



**courier**  
*Systems*

**Corporate Social and Environmental Responsibility Report 2008**

## **Scope of Courier Systems 2008 Corporate Social and Environmental Responsibility reporting**

Data within this report is both from internal measurement and from external sources. Figures related to CO<sub>2</sub> emissions are primarily extrapolated to reflect Courier Systems and Milematic (its workshop) activities, and do not include data from its other subsidiaries, unless stated otherwise. Courier Systems has taken all reasonable steps to ensure that the information in this report is accurate. Whilst for some aspects of its operations Courier Systems has been collecting data for more than one year, for other areas data is available only for 2008. Wherever possible, data is shown for preceding years to provide trend data analysis. Likewise, in some occasions data was available for fiscal, rather than for calendar years. As the reader will certainly note, where possible Courier Systems has undertaken the auditing of its data or had it certified by a third party source. Audit work focuses on obtaining reasonable assurance, substantiated by sufficient supporting evidence.

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# FOREWORD

Dear reader,

Courier Systems has been in existence for 18 years now and has always strived to provide the highest levels of service and to be the best at what it does.

Admittedly, it took us a few years before we started to look at the impact of our business. However, in 2001 we began to address that. Today we are proud to say that we have made big strides since embarking on our journey, and consider ourselves one of the leading companies in our industry with regards to addressing environmental and social impacts.

We have taken our eagerness for quality into these new areas. We have gone beyond simply using LPG in our fleet and being carbon neutral. We now have two people dedicated at looking at the environment and our corporate responsibility. I can assure you that today these areas play a central role in almost every decision we make.

The recession has not dampened our enthusiasm for tackling climate change either. We are taking all the necessary measures we can and this CSR Report is just one more step on the path we have laid out in the company's *vision* document and in our *environmental policy*.



In fact, we hope that by being transparent we can help raise the bar and challenge this industry to better itself further.

I hope you find this report interesting and relevant. What you have in your hands is an honest account of our achievements so far, where we currently stand and where we are going. I hope it will motivate you to contact us to find out more about the steps we are taking, the projects we are supporting and how we may be able to work together on green issues.

Carl Truscott  
*Joint Managing Director*

# About the Courier Systems Group

Founded in London in 1991 by Ian Oliver, Courier Systems has continued to expand, becoming London's leading environmentally friendly courier company. Today, it provides services to London's key industry sectors, servicing both high profile leading corporate clients and small niche organisations.

Courier Systems provides expertise in all aspects of same day, overnight and international logistics. We also provide regular bookings, post runs and all other types of contract hire with an immediate response 24/7. Our success has always been based around delivering excellent service for our customers. Never complacent, Courier Systems has become a name synonymous with personal dedication and local expertise.

The Group has expanded to include Courier Systems, Milematic, National Film Transportation (NFT) and DA Systems. Courier Systems head office and Milematic are located in the Royal Borough of

Kensington & Chelsea in Central London, and through a carefully selected network of partners we service the whole of the UK.

More than any other consideration, it is our aim to provide our clients with a professional service that meets the day to day requirements of their operations and those of their clients. Our London and UK fleet of pushbikes, company owned motorcycles and small and large vans provide a quality corporate image.

The use of pushbikes within the City area provides maximum benefit in terms of carbon reduction, flexibility and the quick service that our clients require.

<b>Key Statistics for 2008</b>	
Company sites/ no. of partners	2/47
Fleet composition Courier Systems/partners	300/1,000
Employees	80 office staff
Average deliveries daily	3,000
No. of active accounts	1,200



# Key performance indicators (KPIs)

	2007	2008
<b>Certifications<sup>1</sup></b>		
ISO 9001	-	100%
ISO 14001	-	100%
<b>Environment</b>		
CO <sub>2</sub> e emissions (tonnes)	1,325 <sup>2</sup>	1,411 <sup>3</sup>
Percentage of CO <sub>2</sub> e emissions offset <sup>4</sup>	100%	100%
<b>Road Safety</b>		
Fatal accidents with a Courier Systems courier	0	1
<b>Financials</b>		
Total group revenues (GBP '000) <sup>5</sup>	11,100	11,900

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<sup>1</sup> Certifications cover Courier Systems and Milematic.

<sup>2</sup> Emissions from Courier Systems FY 07-08. Audited by the ECCM.

