



Intelligent Solutions

Corporate
Social Responsibility Report 2016



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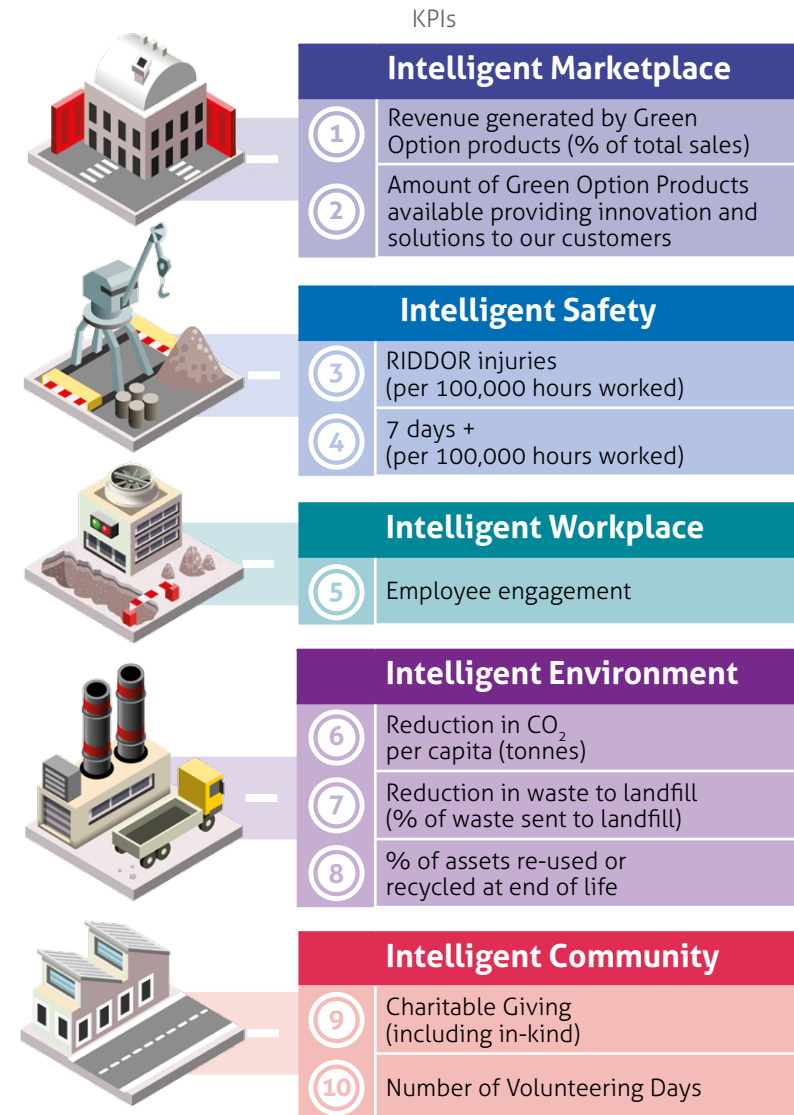
Corporate Social Responsibility Vision

Responsible/Sustainable Growth

Strategic CSR Objectives

- Being serious about safety
- Championing innovation and providing industry leading solutions
- Making a positive contribution to the environment by being more efficient
- Investing in our people's future
- Supporting our communities with positive social action

Our CSR Roadmap



Business Owner	Baseline Date	Target FY 2017	Target FY 2018	Target FY 2019
Director of HSSEQ	3%	3.75%	4.5%	5%
Supply Chain Director	80	90	100	110
Director of HSSEQ	0.19	0.40*	0.40*	0.40*
Director of HSSEQ	0.19	0.30*	0.30*	0.30*
HR Director	To be established	> 3%	> 3%	>3%
Director of HSSEQ	6.28	6.25	6.23	6.20
Director of HSSEQ	34%	33%	32%	31%
Asset Director	85.0%	87.5%	90.0%	92.5%
Charities Committee	Not previously measured	£25,000	£25,000	£25,000
Charities Committee	Not previously measured	200	250	300

Speedy's three year roadmap, managed by our CSR working group will ensure that Speedy remain the safest and most sustainable hire partner in the industry.

* Our aim is always to improve, however we have maintained the target figures as previously set as the targets are already industry leading.

