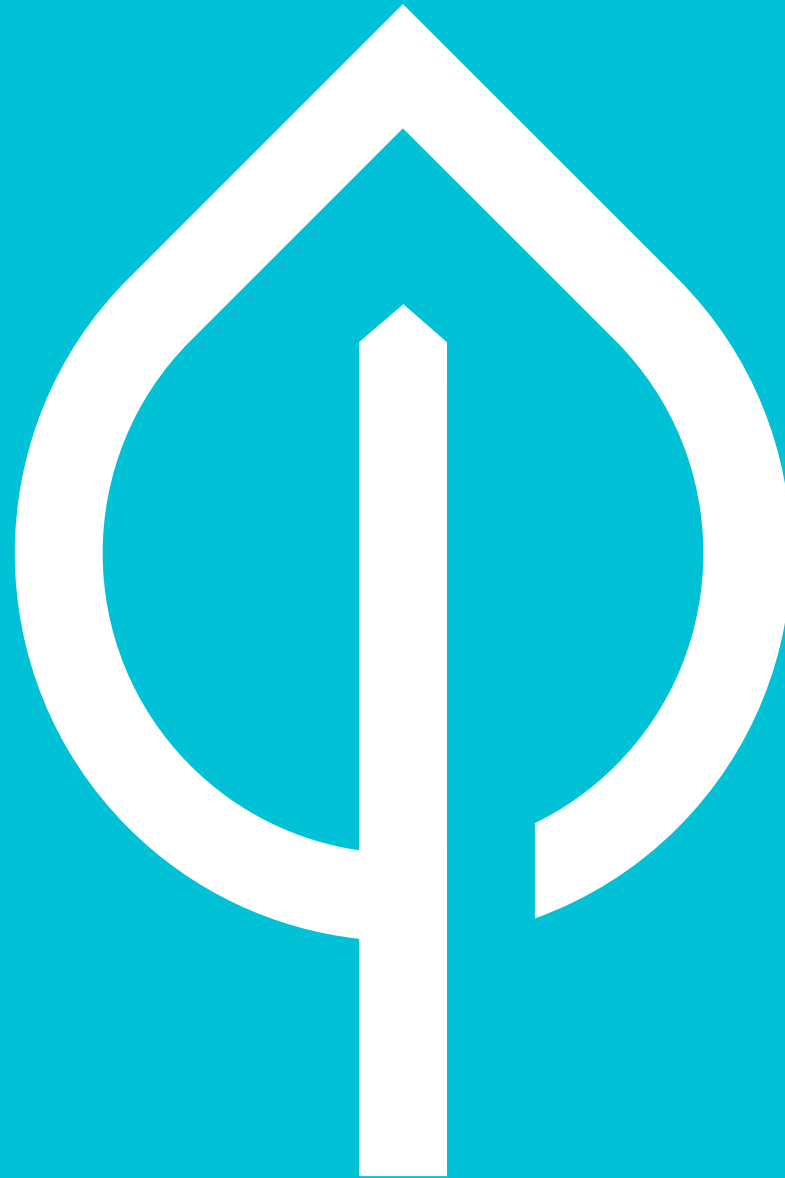


Sustainability report

Greater positive
impact programme



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Introduction

I am delighted to introduce our Sustainability Report, we hope you enjoy learning more about our efforts this year.

Sustainability is fundamental to the world in both terms of environment, people and economy. We have seen throughout history both recent and distant examples of bad practice which have had a negative effect on our world.

More than ever, it is the responsibility of all businesses to show respect to their environment both local and global, customers and employees.

It is fundamental to GLH's approach as a business that the caveats of sustainability are followed and communicated effectively and genuinely.

A handwritten signature in white ink, appearing to read 'R. Scott', is positioned above the name and title of the signatory.

Robert Scott
GLH Managing Director

01 In our words



GLH in our words

Our vision

We want to lead the way in providing the business community and public sector with only affordable and sustainable transport solutions.

Our purpose

Our purpose is to responsibly deliver our transport services with highest levels of customer care, whilst ensuring we have as little impact on the environment as possible and contribute positively to our local community.

Our values

Valued

Sustainable

Committed

Responsible

Engaged

GLH in our words

For GLH sustainability is more than just doing the 'right thing' because it makes commercial sense, it means doing the 'right thing' because it makes sense morally and ethically.

