



**Lanes
Group plc**



**Lanes
Rail**
Part of the Lanes Group plc



**Lanes
Utilities**
Part of the Lanes Group plc



AQS
ENVIRONMENTAL
SOLUTIONS
Part of the Lanes Group plc

Lanes Corporate Social Responsibility Policy & Plan 2025 and beyond...



CSR Policy

Strategic Intent Statement

Lanes Group is fully committed to embracing responsibility and ensuring a positive impact through the company's activities:

- Environmentally
- Valuing Our Employees
- Enterprise
- Community Co-operation
- Employment
- Educational Resources for all

Our approach will encourage innovation from our people, and engagement with all stakeholders and communities. This will drive our long term future for growth of our business, whilst developing a thriving workplace and a sustainable future for all involved. Our 2025 vision details our plan, providing a year on year strategy, allowing us to review and then deal with any re-alignment of Lanes Group's commitment to our people and our communities.

A handwritten signature in black ink, appearing to read 'Richard Leigh'.

Richard Leigh – Group Development Director

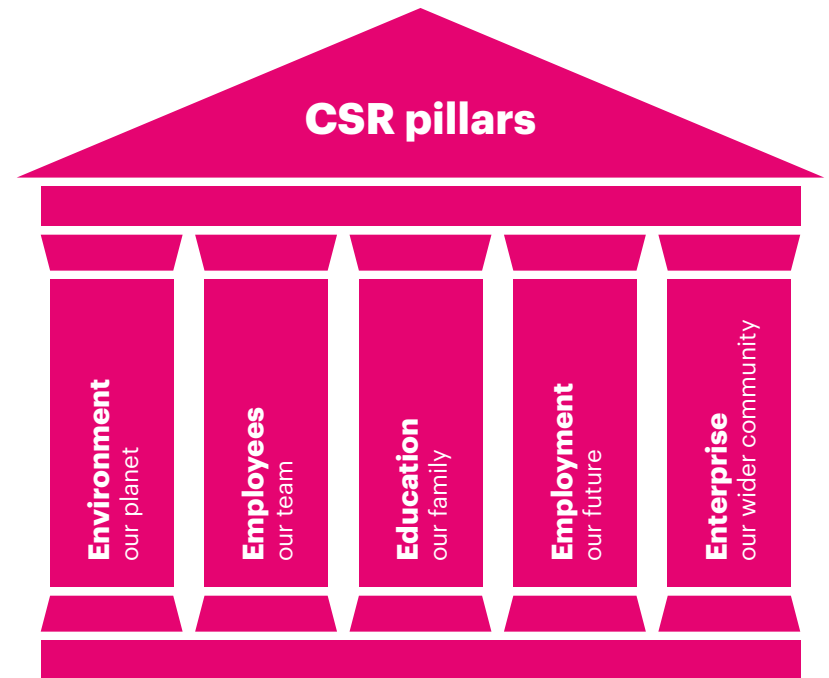


CSR Plan

Strategic Review and Assessment

Lanes Group carried out a CSR review during the latter end of 2014. Following that review and assessment, a set of aims and objectives were created to work towards during the ensuing years to 2025 and beyond.

A formal CSR panel was created engaging members of staff in the CSR process. A decision was taken to create a year plan that provided guidance on what CSR initiatives Lanes would be aiming to achieve up to 2025. These objectives are based on the core principles that subsequently form the foundations of CSR.





Environment and Sustainability

Reduce carbon emissions

The principal area where we will be looking to improve our carbon emissions is the fuel use for our extensive vehicle fleet. Lanes Group will carry out an extensive analysis on a month by month basis of data extracted from Masternaut, to continue to drive a reduction in fuel consumption.

Monitoring driver behaviour using the Masternaut system provides evidence of fuel consumption throughout the fleet. Data analysis allows the fleet operations team to monitor:

- The number of miles covered each year.
- The fuel consumption analysis on a year by year basis.
- The carbon emissions generated from the fleet on a year by year basis.

