

*...the "environment" is where we live; and "development" is what we all do in attempting to improve our lot within that abode. The two are inseparable.*

Brundtland Commission, "Our Common Future" 1987

## The Business

Another year of growth – with support for community projects in different guises – and a very promising start on developing our intern and graduate programmes. And the formal launch of our operation in Dubai, starting the year with one employee – and ending with nine.

## Scopes and Limitations

Our "communities" are spread even further afield than previously – and whilst necessarily prioritising some projects over others, we endeavour to ascertain needs before making decisions about priorities. As small fry in the Supply Chain, our ability to influence customers – in many instances multi-nationals – is marginal. Similarly, our spend with suppliers is not currently of a scale to require mirrored standards as part of our commercial relationship. We rely on walking the walk – following best practice – and promoting and reporting our approach – and the positive results which ensue – to help disseminate the CSR message.

## Governance

The company has regard to all its stakeholders – suppliers, community, the industry as well as staff and families. Direction and balance is given by recourse to external and experienced business advisors across various sectors – from HR & Finance to the Environment and Health & Safety. In order to ensure awareness and compliance, officers of the company keep abreast of Legislative, Trade and Governance issues by exposure to a regular and wide range of CPD and bring back the pertinent developments for implementation by the team. The company measures itself and seeks accreditation against global standards and best practice.



## Human Rights

The company continues to operate in accordance with SRM8000 although this standard is no longer audited – and the company follows the guidelines laid out in ISO26000. The company continues its registration as a Living Wage employer and in addition has signed up to the 5% Club, committing to ensure 5% of its workforce is in structured training (our 2015 figure nearer 11%)



## Labour Practices

The company was proud recipient of Learning and Career Development Category of the BIFM Awards. Training – comprehensive induction program to structured pathways for trainee technicians, a comprehensive leadership plan for aspiring supervisors – and management development plans for graduates



## Young People and Development

The company started a further six apprentices in the course of 2015, following a detailed portfolio to ensure both parties derive the most from the experience.





We initiated a structured intern placement programme – with students from Aston in the UK and NHTV in Breda, the Netherlands – hugely successful for both parties – leading to a dramatic increase for 2016 and beyond.

Health and Safety continues to be major area of training, audit and compliance and the company has renewed its accreditation to OHSAS18001 as well as continued membership of RoSPA, BSC and TVHSG.

Health and wellbeing : the company encourages, supports and helps organise a number of sporting activities during the year including running, golf, cycling and a multi-event challenge.

### Environmental Report

We continue to control our wastes arising – ensuring that WEEE is disposed of and accounted for in line with regulation. Fridges and freezers are properly recorded and accounted for – and we continue to be accredited to Refcom Elite – entailing an audit of our procedures – especially for recording the safe and compliant handing of refrigerant - facilitated by a phone app developed in-house to be used in the field by our engineers.

Utilities are monitored and show a relative pro-rata decline in consumption against previous years – although our ability to invest more to recoup greater savings is limited by the leasehold nature of the premises.

### Trees

We have continued to atone for our unavoidable emissions by planting trees in the Heart of England Forest – we have now planted nearly 3000 trees. (Calculated in line with Carbon Trust Guidelines - & including commuting!)

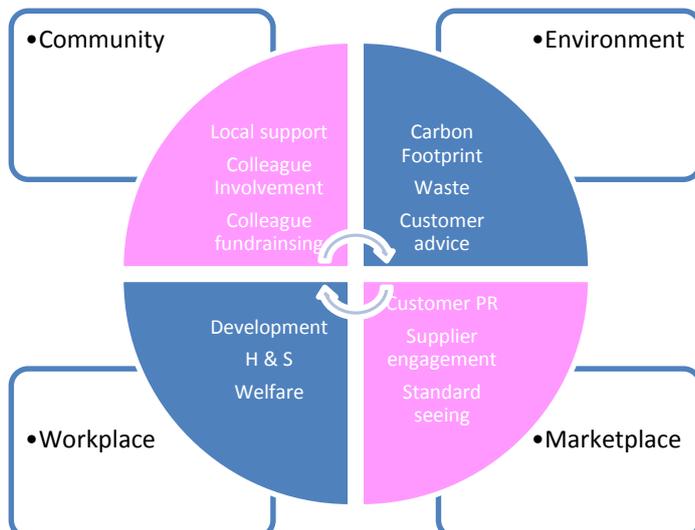


### Fair Operating Practices

The company keeps abreast of best practice and customer needs by regular account management, communicates and consults with its entire team on a monthly basis and measures its performance on customer satisfaction. This by a combination of indicators around non-conformities (credits raised, slower-than-standard call response) along with customer feedback derived from job sheets and surveys.



