

# Touren

## Sustainable Development Report 2024

Toureen Group 

# SUSTAINABLE DEVELOPMENT REPORT

2024

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# SUSTAINABLE DEVELOPMENT REPORT 2024



## Welcome to Toureen Group's Annual Sustainability Report for the financial year 2024

Our approach aligns with the United Nations Sustainable Development Goals, which serve as a global framework for advancing positive environmental, social, and economic outcomes.

Sustainability is embedded in how we address complex construction challenges, minimising our impact while delivering lasting value. Whether through environmental stewardship, social responsibility, or business resilience, we remain committed to building a better future. This report highlights our progress, our contributions to Sustainability Goals over the past year, and our vision for the future.

# SUSTAINABILITY & GROWTH: REFLECTING ON OUR PROGRESS & FUTURE GOALS

As we look to the future, it's equally important to reflect on the journey that has brought us to where we are today, how we started, how we've grown, and how we've evolved as a business. Last year marked a significant moment in our history as we published our first Sustainable Development Report. It provided a formal opportunity to evaluate our impact, articulate our goals, and begin tracking our progress more transparently.

The past year has seen us secure and deliver more major opportunities outside of London, reflecting both the strength of our client relationships and the quality of our work. We've played a key role in complex infrastructure projects that have taken us to Dublin, Bristol and Somerset - supporting airport expansions, university developments and large-scale facilities for the production of batteries and data centre.

Over the years, our core principles have remained constant: to deliver high-quality work, foster strong and lasting relationships with our clients, uphold the highest health and safety standards, and contribute meaningfully to the communities we serve.

At the centre of all this are our people. We're proud of our ongoing investment in training and retention, which has created a diverse and capable team comprising long-serving members, enthusiastic young professionals, and skilled apprentices who all share our values and drive our mission forward.

Recent years have presented a number of challenges, from fluctuating material costs, rising energy prices, delays to projects due to the implementation of the new Building Safety Act legislation, to shifting economic conditions. Despite this, our resilience and agility have allowed us to continue growing. Strategic investment in a broader range of services has helped ensure that we remain competitive and capable.

We've also continued to deepen our commitment to sustainability. We've established more effective ways to capture data, measure outcomes, and report progress, ensuring consistency with our goals and greater transparency across the business.

As we look ahead, we remain focused on improving our practices, enhancing our sustainability efforts, and ensuring that we continue to deliver value for our clients, our people, and the communities we operate in. We're grateful to all those who have supported us on this journey so far, and we look forward to building an even stronger future together.

**Ciaran McClearn**  
MANAGING DIRECTOR



# TOUREEN GROUP

## CONSTRUCTION EXCELLENCE

THE TOUREEN GROUP IS A MULTIFACETED, AWARD WINNING CONSTRUCTION ORGANISATION OPERATING THROUGHOUT THE UK. FOUNDED IN 1992, TODAY THE GROUP OFFERS A RANGE OF INTEGRATED SERVICES TO MEET THE NEEDS OF OUR CLIENT BASE. THE GROUP'S SERVICES CAN BE CONTRACTED SINGULARLY OR COMBINED TO CREATE A TURNKEY SERVICE THROUGH AN INTEGRATED SOLUTION.

## SERVICES & DIVISIONS

PRINCIPAL CONTRACTOR  
STRUCTURES  
CIVILS & GROUNDWORKS  
TILLEY & BARRETT DEMOLITION  
EV & HYDROGEN INSTALLATIONS  
RETAIL & PETROLEUM  
CONSTRUCTION WASTE RECYCLING CENTRE  
REMEDiation  
BASEMENTS  
TOUREEN BUILD  
TOUREEN IRELAND

## SUPPORT SERVICES

PRECAST  
DESIGN  
PLANT  
TRAINING CENTRE  
HAULAGE  
GEOTECHNICAL  
DRONE SURVEYS  
SURVEY MAPPING  
CCTV DRAINAGE

# MEMBERSHIPS & ACCREDITATIONS



Recognition from industry bodies is not only an honour, it's a reflection of our collective efforts, values, and consistent pursuit of excellence. This past year, our teams across the Toureen Group have been acknowledged with a number of prestigious awards, highlighting our achievements in health and safety, sustainability, innovation, and operational performance.

These awards reinforce the standards we set for ourselves and affirm the impact we're making across the industry. From health and safety excellence recognised by ROSPA, to sustainability accolades from the Green Apple Awards, to top-tier recognition from major clients like Shell and BAM, we are proud to see our values and hard work reflected in these achievements.

Each award belongs to every individual across our divisions, whose dedication, expertise, and professionalism make recognition like this possible. As we continue our journey of growth and improvement, these milestones remind us that our commitment to quality, safety, and sustainability remains as strong as ever.



## NOTEABLE AWARDS

### ROSPA ORDER OF DISTINCTION Toureen Group

Awarded for continued excellence in health and safety, the ROSPA Order of Distinction is presented to organisations that have achieved 15 or more consecutive Gold Awards. Toureen's recognition reflects 16 years of outstanding performance, underscoring our unwavering commitment to workplace safety.

### ROSPA FLEET SAFETY AWARD Toureen Group

This award recognises Toureen's excellence in managing occupational road risk. With road-related incidents being one of the leading causes of work related injuries, this distinction highlights the proactive measures we've taken to keep our people safe on the road.

### GREEN APPLE AWARDS Toureen Group

Toureen received two Green Apple Awards in recognition of our leadership in sustainability, innovation in carbon reduction, and the promotion of circular economy practices, demonstrating our forward-thinking approach to environmental responsibility.

### SHELL HSSE & SP AWARD Toureen Retail

Toureen Retail was honoured with the Shell HSSE & SP Award, the highest accolade from Shell, recognising exceptional performance in health, safety, security, environment, and social responsibility on Shell projects.

### NFDC Tilley & Barrett

Darren Wickham was named Operative of the Year at the National Federation of Demolition Contractors Awards, acknowledging his outstanding work, professionalism, and contribution to the demolition industry.

### BAM SUPPLY CHAIN AWARDS Toureen Group

Toureen was once again recognised at the BAM Supply Chain Awards for our continued commitment to environmental stewardship, safety excellence, and social impact throughout our operations.



# BRISTOL UNIVERSITY

The Temple Quarter Enterprise Campus for the University of Bristol is one of the UK's largest city centre regeneration projects. Located next to Bristol Temple Meads Station, the development occupies the former site of a derelict Royal Mail sorting office, transforming a once dilapidated space into a vibrant hub for education, innovation, and community engagement.

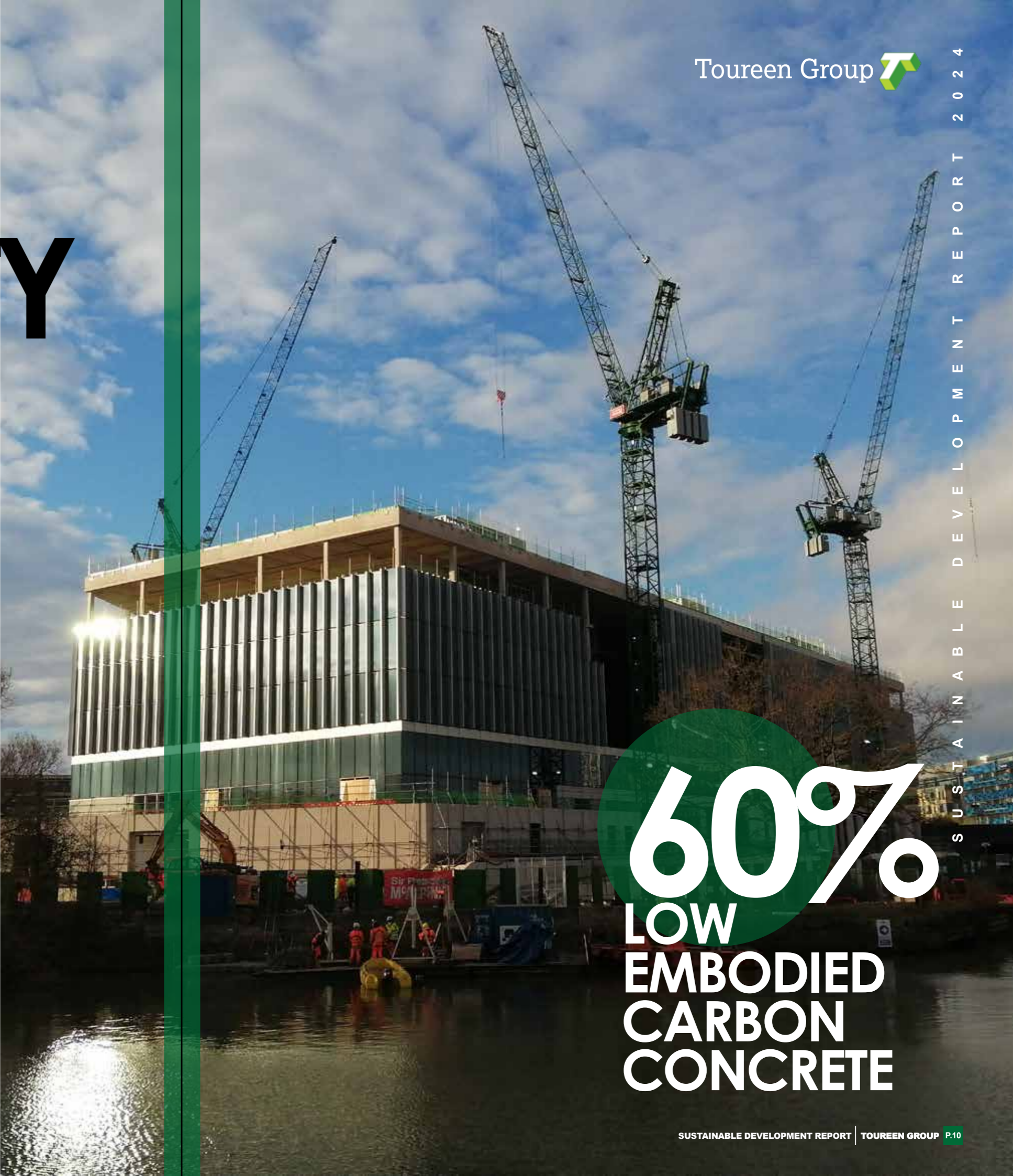
Toureen's scope of works encompassed the reinforced concrete frame structure which had highest quality specifications for bare faced concrete and special feature atrium wall that spanned the height of all floors in the building's centre.