Driver behaviour can be analysed to assist in training and improve the driving capabilities of the entire driver workforce. Improvements in the performance of driving subsequently lead to a reduction in carbon emissions, even as our fleet continues to increase inline with company growth.





Environment and Sustainability

Work with our supply chain to introduce a policy of using 100% recycled paper or a suitable FSA alternative for any documents generated by Lanes Group

In 2014 Lanes Group introduced a policy to utilise recycled paper at every opportunity and if no suitable recycled paper is suitable an FSA equivalent is sourced. All the suppliers of printed material are now signed up to adhere to the policy.

Continuing into the future, Lanes Group is committed to utilising where possible app based technology to negate the need for paper records whatsoever. To reduce the reliance on paper products during 2016 and 2017 several app based reporting systems have been developed and introduced. A paperless solution is on target to be in place by 2025.

Recycling of waste paper from the many Lanes sites has commenced with solutions being introduced that complies with the security of data whilst recycling the paper products involved.

- Implement a policy for the supply of 100% recycled paper throughout Lanes Group and our supply chain, where possible.
- Look to sort waste paper to suitable disposal sites for recycling.
- Develop ongoing application technology to reduce the reliance of paper products; the implementation of Fieldviewer software providing a 'paperless solution'



Environment and Sustainability

Clean water extraction – a core requirement of operation

In 2016 Lanes Group developed its first mobile app to provide information to operatives on the location of their nearest suitable utility standpipe. The mobile app was developed after dialogue with colleagues about finding the most suitable water extract point quickly and without the necessity to drive for miles.

The mobile app now provides the nearest location and the size of the standpipe to be used. This ensures that the vehicle has the correct equipment on board to use at the water extraction point. It also avoids any possibility of disruption to the water supply in the surrounding areas. This app can be used in the whole of the Thames Water operating area and also covers some other water company areas adjacent to the Thames Water region.

The mobile app developed for clean water extraction will be expanded to include all areas of the business by 2020.



