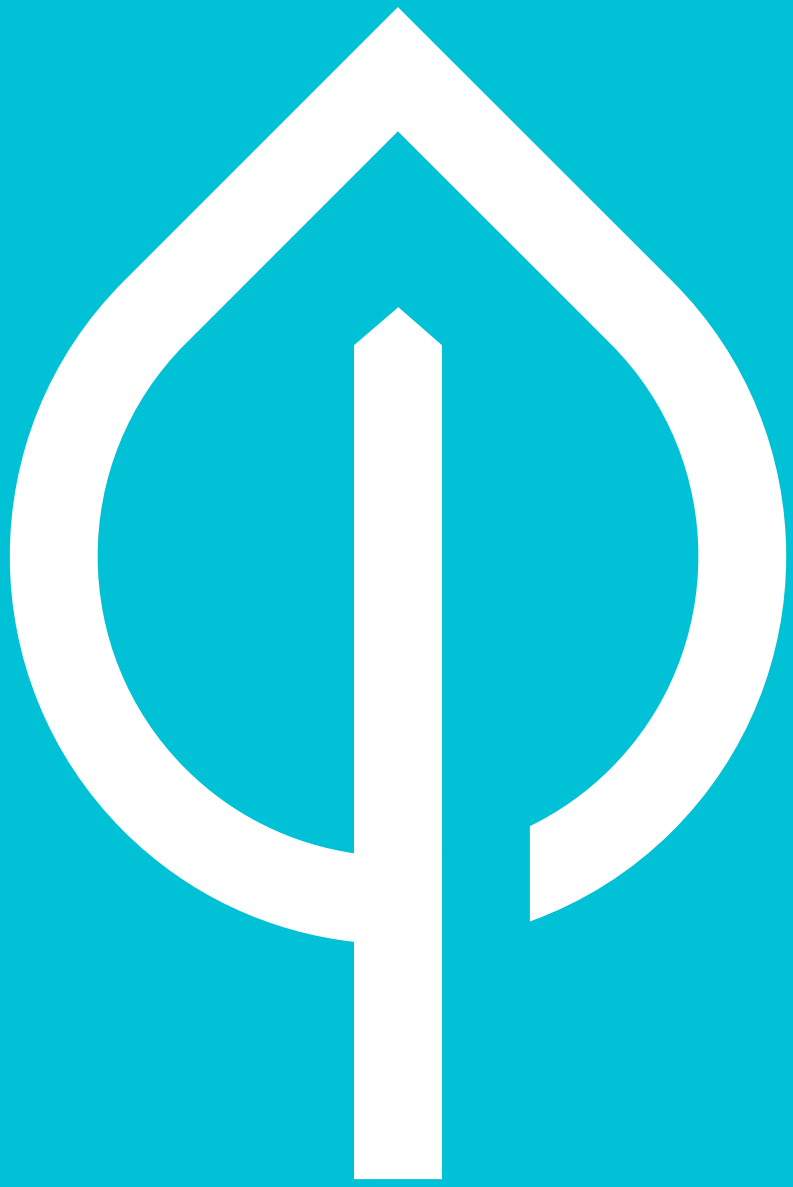
Sustainability report

Greater positive impact programme



GLH

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Introduction

I am pleased that sustainability has gained significant traction in recent years and the topic is now a part of the mainstream agenda and our daily lives, never more important as now.

How we behave towards each other and how we interact with and within our environments has been recognised as crucial in the advancement of the human race and laying clear paths for the development of future generations.

GLH recognises and has always recognised that we must contribute to the greater good and whilst in the grand scheme of things our efforts are miniscule feel that if everybody contributes then problems would significantly reduce.

It has been and always will be fundamental to our overall approach that we take sustainability issues seriously and act to the best of our ability to counter potential obstacles and educate ourselves with regards how we can do things better.