Speedy in figures (FY 2016)

Turnover:
£329 m

Employees:[†]
3,657

Hire Assets:
£220 m

Customers:
50,000

Achievement
of **ISO
50001**



Carbon Emissions
per capita:
6.28 tonnes

Specified
Injured:^{*}
0.01
lowest rate
in our sector

Vision

Our vision is to become the best company in our sector to do business with, and the best to work for.

Mission

To provide safe, reliable hire equipment and services to enable successful delivery of customer projects.

Our Values

- As One
- Safe
- Innovative
- Driven

[†] Average employees April 2015 to March 2016 including Middle East and North Africa (MENA).

^{*} Major accidents per 100,000 hours worked.

Introduction from the Chief Executive

Making Speedy great again is something of a passion. There are a number of factors that when brought together make for a company operating at its peak potential. Customer service, a commitment to innovation, and excellence in all our business relationships, are three in particular which the Group is focusing on. Alongside this, our customers and our people need to be assured that we have safety and sustainability at our core.

Speedy's safety record and sustainability performance is something, as Chief Executive, I am very proud of. With our major customers it is increasingly becoming a differentiator for the Group. Construction and the built environment accounts for almost a third of UK carbon emissions. The construction sector, although greatly improved in its safety record, has no place for complacency.

Therefore the stakes are high and at Speedy we are determined to play our part in supporting the industries we serve to become safer and more sustainable in their approach. At Speedy we have an ethos of continual improvement and this, aligned with our commitment to innovation, will maintain and improve what is already an industry leading performance.

None of this will be achieved without the 'can do' attitude of our people and I cannot thank them enough for their effort and commitment.

This report outlines our approach to delivering a sustainable future for Speedy and the customers and communities we serve.

Russell Down
Chief Executive



3 Key Areas

Customer
Excellence

Innovation/
Differentiation

Relationships

Putting Speedy at the forefront of safety and sustainability



There is currently a debate taking place on the amount of prosecutions in relation to fatalities in the construction industry. This is a reminder that in an industry which has improved markedly in health and safety over the last 10 years, risks to people and to reputation still abound. Given this context, we are therefore very proud that Speedy is the safest hire company in the UK.

Recently I was invited to contribute to the Sunday Telegraph's *Business Reporter* supplement, focusing on health and safety. It reflected on the work and commitment of all our people on the health and safety agenda which has led to the Speedy name becoming synonymous with health and safety on a national level.

So why is Speedy the safest and most sustainable hire company in the UK? In the following pages the evidence to support this is clear, but fundamentally it is because we are never complacent, we are always innovative and we fully understand the wider impacts of our product and service offering. Our approach to Corporate Social Responsibility allows us to do this. For Speedy Corporate Social Responsibility is not the nice little add-ons or the odd donation, it is about understanding the social and environmental impacts of our industry and developing strategies and ways of working which maximise the potential positive impacts and reduce,

wherever possible, the negative impacts. Responsibility is part of our operational DNA.

I am delighted to hold responsibility for CSR at Speedy. It is an exciting agenda and one where we can make a real difference for our customers, our people and our wider communities. We have reviewed our CSR Roadmap to ensure our Key Performance Indicators remain integral to our business objectives and strategy and the targets remain challenging. We take pride in retaining our RoSPA Gold accreditation and being the first company in our sector to achieve the energy management standard ISO 50001.

As you will read in this report we have set our standards high. We intend to keep them there.

