

## How have we changed?

Since our launch on 1st February 2017, we have invested in a range of improvements that we believe demonstrate the true nature of our business and define the culture at HTS Group.

Our main drivers have been:

- to serve the local community of Harlow
- to drive cost savings, investments and culture change across our organisation to ensure its long term success, and
- to support our client – Harlow Council.

We are excited to share these developments with you.

## Serving the local community

We are on target to meet our goal of investing 500 working days in Corporate Social Responsibility (CSR) activities – the equivalent of £60,000.

**Local Charities:** As a Harlow based company, we are passionate about supporting local charities. This year, we have been raising money for St. Clare Hospice in Harlow – a charity that was chosen by HTS Group staff.

We have also donated labour and vehicles to support several local charity events this year. This has included putting up barriers for bonfire night and the Christmas Coca Cola truck, litter picking, moving furniture between venues and opening/closing toilet facilities for various events.

**Local Business:** We make our services available to local community organisations such as schools and Princess Alexandra Hospital, who benefit from our experience and knowledge of housing repairs and maintenance, capital and planned works, facilities management, environmental and compliance services.

We have implemented a strict policy to ensure all suppliers are paid on time - the majority of our suppliers are from the local area, and we believe this approach is important, not only for our ongoing relationship with them, but also for the benefit of the local community.

One of our goals is to employ locally, and all our apprentices come from Harlow College.

## > £8,000 raised

by HTS Group in 2017 for



HTS Group fund raisers handing over a cheque for £5,000 to St Clare Hospice

## £100,000

Will be donated by HTS Group towards next year's environmental services in Harlow, including grass cutting, weeding and strimming



**Local Education:** We have made a number of donations to Harlow College for students to benefit from as they study. Donations include vans, mowers and a sweeper. This machinery is even being used by students to maintain the college grounds!

In 2018, HTS Group directors Tim Page, Alex Morris and Stella Dunlop will be working in three local schools to provide careers advice and promote careers for women in the housing and building industry.

Our Apprenticeships programme has already taken on six people, with four more to come in 2018. Our partnership with Jewson will see them add another two.

## Environmental Task Force

We have a team of staff with learning disabilities that are permanently employed at HTS Group. We're pleased to offer our ETF employees a range of opportunities and support they may otherwise not have received



HTS Group donating vehicles to Harlow College

## 140 students

in our annual work experience programme



## 10 apprentices

planned placements 2017-18



## Investing in our future

Since the beginning of the year, we have been investing in our company, and implementing revenue generation schemes to benefit the organisation.

Our investments include:

- £563,600 over 33 months for new fleet vehicles
- £160,000 in improvements to our office internal layout to support our employee culture and experience
- £100,000 in branded PPE & uniforms
- £70,000 in new power tools
- £18,000 in new petrol fuel tools for ground maintenance
- £5,000 in in towers, cement mixers and generators, saving on long term hire costs
- £4,000 in a vehicle diagnostic instrument, massively reducing ongoing service costs
- We have invested in a new compactor that has enabled us to improve our recycling volume to about 65% of our total waste

We are also successfully leasing space to Jewson and Kier at the following rates:



Rent: £52,100 per annum  
Service charge: £24,100 per annum



Rent: £18,800 per annum  
Service charge: £10,000 per annum

As part of our contract terms with Jewson, they have agreed to contribute a proportion of their turnover to CSR initiatives on our behalf, and up to a total possible value of £14,000.

### Savings

Over the past year, we have worked hard to reduce unnecessary costs or outlay. Examples include:

- Replaced a deal that was costing HTS Group £10,000 per annum for vending machines. Our new onsite coffee and snack machines are now free of charge
- We now recycle mattresses by breaking them down and recycling individual parts – at around 180 mattresses a month that previously cost us £10 each to dump, the savings are on-going
- Our approach to fuel purchasing has completely changed – where all drivers previously used fuel cards, they now purchase fuel at our on-site fuel pumps at approx. 20% lower cost. We are also able to provide our green fleet with red diesel, which we can source at around 75% cheaper than our previous supplier



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mobile phones and PDAs purchased

free for staff to use outside of the office

**£160,000**

invested in our offices, with new meeting rooms, chill-out areas, kitchens and improved outside areas



We've made a major investment in IT with upgrades to Windows 10, Office 365, servers, cabling & networking

## Improving our organisation

We have been enthusiastic about improving the culture of our company. From enhanced T's & C's, to internal promotions, from investment in our building, to improved communications, we are developing a better workplace experience for our people. The previous £1.4m in organisational overhead now benefits the local community and local people.

Our trimmed management team is keen to ensure vacancies are filled from within and all internal applicants are now interviewed. In 2017, around 12 people have been promoted internally.

As part of our new organisation, we had to introduce three new in-house departments before launch:

**Finance:** We can now react to personnel needs quickly and efficiently, for example over the holiday period, we paid both December and January wages early.

**HR:** Moving all HR systems in-house has allowed us to work with local recruitment agencies and develop effective local policies and procedures.