<sup>3</sup> Emissions from Courier Systems FY 07-08. To be audited in 2009.

<sup>4</sup> Offsetting began in March 2007

<sup>5</sup> Calculations based on the groups' different companies' fiscal years.

# Corporate Social Responsibility policy

## Company CSR policy statement:

Courier Systems will continue assuring the sustainability of its operations while also pursuing broader benefits for its customers, suppliers, employees, the local community and the environment – notably acting against climate change. The best way to do so is by enabling the correct social and environmental policies to exist and be put in practice within the company and, where possible, in partnership with our suppliers and clients. Therefore, the CSR mandate, which originates from the Director's commitment, is to have the following policies up-to-date and in implementation:

- Corporate Social Responsibility
- Environmental
- Health and Safety
- Business ethics
- Equal opportunities
- Supply diversification
- Sustainability

## Corporate Social Responsibility policy:

It is the company's responsibility to consider the economic, social and environmental impacts in the way it operates, maximising the benefits and minimising the downsides.

Courier Systems goes beyond the base level of responsible behaviour established by the Government's regulation, normally set out in standards of environmental protection, health & safety and employment rights. The approach used by the company is one of voluntary action, anticipation of future regulation and achievement of concrete results.

Corporate Social Responsibility is and will continue to be a priority in the way the company operates. Under the responsibility of the Environmental and the CSR Managers, and with the engagement of all line managers, the above policies should be both guaranteed in practice and in constant improvement. An annual review is mandatory, and the end of each fiscal year from now on will see the publication of our CSR public report.

Ian Oliver  
Joint Managing Director

Carl Truscott  
Joint Managing Director

## Community & employees

With approximately half of the office staff living within the borough of Kensington & Chelsea, Courier Systems is a large contributor to the local community. Our commitment to investing in our community has resulted in the financial support of a local regeneration project in partnership with the Borough, as well as in the sponsoring of the company's football team.

### Football team sponsorship

In November, Courier Systems football team joined the Willesden Mid week League. The company invested on the outfits and contributed to 70% of the cost of the entrance fee.



### Newsletter launched

Courier Systems launched its newsletter in December 2008 to increase awareness of achievements within the company, as well as to inform staff about upcoming developments and changes.

### Local Regeneration Scheme

In partnership with the Royal Borough of Kensington and Chelsea, Courier Systems invested in the re-planting of the entrance to the Grand Union Canal close to its Ladbroke Grove base. Through the partnership, volunteers from Courier Systems assisted gardeners provided by the Council Regeneration Office.

The aim of the project was to enhance the environment along the entrance to the canal from Ladbroke Grove. Before the project was conducted, the region was neglected, and suffered from overgrown vegetation and litter. The area, which has become an attractive entrance to the canal, improved the appearance of the local environment for residents, the local employees, and the whole North Kensington community.

### The road ahead

When we say that people are our greatest asset we really mean it. Hence, it is our aim to offer in 2009 new opportunities for our staff to develop their skills and reach higher levels of personal and professional fulfilment.



**IMPROVEMENTS:** Gardeners, councillors and employees from Courier Systems help plant the trees *GH50114-2*

## Silver birch trees spruce up Grand Union Canal

**TREES** were planted to spruce up the approach to the Grand Union Canal in a neglected part of North Kensington.

Staff from nearby business Courier Systems and Kensington and Chelsea Council workers planted 12 silver birch trees off Ladbroke Grove last Tuesday.

"It's quite a neglected area and this will really improve its

appearance and make it look much more attractive," said North Kensington's environment manager Terry Oliver. "And we managed to get a local business to contribute to the scheme."

Courier Systems from Kensal Road provided three staff who worked alongside regeneration, environment and leisure services member Cllr Nicholas Paget-Brown.

Source: local newspaper

# Road Safety

With the largest company owned fleet in London, we ensure that quality and safety are not compromised. We not only recognise the importance of safety for our drivers, but also acknowledge our responsibility to others on the road. This is why we have undertaken the implementation of a number of checks and balances that ensure that not only do we employ the best couriers in the industry, but also that they are fully up-to-date with all road safety requirements. As a result we are committed to take part in leading industry initiatives.

## **FORS**

The Freight Operator Recognition Scheme (FORS) is a unique, industry-led membership scheme, which aims to transform freight delivery in London.