We were delighted to get significant external recognition for our efforts in making the national finals of the British Quality Foundation Customer Service Awards – clear recognition for our achievements. Plans are in hand to develop a customer portal to allow ready access to information, not least the transparent reporting of performance – speed, quality and service.



#### Our Stakeholders include

- Shareholders
- Colleagues
- Suppliers
- Customers
- Government
- Regulators
- Trade Bodies
- NGO's
- Local communities
- Education/Academia

## Community Investment and Development

### Education



We have continued our efforts to promote engineering, small business and equal opportunities in schools and colleges including :

Attendance at the Inspiring the Future joint event with the Royal Warrant Holders Association – Ellen, Claire and Kate talking to pupils at Baylis Court School.

Another Inspiring the Future presentation at Little Heath School – when Zak Woodger and Alex Wilson explained their jobs and careers.

And Ellen was pleased to support the annual Women in Engineering event in London – joining others to notch up a world record for simultaneous high fives !



**NATIONAL WOMEN**  
In **ENGINEERING DAY**

### MOT@50

Following on from setting up MOT@50 the previous year, we were very pleased to be welcomed under the Prostate Project umbrella – and to continue to raise awareness and funds for this outstanding charity



### Three Peaks

Highpoint (literally) of the sporting season was an attempt on the National 3 Peaks – climbing Ben Nevis, Scafell Pike and Snowdon in less than 24 hours. Various warmup yomps – Pen y Fan and the Surrey 3 Peaks amongst them, built up to the expedition setting off for Fort William. Some members of the team had not quite appreciated the scale of the challenge, in particular, the downhill sections – and then the lightning gods struck at Scafell. Discretion the better part of valour but six made it to the top of Snowdon to finish an exhausting day.

### Wight Challenge

Two teams – one hot, one cold – took part in another exhausting fund-raising day – and gathered over £600 for local charities – although this year, they avoided capsizing the canoe!

### November

Just as much an excuse to stop shaving as to raise money – but a useful annual fixture – with donations from all the engineering team



### Berkshire College of Agriculture



This was the major project of the year – helping Slough Borough Council with a small cohort of young adults with learning difficulties– a joint effort with fellow Warrant Holders, Howdens – who provided the domestic science classroom while McFT provided an introductory work environment. Equipment sourced from our valiant and helpful suppliers, drawings from an old colleague and a couple of Saturday

mornings to install the kitchen sinks! Client over the moon, students suitable challenged – and a warm glow from McFT – what else could you hope for? (a VVIP opening – which happened in 2016!)

## Sporting & Various

In addition to sponsorship of various individuals, we've been pleased to support the following causes:

	<p>Local Holyport FC runs a full set of young teams – from under 8's to under 16's – with volunteer coaches giving up their time – and gaining success in League and Cup as well as a Fair Play Award.</p>
	<p>No particular link – just knowing people who can – so we've supported Canterbury Cathedral guides with their tours for the partially sighted by having embossed cards printed – to help them feel the way around.</p>
	<p>We've been supporters for a few years now – and this charity has gone through the roof in terms of life-changing impact on young, inner-city lives – now well over 500/year</p>
	<p>Local customer Royal Grammar School, High Wycombe have a dedicated rowing squad – with parents as dedicated as the youngsters. With the Thames on our doorstep – and rowing clubs as customers – a sport we're pleased to support</p>
	<p>And with the combination of Town and Thames = enhancing the physical amenities of our local community is something else we're keen to support – with hard labour as well as cash...</p>

## ACE Ready Steady Cook

The company was pleased to continue its support for the Contract Caterers association ACE annual cook-off competition at Imperial College; the now familiar extraordinary display of talent produced a winning team from Elixir – who duly enjoyed their prize of lunch with partners at the Fat Duck – just in time before their move to Australia



CSR Accounts	2015
<b>Expenditure</b>	
Education	£440
ACE sponsorship	£1,240
BCA	£6,000
Trees	£2,800
RGS Rowing	£1,000
Snowcamp	£1,000
Maidenhead Waterways	£400
Holyport FC	£250
Donations	£180
Event support (3P, loW)	£1,500
	<b>£14,810</b>
<b>Sums Raised</b>	
Three Peaks	£3,806
Wight Challenge	£612
Misc sponsorship	£140
Movember	£211
	<b>£2,394</b>

## Plans for 2016

The business will continue its growth plans in the North and the Gulf – and will continue accreditation to ISO9001, ISO14001 and OHSAS18001. We will continue to develop our People policies, aiming to lead and develop standards in our sector; we will continue to engage with our teams - with meeting speakers on Safety, Stress and Excellence - and will keep our stakeholders informed on our progress – aiming to encourage both suppliers and customers by example.

We will continue to support individual and group events, to support the craft development of the industry we serve, to spread the word in education and we will look for suitable causes where we can contribute our own expertise and contacts to provide seed-corn to help those causes prosper.