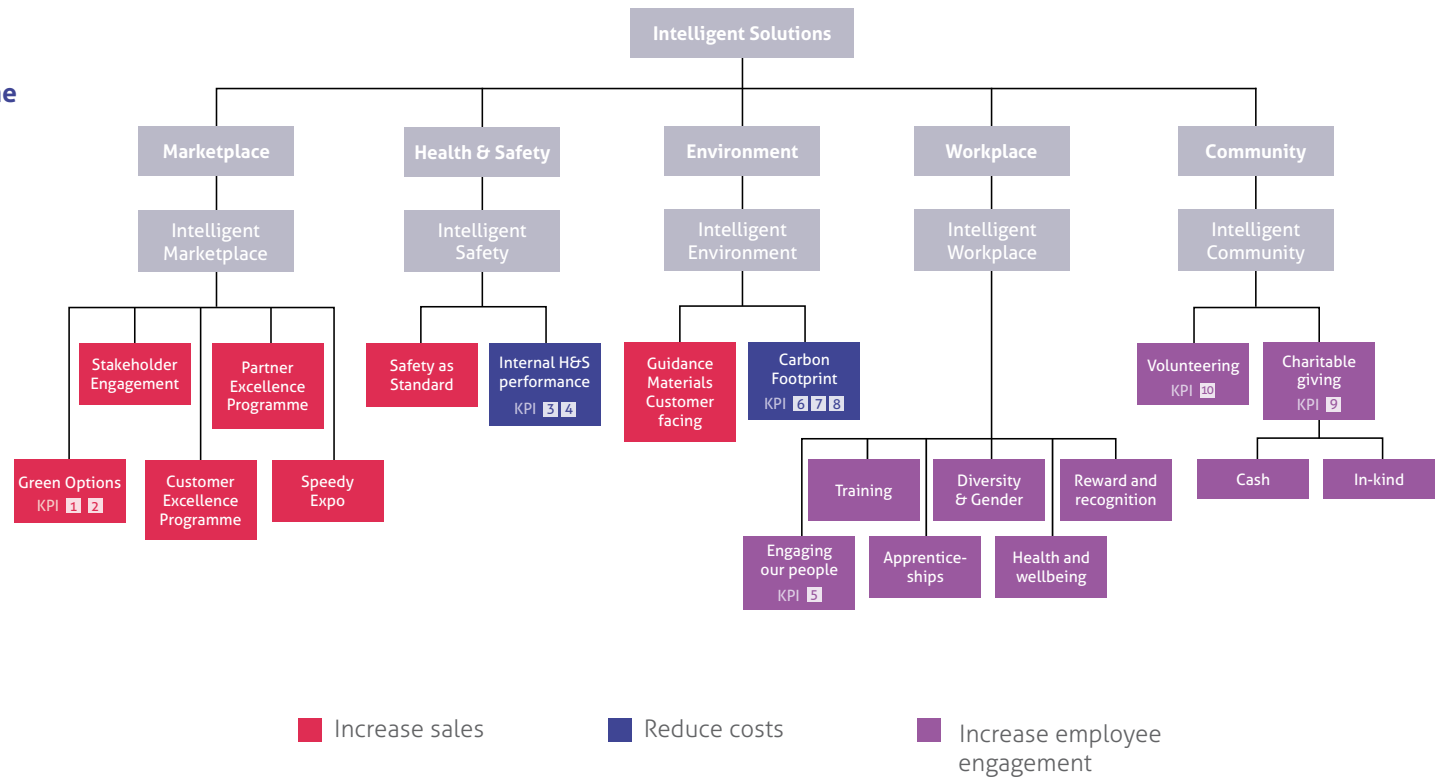
Steve Giblin
Director Health, Safety,
Security, Environment
and Quality



Managing our Responsibilities

Overseen by the CSR Working Group, our responsibilities cover all operational areas of the business, which is reflected by the membership of the group. Chaired by Steve Giblin the group comprises senior representation from sales, supply chain, HR, marketing, H&S, environment, property and fleet.

Focusing on what matters, our CSR framework links directly to our KPI Roadmap, allocates responsibilities, and targets performance improvement in areas that make a real difference to our people, our customers and our communities.



CSR engages every aspect of our business

Intelligent Marketplace

Understanding our customers, their challenges and the wider industry context they work in, sits at the centre of our approach.

Collaborating with our customers allows Speedy to better tailor solutions. Close working on safety and sustainability, for example, offers great joint benefits. Innovation is the driving force shaping our approach to an intelligent marketplace.

Led by our supply chain team, our commitment to innovation seeks to bring our customers the highest quality performance tools and equipment whilst reaching new heights on safety and sustainability. An attractive combination.

"This was the first occasion we had used biofuel on this scale, with the entire construction programme run on generators. It proved to be a great success with our clients and Southwark Council and is something we will look to replicate where we can in future"

Darren Borg
Project Director, Wingate

Case Study - Elephant and Castle

Trafalgar Place Project Lend Lease

Wingate Electrical contractors used our B100 Biofuel blend on the prestigious Trafalgar Place project to power:

- 3 tower cranes
- Site power and lighting
- People and goods hoists
- Lift supplies
- 230/400 commissioning supplies
- Office accommodation and welfare

Trafalgar Place project:

Biofuel **saved 772 tonnes** of carbon against a normal red diesel blend

Case Study - The fPod®

The fPod® is a single refuelling point solution for any large site, servicing every fuel user and contractor. The service reduces vehicle movements and fuel containers on-site, with environmental, safety and cost benefits for all users.

