



TOPP26

Topp26

5 Year Business Strategy

toppesfield

Our commitment to developing excellence

Our Topp26 business strategy and the evolution of our mission, vision and values, identifies the steps we will be taking to remain our customers' contractor of choice and recognises the importance of creating a purposeful place to work for our ToppTeam.

As the demands on the industry develop, our strategy sets out how we can continue to meet and exceed the requirements of our customers today, whilst we strive to fulfil the requirements of our customers in the future. Our core values of integrity and collaboration have allowed our business to grow sustainably since our inception in 2004 and we aim to carry forward those successes into the next 5 years and beyond.

We are excited for the next stage in Toppesfield's growth and although we recognise the challenges ahead, we are confident that our 2026 milestones are both ambitious and achievable with the support of our employees, supply network and customers. We look forward to working together and keeping you updated on our progress.



Bill Pryor
Managing Director



Contents



Our commitment to developing excellence	3	Our Strategic Themes	8
Our Vision	5	Communication	9
Our Mission	5	Performance	10
Our Values.....	6	Sustainability & Environment	11
Strategic Delivery	7	Social Value	12
		Quality & Innovation	13
		Customer & Collaboration	14
		Safety, Health & Wellbeing	15



Our Vision

To deliver sustainable growth and become the UK's leading national surfacing contractor, through collaboration, innovation, and investment.

Our Mission

To be the contractor of choice across all sectors, offering a high-quality and self-delivered service, achieved through continued investment and always putting our people first.

Our Values



Safety & Wellbeing

Our overarching value, threaded through everything we do, keeping our people, partners and the public safe.



People First

We pride ourselves in our continued investment in our people, offering our ToppTeam a purposeful place to work and to be an employer of choice.



Integrity

Underpinning all decisions through the business is our culture of honesty and openness, allowing us to build relationships and trust with our customers.



Collaboration

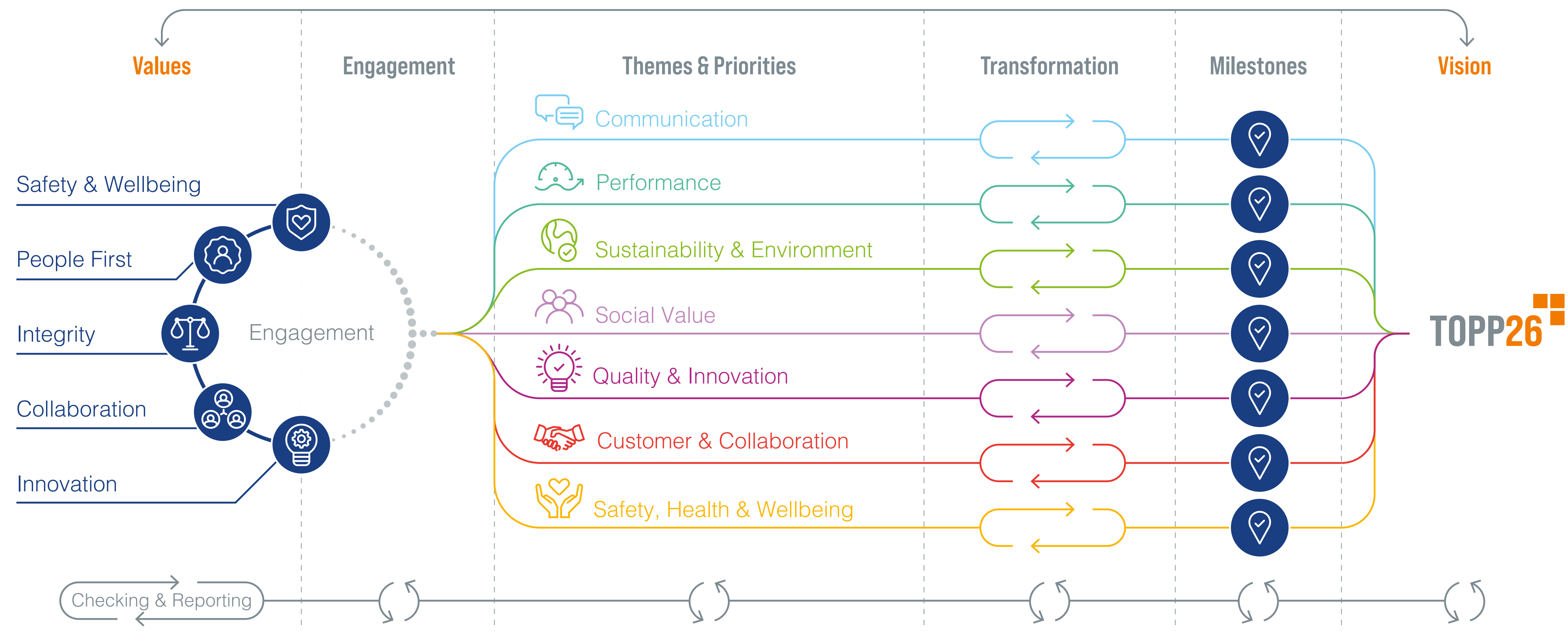
Through learning, developing and sharing ideas and best practise, we work closely with all stakeholders to achieve collective goals.