A core ambition of the project was to significantly reduce emissions by targeting embodied carbon in construction materials. As part of this commitment, principal contractor Sir Robert McAlpine (SRM) set a target for 30% of all concrete used on the project to meet the definition of 'low embodied carbon concrete' as established by the Low Carbon Concrete Group (LCCG).

Toureen played a key role in not only meeting but exceeding this target,

successfully delivering 60% low embodied carbon concrete across our package. This achievement represents a significant step forward in sustainable construction and demonstrates the value of proactive collaboration between supply chain partners.

The emissions reductions were primarily achieved through the use of ground granulated blast furnace slag (GGBS) as a supplementary cementitious material. By maximising GGBS content in the mix design and sourcing it relatively locally from Port Talbot, we were able to help the project substantially cut carbon emissions while maintaining the high performance standards required for a complex RC frame delivery.



**60%**  
**LOW**  
**EMBODIED**  
**CARBON**  
**CONCRETE**

# THAMESMEAD

Located in East London, the Thamesmead project forms part of a major seven-phase regeneration masterplan. Toureen is delivering Phase 2, which comprises 329 mixed-tenure homes, with completion scheduled between 2024 and 2027.

Our scope of works includes concrete frame construction, new access roads, infrastructure installation, drainage, landscaping, and external services.

Toureen were appointed by the Principal Contractor, Lovell's for the groundworks, concrete frame of 5 number residential blocks & external works, including new provision of access roads, landscaping and services.

One of the key engineering challenges on the project was laying drainage through a peat layer, an inherently unstable ground condition due to poor consolidation. While the conventional approach, deep soil mixing with augers, was initially considered, the high water table on site made this method impractical.

Instead, an alternative technique was adopted. The peat was excavated, arranged in rows, and mixed with cement using a tractor mounted plough. The treated soil was then compacted and reinstated. This approach not only provided a stable sub-base but also reduced cement consumption by avoiding the formation of voids commonly associated with deep soil mixing.

As part of our commitment to sustainability and innovation, Toureen also trialled a new battery-powered unit from Instagrid on this project. The sustainability team championed the trial to predominately reduce operational carbon emissions.

Feedback from the site team was overwhelmingly positive. In addition to its environmental benefits, the unit improved productivity and safety for specific tasks. Lightweight and portable, it can be carried by hand rather than requiring a crane lift. Fewer trailing leads also made it easier to relocate to the point of use, enhancing both efficiency and site organisation.



APPROXIMATELY  
1000T OF  
CEMENT SAVED.  
£1M OF COST  
& CIRCA 950T  
CO<sub>2</sub>EQV.



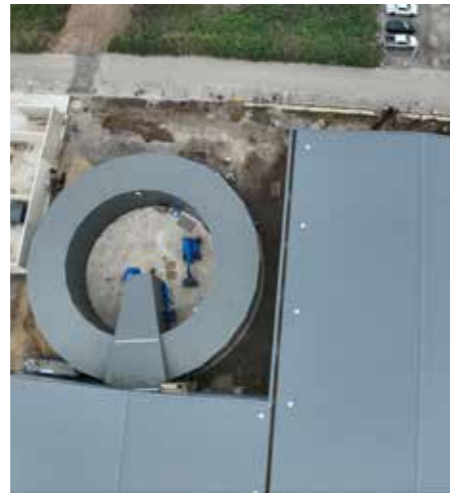
# WEINERBERGER TILE FACTORY

Toureen completed the entire design and build as Principal Contractor of a new tile production facility for Wienerberger in Sittingbourne. The state-of-the-art facility will significantly enhance their production capacity, allowing the development of additional tile formats to meet growing demand, while also contributing the local economy by offering employment opportunities. Toureen delivered full site groundworks through to steel frame erection and cladding, including managing specialist contractors for tile factory plant installation, right through to handover.

Toureen Remediation also played a pivotal role in the project by improving the existing soil conditions to create a stable foundation for the slab. The gravel layer beneath the slab was excavated and mixed with cement, stabilising the soil and preventing any settlement within the gravel layer.

This innovative method eliminated the need for concrete or grout to be used for the columns on-site, resulting in a significant reduction in carbon intensive materials, approximately 2,872 tonnes of CO<sub>2</sub> equivalent.

This approach also delivered substantial environmental benefits by completely removing the need for waste disposal from soil arisings. Traditional column installation methods would have displaced soil, creating waste that would have required approximately 800 muck away lorries for removal. By using the stabilised gravel, we not only avoided these logistical challenges but also prevented the associated carbon emissions from transport and waste disposal.



# FARADAY TOWER

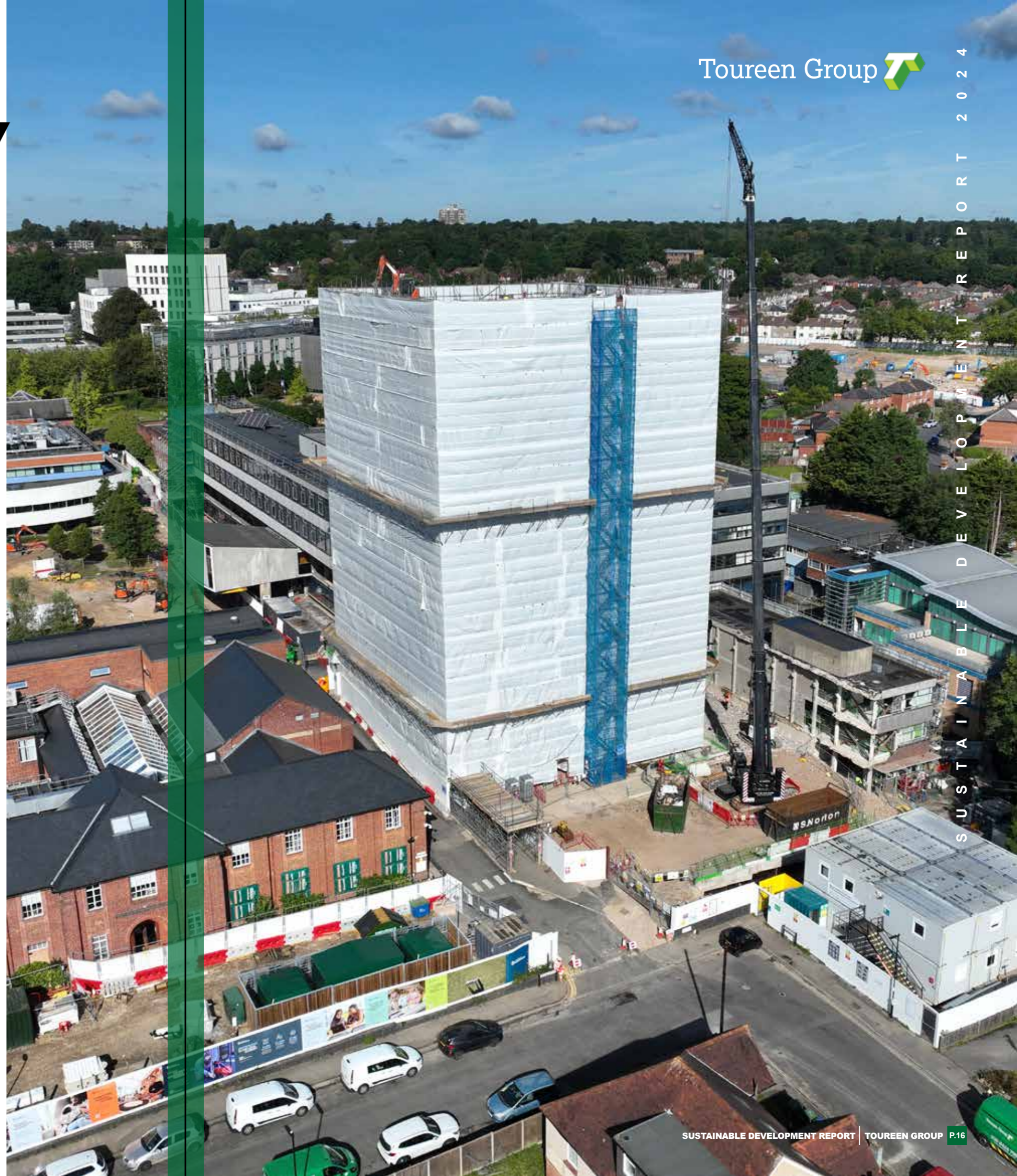
Built in the early 1960s, Southampton University's Faraday Tower was demolished by Toureen's demolition division – Tilley and Barrett for the Principal Contractor, Wates. The project presented all the challenges that Tilley & Barrett thrived on: a complex demolition within the heart of a busy university campus, the opportunity for high levels of onsite recycling, and the application of proven techniques to minimise noise and vibration in a very sensitive setting.

The tower itself had fallen into disrepair and required stabilisation before any external works could begin. To ensure safety, abseilers wrapped the entire structure in debris netting, protecting both university students and construction operatives from potential hazards such as falling glazing or loose concrete.

The 14-storey tower block, was cantilevered from the 4th floor, which required a carefully designed demolition methodology. Once demolition commenced, the load was carefully transferred through the structure and into the raft slab beneath, ensuring stability throughout the process. With temporary works and scaffolding in place, a 110-ton mobile crane was used

to dismantle the tower block, floor by floor demolition.

Our environmental team, working closely with demolition engineers, carefully planned the works from the outset, consulting with nearby sensitive receptors. Together, they developed a solution that repurposed the existing structure as an acoustic barrier, enabling the project to meet exceptionally stringent noise and vibration limits. This barrier effectively shielded adjacent testing labs and lecture halls – some of which, including a lab focused on hearing loss and vibration transmission, had critical limits for both noise and vibration control.



# POLICE HQ

The demolition of the West Herts Police Headquarters presented a unique challenge for Toureen's demolition division – Tilley and Barrett, including the operational constraints and the complexities of working within a live police environment.

Delivered for Principal Contractor Willmott Dixon, the project involved the safe removal of a significant amount of asbestos from façade cladding, ductwork, and plant rooms to enable soft stripping and de-planting.

During the soft strip phase, our team focused on salvaging any suitable furniture and elements such as carpet tiles, which led to several items, including benches, being donated to community spaces for reuse and repurposing, contributing to a more sustainable outcome.

The project also required close coordination with archaeologists, as evidence of medieval settlements and

Roman activity had been uncovered in the area, introducing a unique historical element to the project that required preservation.

Following the demolition Toureen went on to deliver the groundworks and reinforced concrete frame construction for the new four storey police headquarters, including a lower ground floor, to meet the operational needs of Hertfordshire Constabulary.