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:



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



Employee engagement
We believe sustainability is every GLH employee's responsibility

03 The environment

GLH and the Environment

As undeniable evidence of climate change hits the headlines, sustainability is at the top of the agenda for our clients. This is reflected in their choices which has seen a % increase in use of our electric car fleet and cargo bikes. Technology continues to evolve and we continue to invest in it: introducing the Mercedes EQE to our fleet for a fully electric executive travel experience.

Alongside our investment in zero emission fleet, we are putting considerable resource into collaborating, educating and campaigning as this is where the bigger wins are and where the future of sustainability lies. This includes our work with LoCITY Champions, Albert and supporting initiatives such as the Cross River Partnership. Expedited infrastructure is what is needed and we will do all that we can to campaign for and facilitate this.

As evidence of our commitment to environmental matters, we have held the ISO 14001 Environmental accreditation since 2007 and believe we were one of the first in our industry to do so. We were delighted to have once again been recertified to ISO 14001 Environmental, ISO 9001 Quality and ISO 45001 Health and Safety standards following our annual external audit.





'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

TÜV NORD
TÜV UK Ltd.
ISO 9001/14001/45001

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 continue to collaborate with albert and are 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**

ALBERT
Supplier

Our work with LoCITY Champions intensifies.

LoCITY is a Transport for London project that is driving the adoption of low-emission commercial vehicles to improve air quality. As the climate crisis reaches tipping point, collaboration increases and this means not just talking about fleet but also alternative modes of commercial transport, the infrastructure and the partnerships needed to support them.

These were the topics discussed at the LoCITY masterclass which we were proud to attend alongside many other operators, experts and public bodies, looking at what is needed for clean air, the quickest wins and what is commercially viable. Not only do we need to look to partner with other organisations here in the UK, we also need to look at other cities around the world and share their environmental successes and we need to keep the conversations going until they turn into actions **www.locity.org.uk**

We also spoke at panel to hundreds of operators and suppliers at the Licensed Private Hire Car Association's (LPHCA) AGM and roadshow, discussing the transition to EVs and the need for commercially viable infrastructure and alternatives.

LoCITY

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.

The environment

We were recertified to ISO 14001 Environmental, ISO 9001 Quality and ISO 45001 Health and Safety standards following an external audit in April.

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 sharing, ultimately leading to less journeys, miles travelled and carbon emitted.

Our Sustainable Procurement Policy sees us continuously upgrading our fleet to ensure we are always reducing our CO_2 emissions.

We've added the Mercedes EQE to our executive fleet: total iconic luxury, totally electric. Our corporate and VIP clients can enjoy the comfort and style that is quintessentially Mercedes whilst creating absolutely zero emissions.

Our courier division boasts the largest fleet of Ultra Low Emission Hybrid goods car vehicles in London and we are now expanding the number of Electric Vans and Cargo Bikes we have on our fleet.

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.

04 Our community

GLH, in Partnership with the NHS

Our work with the NHS goes from strength to strength and it's an honour to be part of our patient passenger's journeys. We've provided transport and courier services to hospitals for many years and as our reputation for this grew, largely thanks to feedback from patients themselves, we've extended and improved our service.

GLH's DCA (Driver Care Assistant) training is above industry standard and covers Scope of Practice, Duty of Care and Patient Confidentiality, Information Governance, Mental Capacity and Consent, Incident Reporting, Equality and Diversity, Safeguarding – Level 2, Infection Prevention and Control, Communication and Interaction, Dementia Awareness, Fire Safety, Safer Patient Assistance, Emergency First Aid at Work.

We are now working with a large number of London's hospitals and NHS trusts. We have invested in expanding our private ambulance fleet and we are working towards being CQC (Care Quality Commission) registered.

For the hospitals we work with, this confirms they are working with a supplier that can be fully trusted to provide the same levels of care to patients as their own staff. And for patients, this means that they know, on those journeys to and from hospital, when they are scared, uncomfortable, exhausted or emotional, we will treat them with dignity, respect and sensitivity.

