

CRP
GROUP

HIRE SOLUTIONS

Sizewell C

The power of good for Britain



Proposal to Sizewell C

Provision of a Fully Managed Service

April 2024



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Executive Summary

GAP is delighted to submit this proposal for a fully managed service offering to Sizewell C.

Our proposal sets out where we can work alongside you to ensure successful delivery of your local and national contracts. GAP's main objective from this proposal is to demonstrate our ability to work collaboratively with Sizewell C to:

- Provide a service which is responsive, expert and safe
- Guarantee equipment standards meet all Sizewell C guidelines set
- Reduce the overall cost of the inspection and maintenance contract across Sizewell C sites through optimised hire rates, improved long-term hire management, utilisation, efficiency and innovation
- Ensure continuity of supply and reduction in downtime
- Provide eco-friendly and efficient transport to reduce Sizewell C impact on the environment, ensuring the process is streamlined and trackable
- Unlock the potential for added value and ongoing cost and operational efficiencies
- Adopt and integrate innovative technology solutions to deliver cost and service improvements throughout the hire service including:
 - Transactional processes (on/off-hire, invoicing etc.)
 - Customer feedback
 - Equipment security
 - Equipment utilisation and productivity
 - Safety and sustainability

GAP has a proven track record established over 50 years where we have demonstrated our capabilities as a loyal, trusted, responsible and highly effective business partner who values the long-term relationship ahead of short-term gain.

Despite the pandemic, GAP has continued to trade profitably, further strengthening an already strong balance sheet. Since March 2020, GAP has also significantly reduced our debt and further increased the headroom in our banking facility. This allows GAP to plan confidently for the future and to continue to make significant investments in equipment further enhancing our offering to our customers.

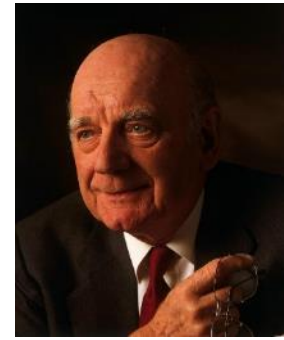
We invest a higher percentage of our turnover in our hire fleet than any other national hire company; this has resulted in us having one of the youngest fleets in the industry meaning that GAP can supply equipment fit for purpose and with a great age profile across all Sizewell C sites. Our CAPEX for the year 2023 was £101m, demonstrating our continued vision to supply our customers with the most up to date fleet.

Across GAP's 10 divisions, the hire asset gross book value (GBV) now exceeds £515m and our ambition is to increase this in the coming years to ensure we provide the best service possible to our customers. Our GBV of land and buildings is over £125m and we are actively looking to develop our estate further.

Our independent private ownership is also reflected in our culture which is based on fairness, teamwork and customer service. Effective succession planning underpins our independence and long-term ethos. Our succession plan includes third generation family members (two of the Regional / Divisional Managing Directors, Mark Anderson and Karen Greenshields, are third generation family) and non-family members providing balance, challenge and a healthy external perspective.

Welcome to GAP Hire Solutions

GAP Hire Solutions is the UK's largest independent equipment hire company. Established in 1969 by Gordon Anderson (pictured), the family-owned and run business operates from over 190 depots and employs over 2,000 people nationwide.



Gordon Anderson's sons, Douglas and Iain, have led the business since 1988, ensuring that the same family principles on which the company were founded continue to this day. The third generation of the family is now heavily involved with four third-generation family members positioned within the Board, senior management and operations respectively.

In recent years, GAP has focused on a diversification strategy that has seen the company grow from our traditional plant and tool hire roots to a multi-service offering with ten technical and specialist divisions, providing our customers with a complete hire solution. GAP's divisions comprise Plant Hire, Tool Hire, Lifting & TIC, Non-Mechanical, Trenching & Shoring, Survey & Safety Hire, Welfare Services, Tanker Services, Pump Services and Event Services. Additionally, through our GAP one facility, a dedicated team offers bespoke managed services suited to individual customer needs.

At GAP, we have many different types of customers, hiring out an extensive range of specialist equipment to industries including construction, industrial services, utilities, civil engineering and events. Whoever the customer, and whatever their needs may be, our aim remains the same: providing market-leading equipment and exceptional service. The overall value of the Group's equipment fleet now stands at over £515m.

We run a fleet of over 1,000 vehicles and our premises cover over 160 acres of land.

Whichever part of the Group you deal with, you will receive the same high level of service, the same invoices, the same account manager, and the same 'can do' attitude for which GAP's core equipment hire business is renowned.