Environment and Sustainability

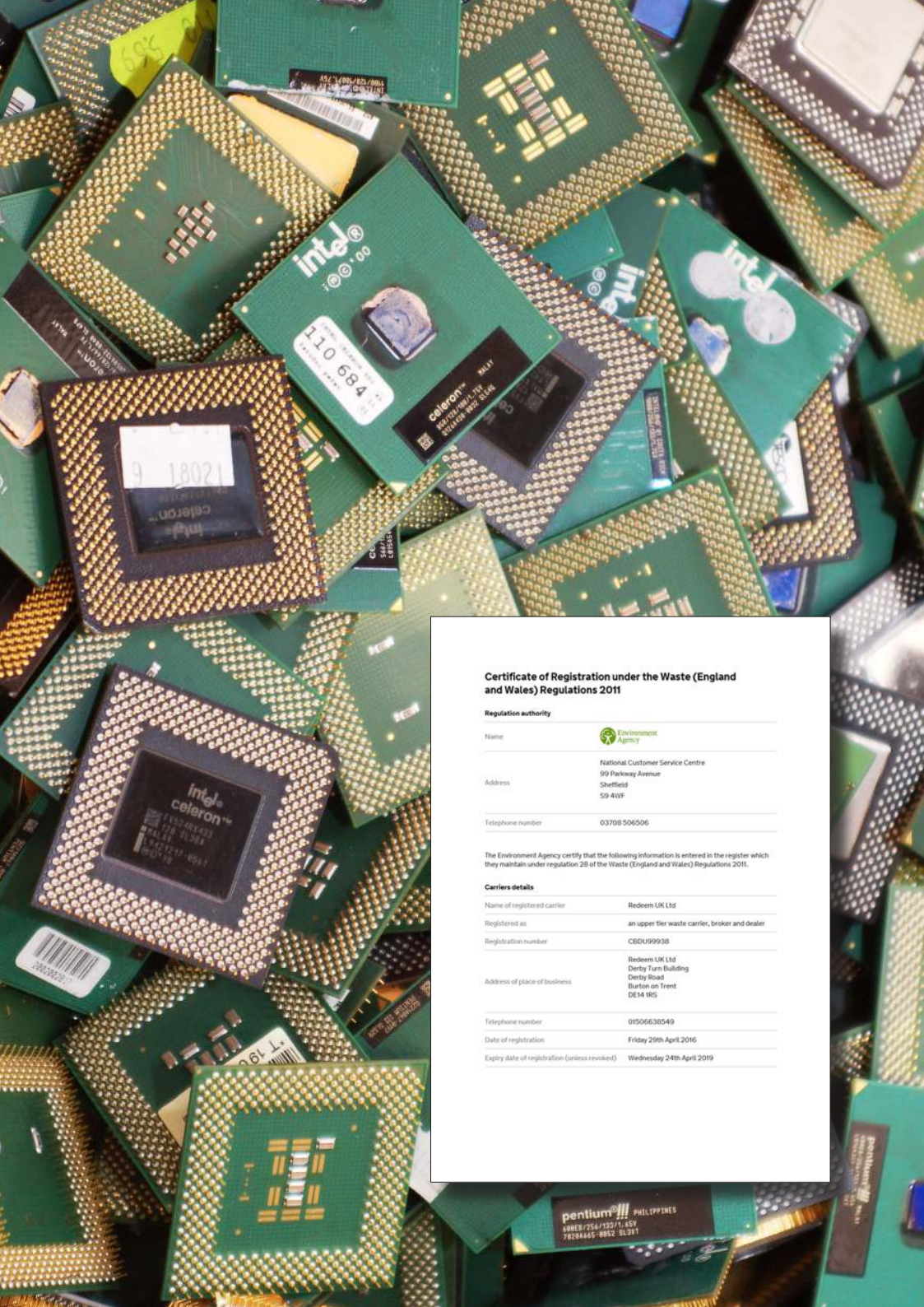
Research and invest in alternative eco friendly vehicles forming part of the vehicle fleet.

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In 2016 Lanes Group purchased the first electric car to be utilise on inner city utility contracts, where short journeys in a compact geographical area form part of the framework contract requirement.

Following on from the success of the implementation of the use of this vehicle it is in the plan to extend this strategy on the customer framework contracts of a similar nature and this now forms part of the ongoing fleets management policy. Demonstrating suitability of use and a ultimate benefit on the reduction on carbon footprint is formlulated into the Fleet Management Strategic review during 2017/2018.





Environment and Sustainability

IT Equipment Recycling

Lanes Group is working towards ISO27001 compliance. As part of this ISO review all IT equipment will now be recycled utilising the recycling incentive that is currently in place for all mobile phones via the agreement with Redeem (UK) Limited. This policy will be implemented with immediate effect with a trial running through 2018/19.

Mobile Phone Recycling

Lanes Group has implemented an agreement with Redeem (UK) Limited as part of the O2 recycling incentive to ensure that mobile phones are recycled for use where possible and stripped for spare parts and reuse. The Redeem scheme enables the redundant mobiles to be collected from all Lanes locations nationwide using a postal scheme, thus avoiding having to collect at centralised collection points and double handling. The aim by 2025 is to ensure that all mobile phone equipment is disposed of via this means effectively.

Fully documented audit trails and disposal certificates enable accountability via the HSQE team.

Procurement of mobile phones is moving towards handsets that do not require separate charging equipment to reduce wastage and equipment that subsequently needs disposing of.

Certificate of Registration under the Waste (England and Wales) Regulations 2011

Regulation authority

Name	 Environment Agency
Address	National Customer Service Centre 99 Parkway Avenue Sheffield S9 4WF
Telephone number	03708 506506

The Environment Agency certify that the following information is entered in the register which they maintain under regulation 28 of the Waste (England and Wales) Regulations 2011.

