



GAP Group Ltd
Corporate Social Responsibility Report 2011/12



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OVERVIEW

GAP Group Ltd is committed to ensuring that our business practices are both responsible and sustainable. This has been recognised by the Board of Directors as a key requirement to enable the Group to enhance its overall performance in the following areas.

- Governance and Management
- Safety
- Health
- Environment
- People
- Community

We are committed to reporting our performance in all of these areas and strive to deliver best practice at all times. Our approach and management systems cover all our UK wide activities.

We do not rely on historic facts and figures and ensure that our corporate social responsibility report is updated on an annual basis.



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OUR PRIORITIES

GAP Group is a family owned business with a strong commitment to fulfilling its responsibilities to the workforce, the public and its customers. Family values such as trust, integrity and honesty are paramount throughout all of GAP's nationwide operations.

The long term success of our business depends not just on the continual delivery of the highest quality in respect of skills and disciplines, but also fulfilling our wider responsibilities to the community and the environment

We seek to benefit the communities in which we operate not only through our work but also by engaging positively and seeking additional social benefits.

Our framework for managing impacts and reporting on safety, health and environmental impacts, people and community issues are an integral part of our business processes.

Where GAP can help, assist and offer innovative solutions we will.

COMPANY PRINCIPLES

The long term success of GAP Group is based on clear company principles and encouraging our employees to adopt these when engaged in activities both at work and while away from work.

- To adopt family values in all aspects of our business, delivering trust, integrity, honesty and reliability throughout our operations.
- To ensure that a 'can do attitude' is prevalent throughout the company.
- To deliver peace of mind to all customers ensuring that their requests are carried out in a professional, efficient and timely manner.
- To continue our re-investment in new plant and tools ensuring that we have the best quality and environmentally friendly equipment available.
- We will ensure that we provide the safest equipment available in the market.
- We are committed to minimising our impact on the environment and recognise the importance of sustainable business practices.
- To contribute to the economic success of our community.



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Joint Managing Directors Statement

Corporate Social Responsibility is becoming an ever more important aspect of GAP's commitment not only to fulfill the range of responsibilities to our employees, but also to our clients and supply chains in which we are actively involved in.

The process of reporting on the progress achieved is of great importance as it not only communicates our approach and achievements, but demonstrates to our customers that we aim to meet and better the high standards of responsible behaviours we have set.

We are very pleased to report on the progress we have made in recent years. We have continued to reduce our accident rates and are committed to finding ways to manage and improve our environmental impacts. We believe that improving GAP's environmental and social performance will improve our abilities to develop as a sustainable organisation.

Douglas Anderson *Tom M Anderson*



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GOVERNANCE & MANAGEMENT

The Director for Safety, Health and the Environment reports directly to the Board. This person is responsible for establishing Safety, Health and Environmental policies and monitoring against them.

The group risk management procedures provide a common management system for identifying and managing risks within the group.

Good practice in Safety, Health and Environment is shared and communicated across the operating areas within the group by the Safety and Compliance Teams.

MANAGING CORPORATE RESPONSIBILITY & GOVERNANCE

The Board sets policy and takes responsibility for GAP Group’s performance in Safety, Health, the Environment, Business Ethics, Risk Management, Human Rights and other Social issues.

The Board which meets monthly discusses quarterly aspects of Safety, Health and Environment.

GAP has clearly stated policies for a number of important non-financial issues which set out how we expect our people to act, they cover:

Health & Safety, Environment, Equal Opportunities, Risk Management, Human Rights, Drugs & Alcohol and Whistle Blowing.

PEOPLE

GAP recognises that our most important resource is our employees. We are committed to the training and development of our workforce. Our aim is to provide a working environment where employees can maximise their performance, commitment and contribution to the aims of the company.

We have a dedicated Training and Development Advisor who is responsible for implementing a formalised training plan to ensure that employees are developed and training needs are identified through annual performance reviews and management appraisal.

By summer 2010, all drivers and fitters will have achieved their NVQ2 and CSCS cards. Throughout this process our suppliers have been supporting us with product training and familiarisation.



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SAFETY

Safety performance data is reported for all wholly-owned activities and for those on shared sites, where we have management control.

Our focus on safety continues to increase, not only on what we do internally, but also on we do externally. GAP works closely with our supply chain and customers to develop and introduce best practice which helps to safe guard the safety and health of our employees and that of our customers. An example of this is our continuous improvement in Hand Arm Vibration monitoring, we have trialed and introduced a range of Hand Arm Vibration Management Systems with a number of our suppliers over the past year. These include ToTm, Havi and Reactec.

Our Health and Safety campaign, Split Second Safety, has been extremely successful in raising safety awareness among GAP customers and employees across the UK. The campaign was created completely ‘in-house’ by GAP’s Marketing and Health & Safety departments and offers **free posters and tool box talks** covering 16 prominent safety topics. This material is instantly downloadable, and free of charge, from the GAP website at www.gap-group.co.uk.

Since the launch of Split Second Safety in 2007, we have achieved a 44% reduction in accidents to date. Last year, GAP also exceeded the Government’s Health & Safety Executive target for the Accident Frequency Rate which is set at 0.4%. The table to the left outlines our year-on year improvement in this area.

HEALTH

Our aim is to ensure that no harm to our employees’ health occurs as a result of our activities. Ill health in the plant hire industry typically arises from prolonged exposure to a condition or substance, or the repeated undertaking of an activity. Causes of occupational health conditions include manual handling, skin conditions from exposure to hazardous substances, noise, vibration and more recently stress.

