

Continuous Improvement Innovation Intelligent Safety
Industry Leading **40 years
of Responsible
Business** Customer Service
Training & Development Sustainability Health & Wellbeing

Corporate Social Responsibility Report 2017

Trust us to deliver

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Corporate Social Responsibility Vision

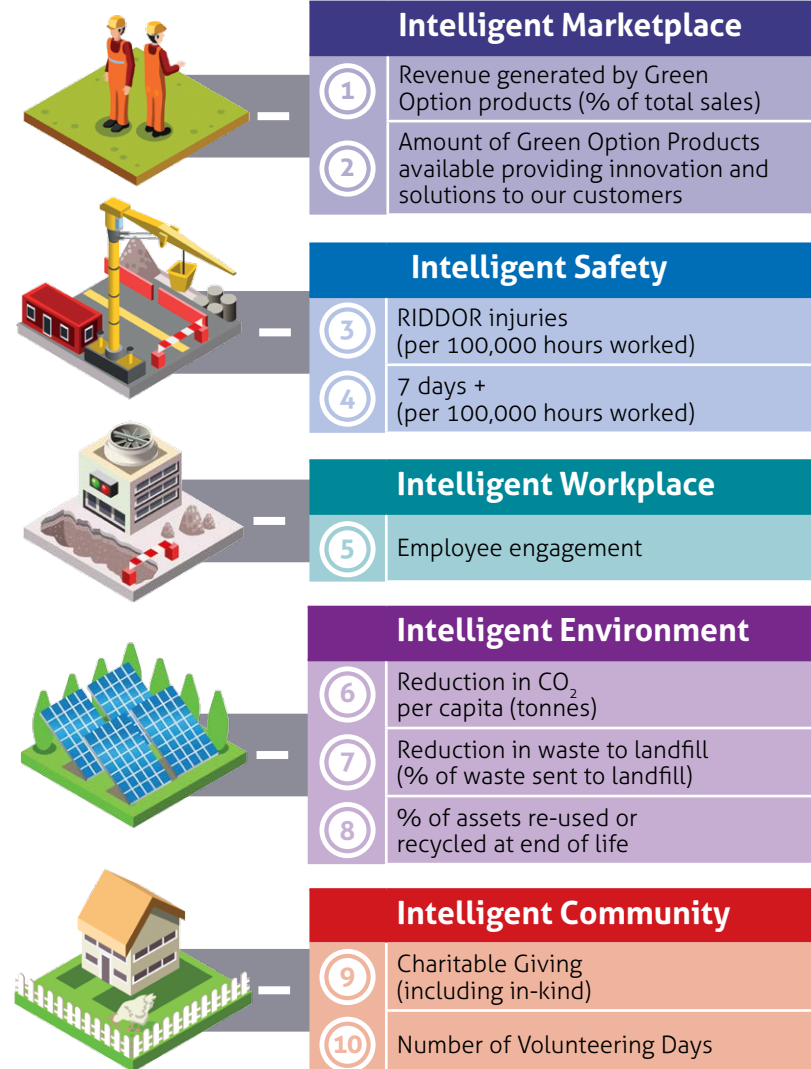
Responsible/Sustainable Growth

Strategic CSR Objectives

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

Our CSR Roadmap

KPIs



Business Owner	Baseline Date	Target FY 2017	Actual FY 2017	Target FY 2018	Actual FY 2018	Target FY 2019	Actual FY 2019
Director of HSSEQ	3%	3.75%	8%	4.5%		5%	
Supply Chain Director	80	90	101	100		110	
Director of HSSEQ	0.19	0.40*	0.14	0.40*		0.40*	
Director of HSSEQ	0.19	0.30*	0.14	0.30*		0.30*	
HR Director	72%	75%	80%	78%		81%	
Director of HSSEQ	6.69	6.65	6.84	6.60		6.55	
Director of HSSEQ	34%	33%	30%	32%		31%	
Asset Director	85.0%	87.5%	90%	90.0%		92.5%	
Charities Committee	Not previously measured	£25,000	£24,260	£25,000		£25,000	
Charities Committee	Not previously measured	200	209	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 at a glance



"Our priority is to provide a first class customer experience so that everything we do is focused on the customer."