One of our greatest achievements for the NHS has been our bespoke booking system which has enabled hospital transport teams to see all the information they need at a glance and not only enhanced the overall patient experience but has also reduced booking transaction times by over 50% - creating efficiency savings at a time when NHS resources are desperately stretched.

Seeing our NHS journeys and challenges every day puts our industry challenges into humbling perspective.

Think Pink powered by the Rosie May Foundation

We are delighted to be working with the Think Pink charity. Think Pink is powered by the Rosie May Foundation, a charity founded by Mary Storrie in memory of her daughter Rosie May who was tragically murdered aged 10 in 2003. Rosie May's mantra was 'Girl Power' and the Rosie May Foundation has powered initiatives to empower women and girls all over the world. Think Pink is one such initiative which encourages women here in the UK to consider careers as professional drivers with practical, financial and moral support.

Our industry is typically male-dominated so women often don't even consider a career in it – and yet becoming a professional driver offers flexible, rewarding work with many opportunities for progression.

Working with Think Pink we've secured discounts on insurance, free tax returns, online training which covers topics such as legislation, health and safety, basic life support, conflict resolution and awareness. We have secured much needed sponsorship from Industry suppliers as well as supplying free mobile SIM cards and free uniforms.

In addition we are grateful to the many industry suppliers who have offered support and sponsorship which has been vital in enabling Think Pink to raise awareness and continue its work.

To date 50 drivers have entered our industry via Think Pink and the initiative is rapidly rolling out across the UK. At a time when the UK has a professional driver shortage this has the potential to revolutionise our industry and empower women.

"Zoe has generously offered her valuable time pro-bono to be part of the leadership team for Think Pink. Zoe's advice and insightful contribution has been the key to the success of the ongoing pilot scheme"
Mary Storrie
The Rosie May Foundation



LPHCA AGM & Roadshow

One of our most important communities is our own sector. After almost 60 years we have a unique understanding of the challenges our peers face in trying to balance commercial survival and climate emergency in an ever-challenging context.

Our Sales and Customer Relations Director, Zoë Walsh, was on the panel at the Licensed Private Hire Car Association's (LPHCA) AGM and roadshow, attended by hundreds of operators, public organisations and associated suppliers from across the UK. Together they discussed the challenges facing our industry in transitioning to EVs and the need for the Government to enable this by investing in commercially viable infrastructure and alternatives.

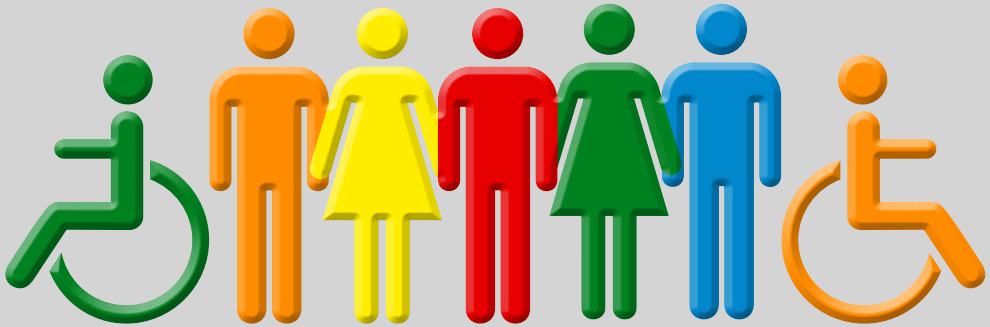
Celebrating diversity and inclusivity

78% of GLH's workforce is classed as diverse. North London is an extreme mix of social deprivation and affluence.

Where possible we recruit from within our local community – 50% of our workforce originate from North London and 50% still live here. People here are promoted on their dedication to absolute care and their ability to solve problems rather than their background or education.

Women make up 36% of our leadership which is significant given that we work in a male-dominated industry. Our teams are highly trained in disability awareness and some of them have disabilities themselves. We train staff in LGBTQ+ awareness. So, when we celebrate International Women's Day or Pride we know that these are the values we act on every day, year in, year out.

