



Corporate Social Responsibility

Protecting our people,
planet and profit

Full Report 2010



About SCC

SCC is Europe's largest independent technology solutions provider around the infrastructure, and is part of Specialist Computer Holdings (SCH) plc. The Group has regional operations in seven different countries, employs over 5,000 professional staff and has delivered sustained, profitable growth for some 36 years, with annual turnover exceeding 1.33 billion euros.

Long term partnerships with the world's leading solutions providers combine with SCC's services capabilities to create a rapid return on an investment in IT. It has an enviable track record of successfully helping European-based companies and Government organisations better manage their technology infrastructure, remove cost and create business advantage.

For further information go to: www.scc.com



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Protecting our people, planet and profit

Philanthropy lies at the heart of our corporate conscience. We recognise that Corporate Social Responsibility is increasingly important to our stakeholders and is an integral part of SCC.

As one of the UK's Top 10 largest and privately owned companies, we have more than 35 years' experience of self funded **economic contribution** through consistently investing our profits into growing the business and creating employment. **Protecting the planet and our people** are equally important to us and we place **personal responsibility** at the heart of our business culture.

We have long safeguarded against damage to the planet. Our **technology recycling facilities** handle over £1.5 million worth of redundant assets and operate a zero land fill policy working to the highest ISO standards.

More recently, we have implemented guarantees of **carbon neutrality** to our customers through off setting agreements with **accredited projects in Africa**, offering the gold standard in green supply chain services. Through conducting our own greenhouse gas audit we consistently strive towards being a carbon zero business.

Good citizenship is also an integral part of our corporate conscience. It provides considerable and sustained financial support towards the lifelong learning and charitable needs of the communities in which we operate. This began informally some 30 years ago through the donation of technology to local charities and schools, with philanthropic giving formalised through the creation of the '**The Rigby Foundation**'.

As a privately owned business our culture is focused on '**putting back**'. We take proactive responsibility for our actions and encourage a positive impact on the environment, our customers, our employees and our local communities.

There is still scope for work to be done, however, I am extremely confident that our approach will enhance our position as one of Europe's leading Technology Solutions Providers.

“ As one of the UK's Top 10 largest and privately owned companies, we have more than 35 years' experience of self funded **economic contribution** through consistently investing our profits into growing the business and creating employment. ”

James Rigby

Managing Director



Our Commitment to Corporate Social Responsibility



We are fully committed to ensuring that all of our business is conducted according to rigorous ethical, professional and legal standards.

Creating a sustainable environmental, social and economic contribution through our supply chain is put in practice with our early adoption of and commitment to CAESER, the Government-led supplier assurance programme that ensures organisations achieve sustainable best practice such as carbon reduction, equality, diversity and third sector giving.

We strive to:

- operate the business in an environmentally responsible manner
- provide high quality and sustainable products and services to our customers with integrity and care
- provide our people with a safe and rewarding workplace
- be good neighbours and make positive contributions to the communities in which we operate

Utilising CAESER to measure our CSR Performance

CAESER (Corporate Assessment of Environmental, Social and Economic Responsibility) provides organisations with a structured approach to engaging their suppliers on key areas of the sustainability agenda and enables the delivery of key policies through procurement.

Structured Engagement

Through a standard set of questions and recommendations around these broad sustainability themes, suppliers are engaged in a consistent and structured way allowing those with little or no exposure to complex areas of sustainable procurement to benefit from the knowledge of others.

Suppliers only need to complete the assessments once, and then simply agree to share their results with their participating customers. This approach minimises the cost of engagement for the supplier and allows many buyers the opportunity to participate and aggregate/combine their purchasing influence.

Based around AA1000AP, the engagement is stakeholder focused and enables private sector companies to fulfill their legal obligation to 'have regard for the impact their organisation has on society and the environment'.



Structured Approach

Environmental Responsibility

- Carbon reduction and resource efficiency
- Water
- Waste and recycling

Social Responsibility

- Equality and diversity
- Social inclusion
- Tackling youth unemployment

Economic Responsibility

- Skills training and apprenticeship opportunities
- SME and third sector support
- Encourage innovation

Communication

CAESER supports the supplier management process through a structured approach of communication, assessment and education around the sustainability agenda. This approach is supported with technology that enables:

- a wide range of communication which includes newsletters, blogs and other key resources which direct suppliers to key information on the Government agenda for sustainability
- a number of assessment modules which test and educate suppliers
- a database of recommendations which suppliers' progress can be tracked against and education monitored

CAESER Assurance Model



Supplier Engagement Approach

In September 2009 we invited our supplier community to register and complete the CAESER environmental sustainability questionnaire to establish which of our suppliers had adopted a CSR agenda within their organisation.

The supplier organisations that completed the questionnaire account for 25% of SCC "top" suppliers and those who engage through the Catalyst and SPRINT frameworks.

The questionnaire measures the commitment of suppliers to the CSR agenda and the actions they are taking in this area. It also measures the overall performance of suppliers against the Government sustainable development agenda including key environmental considerations. It captures specific information in relation to key government initiatives on Co2, energy, waste and recycling and water. It is designed to examine an organisation's leadership, action and measurement on corporate social responsibility specifically in relation to environmental concerns.