Carriers details

Name of registered carrier	Redeem UK Ltd
Registered as	an upper tier waste carrier, broker and dealer
Registration number	CBDU99938
Address of place of business	Redeem UK Ltd Derby Turn Building Derby Road Burton on Trent DE14 1HS
Telephone number	01506638549
Date of registration	Friday 29th April 2016
Expiry date of registration (unless revoked)	Wednesday 24th April 2019



Enterprise and Community

Charity Work

Lanes Group works closely with the charity selected by our employees on an annual basis. Through our fund raising efforts we aim to raise funds for nominated charities

Through fund raising efforts, Lanes Group and its employees aim to achieve a total annual fund raising target of £10k per annum. This will be achieved through running a number of events.

- Employees entering sponsored runs and other sporting events.
- Celebrate some of the milestone events that nominated charities focus on such as coffee mornings and cake sales.
- Engagement with the charity direct by hosting a Christmas party at our site on Cambridge Avenue, Slough.

During 2016 Lanes employees raised £6,581 which was matched £1 for £1 by the company raising a total of just over £13k for Macmillan.

**WE ARE
MACMILLAN.
CANCER SUPPORT**



Enterprise and Community

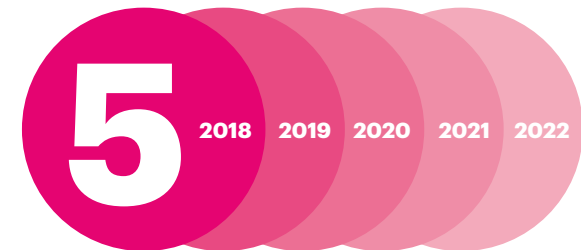
Charity Work

For 2018 Lanes Group is taking a different approach to their charity commitments, here at Lanes we believe that the charities that we work with will benefit more from a long term partnership.

Our commitment

5 charities will be chosen and Lanes will work with them for 5 years. Enabling us to embed ourselves in these charities and work with them.

Our new 5 x 5 approach should enable us to reach many more positive causes that deserve our support.



5 charities **5** years

Enterprise & Community

To introduce defibrillators provided by the Hand on Heart charity throughout the company



Lanes Group started a scheme back in 2015 to facilitate the introduction of defibrillators into all site locations across the depot network. So far 7 units have been installed at Eccles, Rainham, Slough x2, Leeds, Solihull, Glasgow and Stafford. Where feasibly possible the defibrillator units have then been logged onto the Heartsafe recognised site, to make available the units to the wider community. 5 additional units have been installed at sites where security access deems that these sites are not open to the public.

As part of the scheme, staff members are encouraged to nominate primary schools in their local areas to receive a AED unit that can be used both by the school and the local community. 5 units have been installed at the following schools;

St Mark's, Swinton
Stifford Clays, Essex
Pudsey Primrose Hill, Leeds
St Mary's, Slough
Valley Primary, Solihull

Staff and pupils at the school locations have also received essential training in the use of the AED units improving awareness and discussion about healthy lifestyles.





Employee - Engagement

Review and implement a new ongoing occupational health and well being strategy for all employees.

Following on from the 'What matters most' survey conducted in 2016 a number of schemes have been implemented aimed at inclusion and rewards for team members. These are reviewed periodically to ensure that the schemes continue to engage with the employees of the company as a whole.



During 2018 a further review will be undertaken company wide and reported on during the course of 2018. The objective of the What Matters Most surveys is to continue with a bi-annual approach.



LONG SERVICE AWARD

Thank you for your 5 years of valued service



**Lanes
Group plc**

Employees – Feeling valued

As a result of the 'What matters most' survey, at the start of 2016 Lanes Group introduced a long service scheme that rewarded members of staff that had continuous service with the company. Acknowledgement of their service period is celebrated with a card and gift vouchers to say 'thank you' for the time spent with the company.