Benefits

- Reduction in spills, noise and traffic on-site
- Constant fuel supply
- Quality control of fuel
- Complete site fuel usage reporting
- Auditable monitoring of fuel usage
- Sustainability management information

Intelligent Showcase website



Innovation and sustainability at the click of a button



Our Suppliers are our Partners

Speedy's collaborative programme with our suppliers, the Partnership Excellence Programme (PEP), has been built upon the premise that a true working partnership with our suppliers will drive innovation, thought leadership and bring further commercial success both for Speedy and our supply chain.

It is an approach which has worked. Suppliers are helping to drive change and the pipeline of improved product offerings has increased year on year. Customers are also keen to attend our programme of partner events, present on the challenges they face, and engage with our suppliers to address these.

Our annual programme covers energy and carbon, innovation, wider environmental and social impacts, as well as health and safety. A selection of our suppliers speak at each event. Other speakers including customers such as Morgan Sindall, Balfour Beatty and Costain as well as wider industry bodies such as the Supply Chain Sustainability School, and industry campaigns such as the Breathe Freely campaign. All add to an excellent mix of knowledge and expertise which we believe has helped Speedy to remain the leading hire supply company in the UK.

"Through our suppliers and the Partner Excellence Programme, we have created supply chain excellence to equal anything in our industry. I am delighted that the vision we showed five years ago has developed into an industry leading programme".

Andy Connor

Supply Chain Director, Speedy

"Milwaukee has been a long term supporter of Speedy's Partnership Excellence Programme and working with Speedy we are always looking to innovate and improve our sustainability performance."

Paul Gilbert

National Account Manager
Milwaukee Tools

"The Partnership Excellence Programme with Speedy has been excellent for our business and has helped us to understand so much more about Sustainability, CSR and the needs of their customers. It has helped us to be far more environmentally and socially aware, influencing the launch of our Stepping Stone Programme and has fuelled our passion for new innovation".

Phil Winnington

MD, Morris Site Machinery

Our pipeline of new and innovative products continues to grow

Intelligent Safety



Safety is of paramount importance. Our industry leading performance on safety is not only a source of pride to Speedy but one that brings with it a competitive edge as contractors seek to constantly improve their safety records.

Not only do we work with our customers directly on safety but we also engage with wider stakeholders and look at the issues from a broader perspective.

Dust, for example, is a major problem and source of ill health and deaths in the construction industry. This provides a good insight into our multi-faceted approach as our industry leading Intelligent Safety campaign has highlighted the key issues around dust and also the best methods of tackling the issue on sites.

We have also run a number of 'tackling dust' events for our customers helping address the issues they face, providing insight into the best products on the market and highlighting behavioural competencies people need to adopt to keep themselves and their colleagues safe.

Working with the British Occupational Health Society's (BOHS) Breathe Freely Campaign, Speedy sponsored and supported four roadshows across the UK. These helped bring the topic further into construction workers consciousness and provided solutions for the industry.

Speedy also runs Intelligent Solutions campaigns for Working at Height, Hand Arm Vibration and Manual Handling. Future topics also include noise and slips, trips and falls.

Speedy's commitment to safety is second to none

Our Safety Performance

Our Approach

Speedy's approach is straightforward; keep it simple and do it well. The foundations are excellence in training, the provision of the right equipment, our internal use of Personal Protective Equipment (PPE), and clarity in our communications.

We emphasise the importance of personal responsibility and the responsibilities that our people hold for themselves and their colleagues. We also focus on the importance of near miss and non-conformance reporting as this gives us the information and knowledge to stop accidents happening, allowing us to address the potential causes of accidents and not the results.

As illustrated below our statistics show this is a successful approach.