Innovation

Continuously seeking effective ways to create added value to our customers by challenging existing methods and technologies, whilst refining the standard of excellence in everything we do.

Strategic Delivery

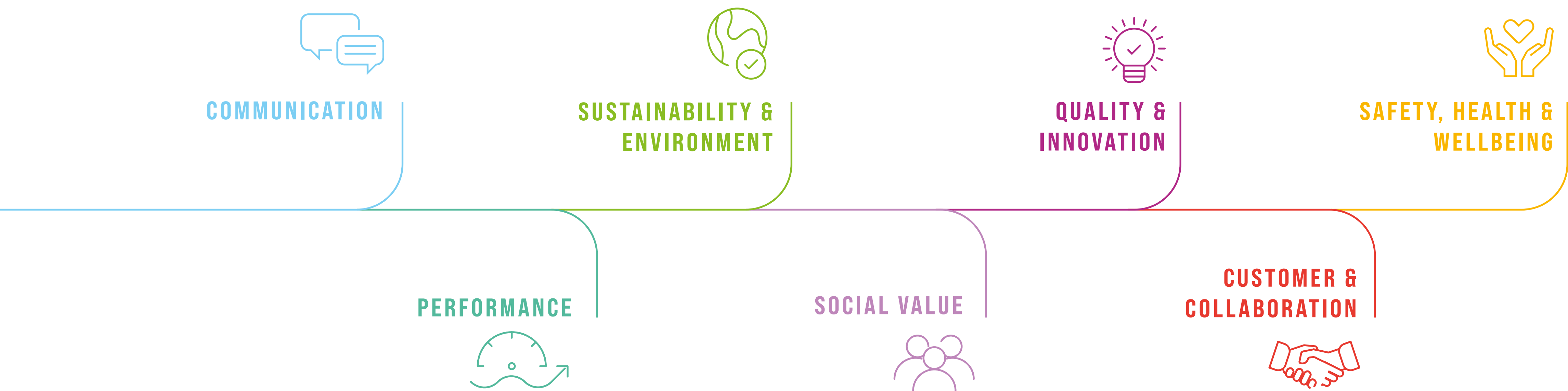


Our Strategic Themes



We engaged with our stakeholders to develop our business strategy, we have defined seven key themes and priorities which represent issues key to the successful future of our business. This document sets out our commitment to transformative improvement in all areas, and building on progress already made we have set

ambitious targets for each of our key priorities. Our 2026 targets are supported by a range of SMART Key Performance Indicators (KPI's) which will be measured and communicated on a monthly basis.



Sharing best practice internally and externally

Podcasts and videos communications

Increased social media engagement

Staff surveys and feedback

TOPP26 GOAL ✓
Measure and improve our staff engagement



COMMUNICATION

It is important that our many stakeholders understand and feel informed about our business and the contribution it makes through clear, concise and accurate communication. We will do this by using a wide range of internal and external channels, including social media.