Karen Greenshields pictured alongside Iain Anderson, Mark Anderson and Douglas Anderson

Company Overview and Working with Sizewell C

Foundation

- Founded in 1969 by Gordon Anderson
- Family-run business
- Third generation now in senior management positions
- Over 2,000 employees
- UK's largest independent equipment hirer



Performance

- Over 10% growth year on year
- Turnover circa £270m
- Continual reinvestment - one of the newest, most diverse and most innovative fleets in the industry with over £530 million invested
- GAP has clinched several awards in recent years due to our safety-focused company culture



Depot Network

- National network of 190 depots, operating to very similar standards, guaranteeing a swift response and comprehensive support
- Dedicated workshop and transport at all locations ensuring minimal downtime to Sizewell C

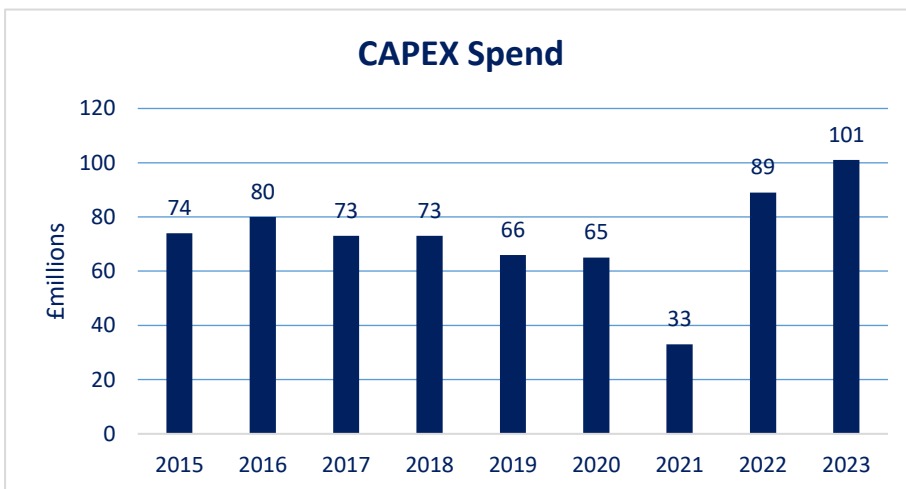
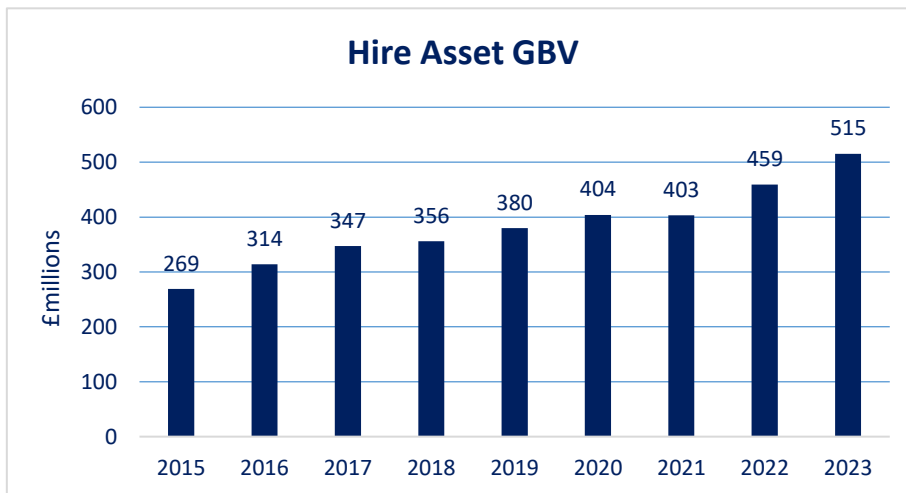


Proposition

- Unlock the potential for added value and ongoing cost and operational efficiencies
- Reduce carbon footprint through innovative technologies
- Flexible approach, allowing us to explore bespoke opportunities for our customers nationwide