Russell Down
Chief Executive



What we do



Tool Hire. The latest hand tools and accessories, certified for compliance. Includes our extensive GO (Green Options) range.



Rail. Providing all the tools, training and consultancy services needed in this specialised field.



Power. An industry-leading fleet of latest energy-efficient hybrid units, generators, compressors and pumps for every size of project.



Lifting. Specialist load management equipment, backed by the knowledge and expertise of our dedicated Lifting Team and our specialist Lloyds British business.



Fuel management. Clean, efficient on-site fuel solutions, including fPod®, our self contained single point refuelling terminal.



Specialist sector equipment. Challenging environments like marine and infrastructure developments demand specialised equipment and knowledge.



Sales. A comprehensive range of PPE (personal protective equipment) and site consumables. Over 5,000 products available for next day delivery.



Training. Award winning training courses delivered by qualified experts that have helped thousands of contractors work more safely and more efficiently every year.



BIM. An extensive library of BIM (Business Information Modelling) objects detailing the total energy footprint of our equipment for use in public sector tendering.



Partnered services. Providing a complete plant and equipment service through our partnerships with the leading suppliers.

Introduction from the Chief Executive

It is an exciting year for Speedy, being our 40th anniversary and it is important to the Group that we celebrate this landmark with a year of excellence in all that we do. Excellence in our customer service, excellence in our product offering and excellence in our safety and sustainability performance.

Driving our performance will be a senior management team commitment throughout the organisation to innovation, to continuous improvement and to being industry leading in our approach to the services we offer.

Speedy has been built on a 'can do' attitude, the ability of our people to always go the extra mile, to take pride in what they do. This is a foundation we want to continue to build on, supporting our people to 'raise the bar' on their own performance, the performance of the Group and of the expectations our customers have of us.

At Speedy we live our values and as you will read in the pages of this report our commitment to our customers, our people, the environment, safe working and our communities is something the Group takes very seriously.

The target for our 40th year is to make it a year of achievement. Achievement of our business targets and aspirations, and the achievement of being a great company to work for and do business with.

Trust us to deliver.

