








## Transport

### Performance summary 2008/09

KPI, milestone or target	Performance
Implement the Works Management programme to 960 vehicles and approximately 1,100 operatives in 2009 to ensure that operational mileage is reduced (optimised).*	
Encourage the use of video conferencing whenever possible, in particular when journeys between our northern and southern operating areas can be avoided.	
Encourage car sharing amongst employees, offering enhanced mileage allowances for those who car share.	
Develop a Green Travel Plan for our new building facility at all main office sites.	

\* Please note in previous years report figures were 1,000 vehicles and 1,500 operatives, this has been amended to be more accurate.

#### Performance key

KPI Achieved		KPI Ongoing		KPI Not achieved	
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### Performance targets 2009/10

KPI, milestone or target
Implement the Works Management programme to 960 vehicles and approximately 1,100 operatives in 2009 to ensure that operational mileage is reduced (optimised).
Encourage the use of video conferencing whenever possible, in particular when journeys between our northern and southern operating areas can be avoided.
Encourage car sharing amongst employees, offering enhanced mileage allowances for those who car share.
Develop a Green Travel Plan for our new built offices.
Distribute the Drivers Handbook to all NWL drivers during 2009/10.
Implement an Occupational Road Risk training and assessment process for all NWL commercial fleet drivers during 2009/10.

## Longer term targets

KPI, milestone or target
To contribute to the company's stated goal of achieving 20% of energy used being self generated by 2015 and having a long term aspiration of moving towards carbon neutrality by 2020.
To contribute towards the company's stated goal of being recognised as one of the most efficient companies in the UK by 2015 and having a long term aspiration of being recognised as the most efficient water company in the UK.
To contribute towards the company's stated goal of achieving a continually improving trend towards zero accidents resulting in time off work and achieving a long term aspiration of zero accidents resulting in time off work.

### **Implement the Works Management programme to 960 vehicles and approximately 1,100 operatives in 2009 to ensure that operational mileage is reduced (optimised).**

Performance 2008/09

KPI Ongoing 

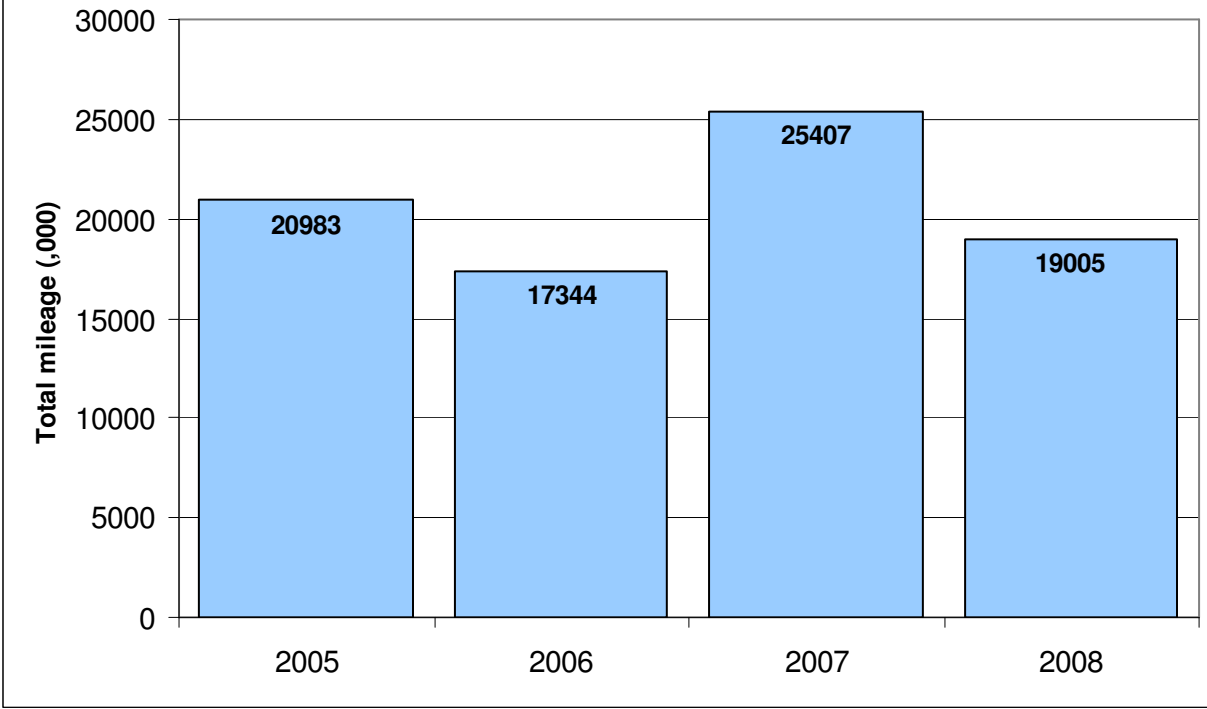
The vehicle management systems utilise Global Positioning Satellite (GPS) which provides information on vehicle locations and their routes. This enables identification of the correct vehicle to respond to an incident based on distance and availability, thereby reducing the average distances travelled, with consequent reductions in fuel usage.