# HEATHROW JETTIES

Following the successful completion of our river wall repairs at Barking last year, we were appointed as Principal Contractor by Heathrow to decommission 13 jetties in their surrounding lakes that had become unsafe and posed a risk of unauthorised use. The works took place within legally protected biodiversity sites designated as a Site of Importance for Nature Conservation (SINC), home to priority habitats and protected species. This required our team to work within strict timelines and in close coordination with the project ecologist to ensure no disturbance to the sensitive environment.

Our Toureen Retail team working at Heathrow exemplified their strong commitment to environmental stewardship and the protection of local wildlife. Despite thorough ecological surveys and pre-work checks, a team member observed a bat flying in and out of a jetty structure, indicating a potential bat roost.

Understanding the legal protections surrounding bats, the team acted promptly to pause all work on the structure and sought expert advice from the ecologist.

Following their guidance, the decision was made to leave the structure in place, safeguarding any potential bat roost from disturbance.

Meanwhile, the team continued the careful removal of suspended walkways above the water, with careful measures in place to maintain the integrity of the potential roost but prevent unauthorised access.



# MFG SOUTHALL

Toureen Retail successfully completed an eight month project for Motor Fuel Group, delivering a state of the art EV charging hub. The project commenced with the remediation of part of the site, all while ensuring the existing station remained operational throughout.

The newly developed station now includes four jet wash bays, a valet centre, an EV hub equipped with 300kW chargers, a modern sales area with a food outlet concession, and a newly designed forecourt with a retaining wall.

This project highlights our ability to manage complex tasks while maintaining operational continuity and delivering sustainable, future ready infrastructure.



# GAS WORKS

Toureen Contractors were engaged by Berkeley Southern to carry out the final demolition elements at the Worthing Gas Works site and manage the site remediation in accordance with the approved strategy developed by Berkeley Consultants, Ramboll.

Situated in a residential area on three sides, with a major retail outlet nearby, the site posed several challenges in terms of proximity to sensitive receptors. Consequently, strict control measures for odour, dust, noise, and vibration were implemented and closely monitored throughout the demolition and remediation processes.

Upon completion of the demolition, the team focused on the removal of heavy coal tar deposits. This involved excavating the identified hotspots and addressing the former coal tar pit, which was located deep below the old gas holder reservoir.

To finalise the site, clear, contamination-free corridors were established for follow-on contractors. Additionally, a stabilised piling mat was constructed, in line with Berkeley Southern's piling design and specifications.

Alongside the technical remediation works, the team adopted a fossil-free approach wherever possible - using solar power for onsite monitors, CCTV systems, and welfare facilities, supported by a hybrid generator. All onsite fuel requirements were met using HVO biodiesel as standard, eliminating the use of conventional diesel for the project.

The project culminated in a remarkable achievement with a 44/45 score in the Considerate Constructors Scheme audit. This outstanding result reflects the team's commitment to the safety, wellbeing and surrounding environment and community.



**44/45**  
**CONSIDERATE**  
**CONSTRUCTORS**  
**SCHEME**

# FINANCIAL HIGHLIGHTS

## TOUREEN'S CONTINUED GROWTH & STRATEGIC VISION

Toureen continues to grow with a clear focus on ambitious long-term goals. Our order book remains robust, and through strategic planning, we have built a resilient and agile business. Our growth targets are carefully designed to drive expansion while maintaining operational stability.

We remain committed to reinvesting across our divisions and in-house services, ensuring that we consistently deliver the highest quality service to our clients. This ongoing investment underscores our dedication to providing exceptional value and meeting the evolving needs of our customers.

### Turnover

2024	£155,000,000
2023	£167,120,000
2022	£135,368,000
2021	£100,157,000

### Investments in Sustainable Technologies

£500,000

### Our Plant

£1.5m. Including several of the latest Hitachi Stage V compliant machines, incorporating 10% greater fuel efficiency than the previous models.

### Our Fleet

£630k on transport, adding to our fleet with electric and hybrid cars and upgrading our fleet of vans.

### In-house Training

£350k

### Technology

£300k

# OUR COMMITMENT TO INVESTMENT

A major factor contributing to the success of Toureen Group has been our consistent and strategic investment across the business over the decades.

By proactively identifying areas that require investment, we ensure that we are always aligned with the needs of the group, allowing us to maintain our reputation as a high-quality construction company. Our strong order book across all divisions enables us to plan investments effectively, while also supporting broader initiatives and divisional expansions.

# INVESTING IN DIGITALISATION

## IT SUPPORT AND DIGITAL TRANSFORMATION AT TOUREEN

Our IT team has been instrumental in supporting the business, consistently overcoming the relentless security challenges that the industry faces. Over the years, the Toureen environment has grown significantly, and the IT team is responsible for managing a wide range of critical functions, including procurement, licensing, storage, updates, backups, and security. This encompasses:

- Approximately 300 individuals
- Over 500 devices
- More than 100 applications
- Network management for four office locations and all site offices
- Remote support across multiple countries

Last year, we successfully implemented Continia, a solution that digitises invoices using OCR technology. Invoices are now received in an email inbox and automatically imported into the finance system, with OCR recognising the supplier account. This process replaced the previous method where invoices were either received by post, scanned into the system, or received electronically, printed, and then scanned. The implementation of Continia has significantly expedited the invoicing process and led to a marked reduction in paper and photocopier usage.

Additionally, the use of TDM forms has become the dominant method for recording site information, further reducing the need for paper.

# INVESTING IN OUR FLEET

## COMMITMENT TO SUSTAINABLE FLEET OPERATIONS & SAFETY

Toureen Group remains dedicated to reducing emissions, enhancing road safety, and improving efficiency across our fleet. In 2024, we continued to invest in cleaner, safer, and more advanced vehicles and technology to support our sustainability and operational goals.

## A Modern, Low Emission Fleet

**100% Euro 6 Compliance:** All HGVs across Toureen, Soil & Water, Fleet, and Foley's meet Euro 6 standards, ensuring a low NOx and CO2 emissions.

**£555,000 Investment in New Vehicles:** Toureen Plant has made a significant investment to enhance fleet efficiency, safety and reduce environmental impact.

**£1.32 Million Investment in Fleet Renewal:** Soil & Water's fleet renewal introduces the latest technology, improving fuel efficiency, emissions reduction, and driver safety.

## Commitment to Safety & Best Practice

**FORS Gold Accreditation:** Both Toureen and our haulage division - Soil & Water maintain FORS Gold certification, demonstrating our industry-leading commitment to safety and environmental standards.

**Internal FORS Practitioners:** We have two internal FORS Practitioners who oversee our haulage and fleet operations.

**Electronic Waste Transfer:** We plan to transition our haulage operations to Electronic Waste Transfer Notes (WTNs), replacing traditional paper tickets.

## Technology & Digital Efficiency

**Safety Enhancements:** Advanced safety systems, including radar technology and additional signage, have been implemented across our fleet to improve protection for vulnerable road users.

**Upgraded Safety Systems:** Our fleet now includes radar technology and complies with the latest Direct Vision Standard (DVS) regulations, ensuring safe operations in London until 2030.

**R2C Electronic Maintenance & Planning System:** Streamlines inspections and ensures compliance across our fleet.

**Scania Fleet Portal:** Provides real-time performance data, including emissions tracking, driver grades, and efficiency insights.

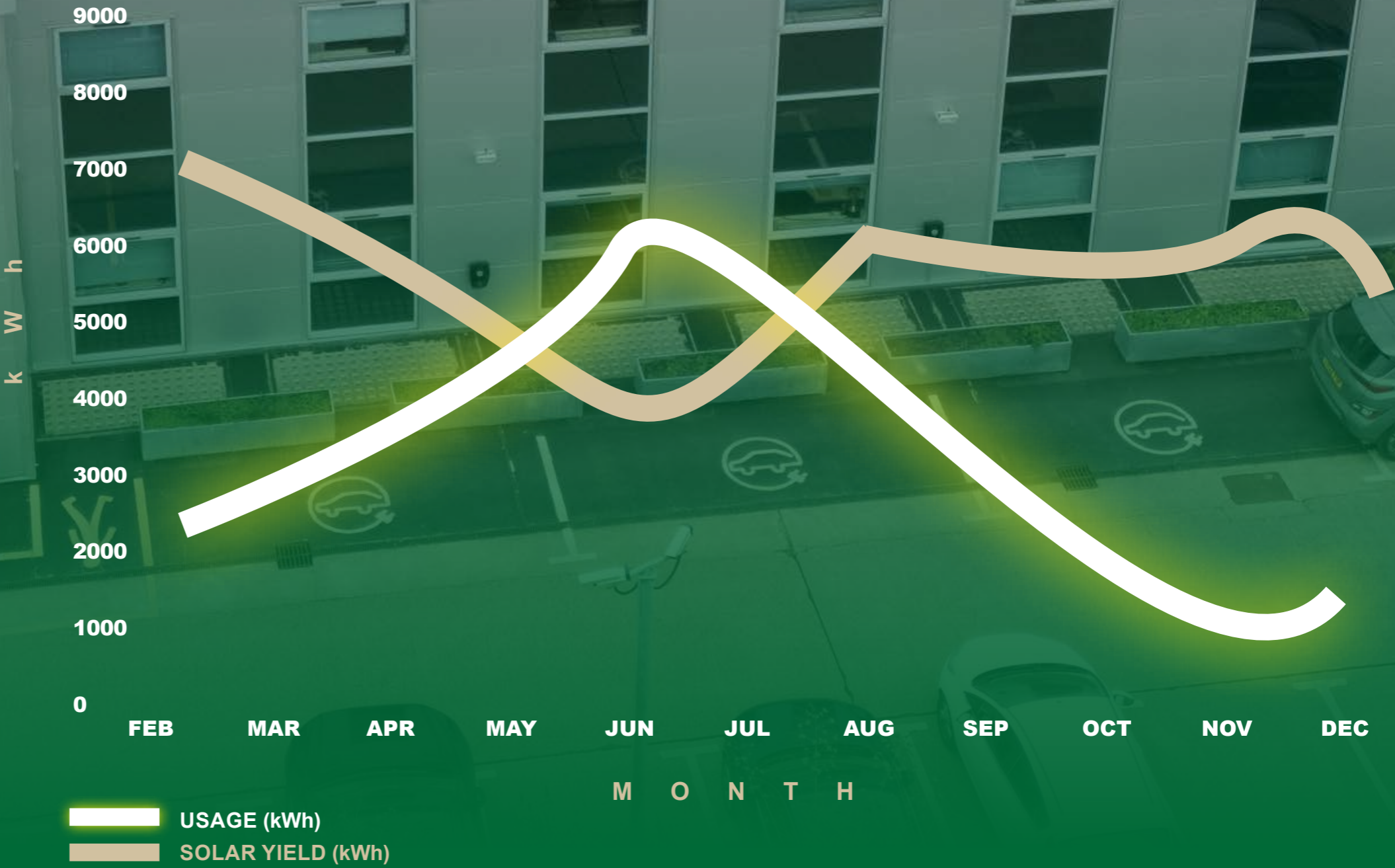
**Electronic Driver Handbook:** Our driver handbook is now accessible via a mobile app, improving accessibility and communication.