Russell Down
Chief Executive



3 Key Areas

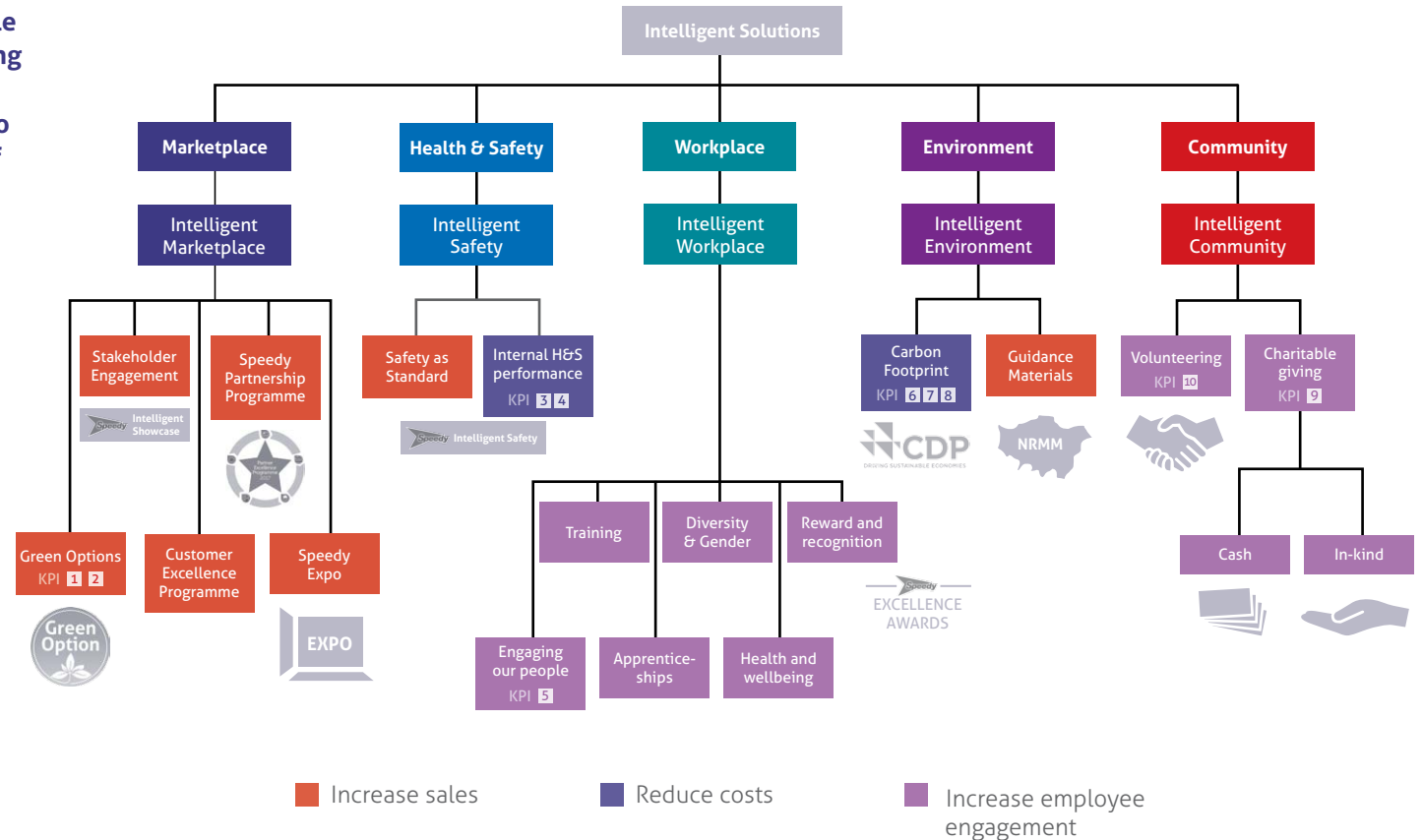
**Customer
Excellence**

**Innovation/
Differentiation**

Relationships

Corporate Social Responsibility is part of our DNA

Managed through our CSR working group, responsible sustainable business practice forms part of everything we do. From inducting new staff to engaging our people in the community, from product innovation to the way we address health and safety, no function of the business operates without a duty of care for our environment, our communities and our people.





**Safety as
Standard**



**Speedy's
performance
on safety and
sustainability
is industry
leading**

**CO₂
Helping
deliver a
low carbon
economy**



Meeting the Safety and Sustainability challenges of our industry

Why hire from the second safest hire company? Why hire from the second most sustainable hire company? Those are the type of questions which drive Speedy on a daily basis to be unrivalled in these areas. Our customers deserve the best and so do our people and our communities. Speedy's performance on safety and sustainability is industry leading and we intend to keep it there.

The CSR agenda is both a challenging and rewarding one. Safety has always been non-negotiable at Speedy, our name is synonymous with excellence in health and safety performance. The same is becoming true of Speedy's commitment to the environmental impacts of our operations and product offerings. Our industry leading Speedy Partnership Programme is now engaging our customers as well as our suppliers on key sustainability issues, driving a joined up approach linking innovation in manufacturing to performance on site. Taking on challenges and creating solutions.

I am delighted to lead on the CSR agenda for the Speedy Group. Making the way we address CSR part of the fabric of the business holds as many business benefits as it does environmental and social benefits. As you read through this report I believe you will see that safety and sustainability are central to our operations, improving our customer offering, increasing our efficiency and making our people proud to be part of the Speedy brand.

At Speedy safety and sustainability are at the heart of our operations.



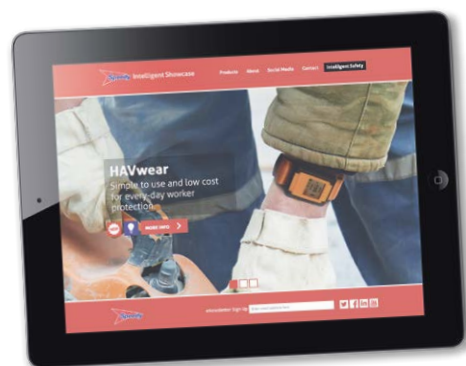
Steve Giblin

Director Health, Safety, Security,
Environment and Quality



Intelligent Marketplace

Intelligent solutions is our online micro-site providing information on our newest, most innovative and sustainable product ranges. Ensuring our latest products are immediately accessible to our customers.