Lowest accident rates in the industry

		Actual		Target
7 Days +	=	0.19	v	0.30
Specified injured	=	0.01	v	0.09
RIDDOR Injuries	=	0.19	v	0.40



Golden Rules



We report ALL accidents, incidents and near misses to our line manager



We DO NOT operate plant or equipment unless trained



We DO NOT use mobile phones whilst driving plant or operating equipment



We ALWAYS wear the correct PPE



We DO NOT work under the influence of drugs and/or alcohol



We DO NOT stand in or around loading areas where plant and equipment are operating



We DO NOT walk past when we see something is wrong



We ALWAYS lift and carry items within our capabilities or use lifting equipment



We look after each other and our customers



If something is unsafe when working, we STOP and ask

Intelligent Environment

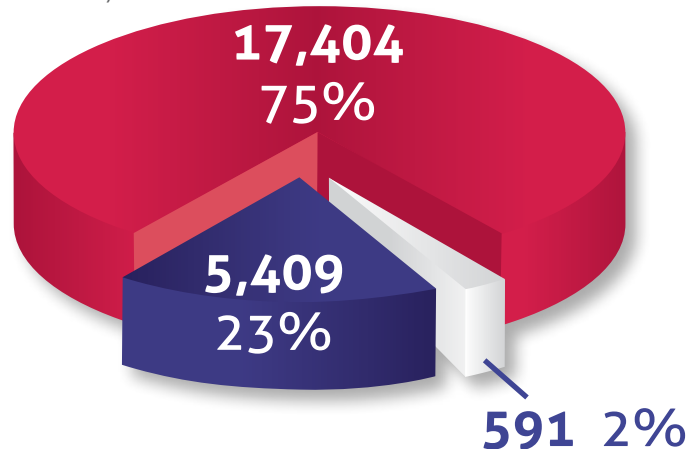
Speedy Carbon Footprint

Total Carbon Footprint = **23,404 (tonnes CO₂)**

Employees = **3,726 (average during 2015)***

CO₂ emissions per capita = **6.28 tonnes**

- Combustion of fuel in operation of our facilities including fleet
- Electricity, heat, steam and cooling
- Waste (and business travel)



Carbon Reduction

At Speedy we have measured our carbon footprint for 10 years. This has been particularly important for two specific reasons:

First it has shown our customers, our people and our wider communities, including the wider construction community, that we are serious about playing our part in reducing the carbon impacts of the construction industry.

Second it has been integral in reducing our own carbon footprint from above 10 tonnes per capita per annum when we started, to less than seven. This is a great reduction in carbon and a great reduction in cost!

Measuring our carbon is far more than a statistical exercise. It has engaged our people and influenced our purchasing and strategic decision making within the business. The reduction we have achieved in real terms has been an excellent reflection on the commitment of everyone across the whole business.

Case Study - The ultimate in waste recycling

Speedy's relationship with Al-Futtaim Carillion (AFC) in the Middle East has come up with a great use for the waste residue from drilling on the Zakum Development Company's (ZADCO) flagship UZ 750 Project at Abu Dhabi's Upper Zakum field, the fourth largest oil field in the world. Previously a waste product the silt, sand and clay from the drilling process is now being used to produce bricks for the construction industry.

This is a great use for what was formerly a waste product and shows how, with a little creativity, a waste product can be transformed into a raw material.

* Our carbon footprint is calculated on the calendar year, 3,726 was the approximate number of employees for the calendar year 2015

Green Option Products

Intelligent solutions for a low carbon future

Our Green Option product range is refreshingly simple. We assess suppliers' products against earlier versions of their products. If they are significantly better than legal requirements or previous performance, they are rated as a Green Option product making better product selection easier for our customers.

Our Intelligent Showcase website provides excellent 'at-a-glance' information on our most sustainable and innovative product offerings and has been extremely well received by our customers.

<http://intelligentshowcase.speedyservices.com>



Energy
Efficient



Resource
Efficient



Waste
Reduction



Water
Efficient



Pollution
Prevention



Noise
Reduction



Nuisance
Avoidance

Intelligent Workplace

Our people are what makes Speedy a truly great business. They have a wealth of knowledge, expertise and technical competence, providing an exceptional customer experience whilst delivering innovation and efficiency in all they do. Speedy has built a business on the 'can do' attitude of our people and their determination to go above and beyond the call of duty.

Currently we are undergoing a review of this area to ensure the structure is in place to best allow our people to deliver both the business strategy and operational excellence which we aspire to. We continually look for better ways of doing things and to improve our service offering.

We are determined that the culture within our business, the training and development, performance management and our recognition and rewards reflect our vision to be the best company to do business with, and the best company to work for.