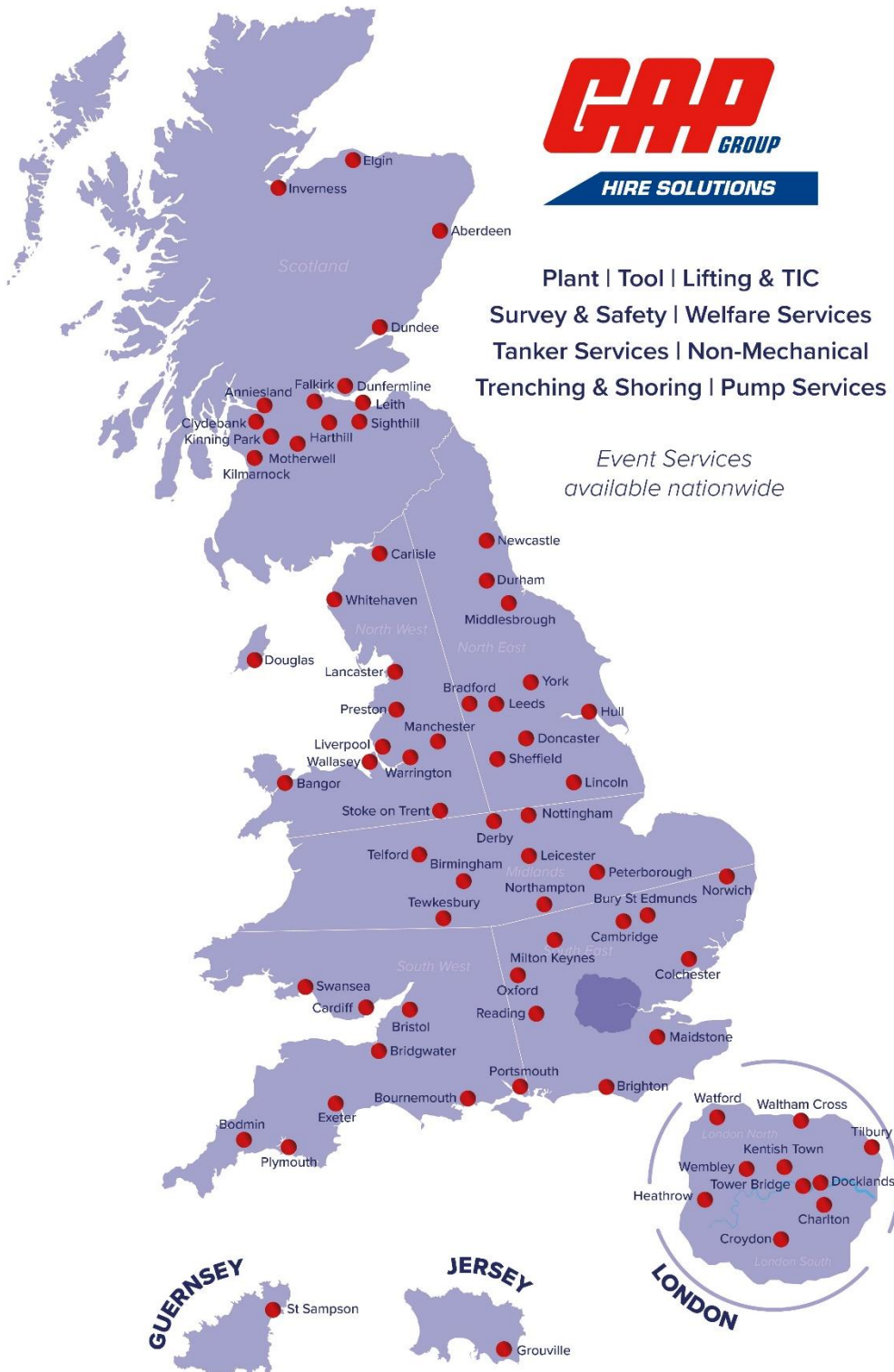


Financial Overview



National Depot Network and Support

GAP depots are located in most major towns and cities across the United Kingdom and are typically situated close to established motorway links to ensure rapid transit. Each of our 190 depots are located within approximately 25 miles of another; this allows GAP to respond to multiple Sizewell C sites at the same time due to the close-linked network of our depots and our own dedicated fleet of delivery vehicles.



Local Supply Chain to Sizewell C

As mentioned above, GAP depots are located with most major towns and cities up and down the country and within approximately 25 miles of each other.

For the Sizewell C project, the local depot would be our depot in Bury St Edmonds, with the local Ipswich postcode and located at the address: Mull House, Kempson Way, Suffolk Business Park, Bury St. Edmunds, IP32 7AR.

Our local depot in Bury St Edmonds would be supported by our surrounding depots including in Colchester, Norwich, Cambridge, Peterborough, Waltham Cross and Tilbury, these depots assisting with the supply of a full GAP product offering.





GAP's depots are, on average, larger than those of our competitors, each with its own equipment storage yard, delivery fleet and repair/maintenance facilities. By keeping repair and maintenance facilities and staff on site in all our depots, GAP can minimise and manage downtime so the cost and operational impact on Sizewell C is kept to a minimum; this provides GAP with a competitive advantage over many of our competitors who use centralised repair facilities and have no on-site capabilities at their depots.

