



Corporate Social Responsibility

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## **AFI: Corporate Social Responsibility**

Corporate Social Responsibility ("CSR") for AFI-Uplift Limited ("AFI") is about aligning our activities with the expectations of our stakeholders in relation to our economic, social and environmental impacts. Our stakeholders include our employees, suppliers, communities and society as a whole.

Our 2010-2012 policy sets out our overall aims, objectives and targets to continue our efforts in relation to CSR. It covers operations at our main offices in Wakefield and Castle Donington, and also at our 18 regional depots throughout England, Wales and Scotland.

## **AFI: Background**

AFI is a national powered access rental company operating a rental fleet of 4,300 access platforms from 18 depots located across the UK.

As a national business, we are very aware that we play a significant role in the well being of the people that work with us, the environment and the local communities. We make every effort to ensure only a positive contribution in these areas and will continue to invest in our corporate and social responsibilities.

## **AFI: Aims**

It is our aim to embed CSR into everything we do and to be a responsible corporate body.

This report outlines our policies and objectives and measures our progress against them, considering:

- **Market:** Customer service is a priority and we actively seek suppliers with values similar to our own. Where possible, we look to introduce products and services in response to environmental issues.
- **Environment:** We commit staff and resources to meeting or exceeding environmental legislation and particularly in relation to reducing polluting releases and unnecessary consumption of natural resources. We are actively working towards ISO14001 accreditation.
- **Workplace:** Our employees are our most important resource and we work hard to ensure they are happy at work and well equipped with the skills required to do their job. Training, communication and recognition are key features within AFI.
- **Safety:** Safety of our employees, our customers and our products is paramount. We are actively working towards ISO18001 accreditation.
- **Quality:** We are ISO9001 certified as well as holding a series of additional supplier accreditations.
- **Community:** We like to help a good cause and offer discounted hire rates to registered charities, as well as participating in community projects.

## **AFI: Objectives**

To ensure we achieve and maintain our aims we have set the following objectives:

### **1. Business Ethics**

- a. Meet, and where possible, exceed all relevant legal requirements.
- b. Behave with honesty and integrity in all our activities and relationships with others.
- c. Act ethically and fairly at all times in our dealings with our stakeholders.
- d. Maintain internal controls adequate to ensure standards are met.

A key element of our business philosophy is to ensure that at all times we and our employees operate to the objectives stated above.

### **2. Customer Communication**

- a. We seek to make communication with our customers as easy as possible.
- b. We aspire to ensure an ongoing dialogue with our customers regarding their legal responsibilities regarding the safe operation of our equipment and informing them of best practice and providing ongoing advice.

We aim to make customer communication easy by constantly reviewing and improving our efforts whilst offering customers a variety of ways to communicate with us – by phone, email, online, dedicated account manager or through our website.

### **3. Environmental**

- a. Managing our environmental impacts
- b. Maintain our certification to ISO 9001. Achieve ISO 14001 accreditation during 2010.
- c. Continually improve our environmental performance wherever practicable and prevent pollution.
- d. Make the most efficient and effective use of all resources, encouraging all staff to develop a sustainable approach to their work.
- e. Minimise carbon emissions from business travel by avoiding unnecessary travel unless there are reasons why this is not practicable or if there are other circumstances that would impede efficiency or effectiveness.

Identify and implement cost-effective energy and water conservation measures.

Reduce the amount of waste generated and disposed to landfill through a waste minimisation and recycling programme.

Manage our grounds in an environmentally and biodiversity-sensitive manner.

### Waste Reduction & Recycling

We have committed staff and resources to ensure that we reduce or eliminate polluting of the environment and reduce the consumption and waste of natural resources, whilst targeting areas of high usage and promoting general good housekeeping practices.

All operational locations have interceptor pits to remove any solid and oil residue to prevent water pollution.

Where possible we minimise the generation of waste to reduce the need for recycling. This includes encouraging paper free administration processes wherever work can be carried out electronically.

Printer cartridges and paper are recycled wherever possible, we have paper recycling bins in all our locations.

We recycle wherever possible with recycle bins in every branch for 'Special Waste' including oils, filters and batteries. Over the last 12 months we have installed systems to recycle this Special Waste

### Reducing CO2 Emissions

All of our service fleet and company vehicles are diesel powered and conform to EU4 regulations. In addition, we as a business are committed to reducing fuel consumption across our company car, service and delivery vehicle fleets. As a business we purchase all new company cars with CO2 emissions <160g/km and all service fleet vehicles with CO2 emissions <200g/km.