Analysis Approach

The analysis concentrated on two key areas – key industry sectors where the opportunity of impact on sustainability issues is high and the CAESER scores could be improved and also the Government priority areas in relation to environmental sustainability. The reason for approaching the analysis in this way is to ensure that all recommendations are developed in line with key Government priorities and also to ensure that they incorporate the critical industry sectors that have most impact and therefore opportunity in relation to this agenda. Some industry sectors have a greater impact on the sustainability agenda than others due to the environmental and/or social impact of the products and/or services that they offer.

Average Score

The average score achieved across the supply base was **44.89%**.



Our Commitment to the Environment

We accept our environmental responsibilities and recognise our obligations to resolve global and local environmental issues and as such take a lead role in promoting good practice.

The trend towards green IT and need to reduce CO2 emissions in line with the Government's strengthening carbon reduction programme means there is **never a better time to access Data Centre services to remove thousands of tonnes of carbon** from an organisation's 'CO2 profit and loss' targets.

As such, we have custom built two carbon neutral Data Centre sites which are connected to a next generation fibre optic network and provide affordable and immediate access to secure solutions and services that demonstrably remove cost and enhance performance. They also provide customers with access to sustainable, responsible and performance enhancing best of breed technologies.

Our Environmental Commitments

- Operate the business in an environmentally sensitive manner
- Strive for continual improvement in environmental performance through setting objectives, targets and developing key performance indicators
- Comply with all applicable environmental legislation, regulations and other requirements pertaining to our business
- Identify opportunities to reduce any environmental impact of its activities at an early stage and adopt these changes where appropriate
- Identify and manage key risks and have arrangements in place to respond to all foreseeable incidents and where practicable to prevent pollution
- Employ sound waste management practices to minimise waste and maximise re-use or recycle opportunities with full consideration to our duty of care
- Employ best practice to maximise the efficient use of resources (energy, fuel, water, packaging and materials etc)
- Educate staff on environmental issues and the promotion of individual good practice
- Engage in dialogue with suppliers, distributors and sub-contractors to encourage their participation in environmental best practice



Environmental Management System

In 2005, we were the first organisation of our type to have our Environmental Management System (EMS) certified by Lloyd's Register Quality Assurance (LRQA) to the ISO 14001:2004 standard at its UK-based technology refurbishment, configuration, disposal and remarketing facilities. We were recertified for another three years in 2008.

Implementation of an EMS, and its subsequent certification to ISO 14001:2004, is one of the most effective ways to minimise environmental risks, meet legislative requirements and demonstrate corporate governance.

Certification was awarded following on-site auditing by Lloyd's Register Quality Assurance (LRQA) assessors during which SCC demonstrated adherence to strict environmental policies. This includes managing the environmental impact of our third party suppliers around, for example, ensuring waste disposal contractors use the correct procedures.

Carbon Management

Carbon Dioxide is an inevitable product of the way we all live today. It is produced primarily through the burning of fossil fuels in:

- Electricity generation
- The powering of vehicles, trains and aircraft
- Home heating and cooking (gas, wood, coal, oil)

It is widely accepted amongst a global coalition of meteorologists and associated scientists that the Earth's atmosphere is warming rapidly and that this change has been brought about by the activities of humans.

Put simply, gases released into the atmosphere by human activity are forming an insulating barrier around the Earth, preventing the natural release of heat from our atmosphere. There are a number of gases that are held responsible for this process, which is sometimes referred to as 'the greenhouse effect'. While methane and other gases contribute to the problem, the chief culprit, by virtue of the volumes produced, is carbon dioxide.

Our Approach

The reduction of carbon dioxide is one of our key objectives over the next 5 years. This year we continued our drive, in this key area, by conducting our 2nd Greenhouse Gas Audit (GHG).

The Greenhouse Gas Audit



It is essential that we had a clear picture of the impact on the environment.

There are a number of reasons for this:

- CRC Energy Efficiency Scheme compliance
- To identify opportunities to reduce costs (e.g. energy use)
- To benchmark performance, identifying opportunities to improve the organisation's processes
- To provide information to stakeholders and clients
- To define and monitor corporate responsibility targets
- To assess risk for potential future legislation around climate change
- To engage in carbon offsetting or carbon trading (for example becoming a CarbonZero organisation)
- To be part of larger scale greenhouse gas reporting initiatives

The greenhouse gas audit organisational boundaries include all activity relating to the operational running of the company, for example energy usage and business travel.