Continued Growth

GAP continues to invest heavily in our depot network to ensure we have the highest quality infrastructure available, such as our recent £9m investment in a 6-acre site in Tilbury near Essex (pictured), housing nine GAP divisions: Plant, Tools, Lifting & TIC, Non-Mechanical, Trenching & Shoring, Welfare Services, Tanker Services and Pump Services.



GAP owns more than half of the locations that we operate from which is atypical in the hire industry; this provides us with long-term security and the ability to plan our business for the future. It also allows us to configure our depots to our exact specifications, ensuring we provide the best possible service to our customers.

Guaranteed Supply

We understand Sizewell C's hire profile, the equipment needed, the desired age profile, the required standards, and the specific areas of the country in which it is required.

Over the years, GAP has continued to invest more of our turnover back into the business than any of our competitors. Our fleet is one of the youngest within the industry which we replenish at every location, within a set agreed life cycle for each of those asset types, rather than run them until they are worn out. Our operational teams within each depot, who test and repair these assets are all certified and trained to the highest standards within the UK.

Across GAP's 10 specialist divisions, the overall value of GAP's equipment fleet now stands in the region of £515m; our ambition is to increase this in the coming years to ensure we provide the best service possible to our customers.

100 Club



With over 50 years' experience, we understand the urgency and the pace of the industry in which we operate and we continuously work to evolve alongside our customers. Our 100 Club range, alongside GAP's Guaranteed Availability Promise, ensures that our customers get the products they need, when they need them.

The range includes products from our Plant, Tool, Lifting & TIC, Non-Mechanical, Trenching & Shoring, Survey & Safety Welfare Services, Tanker Services and Pump Services divisions, which will be available for immediate collection from your nearest depot for delivery within four hours of you placing your order.

Sizewell C can rest assured that your most popular on-site items can be hired from the nearest GAP depot, at any time, ensuring continuity of supply.

Our Divisions

10 Specialist Divisions – Consistent Service

GAP is a true ‘one-stop-shop’ for our customers, offering everything from dumpers, diggers and tools, to track mats and portable toilets. Through our extensive fleet and robust rehire agreements with industry-leading suppliers, we aim to provide everything our customers could possibly need with one phone call or email. We can do this through our range of 10 technical and specialist divisions that operate the length and breadth of the UK.

Plant Hire



With over 50 years’ experience in the industry, plant hire is ingrained in our DNA. GAP deals directly with the industry’s leading suppliers to source the highest quality plant in the market. Every one of our depots is fully stocked with an extensive product range including dumpers, excavators and telehandlers, all available with Stage V engines and telematics, to offer a complete hire solution wherever you are in the UK. You’ll always find the latest model in our catalogue and at our depots.

Tool Hire

Having supplied tools since 1987, GAP is renowned as one of the leading tool hirers in the UK. Our offering includes drills, saws, breakers, pumps, generators, tower lights and compressors. GAP has a wide range of tools within our 100 Club available for instant collection or same-day delivery across the country. In 2022, we have invested £10.0m.



Non-Mechanical Plant



Established in 2009, this division continues to expand with depots strategically located across the UK. We have provided fencing solutions to large-scale manufacturing facilities and high-profile events, like the Commonwealth Games and European Championships. Each depot offers an extensive range of on-site security and infrastructure products, e.g., fencing, barriers, trestles and staging, to ground protection, traffic separation, road cones and signs.

Trenching & Shoring

Our Trenching & Shoring product range includes light and standard trench boxes, mini and maxi drag boxes, backhoe boxes, trench sheets and pilers, waler systems, edge protection and other related products and accessories. With generous stock levels and our own transport and drivers, we can offer a quick response time for urgent requirements.



Lifting & TIC



With over 30 depots around the UK, we have firmly positioned ourselves as market leaders in this sector. From small shackles and slings to material lifts and aluminium gantries, the division has everything you need for lifting any size of load. We can also fabricate and install bespoke lifting items such as swing jib cranes, specialised fixing beams and more. GAP’s Lifting division also offers a Test, Inspect & Certify Service (TIC). GAP can manage and inspect all lifting and working at height equipment in your fleet, even if it wasn’t purchased through GAP.

Survey & Safety

Our Survey & Safety division is one of the most recent additions to our specialist service offering. Our customers trust GAP to provide a full range of the best survey and safety equipment, fully calibrated, and serviced to the manufacturer's specifications. From a basic site level to the latest robotic and GPS equipment, GAP has the solution for you. Our Survey & Safety team has market-leading specialist knowledge and is on hand to offer tailored advice and guidance.



