

Houlton

CORPORATE SOCIAL RESPONSIBILITY REPORT 2011-2012

Houlton as a privately-owned fourth generation family company takes its corporate and social responsibilities regarding the needs of our employees, customers, shareholders, suppliers and other stakeholders very seriously.

We are proud of the voluntary actions we take over and above minimum legal requirement compliance which balance the company's long term economic sustainability alongside our social and environmental responsibilities.

The Directors and Staff are proud to report our achievements through 2011 and 2012 in relation to People, Marketplace, Communities and the Environment, as well as our targets for the future.



Medical Research fundraising Himalaya trip



Jubilee year celebrations



Good Day to Learn



York School Safety Competition Winners

PEOPLE:

- Hull Building Safety Group Best Site Safety Performance Award to Principal/Main Contractor 2010/2011 – first position
- Received our 10 Year certificate of continuous recognition from Investors in People (January 2011) and once again successfully passed our assessment and celebrated 11 years as an Investor in People (October 2011)
- Active member of the Working Well Together (WWT) campaign, a construction industry initiative to improve health and safety in the industry. WWT operates through a network of regional groups whose members support and advise each other and also share information on good practice.
- Presentation of three long service awards to current employees with 25 years service with the Company and three retirement presentations
- Continuation of Christmas luncheon for company pensioners and long service employees, attended by 43 people
- CITB Platinum Standard Certificate achieved for minimum 90% construction employees accredited with Construction Skills Certificate Scheme – 95% currently hold a CSCS card
- Revised company Health & Safety awards scheme to prevent accidents with £50 monthly reward for Near Miss reports – including sub-contractors on sites (from Jan 2012)
- Safecontractor accreditation certificate achieved for reaching their health and safety standards (March 2012)
- Carried out a supply chain event with the HSE to focus on the hazards of dust within the construction industry (April 2012)
- Gold standard achieved for ConCom Accreditation in 2012
- Specialised estimating software training updating for four employees
- Apprentices – 6 new apprentices started (2 in 2011 & 4 in 2012); 3 apprentices completed Level 3 Joinery and Brickwork; 2 apprentices completed Level 2 Groundworker courses
- Employing our first Business Administration apprentice, as a new strand to our career opportunities in 2012



25 Years Service Presentation



Pensioners & Long Service Christmas Party



Apprentices



Retirement Presentation



Retirement Presentation



Retirement Presentation

MARKETPLACE:

- Official opening of our successful Company Archive Exhibition by Alan Johnson MP in March 2011 celebrating 130 years history of building in Hull and region. Included supported training days for local school and college pupils.
- Supported YORscep supply chain engagement programme with Supplier Event at Bridlington (March 2012), Doncaster (June 2012) and Houlton SCEP meeting in Hull (April 2012)
- Our YORbuild projects employment and skills plans to date have given:
 - 552 Apprentice working weeks
 - 109 People progression into employment
 - 62 People work experience
 - 35 School visits/workshops
- Founder contractor member of YORbuild 4 Good Fund, a ground breaking initiative to deliver benefits to community good causes. We have contributed to a fund now in excess of £60k with additional time donations worth a further £10k. First round of approvals announced 25 April 2013.
- YORbuild meet the buyer days supported at Wakefield and Hull
- Continued commitment to buy local to Hull area - 50% of all sub-contractor spend and 71% of all supplier spend, impacted by increase in work in other areas and buying local to those locations
- National House Building Council (NHBC) satisfaction scores for warranty work undertaken throughout East and North Yorkshire average of 87%

Feedback included:-

Mrs C - "We would like to say how thrilled we are with the completed work carried out by your two excellent workmen. They were professional, polite and courteous at all times".

Mrs J - "Very impressed with the workman. Always left everything clean and tidy. Would recommend".

Mr W - "We have been extremely satisfied with the service we have received in processing our claim. The building company have been first class and all their personnel have been courteous and professional whilst carrying out their duties. A particular mention for Dave and Mark the roofers, Diligent hardworking and friendly tradesmen - we couldn't have asked for better - Well done".
- Client Constructionline feedback score averages of 9 out of 10 for product, service, defects, cost, time and safety. (Scores 9 to 10 classed as totally satisfied). Feedback included "excellent contractor with can do attitude – supply chain & procurement was very impressive – quality of works was best I have seen"
- Houlton Siteline published Autumn 2011 and Summer 2012 updating stakeholders of recent and current business activity
- Continued support to Constructing Excellence Humber Branch, providing a member to the steering committee



Company Archive Exhibition Opening



Houlton SCEP meeting



Hull College School Group

COMMUNITIES:

- Continued annual staff group Christmas Card and picnic hamper raffles with donation to employee selected local charity KIDS
- Engaged with local students from Winifred Holtby School, The Goodwin Trust and Construction Skills College to promote A Good Day to Learn. Young people were offered the opportunity to try brickwork and joinery tasks with the help of Houlton College and Houlton apprentices with prizes offered for the best attempts on the day (June 2011). It was so successful that the event was repeated again with pupils from Sirius Academy enjoying their day out of the classroom (June 2012)
- Donation to Chiltern, Neasden and Thoresby Hull primary schools to support their Open Schools Programme that saw them become flagships for a national initiative putting gardening at the heart of education
- Support for Humberside Police Lifestyle 2012 Night Challenge by providing temporary toilets and lighting when 150 youngsters aged 13-17 undertook an overnight 13 mile hike with various challenges set along the way
- Member of YORbuild Framework Management Team supporting TeenTech at KC Stadium, Hull (July 2011 and July 2012) to challenge and inspire young people about future career opportunities in science, technology, engineering and maths
- Continued to produce and issue Houlton Site Newsletters on various projects to keep local residents, clients staff, etc informed of current and future work on site as well as contact details for any queries
- Continued support of Rotary Club of Hull Humber Bridge Half Marathon by supplying portable office for officials and timekeepers
- Sponsorship for Goodwin Development Trust David Watt and daughter on Action Medical Research fundraising Himalaya trip – Houlton flag flown near Everest
- Achieved certificates for Considerate Constructors Awards for Performance Beyond Compliance – 6 sites (Owston School, Hedon Inmans School, Eastfield Road Housing, Wentworth Drive Housing, CASE, BSF School Girl Mum's)
- Bronze Award at the Considerate Constructors National Sites Award (March 2012) for our Church View, Doncaster project
- Work Placements for School work experience pupils – Malet Lambert, Sirius and Winifred Holtby Schools
- Proud to show our support for the Friends of the Ferens Art Gallery in their Jubilee Year of 2011 and sponsor their regular newsletter for the next four years
- Houlton helped local charity Hull Foodbank by providing 11 boxes of biscuits and crisps donated by its client United Biscuits from their factories at Teesside and Ashby-de-la-Zouch. Houlton collected and handed over the boxes to Hull & East Yorkshire Hospital Trust on behalf of Hull Foodbank for their charity stalls, December 2012.
- Supported company employee Mike Johnson coaching with BARLA Great Britain Emerging Young Lions Czech Republic Tour 2012



Good Day to Learn Winner



Good Day to Learn Winner



Good Day to Learn



Hull Foodbank Donation



BARLA Tour Presentation

ENVIRONMENT:

- Goodwin Community College scheme achieved an 'Excellent' BREEAM rating which is believed to be a first in Hull for an existing building
- Yard waste re-cycling – 78% re-cycled last quarter 2012. Review and change of waste contractor to improve re-cycling rates with new improved records to allow greater use of targets
- New Waste Contractor Approval forms introduced across the business
- Year on year company vehicle CO² reductions – 22% since 2010
- New vehicle tracking system for company vans with improved monitoring of driver performance, especially speeding exception reports resulting in improved safety and 3% fuel efficiency gains. Compliments received from the public via our website that "the driver in this case was a credit to your company and presented a positive image both for Houlton and for "White Van Man"".
- Replacement portable appliance tester (PATs) and software to improve maintenance of electrical equipment and ensure all working efficiently and safely
- Environment Policy reviewed and improved (Jan 2012)
- Energy reduction plan for head office following Gener8NOW audit (December 2011) allowing planning of targeted energy improvements for 2012 – 2015. Including installation of LED lighting with occupancy sensors in key areas
- Re-roofed head office building incorporating additional high performance insulation to reduce heat losses and improve energy use. Also replaced main air conditioning unit with more modern and efficient unit
- ICT improvements including new rack mounted servers and back-up with reduced energy demands and new more energy efficient plotter and copier equipment
- Replaced head office diesel yard forklift with battery powered model to improve efficiencies and reduce risk of pollution from exhaust fumes or re-fuelling



Goodwin College



Yard Waste Re-cycling Results



Office Roof Insulation



New 'Green' Transport Fleet



Yard Re-cycling Centre



LED Occupancy Sensor Lighting



FUTURE:

At Houlton whilst proud of our achievements we are aware that there is always more to do and issues to address. We therefore continue to take our corporate and social responsibility very seriously and incorporate it into all aspects of our work and when planning for the future.

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Targets for 2013 include the following:

- Continue to buy local by choice for goods and services
- Ensure Constructionline and Client Satisfaction scores are above average
- Yard waste re-cycling – improve from 78% to 90% over the next 18 months
- Reduce head office lighting energy use by 15%
- Top three score in Hull Building Safety Group Safety Awards
- Complete IIP Appraisals, update and implement training plan and submit for IIP Audit
- Employ further two apprentices in the summer
- Increase compliance with CSCS throughout our supply chain
- Publish Houlton Sitaline update and Houlton Site Newsletters
- Promote and support another local 'A Good Day to Learn' event
- Continue to support YORbuild framework initiatives
- Promote and support the 2013 company employee selected charity
- Support Humberside Police Lifestyle 2013, including Night Challenge and Rock Challenge
- Target Considerate Constructor site scores of minimum 33
- Continue to provide work placements to local schools
- Employ a second Business Administration apprentice

Quality Construction Built On Tradition



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