S O L A R   Y I E L D   A T   T O U R E E N   H Q

# INVESTING IN SOLAR

**TOUREEN HQ GOES SOLAR**  
We're proud to announce the installation of solar panels at our head office in Harrow. Another step forward in our commitment to sustainability. This investment reflects our ongoing efforts to embrace renewable energy, foster a more environmentally responsible workspace, and reduce our carbon footprint.

The new solar panels cover the office roof and have generated 29,000kWh in 2024, a third of our total energy consumption at our head office.





# ENVIRONMENTAL

2024 has been a year of notable achievements and progress for us as a business, with several key initiatives helping support our sustainability goals. We've seen some exciting developments across our sites, with technology playing a key role in reducing our environmental impact. From the adoption of battery-powered Instagrid units and hybrid BSU (Battery Storage units) to the installation of solar solutions for CCTV, monitoring and welfare units, we are working to reduce our reliance on fossil fuels. At our head office in Harrow, we also installed a solar system, contributing to our commitment to alternative energy sources.

Our projects have embraced circular economy initiatives such as partnering with UPLOOP, a start-up offering a more circular route for surplus concrete back into ready-mix. Our demolition business has also embraced more unconventional circular thinking, repurposing materials from their projects and contributing to reuse and R&D efforts. This was highlighted by their involvement in the DISRUPT II Steel Reuse project. and most recently, items from our soft-strip project were repurposed by local schools, sports groups, and even an artist - creating both social and environmental value from waste.

Social value has been increasingly strong focus this year. Toureen has continued to support numerous charities, organised both charity and sports events, and offered multiple training and development opportunities for our people. A milestone for us was hosting our first large scale work experience programme in Bristol, where we welcomed 11 GCSE-year students to join our team for the week.

While we have plenty to celebrate, we recognise that there is still work to be done. Our progress toward our Scope 1 and 2 carbon emissions target fell short, and this area - where we have the some of the most influence - remains a priority for improvement and be a key focus for the year ahead. To ensure we stay on track, we are committing to more frequent reporting to help us monitor progress earlier and take corrective action.

As we look ahead, we will continue to collaborate across the business, utilising technology, innovation, and our collective expertise to improve our environmental and social impact even further.

**CLAIRE FUNDREY**  
Sustainability Manager  
Toureen Group



Scan the QR code to view our carbon reduction plan

Toureen Group's total carbon footprint in 2024 was 58,292.6 tCO<sub>2</sub>e.



# Emissions at a glance

**OUR COMMITMENT IS NET ZERO EMISSIONS BY 2050.**

**33.6% ABSOLUTE REDUCTION IN OUR SCOPE 1 AND 2 CARBON EMISSIONS BY 2028\***

*\*From our 2020 base year and in line with the SBT 1.5°C (market based emissions) scenario.*

## TOTAL GHG EMISSIONS: 58,292.6 TCO<sub>2</sub>e

### SCOPE 1

84% from off-road fuel, with the rest from on-road fuel & heating oil.

### SCOPE 2

New solar panels at HQ has generated 29,000 kWh for our head office in 2024, replacing a third of our energy consumption with self generated power.

### SCOPE 3

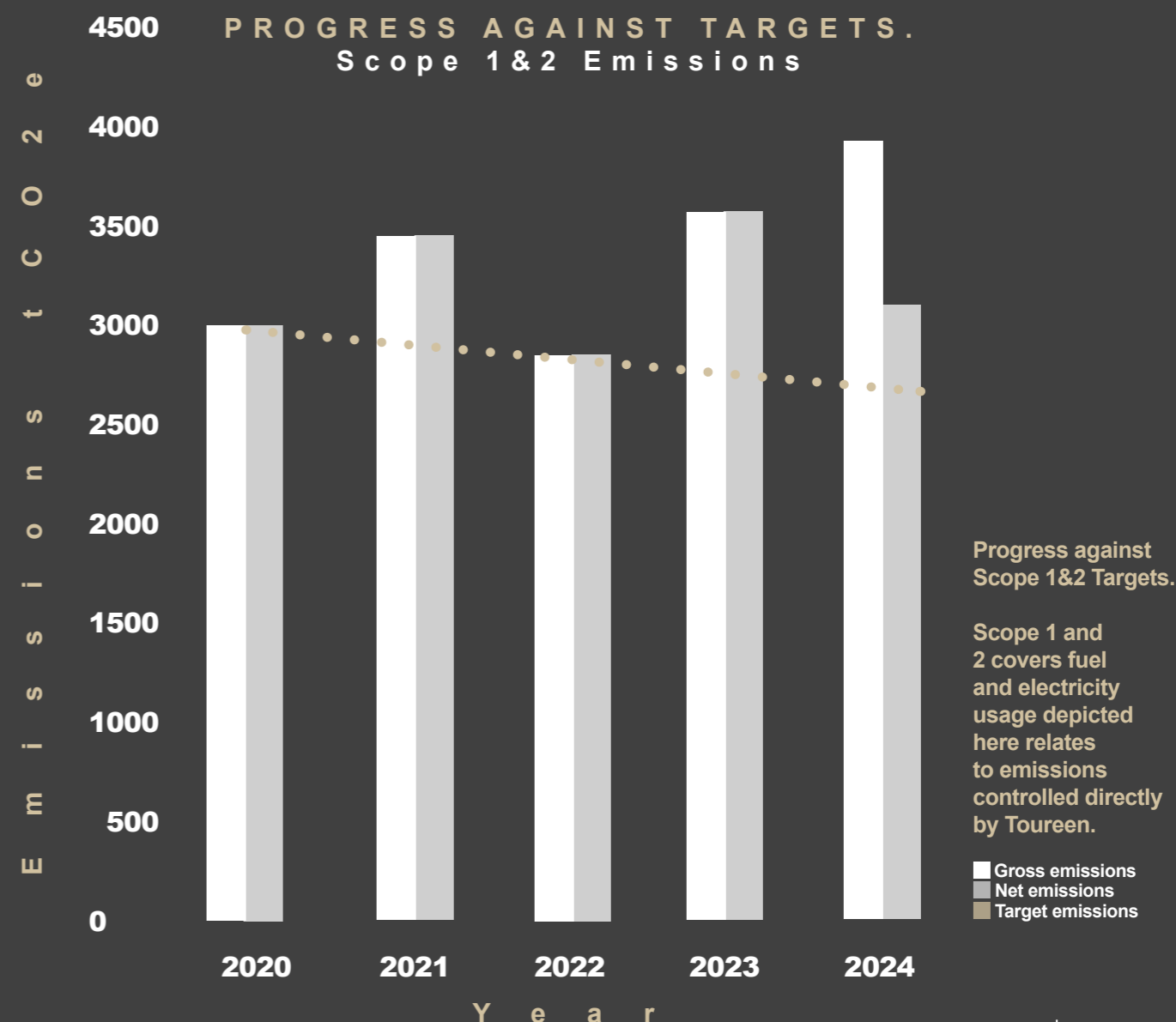
A massive 93% of total emissions, with Purchased Goods & Services the largest at 41,572.2 tCO<sub>2</sub>e.

### BIGGEST CARBON CONTRIBUTOR:

Concrete – making up over 50% of our Purchased Goods & Services emissions.

### BETTER DATA, BETTER ACTION IN 2024:

77% of our material spend now comes with more accurate, supplier-reported data (volume/tonnage), focussing more accurate activity data from our key carbon hotspots: concrete, steel, and timber.



# EMBRACING INNOVATION

## BATTERY POWERED

### BATTERY POWERED TASK LIGHTING AT PROJECT UNION

#### LIGHTING THE WAY AT PROJECT UNION

At Project Union, we successfully deployed the Milwaukee MX FUEL™ battery powered task light, delivering both sustainability benefits and cost savings across the site.

#### ECO-FRIENDLY & FUEL-FREE

Powered by a rechargeable battery with a 110V option, the light reduces overall energy consumption and eliminates the need for diesel, supporting a cleaner, greener site environment.

#### COST-EFFECTIVE

With no fuel costs, minimal maintenance, and no requirement for plant nappies, the solution offers significant operational savings.

#### PORTABLE & QUIET

Weighing just 53kg and equipped with all-terrain wheels, the unit is easy to transport and operates with zero noise, ideal for sensitive or noise restricted environments.

#### BRIGHT & EFFICIENT

With three brightness settings and up to 27,000 lumens of output, the light covers up to 135m², providing powerful and efficient illumination.

This innovative solution delivered a quieter, cleaner, and lower-maintenance alternative for site lighting.

### INSTAGRID BATTERY POWER TRIAL AT THAMESMEAD

At our Thamesmead project, we successfully trialled an Instagrid portable battery unit, replacing a traditional 6kVA generator with promising results.

#### LOWER CARBON & FUEL USE

When charged using green tariff electricity, the unit can deliver up to 97% lower emissions, supporting our commitment to decarbonising site operations.

#### IMPROVED AIR QUALITY

With zero exhaust emissions, it's a cleaner option, especially beneficial in confined or enclosed spaces.

#### PORTABLE & EFFICIENT

Weighing just 21kg, the unit can be carried by hand, removing the need for crane lifts and reducing setup time, helping boost overall site productivity.

#### SAFER WORKSITE

The compact design and reduced cabling help to minimise trip hazards and lower manual handling risks, contributing to a safer working environment.

#### VERSATILE PERFORMANCE

The unit delivered 3,600W of continuous power, successfully running tools and equipment such as drills, saws, hoovers, and scissor lifts.

This successful trial demonstrated the potential of battery technology to reduce carbon, enhance safety, and increase efficiency across our sites. Based on these results, we've invested in seven additional units to support wider adoption across the business.

# EMBRACING INNOVATION

## UPLOOP

### UPCYCLING EXCESS CONCRETE, LOOPING IT BACK INTO NEW CONCRETE PRODUCTION

We're proud to be one of the first partners of UPLOOP, a pioneering initiative focused on upcycling excess concrete and looping it back into new concrete production.

In early 2024, we began our collaboration with UPLOOP at one of our prestigious hotel projects. Following the success of this pilot, we adopted the process on another suitable project in London.