We will regularly report and provide updates on our progress towards meeting our sustainability strategy, our key priorities and our targets. We will also ensure up-to-date sustainability performance information is available for independent review and verification, as required.

Increase framework
sector market share

Volume to 1m
tonnes per year

Eliminate rectification
works by 2030

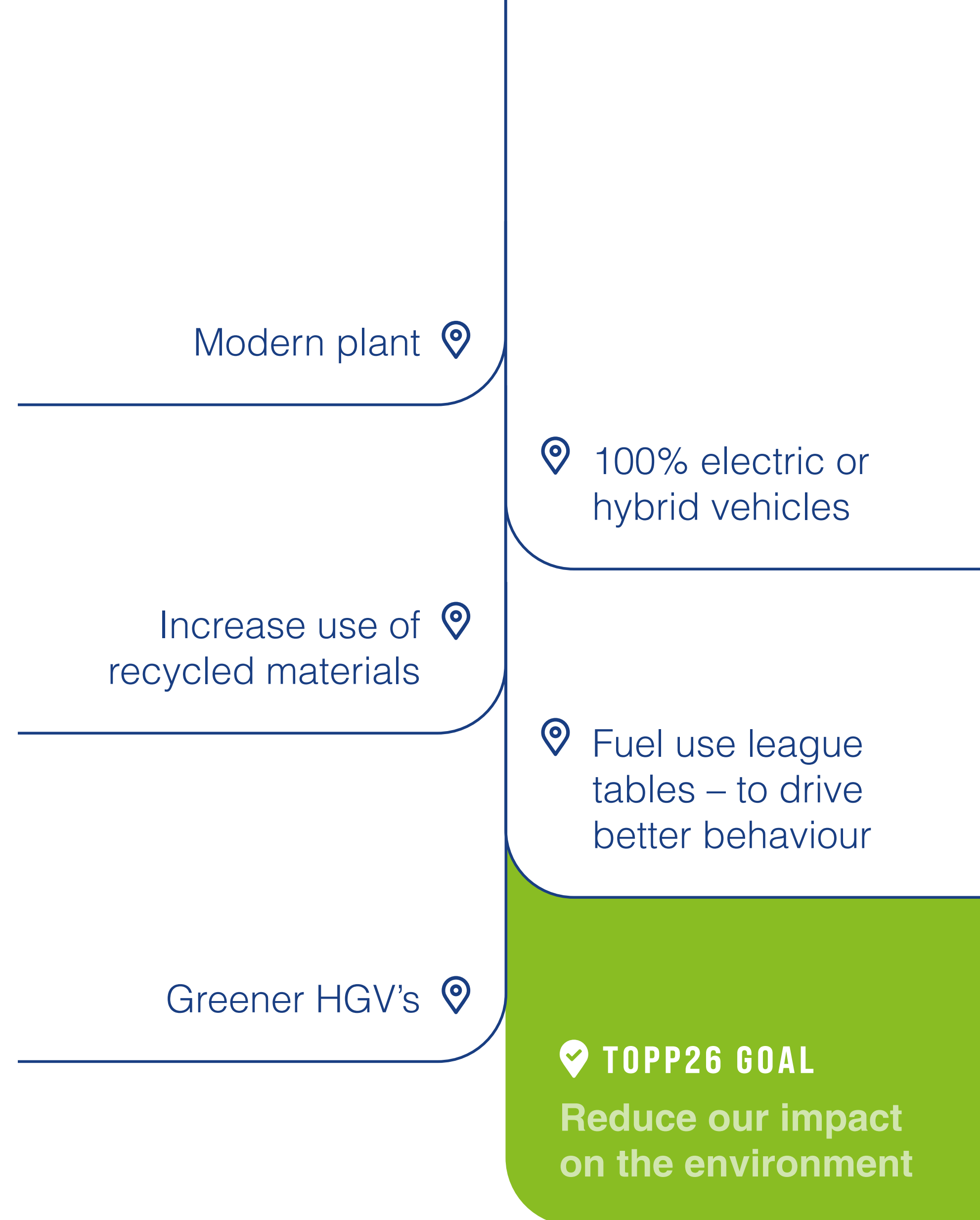
Reduce waste
material

TOPP26 GOAL
Turnover to £111m



PERFORMANCE

Financial success is essential for operating a sustainable business, one that can continue to invest in employees, technologies, more energy efficient plant and product innovation. Creating economic value enables our business to fulfil its responsibilities to customers, employees, suppliers, communities, authorities and investors. We create economic value by providing direct employment and work for