Welfare Services

GAP's specialist and technical divisions are continuing to expand; providing on-site comfort, our Welfare Services division offers innovative products to keep your staff taken care of. From portable toilets for small sites and events to AutoHybrid Welfare Units offering hot water, a canteen area, office and drying area, we have you covered.



Tanker Services



GAP's Tanker Services division offers a full complement of waste tanker vehicles ranging from 4x4s, 3.5t, 7.5t and 26t. All of these can empty, clean and sanitise your toilets, welfare vans and welfare units - mobile or static - when required. Our tankers are also capable of servicing large volume cesspits, septic tanks and intermediate bulk containers (IBCs).

Pump Services

With over £63 million invested in pumps and related ancillary equipment, GAP added its newest division at the end of 2021: Pump Services. This division primarily handles enquiries for pumps from 2in to 12in for both dewatering and sewerage applications. Supplied by industry-leading manufacturers, our range of pumps are the most modern and efficient available, with Stage V engines and fitted with telematics systems to ensure complete control for the user.



Event Services



As a specialist division within the Group, the Events team combines the expertise of all GAP's divisions and national depot network to provide a complete solution for the events industry. With an extensive range of equipment and UK-wide installation/recovery service, we can facilitate any requirement from small local events to the largest of sports, music or mass participation events.

GAP's Fully Managed Service Offering

GAP one managed services was set up nearly 20 years ago. Its purpose is to provide our large accounts with tailor-made services suited to their needs. The team's main focus is to improve direct productivity on site and in turn to provide cost savings to our customers. GAP one operates both within our Head Office in Glasgow and at multiple customer locations nationwide. We believe that GAP one offers the most professional and complete fully managed service in the UK equipment hire industry.



We know that our network of depots and range of products are extensive and GAP one makes it simple for you to make the most out of them. Simply call, email or use our online ordering facility to specify your requests and your dedicated four-person GAP one 'pod' will do the rest. Offering a total hire solution, GAP one can oversee multi-divisional orders, the management of on-hires and off-hires, response time tracking, breakdowns, exchanges and invoicing. As well as processing equipment hires, GAP one hire desks also cover a wide range of additional responsibilities including:

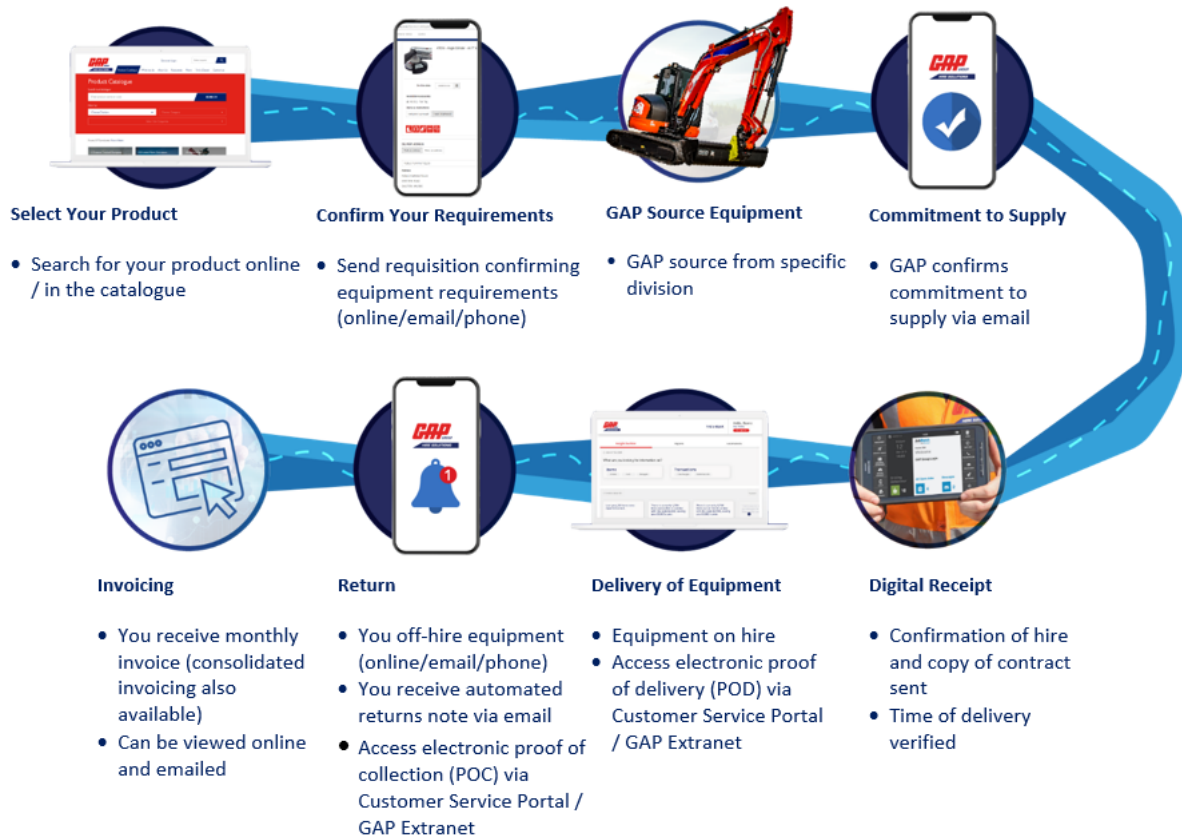
- Order verification to prevent queries (for e.g., proactively checking if accessories are required and querying unusual orders such as an excavator being hired without buckets)
- Logistics and route planning to reduce carbon emissions and optimise transport
- Providing advice on product selection and tracking utilisation
- Pre-checking of invoices to prevent queries and achieve 'right first time' billing
- Proactively querying if equipment is still needed or if some can be off hired
- Managing service intervals and preventative maintenance
- Managing compliance with statutory inspections and certifications