Courier Systems was one of the first courier companies to be awarded a FORS Bronze membership, which it achieved in January 2009. This is in recognition of our high standard and commitment to health and safety, management of work-related road risk and improvement in efficiency.

As a FORS member, Courier Systems has demonstrated that beyond being a legally-compliant operator, it meets all the policy and risk management standards set out in FORS specification.

Our systems ensure that drivers are notified well in advance if their licences are due for renewal and that our vehicles receive regular maintenance checks.

## **Accidents and Injuries**

We are sad to report that one of our couriers was involved in a fatal accident in 2008. This was in fact an Industrial Accident as opposed



to a Road Traffic Accident, and occurred as a result of procedures not being followed at a clients' site. It is being investigated by the Health and Safety Executive.

## **Objectives for 2009**

We have undertaken an initial consultation with FORS to assess our progress towards Silver standard. Areas of assessment include Penalty Charge Notices, Fuel Efficiency and Accident & Injuries.



# Environment

We are committed to achieving the highest standards of environmental performance. We recognise that, through our fleet, our biggest impact on the environment is that on climate change. Our history in addressing this issue dates back to 2001, when we began the purchasing of more environmentally friendly Liquid Petroleum Gas (LPG) vehicles. That was even before London's congestion charge was introduced in 2003. To date, we have undertaken a number of industry leading initiatives, and we are externally audited. Additionally, as the demand for environmental solutions from our clients increases, we have responded by addressing these needs. In order to illustrate our commitment to reducing our carbon footprint, we will report on our progress annually.



<b>KPIs</b>	<b>2007</b>	<b>2008</b>
CO <sub>2</sub> emissions (normalised/turnover)	-	1% improvement
CO <sub>2</sub> emissions (absolute)	1,325 CO <sub>2</sub> e	1,411 CO <sub>2</sub> e
Energy use	175 MWh	173 MWh
Gas Use	5187 m <sup>3</sup>	5677 m <sup>3</sup>
Water	1753 m <sup>3</sup>	1006 m <sup>3</sup>
Waste	114,400 litres	115,500 litres
Recycling	3145 kg	4905 kg

## Carbon Emissions

Courier Systems has been a CarbonNeutral® company since March 2007, as part of our commitment of tackling climate change. Our CO<sub>2</sub> emissions have been independently assessed in an audit carried out by the Edinburgh Centre for Carbon Management (ECCM). Nothing less than 100% of our emissions have been reduced to net zero through a mix of internal policies – such as the expansion in the use of pushbikes and an energy saving campaign in our offices – and best practice external reductions (carbon offsetting).

We offset the equivalent amount of CO<sub>2</sub> produced by the delivery of each consignment. This is done at no additional cost to our clients. The Carbon Neutral Company, with which we work to offset our emissions, is audited by PricewaterhouseCoopers.



Through the Carbon Neutral Company, we have invested in eight projects since 2007. For example, the Energy Efficiency - Kotmar Waste Heat Recovery Project in India is an energy efficiency project which captures waste heat at a steel plant and uses it to produce electricity which is subsequently fed into the local grid. The project generated emission reductions of 74,263t CO<sub>2</sub> equivalent between

2004 and 2007, verified and certified to the Voluntary Carbon Standard.



A second project includes the reforestation of Carrifran Wildwood in Scotland. Working in partnership with the David Stevenson Trust and the Wildwood Group, this project aims to reforest the Carrifran valley in the Scottish borders. It will offset almost 30,000 tonnes of CO<sub>2</sub> over a 100-year period. Carrifran Wildwood is a bold initiative in ecological restoration. The idea is to re-create an extensive tract of wild and largely forested land, evoking the pristine countryside of six thousand years ago. The site has been in the process of restoration since 2000.

## Environmental Management System

We have had an Environmental Management System in place for a number of years. In July 2008, Courier Systems received full ISO 14001 accreditation.

*ISO certificates can be viewed on our website: [www.courier-systems.co.uk](http://www.courier-systems.co.uk)*

### **Green 500**

In early 2009, Courier Systems became a member of the Green 500. The primary focus of the scheme is to work with businesses in London to set a global standard of environmental excellence.

