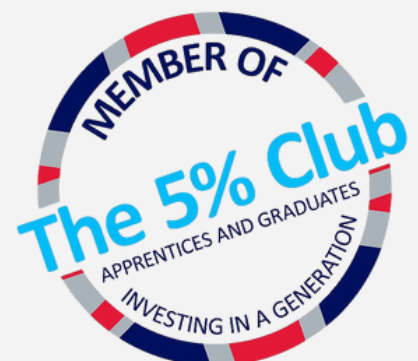
"The outstanding mentorship that I've received from my colleagues has allowed me to enhance my career prospects and achieve things I didn't think were possible when I joined the Auger team."

Callum Ridgway

Technical Manager

As a member of **The 5% Club**, we are committed to **5%** of our workforce being in '**learn and learn**' positions including apprentices, graduates and degree placement students.

As over **30%** of our colleagues are currently working towards qualifications as part of their role, we were recently re-accredited with the **Gold Standard**.





OUR AUGER ACADEMY

Auger employees took part in 8,000+ hours of training in 2022 - 72 hours per person

Map Key:



Auger HQ



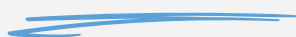
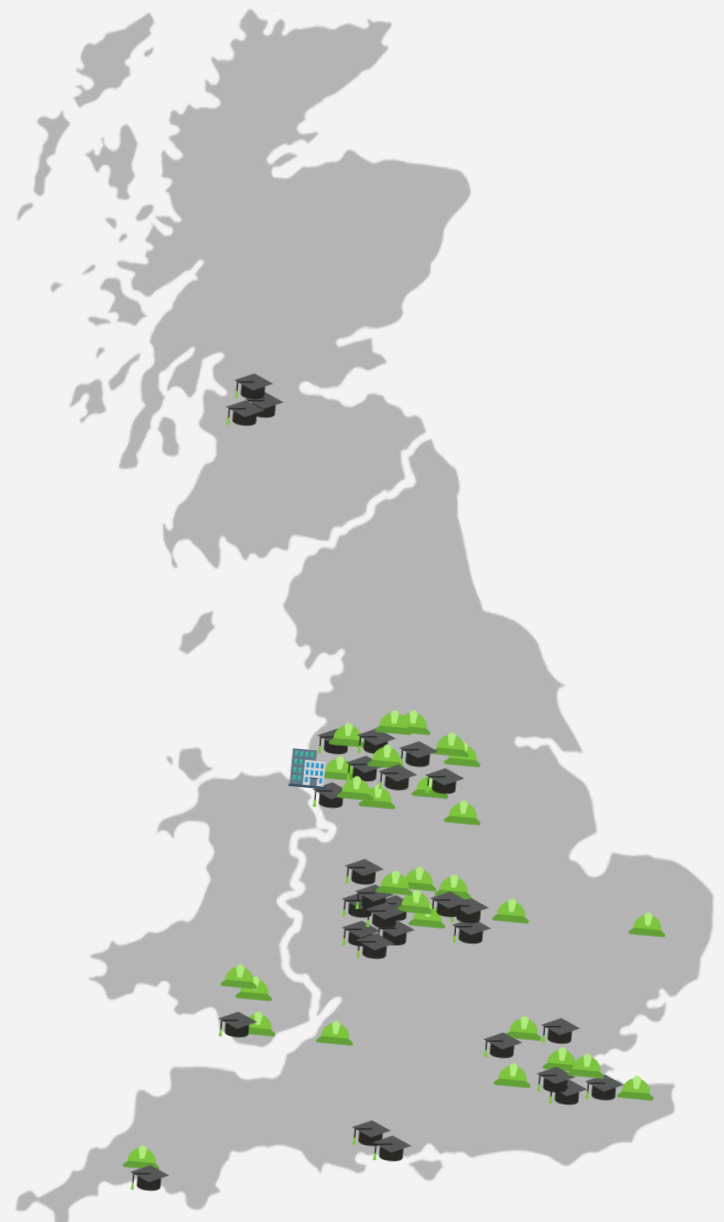
Graduated Lead Engineers



Current Academy Engineers

To date, **45 Academy Engineers**, who began with no experience in underground services, have graduated our Academy as Lead Engineers. **45%** of our engineering workforce are current or past Academy members. **80%** of our office team have undertaken **training** with external providers, and **48%** have accessed **higher education or qualification**, including 4 members of our finance department currently working towards CIMA or AAT qualifications, technicians studying to become Chartered Engineers, Surveyors or Loss Adjusters, and several others undertaking certified courses in Marketing, HR, Data Analysis, Business Management and Supply Chain Management.