Scope 1, 2 and 3

Within the WRI/WBCSD GHG Protocol Corporate Standard and the ISO 14064_1 standard, GHG gasses are split into three scopes:

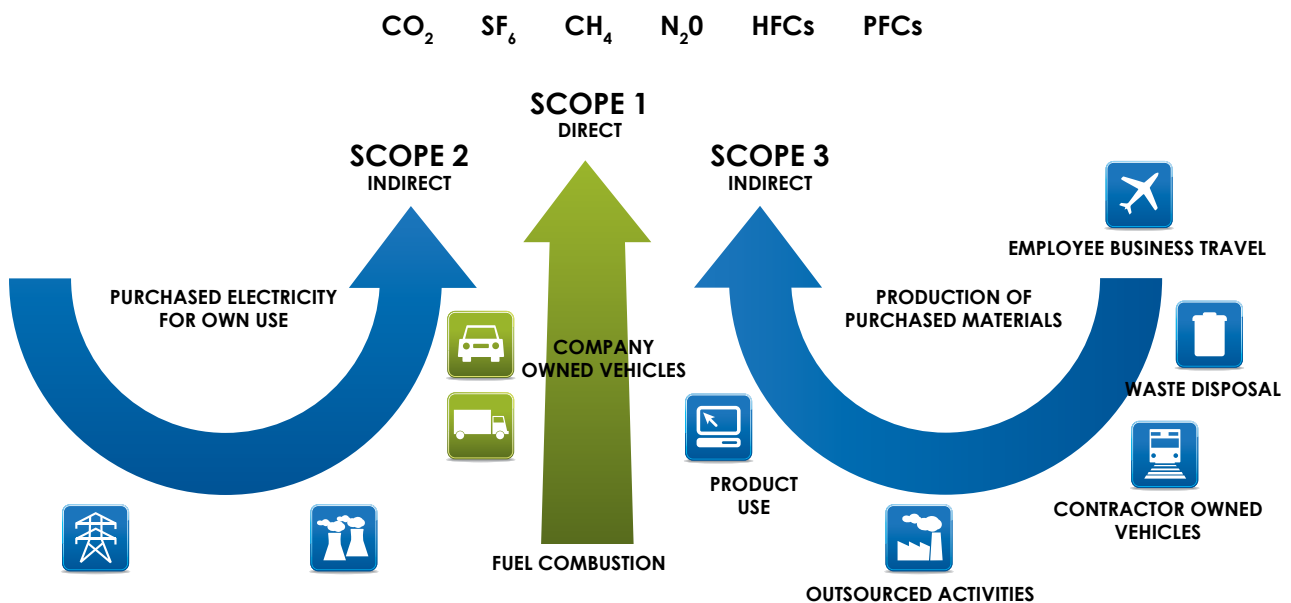
- **Scope 1** – Direct emissions (fuel combustion, company owned vehicles)
- **Scope 2** – Indirect emissions (such as purchased electricity for own use)
- **Scope 3** – Indirect emissions (outsourced operations, business travel in vehicles not owned by the company, embodied energy in products purchased, waste disposal)

All emissions that fall into Scope 1 and 2 have been included in this greenhouse gas audit. A portion of emissions which fall into Scope 3, but which are considered critical to the day to day operational activity of SCC, have also been included in this audit. For example business travel in vehicles not owned by the company, whereas the emissions associated with waste and embodied energy of products have not been included.

To summarise, the Greenhouse Gas Audit covers:

- Energy use
- Business travel in company owned vehicles
- Business travel in private vehicles
- Business travel for flights
- Employee travel on public transport
- Overnight hotel accommodation

Scope 1, 2 and 3



Total Carbon Footprint for 2009/10

The total carbon footprint for the reporting period was **8179.109 tCO₂e**.

Electricity consumption and company diesel cars had the largest carbon impact, accounting for **48.27%** and **13.44%** of the total emissions. Tube and taxi transport contributed the least tonnage accounting for **0.16%** emissions.

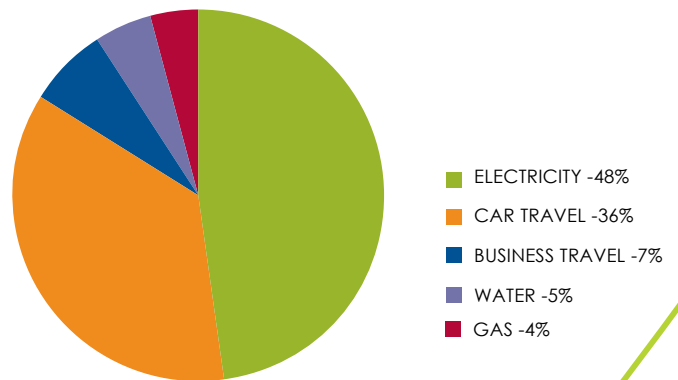
In comparison, the carbon footprint for 2008/2009 was **9533 tCO₂e**; hence there was a decrease of **1353.891 tCO₂e** for the 2009/2010 period. This equates to a **14.2%** reduction in carbon emissions. This was due to significant changes in 2008/2009.

These are as follows:

- Gas consumption -37.76%
- Diesel allowances -32.51%
- Staff diesel cars -94.32%
- Staff petrol cars -92.63%

NOTE: It must be noted the reporting period for this audit has changed from the previous audit to fall in line with the Climate Change Reduction Energy Efficiency Scheme.