For us sustainability is inextricably connected with the concept of corporate citizenship, meaning we have rights - our license to operate and thrive commercially, as well as responsibilities and duties that extend to engagement with stakeholders - our community, employees and clients, as well as our duty to address the societal and environmental impacts we have.

Our sustainability programme comes to life through four material issues, the issues that we have identified as most relevant to us and our stakeholders:

Environment

**Supply
chain**

Employees

Community

02 Governance

Strong corporate governance

This is absolutely essential for the survival and development of the sustainability agenda within our business. Securing and maintaining the board, managerial and operational support is intrinsically linked to our long-term and continued growth trajectory



Driven from the top

The sustainability agenda is driven from the top and always has been. Since embarking upon this journey, we have had a Director with responsibility for preparing both the Strategy and Report

Business Management System

Our sustainability forms part of our integrated business management system, which includes ISO 14001, ISO 9001 and ISO 45001

Supporting policies

The sustainability work is encapsulated in a suite of policies, including Sustainable Procurement, Carbon Management, Sustainable Travel, Employee and Supplier Codes of Conduct

Employee engagement

We believe sustainability is every GLH employee's responsibility and is part of everyone's job description

03 The environment

The environment

We're working with albert!

GLH has always held the environment and sustainability at the top of our agenda so we are super excited to have collaborated with albert to become an approved We Are albert supplier to the film and television industry.

albert is all about what the film and TV industry can do to create a sustainable society and as one of the most accessible, creative forces, can do to create a sustainable society. As an approved supplier, we are proud to be able to help them achieve this by becoming an intrinsic part of their supply chain and making it happen through the use of our low and zero emission cars and couriers supported by environmental reporting.

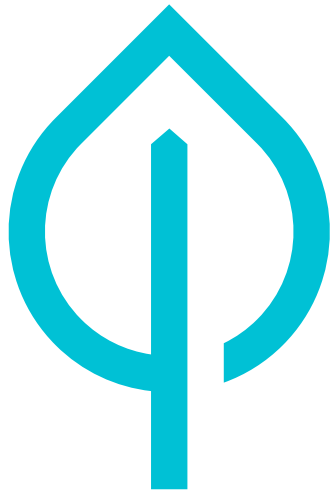
For more information or how you can get involved, please visit <https://wearealbert.org>



'We are not interested in 'ticking boxes' when it comes to sustainability – and we never have been. For us this has always been about making a real difference to our impact...'

Zoë Walsh,
Director of Sales and
Customer Relations

The environment



We were recertified to ISO 14001, 9001 and ISO 45001 standards following an external audit in May.

Due to continued investment in the expansion of our home and remote working, we have avoided carbon emissions of around 40 tonnes.

Our staff continue to work hard to engage customers in changing how they use our service, this has resulted in an increase in the amount of car pooling and sharing, ultimately leading to less journeys, miles travelled and carbon emitted.

We have continued our move to becoming paperless, and have reduced paper usage by a total of 87.2% since 2013 and over 99% of our invoices are now sent electronically.





GLH is a LoCITY Champion and are actively involved in creating, shaping and implementing the LoCITY programme to help make it a success and improve London's air quality.

On average save £51.76 per week when driving our plugin hybrid vehicles. Saving each driver almost £2700 per year.

This year we have introduced the fully electric Tesla Model X, the Toyota Prius Plug-in which emits 29g/km and the Hyundai Ioniq Plug-in which emits just 26g/km and drivers have reported getting a whopping 700 miles out of a full tank.

Our courier division boasts the largest fleet of Hybrid goods car vehicles in London and we have now also added Zero emission cargo bikes to our fleet.

