

Environmental, Social & Corporate Governance

V2. 2024



Fagan & Whalley

Who we are

Vision

To be the leading force in sustainable logistics, paving the way for safer roads and communities across the UK and beyond. Our vision is one of excellence, adaptability, and meaningful impact on economies, communities and the environment.

Mission

We fuel the growth of businesses by delivering customised, comprehensive logistics solutions. With a unique blend of dependability, adaptability and our personal touch, we are proud to have delivered excellence for over 95 years. We don't just manage logistics - we are drivers of economic growth and environmental responsibility.

Values

Integrity

We're proud to do the right thing for our people, customers and communities.

Honesty

We will always be transparent, open and welcome about feedback.

Innovation

Develop, acquire and collaborate to employ the best practice in the business.

Teamwork

Our team is aligned, working towards a single set of goals.

Trust

We trust our people and empower them to deliver.



Fagan & Whalley

Environmental

We are committed to reducing our impact on the environment as much as possible to create a sustainable future. As key players in the logistics industry, we are well aware that our line of work comes with inherent environmental challenges.

However, that doesn't hold us back. Instead, it fuels our determination to make positive changes that will help create a greener future for upcoming generations.

Climate change is no longer a distant threat but a present reality, the world is becoming increasingly astute and aware of environmental issues. We recognise that our efforts resonate with a growing segment of environmentally conscious consumers, investors, and communities.

But this isn't merely about complying with regulations or ticking boxes. For us, the environment is not just a backdrop for our operations, but a shared resource that we are responsible for protecting. This responsibility goes beyond our immediate operations and extends to our long-term investments and vision for the future.

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Vehicle efficiency

By investing in the most fuel-efficient and cutting-edge vehicles for our fleet - we're proud to have reduced our diesel consumption and carbon emissions.

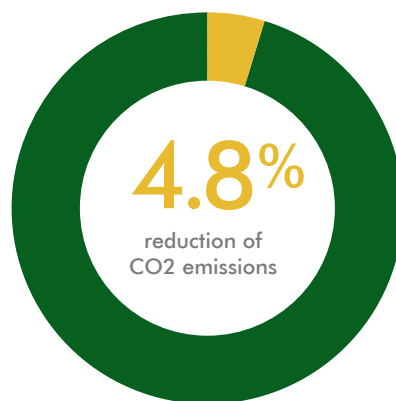


537 tons of CO2 saved*

Saving 17.31%

Euro 6 compared to Euro 5 vehicles

*from 2021 to 2022



15.7%

improved vehicle efficiency





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We're exceptionally proud of our emission reductions, this is just the beginning for us. There are plenty of plans in the works for further green initiatives as part of our wider goals of passing down a brighter future for future generations to follow in our footsteps. For now – watch this space!

– Matt Giles, Head of Warehousing



Charging facilities

WE have EV charging facilities at most depots with 6 BEV and 3 PHEV company vehicles.

Reducing our environmental impact through electrification

We're constantly on the lookout for innovative solutions that allow us to conduct our business in the most environmentally friendly way possible.

Through our partnership with Linde Material Handling we've made significant reductions in our carbon emissions.

11,930kg

Total CO2 savings



Burnley Bridge Depot

A decrease in CO2 emissions by 33.75% - saving over 3,345.2kg of CO2.



Frontier Park Depot

A decrease in CO2 emissions by 34.92% - saving over 8,585kg of CO2.

Solar

We are investigating the use of solar-powered facilities at all our depots.



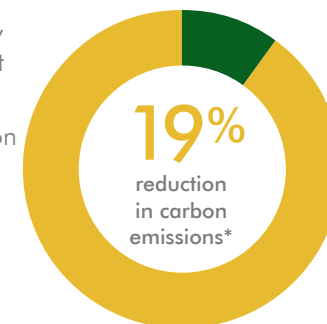


HVO and renewable fuels

We have successfully reduced our overall group fleet's CO2 emissions by 19% through the use of HVO (Hydrotreated Vegetable Oil). Our Coventry Depot now exclusively stocks ISCC and RFAS-approved HVO fuel as opposed to regular diesel. This means all vehicles that fuel up at this location run on cleaner, more sustainable energy.