## **LONDON | GREEN500**

LEADING TO A GREEN LONDON

As a member of this scheme, Courier Systems is demonstrating its commitment to further reduce its environmental impact and to cut as much as possible its fleet's and offices' carbon and other greenhouse gas emissions.

With the assistance of its designated carbon mentor, Courier Systems aims to use the Green 500 scheme to implement constant improvements on its environmental initiatives.

### **Staff Environmental Training**

In December 2008, Courier Systems offered its whole staff environmental training in 30 minutes sessions. We will continue and expand this programme in 2009.

### **Green suppliers**

During 2007 and 2008, the company underwent a review of its suppliers. Many are now part of the Carbon Neutral network and assure quality products that are more environmentally sustainable.

### **Recycling**

Successful recycling programme and campaign have been in place in our head offices since 2002. We recycle all possible waste. That includes not only paper, cans and ink cartridges, but also workshop materials, such as tyres and engine oil.



### Greening the fleet

Back in 2001 we began the process of addressing the fleet directly, well ahead of the inception of the London congestion charge zone. The process of converting our fleet of small vans to LPG fuel was finalised in 2007. Building on this, the Green Fleet Consultancy was done by The Energy Saving Trust in June 2008.

We are also investigating the use of electric vehicles and alternative fuels. We are currently studying ways of making the former operationally and financially viable, and we are confident that a solution is not far away. As for the latter, we are examining possibilities such as hydrogen and biodiesel from refined cooking oil. In the interim, LPG vehicles are accepted as less contaminant than the petrol and diesel options, with CO<sub>2</sub> emissions 10-15% lower than the former, and around 200 times less particulate matter less than the latter.

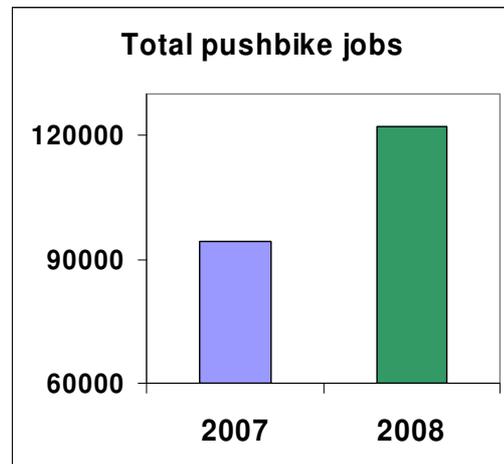
### Technology and technique

Through the use of state of the art GPS tracking devices, we are able to maximise consignment consolidation, thereby reducing the number of miles travelled by our couriers per consignment. This same technology also allows our clients to track their deliveries online in real time.

Driving behaviour is a further variable that we will be introducing into our recruitment scheme in 2009. Eco-driving techniques have been proven to reduce fuel consumption by between 4-10%.

### Pushbikes

Courier Systems is proud of its zero-emission pushbike service in the City, Docklands and the West End. The number of jobs carried out in this service increased over 25% between 2007 and 2008



The company is currently studying the creation of new pushbike circuits and the introduction of hydrogen-fuelled pushbikes as ways to further expand the areas covered by this environmentally friendly option.

## What's in the pipeline?

Our staff and couriers have shown tremendous resilience in this tough financial year, and despite the crisis we have had a successful 2008. However, we will not be resting on our laurels, so we look forward to the up-and-coming challenges. Using the ISO certifications as our foundation, we will build on our FORS bronze standard and Green 500 membership to make further improvements within the company. We have set ourselves some challenges for the year ahead:

- Incorporation of electric vehicles into our fleet
- Trialling of hydrogen fuel cell technology
- Expansion of push bike services to West London
- Even greener and more efficient purchasing and consumption
- Local environmental development projects
- Continued achievement of quality, social and environmental accreditations
- Improved building management systems
- Reducing environmental impacts across the business
- Continued investment in the development of our people



If you have any comments or would like to discuss any of the details in the report, please contact:

**Environment Development Manager**

Alexandros Germanis  
Alexandros.Germanis@couriersys.co.uk

**CSR Manager**

Eduardo Plastino  
Eduardo.Plastino@couriersys.co.uk

**Courier Systems**

324 Kensal Rd  
London  
W10 5BZ  
UK

Tel: 020 7565 1575  
Fax: 020 7565 1555  
[www.courier-systems.co.uk](http://www.courier-systems.co.uk)

