

Sustainability report

Greater positive
impact programme



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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.

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



Employee engagement

We believe sustainability is every GLH employee's responsibility

03 The environment

GLH and the Environment

With sustainability high on the agenda, we are continually investing in cleaner vehicle solutions for our clients ground transportation needs and even though we have seen the number of passenger car journeys increase by over 26% in 2022, our carbon footprint actually decreased by 0.3% which is testament to our investments in this area.

This year saw us introduce the fully electric, zero emission MG5 and Volkswagen ID.3 to our passenger car fleet and we didn't stop there!, we also invested in our courier fleets and expanded the Cargo Bike fleet, introduced the electric Toyota Pro-ace van in place of our Ford Transits (saving a whopping 165g/km!) along with the new hybrid Toyota Yaris which emissions 22% lower than its predecessor.

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



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'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>



'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 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 CO₂ emissions.

This year we have introduced the fully electric MG5, Volkswagen ID.3, Toyota Proace Van and the New, lower emission Hybrid Toyota Yaris Goods car to our fleets.

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

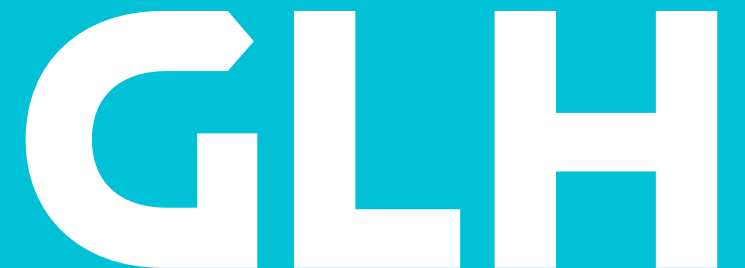
The story of our survival as a business is certainly put into perspective by the survival stories we witness every day in our patient transport services. We've provided transport to hospitals for many years and as our reputation for this grew, largely thanks to feedback from patients themselves, we extended and improved our service, training drivers in enhanced patient care including areas such as infection control, dementia awareness and patient confidentiality.

In 2017, we introduced enhanced medical driver training so that we could provide more care, courtesy and safety to our patient passengers. As our reputation for providing extra care to people undertaking journeys at their most vulnerable grew, our work with hospitals increased, seeing us winning large contracts with London's largest hospital trusts. This year, we also built a bespoke booking system, so that hospital transport teams could see all the information they needed at a glance and not only has this enhanced the overall patient experience, this has also reduced booking transaction times by over 50% - creating efficiency savings at a time when NHS resources are desperately stretched.

To provide enhanced NHS services and address the shortage of drivers due to Brexit and the pandemic, we have also switched to a PAYE model where drivers are solely trained and used for non-emergency transport in our fleet of private ambulances. This year, we have also improved our processes and procedures in line with the Care Quality Commissions (CQC) framework and standards and are just about ready to register with them, which means that we will be upheld to the same standards as those working in the care sector and will be regularly audited by them.

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.

At a time when the NHS and care sector is stretched to breaking-point, we can't think of a more useful way for us to diversify and seeing our clients survive health scares and overcome their health or logistical challenges every day puts our industry challenges into humbling perspective.



Think Pink powered by the Rosie May Foundation

This year, we've been working with The Rosie May Foundation which is a charity that spans continents and generations. 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, incredibly, 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.

GLH became involved with the Rosie May Foundation this year because of their campaign to empower and support more women drivers to have careers in the transportation sector. Its 'Think Pink' Taxi Alliance is being piloted in the UK and was inspired by their similar campaign in Sri Lanka, where women drive pink Tuk-Tuks.

It is hoped that as the scheme rolls out here, more and more women will consider careers as professional drivers. Our Sales and Customer Relations Director, Zoe Walsh, is now an Advisory Board Member, using her 20+ years' experience in the industry to help the foundation promote industry opportunities to women and encourage a community of female professional drivers so that more women feel confident to consider this as a flexible, meaningful and empowering career opportunity.

"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

THINKPINK



Our community

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

We've spent some time reflecting today! Thanks so much to New Covent Garden Market for donating daffs for us, and to GLH for so kindly transporting them from Covent Garden to Hampstead. Staff at the Hospice took some time to walk to Parliament Hill for the minutes silence, spreading the daffodil love, spreading smiles, and encouraging people to take a moment to reflect too!

Clara Gill

Community Corporate Fundraiser for London and the South East & Community Fundraiser for Sussex
Marie Curie

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

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, 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

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



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

The private hire and courier industry has been facing many challenges this past year and this has meant that we have had to diversify more than ever in order to improve our supply chain.



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

“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

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

Our clients

"I have used GLH for years. They've never let me down. Once, I arrived back at Stansted and the driver was there with a cup of tea he'd bought for me! Not as cheap as UBER but the service is impeccable, would highly recommend them."

