



Services to the Onshore Natural Gas Industry

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Communication on Progress 2010

October 2010

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1 Introduction

This is the first Communication on Progress made by the company. In future, it is intended that this annual requirement will be met as part of the company's formal annual management review, with a formal Communication of Progress being one of the outputs from the management review. The management review is carried out at the highest level in the company as part of the company's accredited quality, environmental and health and safety management systems and, amongst other things, reviews company's policies, performance and compliance and set's new objectives and targets.

This and subsequent Communications on Progress will be formally submitted to the UN Global website as well as being available on the company website.

2 Statement of continued support and commitment

Attached is a signed statement from our Managing Director regarding our continued support and ongoing commitment to the initiative and it's principles.



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14th September 2010

Secretary-General
United Nations
New York NY 10017
USA

Dear Mr Secretary-General

I am pleased to confirm Wilcock Consultants Ltd's continuing support of the ten principles of the Global Compact in respect to human rights, labour rights, the protection of the environment and anti corruption. We also confirm our ongoing commitment to support and advance these principles within our sphere of influence. We have committed, and do commit, to making the Global Compact and its principles part of the strategy, culture and day-to day operations of our company and have made a clear statement of this commitment to our employees, partners, clients and to the public. We support public accountability and transparency and will report on progress made in a public manner via our website and by submitting a Communication on Progress annually to the UN Global Compact website.

Yours sincerely,



Managing Director

Graham Wilcock
Managing Director



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3 Description of practical actions completed and measurement of outcomes

3.1 Introduction

The decision on practical actions to be taken as part of the company's commitment to the UN Global Compact forms part of the decisions made on the company's overall objectives and targets in the annual management review. As the company's commitment to the Global Compact is integrated with other company commitments, principle issue areas are also addressed in various elements of the company's management systems. Similarly, performance in relation to these issues over the previous year is reviewed both against last year's objectives and in relation to potential new objectives.

The following relevant principle issue areas were discussed in the management review in 2009, practical actions agreed and outcomes measured in 2010:

- Environmental performance – agreed objectives and targets against relevant adverse impacts – in accordance with the company's accredited environmental management system.
- Occupational health and safety – accident statistics
- Labour standards – continuing monitoring of application of legal contracts for services and working conditions
- Anti Corruption and Bribery Policy – updates to policies and procedures in response to legislation and best practice guidelines.

3.2 Environmental Performance

3.2.1 Annual Environmental Report

As part of the company's accredited environmental management system (EMS) aspect and impact registers are maintained together with a register of relevant environmental legislation. As part of the annual environmental report presented to the management review updates to the legislation and other requirements are identified, compliance with current legislation is reviewed and performance against current agreed environmental objectives and targets reported on. Each year targets are increased or varied. An Environmental Management Programme (EMP) is established annually as part of the management review and signed by the Managing Director, QSE Manager and QSE Representative. The EMP includes targets and objectives, agreed actions and responsibilities and programme to achieve the targets, defines methods of measurement and is updated with the performance achieved as part of the management review process.

The EMP for 2009 to 2010 addressed reductions in the amount of waste sent to landfill, reductions in the use of electricity used in company offices, improved savings in CO2 in relation to use of vehicles and ensuring environmental credentials were being taken into account in the purchase of paper.

3.2.2 Actions completed and measurement of outcomes

Reduction of waste sent to landfill

Each office has now been provided with a bin for paper recycling which takes all waste office paper. Ink cartridges and toners are returned for recycling, all boxes and folders are retained for re-use. The waste paper bins are provided by a specialist recycling company approved under the company EMS. Spot checks and quarterly reviews confirm the absence of any recyclable waste in the general bins and the estimated percentage of waste now recycled exceeds the target of 95%.

Reduction in the use of electricity in the offices

The company's offices are in a building owned and managed by others. The heating is provided by electric storage heaters also owned and managed by others and no significant alterations to the building are permitted to improve insulation levels. The company's objective has been to improve awareness of how the heating system works, allocate responsibilities in each office to set and manage the heating with the overall target of reducing the electricity used by 1%. NB This figure has been compared to the previous year's usage and normalised by taking data on ambient temperatures into account in the comparison. Practical measures to achieve this target have included:

- Tool box talks on heater controls and objectives and targets
- Allocation of responsibilities
- Display of instructions
- Provision of wall thermometers in each office
- Quarterly review of temperatures and heater settings

Meter readings have been taken weekly for both night time and day time usage for each office and compared quarterly taking into account data on ambient temperatures. The target was significantly exceeded in each unit with savings measured of between 9% and 29% and a total between the units of the equivalent of approximately 2 t of CO₂, exceeding the target set.