The site gives clear, concise details on our products, providing customers with the information they need to make the most informed decision for the projects they are delivering. On-site toolbox talks, tailored training packages and suppliers' product support with key topics such as dust, noise and carbon reduction, together mean the Speedy offering is unrivalled in the industry.



Non Road Mobile Machinery (NRMM)

All Speedy Power Products supplied in Greater London can meet the Compliance Regulations

What is the Regulation change?

Effective from the 1st September 2015, new standards to reduce emissions of pollutants from construction and demolition sites have come into effect within Greater London.

There are two standards within the regulation, with Stage IIIA applying to Greater London and Stage IIIB applying to the Central Activity Zone and Canary Wharf.

High Wycombe, Watford, Uxbridge, Slough, Bracknell, Woking, Leatherhead, London, Uxbridge, Crepe, Chatham.

NRMM LEZ, Greater London.

Visit our Intelligent Solutions Showcase for the latest in:

- Products new to market, be the first to benefit.
- Products innovative in nature, often exclusive to Speedy.
- Speedy's bespoke Green Option rating Highlighting environmental benefits in 7 different categories.
- BIM approved products ready to support your planning process.

A detailed map showing the exact areas the regulation affects can be found here: <http://nrmm.london/nrmm/nrmm-map>

More information can be found by visiting: <http://nrmm.london/nrmm/legislation>

For more information contact: 01322 356080 www.speedyservices.com

Case Study: Non Road Mobile Machinery (NRMM)

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The Speedy Partnership Programme

The Speedy Partnership Programme continues its industry leading work keeping our suppliers updated on the challenges and opportunities offered by sustainability in the industry.

Workshops cover carbon, waste, dust, noise, health and safety and community impact to name but a few areas and increasingly are a partnership between our customers as well as our suppliers. This approach is allowing us to work closer with our customers, assess challenges in advance and deliver joined up solutions.



Collaborating on key issues

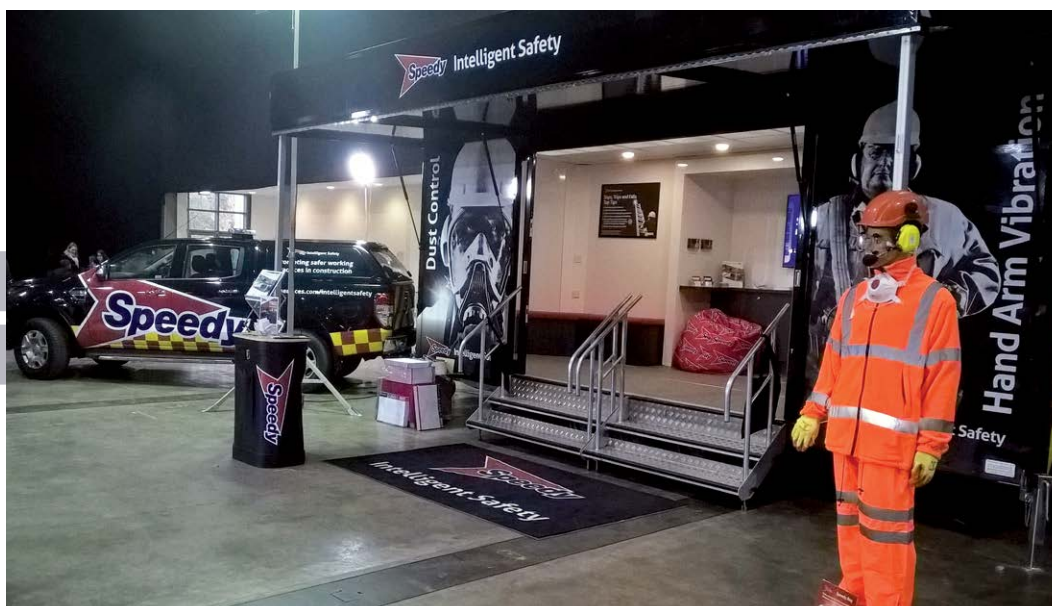
Speedy's 'Mobile Safety Unit' was created for one purpose, to showcase at site level the best of Speedy's products, knowledge, skills and experience to our customers.