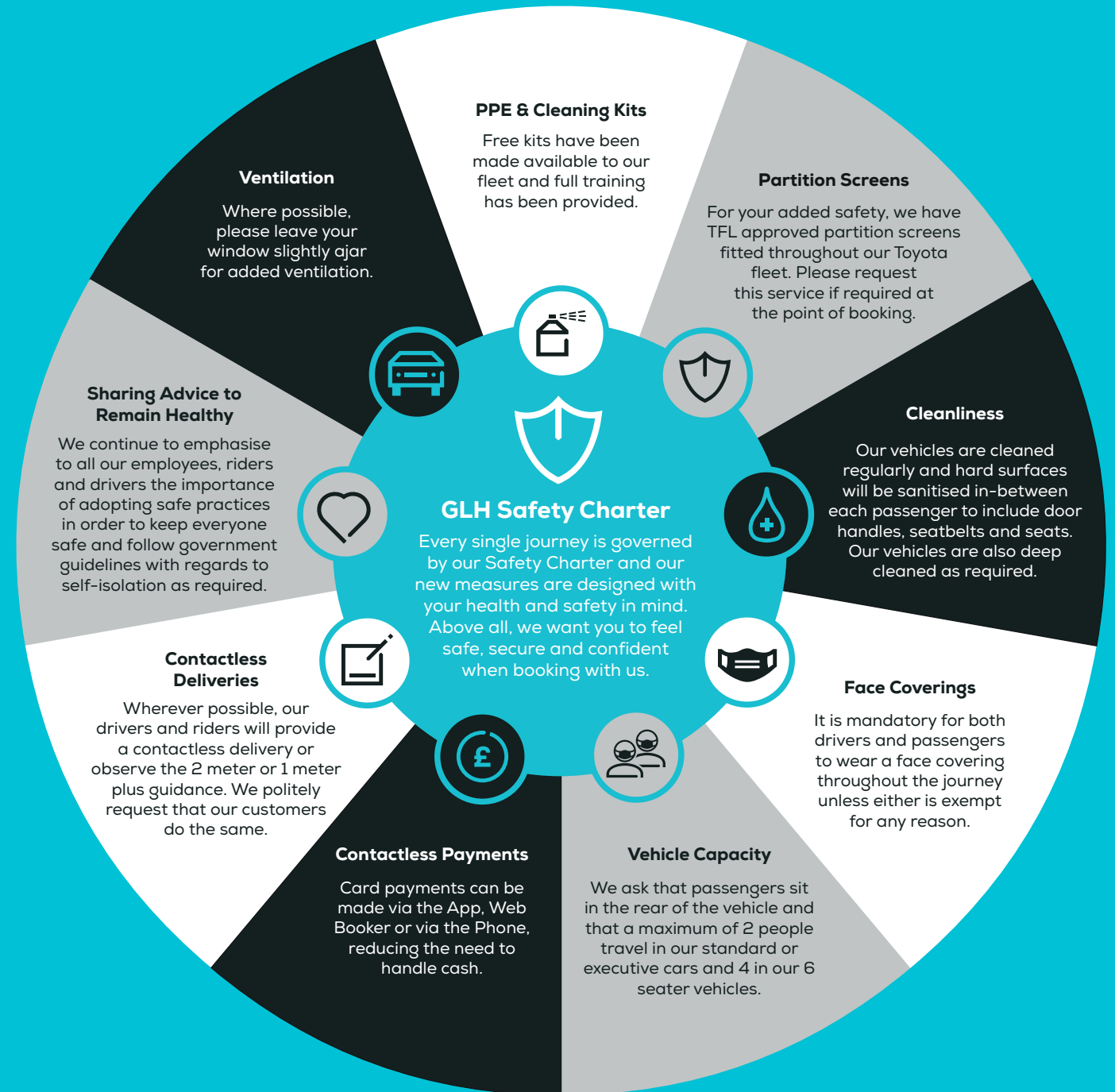
Our Sustainable Procurement Policy sees us continuously upgrading our fleet to ensure we are always reducing our CO₂ emissions.

04 Our community

Our Safety Promise

This year in particular has been a challenging one for all of us but as ever, our amazing team adapted swiftly to ensure that we were still able to support our customers in any way we could in a safe manner.

As a result of rigorous risk assessments our Safety Charter was born and full training was provided throughout the business to ensure it was embedded in everything we do.



Our community

“As a new local secondary school we have been thrilled by the high levels of support we have received from GLH. Our school has benefited so much from such a genuine partnership; most notably in the areas of sustainability and with the growth of our library and specialist facilities for students of SEN.

GLH have such strong commitment to their local community. I am very much looking forward to many opportunities for us to work together over the coming years.”