By making this bold move, Coventry becomes the first of our depots to lead the way in reducing our carbon footprint while supporting our client's Net Zero and Scope 3 objectives.

*Across our whole group fleet



Longer semi-trailers

Our LST's deliver an 18% increase compared to a standard 13.6metre trailer.

Optimised routing to reduce empty-running

By utilising technology, optimised route planning software, and significantly expanding our coverage with a network of UK depots, we've minimised the number of empty vehicles running throughout the UK. This contributes to increased efficiencies, which means lower emissions and reduced environmental impact.

18.8%

reduction of CO2 emissions compared to using a standard 13.6metre double deck trailer

Tyres

We utilise tyres that can be re-cut - extending the life of the tyre by up to 250% and reducing the amount we dispose of. When we dispose of tyre casings, an accredited recycler recovers 100% of the component materials with zero to landfill.



100%
recyclable



HANKOOK
driving emotion





90%

.....
of waste is recycled

Recycling waste

Recognising the rising volumes of waste across England, alongside the declining recycling rates - at Fagan & Whalley, we believe that businesses can and must play a pivotal role in reversing these trends.

In line with this commitment, we have developed a robust partnership with ISM Waste & Recycling, which receives 100% of the waste generated from our operations. Despite national statistics showing that the recycling rate dipped to 44.1% in 2021, down from 45.5 % two years prior, we are proud to state that up to 90% of our waste is recycled and we are continuously striving to push this figure to 100%.

Paper reductions

Estimations show that the average tree can produce up to 10,000 sheets of paper. We are committed to reducing the amount of paper we use, and thereby decreasing our impact on the planet's resources.

We have made considerable strides towards these goals through the use of our advanced Transport Management System. This has eliminated the necessity for physically signed Proof of Deliveries and drastically reduced our reliance on paper.

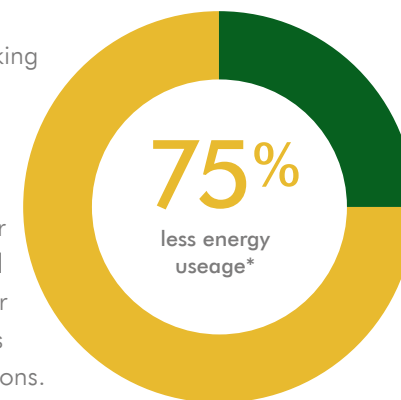
Making the switch



LED lights consume up to 80% less energy than traditional lighting. They also last 25 times longer and use 75% less energy than incandescent bulbs.

That's why we've invested in making the switch to full LED lighting technology throughout our network of depots.

Additionally, at Frontier Park, our newest warehouse, we are proud to have integrated Motion Sensor Lighting across our facilities, thus further reducing our CO2 emissions.



*compared with traditional incandescent lighting



Social

People drive our success, from our dedicated team to the communities we serve. As a family-run business, we focus on well-being and community outreach, while also advocating for safer driving practices globally.

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Fostering employee well-being

Mental health is a growing concern within our industry. Studies show that approximately 1 in 4 HGV drivers face mental health challenges annually.

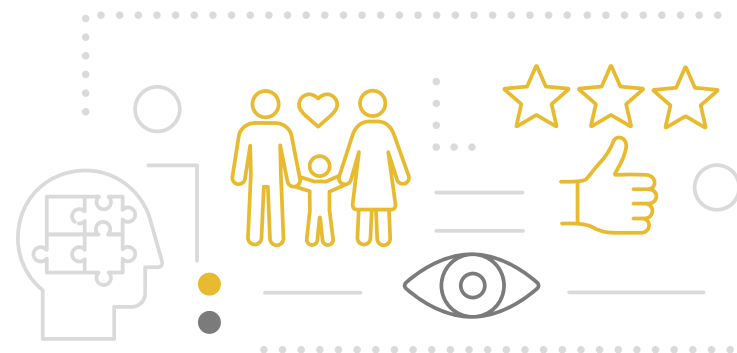
Our response to this challenge is embodied in our team of Wellbeing Advisors. Across each of our depots, we have colleagues in different roles that are certified in TQUK Level 2 Awareness of Mental Health Problems.