Reduction in CO₂ emissions from vehicles used on company business

Vehicles are used to travel to meetings and to carry out project work, i.e. site visits etc, much of which is in an inherent aspect of the company's activities and can only be reduced to a certain extent. Opportunities were identified to promote the possible use of public transport (where appropriate), management of diaries to share vehicle use where possible and appropriate use of telephone conferencing to avoid some journeys altogether. Additionally the Managing Director's car has been converted to LPG significantly reducing CO₂ emissions per mile. The use of each vehicle has been monitored, including regular measurement of tyre pressures.

A total of 8.9t of CO₂ has been saved, significantly exceeding the target.

3.3 Occupational Health and Safety

3.3.1 Health and Safety Compliance and Improvement Report

The company has an accredited occupational health and safety management system (OHSMS) to OHSAS 18001:2007. An annual Health and Safety Compliance and Improvement Report is produced for the management review and includes an assessment of occupational health and safety statistics. Additionally, health and safety objectives and targets are set and performance against them measured as required by OHSAS 18001:2007.

The company was awarded a RoSPA Gold Award for Occupational Health and Safety in 2010, previous gold awards have been achieved in 2004 and 2009.

Accident Statistics

	2005	2006	2007	2008	2009
Major injuries (as defined by RIDDOR)	0	1 (Note 1)	0	0	0
Deaths	0	0	0	0	0
Dangerous occurrences (as defined by RIDDOR)	0	0	0	0	0
Reportable cases of ill health (as defined by RIDDOR)	0	0	0	0	0
Over three day lost time incidents (as defined by RIDDOR)	2	3	4	0	1
Other lost time incidents	1	5	5	2	8
First aid incidents (no lost time)	5	16	28	27	12
Near miss reports	NI	17	57 (Note 2)	142 (Note 3)	711 (Note 4) of which 71 relate to potential injury near misses
Number of employees		287	315	337	398
Reportable accident incidence rate (Note 5) cf industry average of 663		1394	1269	0	251
Industry AIR (British Safety Council)		2522	2557	2592	

Note 1 Major injury was a fractured elbow

Note 2 Start of new initiative to record near misses, which initially included identification of hazards and non-conformances as well as near miss accidents

Note 3 New procedure for recording resulting in more accurate identification of hazards and near miss accidents

Note 4 Near miss statistics compiled for the period up to 30th June 2009 only.

Note 5 Reportable accident incidence rate is RIDDOR reportables / no of employees x 100,000

3.3.2 Actions completed and measurement of outcomes

General

The company OHSMS is designed to act largely on a preventive basis, with a heavy emphasis on accurate risk assessment and effective implementation of control measures and ensuring training and competence, provision of information and awareness and effective two-way communication. The implementation of the OHSMS is audited internally and externally as part of the company's accreditation and also assessed against rigorous standards as part of the company's Verify accreditation. Additionally key performance aspects are reviewed quarterly.

Improved awareness and reporting of potential hazards and near misses

In order to ensure greater awareness of individual operatives and to ensure that risks were being identified and understood at all levels and that current levels of control were sufficient, training initiatives have been held to improve hazard and near miss reporting. It can be seen from the figures above how the number of reported near misses and hazards has increased hugely while accidents and injuries have remained roughly similar, indicating that the increase is a result of increased awareness and willingness to report rather than there being an increase in near misses and hazards occurring. No target was set for an increase in reporting, however, the increase observed is considered to indicate that these initiatives have been a success.

Training to improve skills

The largest number of injury accidents have been associated with road traffic accidents. In response to this a programme of enhanced driver training has been developed. This programme is in addition to the continuing checks that all drivers have current valid driving licences and the existing van familiarisation training. The enhanced training includes defensive driving and additional skills to improve awareness on the road. Past accident history is taken into account when selecting candidates for this training and their performance post training is also monitored.

A programme of manual handling has also been implemented to assist those identified to be at greatest risk, either as a result of their work tasks or as a result of existing health conditions or reported previous injuries. Manual handling injuries are now at a very low level, 14% of all injuries as opposed to overall HSE statistics that indicate they would normally be expected to represent about 25%.