Often at a senior level new products are welcomed and their positive impacts understood, yet at site level it remains 'business as usual'.

The MSU, supported by our suppliers allows operators to experience at first hand product benefits on site. Introduced at the start of the year the MSU is already at customer sites on a weekly basis.

Topics for the MSU include

- Working at Height
- Hand arm vibration
- Dust
- Manual handling



Speedy EXPO

The largest private hire show in the UK.

The Speedy Expo is an annual event showcasing product excellence including tools and equipment, lifting and materials handling equipment, temporary lighting equipment, temporary power generation and much more. This year it is being held on the 1st and 2nd of November at the Liverpool Exhibition Centre.

www.speedyexpo.com

Championing:

- Safety
- The environment
- Innovation
- Energy
- Our communities



Intelligent Safety

Everybody has health and safety policies, indeed at Speedy we are very proud of our new health and safety policy (see opposite) which we have updated and are sending to every member of staff. However, at Speedy we recognise that health and safety is not just about policies, it is about behaviours.

World class health and safety at Speedy is about how we shape and instil these behaviours in our people and how we help to improve safety performance in the construction industry.

Intelligent safety, which targets key areas of risk in the industries we serve, provides toolbox talks and further resources for all our stakeholders. Toolbox talks give concise information about the context and impact of a problem, the causes and the solutions: from sensible working procedures to specific tools and equipment which reduce and often completely remove risk.

Campaigns include:



For more information visit:
<http://intelligentsafety.speedyservices.com/>

Influencing behaviours:



Speedy's Safety Awareness for Managers (SSAM)

This is a newly developed training course designed to enhance our managers understanding and ability to manage health and safety in their areas. Topics covered include:

- legal responsibilities
- safety management systems
- principles of managing risk
- common workplace hazard and associated controls
- responsibilities in the working environment; and
- importance of reporting and communication

The course is approved by IOSH, the authoritative organisation for health and safety professionals in the UK. This approval demonstrates that the course has met IOSH's strict criteria and that the level of training meets IOSH's rigorous industry recognised standard.

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

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.

Intelligent safety is a team activity, with every employee needing to be aware of the requirements and engaged in the process. This will deliver the safest possible workplace. That's why we took the unprecedented step of not just revising and refreshing our safety policy, but we are also sending a copy of the new policy to every employee. Within the revised policy document, the responsibilities of everyone in the company, from the boardroom to our depots and beyond are outlined and we will be gauging the feedback to the document over the coming months.



Lowest accident rates in the industry

	Actual	Target
7 Days +	= 0.14 v 0.30	
Specified injured	= 0.04 v 0.09	
RIDDOR Injuries	= 0.14 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 Workplace

"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

**80%
Engagement
Index**

in our People Matters
Survey

**PDR's:
94% of
employees**

had their performance
reviewed and development
needs identified

Apprentice
recruitment into
various functions
of our business

Over 1,000
employees have
attended

**Customer
Excellence
Training**

**713
employees
awarded**

'Spot Rewards' through
our Celebrating
Excellence reward
scheme

203 Speedy
employees nominated
their colleagues for
our internal

**Excellence
Awards**

Engaging our people

At Speedy we realise we can only deliver service excellence by having an engaged, motivated and valued workforce.

People matters employee survey

In order to achieve our vision, it's important that we understand how engaged people are and what's important to them about working for Speedy.

During 2017 we have again run our employee survey 'People Matters'. We measured how engaged people were with the business, how committed they are to helping Speedy succeed, and how people feel about their line manager. Our key measure in Intelligent Workplace is our engagement score which was 80%, a significant increase on the 72% scored last year.