This accreditation, provided by Training Qualifications UK through The Skills Network, allows our mental health advisors to deliver the necessary knowledge to

individuals to access the correct assistance. This could include advice about financial support, through to information on the nearest food banks.

Following this training, we now have seven Wellbeing Advisors within the team and one Women's Health Advisor.

Through their work, we strive to create a supportive and understanding work environment where our team members feel seen, heard, and cared for.





Future-bound scheme

In response to the national HGV driver shortage and in an effort to make driving careers more accessible, Fagan & Whalley has invested heavily in our Future-bound driving scheme, which was created in 2021.

This structured driver training programme invites applicants with a UK driving licence to work towards their professional HGV qualifications by preparing them for their theory and practical assessments. Upon completion of the programme, drivers are qualified to drive a commercial LGV.

Thanks to the diligent efforts of our in-house Training & Development team, we have seen a commendable 90% pass rate - reiterating our commitment to nurturing talent, prioritising career development and enhancing industry standards.

“

We're exceptionally pleased with the success of our Future-bound scheme and take pride in the fact that our scheme equips drivers for a lifetime of success on the road, preparing them not only to pass their test, but for the ins and outs of their day-to-day role.

– Martyn Richardson, Head of Compliance



Financial assistance for career development

We offer funding to those seeking to advance their career through training and development. This forms a crucial part of our strategy to empower our team members and foster a culture of continuous growth and development.



Committed to road safety

Data shows that the UK has the second safest roads in Europe - with our aim to make them even safer.

We use a state-of-the-art safety and telematics system from Samsara that:

- Delivers sophisticated vehicle analytics
- Displays real-time driver behaviour data
- Rewards safer driving practices

Additionally, each vehicle has advanced monitoring systems and cameras - ensuring distracted driving is highlighted and investigated at the source. Minimising distractions on the road ensures that our drivers, our clients and the general public benefit from a safer logistics system.



Optimising operational safety: Powered pallet trucks

We understand that manual equipment may not always be best when operating a pallet truck. All of our tail-lift vehicles are coupled with a powered pallet truck. This ensures safer loading and unloading processes, upholding safety standards and increasing driver well-being across our operations.

“

As a responsible fleet operator, Fagan & Whalley Ltd continues to invest in market-leading technology and topical driver safety campaigns to achieve continual improvement.

– Martyn Richardson, Head of Compliance



Charities & affiliations

As well as the pride we feel for the community spirit and atmosphere of any local community that we operate in, we also value the work of local, national and international charities in equal measure.



Burnley Bondholders

Burnley Bondholders is a consortium of local businesses that are passionate about the benefits of being based in Burnley, invested in the town's development, and dedicated to raising the profile and promoting the enterprising potential of the area.

As corporate partners of the Burnley Bondholders organisation, and as part of our commitment to the cause, we've incorporated Burnley Bondholders liveried trailers into our fleet. These trailers will be seen in towns and cities up and down the country, and are designed to help with marketing the town and promoting its strong enterprising network.



Transaid

Founded by Save the Children and The Chartered Institute of Logistics and Transport (CILT), Transaid is a unique charity which prioritises road and transport safety, working alongside partnering organisations and governments to solve transport challenges in economically developing countries.

We've partnered with the charity to increase road safety in rural Africa by donating a training vehicle from our fleet. In addition to the donation, our team has participated in a variety of fundraising endurance events to raise vital funds for Transaid's mission.





Blackburn Youth Zone

Blackburn Youth Zone exists to help young people in the area achieve a bright future by promoting cohesion, encouraging aspirations through a commitment to the development of skills and personal and professional growth, and making continual investments into their general health and mental well-being.

We are honoured to be a proud patron supporter of the Blackburn Youth Zone, with the important work they do providing fundamental foundations to support a stronger community initiative for future generations.