This year we will undertake a group wide employee engagement survey to assess the views of our people. We will also refine our Learning and Development Programme to ensure our people have the skills and expertise to provide first class service to our customers and develop and enhance their own careers.

"The key driver in our approach to an intelligent workplace will be the engagement of our people, as only by truly engaging all of our colleagues can we achieve the business performance we require and to be the best company to work for in our sector".

Cathy Dawson
Group HR Director, Speedy

Investing in our people

Reflecting the value we place on our people, our investment in training and development has been substantial. From induction to senior management training we have invested in the skill sets our people require to excel in their roles.

An induction where every new joiner goes through a residential induction bespoke to their role, prior to their first day in the workplace.

45 employees
have gained business
administration NVQs

**48 Operational
Managers**
have undertaken the
LEAN efficiency course

Apprentice Programme
Speedy is delighted that a new apprenticeship programme, building on the success of our current programme, is under development.

**96 Depot
Managers**

have undertaken the Hire Association of Europe (HAE) leadership course.

**51 Senior
Managers**

have undertaken specialist training at Henley Business School

Intelligent Community

Under the guidance of our Charities Committee, Speedy, wherever possible, look to contribute to the wellbeing of both the construction community and the local communities in which we operate.



One of the many families supported by The Lighthouse Club.

The Lighthouse Club

Celebrating their 60th Anniversary this year, the Lighthouse Club has been a chosen charity partner of Speedy for a number of years. Their work in supporting families that have suffered injury or loss in the construction industry is outstanding.

Speedy supports the production of the Lighthouse Club's monthly newsletter, improving take up of membership through promoting the charity at our product Expo, and this year in conjunction with our suppliers, we have taken on their 500 challenge for member organisations to raise £500 in this their 60th a year. A figure, if reached by all member organisations, would raise a stunning £1.5 million.



"Our partnership with Speedy has been formed over many years with like minded people which has proved to be successful as we have dealt with a company that understands the objectives of the Lighthouse Club and appreciates the need to put something back into the industry. Too many times we see companies who appear to just take and never have the time to consider those in need within the industry. Speedy have always supported the Lighthouse Club and have been at the forefront of all our local fund raising schemes. Speedy always offer tremendous support and actually go the extra mile in their support for the Lighthouse Club. At their presentation/ suppliers days Speedy always invite the Lighthouse Club to attend and actively encourage all their staff and suppliers to become members. Without Speedy's involvement and support the North West Branch without doubt would not be the success it is today."

John Dennan
The Lighthouse Club



WellChild

Supporting disadvantaged young people was put forward by our people as an area where they would like Speedy to make a difference. WellChild has proved to be an excellent partner. WellChild help sick children and their families across the UK and what they achieve from limited resources is outstanding.

WellChild is also a fantastic partner in terms of engaging our people. From the Chief Executive through to people working out of local depots, WellChild provides the opportunity for engagement, with the real sense of achievement that brings.

In 2016, we have committed to supporting four Helping Hands projects with the first two projects scheduled for July and August – a garden makeover for a six year old boy in Boston and development of a school garden for pupils with special educational needs in Tawstock, Devon. We are also supporting Helping Hands staff with their required training by including the Programme Head and Project Manager on the IOSH Managing Safely course at our Induction and Training Centre in Tamworth.



"WellChild Helping Hands is a unique home improvement programme which, with the support of volunteer teams from local companies like Speedy, tackles garden and bedroom makeovers. It's fantastic that Speedy are continuing to support us not only by providing free tool hire for our projects, which saves us thousands of pounds, but also by providing volunteer support for four of our projects this year, helping us to make a real difference to the lives of seriously ill children and young people."

Lee Trunks
Head of Helping Hands

Where Next?



Meeting the targets of our CSR Roadmap will not be easy, but we are well placed to address the challenges ahead of us.

Improved efficiency in all aspects of our operations, a commitment to innovation, new ways of working and the 'can do' attitude of our people is a tremendous foundation for achieving our goals over future years.

Our record on health and safety is second to none and all our efforts internally will be aimed at maintaining that market leading position. Our Green Option product range is both the first and the best of its kind in the industry. The work on our fleet and logistics means that

we can deliver the safest, greenest hire fleet in the UK in a highly efficient way. Meeting the aspirations of Speedy, our customers, and the requirements of the UK Government, will help us to progress towards a low-carbon economy.