Sue White
Private Customer

Our clients

“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

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

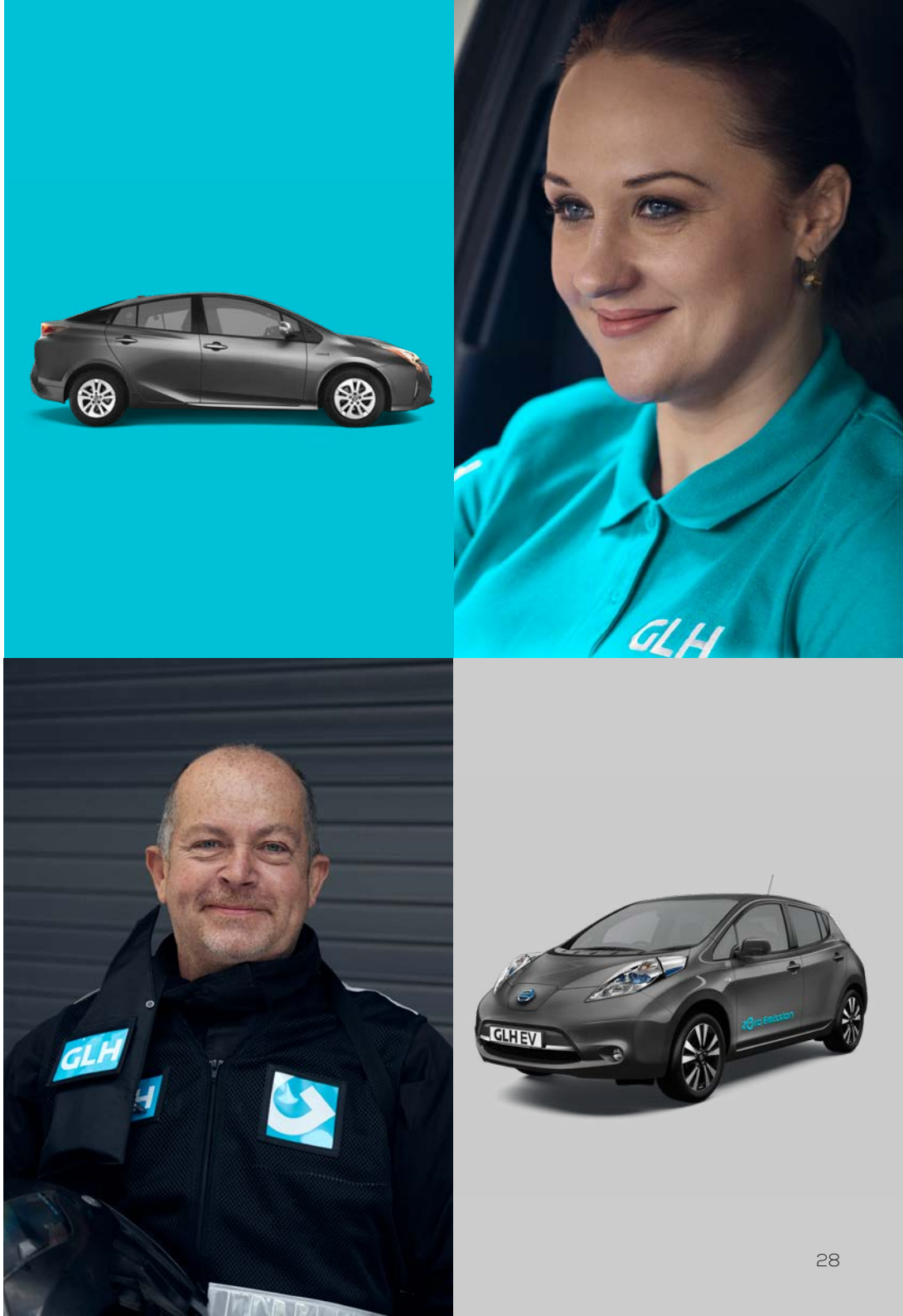
Our employee's wellbeing is of utmost importance and our Health Assured Employee Assistance Programme (EAP) is a package designed to assist our staff to balance the pressures of their work and home life. This has been a tremendous support to our team, especially recently, as times have been more challenging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



Our employees

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 leadership team are women.

100%

of our Employees 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 had hospital appointment at London barts this morning, I had a wonderful driver I was nervous had pacemaker surgery last Tuesday. He's driving was very smooth and helpful and polite. I would like to say big 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

"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

"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.



09 Recognition & awards

Recognition & awards

Despite it being one of the most challenging times our industry has ever seen, imagine how pleased we were to learn that we were shortlisted in not just one, but FOUR, categories at the 2022, QSi Professional Driver Awards!

- We were shortlisted in the **Private Hire Company of the Year (81+ vehicles), Diversification, Community and Environment** categories and were thoroughly delighted to take home Gold in the Diversification category!

Official Press Release - London-based company takes Gold in the Business Diversification category

London-based GLH has won the Gold Award in the Business Diversification category of the prestigious Professional Driver QSi Awards.

It marks nine consecutive years that GLH has won an award at the Professional Driver QSi Awards – a remarkable record. Professional Driver Editor Mark Bursa said: **“GLH has always provided a service for transporting NHS patients, but it has turned this into a major strand of its business, by introducing a new booking system to streamline hospital booking and new driver training to bring drivers on board just to do patient transfers.”**

“By winning this QSi Award, GLH has maintained its proud record of winning a QSi award every year since the first ceremony back in 2013.”



Our very own Zoe Walsh, Sales and Customer Relations Director was also nominated for the prestigious Woman of the Year Award at the Taxi Summit industry awards.

Zoe said **“It was fantastic to see women being represented and recognised for their contributions to the industry and it is an absolute privilege to be considered amongst them”**

**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

📷 Instagram: glhlondon

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