### Health & Safety

our new SHEC department can operate much more flexibly than was previously possible while still complying with all H&S legislation. With a less regimented approach, they can apply H&S compliant practices to the specific needs of our own local service delivery.

Other organisational changes include:

- A rolling plan to align all staff into the pension scheme
- Standardisation of staff T's & C's
- Improved holiday pay for all personnel – based on the previous 3 months, pay is calculated on the number of hours worked – and HTS Group foot the bill
- Improved staff communications with newsletters, briefings and a move towards a change in culture of collaboration and togetherness

## 01/02/2018



At our launch anniversary we are planning a staff award ceremony to recognise & reward our people

## 25%

Discount voucher for all staff for Jewson builders merchants



## £40,000

HTS Group contribution to improved holiday pay for all personnel



## Working with our Client

As well as providing our services to Harlow Council, we also purchase services from them that we are unable to deliver in-house. These services include:

**IT Services**  
**@ £128,904 per annum**

**Insurance**  
**@ £70,105 per annum**

This approach benefits Harlow Council by:

- Creating efficiencies
- Providing revenue

... and it benefits HTS Group by:

- Removing any outsourcing requirements
- Helping us to build on our close relationship with the Council

Where we can, we invite Harlow Council staff onto our Health & Safety courses free of charge. For example if we have five free spaces on a course of 15, we offer them to Harlow at no cost. These savings benefit the Council and also further support our on-going relationship.

As a Local Authority Trading Company (LATC), HTS Group was formed by a loan from Harlow Council. As we pay this money back to the council at £20,000 per month, they are making approx. 3.5% based on lower interest payments, or around £46,000 per year.

Members of Harlow Council visiting the HTS Group Head Office at Mead Park



## £10,405 saved

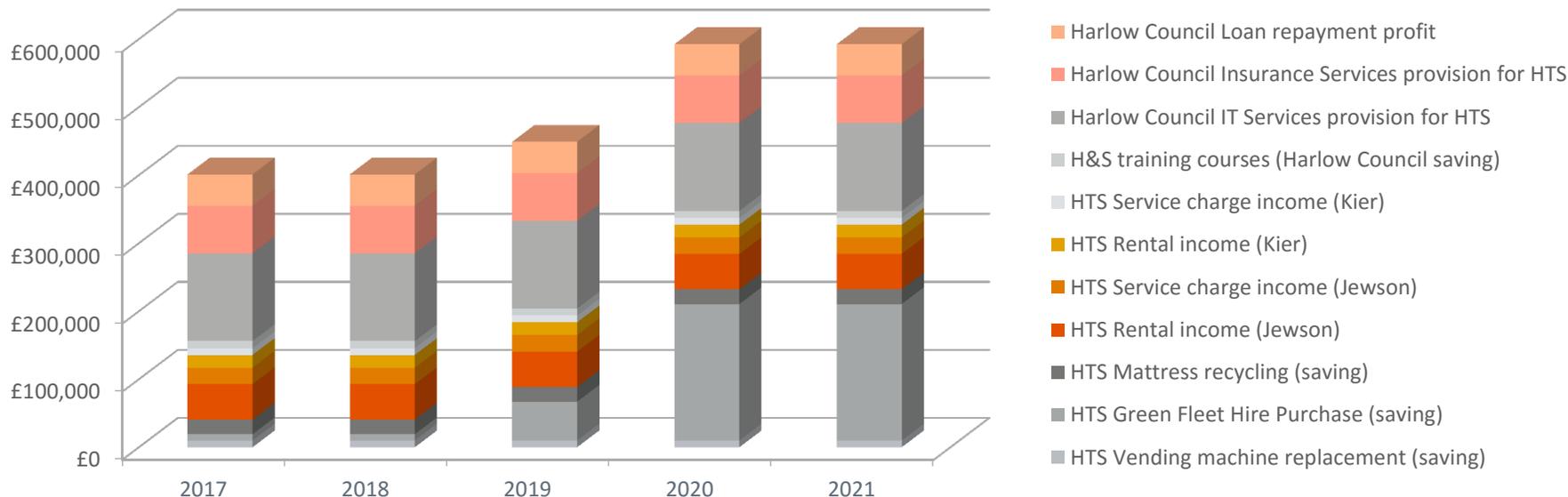
by Harlow Council on H&S training courses provided by HTS Group



**Harlow Council**  
*Working together for Harlow*

**HTS Group**  
HTS (Property & Environment) Limited  
• Proudly serving Harlow •

## Savings/Income - HTS Group & Harlow Council



### Non-cashable Efficiencies

- Supporting local events
- Providing services to local organisations
- Policies to employ locally and promote internally
- Donations to Harlow college
- Careers Advice days in local schools & work experience
- Comprehensive Apprenticeship programme
- Environmental Task Force employing staff with learning difficulties
- Mobile phones for all staff
- IT upgrade for servers, cabling and network
- New internal departments for Finance, HR and H&S
- Range of organisational improvements including T's& C's, pensions, staff communications, rewards and recognition