

The logo for Just Ask, featuring the words "Just Ask" in a white sans-serif font inside a dark blue speech bubble shape. The word "Just" is in green and "Ask" is in white. Below the speech bubble, the tagline "Better places, better lives" is written in a smaller, grey sans-serif font.

Just Ask

Better places, better lives

OUR SOCIAL IMPACT REPORT 2019 – 2020



Our teams have a passion for creating and maintaining high-quality spaces where people want to live and work. We become an integral cog in helping a community thrive. Our goal is to provide the best possible service whilst contributing to the communities we work in by employing local people and using sustainable working methods to create happy, healthy places whilst saving our clients' money.

Better places, Better lives.

“As an ongoing commitment to our customers and employees, sustainability and social value are what we strive to deliver every day at Just Ask. The responsibility we have to the communities in which we live, as well as to our planet, is underpinned by our values of Better Place, Better lives.

2019 was another busy year for Just Ask. We have made progress in all the areas. 63% of our staff has signed up to volunteer in our local communities, we have worked closely with Housing Association to identify volunteering opportunities and we have also donated £20k to charitable causes.

Our team are the backbone of our business and we work very hard to ensure their health and safety is our priority. We actively promote skills and opportunities, with 31% of residents employed.

Our supply chain is robust and responsible. From vehicles to mops, toilet rolls to descaler and e-payslips to packaging, we are reducing our impact on the planet.

We are working hard to embed sustainable and social considerations in all aspects of our business from strategy to supply chain and ultimately service delivered to clients and customers.”

Mark Little, CEO

Social value pillars

The greatest strength of our company is our social impact work and our people. Our diverse and inclusive workforces drive innovation and connect communities opening life opportunities.

We work closely and collaborate with our communities to improve the services we offer, we are focused on engaging and supporting our staff and we also aim to reduce the environmental footprint of our business.

In 2019, we launched a suite of initiatives to optimise the positive impacts and reduce the negative impacts we have on our main stakeholders. In the following pages, we've outlined the results of the actions we have taken to look after our communities and reduce our impact on the Planet.

RESPONSIBILITIES

Solid and committed
social impact policy

EMPLOYEES

Expertly trained, motivated
and supported employees

COMMUNITIES

To work in harmony with our
partners

ENVIRONMENTAL

Working together for
environmental sustainability

COMMUNITIES

63%

of total workforce
has signed up to
volunteer

1,972

Volunteering
hours have
been pledged
by our staff

£20k

donations to
housing
association
charities

We are proud to report robustly on our commitment to supporting the communities we operate in. In particular:

- A large proportion of staff (63%) signed up to volunteer in their communities. We have worked closely with our housing associations to identify volunteering projects that support resident needs, making a real difference.
- Our staff has pledged to volunteer 1,972 hours in total.
- We have identified and supported some Housing Association Charities and donated a total of £20k.
- During the Covid-19 lockdown, we have leveraged our buying network and provide additional cleaning and sanitation supplies directly to our clients and also we have organised food deliveries to vulnerable residents.

Harry's garden

Health and wellbeing is a fundamental challenge within the housing community. We have been supporting residents through our volunteering program, giving our time to improve the livelihoods of our residents and the community.

Harry from South East London was struggling with the upkeep of his garden and home. In the past Harry was an avid gardener, however, a hoarding disorder made it almost impossible to use his outdoor space. This also led to him missing out on the company of his neighbours, who had complained about the environmental and health issues around Harry's hoarding. Harry had not used his garden for 2 years.

Just Ask sent a team to the property. The team cut back the overgrown areas, put in flower beds, pruned shrubs, paved areas and removed a large amount of waste which was an overspill from Harry's house. Staff involved Harry in all the decision making and made sure that he had support when needed throughout the process.



“What you and the team that turned up have done has totally changed the way I look at life at this moment in time. I delayed all contact with dealing with this issue, but you and support resolved it all in a couple of hours. You helped me take a large jump and it hurts a lot. Without your support I would not have made this step.”

Harry

“Thank you again for everything that you do! It's an invaluable resource for us in the Neighbourhood”

A2 Dominion

Supporting MTVH's residents during Christmas

In August 2019 we received an e-mail from MTVH, who were looking for a way to support some of their most vulnerable residents over the Christmas period.

Our staff went shopping, buying new toys and gifts alongside a Christmas hamper that was given to all the families. Just Ask donated Tesco food vouchers, as well as purchasing little extras such as chocolates, crackers and selection boxes. The response from our staff was overwhelming.

“On Friday, we delivered these hampers and we're blown away with the impact it made to people's lives. Many were holding back their tears and some talked about how they were “truly overwhelmed” as they were struggling to work out how they were going to provide for their families. Other residents talked about how it had been a blessing some receive something that would make such a difference. This has all been possible by you believing in the project and working hard at your organisation to secure the necessary funds to make a real change to people this December. We estimate that we reached 32 families, including 61 children and over 100 individuals, so the value that you have generated is extensive.”

MTVH



ENVIRONMENTAL

20%

Of vehicles will or have been swapped for more fuel efficient ones

280

Vehicles (the entire fleet) now have in-vehicle driver technology installed

1

Contract is now using all electrical ground equipment

At Just Ask we are committed to manage and reduce the negative effects that our business model has on the planet. In the 2019/20 period we have:

- Invested in market-leading technology to drive labour and fleet efficiency. Salesforce Field Service Lightning optimises routes to minimise the travel time, cost & emissions of JA employees delivering all their service appointments. This has significantly reduced the total number of road miles.
- We have replaced old vehicles with new fuel-efficient ones and added an in-vehicle driver technology (Lightfoot) which improves drivers' behaviour, adding to fuel-efficiency
- We have trialled electrical grounds maintenance equipment in various locations to review its suitability for our operations and service standards
- We also implemented paperless office processes and waste segregation bins within HQ to ensure effective recycling

Just Ask Estate Services Limited

Registered Number: 5956392

Registered Office: Unit 4, Wintersells Business Park, Wintersells Road, West Byfleet, Surrey, KT14 7LF

T- 0203 746 8500

www.justaskservices.co.uk