Pendleside Hospice

Pendleside Hospice exists to enhance the quality of life for people with life-limiting illnesses, their families and their carers by providing specialist and holistic palliative care services.

As a charity that has touched the lives of many in the local community, some members of the Fagan & Whalley team included, we're pleased to organise fundraising events on a regular basis to support their cause.





Velindre

Velindre is responsible for providing specialist cancer services to people throughout South East Wales and beyond. The Trust provides a range of services, including radiotherapy and chemotherapy treatments, to support patients and families dealing with cancer.

We recognise the significant role that Velindre plays within our local community and are proud to continue supporting a charity that has touched the lives of many of our colleagues and friends.



Accrington Stanley

Many of our employees have grown up around East Lancashire and are lifelong supporters of the historic football team, Accrington Stanley.

We're proud to have sponsored the football team for over seven years. We believe this is a tangible way for us to give back and make a difference beyond our operations.



Celebrating with our people

Fagan & Whalley are not just about business; we're about people.

Throughout our history, we've made it a priority to celebrate milestones and foster a spirit of community among our team. Whether it be our grand anniversary parties or our regular on-site barbecues - these gatherings allow us to connect on a personal level, creating an environment that feels like an extended family.

During these events, we take the time to appreciate one another, recognise our collective achievements and strengthen the bonds that we share. These play a crucial role in fostering a positive work culture where every team member feels valued and included.

“

We don't just work together - we celebrate together.





Amenities for driver comfort

- Microwaves, fridges, and coffee machines in all Class 1 vehicles
- Climate control for optimal driving conditions

These amenities contribute to our commitment to improving driver well-being, job satisfaction, and performance.

“

Their truck will basically be a home on wheels for them, which is why we've invested in class-leading vehicles with the best facilities available. We always like to go the extra mile for our drivers, and we're constantly updating the fleet so that we can make sure they're as comfortable as possible.

Daniel Fagan, Managing Director - Operations

Safe parking solutions

2021 study: Over 50% rate lorry parking as 'fairly poor' or 'very poor'.

We are therefore partnered with numerous associations that help us provide our drivers with secure and safe parking options:

SNAP Provides secure, pre-booked parking spaces with essential amenities; cost covered by us.

The Transport Association Access to secure parking and industry network, encompassing 5,700 vehicles and 175 storage warehouses.



Employee benefits

In line with our core company ethos of supporting the health and well-being of team members across all departments, we are pleased to share Fagan & Whalley's employee benefits package.

Life assurance

We provide life assurance at twice the annual earnings shown on the P60 for the 12 months preceding the date of death, ensuring a safety net for our team members' families.



Free parking & uniform



Paycare cash plan

We provide all team members with the opportunity to take advantage of Paycare's 'Health Cash Plan'. This benefit scheme enables employees to receive reimbursements on expenditures related to routine optical, dental and physiotherapy healthcare services.



Great onsite facilities

including showers, lockers microwaves, vending and coffee machines



Cycle to work scheme

Search 'halfords cycle2work scheme' to find out more



6 face-to-face counselling sessions

With 1 in 4 HGV drivers facing mental health challenges each year; we're proud to offer all of our team members six complimentary face-to-face counselling sessions from AIG Health. These have proven beneficial for many of our colleagues and affirm our commitment to ensuring the mental well-being of our employees.



Enhanced holiday entitlement

based on length of service



Governance

Ethical conduct, transparency, and corporate responsibility are core tenets of our governance strategy. With a legacy spanning nearly a century as a family-owned business, our operations are guided by stringent governance frameworks that ensure fairness, accountability and a commitment to lawful and sustainable business practices.

Our approach to governance is not merely compliance-driven. We seek to set an example of ethical business conduct, starting with our team members and extending to our wide network of partners. Through consistent adherence to best industry practices and regulatory standards, we aim to create a lasting, positive impact for all our stakeholders and the broader logistics industry.

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Bribery

At Fagan & Whalley, we operate under a zero-tolerance policy when it comes to bribery. Our stringent anti-bribery guidelines align with the UK Bribery Act 2010, ensuring all our dealings are carried out with the utmost integrity and transparency.