3.4 Labour Standards

3.4.1 Labour standards report

An annual Labour Standards Report is provided for the management review. It reports on employment, working hours, disciplinary issues, remuneration, equal opportunities and anti harassment and on any indications through the company's performance measurement systems of any potential dissatisfaction or complaint. Additionally, satisfaction surveys are carried out on an annual basis as part of the accredited quality management system to assess levels of satisfaction and identify how these could potentially be increased and to

identify and future or potential problems. A report follows each survey with suggested actions

3.4.2 Actions completed and measurement of outcomes

Monitoring of working hours

Continuing monitoring of working hours has confirmed that the Working Time Regulations have been met in all instances and that where any individual is working consistently over the norm of 40 hours per week, their Account Manager has reviewed this and confirmed their satisfaction with this arrangement and that their health and safety has been reviewed.

The consultants in question are working these hours at the direct request of the client and the client's representative signs their time sheets. Four of those working the longest hours are involved in site work and at least half of the hours booked are on stand-by and not actually worked. Averaging the hours worked over a 17 week reference period, or less where there is insufficient data, only one consultant has exceeded the 48 hour average and he has completed an opt out agreement. Only one has reached the maximum allowable daily shift of 13 hours, but has not exceeded it.

Ongoing review by Accounts Managers for the identified individuals has confirmed that they are happy with these arrangements and has indicated no need for additional risk assessments in relation to this.

Compliance with Equal Opportunities and Anti Harassment Policy

Internal and external audits of quality procedure WCL-QA-14 Recruitment identified no non-conformances and confirmed documented objective evidence on the effective implementation of the company's procedures to ensure, as far as the company's involvement extends, equality in identification, interviewing and selection of consultants.

No reported or suspected instances of potential harassment, bullying or discrimination.

Introduction to Equal Opportunities and Anti Harassment Policy as part of the induction of all new employees and issuing of copies to all placed consultants and records of all of these confirmed in quality audits. Copies of policy also displayed in the offices.

Review of Working Conditions and Levels of Satisfaction

Quarterly checklists are completed for the head office, personnel placed with clients are encouraged to returned questionnaires and report any potential problems, Account Managers are responsible for reviewing conditions relevant to project work. The quarterly checklists have identified various aspects of health and safety which have then successively been improved in the company's offices. There has been heightened awareness of potential early symptoms of repetitive strain injury associated with the used of keyboards and this together with a pro active approach of reviewing detailed keyboard and mouse arrangements with all relevant staff has lead to replacement and upgrading of some

equipment and a more bespoke approach to ensure effective ergonomic design and a consideration of the individual.

Queries raised on health and safety questionnaires and returned risk assessment checklists from placed personnel are reviewed and any “non-zero” returns are logged and addressed by a senior manager and actions to resolve them documented. Only very minor issues have been identified and all have been addressed and closed out. The validity of this is supported by the results of Account Manager SHE tours which again confirm the high quality of working conditions and the absence of any dissatisfaction or concerns.

We carry out regular satisfaction surveys addressing, among other things, pay and conditions, quality of support and health and safety issues. Each year these surveys indicate high levels of satisfaction, with the few isolated negative comments considered individually as no trends or general concerns have been indicated. On the basis of the review of the results improvement opportunities have been identified with improved circulation of the newsletter and re-introduction of the birthday card system due to the positive comment previously received.

3.5 Anti corruption policy

3.5.1 Actions Completed and Measurement of Outcomes

Response to the Bribery Bill

The company’s existing Anti Corruption and Bribery Policy is reviewed annually as part of the management review and has been updated in response to the Bribery Bill. The policy now refers to a new anti-corruption programme developed by the company. This programme has been integrated with company’s other existing formal accredited management systems, in particular the quality management system.

Risk Assessment and Control Measures

A risk assessment has been carried out and approved by the Managing Director identifying the possible areas of risk, the existing/new controls and the levels of residual risk. Risks are generally considered low in relation to the likelihood of bribery/corrupt behaviour but some score highly in relation to the potential harm should the unlikely event actually occur. Further control measures to ensure that the company is effectively implementing all best practices are being agreed and integrated with existing audited controls.

Training and Awareness

As part of the agreed anti-corruption programme, the company is carrying out initiatives to ensure personnel, placed consultants, project staff and sub-contractors are aware of the requirements of the company’s systems. These initiatives include training events, consultation and tool box talks and a further integration of requirements into general work instructions.