contractors, by purchasing goods and services and through the taxes we contribute. The infrastructure produced using our products and services also create economic value for local economies and communities.

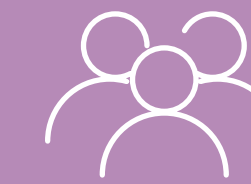


SUSTAINABILITY & ENVIRONMENT

Being responsible as well as delivering right first time solutions is key to the success of the business and for the environment. Achieving zero defects will improve customer satisfaction, reduce wastage and ensure sustainable growth.

Establishing Lean processes will ensure we reduce wastage and continued investment in technology will enable us to reduce fuel usage.

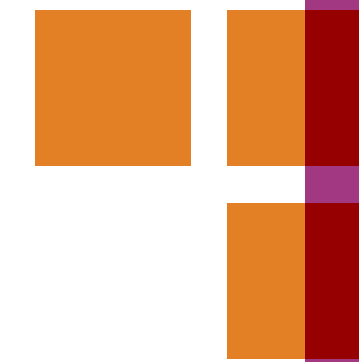
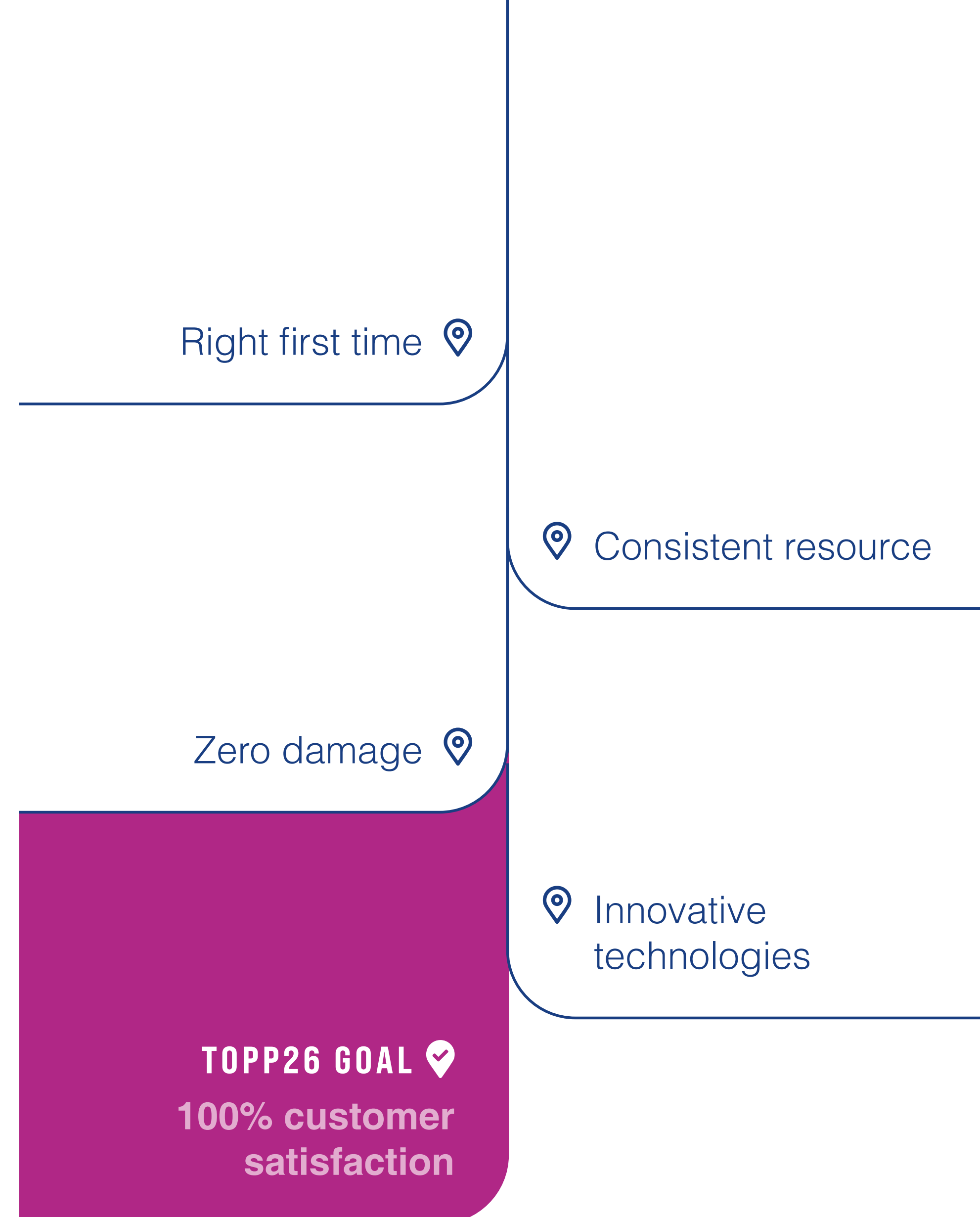
Our unique selling point enables us to source local materials from local supply plants in a drive to reduce CO2 as well as the drive to promote our own recycled product, ToppBase.