We are privileged to have a highly diverse client base and we try to acknowledge all our communities in promoting awareness, religious and cultural events. GLH was built on the values of inclusivity and community and we intend to keep it that way.



Rosie May Day

Each year, along with other organisations around the world, we celebrate Rosie May Day. In 2003, Mary and Graham Storrie's 10-year-old daughter, Rosie May, was tragically murdered at a Christmas party.

To escape the traumatic memories, the Storries went to South East Asia the following December, where they planted a palm tree in memory of their daughter. That Boxing Day, they stood on the shore of the Indian Ocean as the Tsunami hit. Miraculously, the Storries survived and, incredulously, so did the palm tree they had planted just days before which remained upright with debris swirling around it.

This was the inspiration for the Rosie May Foundation which has since been changing lives in Nepal, Sri Lanka and here in the UK.

At the most recent Rosie May Day, our teams raised a whopping £800+ which is a record for us and the highest amount of any organisation taking part. On what would have been Rosie May's 30th birthday, we fundraised on social media and held a 'Pink Tea Party' and our funds contributed to the total of £13, 464 which will be used to empower girls and women around the world.

MacMillan

With one in two people being diagnosed with cancer, sadly Macmillan is a charity close to most of our hearts. Every year we have a Christmas Jumper Day where we dress up, have fun, get into the festive spirit and raise money for charity. Most recently we chose MacMillan and were delighted to be able to donate a total of £174 to help them with their vital work.

Cancer affects so many elements of peoples' lives - £30 of our donation will be enough for a MacMillan nurse to provide essential medical, practical and emotional support to someone with cancer and their family, while £50 is enough to pay for an energy specialist to help someone with cancer who is struggling to pay their bills.
We are so proud of our team for stepping up every December during our busiest time and still making time to show absolute care to those who need it most.





Marie Curie

Marie Curie is also a charity close to our hearts – from seeing first-hand the comfort and end of life care that Marie Curie nurses bring to loved ones, to delivering PPE equipment to nurses during the pandemic and regular fundraising.

So, we decided to step-up for out latest campaign by setting ourselves a challenge to see how many steps we could do in a month (not easy when a lot of us need to be sitting down to do our jobs). We also organised a Big Yellow Party event and asked our wonderful clients to sponsor us via social media.

Our teams did brilliantly! Johnny from our sales team won the step challenge with a whopping 350,000+ steps and we managed to raise £450 which is the equivalent of two blocks of overnight care from a Marie Curie nurse, giving vital comfort and respite to families.

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Highgate Primary school

A number of our team are parents and carers to children with special educational needs and disabilities (SEND) and we support them with flexible working arrangements and other adjustments.

One of our local primary schools, Highgate, has a very special ethos and excels in helping children with autism, ADHD, down's syndrome and deafness. Part of this includes specialised activities such as outdoor learning and gardening where children with SEND can learn away from the often-overwhelming classroom environment, get fresh air, learn new skills and feel calm and connected to nature.

These activities also benefit children without SEND too! We are very happy to have donated £5000 to develop their allotments, gardens and forest school areas.





We are delighted to announce that car and courier service GLH has generously agreed to support the school's commitment to gardening and outdoor learning. By providing funding for tools, plants, forest school and the general maintenance of our beautiful grounds, all children will benefit from GLH's help.

William Dean and Becca Lewis
Co-Head Teachers, Highgate Primary School

In providing free vehicles, GLH has helped children of year 6 at Grafton Primary School, Holloway, deliver 2 barrels of food, medicine, toiletries, nappies and letters to a container bound for a primary school in Freetown, as well as always providing free transport whenever we travel to or from Sierra Leone.

GLH has been an unsung hero but recognition of their help to those less privileged is needed. Thank you for your continuous support.

Alexios Gennaris
Fundraiser for children in Sierra Leone

Zoe has generously offered her valuable time pro-bono to be part of the leadership team for Think Pink. Zoe's advice and insightful contribution has been the key to the success of the ongoing pilot scheme

Mary Storrie
The Rosie May Foundation



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, Martin Primary

We are absolutely thrilled to have hit our target for our Big Give Christmas Challenge, raising money for our Collage Voices community theatre!