We hold monthly refresher training through our '**Breakfast Club**' and '**Toolbox Talks**', as well as interactive learning sessions via our in-house developed platform, the '**Auger Training Hub**'. On average, all **160** Auger employees took part in **72 hours** of training in 2022 (**8000+ hours** of training in total).





INVESTORS IN *People*

In January 2020 we were delighted to be awarded the Investors in People **Gold** Accreditation, placing us in the **Top 20%** of accredited organisations in the UK when it comes to our approach to **leading**, **developing** and **caring** for our people.



In the 3 years since this achievement, we have continued to focus on **strengthening** our offering, **engaging** with our team and **investing** in their success. In March 2023, we achieved **Gold again**, and were put forward to the panel for **Platinum**.

We have reached many **milestones** on our journey to making Auger an even better place to work - most recently winning 'UK **Employer of the Year**' & the 'Reward & Recognition' Award at **The Investors in People Awards 2023**.





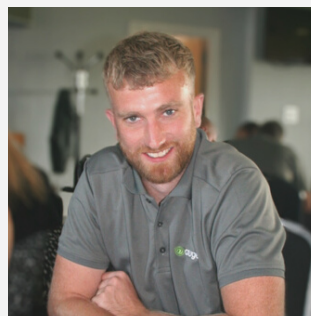
EQUALITY & VALUE

We're proud to have such a **strong female team** behind us, **every step** of the way - our Auger women are nothing short of **incredible**, and we couldn't do what we do without them.



Although our doors are always open for individuals discuss whatever is on their mind, our **employee NPS survey**, conducted every 6 months, also gives all employees the opportunity to anonymously provide **feedback** on how we can improve the experience of being a member of the Auger team.

The results from our most recent review period showed that **98%** of our colleagues feel that they are **valued** by us, and **70%** feel that they are **highly valued**.





THE AUGER *Council*

We're always exploring new ways in which we can support our colleagues and look after their [wellbeing](#).

To help us do this, we formed an '[Auger Council](#)': an employee-led initiative that sees representatives from each department come together to drive forward our employee wellbeing, community work and sustainability strategies.

This gives our team more opportunity to voice their opinions on how Auger can continue to be a great place to work and put forward ideas to [shape future projects](#) - communicating these developments lets everyone know their voice is heard.

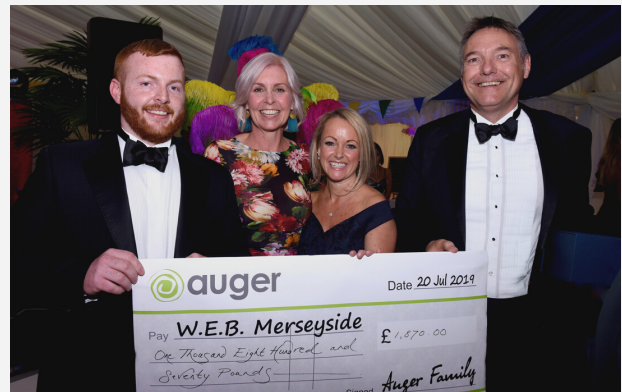


Community SUPPORT

The Auger team have donated £75,355 to local & national charities since 2021

WEB Merseyside

WEB Merseyside are a charity who's mission is to support women, men and children with complex needs in building the confidence to cope with life through **personal growth** and **skills development**.



We are proud to have supported WEB over the past **decade** as we passionately believe that the work they do is paramount in providing a strong foundation for vulnerable people in our **local community**.



Wirral Food Bank

Each year during the festive period our team get involved in **Wirral Food Bank's** Tesco collections at our local store. This year we took part in their summer collections to help **support** those in our local community through the cost of living crisis.