UPLOOP approached us with a mission to improve transparency in concrete recycling and to help build a circular network between construction sites and ready-mix concrete suppliers. Traditionally, concrete waste in our industry has been recycled, or more often, downcycled into lower-grade materials. Through this partnership, we've been able to divert concrete waste from our sites to UPLOOP's trusted partners, enabling it to be reintegrated into ready-mix concrete production.

Together, we've taken steps toward closing the loop in concrete's life cycle. It was inspiring to see both teams collaborate so effectively to make our first project a success.



### DISRUPT II RECLAIMING STEEL

We were pleased to contribute as one of the demolition contractors involved in DISRUPT II, collaborating with industry partners to tackle the critical challenge of increasing the availability of reclaimed steel.

Our team actively participated in working groups, sharing insights from real world demolition projects to inform practical guidance on procurement, risk management, and pre-demolition audits for steel reuse.

The project explored innovative approaches to recovering steel for both structural and non-structural applications, identifying ways to enhance reuse rates beyond traditional recycling. By contributing to the development of the DISRUPT II toolkit, we've helped ensure that demolition contractors, and the wider supply chain, are better equipped with resources and practical guidance needed to embed circular economy practices into demolition projects. This work supports efforts to reduce carbon emissions while maximising the value of reclaimed materials.



# CLEAN ENERGY

## SOLAR POWERED

### ADOPTING SOLAR POWER AT WORTHING

At our Worthing project, Toureen's demolition division - Tilley & Barrett team integrated solar technology across site operations, including CCTV, environmental monitoring, and welfare units. The initiative delivered meaningful carbon savings, operational benefits, and key lessons for future applications.

**SOLAR-POWERED CCTV: A CLEAR WIN**  
4,641 kg CO<sub>2</sub>e saved over 14 weeks using two towers.

24/7 monitoring with alert capabilities and AI-enhanced options.

Zero maintenance required, with excellent setup support.

**NOISE & DUST MONITORS:** Solar Works Well  
70 kWh of solar power generated over 14 weeks.

A practical, low-impact solution for areas without mains power.

**WELFARE UNITS:**  
Mixed Results - The 28' Eco Welfare Units experienced frequent breakdowns.

The team is now exploring more reliable power alternatives for future projects.

# MATERIAL REUSE

### OUR WATFORD YARD

When assisting with the demobilisation of completed projects, our Yard team noticed that unopened COSHH items, such as hydraulic oil, mould release agents, and adhesives, were often being sent for disposal.

To tackle this and promote smarter resource use, the plant yard team introduced a COSHH reuse itinerary. This allows project teams to check for available surplus materials from projects coming to an end, before placing new orders, enabling the redistribution of the unopened items, and as a result helping reduce unnecessary waste and improving overall resource efficiency.

# MATERIAL REUSE

## SITTINGBOURNE CIRCULAR ECONOMY SHED

At the Tile Factory project for Wienerberger UK, the Northern Home Counties division put circular construction into practice.

As part of the design and build of a new tile production facility, the team carefully deconstructed an existing storage shed, salvaging steel, cladding, and paving bricks in the process. Rather than discarding these materials, they have been stored onsite for reuse in the next phase of development, keeping valuable resources in use and reducing waste.



## IT EQUIPMENT REUSE

30-40 screens reused internally rather than buying new. Ten screens that weren't suitable for reuse by Toureen, were donated to Voluntary Action Harrow who clean and fix unused IT equipment and then donate them to charities and voluntary groups.

## REUSE OF SWIMMING EQUIPMENT

While working at Gurnell Leisure Centre, Toureen's demolition division - Tilley and Barrett team uncovered a large amount of unused swimming equipment left behind. Rather than letting it go to waste, they took the initiative to collect and donate the items to North Ealing Primary School and a local dive centre.

The donation included floats, woggles, flippers, and crates, and North Ealing Primary later returned to collect additional items, including animal slides for their new playground and kayaks that the team had set aside.

This thoughtful reuse not only prevented waste but also supported local organisations, giving the equipment a valuable second life.



## BENCH REUSE FOR COMMUNITY SPACES

Toureen's demolition division - Tilley and Barrett, is proud to have supported Paradise Gardens in Wandsworth by donating benches and bench tops salvaged from a demolition project in West Hertfordshire. These materials are now being repurposed in the new accessible and sensory garden space, alongside the classroom, helping to create a welcoming and inclusive environment for the local community.

In addition to this, the team has collaborated with supply chain partners to support Paradise Gardens' latest fundraising efforts. This initiative has allowed the garden to expand its community programs, enhance its facilities, and extend its outreach in the area.

This project demonstrates how construction waste can be creatively repurposed, benefiting local communities while promoting sustainability and the growth of green spaces.

# WASTE

## TOTAL WASTE VOLUMES

**542,445**  
TONNES  
PROCESSED  
ACROSS ALL  
PROJECTS

REUSE  
**89.63%**

RECYCLE  
**8.49%**






RECOVERY & ENERGY  
RECOVERY  
(VIA TRANSFER  
STATION)  
**1.55%**

LANDFILL  
**0.33%**



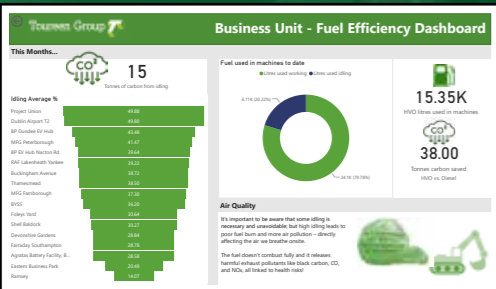
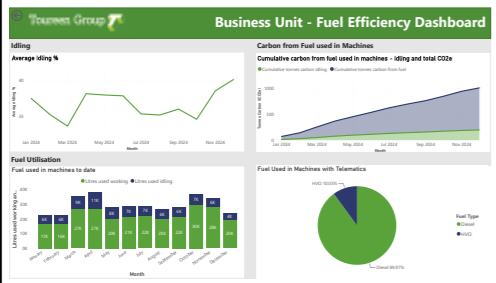
### DISPOSAL ROUTE

**SUM OF TONNAGE**

-  Reuse
-  Recycle
-  Material Recovery
-  Beneficial Reuse
-  Landfill

# MACHINE EFFICIENCY

## USING DATA INSIGHTS TO DRIVE ONSITE MACHINE EFFICIENCY



**Business Unit - Fuel Efficiency Dashboard**

**This Month's Machine Mood Board**

Project	Our Hours	Idling %	Idling Message
1. <b>General Business Park</b>			
101	174.4	34.5%	OK - idling within optimum range
201	174.4	34.5%	OK - idling within optimum range
202	174.4	34.5%	OK - idling within optimum range
203	174.4	34.5%	OK - idling within optimum range
204	174.4	34.5%	OK - idling within optimum range
205	174.4	34.5%	OK - idling within optimum range
206	174.4	34.5%	OK - idling within optimum range
207	174.4	34.5%	OK - idling within optimum range
208	174.4	34.5%	OK - idling within optimum range
209	174.4	34.5%	OK - idling within optimum range
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211	174.4	34.5%	OK - idling within optimum range
212	174.4	34.5%	OK - idling within optimum range
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214	174.4	34.5%	OK - idling within optimum range
215	174.4	34.5%	OK - idling within optimum range
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296	174.4	34.5%	OK - idling within optimum range
297	174.4	34.5%	OK - idling within optimum range
298	174.4	34.5%	OK - idling within optimum range
299	174.4	34.5%	OK - idling within optimum range
300	174.4	34.5%	OK - idling within optimum range

In 2024, we established a baseline for fuel efficiency by analysing telematics data from both our owned and hired-in plant. Our initial idling average across the group was 34.5%, with significant variation between machines and projects, some showing much lower levels, while others were much higher.

We are committed to addressing unnecessary idling, as it directly impacts our carbon emissions, air quality, and fuel costs. A large diesel engine can burn up to 4 litres of fuel per hour while idling, contributing to harmful emissions and increasing operational costs.

Since launching our fuel efficiency campaign, we've worked closely with teams across the business to better understand the causes of idling, whether task related or behaviour-driven. Through collaboration with our plant supply chain partners, we've also learned that not all idling is detrimental. Some idling is necessary for machine health and optimal performance.

In 2025, we will roll out training and awareness initiatives for all operational teams, from leadership to site teams. The goal is not only to reduce idling but to promote smarter operation practices. This will empower our teams to identify and eliminate unnecessary fuel waste while ensuring that machinery operates efficiently and effectively. By improving awareness, we can reduce idle time, lower fuel costs, and cut our carbon footprint, all while maintaining optimal equipment performance.

# TOUREEN'S COMMITMENT TO CHARITABLE GIVING & COMMUNITY SUPPORT

At Toureen, we are deeply committed to charitable giving as a central part of our broader sustainability and social responsibility efforts. We actively support a wide range of causes through direct donations, sponsorships, and participation in local and national events.

Our employees are at the heart of these efforts, often taking the lead in fundraising initiatives across the UK. Whether it's through organised charity runs, community projects, or internal campaigns, staff engagement is a core element of our approach. The company further supports these initiatives by matching funds raised, providing logistical assistance, and offering resources to amplify their impact.

This collaborative effort between the organisation and its people enables us to make meaningful contributions to the communities we serve. It reflects our belief that true sustainability extends beyond business operations to include a responsibility to support the wellbeing of others.



Scaling Mont. Rosa



TABLE TENNIS TABLES FOR THE DINGS YOUTH PROJECT



10,000 BOXES PACKED FOR THE HOMELESS



BENCHES DONATED FROM SITE TO LOCAL CHARITY



TRIATHLON FOR WORLD WILDLIFE FUND



BUILDING SPORTS EQUIPMENT FOR LOCAL YOUTH CENTRE

### TOUREEN SUPPORTS LIGHTHOUSE CHARITY GOLF DAY

In May, Toureen proudly sponsored and participated in the Lighthouse Charity's Golf Day at Hanbury Manor, Cambridge. The event brought together teams to compete in a four-ball tournament, with each team including a player from Broken Playerz, who are a group of individuals with various disabilities who inspire and support others with disabilities to play golf, connect socially, and develop new skills.

The day featured impressive golf, raised significant funds for the Lighthouse Charity, and highlighted the importance of inclusion and community.

The Lighthouse Charity is the only organisation in the UK 100% dedicated to the emotional, physical, and financial wellbeing of construction workers and their families. Their support services are available to all Toureen staff.