Whilst the results were good, we have developed a five point Group improvement action plan as well as localised improvement plans.

Training and development

We are committed to developing our people's skills. Our training academy delivers a comprehensive schedule of online, classroom and practical training courses. Every new employee attends a corporate induction as well as receiving further training depending on the nature of their job role.

During FY2017 we recruited apprentices into our Multi-Service Centre network to develop them through the Plant Maintenance apprenticeship, and they are working towards achieving an NVQ level 3 qualification.

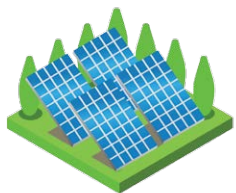
As part of our strategy to improve our customer service, we have rolled out a Customer Excellence training programme, which more than 1,000 employees have attended to date.



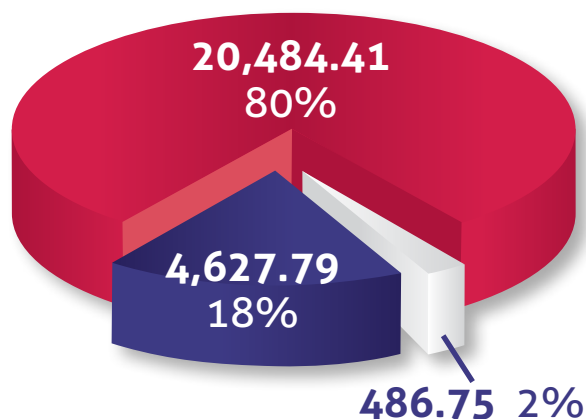
Performance and recognition

During FY2017 we launched a new standardised Personal Development Review process (PDR) to measure people's performance and to identify areas for training and development. We also introduced a Group-wide performance related bonus scheme that links directly to Group performance and the PDR process.

Our managers are empowered to recognise employees for excellent performance within their roles. This is delivered through a spot reward scheme 'Celebrating Excellence'. Over 713 employees received an award during FY2017. We also celebrate loyalty through a scheme that recognises long service including those who have 10, 20 and 25 years' service with the Company. 160 employees have reached these milestones during this financial year.



Intelligent Environment



Carbon Footprint 2016

Total Carbon Footprint = 25,598.95 (tonnes CO₂)

Employees = 3,745 (total for 2016-2017)*

CO₂ emissions per capita = 6.84 tonnes

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

* Our carbon footprint is calculated on the calendar year, 3,745 was the total number of employees for 2016-2017



Case Study: Driving Forward

Transport is by a significant margin our largest Carbon Footprint impact area, so it makes sense to prioritise our fleet management as a key area where our environmental impacts can be reduced. A challenge to which, we are delighted to say, our Transport and Logistics Team have more than risen.

In addition to the excellent work the team has carried out on fleet safety, achieving the FORs Gold Accreditation, the teams work on driver training, speed awareness and excellence in logistics has delivered an incredible year-on-year saving of £1.9 million through cost efficiencies and fuel reduction.

Little wonder then that the Transport and Logistics Team won Fleet Operator of the Year at the Motor Transport Awards, recognised as the industry's 'blue riband' honours which have previously been dominated by transport and logistics companies!

Green Option Products

Moving into a new era

Speedy's Green Option Product range promotes the excellent innovations and new product pipeline of our suppliers marketing, their environmental benefits to our customers and the wider industry.

Speedy's Supply Chain team in conjunction with the marketing function assess the impacts of current and new products and if they meet or exceed the minimum criteria for Green Option products, they are added to our portfolio of green product solutions.



Key areas are:



Energy Efficiency

Energy Efficient: Products in excess of 10% more efficient than their predecessors. This product category also comes with indicative costs and carbon benefits per hour of usage.



Resource Efficiency

Resource Efficient: Products which use less material, or have a high % of recycled content.
Waste reduction: Products which reduce waste on and off site.
Water Efficient: Products which reduce the amount of water used.



Pollution Prevention

Pollution Prevention: Products which prevent pollution.
Noise reduction: Products which reduce the noise impact of operation by over 10% compared to an earlier model.
Nuisance Avoidance: Reducing issues with dust, odour and litter.