SCC's Carbon Emissions 2009/2010
(8179.109 tCO₂e)



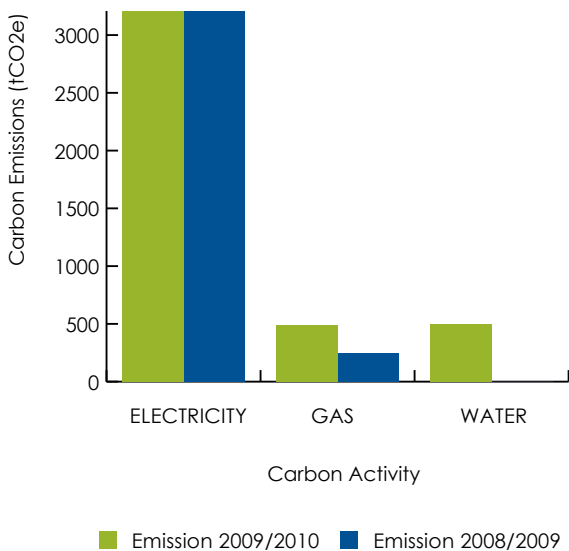
Energy Consumption and Utilities

Energy consumption and utilities (electric, waste and gas) comprised 57.01% of the total emissions.

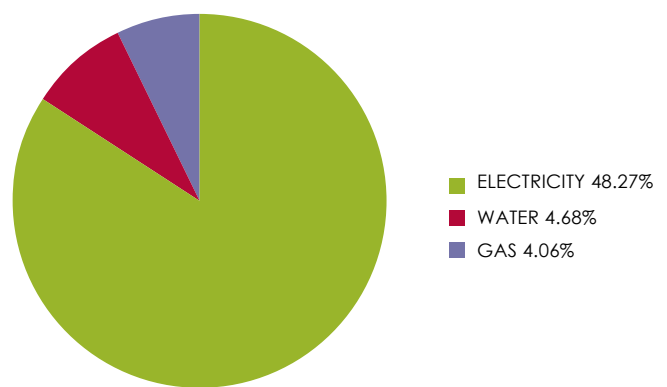
Electric consumption was the most carbon intensive activity and accounted for 48.27% of the total tonnage. Water usage followed, comprising 4.68% tonnage.

This audit shows a reduction in emissions in electric and gas consumption when compared against the previous year, both electric and gas emissions were higher in the 2008/2009 period. Water consumption, which comprised 382.778 of the 2009/2010 total tonnage, was not reported in the previous audit and therefore cannot be cross compared.

Comparison of Energy and Utilities Emissions



Percent Emissions: Energy Consumption and utilities (4663.011 tCO₂e)



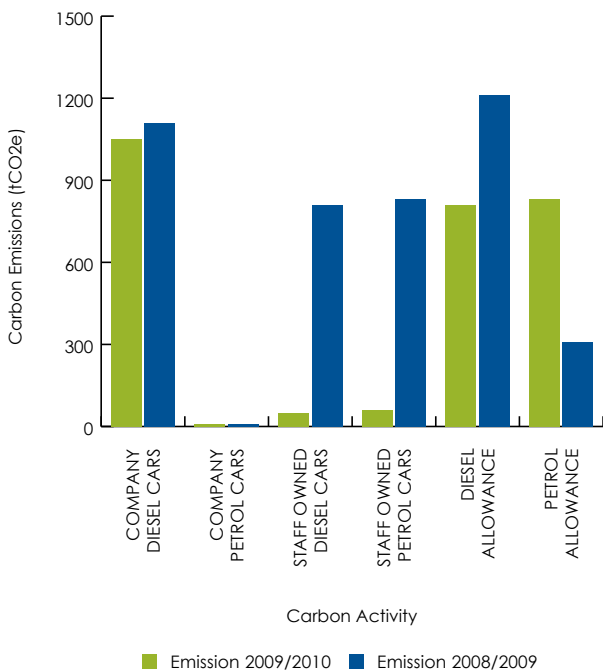
Company and staff owned cars

The carbon emissions from company and staff owned cars amounted to 2960.13 tCO₂e. These emissions contributed to 36.2% of our total carbon footprint.

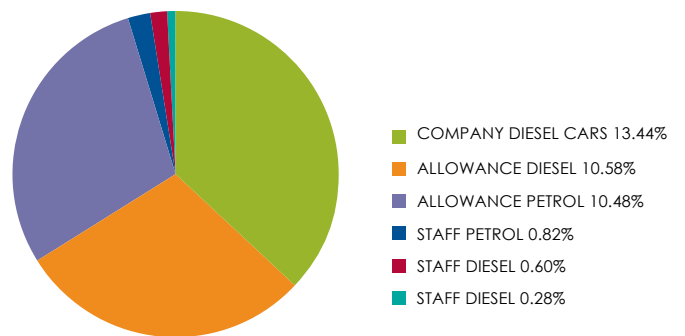
It can be assumed that company diesel cars are the most carbon intensive transport for our employees, accounting for 13.44% emissions. Allowance for both petrol and diesel cars comprised 21.06% emissions. The footprint from staff owned vehicles was significantly lower than company cars and had minimal impact, comprising 1.42% of the overall tonnage.