Further enhancing the customer experience, this service doesn't just include sourcing GAP equipment – GAP one can source any hire requirements for our customers using a pre-vetted portfolio of re-hire partners.

GAP one's standard hours of work are 7am-7pm Monday to Friday and 8am-12pm on a Saturday.



GAP one Managed Service – a one-stop shop



How it works:

Following further discussion to better understand your day-to-day requirements on site, GAP one will offer a tailored solution matched to the needs of Sizewell C to ensure your complete satisfaction. We use our systems and expertise to make this a seamless process and improve direct productivity on your site, ultimately saving on cost. Just one call or email detailing your requirements and GAP one will organise everything.



GAP’s flat management structure gets rid of traditional hierarchies and aims to empower employees instead. By giving individuals more autonomy, we strongly believe that our team can make decisions faster, improving our customer service; e.g., your bespoke managed service desk has pre-approved authority to purchase any tool / equipment they need up to a value of £2,500, Regional Director up to £20,000 and our Managing Director up to £250,000 to meet your sites’ demand. This provides maximum flexibility and allows our depots to say “yes” even to unusual requirements when the tool you need isn’t available ‘off the shelf’.

Managed Service Setup

GAP would propose to offer Sizewell C a fully managed service via our GAP one facility at the Group’s Head Office in Glasgow or by dedicated implant(s) based at your location.

GAP currently provides many of our major account clients with dedicated implant facilities where there is a full-time Customer Hire & Sales Coordinator (CHSC) on site at our customers location or dedicated to that customer and based within our Head Office. GAP has considerable experience in the provision of CHSC members of staff to key customers, where our personnel will operate their hire desk on their behalf. Further details of our proposed service for customers are below.

On-Hire Process

- Sizewell C contacts GAP one and quotes the specific project numbers that they are working on and provide official order number
- GAP one takes the details of the hire requirement, paying special attention to any specific transport requirements, and uploads the hires on our ERP system using the relevant suppliers’ product codes to ensure correct pricing
- Should the requirement fall out with our core offering, GAP one verifies the appointed Sizewell C supplier by location and machine type and places the hire with them directly using the ERP system’s contract number as an order reference
- GAP one sends a confirmation email to the project manager or other appointed person(s) to confirm the order that was placed itemising all requirements
- Transport charges, fuel costs and hire charges will be applied to the hire contract as per the original agreement and should be included in the purchase order. A copy of this confirmation is also sent out to the supplier for their records

Off-Hire Process

- Sizewell C contacts GAP one to request off-hire
- GAP one confirms collection time and date with supplier and notifies the hirer of a relevant off-hire reference number unique to that individual hire
- GAP will collect equipment and provide confirmation of uplift; fuel levels will be noted along with any losses or damages
- Both parties will inform the relevant individual where equipment is retained on-hire
- Once equipment has been collected, a copy of collection note will be sent confirming the transaction and will quote the off-hire reference number
- GAP will notify you of any relevant charges as per damage/loss procedure

Managed Service Examples

We currently provide many of our major account clients with on-site fully managed services. The examples below highlight some of the managed services we have in place:

 Fully managed service with CHSC's at customer's location	 Fully managed service with CHSC's at customer's location	 Fully managed service with CHSC's at customer's location	 Fully managed service with CHSC's at customer's location	 Fully managed service with CHSC's at customer's location
 Managed service with CHSC's at customer's location	 Fully managed service with CHSC's at customer's location	 Managed service with CHSC's at customer's location	 Fully managed service based at GAP Head Office – City Point 2	

Cost Reduction Initiatives

By utilising GAP for all your hire requirements, the cost advantages to Sizewell C will increase with key savings in operational efficiencies, equipment and service quality. The benefits include:

- All equipment on a Sizewell C site will be of the highest quality
- Equipment breakdowns will be monitored closely, and consolidated reporting issued via the hire desk
- Proactive off-hiring ensuring your assets are managed effectively
- Machinery provided will be fully compliant with all current legislation
- Responses to emergencies or short-notice requirements will be in line with pre-agreed performance levels
- Reduction in administration costs with one supplier, one invoice, one hiring procedure
- Invoice checking to reduce invoice queries
- Logistics and route planning from our nationwide depots, optimising transport and reducing journeys and in turn costs
- High utilisation
- Increased rebate payment by incorporating your hire requirements across GAP’s divisions into your eligible fleet hire spend

Cost Reduction via Damage and Loss Process



All damages and losses would be controlled by a specialist team, ensuring a consistency and transparency of all costs. A damage and loss cost matrix would be pre-agreed; all claims will be submitted within the agreed timescales. GAP would work in conjunction with Sizewell C to ensure that damage and loss is minimal, further reducing costs and alleviating aggravation. GAP one can identify trends where damages or losses occur regularly and highlight these to you. When claims are agreed and an order number is obtained, the Damage & Loss team will also invoice you directly.

It is always GAP's policy to swap out damaged equipment rather than repair it on site. This means a reduction in the downtime associated with carrying out repairs on site. We will work with your supply chain and our rehire partners to agree a set of KPIs to work to throughout the duration of this contract.

Cost Reduction via Credit Control/Query Prevention: GAP's Credit Control team would liaise with Sizewell C's purchase ledger department, ensuring smooth electronic trading through to payment of account, making sure that aged debt sits below the pre-determined level. Pre-invoice checking would prevent invoice queries and any amendments needed would be taken prior to invoicing.

Cost Reduction via Proactive Off-Hiring: The hire team will manage the proactive off-hiring process; contact will be made with the site three days prior to the expected off-hire date and ensure any necessary adjustment is registered. GAP would propose presenting Sizewell C with a monthly KPI showing a downward trend in the length and volume of hires.