The scheme has been a tremendous success with staff members saying that the recognition was much appreciated and ensured that their contribution to the company was acknowledged. During the next 5 year period Lanes aims to increase the scheme to include other milestones.

- *Celebration cards* to acknowledge significant events such as birthdays, marriage, births etc
- *Long service* awards for team members who have contributed to the company for a significant number of years



Employees - Wellbeing Initiative

Health and Wellbeing

Health and Wellbeing is a fundamental part of the company ethos. As a result of dialogue at a regional H&S committee meeting, a mobile app has been created that monitors the daily feeling of well being for team members. Significant progress has been made to combat everyday stress and problematic periods within a staff members life, by giving them the power and ability to seek help without having to start the conversation. Changes to working patterns to fit in with family life, has provided positive results for staff members. It is intended to roll this scheme out into other areas of the business going forward.

This simple change has seen a reduction in stress related absence.

The wellbeing app will be rolled out across the country to enable our team, many who are lone workers, a means of communicating their feelings to us quickly and effectively with minimum of fuss.

The new initiative was also recognised in 2017 as enterprising by Construction News a publication that has been at the forefront of highlighting mental health issues in the construction sector.



Do you require confidential help with your **Dyslexia**?



Dyslexia is a common learning difficulty that mainly affects the way people read and spell words.

Signs and symptoms

Dyslexia is a spectrum disorder with symptoms ranging from mild to severe. Dyslexia only affects some skills and abilities, and is not linked to a person's general level of intelligence, no two people will have the same set of strengths and weaknesses.

People with dyslexia have particular difficulty with:

- Organising, planning and expressing their knowledge in written format (essays, letters or reports).
- Difficulty in revising for exams, and taking notes.
- Poor spelling.
- Verbal memory – Ability to remember a sequence of verbal information for a short period of time.

Do you recognise a difficulty with any of the above?



A new initiative to promote the importance of language in the workplace. It aims to identify and support staff that may require extra assistance, as well as promote the development of reading and writing skills. We want to maximise the learning resources available to all staff and enhance personal development.

How common and what causes dyslexia?

Dyslexia is thought to be one of the most common reading disorders. It's estimated that up to 1 in every 10 people in the UK has a certain degree of dyslexia. The exact cause of dyslexia is unknown, but it is a genetic, inherited condition. Six genes have been identified that may be responsible for the condition, four of which affect the way the brain is formed during early life.

Diagnostic assessments

A diagnostic assessment is the only way to really understand if someone is dyslexic and where their particular strengths and weaknesses lie.

Lanes Group plc are committed to support this programme and feel it is important to offer a diagnostic assessment for any staff that may be dyslexic.

Treating dyslexia

Although dyslexia is a lifelong problem, a range of educational programmes and interventions are often effective in improving reading and writing skills in many with the condition.

What happens next?

If you are interested in having an assessment and subsequently receiving assistance with your dyslexia then please email dyslexiasupport@lanesgroup.co.uk. This matter will be treated with the utmost confidentiality. There is no requirement to speak or discuss with any colleagues or line management. A member of the team will contact you via your nominated method and number, at a convenient time specified by yourself. We will then arrange for an independent Diagnostic Assessment. This will determine a personalised programme of action and if any reasonable adjustments could be made to assist you in your workplace, this will all be discussed with you confidentially.

British Dyslexia Association

dyslexiasupport@lanesgroup.co.uk

Education - Reading Really Matters

Introduce a new reading and dyslexia support network throughout the business reaching out into the wider Lanes Group family. Lanes Group will encourage reading for both adults and children with our stakeholders, and employees.

- Lanes Group will carry out a World Book Day book giveaway scheme aimed at children.
- Celebrate World Book Night and share books with adults within the wider Lanes community.
- Lanes Group will continue to carry out a review of all employees to ascertain if any reading and ongoing dyslexia support is required.