The emissions from staff owned vehicles in 2008/2009 were significantly higher when compared to the 2009/10 results. Company petrol cars are the least carbon intensive activities as they were no significant emission changes for both reporting periods. Though there was a significant decrease in the footprint for diesel allowances from 2008/2009 (1281.76 tCO₂e) to 2009/2010 (865.18 tCO₂e), diesel company cars remain the principal mode of transport for employees.

Comparison of Transport Emissions



Percent Emissions: Allowance, Company and Staff Owned Cars (2960.13 tCO₂e)



Business Travel

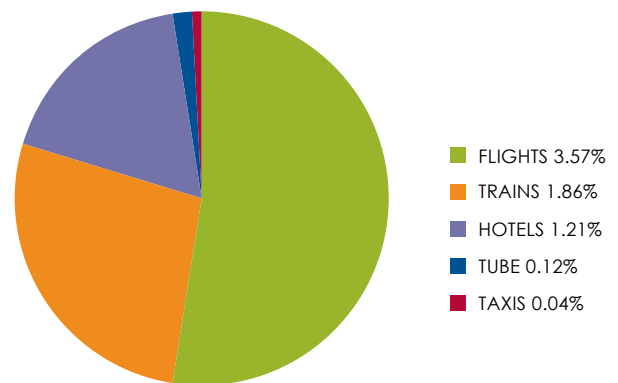
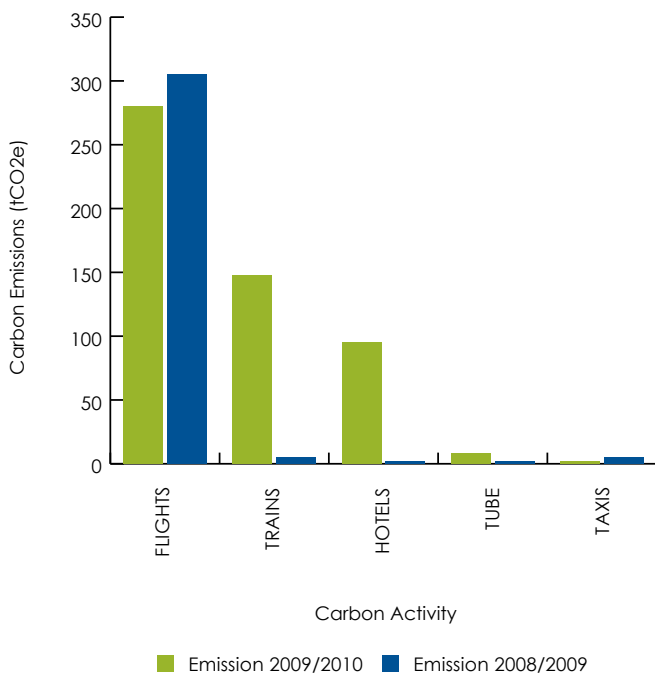
Business travel (excluding cars, listed separately) amounted to 6.8% of our total carbon footprint, amassing 556 tonnes of carbon emissions.

From this percentage, flights had the largest emissions, making up 3.57%. Taxis, tubes and hotel stays had the least impact contributing just over a combined 1% tonnage.

Emissions for trains, hotels and tube transport were significantly higher for the 2009/2010 reporting period. This can be attributed to growth in our productive capacity in dealing with a larger client base and more accurate data supplied. It is worth noting that carbon emissions from flights – an intensive carbon activity, dropped slightly, whilst trains – a low intensive carbon activity, increased.

Comparison of Business Travel Emissions

Carbon Footprint of Business Travel (555.968 tCO₂e) Numbers indicates the percentage of the total company footprint