### Measurement & Control

Our HSEQ team undertake complete comprehensive environmental audits and risk assessments across the business. We committed to working towards ISO14001 registration during 2010. In addition, we are also implementing ISO 18001 Occupational Health & Safety Management System (OHSMS) as part of our risk management strategy in order to promote a safe and healthy working environment.

We have a Health and Safety committee to review areas of concern within the business. All health and safety incidents are investigated by the HSEQ manager and reviewed by the Health and Safety committee to ratify any changes prior to implementing new operating procedures.

## **4. Procurement**

- a. Develop and implement a sustainable and socially responsible procurement policy that will include consideration of CSR in all purchasing decisions.
- b. Work with our suppliers to help us achieve our sustainable and socially responsible procurement policy aspirations in the delivery of our products and services.
- c. Support the principles of fair trade.

We advocate corporate responsibility within our supply chain. We require them to complete a pre-qualifying questionnaire to validate their ISO policies and Quality

Audits.

## 5. Our People

- a. Respect the rights and dignity of every employee and treat them fairly and without discrimination.
- b. Promote the health and well-being of our staff.
- c. Encourage team working and the sharing of knowledge throughout the organisation.
- d. Provide a safe, fulfilling and rewarding career for all our employees.

### Positive Workplace

Our employees are our most valuable internal resource. We work hard to make sure they are happy at work and well equipped to do their job.

### Equal Opportunity for All

We advocate equal opportunities in every area of employment, tackling discrimination head on.

### Internal Communications

We believe that an essential part of our corporate responsibility is to ensure our colleagues know what's going on. As a result we've formalised internal communications, issuing a regular newsletter.

### Training & Development

We are proud of our ongoing Investors in People status and all our workplace policies reviewed on an ongoing basis to ensure they reflect modern good practice.

We believe that proper training is absolutely essential to unlocking talent within the business and demonstrating our long term commitment to enhancing employee's skills.

All employees undergo a rigorous training needs analysis during their induction and throughout their career. We undertake both internal and external training across a range of areas including Health and Safety, Product Knowledge; whilst also offering NVQs and modern apprenticeships.

In 2009 we delivered over 1,850 training hours as part of our commitment to staff development.

## 6. Community

- a. Enable staff who wish to undertake voluntary activities to do so.
- b. Enable our staff to continue to support at least one charitable organisation every year through voluntary fundraising activities, and to give them the time and opportunity to participate in charitable events.

We recognise our responsibility to participate in local community initiatives and as such we review opportunities to contribute both directly as a business and indirectly through supporting our employees.

## 7. Working with the Sector

- a. Make sustainable development a central part of our strategy for the future development of the Powered Access sector.
- b. As part of our policy-making process, identify possible impacts on sustainable development and on equality and diversity. Where possible, take action to enhance positive impacts and mitigate negative ones.

All process changes and developments within the business are reviewed through the HSEQ team and Support Services Team prior to implementation in order that all aspects are considered.

## AFI: Targets

We have set out our targets as follows.

	2010-12 target	Baseline position
<b>Carbon Emissions</b>	To reduce carbon emissions from energy use by 10% relative to 2009 To increase energy efficiency per m2 by 5% relative to 2009	<u>Energy Consumption</u> Total Usage 773,000 Kwh
<b>Commuting</b>	To reduce carbon emissions from business travel by 5% relative to 2009: a) Company vehicles As a ratio of miles per £1, linking activity levels to efficiency, target to improve by 2% b) Private vehicles As a ratio of miles per £1, linking activity levels to efficiency, target to improve by 5%	<u>Mileage</u> Company Vehicles 2,646,142 Private Vehicles 980,335
<b>Waste</b>	Reduce waste arisings by 5%, relative to 2009 levels Achieve recycling of oil and battery wastage in excess of 98%	<u>Cardboard &amp; Paper</u> Volume produced 242,352ltr  <u>Oil</u> > 98% recycled  <u>Batteries</u> > 98% recycled
<b>Water</b>	Reduce water consumption by 5% relative to 2009 levels	Water Usage 5,020 m <sup>3</sup>

## **Other Targets**

We have implemented a staff survey to ensure that we continue to match or exceed the external benchmark on staff satisfaction.

- CSR within AFI is overseen by the board of directors.
- AFI CSR action plan 2010-2012 sets out the actions we plan to undertake by June 2010 to work towards achieving the objectives and targets set out in this policy.

## **Monitoring and Review**

We will continually benchmark and evaluate what we do in order to improve our CSR performance. Progress is reported quarterly to the board of directors to monitor progress against our operating plan. We will revise our targets in 2011 or earlier if we exceed expectations.