Lanes Group will continue to provide staff members with the ability to utilise a confidential email address to access additional support.





Education - Development and Training

Development of City & Guilds externally accredited training

Lanes Group has developed two accredited City and Guilds courses aimed at equipping the teams with the skills and knowledge required to assist them in their everyday roles. Amongst others, the modules include risk assessment, customer service, drainage law, CIPP Repairs and all aspects of the different tasks undertaken in the field. Securing the accredited course qualifications means that the training stays with the staff member throughout their careers which is important for ongoing staff development. Additional courses in CCTV and HPWJ and in the pipeline with a view to having a bank of fully accredited training courses. The courses are delivered in house by our very own City and Guilds accredited Instructors.

Lanes Group is currently in discussions with a number of local schools around our Manchester site to offer work experience placements to pupils. They will not only gain a valuable insight into the world of work and but will also be able to take part in one of the training courses and actually attain a City and Guilds qualification during their work experience week.





FATBERG FIGHTER LESSON PLAN - YEAR 5
HOW TO PROTECT THE DRAINAGE SYSTEM

OBJECTIVES

- To identify a fat, oil or grease.
- To conduct a fair experiment.

RESOURCES

- Fats, oils and greases (butter, lard, oil, cooking sprays, car oil)
- Range of sanitary items (toilet paper, kitchen roll, paper towels, cotton wool, cotton buds, baby wipes, face wipes, toilet wipes)
- Paper and a range of drawing tools
- Buckets and Containers
- Heat proof jug or pan
- Microwave or hob
- Food scraps
- Water
- Pipes

SESSION

- Show the children a range of fats, oils and grease. Discuss their properties. Melt 1 fat and discuss what happens when we cook with fats, particularly butter or lard, they melt. Then pour them into cold water and show what happens when this happens simulating pouring it down the kitchen sink.
- Show a range of paper and wipes – toilet paper, kitchen roll, paper towels, cotton wool, baby wipes, cotton buds, toilet wipes, face wipes. Discuss why we use them at home. Put one of each in a bucket of water and get the children to mix rapidly simulating a flush each for 1 minute. See which items disintegrate.
- Show picture of how a typical house has several drains that then connect to the main sewers.
- Put the cold oil/butter down a pipe and see if it moves through easily. Discuss.
- Put the baby wipes and soggy cotton wool through a pipe. See if it moves easily. Discuss.
- Mix some cold FOG, tissue and wipes with food scraps to show how a fatberg congeals together. Try to put it down the pipe. Discuss.
- Show video of London Fatberg. Does it look like FOG? What do you think it would smell like? Why do you think the drainage engineers need to wear the safety equipment?
- Go through the Fatberg Fighters Factfile and accompanying Powerpoint. Discuss each page as necessary.
- Make posters and leaflets about fatbergs and how to be a fatberg fighter. Have a range of leaflets as examples.
- Certify the children as Fatberg Fighters.

www.lanesfordrains.co.uk

Education - Teachers Resource Packs

Fatberg Fighters

In 2017 Lanes Group launched the first in a series of 'teachers downloadable resource packs' covering the topic of Fatbergs.

The aim of the resource pack is to make it easy for teachers to discuss the impact that Fatbergs have on the environment and the sewer network. Aimed at primary school level we at Lanes Group believe that long term change can only be achieved if we look at the next generation.

<https://www.lanesfordrains.co.uk/commercial/advice/educational-resources/>





Education - Best Practice Series

Lanes Group also created a series of best practise series guidance documentation; providing good solid advice to customers and the wider public on how to keep their drainage systems in good working order. With the long term objective of reducing the environmental impact misuse and abuse of drains and sewers has.

<https://www.lanesfordrains.co.uk/best-practice/>

- Disposal of fat, oil and grease: a guide to the food industry
- Septic tanks: a guide for property owners
- Drainage installation: getting it right the first time
- Healthcare