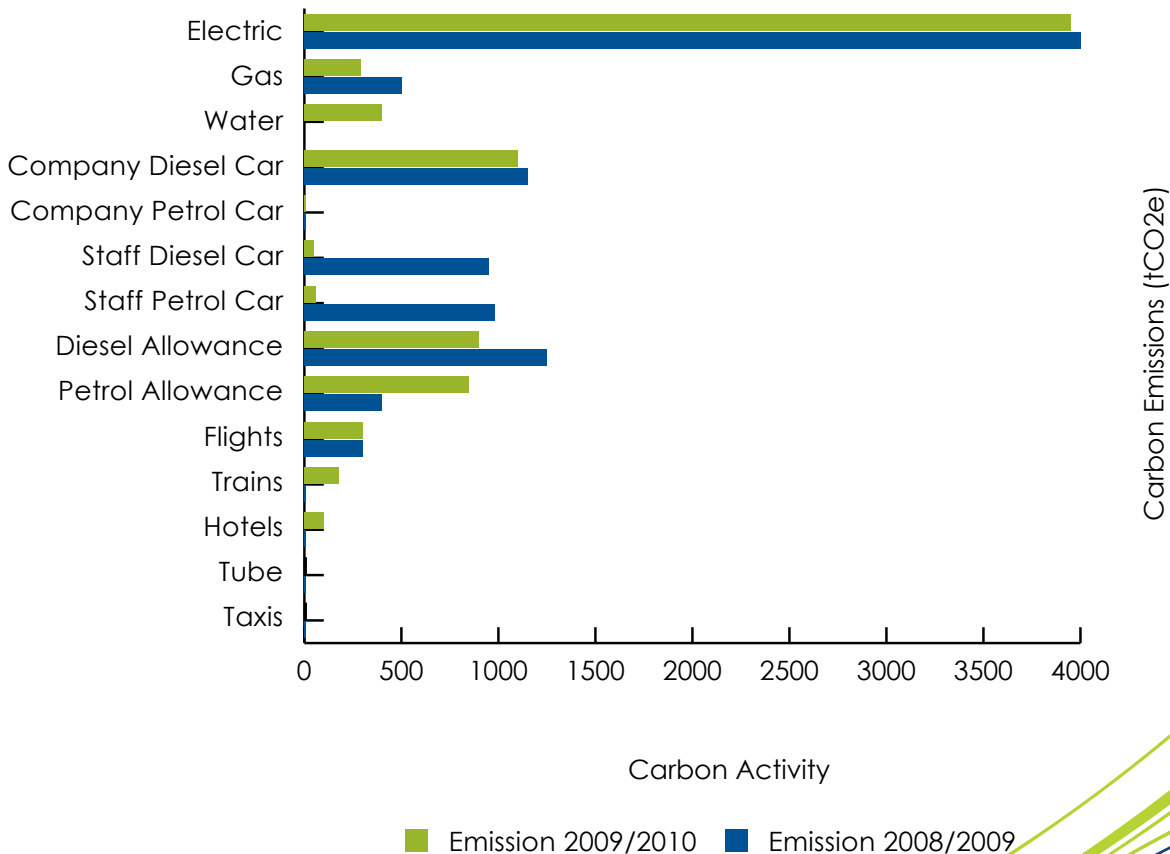


Comparison of Emissions 2008/09 – 2009/10

The total carbon footprint for 2009/10 is 8179.109 tCO₂e. This is a decrease of 1353.891 tCO₂e when compared to the 2008/2009 period (9533 tCO₂e). This equates to a 14.2% reduction in carbon emissions.

The graph below shows where this significant decrease has taken place, most notably in the general decrease in emissions for energy and transport (allowance, company and staff cars); reflecting our corporate responsibility in reducing emissions.

Comparison of Emissions



Our Commitment to Sustainability

With 80% of the nation's IT systems running obsolete or unsupported software, our core business **helps organisations affordably access best of breed and green technologies**, remove inefficiencies and enhance business performance.

Everything we do has an environmental affect, be it positive or negative. Our Sustainability Policy commits us to continually improve the sustainability of all our services and working practices.

Our Sustainability Commitments

- reduce carbon emissions from premises and vehicles in-line with our commitment to the Carbon Reduction Commitment
- reduce water consumption in all our premises
- reduce paper consumption in all our premises
- reduce waste from all our premises and those of our customers where we have a major presence
- increase recycling for ourselves and that of our customers via our Refurbishment and Disposal Department

- engage with our suppliers and encourage sustainability best practice under our CAESER methodology
- encourage "green travel plans" for staff and customers and continue to encourage the use of video and telephone conferencing
- increase our activity in sustainable projects both in the UK and abroad



Sustainable Projects

Whilst we are taking all steps possible to minimise our carbon footprint, we do recognise that it is not possible for us to eliminate it completely. As such, we ensure that we 'neutralise' or offset those remaining emissions.



Over the next 5 years, we are investing in a managed project in Africa called 'The Gold Standard Foundation'.

This non-profit organisation operates a certification scheme for premium carbon credits and gives us a chance to contribute to projects such as providing low energy lightbulbs and energy efficient cooking stoves in East Africa saving over 30 tonnes of greenhouse gas emissions over the 5 year period.

In our case, Gold Standard Verified Emission Reduction credits are offered for sale in compliance offset markets established by the Kyoto Protocol. The Foundation has trademarked the Gold Standard label, which is today internationally recognised as the leading indicator of quality in carbon markets.

The Gold Standard incorporates all five UNFCCC (United Nations Framework Convention on Climate Change) criteria for Clean Development Mechanism (CDM).



Sustainable Projects Commitments

- Additional emissions reductions compared to the 'business-as-usual' situation
- No adverse environmental impact
- Consistency with host country sustainable development strategy
- Emissions reduction benefits that are real and measurable
- No diversion of Overseas Development Assistance to finance carbon offset projects

East African Low Energy Lighting

Low energy bulbs consume around 20% of the energy used by equivalent incandescent bulbs. The bulbs are installed in areas where energy is largely derived from fossil fuel, ensuring that the carbon saving is maximised. The recipients of the bulbs benefit from lower energy bills and, due to their greater lifespan, reduced replacement costs and waste. Over seven years three low energy bulbs will save 1 tonne of CO₂.