Over the next 12 months we will take a 'continual improvement' approach to all aspects of our CSR performance. We will communicate widely on our activities, particularly to our customers, to ensure they have the information they require to make the best decisions to meet and exceed their own sustainability targets and challenges.



Awards and Accreditations

As much pride as everyone at Speedy takes in doing a job well, some external recognition of our efforts is always very welcome and very motivational. At Speedy we have built a brand on always going beyond the call of duty for our customers and each other.



RoSPA

Speedy was delighted to achieve a gold award in the RoSPA Occupational Health and Safety Awards 2015. As the UK's family safety charity, the Royal Society for the Prevention of Accidents, mission is to save lives and reduce injuries covering all ages and stages of life. In support of this mission, the RoSPA Awards recognise commitment to continuous improvement in accident and ill health prevention at work.



ISO 50001 Energy accreditation

Speedy received ISO 50001 in September 2015, an important energy saving accreditation. We are the first company in our sector to achieve this accreditation which demonstrates our commitment to managing and reducing our energy usage.



FTSE4Good

FTSE 4 Good

Speedy has been included in the prestigious FTSE 4 Good index after meeting strict criteria around environmental, social and governance practices. In order to reach this standard Speedy had to demonstrate our performance against globally recognised standards. This accolade places Speedy as a leader in environmental, social and governance practices and clearly shows our ongoing commitment to excellence in these areas.

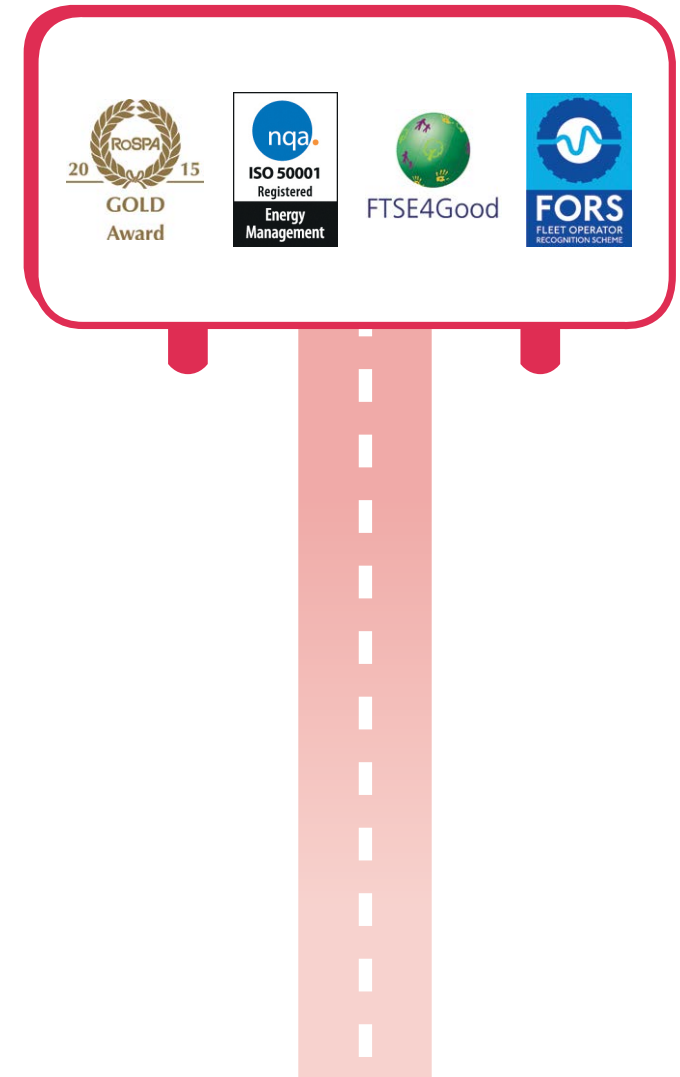


Fleet Safety recognition

In 2014 Speedy became the first tool and equipment hire company in the UK to have its entire national depot portfolio accredited 'gold' under the Fleet Operator Recognition Scheme (FORS).

Speedy has proved once again that it is leading the way in fleet safety after all its 264 operational sites, located across UK and Ireland, surpassed all safety requirements and achieved FORS silver certification.

While other companies in the UK construction sector are FORS silver certified, Speedy has achieved an industry first by being the first tool and equipment hire company to implement these standards across its entire depot network.





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