Thank you so much again to you, Rob, and everyone at GLH for your generous support of which really helped us secure a place in the general campaign - we could not have done it without that.

And Thank you again for your support in transporting one of our most vulnerable students to our specialised workshop this year. With these most vulnerable young people, they really need the bespoke programme around them and without GLH's support this young person would not have been able to engage. It's a necessarily resource heavy approach. The First Steps education psychologist, also referred to the positive influence the music workshops were having on them.

Even doing this for what eventually became one person means we have evidence and a case study to be able to open conversations about funding a continued programme such as the above for the borough's most vulnerable young people.

Andry Moustras
Programme Manager, Collage Arts

EAST FINCHLEY
COMMUNITY TRUST

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

archer
ACADEMY

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

05 Our supply chain

Our supply chain

Sustainability is broken down into four issues: our local community, employees and supply chain and the environment. These issues form the framework for managing the aspects of our business that have impacts environmentally and socially and enable us to engage meaningfully with our stakeholders. Annually we review and prepare our Sustainability Strategy; setting objectives and targets within this, along with our operational controls and procedures, enabling us to effectively manage these impacts.

GLH is an ethical contractor. We don't just see our suppliers as suppliers – we see them as people first and foremost.

We support them to help their businesses thrive and we ensure that we share the same values, particularly in terms of sustainability: we purchase and lease from a number of trusted and vetted suppliers who can demonstrate their own commitment to sustainability.

We use local suppliers wherever possible to ensure that we support our local economy and employment.

Partnering with the NHS

We have invested heavily in driver training and modules include, though are not limited to, disability awareness, first aid, mental health awareness, safeguarding and customer care.

Gett.

In response to the driver shortages we have been experiencing across the industry, GLH are now partnered with Gett to provide a fully integrated Black Taxi service for our account customers.

Think Pink!

With only 2% of all fleets currently represented by women. GLH is working closely with a non-profit alliance, Think Pink, which is supporting and empowering women to join the private hire industry.

06 Our clients
What our clients have to say about us...

Our clients

"Since joining GLH courier service the difference we do notice is that the couriers do turn up super quick and are always on time. There is always someone at the end of the phone if we need anything which we find so helpful, all the staff are spot on with everything they do.

The online booking system is really good as well - simple and easy to use.

Jonny our account manager is super without him we wouldn't have known about GLH. We are very grateful to be working with him. In the short time we have been working together it has been fantastic service."

Danny Hamilton
Take Two London

"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"

Natalie
GooWoo Media

"Wonderful service, thank you so much - very quick - it's honestly so refreshing to have a courier service that just gets on with it with no fuss. Loving the service so far!"

Sarah-Jane Dawson
Production Coordinator, Acme

"GLH Couriers are the backbone to our PR and event office, they work in a timely manner and can always accommodate last minute requests with the upmost professionalism. Helpful and knowledgeable staff are also on hand to assist with any questions we may have."

Andrew Blakemore
PR & Event Manager, Oris

"Just a very quick email to say how wonderful one of your couriers was. Excellent service and just a very pleasant human! It was a lovely service and I just wanted to pass on my thanks to my courier!"

Chloe Wilcox
Outline Productions

"GLH are the perfect courier solution for our business in and around London. They are flexible and accommodating to our needs and the drivers are always well-presented and polite."

Adrian Lovell
Logistics Manager, FBC London

"I will be leaving Gucci next week after 7 years of dutiful service. When I say I couldn't have done it without you all I truly mean it! I wanted to say a big thank you to you and your team epecially for always having such a great energy and kind words in moments of panic. Hope we will work together again but in the meantime take care and thank you!"

Dom Brown
Supervisor, Gucci

Our clients

Google Reviews:



"GLH is a brilliant company. We've been using them for A-B and airport transfers in London for over 5 years now. They have always been reliable and on time, and they send text and email updates about the driver's progress. very nice and modern vehicles. The meet-and-greet service is efficient and professional. The car driver is always very friendly and helps a lot. I would strongly recommend it!"