### JLL PROPERTY TRIATHLON FOR WWF

For the second year in a row, Toureen assembled a team of athletes to compete in the annual JLL Property Triathlon at Dorney Lake, Windsor. The event features a 750m swim, a 21.2km cycle, and a 5km run, challenging participants across all disciplines.

Everyone performed exceptionally well, and we're proud of the team's efforts. We look forward to taking part again next year.

The JLL Property Triathlon raises funds for the World Wildlife Fund (WWF), the world's leading independent conservation organisation, supporting global efforts to protect nature and wildlife.

### SCALING MONT. ROSA

In June, a group of climbers, including Toureen's own Damien Meehan, Nick Gibson, and David Treacy, took on Europe's second-highest peak, Mont Rosa, in support of Land Aid and its mission to end youth homelessness.

### SALVAGING SWIMMING EQUIPMENT

While working on the demolition of Gurnell Leisure Centre, our Tilley and Barrett team discovered that a significant amount of swimming equipment had been left behind. Rather than taking the easy option of disposal, the team took the initiative to collect the items and reach out to local community groups and residents. This led to the team delivering the equipment to Ealing Primary School, a local dive Centre and a local artists studio.

Both recipients were thrilled to receive the donation, which included floats, woggles, flippers, and storage crates. The school is now planning a return visit to collect additional items that the team thoughtfully set aside, including slides and a couple of kayaks.

### PARADISE COOPERATIVE CHARITY

Tilley and Barrett was proud to support Paradise Gardens in their outstanding work to enhance and provide access to green spaces for the local community. We donated benches and bench tops salvaged from one of our deconstruction projects, which are now being used in a new accessible and sensory garden space.

In collaboration with our supply chain partners, we also supported their fundraising initiative which aimed to expand community programmes, enhance the garden, and strengthen local outreach.

The Paradise Cooperative seeks to inspire and demonstrate what's possible when working with nature rather than attempting to control it. They engage with people from all walks of life, educating, inspiring, and promoting the mental health benefits of connecting with the natural world.

### TOUREEN TABLE TENNIS TABLES FOR THE DINGS YOUTH PROJECT, BRISTOL

Following our work at TQEC Bristol, our team took on a different kind of project by building a bespoke table tennis table for the local Dings Youth Project.

The table was hand-delivered by the team and was put to immediate use during the youth project's fun day, bringing smiles and energy to the event.

### CHRISTMAS JUMPER DAY

Over Christmas we raised funds for Springhallow Post 16, a community special school for pupils with autism and Asperger syndrome. The school provides specialist teaching for pupils with a wide range of learning needs and challenging behaviours, within an autism specific approach.

### 10,000 BOXES PACKED FOR THE HOMELESS

Toureen volunteers came together with their friends and family members across two weekends at our yard in Milton Keynes to support the St Vincent de Paul Society, packing over 10,000 boxes of winter essentials for vulnerable and homeless individuals.

Each year, members of the St Vincent de Paul Society in the Westminster Diocese source supplies to distribute more than 10,000 homeless packs across England and Wales. This year, each pack included a thermal hat, two pairs of thermal socks, thermal gloves, toothpaste, a toothbrush, a flannel, a pen, and an information sheet listing support services and charities that assist with homelessness, vulnerable children, migrants, and health and wellbeing, among others.

# CONSIDERATE CONTRACTOR

## TOUREEN GROUP CERTIFICATE OF PERFORMANCE

PERFORMANCE LEVEL  
EXCELLENT

RESPECT IN THE  
COMMUNITY  
14.51

CARE FOR THE  
ENVIRONMENT  
14.1

VALUE THEIR  
WORKFORCE  
14.4

CONSIDERATE  
CONSTRUCTORS  
SCHEME

**CONSIDERATE CONTRACTORS**

**We are considerate contractors**

We are registered with the Considerate Constructors Scheme and have made a commitment to carry out our construction activity with the greatest care and consideration.

Everyone registered with the Scheme agrees to adhere to the Code of Considerate Practice:

- Respect the **Community**
- Care for the **Environment**
- Value their **Workforce**

We are visited by one of the Scheme's Monitors, an industry expert, who will assess our performance and score us against this Code.

If you have any queries or concerns, please contact us using the details on this poster. Alternatively, you can get in touch with the Scheme using the details below.

**0800 783 1423**  
[www.ccscheme.org.uk](http://www.ccscheme.org.uk)

Find out more about construction activity in your area, visit [www.constructionmap.co.uk](http://www.constructionmap.co.uk)

# WHAT OUR CLIENTS SAY

IS THERE ANYTHING YOU FEEL  
WE CAN DO BETTER IN OUR  
DELIVERY OF SERVICE?

**SHELL** - "No, just keep doing what you do!"

**SIR ROBERT MCALPINE**

"The best RC Frame Contractor I have worked with."

**ARTELIA**

"The Toureen team took great pride in the quality of their work and rightly so, Their belief that myself, as the client, and themselves are part of the same team was extremely appreciated. Very helpful when needed. 10/10."

**SHELL EV**

"The client was extremely satisfied with the quality of work and also provided a score of 100% in their customer satisfaction form. The project was not only delivered on time and within budget, but it was an absolute pleasure to work with your entire team, and I would always recommend Toureen as the preferred main contractor we should use."

**TOWER BRIDGE COURT**

"Very good, a very professional outfit and are always competent and professional. It was a challenging project which Toureen have delivered very well."

# QUALITY

Our ongoing commitment to quality in construction is central to everything we do. We believe that delivering exceptional results begins with a dedication to excellence in every detail, from project planning to execution. Quality isn't just a goal, it's a standard we uphold on every job, every day.

To maintain and enhance the quality of our work, we continually advance our practice through new initiatives, training programs, and workshops. These efforts ensure that our teams are equipped with the latest skills, tools, and knowledge to meet the highest standards of quality. We regularly offer training in new construction techniques, quality control procedures, and the latest industry technologies, ensuring that our workers are always prepared to meet the evolving demands of the industry.

In addition, we actively seek and incorporate client feedback throughout the entire project lifecycle. By maintaining open lines of communication, we address concerns early, adapt to changing requirements, and ensure that the final product aligns perfectly with client expectations. This client centred approach has not only helped us build strong relationships but has also been instrumental in improving our processes and overall quality.

Innovation plays a key role in our commitment to quality as well. We constantly look for ways to integrate new technologies and methods into our projects, from advanced project management tools to cutting-edge construction techniques. This commitment to staying ahead of the curve enables us to provide higher-quality results, reduce errors, and complete projects on time and within budget.

Our focus on quality, innovation, and client satisfaction is reflected in our track record of successfully completed projects and the long-term relationships we've built with our clients. We understand that our success is tied to the satisfaction of those we serve, and we remain dedicated to continually raising the bar in construction quality. With every project, we are not only meeting industry standards but striving to exceed them, ensuring that our work stands the test of time.



# QUALITY FOCUS

## TQEC BRISTOL

**THIS PARTICULAR PROJECT HELD NUMEROUS CHALLENGES FROM A QUALITY POINT OF VIEW;**

- Plain finish to all columns, walls and soffits
- Special finish to Entrance Hall soffit, slab edge faces, core 4 atrium wall and the Atrium core (with Reckli liner face)
- 7.1m high GF walls and columns
- Type C finish to pre-cast stairs
- Five cores and four bays separated by movement joints in the superstructure

Toureen were contracted for the superstructure which was made up of an RC frame and pre-cast stairs within the cores.

At the end of the TQEC Bristol project we looked back at the project and reflected on the excellent Quality workmanship that was delivered by the site team. It has been a true reflection of the hard work and dedication of our team to achieve the highest quality standards we can on site.

# QUALITY CAMPAIGN

From the 11th to the 15th November 2024, Toureen celebrated excellence in quality as part of World Quality Week. 2024's theme was: 'From compliance to performance', and during this time, organisations from various sectors united to shine a spotlight on the crucial role of quality management in delivering excellence.

Toureen particularly focused on a range of important quality issues in the profession, drivers of compliance on site and the encouragement of continuous improvement.

As such we organised a number of different incentives for the month;

- Quality Month posters were displayed on all sites
- A weekly groupwide Quality Focus Alert to raise awareness and drive compliance
- All sites carried out their own site quality inspection
- Increased Quality visits by the compliance team during the month
- We delivered several Quality Awards over the business, the recipients were nominated by their site teams for their contribution and dedication to Quality on site



# HEALTH & SAFETY

Our ongoing commitment to health and safety in construction is at the core of everything we do. We understand that a safe and healthy work environment is not only essential for the well-being of our team but is also integral to the success of each project. That's why we continually strive to innovate, improve, and implement new initiatives to ensure the safety of our workers and partners across all phases of construction.

We have invested heavily in safety training programs and workshops, offering our employees up-to-date knowledge and hands-on experience with the latest safety standards and technologies. These initiatives include regular safety drills, risk management workshops, and certifications for our workers, ensuring they are equipped with the best practices to navigate any challenges on site.

We recognise the importance of leveraging technology to enhance safety protocols. Our approach includes utilising advanced safety equipment, real-time monitoring systems, and predictive analytics to prevent accidents and minimise risks. By embracing cutting-edge tools, we stay ahead of potential hazards and ensure that safety is seamlessly integrated into every project.

We're also committed to fostering a culture of safety at all levels of our company. We encourage open communication and feedback, ensuring that safety concerns are addressed promptly and that our workers feel empowered to speak up. This culture of continuous improvement is the foundation of our health and safety performance, and it's why our clients, workers, and partners trust us to deliver projects safely.

Our focus on innovation, training, and a strong safety culture has helped us maintain an excellent track record, but we never stop striving for better. With each project, we continue to raise the bar for health and safety in construction, ensuring that our work not only meets but exceeds industry standards.



# ROSPA 16 CONSECUTIVE GOLDS

Toureen Group was awarded a Royal Society for the Prevention of Accidents (ROSPA) 'Order of Distinction' for achieving 16 years of consecutive Gold awards. A true testament to our commitment to health and safety.



YEAR	AFR UNDER RIDDOR
2019	1.42
2020	1.88
2021	2.4
2022	nil
2023	nil
2024	0.8



# WELLBEING

## TOUREEN WELLBEING SURVEY SUMMARY – 2024

In 2024, Toureen conducted an anonymous Wellbeing Survey to gain a better understanding of how our employees are feeling and what support they may need. The survey aimed to assess:

- Employees' current state of wellbeing and mental health
- Awareness and effectiveness of existing wellbeing initiatives within Toureen
- Our people's understanding of what wellbeing means to them
- Instances of any time off taken due to wellbeing issues
- Frequency of poor mental health experiences, if any
- Comfort levels in speaking with managers or Mental Health First Aiders
- Levels of physical activity and self-care practices
- Suggestions for improving wellbeing support within the company.