Vehicle tracking was rolled out to almost 1000 vehicles by the end of February 2008. We are confident that mileage per job has been reduced and the process of analysing data to confirm this is underway. The next part of the programme was to roll out personal digital assistants (PDA's) to all operatives ensuring they are integrated with the management systems during 2009. 355 PDA's have been deployed to date with the remainder to be deployed before June 2010.

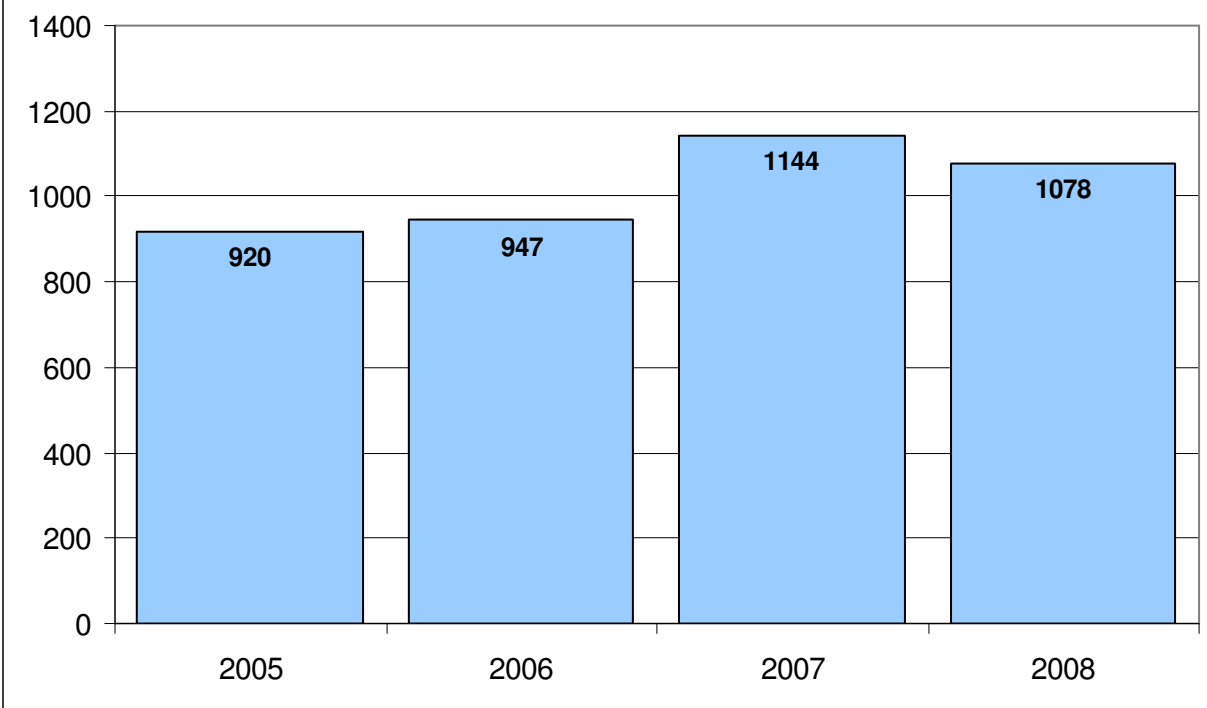
The Automatic Monitoring System (AMS) also provides a number of reports about how vehicles are being driven, which includes reports showing when vehicles are being driven at excessive speeds, and when there has been excessive engine idling. Operations management are now using these reports to reduce the incidence of these behaviours, which will reduce fuel consumption, and should also reduce the incidence of accidents among our work force.