This approach is deeply ingrained in our business ethos and extends to all our stakeholders, whether our employees, customers, or suppliers.

Compliance

As an integral part of Fagan & Whalley's corporate governance, we firmly believe in maintaining strict compliance with all relevant laws, regulations, and industry standards. This is crucial to our reputation as a trustworthy business partner, employer, and community member.

Slavery

We also stand firmly against any form of modern slavery or human trafficking. Our commitment to upholding human rights extends beyond mere compliance with the Modern Slavery Act 2015.

We believe in a world where every individual has the right to dignity and freedom, and we strive to uphold these values in every aspect of our business.





Financial governance

At Fagan & Whalley, we are conscious that financial stability and growth are fundamental to achieving our long-term sustainability goals. We consistently strive to maintain a robust financial structure, enhancing our capacity to invest in innovative solutions that contribute to our ESG commitments.

Transparent financial reporting and budgetary controls are implemented to monitor our financial performance and ensure its alignment with our strategic objectives. Our financial strength positions us to continue making a positive impact on our stakeholders and the wider community.

Management team

Our Management Team, made up of individuals with a wealth of industry knowledge, are the driving force behind Fagan & Whalley's ESG initiatives. The structured nature of our team ensures a focused and collaborative approach to our sustainability efforts and vision for the company.

We heavily invest in our people, recognising the essential role they play in our journey. Through the Institute of Leadership & Management (ILM), various members of our team have gained accreditations that support their continuous growth.

The team remains dedicated to promoting transparency, fostering a culture of ethics and responsibility, and aligning our business decisions with our ESG commitments. This continuous guidance and strong leadership steer our sustainable growth and promote positive change within the industry.





Business model

At Fagan & Whalley, we operate with a firmly established business model that reflects our values of Integrity, Honesty, Innovation, Teamwork and Trust. Our model is strategically designed to allow us to react swiftly to emerging trends and challenges and to proactively anticipate future developments in our sector.

Integral to our model is the empowerment of our team members. We place an unwavering emphasis on doing the right thing and adhering to our core principles. This consistent approach, rooted in people-centric values, allows us to navigate the complexities of the logistics industry while fostering a culture of integrity and responsibility.

Health & Safety

Paving the way for safer logistics, safer roads and safer communities is of crucial importance to us here at Fagan & Whalley. The well-being of our employees, customers and the communities we serve underpins all of our operations. We remain vigilant and proactive, maintaining a safety-first culture that consistently prioritises the health and welfare of all stakeholders.

Our comprehensive Health & Safety protocols are regularly reviewed and updated to reflect the latest industry standards. We also believe in fostering a culture of safety awareness, promoting active participation from every team member. This ingrained focus on health and safety allows us to protect our most important asset - our people - while also ensuring the safety and well-being of our wider community.



Certifications & memberships

We recognise the importance of industry-recognised certifications in demonstrating our continued commitment to excellence. For this reason, we've worked hard over the years to acquire numerous industry standards and are also members of various sector-leading trade associations...



Driver CPC

We are an approved training centre for the Driver Certificate of Professional Competence. This standard has been introduced across Europe, aiming to improve road safety and maintain high driving standards.



BRCGS (BRC) Storage Certification

We hold the BRCGS Storage Certification, an assurance to our clients that the integrity of food products is maintained during storage and distribution, strengthening customer confidence and trust.



Road Haulage Association

The Road Haulage Association champions the interests of road transport operators and drivers and acts as a partner to the logistics community. As the only trade association in the UK dedicated solely to road haulage, we are proud to be members.



Soil Association Organic

Our Soil Association Organic certification showcases our ability to handle organic food and drinks to the highest quality standards. This expands our service offering to cater to the food and beverage industry.



Transport Association

Our membership with the Transport Association gives us access to a vast network of vehicles, warehouses and like-minded industry professionals. It also provides our drivers with enhanced facilities, amenities and parking spaces.



United Kingdom Warehousing Association

The United Kingdom Warehousing Association is a leading trade organisation for the logistics sector. Its main objectives are to protect and advance the interests of members, support business development and promote industry best practices.





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