SOCIAL VALUE

We are focused on being an employer of choice by providing a great place to work, with a culture that promotes equal opportunities for all and encourages flexibility and innovation. By fostering a fair culture and a supportive working environment, everyone can feel involved, respected and connected. This is reinforced through frequent, open and honest communication with employees and listening to their views.

We want to attract and retain a motivated, talented and diverse workforce as this is vital for the long-term success of our business and customers. We aim to enable everyone to realise their full potential through learning, development and progression and our business is committed to supporting young people into the workplace through graduate and apprenticeship programmes.



QUALITY & INNOVATION

Our commitment to quality is paramount, we endeavour to deliver all works right first time and aim for 100% customer satisfaction. Our robust Non-Compliance process ensures that in the unlikely event that works are not of a high standard, any remedial action is communicated professionally and carried out promptly.

Toppesfield have an excellent track record in utilising innovative methods and technologies to enhance the performance of our operational teams. We have developed our own recycled material, ToppBase, capable of encapsulating Tarbound arisings and will continue to fund research and development into new materials.



CUSTOMER & COLLABORATION

Meeting our customers' needs for safety, quality and collaboration are the cornerstones of our business. It's why our customers rely on us and trust us with their projects. Our company focus is aimed at developing solutions that add value to our customers' projects. Understanding how our customers work, and anticipating their future needs, enables us to develop innovative, high performance solutions.

We will be proactive in engaging in 360 degree reviews with our customers and our supply chain to identify operational and relationship improvement opportunities. Toppesfield operates robust quality management systems to ensure product performance and offers expert technical knowledge and support to help our customers deliver their projects right first time, on time, safely and on budget.



SAFETY, HEALTH & WELLBEING

Protecting the safety, health and wellbeing of our employees, contractors and those around us is the core value of our business. We work in potentially hazardous environments so it's important that everyone understands how to go about their jobs safely.

Our aim is zero harm.

Creating a consistent, proactive safety culture through engagement, training and behaviour change, will support us in achieving our goal. We are passionate that all tasks are done safely, and through measurement and learning we can continuously improve our performance. Everyone working at Toppesfield is expected to work in a safe, responsible manner and to challenge unsafe behaviour.



TOPP26

To find out how we can work together, please visit:

WWW.TOPPESFIELD.COM

toppesfield

Commitment

Contents

Vision & Mission

Values

Strategic Delivery

Our Strategic Themes