We received responses from 135 employees, and overall, the results were more positive than anticipated.

### KEY INSIGHTS:

- A significant number of employees reported that they would not feel comfortable approaching their manager about mental health concerns
- Encouragingly, a good portion of staff reported engaging in regular self-care and physical activity
- We received valuable suggestions for enhancing our wellbeing initiatives.

### ACTIONS TAKEN:

Based on these findings, we have:

- Expanded our network of trained Mental Health First Aiders, focusing particularly on staff working "on the ground" to ensure better accessibility and support
- Used the insights to shape our Wellbeing Strategy for 2024, prioritising increased awareness, openness, and support around mental health and wellbeing.



# 135

## RESPONSES TO OUR CALL FOR ACTION ON HOW WE CAN SUPPORT & PROMOTE WELLBEING AT TOUREEN

- GOOD TOWARDS EMPLOYEES
- EXERCISE
- WORK ALLOWANCE
- PEOPLE SITES
- TOOLBOX TALKS
- TEAM SITE TALKS
- ACTIVITIES
- HEALTH MEMBERSHIPS
- MENTAL HEALTH
- ANNUAL LEAVE
- EMPLOYEE RECOGNITION

WE ARE COMMITTED TO CONTINUING TO BUILD A WORKPLACE CULTURE WHERE EVERYONE FEELS SUPPORTED AND EMPOWERED TO TAKE CARE OF THEIR WELLBEING.

# SAFETY & WELLBEING INITIATIVES

Alongside engaging our teams in person through initiatives like stand-down days, we also launched a series of proactive safety and wellbeing programmes throughout the year - all aimed at strengthening our culture and continuously improving the way we work.



## Surrey Three Peaks

We invited colleagues and clients to join us on the Surrey Three Peaks challenge, a 22-miles (36km) hike with 1060 metres of ascent, taking 9 hours for most to complete. We were delighted by the response and had a great turn out of people enjoying the stunning Surrey views and the great outdoors.

## Toureen Gym

We opened our very own gym at our head office for all staff to use. The gym has a wide range of modern equipment and was expertly designed by our very own Caitlin Norrby on the back of the fantastic job she did designing the new basement shared working space.

## People. Plant. Interface

Toureen Group launched a campaign focusing on the "People Plant Interface," starting with a safety video during our Back to Work Induction in 2023. As we concluded the campaign we shifted focus to other workplace hazards, it's crucial to remember the risks associated with working around plant machinery, especially in construction. For projects involving significant plant interface, regular Toolbox Talks based on the video content were promoted and strongly encouraged. This ongoing dialogue is essential for ensuring our workforce's safety.

## Shell Safety Day

As part of the global Shell Safety Day 2024 Toureen Retail had the pleasure of hosting guests from Shell and Artelia UK at Shell Hornsey Park and Shell Southweald.

There was lots of great engagement about the year's topic 'Before I Start Work' building on the Frontline Work Execution and Step 7 approach to human performance safety at a site level.

## Heavy Plant Safety System

In 2024 Toureen trialled a new Heavy Plant Safety System (Safety Shield) at one of our projects. The trial was a success, and we are now looking to install it on our Loading Shovel as a start point. Safety Shield is a camera-based collision avoidance system using AI to identify people who are in the danger zone of moving plant and machinery. Unlike other less effective systems on the market, Safety Shield identifies only the human form in the designated detection zone and will only alert the operator if a collision with a pedestrian or vulnerable site personnel is imminent.

# TRAINING & DEVELOPMENT

Toureen  
invested  
over  
£300,000 in  
training &  
wellbeing  
for our  
employees

**101**  
NVQS

**81**  
INTERNAL  
TRAINING  
COURSES

**07**  
NEW MENTAL  
HEALTH FIRST  
AIDERS

**11**  
NEW SITE  
ENVIRONMENTAL  
AWARENESS  
TRAINING

**33**  
UK BASED  
STARTERS  
SENT ACROSS &  
IRISH TRAINING  
ARRANGED /  
TRANSFERRED

**160**  
MEDICALS / HEALTH  
& WELLBEING  
CHECKS

# ASK THE TEAM

SUSTAINABLE DEVELOPMENT REPORT 2024



**SHANE BOYLAN**  
PROJECT DIRECTOR

Shane Boylan is a Project Director for Toureen. Having spent many years with Toureen before taking time away, Shane returned to lead one of our key international projects in Dublin last year.

#### WHAT INSPIRED YOU TO RETURN TO TOUREEN?

Simple. The people. I've always had fond memories of my time with Toureen given the energy, vibrancy and graft that the Toureen personnel require. Most people that I would have enjoyed working it a few years back are still there which is always a sign of a good company. The 'can do' attitude was something that I had missed so it was an easy decision to come back when the call came.

#### WHAT'S BEEN THE HIGHLIGHT OF LEADING THE DUBLIN PROJECT SO FAR?

Toureen recognition in Ireland and a prestigious project at the front door of Terminal 2 where the company can showcase its expertise in piling, temporary works, demo, substructure, frame right through to shell and core.

#### WHAT DO YOU ENJOY MOST ABOUT YOUR CURRENT ROLE?

The location and variables within the project make it unique. The ability to build a large job within the confines and pressure of a live airport environment make it an interesting and motivating experience. No two days are ever the same.

#### HOW HAS YOUR ROLE CHANGED OVER TIME?

Yes, the introduction of Microsoft teams since my previous days with Toureen make work more efficient and easy to communicate within shorter time frames.

#### WHAT ADVICE WOULD YOU GIVE TO SOMEONE STARTING OUT AT TOUREEN?

Enjoy!! Ask lots of questions. Provided there's an eagerness to deliver then what you put into Toureen you can get back in spades in terms of training, career progression and building relationships!



**DANIEL CLEARY**  
CONSTRUCTION MANAGER

As a long-serving member of the Toureen team, Dan has contributed years of expertise and commitment across Toureen Retail's division.

#### WHAT'S KEPT YOU AT TOUREEN ALL THESE YEARS?

Being part of an extremely supportive team that while also paying for my education allowed me to grow in each role. It was not simply you're a manager now "here are the drawings, now go" there are support nets all the way and many people in many different parts of the business helped me at each stage.

#### ARE THERE ANY STANDOUT PROJECTS OR MOMENTS YOU'VE BEEN PART OF?

A few, stand out projects like Co Op, Southwold, which was a very old building on the Norfolk coast which needed a lot of temporary works while also working close to the public. And of course, Celebrating 20 years with Toureen.

#### WHAT DO YOU ENJOY MOST ABOUT YOUR CURRENT ROLE?

I am in a role that allows me to have the freedom to go to the projects when I wish and work with great people. I also collaborate with many people within Toureen that have an abundance of knowledge and help me troubleshoot through issues. I also get to work with some of the best people in our niche industry (petroleum).

#### HOW HAS YOUR ROLE CHANGED OVER TIME?

Well, when I started, I was a low of the ladder gate man that simply let muck lorries in and out and signed waste tickets. This soon turned into storeman, banksman, chainman, assistant site manager, site manger then contracts manager. I would say I was in one of the lowest jobs in construction and rose up the ranks to where I am now. There is no ceiling and I plan of steeping up to the next role.

#### WHAT ADVICE WOULD YOU GIVE TO SOMEONE STARTING OUT AT TOUREEN?

Listen to the guys that have been here a long time. Chasing the money is a short-term plan. Try and think long term at a company like Toureen. Here at Toureen we want young people to understand all roles within a project that way that can help or at least understand how a project ties together and what it takes. If you straight away think you are a manager or engineer, how can you understand or know what a steel fixer needs or a groundworker installing drainage. Take your time, listen and take notes.



Anita is a Senior Engineer for Toureen, she has been with the company for over 10 years, working on a variety of projects of varying scale and scope. As a highly experienced engineer Anita's role also includes duties such as the day-to-day planning of works, and the supervision of quality and Safety, including temporary works.

**WHAT'S BEEN YOUR FAVOURITE PROJECT TO WORK ON?**  
Definitely the OWO, everyday was different with a new challenge

**WHAT'S KEPT YOU AT TOUREEN ALL THESE YEARS?**  
The people, I'm back onsite with people that I started with 13 years ago.

**WHAT DO YOU ENJOY MOST ABOUT YOUR CURRENT ROLE?**  
Everyday day is different , I'm not just stuck at a desk. Working in the old building things very rarely go as planned on a drawing so there is always something to challenge you and test your problem solving skills.

**HOW HAS YOUR ROLE CHANGED OVER TIME?**  
I have been lucky with the projects I've been a part of. As Toureen has grown over the years the projects have gotten more and more complex, and I've been able to learn along the way. I started out on the smaller City Basement sites which were two story basements under Residential Houses in and around Chelsea and now we have just finished a five story basement for the Ritz Hotel.



Ionut has transitioned from a site-based role where he continues to excel. Regularly recognised with site Health, Safety, and Environmental awards, he's known for his attention to detail, organisation, and pride in his work - setting a high standard on his project.

**TELL US A LITTLE ABOUT YOUR BACKGROUND AND HOW YOU STARTED WITH TOUREEN?**  
I Have been with Toureen for 9 years. When I first started as a cleaner at the T4 Hotel project, I had very little English but with my colleagues help to overcome the language barrier and others generosity to give me a chance, I was able to progress from a cleaner to site assistant and have now completed numerous successful projects with Toureen.

**WHAT DO YOU ENJOY MOST ABOUT YOUR ROLE?**  
What I enjoy most about my role is supporting my team and keeping the site organised.

**ANY ADVICE TO NEW STARTERS OR PEOPLE THINKING ABOUT JOINING THE TOUREEN TEAM?**  
To start at Toureen is to start as a Team. Lookout for, and respect the people you work with.

**WHAT MOTIVATES YOU EACH DAY ON SITE?**  
Being responsible for the team, the public and for myself is my main motivation for achieving great quality, safety and detail.

**WHAT ACHIEVEMENTS ARE YOU PROUD OF ON YOUR JOURNEY SO FAR?**  
Achieving good H&S report consistently and having site complimented on organisation and safety by Toureen and visitors is a proud achievement for me.



Iulian's journey from site-based roles to working closely alongside our long-term Project Manager Darren Mulcahy shows his progression into a project management career. He has transitioned from a site-based role where he continues to excel. Regularly recognised with site Health, Safety, and Environmental awards, he's known for his attention to detail, organisation, and pride in his work - setting a high standard on his project.