We have reviewed this area with Occupational Health practitioners with a view to introducing improvements in Occupational Health across the business. A pre employment medical questionnaire is now incorporated to the recruitment policy and where identified, health specialists are consulted.



Year	Accident Frequency Rate
2007	0.41
2008	0.39
2009	0.38
2010	0.40



Areas where we have had a focus and introduced new ways to enhance the well being of our employees are as follows; the reduction and flexibility in working hours, childcare voucher scheme, contributory pension scheme, life assurance, career opportunities through business growth, regular performance appraisals, training and development opportunities, a new employee questionnaire to identify potential problem areas early and exit interviews to identify areas for improvement. Furthermore, employee satisfaction surveys are carried out every 2 years.

We report on incidents, absence data and any penalties on a UK basis.

ENVIRONMENT

In today’s economic climate it is important that the way we work and operate fulfils and meets client and public expectations. We aim to minimise our environmental impact in every way possible. Our programme to reduce waste, energy consumption, emissions, the use of non-sustainable materials and water consumption continues to be developed. GAP achieved ISO14001 accreditation in March 2010.



Our Green Action Plan outlines the areas in which we are reducing our environmental impact. These include;

Carbon Management

Our vehicle fleet is continuously monitored for fuel efficiency utilising electronic interface provided by BP. This helps to identify any variances from tolerance and remedial action can be taken as necessary. All GAP vehicles are maintained to at least the minimum standards required by the manufacturers, ensuring they always operate in a safe, fuel efficient manner.



GAP has invested in video conferencing in our Head Office and Regional Headquarters. This gives GAP the ability to reduce each employee’s carbon footprint by limiting the distances they are required to travel for meetings.

Sustainable Resource Use

We take particular care in the disposal of waste products. We have recently introduced Waste2Water in some new depots which reuses the water used to wash the plant and equipment. Our Head Office has a well established recycling policy, with ‘Green Zones’ throughout the building for recycling paper, tin cans, plastic and card. In addition to this, we also recycle our used printer cartridges and mobile phones.



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Sustainable Waste Management

GAP selects plant and equipment to minimise the environmental risk - we have invested in items such as solar powered and battery traffic lights which eliminate the need for fuel. All compressors are fitted with bunded chassis and we can supply drip trays as requested which reduces the risk of any fuel spills. We ensure that all mobile fitting vehicles are equipped with spill kits when attending any site.

Supplier Engagement

We seek to influence suppliers and their designers in areas where designs and specifications may be made more benign to the environment. Where possible GAP will use suppliers that are ISO14001 registered or have an environmental policy. Suppliers to GAP will be monitored and audited at regular intervals to ensure the highest standards are in place with supply chain partners.

Environmentally friendly vehicles

Our 26T Plant delivery Vehicles are have Euro Five engines with reduced Pollution Certificates, these lorries are multi purpose as they carry their own Hiab cranes allowing multi drops to include varying types & sizes of plant, reducing delivery times & quantities of delivery vehicles on the road helping to provide a better service for our customers. We have LPG Ford Transits and Electric vehicles on order for use in the South East region



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THE WIDER COMMUNITY

GAP continues to support the wider community in providing assistance to good causes.

Education programmes

GAP actively seeks to offer work experience for students at local colleges who would benefit from being part of our on-site team for a period of time as part of their educational course. We would hope to be able to offer permanent employment for successful participants. We also offer work placements to individuals who are interested in working in the construction industry. They are offered work shadowing at our depots and Head Office to gain a greater understanding of the construction industry.

Social Enterprise programmes

GAP realises the importance of Social Enterprise programmes. Working in conjunction with National Grid, we are involved in a programme for the rehabilitation of Young Offenders into the workplace. The scheme involves the sponsorship of a number of Young Offenders and has proven that with careful monitoring and training, the majority of them do not re-offend, but reintegrate into society and the workplace thanks to the programme's effectiveness.

Employment programmes

We work on a number of employment programmes to help, inform and advise on employment opportunities. We are involved in an initiative with the Construction College in Kent which covers the South East area of the UK to identify and attract applicants for the East London area.

Most recently we have signed up to take part in the Commonwealth Apprenticeship Initiative. The project which is organised by Scottish Business in the Community and Glasgow City Council runs programmes to ensure that young people leaving school have employable skills and are aware of the opportunities available to them when starting a career. The HR team attend organised events to conduct mock interviews and facilitate workshops in CV writing and communication.

Charitable Involvement

We have raised money and sponsored various charities across the UK where employees and our clients are involved. Examples of these include the Lighthouse Club, Local Youth Football teams, Children's Hospital and several Hospices. In addition to this, we hold annual Christmas raffles where GAP employees nominate the charities that they would like to donate to. Ad hoc donations are also made through employee involvement in charitable events, e.g. 10k Cancer Research run and Wear It Pink day in aid of Breast Cancer.

Our most recent development in this area has been establishing a partnership with Help the Hospices. This partnership is still in its early days but we are well on our way to partnering local depots with local hospices and have set up our first national fundraising event with the charity – the Silverstone half marathon.



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GLOBAL ISSUES

We take our responsibilities as a UK provider in the service and construction industry very seriously. We are committed to the principles of Sustainable Development and seek to influence our customers and our suppliers to adhere to these principles where we can.

We measure our major environmental impacts and have set targets for reducing our Carbon Footprint. We have reviewed the agenda of the Environment Agency to ensure that our work is in line with their aims and objectives. Our aim is to reduce our overall impact based on the reduction measures raised in our company principles in the coming years.



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