Lucy Harrison
Headteacher, Archer Academy



‘GLH have such strong commitment to their local community’

Our community

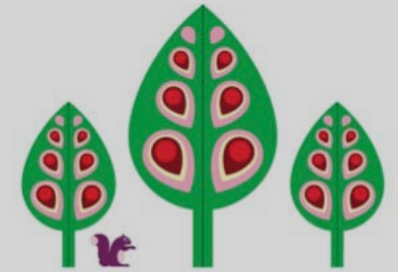
The directors of East Finchley Community Trust feel, unanimously, that we must express our gratitude in writing, for the financial support you have given to our summer community festival for the last 10 years and our Christmas festival for the last three.

Without this support which funds most of our "Fun Corner" in summer; there would be a serious reduction in the amount of fun enjoyed by the crowds attending; especially the children. The reindeer which you fund at Christmas time at a great cost, is the main attraction and helps to make each Christmas festival a tremendous success.

Your support helps us to provide funding for a number of local charities, national charities and local deserving causes it also plays a part in bringing the local community together at the festivals and other occasions throughout the year. Thank you once again,

Stan Spinks

Director East Finchley Community Trust



EAST FINCHLEY
COMMUNITY TRUST

'Your support helps us to provide funding for a number of local charities, national charities and local deserving causes'

Our community

By providing us with three, six-seat taxis free of charge every week, GLH enables a team of volunteers from Fieldfisher to attend St Paul's Primary School every week for half an hour of one to one reading with pupils.

After our office move last year, the Fieldfisher team of volunteers was no longer able to walk to our Reading Partners School in Tower Hamlets, with whom we had a long-standing relationship. Thanks to the reliability, professionalism and generosity of GLH, we have continued our relationship with the school and been able to maintain our weekly commitment to the Reading Partners scheme.

The Reading Partners scheme aims to improve the literacy of children in Tower Hamlets, and offers the children participating the valuable opportunity to enhance this crucial life skill. Thank you, GLH!"

Louise Sivey
Fieldfisher LLP

fieldfisher

'GLH enables a team of volunteers from Fieldfisher to attend St Paul's Primary School every week'

Our community

The fantastic support Martin Primary have been given by GLH has made a huge difference to all the children. The money donated has been used to improve the playgrounds, this has been even more important as Martin Primary is now a free form school and there have been a lot of changes and developments in order for the school to expand.

There is now a new reception playground and new play equipment in both the main playground. This just would not be possible without all the local support that we get.

Maria

Mother and Volunteer Fundraiser



'GLH has made a huge difference to all the children. The money donated has been used to improve the playgrounds'

We firmly believe that we have responsibilities that extend beyond purely generating revenue and profit.

This commitment to corporate citizenship started with our late Managing Director and founder John Scott and now continues with our current MD, his son Robert, both were and are truly committed to supporting various local community and numerous worthy causes.

One of these causes is the London Scottish FC, as a lifelong supporter John is honoured every year in the memorial match. Robert always throws the invitation open to our employees as a way of thanking them for their efforts.

London Scottish Football Club



'We firmly believe that we have responsibilities that extend beyond purely generating revenue and profit'

05 Our supply chain

Our supply chain

Driver satisfaction survey

This year we conducted our annual driver satisfaction survey. Overall the results were extremely positive and we have included a small selection here.

96%

of drivers would recommend working for GLH to other drivers

94%

of drivers thought that our support staff and the help offered to them, made us stand out from our competitors

91%

felt the quality of work offered made us stand out from our competitors

94%

of drivers were satisfied with GLH

89%

of drivers were happy with the type of vehicles we offer

06 **Our clients**

What our clients have to say about us...

Our clients

"I am a first time user of GLH and would like to say I am overwhelmed with the customer service, every single person I spoke to on the phone, every driver and every courier over the past two weeks has been outstanding. The care and consideration for each job and booking was second to none and I just want to say thank you and would really like if you could pass on this good feedback.

I hope to be able to use you again. In my job, being able to track vehicles on mass is really important as well as getting updated etas on cars because I book so many so often is key- if you have this service, it would be really handy to know so I can use you in future jobs."