Energy Efficiency Projects

It is our intention to work with local social groups in East Africa to replace the use of open fires for cooking with energy efficient cooking stoves. The energy efficient stoves are made entirely in East Africa and utilise the Rocket stove technology which offers a good balance between cost, life expectancy and efficiency.



In addition to the saving in greenhouse gas emissions, the reduced need for firewood and the burning of rubbish leads to a corresponding reduction in the amount of time spent collecting cooking fuel.

Kenyan Energy Efficient Stoves – Charcoal Fuel

These stoves reduce firewood consumption by half and save in the region of 3.6 tonnes of greenhouse gas emissions a year, over 15 tonnes over the 5 year life span, in comparison to traditional cooking methods.



Kenyan Energy Efficient Stoves – Wood Fuel

These stoves reduce firewood consumption by half and save in the region of 3 tonnes of greenhouse gas emissions a year, 15 tonnes over the 5 year life span, in comparison to traditional cooking methods.





Recycling & Green IT

SCC refurbishes and remarkets over £1.5 million worth of redundant IT goods every year, which considerably extends the lifespan of the goods and reduces waste.

Our 50,000 sq ft recycling facility is unique with the UK as we are the only IT group that has a true state of the art facility capable of re-marketing, refurbishing and disposing of redundant equipment all under the one roof.

Use of Recycled Material or Products

We use recycled materials in our operations including:

- Full pre-audit of all business essential requests by Group Purchasing Manager in order to ensure no “over-ordering” of supplies
- Introduction of paper re-cycling scheme throughout all Head Office departments
- Implementation of re-use process at our distribution sites of wood pallets, internal and external packaging
- All plastic, polystyrene and cardboard and non hazardous WEEE are recycled at our Neo Park facility where it is feasible to do so

We are fully aware of our obligations under the ROHS, REACH Regulations and in particular the responsibility of businesses which place electrical and electronic equipment on the market in the EU (WEEE). We can also confirm we have put in place policies and procedures to ensure that new electrical and electronic equipment which it has placed on the market on or after 1st July 2006 does not contain hazardous substances as defined under the ROHS Regulations.



Client Focused Environmental Initiatives

The improved resource utilisation offered by a virtualised environment can dramatically reduce power consumption and cooling requirements of the data centre. A virtualised server estate requires fewer physical machines and yields greater levels of CPU utilisation, eliminating the environmental and monetary costs of deploying additional servers along with the impact of the additional power, cooling, network infrastructure, and storage infrastructure required.

One of our largest customers, British Thermal Units (BTU), reduced their energy usage by 850,000 after a project to consolidate legacy equipment and migrate to more efficient systems. The fiscal savings through the BTU reduction contributed to more than 70% of the business case.

During the period January – November 2010 the company recycled the following:

Material	Tonnage
Display Unit	320
Ferrous Metals	286
Cardboard	135
Mixed Plastics	133
Cables	38
Mixed WEEE	35
Batteries	19
Non-Ferrous Metals	16
PSUs	15
Shrink Wrap	14
Toners	9
Pallets	8
CRTs	8
Polystyrene	5
Paper	5
Copper	2

Multifunctional Devices

Efficient print services can reduce the carbon emissions in business. In the UK alone, printing releases some 1.5 million tonnes of CO2 into the environment. We actively help businesses cut their energy consumption by replacing printers, photocopiers and fax equipment with multifunctional devices. A single multifunctional device does the work of a photocopier, a fax machine and two printers, consuming around half as much energy.

Ultimately a key driver of our business is the efficient use of IT infrastructure, whether internally within our own business or for our customers. We exist to help our customers fully capitalise on their equipment, ensuring long lifespan and efficiency while cutting out redundancy. Our services are designed to minimise monetary costs, but are constructed in a way that enables the considered use of resources, minimising the environmental costs.



Green IT

Within our IT infrastructure we have a positive approach to Green IT including:

- Power management settings of our desktop and laptop estate controlled centrally to force efficient power options across our business, including automatic switch-off to standby
- A videoconferencing network connecting our main sites to reduce levels of travel
- Reducing power consumption in the data centre using virtualisation technologies
- Extending the lifespan of IT equipment with our IT refurbishment facilities.

Our Recycling Accreditations

- ISO: 9001 - Quality Management Systems
- ISO: 14001 - Environmental Management
- ISO: 27001 - Information Security Management Systems
- ISO: 20000 - IT Service Management
- Waste Carriers License - Authorise Waste Carriers
- AATF - Approved Authorised Treatment Facility
- MOD Approved IT Shredder for guaranteed data destruction/granulation up to 2mm
- Government approved secure facility
- Worldwide data erasure and destruction services
- HMG Infosec standard No.5 (Enhanced) data erasure services
- CESG Approved

Engaging with Society



We have a long history of supporting the communities directly touched by our business and believe that building and maintaining relationships of trust in the community is vital to the sustainable future of our business.

