

# Corporate Social Responsibility

## Corporate social responsibility

The Board recognises its environmental and employment responsibilities and continues to devote significant resources towards improving standards.

### Environmental

The Group recognises that it has a responsibility to reduce its impact on the environment. Responsibility for communicating the Group's environmental policy and monitoring compliance rests with the Group Operations Director aided by the Group Fleet Engineer, Head of HR and national Health and Safety Manager.

Business Post is acutely aware of the impact that transport operations have on the environment and the Company is committed to reducing this impact. The key objective is to establish a balance between cost effective solutions and changes which result in tangible benefits. Business Post is very keen to introduce initiatives aimed at reducing the effect on the environment. One of the initiatives Business Post has taken on board is the trialling of a fully electric vehicle (Modec), for deliveries in the London area. The electric vehicle is emissions free and in the event of the trial being successful will be the first such vehicle to be used in the Business Post operation.

The sloping front double decker trailer, designed in conjunction with the Group's trailer supplier, Don-Bur Bodies and Trailers, has dramatically reduced the fuel consumption of the towing vehicle, thus reducing CO<sub>2</sub> emissions by up to 25 tonnes per vehicle per year. The design is easily applied to existing fleet trailers as nearly all components from the original design are re-used. With 69 of these trailers currently in the fleet, the saving in fuel and CO<sub>2</sub> is significant. Based on current route mileages the reduction in CO<sub>2</sub> emissions is around 1,699 tonnes per annum. The work on this design has already resulted in two awards, from Green Fleet and EAST.

All powered vehicles have bespoke aerodynamic air kits, designed by Eco-Tek, which have resulted in mpg improvements of between 5%-10%. These vehicles are on a six year replacement cycle with manufacturers that boast a 95% recyclable component. They are also maintained by manufacturer main dealers to ensure only quality components and oils are used for peak performance. Vehicles and trailers are specified to run on road-friendly air suspension, reducing wear of components, damage to the road network and noise pollution. All trailers incorporate LED lighting as opposed to bulbs which removes a waste disposal problem. Wherever possible, vehicle and trailer bodies in build are paint free using self coloured panels and natural aluminium framework. All heavy goods vehicles are now specified with automated transmissions, which optimise fuel economy and also reduces driver fatigue.

Tyres are also audited on a regular basis to ensure repair agents maintain tyre pressures, which if not correct, can have a detrimental effect not only on the life of the tyre but also the vehicle's fuel consumption, which in turn has an effect on the CO<sub>2</sub> emissions of that vehicle. The use of route planning software also enables the Company to reduce fuel usage by optimising journey miles and has resulted in a reduction of CO<sub>2</sub> emissions of 176 tonnes for the year. Business Post has also adopted a new company car policy whereby all company cars will have a CO<sub>2</sub> emissions range of below 165g/km.

The Company has also recently appointed a Fuel and Energy Manager to review and monitor fuel and energy consumption throughout the Group as well as implement relevant reduction initiatives. One of the areas the Fuel and Energy Manager will focus on is the monitoring of mpg to ensure vehicles remain fuel efficient. A new driver training package has also been developed to assist drivers in driving vehicles in a fuel efficient manner as well as enhance Health and Safety standards. A further initiative that

has been investigated this year is the review and where practicable the replacement of diesel fork lift trucks with electric fork lift trucks. The Company has also appointed the Carbon Trust to complete an energy survey and the Fuel and Energy Manager will be working closely with the Carbon Trust in implementing the relevant initiatives and monitoring and reviewing each site's energy consumption.

Waste management has received renewed focus and recycling bins have been installed at all sites and a target has been set to reduce our landfill over the next year. Employees are also encouraged to recycle office waste which has resulted in an increase of paper being recycled. Further recycling initiatives will be implemented in office areas in the forthcoming year, which will include designated bins for recycling of plastic and aluminium. All photocopier paper used throughout the Group comprises 80% recycled paper.

Business Post aspires to achieving ISO 14001 accreditation for all its sites and has commenced the process to achieve this.

### Health and safety

The Group fully embraces and endorses the legal and moral obligation to protect the health, safety and welfare of employees and others who may be affected by our operations. Robust policies have been developed and deployed to ensure training, risk assessment, safe systems of work and accident investigation procedures are carried out throughout the network. Policies are also updated on an ongoing basis to ensure they reflect the changing environment in which we operate, an example of this being the Company Driving Policy. Health and Safety is discussed at Group Board meetings utilising the monthly Health and Safety report, which outlines proactive and reactive measures for discussion and debate. A full Health and Safety, and Environment audit is carried out each year at all operating locations. A Health and Safety intranet site contains readily available information for managers on specific procedures and policies such as emergency response, safe systems, risk assessments, accident investigations, limited quantities of dangerous goods allowed and communications to promote health and safety and to prevent accidents from occurring in the work place.

### Employment

The Group has continued to make significant progress in Human Resource management over the last year in its aim to become an 'Employer of Choice'. The Employee Consultative Group has been strengthened to provide a robust platform for all employees to make a significant contribution to bringing about change in the workplace and to provide a forum for the exchange of information, opinions and feedback. Re-elections took place in April 2007 increasing the number of site-based representatives to almost 100, with eight regional and one national representative. A new Chairperson was elected by employee representatives in October 2007 and will stay in term for a period of three years. An employee survey has been conducted and a further survey will be carried out in 2008. The survey results continue to provide invaluable feedback on issues affecting our employees. Our reward schemes have also been reviewed resulting in improved incentives and competitive benefits and the introduction of a performance based bonus scheme. A number of voluntary benefits have also been introduced resulting in a wider choice for employees. Employee turnover has continued to fall, having now reduced every year for the last five years. Resource has been invested in the HR Department, and the HR Shared Services Centre has been developed to support all remuneration and benefits activities across the Group. The Group continues to coach and train managers in a wide variety of skill areas including Dispute Resolution, Performance Management, Accident Investigation, Supervisory Skills and the introduction of a new Corporate Induction Programme called 'Best Welcome'.

---

# Corporate Social Responsibility

The Group has recruited a dedicated Learning and Development Manager and the function has been restructured to increase its visibility as well as further supporting the needs of the business. This was recently recognised through the successful re-accreditation of Investors in People in January 2008 as well as winning the National Training Award. The Group has adopted both the HCI and Childcare Voucher Schemes. NVQ Training has also been implemented resulting in a number of employees gaining a nationally recognised qualification. To support our staff welfare programme, the Group provides, through a third party, a 24 hour confidential help line that provides counselling and advice on a wide range of subjects. The Group continues to ensure that all the requirements of current and future employment and Health and Safety legislation are met and managers are kept up to date with changes in legislation through quarterly seminars.

Business Post has also signed up to Global Compact, a United Nations initiative, based on ten principles related to conditions of labour, protection of basic human rights, business ethics and the protection of the environment. As a business we are totally committed to supporting the principles of Global Compact and proud to be associated with it and what it represents.

## **Charitable support**

Cancer Research UK is the chosen charity partner for Business Post Group, its employees and its franchisees. The Group donates one penny to Cancer Research UK for every parcel consignment carried for customers who pay their accounts by direct debit and, in the last year, this raised £62,730.

Business Post staff across the whole company also rose to the challenge during the last year and raised over £24,450 for Cancer Research UK with a wide variety of events, including sponsored walks, raffles, charity auctions, cycle rides and parachuting.