MAK Creates



"Great service, both couriers and cars highly recommended"

M Sz



"Excellent mini cab company"

A H



"Positive: Professionalism, Quality, Responsiveness, Value"

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07 Our employees

Employee Wellbeing

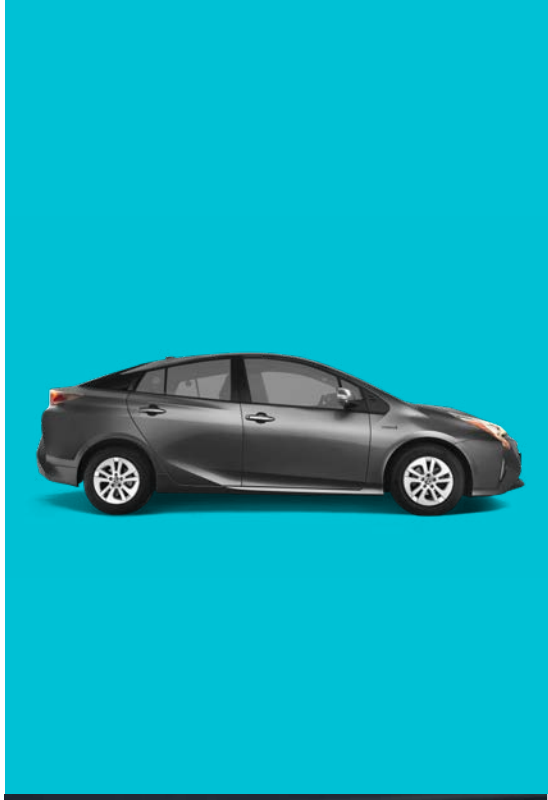
Our employee's wellbeing is of utmost importance and our Health Assured Employee Assistance Programme (EAP) is a package designed to assist our staff to balance the pressures of their work and home life. This has been a tremendous support to our team, especially recently, as times have been more challenging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

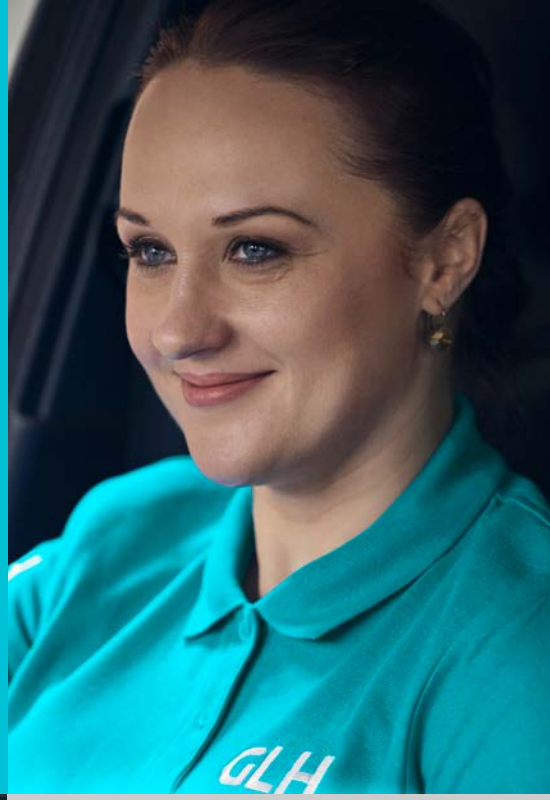
An employee who recently used the service said:
"I have been very impressed with the service which I have found invaluable. Their response times were very quick, and the advice given was very useful and professional. I am extremely grateful that this was available to me and would highly recommend making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









Did you know...

35%
of our employees have been with us more than 10 years.

11%
of our employees have been with us for more than 20 years.

9YRS
is the average length of service.

44%
of our employees and 36% of our leadship team are women.