The Rigby Foundation operates independently of the business and addresses issues relating to financial systems and poverty in the UK. Major projects include Millennium Point in Birmingham involving a £1 million contribution to a lifelong learning experience with many community facets. This was followed by the funding of an online educational resource providing virtual experiences at RAF Cosford's Cold War Museum, as well as providing interactive learning opportunities for schools.

We are further evolving our charitable interests in the second decade of the 21st century through investing significant sums from profits into wider multicultural education and equality programmes. Our chosen charity in 2011 is 'Help for Heroes' which raises funds to improve the lives of wounded servicemen and women. This follows the Fly-in fundraising event for 'Help for Heroes' at Coventry Airport in 2010, a business which is also owned by the SCH group.

Our nominated charity for 2010 was SoLO. Solihull Life Opportunities (SoLO) is a charity which enables children, young people and adults with learning disabilities to enjoy social and leisure activities that the rest of us take for granted. They operate throughout Solihull and support people with learning disabilities by providing a wide range of services.

In providing social, leisure and fun activities for individuals with learning disabilities, they also provide the parents and carers of those individuals with much needed respite – a break from the full-time job of caring for disabled people. SoLO staff give individuals with learning difficulties the chance to meet their peers, make friends, and try new challenges – helping them develop independence and personal skills which will stay with them for life.

The people that they work with have a range of learning disabilities, from moderate to severe. They provide specialist leisure projects for those with more severe needs, in addition to activities which help people with moderate learning disabilities to access mainstream pursuits.

We actively encourage employees to 'volunteer to fundraise'.

In 2010, SCC contributed over £4,000 to local and national based charities as a result of our "Dress down Friday" policy and other initiatives. One of our largest charity contributions for 2010 was the Coast to Coast charity ride, otherwise known as the C2C Challenge. This involved 40 cyclists from all parts of the company and the challenge was to ride from the West to the East coast of England. We raised over £15,000 for 4 main charities - JDRF, Parkinsons UK, SoLO and Cancer Research UK.

The Rigby Foundation donated over £80,000 to various good causes within 2010.



Building a Better Workplace

We believe all our employees should have the benefit of working in an environment that makes a positive contribution to their own sense of well-being, personal development and security.

We constantly strive to encourage feedback from our employees in order to enable their opinions to shape and improve the company in which they work and contribute to the success of.

Our Commitment to our Employees

- Develop and implement a robust Health and Safety System that will reduce injuries, damage and loss, and promote a healthy working environment
- Promote better management of the health, well-being and welfare of employees via various HR related policies
- Promote effective Training and Development through internal and external provision and the utilisation of vocational qualifications
- Encourage continual feedback on the performance of the company via staff surveys and other feedback methodologies

Health and Safety Training

Over the past 12 months the company has developed a robust training strategy around the subject of Health and Safety.

Training for Director, Managers and staff is now mandatory. The training was designed by the company's Learning and Development Department in conjunction with the Health and Safety Department.

All new employees are mandated to attend the company's Corporate Induction where training on Health and Safety, manual handling and, if appropriate, working at height is delivered. As a result our Health and Safety culture has improved enormously. Traditionally, our recorded accidents and near misses are well below the expected average.

Within the last 2 years we have trained over 800 members of staff and over 200 Managers in the principles of Health and Safety and just under 1200 employees in Manual Handling.



Accident Reporting and Performance

As a result of our initiative to train all company employees we have reduced our serious accident number (RIDDORS) from 20 in 2009 to 8 within 2010. Our overall number of accidents/near misses has risen slightly from 145 to 160. However, this is in response to the training being delivered as this has increased the amount of reporting and overall has lifted the overall awareness of Health and Safety throughout the whole of the business.

Our overall progress with regard to accidents and incidents has been excellent over the past 5 years. One area of note is the number of accidents/incidents per 100,000 hours worked. This was 3.35 for 2010 and although this was a slight increase on the level for 2009 it was a considerable decline in comparison to the level in 2006. Further details are within the table below.

Equality and Diversity

It is our policy that no employee or prospective employee will receive less favourable treatment or is disadvantaged by any circumstances, conditions or requirements.

Consequently, we will ensure that we:

- Fully utilise the talents of all employees within the business
- Ensure that no job applicant or employee receives less favourable treatment than another on any grounds covered by this policy
- Ensure that all employment decisions are based on business needs and the individual's ability to fulfil a role

	2010	2009	2008	2007	2006
Accidents : RIDDORS	160:8 (5%)	145:20 (13.8%)	164:9 (5%)	214:7 (3%)	248:17 (7%)
3 days+	8	20	9	7	16
Major Injury	0	0	0	0	1
Incidence rate (Total No of acc / Ave No of Emp x 100,000)	6794.06	6255.39	7047.70	9349.06	10562.18
Annual Injury Incident rate (No or reportable injuries/Ave No of Emp x 100,000)	339.70	862.81	386.76	305.81	724.02
No of accidents / incidents per 100,000 hours worked (TAFIR: Total Accident & Incident Frequency Rate)	3.35	3.11	3.65	4.85	5.47
No of reportable accidents per 100,000 hours worked (AFR: Accident Frequency Rate)	0.18	0.45	0.20	0.16	0.38



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