Over 200 products are identified as Green Options view them at <http://intelligentshowcase.speedyservices.com>



Intelligent Community

Increasingly proactive community engagement is not just about being a good citizen and neighbour, it is becoming a business imperative, as the Government in particular, seek to maximise the benefits to communities from major investment in infrastructure and construction projects.

That's an approach which delights us at Speedy, we have a track record of 40 years of community engagement, both in the construction community and our local communities.

H.M.P. Garth

Speedy is delighted that the long standing partnership with H.M.P. Garth, where Speedy operates the prison's largest training workshop, continues to thrive. The Speedy group is committed to the rehabilitation agenda.

Mates in Mind

Some excellent work has been done by the construction community on the growing issue of depression and indeed suicide in young men aged between 18 and 35. The Mates in Mind programme has put in place a structure to help companies encourage people to become aware of indicative signs in their colleagues whilst also providing help lines and further training for people within the industry to become champions in the workplace.

"This is a key issue in society and in our industry. At Speedy we had no hesitation in signing up to this excellent programme."

Russell Down Chief Executive, Speedy

Lighthouse Club

Speedy is a long standing supporter of the Lighthouse Club and their work with families suffering hardship or loss through the construction industry.

Last year was the 60th anniversary of this excellent organisation and Speedy was happy to support these celebrations by promoting the work of The Lighthouse Club at our supplier programme and at the Speedy Expo. They also sponsor their e-newsletter distributed to Lighthouse Club members.



WellChild

Speedy's partnership with WellChild has proven to be hugely productive. Our people were very keen that we support disadvantaged young people by using our skills, experience and resources. Our intention was to partner with an organisation that was welcoming and inclusive. The partnership has delivered all this and more.

Speedy were immensely proud to win the *WellChild Volunteer of the Year Award*.



WellChild Volunteer of the Year

Speedy has been an excellent company to collaborate with and a thoroughly deserving winner of our *WellChild Volunteer of the Year Award*.

Case Study: Recycling Lives - turning waste into a positive impact

Speedy recently went through an extensive waste management tender and at the conclusion of the process we awarded the contract to Recycling Lives.

A refreshing organisation who bring with them not only excellence in waste management, but an outstanding programme of supporting disadvantaged people through funds generated by the day to day operation of their business.

In addition to their transparency and environmental stewardship, Recycling Lives also offered great synergies between many of our community based programmes and those run by Recycling Lives. Their social and environmental stance was a significant factor in the decision we made.

Where Next?

One of the most exciting things about the CSR agenda is that, like the business agenda, the challenges never stop. If you perform well on carbon, then you can probably perform better; if your people like working for you, perhaps they could love working for you; if you helped 20 community groups last year perhaps you could help 30 this.

This is a challenge but it is also what makes us tick at Speedy. There is no such thing at Speedy as the status quo; if you are not moving forward then you are probably moving backwards. So what drives us forward?

In a word, innovation, the potential benefits of which are endless. New products, new ways of working, new partnerships adding value at every level. At Speedy innovation is part of what we are about and always will be.

So, where next means, more new products, increased collaboration through the newly revamped Speedy Partnership Programme and providing our customers with service excellence, which not only covers product excellence but also positive environmental and social impact.

That's where next is.

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 and retain this in 2016 and 2017. 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.



Carbon Disclosure Project

CDP focuses investors, companies and cities on taking urgent action to build a truly sustainable economy by measuring and understanding their environmental impact.



Fleet Safety recognition

In 2015 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 210 operational sites, located across UK and Ireland, surpassed all safety requirements and achieved FORS gold certification.





Take a look at what our customers are saying.
We want all our customers to **'trust us to deliver'...**

"Excellent service
received from Jim
once again."

"Prompt delivery
and helpful driver."

*"The kit was great, the service
was very good and **overall an
excellent experience.**"*

**"Friendly people, good price
and service,** what more
could we ask for?"

"Very happy with the
guys in the depot who
are very helpful."

*"Thank you for doing
a great job."*

*"As usual we received a
first class service."*

"Awesome!
Couldn't suggest
improvement."

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