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# CSR REPORT 2008

## SEPTEMBER 2007 – AUGUST 2008

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# 1 INTRODUCTION

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## 1.1 THE VISION

It's time to make a difference to the society we live and work in. The launch of ABM United Kingdom Limited's Corporate Social Responsibility (CSR) programme in September 2007 was the formalisation of this long-standing desire among the board and staff of ABM United Kingdom Limited to formalise our efforts towards improving the way we operate.

## 1.2 THE METHOD

Although ABM United Kingdom Limited has had a long-standing concern for environmental and employee welfare issues, formal measurement of key areas has previously fallen short. This year we have spent considerable time in consultation with external agencies, including the Carbon Trust and Business In The Community, to identify KPIs and measurement techniques, allowing us to benchmark performance for future comparison.

## 1.3 THE FUTURE

This year is just the start. We aim to carefully consider CSR issues in all future strategic decisions and to drastically improve our CSR performance over the forthcoming year. We want to engage more with our supply chain and customers in tackling environmental issues and set an example to the IT industry as a whole.

## 2 GOVERNANCE

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### 2.1 RESPONSIBILITIES

Responsibility for the CSR programme starts at the highest level of the organisation. Key directors meet on a regular basis to discuss CSR issues and plan the strategy. Line Managers and Directors are responsible for reporting issues to senior directors. Finally, all employees are encouraged to support the CSR programme through their daily working habits and being aware of CSR issues. This structure ensures that there is commitment and buy-in to all areas of CSR throughout the organisation.

### 2.2 POLICIES AND DOCUMENTS

A number of policies have been published internally outlining the Company's position and expectations surrounding various key CSR areas. All employees have access to these documents through the internal wiki and are regularly reminded of their location.

### 2.3 REPORTING

This report is produced each year to collate the progress made, identify our aims for the future and make comparisons with the previous year's performance. It aims to provide a useful and informative resource for our customers, employees and any other interested stakeholders.

## 3 THE ENVIRONMENT

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### 3.1 A RESPONSIBILITY FOR THE FUTURE

ABM recognises that all companies, big or small, need to work to reduce their impact on the environment. We are working in a number of ways to minimise our impact so that our needs and our customers' needs may be met without harming the needs of future generations.

### 3.2 WHAT WE'VE CONTINUED TO DO

- Provide recycling facilities for all office consumables including paper, cardboard, ink cartridges and plastic vending machine cups
- Monitoring and rectifying electrical equipment left on overnight
- Increasing use of online demonstration tools and remote assistance to reduce car journeys made by salespeople and consultants

### 3.3 WHAT WE'VE STARTED DOING

- Calculation of our Carbon Footprint to provide a baseline for environmental performance
- Increasing focus on environmental product developments
- Reducing paper consumption through increased use of electronic media
- Development of an internal wiki to provide energy saving advice and useful resources such as local bus timetables and cycle routes
- Encouraging car sharing
- Writing and publishing a revised environmental policy and energy policy
- Energy audit of our buildings carried out by the Carbon Trust
- Employee awareness campaigns via emails, surveys and notices

### 3.4 WHERE WE'RE GOING

- Review the layout of our data centres to minimise energy waste
- Develop an environmental management system in accordance with BS8555/ISO14001 standards
- Measure the full carbon lifecycle of more of our products and services
- Switch to recycled paper for internal printing
- Reduce energy consumption

## 4 THE MARKETPLACE

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### 4.1 INFLUENCING OUR SUPPLIERS; ASSISTING OUR CUSTOMERS

In order to become an environmental leader in the market we need to look beyond our own organisational boundaries. Purchasing decisions can help influence suppliers whilst developments in our products and services can help customers meet their own CSR targets.

### 4.2 WHAT WE'VE CONTINUED TO DO

- ABM United Kingdom Limited's software continues to reduce the administrative burden of policing. As such, we continue to reduce the amount of wasted paper and resources in police departments whilst helping customers provide a better level of service to the public
- ABM's software helps law enforcement agencies to implement best practices surrounding enforcement and investigation operations and management of data
- ABM is constantly developing new products which improve efficiency and reduce administrative waste for our clients

## 5 THE WORKPLACE

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### 5.1 LEADING BY EXAMPLE

As a leading software and service provider to the criminal justice sector, it is expected that ABM United Kingdom Limited adheres to best practices for people management. We take the welfare of our employees seriously and the number of long-serving employees employed at ABM United Kingdom Limited is testament to our good employment practices.

### 5.2 WHAT WE'VE CONTINUED TO DO

- We have maintained investment in our employees through continued training and development
- We have maintained our internal policies including our anti-discrimination, anti-harrasment and anti-stress policies to make sure that the Company continues to be a fair and caring employer
- Directors have continued to monitor the work hours of their staff to ensure that no employees are working excessive hours
- Use of market-leading HR and payroll self service software ensures that all employees have quick and easy access to the information that is important to them
- Provision of a high quality, low-cost canteen offering a selection of healthy eating options
- Offering internal promotion opportunities to employees to further their careers and development

### 5.3 WHAT WE'VE STARTED DOING

- Surveyed all staff to establish their primary concerns regarding corporate responsibility

### 5.4 WHERE WE'RE GOING

- Provide more useful information to employees through the dedicated CSR intranet to particularly assist employees in maintaining an active lifestyle

## 6 THE COMMUNITY

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### 6.1 IDENTIFYING A ROLE FOR THE BUSINESS

The impact that businesses have on the local and wider community cannot be ignored. ABM maintains investment in the community in a number of ways:

### 6.2 WHAT WE'VE CONTINUED TO DO

- Develop leadership and management potential through our Graduate Management Programme. Participants in the two year programme also take part in a week long tall ship sailing experience by the Jubilee Sailing Trust which aims to promote the integration of people of all physical abilities

### 6.3 WHAT WE'VE STARTED DOING

- Representation at a local transport focus group designed to target local congestion and identify ways of helping people to avoid using their cars
- Involvement in a local pressure group which succeeded in its aim of reinstating a regular bus service to the Ruddington Business Park
- Involvement in a cycling campaign group which helped to arrange a cycling event on Ruddington Business Park as part of Cycle To Work Week 2008.