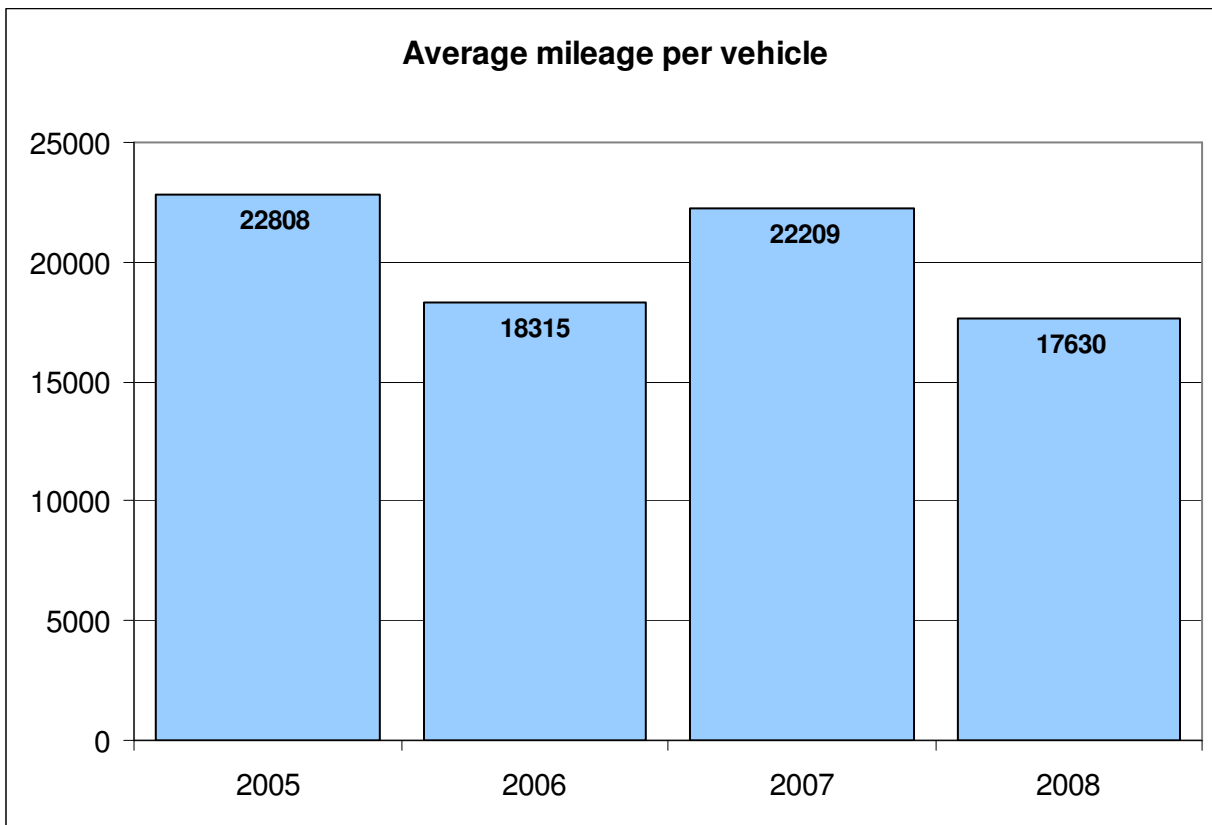
The graphs below detail mileage information for our commercial vehicles. Please note data may not reflect all mileage as the information is obtained from maintenance records and driver's fuel reports. (On occasion drivers may not always record the mileage reading when they re-fuel.) The graphs show data for the calendar year.

**Total vehicle mileage**



**Number of vehicles**





**Encourage the use of video conferencing whenever possible, in particular when journeys between our northern and southern operating areas can be avoided.**

Performance 2008/09

KPI Ongoing →

We have thirteen video conferencing suites available, seven in our northern operating area and six in the southern area. The conferencing facilities can be used to communicate with company facilities and facilities from other organisations, on many occasions eliminating the need for travel completely, or replacing a longer journey with one to a video conferencing facility. This is an ongoing initiative and it is difficult to measure the outcomes. The video conferencing facilities have been well utilised in the last 12 months and we anticipate that the facilities will continue to be well used in the future.

**Encourage car sharing amongst employees, offering enhanced mileage allowances for those who car share.**

Performance 2008/09

KPI Achieved ✓

We have introduced a more robust system for collating business mileage for company and casual car users; the system also highlights the amount of carbon produced from a journey, increasing the awareness of journey CO<sub>2</sub> emissions to the user.

Although the company has always encouraged car sharing on an informal basis it has now been included in our employee handbook to formalise the process and to include financial incentives for the vehicle owner. The enhancements are payable when employees are required to travel for business purposes, and two or more employees travel together in one vehicle, the car 'owner' may claim a car sharing allowance. In 2008/09 653 car sharing allowances were claimed by employees.

### **Develop a Green Travel Plan for our new building facility at all main office sites.**

Performance 2008/09

KPI    Achieved    ✓

In order to obtain planning permission for the new office building at Hanningfield a green travel plan was required. A plan was produced and submitted with the planning application. The Company decided to deliver more than the minimum required to obtain planning and as such we have now commenced four green travel plan projects under the banner of *yourtravel*. These plans cover offices at Hanningfield, Lowestoft, Pity Me, and Washington.

The objective of the *yourtravel* initiative is to provide employees with ways of minimising their environmental impact due to commuting. The Hanningfield plan is the most developed and so far we have initiated a car sharing scheme, run a lunchtime bus service to Chelmsford, give green travel information during new starter induction, provided a carbon compensation donation scheme, and have ensured that facilities for cycling are included in the design of the new building. These initiatives and the ones being developed in the other projects will help employees reduce their commuting impact.