Natalie
Goowoo Media

"I'd like to say a big thank you to GLH for their friendly, flexible and professional service. Whenever I get in contact with GLH, it is usually because a taxi needs arranging urgently – and I can always rely our account manager Sonia to get things sorted quickly and calmly. GLH's response times are fantastic, and I always feel valued as a customer. It means a lot to have a designated person to contact, who understands our institution and how we work. So – thank you!"

Carys
Disability Adviser

Our clients

"We have had the same driver for our bookings for Barry's Bootcamp a few times now and I just wanted to say how amazing he is.

His name is Alan and he is the most helpful person I have ever met. He is always willing to go out of his way to help, even when it's probably beyond what is expected of him. He is also a lovely person, who always brightens up my day.

You should be super proud of such a fantastic employee!

Thanks very much for hiring him!"

Megan
Barry's bootcamp

Our clients

'EBRD have been using GLH since 2013 after they successfully won the tender for the provision of ground transportation.

The service provided is exceptional with very few issues considering the volume of work given to them. The account management in particular has been excellent.

The support offered from mobilisation, review meetings, the provision of management reports and the day to day running of the account really has been very good.

The vehicles are clean and well-presented and their drivers are professional and courteous to the extent that EBRD employed one of them to be our President's personal Chauffeur!

I would recommend their services without hesitation.'

Tom King

Travel Manager, European Bank of Reconstruction and Development

07 Our employees
















Employee Wellbeing

Our employee's wellbeing is of utmost importance and our Health Assured Employee Assistance Programme (EAP) is a package designed to assist our staff to balance the pressures of their work and home life. This has been a tremendous support to our team, especially recently, as times have been more challenging than ever.

An employee who recently used the service said:
 "I have been very impressed with the service which I have found invaluable. Their response times were very quick, and the advice given was very useful and professional. I am extremely grateful that this was available to me and would highly recommend making use of the facility to all my colleagues should they need it".

The EAP offers 24/7 confidential support and access to Financial advisors, Counsellors, Legal advice and much more. This much needed support is not only available to our team but to their direct family members as well, to further ensure the happiness of our team and their work-life balance.

The EAP programme includes;

- | | | |
|---|---|---|
|  Family issues |  Financial information |  Legal information |
|  Medical information |  Relationship advice |  Housing concerns |
|  Alcohol or drug issues |  Childcare support |  Stress & anxiety |
|  Gambling issues |  Domestic abuse |  Retirement |
|  Consumer issues |  Tax information |  Bereavement |



Our employees

Did you know...

27%

of our employees have been with us for more than 10 years.

13%

of our employees have been with us for more than 20 years.

10YRS

is the average length of service, with our longest standing employee chalking up a whopping 38 years!

100%

of our employees have received some form of learning and development.

30%

of our Board are women.

41%

of our employees are women.

54%

of our employees work from home and flexibly with the support of our ICT systems.

Lovely praise for our employees:

"A big thankyou to @GLH_tweets strepping in to help deliver Christmas gifts to disadvantaged kids"

"The service of the controllers is always excellent, efficient friendly, most I have known for a long time and know what I am going to say which makes booking so easy. Top marks to them all!"

"One of @GLH_tweets lovely couriers has just removed the half-dead tarantula that's been terrorising me all day in the office"

"Good luck! Award or not, as long as you keep providing excellent customer service and reliability, you will remain my pre-booked cab company of choice when I'm in the Big Smoke"

"Drivers always arrive on time, lovely cars and lovely drivers!"

08 **Accreditations & associations**

Accreditations & associations



Officially licensed private hire operator.
Licensed by Transport for London.



09 Recognition & awards

Recognition & awards



Corporate National Courier Award for GLH - Drivers delivering in London lockdown.

BusinessGreen
Leaders Awards 2019
FINALIST

Business Green Leader award finalist



Logistics Awards 2019

**GLH is available for you
24 hours a day, 7 days
a week, 365 days a year**

24 hour booking line: 020 7490 4222

Sales: 020 7566 9052

🐦 Twitter: @GLH_tweets

🌐 LinkedIn: GLH

📘 Facebook: fb.com/GLHLondon

bookings@glh.co.uk

glh.co.uk

Greater London Hire Limited

Registered office:

14-15 Gateway Mews

Bounds Green

London, N11 2UT

Registered in England No. 01156173

VAT No. 230 863868

GLH