100%
of our Emloyees have received some form of learning and development.

56%
of our employees work from home and flexibly with the support of our ICT systems.

40YRS
The length of time our longest standing employee has been with us.

Praise for our drivers and employees

"I would like to pass on some positive feedback about one of your drivers named Shahram. My collegue who works at our reception informs me that he is always friendly, polite, and professional every time he attends."

Liam Hughes
Concierge Manager, Dover Street Market

"FANTASTIC drivers, the journey was smooth and comfortable, both polite in conversation and ensuring that my journey went smooth and it did! Once again, it was an enjoyable journey for me after visiting the hospital, thank you."

Hospital Patient

"I would like to send my heart felt thank you to your lovely driver Steven, who came nice and early at 08.40 am to my home and carried out three heavy boxes of documents in the snow and ice and then hand delivered them to the 2nd floor of Anchorage House"

Gillian Howards
Gatehouse Chambers ltd

"I would like to commed Tefik as one of the most caring and helpful drivers I have ever encounter. I have major mobility problems and he took great care of me."

Hospital Patient

"I wanted to take a moment to express my gratitude and satisfaction for the exceptional service Mariusz provided during my recent ride and all previous rides over the years. All the times I had felt welcomed and at ease by him. He has a very friendly demeanor and his professional attitude made the rides in Tesla enjoyable and comfortable. Mariusz's knowledge of the area and efficient driving skills allowed us to arrive at CNBC in a timely manner."

Usman Ali
CNBC

"A quick email to thank you for the excellent service! I was collected early on the morning of my operation by Roni. It's important to know she is an excellent driver most competent. Her people skills are second to none, polite, knowledgeable the perfect professional. I would have her work for me without any hesitation. Thank you for the great service and a massive thank you to Roni."

Hospital Patient

08 Accreditations & associations

Accreditations & associations

Transport for London

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

ALBERT Supplier

LONDON PRIVATE HIRE CAR ASSOCIATION
SAFE IN OUR HANDS
GRADED 5 STAR
★★★★★

TÜV NORD
TÜV UK Ltd.
ISO 9001/14001/45001

CYBER ESSENTIALS PLUS

LoCITY

09 Recognition & awards

Awards and recognition

We are incredibly proud of our teams' hard work and the recognition that their absolute care has received recently. Winning awards isn't why we do what we do (we do that because every single one of our team cares about people and takes pride in their work) – but they do prove that we are making a difference ...

The National Courier Awards are the only awards that recognise the incredible contribution couriers make to the UK. Our couriers have received an award from the National Institute of Couriers almost every year. Most recently, GLH courier, Dave Hossler, won an award for his outstanding work with UCLH which included risking his own health during the pandemic to deliver life-saving equipment and PPE and always being so friendly and professional that many clients personally request him.

Having been the only operator to win at least one trophy (sometimes more!) at the Professional Driver QSi Awards, we really wanted to maintain that record at their 10th anniversary awards. And our teams didn't disappoint. Not only did we win three silver awards for Private Hire Operator of the Year, Community and Sustainability, we also won a special award for being the only operator to win every year for a decade.









We entered the London Chamber of Commerce and Industry SME London awards for the first time and were shortlisted for three categories: Positive Impact, Sustainability and Corporate Social Responsibility. We were the only car and courier operator at the awards and we won the gold award for Sustainability. We were competing against organisations in much more sustainable sectors and this proves just how far we are going to make a difference for our clients and the future.

At the time of writing, our Sales and Customer Relations Director, Zoë Walsh, is a finalist for the Everywoman in Transport and Logistics Customer/Passenger Leader Award. Zoë has dedicated over 25 years to our industry, is one of the few female directors and pioneered our sustainability initiatives. We are delighted to see women's achievements being championed in our industry so that is a win for us, whoever takes home the awards. Watch this space.

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

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Sales: 020 7566 9052
Twitter: @GLH_tweets
LinkedIn: GLH
Facebook: fb.com/GLHLondon
Instagram: glhlondon

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