### 6.4 WHERE WE'RE GOING

- We aim to continue investment in the community where it already exists and identify cost effective ways of furthering that investment
- We aim to benefit the wider community through our investment in environmentally sustainable technology and products to make sure that the needs of our business are met now and in the future without compromising the environment for generations to come

# 7 KEY PERFORMANCE INDICATORS

## 7.1 PERFORMANCE INDICATORS EXPLAINED

ABM United Kingdom Limited has adopted a number of Key Performance Indicators in order to measure and compare our CSR performance. This is useful because it helps us to see where we are improving, what areas we need to work harder on and what areas we excel in.

Each KPI is given a trend status based on the change from the previous year:

Green = improvement in performance

Amber = Slight decline in performance

Red = Sever decline in performance

Where this is the first year of measurement, a trend status cannot be awarded as there is no comparative data available.

The summary briefly explains our performance in each area.

## 7.2 CARBON FOOTPRINT (CO<sub>2</sub> EMISSIONS)

	<b>2007</b> (Dec06-Nov07) <b>CO<sub>2</sub>e</b>	<b>2008</b> <b>CO<sub>2</sub>e</b>
<b>Fossil fuel on site (gas)</b>	8.52	?
<b>Purchased electricity</b>	52.53	?
<b>Employee business travel (car)</b>	25.71	?
<b>Total</b>	<b>86.77</b>	<b>?</b>

### 7.2.1 UNQUANTIFIED EMISSIONS

- Emissions from supply chain and logistics
- Emissions from resulting waste created by ABM United Kingdom Limited
- Emissions from employee commuting
- Emissions from business travel by public transport (air, train, taxi)

### 7.2.2 TREND STATUS

[No data for previous year]

### 7.2.3 SUMMARY

We are aiming to look for a way of measuring flights and journeys by rail to get a more comprehensive summary of our carbon footprint.

## 7.3 COMMUNICATIONS

	<b>2007</b> (Sep06-Aug07)	<b>2008</b> (Sep07-Aug08)
<b>Number of CSR newsletters emailed to employees</b>	0	6

### 7.3.1 TREND STATUS

Green

### 7.3.2 SUMMARY

Regular CSR communication started in September 2007. We anticipate that this will continue and increase.

## 7.4 CSR AWARENESS

Figures from CSR Survey (22 Nov – 11 Dec 2007)

	<b>2006</b>	<b>2007</b> (22Nov-11Dec2007)
<b>Number of employees who have read the CSR policy</b>	0	33 (71%)

### 7.4.1 TREND STATUS

Green

### 7.4.2 SUMMARY

Between publishing the CSR policy and surveying our employees, 71% of our workforce read the policy. We anticipate this to be closer to 100% by next year.

## 7.5 ENERGY AWARENESS

	<b>2008</b> (7-21 May 08)
<b>Total Respondents</b>	45
<b>To what extent are you encouraged to reduce energy consumption at work?</b>	
<b>Frequently</b>	2 (5%)
<b>Occasionally</b>	20 (45%)
<b>Rarely</b>	17 (39%)
<b>Never</b>	5 (11%)

<b>Are you too busy at work to save energy?</b>	
<b>Yes</b>	3 (7%)
<b>No</b>	40 (93%)
<b>How motivated are you towards energy efficiency?</b>	
<b>Very motivated</b>	16 (36%)
<b>Slightly motivated</b>	64 (28%)
<b>Not motivated</b>	0 (0%)

### 7.5.1 TREND STATUS

[No data for previous year]

### 7.5.2 SUMMARY

This survey has given us valuable data to use as a benchmark for future performance. It measures the awareness of the energy efficiency among our employees. Although the results of the survey were satisfactory, there is room for improvement over the forthcoming year.

## 7.6 TRAVEL TO WORK

Figures from CSR Survey (22 Nov – 11 Dec 2007)

	<b>2007</b> (22 Nov – 11 Dec 2007)
<b>Total respondents</b>	46
<b>Travel to work</b>	
<b>Drive Alone</b>	37 (80%)
<b>Motorbike</b>	1 (2%)
<b>Car share</b>	5 (11%)
<b>Bus</b>	0 (0%)
<b>Train</b>	0 (0%)
<b>Walk/run</b>	0 (0%)
<b>Cycle</b>	2 (4%)
<b>Other</b>	1 (2%)
<b>Average travel on work related business per week (miles)</b>	
<b>Train</b>	26
<b>Aeroplane</b>	44
<b>Car Share</b>	67
<b>Single Occupancy Car / motorbike</b>	153

### 7.6.1 TREND STATUS

[No data for previous year]

### 7.6.2 SUMMARY

Our CSR employee survey has provided us with useful data to benchmark our future performance against. We have focussed on publicising car sharing schemes and local bus services and cycle routes in the hope that fewer employees will need to drive in to work alone.

We are also looking at ways of reducing the business mileage of employees.

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