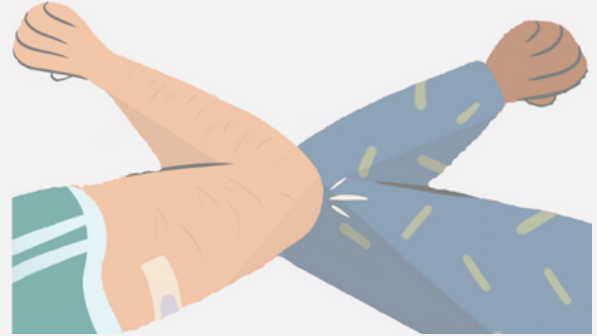
We also have an ongoing **food collection** at our Head Office to make our own monthly donations to the Food Bank.



Community SUPPORT

#Bump It Forward

Back in January 2021, [The Liverpool School of Tropical Medicine](#) started the [#BumpItForward](#) campaign to help frontline healthcare workers in African countries carry out their essential activities safely until the vaccine reached them.



Auger are pleased to have donated [£5,000](#) to this important cause, equivalent to [200 doses](#) of the vaccine on behalf of our 140 employees.

WE SUPPORT



Claire House
CHILDREN'S HOSPICE

Claire House Hospice

At the beginning of this year we gave our team the opportunity to vote for a [yearly charity](#) that they would like us to collectively support throughout 2023.

The companywide vote selected [Claire House](#) as our chosen charity, and since then we have actively engaged in fundraising through donations, sweepstakes and company bake offs.

Claire House is a charity that is very close to one of our team's hearts, and through arranging her own fundraising event which we attended in September 2023, she raised a total of [£7,200](#).



OUR *Sponsored* TEAMS

In a bid to invest in and support our colleagues' [local communities](#), and encourage people to experience the benefits of [team sports](#), we love to sponsor our employees' and their families' adult and youth sports teams.

As one of the 4 main sponsors of [Caldy RFC](#) for the past 7 years, we shared in their success as the club secured promotion to the [Championship](#) as winners of the [National League 1](#), becoming one of the [best 25 clubs](#) in the country.



Torpoint AFC



Rising Stars
Dance Academy



Brodsworth
Main CC



Glenavon Junior
FC



Caldy RFC



Wandsworthians
RFC



Sussex Thunder
AFC



Bushell Grange
Athletic



OUR Customer CARE

We dedicate the time to building a personal **relationship** with our customers, understanding what's important to them, and making sure they feel **reassured** throughout their claim journey.

We truly **care** for our customers - and it shows.

1.4%

Complaints Ratio

30%

Compliments Ratio

98%

Customer Satisfaction

80

NPS Score



AN Award WINNING TEAM



2019 UK Customer Service

CUSTOMER SERVICE AWARDS 2019

Best Customer Product

Won



2019 UK Customer Service

CUSTOMER SERVICE AWARDS 2019

Best New Initiative

Won



Claims Partner Awards

LV GI CLAIMS PARTNER AWARDS 2020

Best Loved Customer Service

Won



INVESTORS IN PEOPLE AWARDS 2021

Learning & Development

Shortlisted



BRITISH CLAIMS AWARDS 2022

Outsourced Partner of the Year

Shortlisted



BRITISH CLAIMS AWARDS 2022

Best Employer

Shortlisted



SDIPTeCH AWARDS 2022

Outstanding Performer

Won



WIRRAL BUSINESS AWARDS 2022

Sustainable Business of the Year

Won



YOUTH EMPLOYMENT AWARDS 2022

Developing People

Won



INSURANCE CX AWARDS 2023

Learning & Development

Won



INSURANCE CX AWARDS 2023

Best Customer Centric Culture

Shortlist



BRITISH CLAIMS AWARDS 2023

Best Employer

Won



CLAIMS & FRAUD AWARDS 2023

Sustainable Claims Initiative

Shortlist



INVESTORS IN PEOPLE AWARDS 2023

UK Employer of the Year

Won



INVESTORS IN PEOPLE AWARDS 2023

Reward & Recognition

Shortlist

We are here to help...



Contact us for more information:

Chris Cowen | Client Relationship Manager



[auger.co.uk](https://www.auger.co.uk)



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