**ARE THERE ANY STANDOUT PROJECTS OR MOMENTS YOU'VE BEEN PART OF?**  
Yes, one of the standouts moments I have been a part of was when I've start working with Darren Mulcahy. Our relationship never felt like a 'boss, and employee' dynamic but more relaxed and respectful and this really pushed me to grow my skills and quality.

**WHAT DO YOU ENJOY MOST ABOUT YOUR CURRENT ROLE?**  
The thing I enjoy most at my current role is leading people and collaborating with one of the best teams I have worked with, the A team!

**CAN YOU TELL US A BIT ABOUT YOUR JOURNEY AT TOUREEN SO FAR?**  
I've started with Toureen about nine years ago. I was just 19 years old at the time. I started as a labourer and over time I've had the chance on taking more responsibility and grow professionally. My journey at Toureen is still an ongoing learning experience.

**HOW HAS YOUR ROLE CHANGED OVER TIME?**  
I've started as a labourer. Over years I've completed my NVQs as a groundworker and other qualifications. I've worked within Toureen as a groundworker, chippy, slinger, plant operator, supervisor, and now as a site manager, so I can say I've done pretty much a bit of everything.

**WHAT ADVICE WOULD YOU GIVE TO SOMEONE STARTING OUT AT TOUREEN?**  
My advice for a new starter with Toureen would be to always be proactive and willing to learn. There are a lot of experienced personnel who can teach you anything you need. And, depending on your goals and aspirations, you should decide what you want to do long term and start taking steps towards it.

**HOW HAS MOVING INTO A MANAGEMENT ROLE CHANGED YOUR PERSPECTIVE?**  
Moving into management had a big impact on me. I've realised it is not just about getting things done, it's also about planning ahead, dealing with all sorts of people. Obviously, it is a different role, with different duties and different responsibilities, but one I enjoy.



Pat Guilfoyle is a project director for Toureen, he has over 35 years' experience in the construction industry. Starting his career as a groundworks labourer and working his way up to project director has given him vast experience in the industry and an understanding of a multitude of the disciplines required on any successful project. Pat now leads Toureen's growing aviation division.

**HOW HAS THE TRANSITION TO WORKING IN AVIATION PROJECTS / HEATHROW BEEN?**  
It has been challenging and rewarding. The work itself is so diverse in its scope, and with high security always at the forefront along with Health & Safety & wellbeing, once awarded the work and taking this through to delivery is a project in itself. However, we continue with patience to ensure compliance with all stakeholders arrange and secure permits, train the workforce and deliver the projects.

**WHAT DO YOU ENJOY MOST ABOUT YOUR CURRENT ROLE?**  
Working within the aviation industry and meeting so many different people in different roles, assisting and supporting them in keeping the airport up to standards.

**HOW HAS YOUR ROLE CHANGED OVER TIME?**  
I was initially employed as a Contracts Manager, enjoying many years on many projects, working with lots of different clients, delivering many exciting projects. And now, working at Heathrow Airport, you have to imagine the airport as a single project/site, with multiple sub projects around the entire vast area of terminals, my role therefore is to assist and support in the maintenance, refurb and new build of one of the largest projects in the world, with no completion date, which I find very exciting.

**WHAT ADVICE WOULD YOU GIVE TO SOMEONE STARTING OUT AT TOUREEN?**  
Listen and learn, try to be diverse in your workplace, embrace the culture of Toureen, you will find support and assistance at all levels from all people. A successful company like Toureen can bring out the best in you, if you have an appetite for a career path, not just a job.



A long-standing Project Manager within our Retail division, Shefit has earned commendation from both ISO auditors and the Considerate Constructors Scheme for exemplary project setup and site management - reflecting a commitment to best practice across health, safety, and environmental performance.

CAN YOU TELL US A BIT ABOUT YOUR JOURNEY AT TOUREEN SO FAR?

I joined the company as a Site Manager, and from day one, I was impressed by the strong team culture and commitment to high standards of safety and quality. I've had the opportunity to work with some incredibly skilled individuals and on some highly technical projects, particularly in the ever-changing petroleum and electric vehicle (EV) sectors, which have pushed me to grow as a professional. I've had the opportunity to manage several high-profile and specialised projects over the years, including Shell Fulham the first EV Hub in Europe for Shell and the Morrisons supermarket in Camden.

WHAT DO YOU ENJOY MOST ABOUT YOUR CURRENT ROLE?

The variety and technical complexity of working in the petroleum and EV sectors. Each project presents its own set of challenges and difficulties, whether it's ensuring safety and compliance on a live fuel site or integrating cutting-edge EV infrastructure. There's a real sense of purpose in delivering projects that support both current energy needs and the shift toward a more sustainable future.

HOW HAS YOUR ROLE CHANGED OVER TIME?

When I first started, my focus was primarily on day-to-day site coordination and ensuring health and safety compliance. As I gained more experience, I took on greater responsibility in areas like project pre-planning and managing specialist subcontractors. The complexity of these projects has also grown. Working on live petroleum sites requires a high level of precision and risk management, while EV infrastructure projects demand a strong understanding of new technologies and evolving installation standards. Over time, I've become more involved in the pre-construction phase, risk assessments, and contributing to value engineering decisions. Overall, the role has shifted from being task-focused to more strategic and leadership-driven.

WHAT ADVICE WOULD YOU GIVE TO SOMEONE STARTING OUT AT TOUREEN?

Take every opportunity to learn and ask questions. These are highly technical and safety-critical environments, so understanding the 'why' behind each process is just as important as the 'how.' Attention to detail and a strong safety mindset are essential, particularly when working on live petroleum sites. At the same time, the petroleum and EV side is fast-moving and constantly evolving, so staying open to new technology and flexible in your approach will go a long way. Toureen is a company that values hard work, teamwork, and initiative. If you show commitment, take ownership of your responsibilities, and keep learning from those around you, you'll find plenty of opportunities to grow.



Lewis joined Toureen from outside the construction sector, retraining in project management. He has since become an integral part of our West Country operations, contributing to successful project delivery in Bristol and now Bridgewater.

YOU CHANGED INDUSTRIES, HOW DID YOU FIND THE SWAP?

I think the move from working within a sports industry the construction was always going to be tricky. No real similarities other than working within a team environment. When I first made the move, I was felt very welcomed and instantly part of the team.

WHAT DO YOU FIND REWARDING WORKING AT TOUREEN?

I feel the most rewarding part of the career swap is that in Toureen, hard work is noticed, and opportunities and progression opportunities are given to you, whereas in sport the career ladder it doesn't seem to work that way. You must work a certain number of years to progress.

HOW HAVE YOU PROGRESSED SINCE JOINING?

I joined Toureen in September 2023, fresh to construction and joined part of the site team at the Bristol University project. I started as site admin with my work majority office based. After around six months I progressed to looking after handovers whilst still looking after the admin. I've now recently been promoted to site manager at our Agratas car Battery factory project.

WHAT DO YOU ENJOY ON SITE?

I really enjoy being part of a site team and working with people of different backgrounds, nationalities and personalities. Also, that no two days are the same.

ANY ADVICE FOR ANYONE ELSE THINKING OF JOINING OR MAKING A CHANGE IN CAREER?

My advice would be to get out your comfort zone and push as you have such a great support team around you.



As Technical Director, Morph brings extensive experience in delivering value engineering solutions across complex groundworks and frame packages. He's also a strong advocate for collaboration and knowledge sharing, engaging with the wider industry through forums such as the Institution of Civil Engineers (ICE), British Geotechnical Association (BGA), Association of Underpinning Contractors (ASUC) and the Temporary Works Forum.

HOW DO YOU APPROACH VALUE ENGINEERING ON COMPLEX JOBS?

I take time to understand the project and my clients' aspirations. Then brainstorm various options by consulting colleagues and industry specialists. Finally, be prepared to go the extra mile and give the client exactly what they want using novel and innovative ideas. Be different!

WHY IS KNOWLEDGE SHARING AND COLLABORATION IMPORTANT TO YOU?

It makes the industry more intelligent and efficient, so we waste less money, time, and carbon building what people need.

WHAT'S KEPT YOU AT TOUREEN ALL THESE YEARS?

The variety of challenging projects that have come about from Toureen's ambitious plans for growth and relentless search for excellence. Also, working with intelligent, dedicated, and open-minded people!

ARE THERE ANY STANDOUT PROJECTS OR MOMENTS YOU'VE BEEN PART OF?

The Old War Office is hard to beat. Standing at the bottom of a six-story basement excavation, looking up at the cathedral size space we made, under a Grade II\* listed building. And all this in the middle of Whitehall!

WHAT DO YOU ENJOY MOST ABOUT YOUR CURRENT ROLE?

The engineering challenges and the energy my work colleagues bring.

WHAT ADVICE WOULD YOU GIVE TO SOMEONE STARTING OUT AT TOUREEN?

Be open minded, flexible and get involved!



Recognised with a Top Quality Award during our internal Quality Month in November 2024, Bogdan consistently demonstrates a high standard of workmanship and quality assurance on-site.

CAN YOU TELL US A BIT ABOUT YOUR JOURNEY AT TOUREEN SO FAR?

I started at Toureen as a Site Manager, initially covering holiday absences across various sites for other Project Managers. This role came with its own challenges as I had to quickly grasp the details of each site in a short period. However, I enjoy challenges—they keep my mind active and engaged. After a few months, I was given responsibility for the external works on a project in Milton Keynes. That was soon followed by similar responsibilities at Luton and Dunstable Hospital, a project that presented significant logistical and design challenges.

WHAT DO YOU ENJOY MOST ABOUT YOUR CURRENT ROLE?

There are a few things I truly enjoy, every project has its own unique features and design, which allows me to continuously learn and explore new systems and final products. I also get to meet and collaborate with a wide range of people, each bringing different experiences and perspectives to the table.

HOW HAS YOUR ROLE CHANGED OVER TIME?

I'm currently progressing toward a Project Manager position. This development has been supported by the guidance and knowledge shared by Toureen's Contracts Managers, Supervisors, and Operatives. I've been fortunate to learn from the experience of others across the company.

WHAT ADVICE WOULD YOU GIVE TO SOMEONE STARTING OUT AT TOUREEN?

Toureen is a fantastic company to work for, thanks to its highly experienced and supportive team. If you ever find yourself unsure about something, don't hesitate to ask. There's always someone willing to help or direct you to the right person.

# Contact us

## Contact details

Principal Contractor  
Groundworks  
Structures  
Remediation  
Demolition  
Petroleum and Retail Services  
EV Charging Stations  
Environmental Services  
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Plant  
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