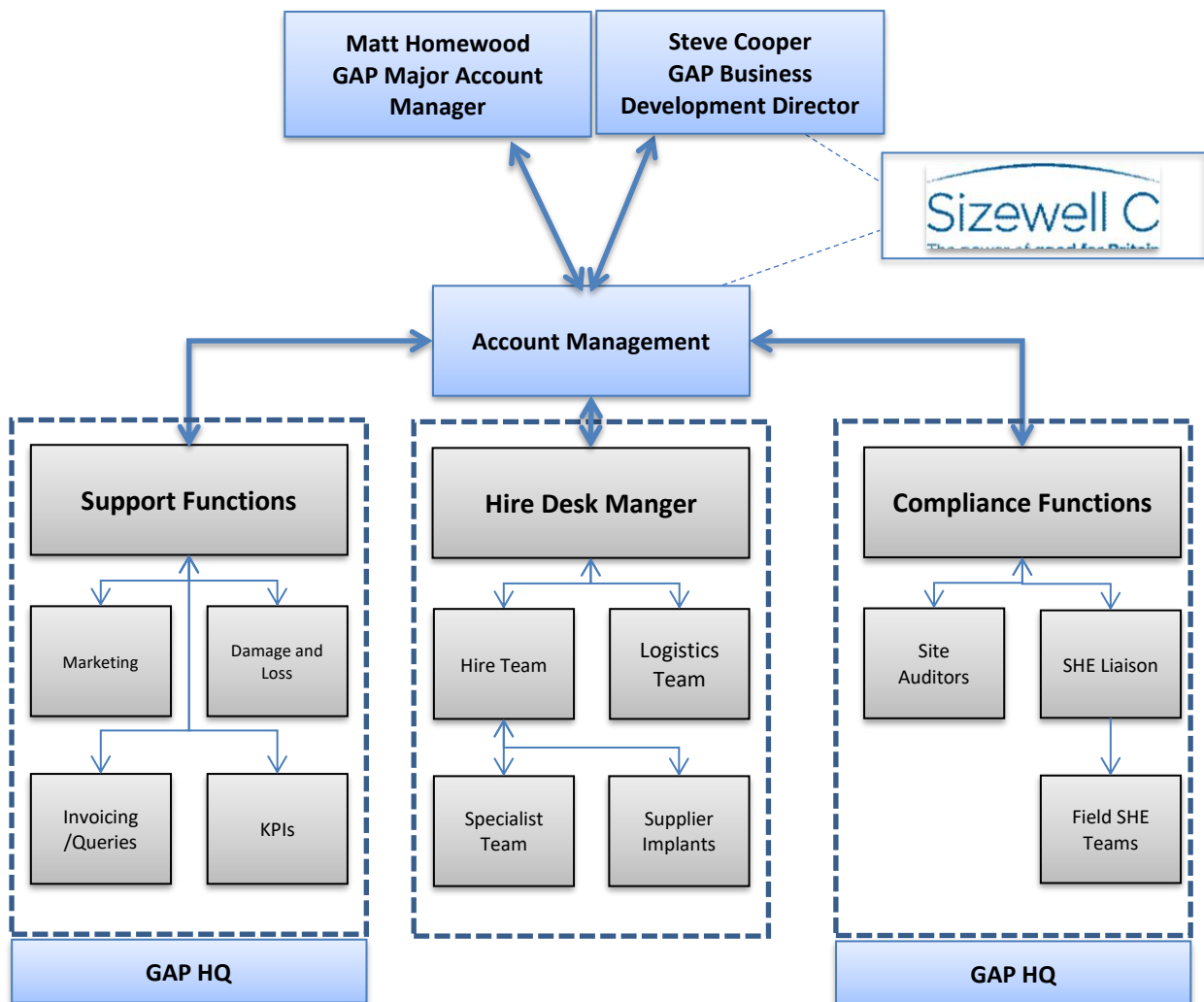
Cost Reduction via Guaranteed Delivery & Customer Care: The preventative maintenance and calibration on all equipment supplied by GAP and nominated appointed supply chain will be monitored and controlled by GAP's managed service team, taking care of the four cornerstones – on-time, supporting documentation and certification, correct product and good working order.

Management Team and Organisational Structure

GAP would propose the following structure to manage the Sizewell C's contract.

Account Director

Sizewell C's Major Account Manager/Director will manage the Sizewell C account and managed service provision. They will be supported by Sizewell C's GAP one support team and the Group's S.H.E Risk & Compliance team. Together they will focus on guaranteed delivery, innovations and ongoing site liaison to ensure that the Sizewell C's sites are being serviced to an exceptional standard. This ensures a 360° transparency flow of accountability and ownership.



Management Reporting



GAP will tailor management information reports to meet Sizewell C's requirements.

The GAP one reporting team can provide reports including live hires, statements, invoice reports, credit note reports, hire movements and accruals. Additionally, the reporting team can perform analysis on specific areas on request, i.e., fuel/transport costs and other customer KPIs.

GAP would propose offering collated management information to provide an overall summary, as well as by supplier, site and contract. To achieve this, GAP's IT department can integrate multiple data sources to create a single output.

GAP utilises an electronic trading system which enables the transfer of information from one system to another, i.e., InspHire data being translated to our ERP system. This would ultimately remove duplication and potentially reduce time and cost for the customer. We would be willing to explore this option further as it has the potential to deliver mutual benefits.

A key element to achieving efficiency savings for Sizewell C would be monitoring the length and volume of hires throughout the whole appointed supply chain with the aim to eliminate excessive hire. GAP would achieve this by adopting a proactive off-hire strategy across the appointed supply chain and Sizewell C business units. GAP would present monthly KPIs showing the number of proactive off-hires achieved in the previous month alongside several other key elements, such as on-time performance, equipment quality and standard measures.

KPIs / Targets

If successful, GAP will meet with Sizewell C to put in place a suite of robust KPIs which will always ensure seamless delivery and contract compliance. Please see below our standard KPI, which we would recommend be incorporated into the agreement. However, the following can be adapted to suit Sizewell C's specific requirements:

Sizewell C's to GAP's KPIs	GAP to Sizewell C's KPIs
Delivery of items to site within agreed time limits from receipt of official customer order number	Official Order Number provided
Collection of equipment within agreed time limits	Payment terms not met
Repair/exchange within the agreed time limits	Number of invoices cleared for payment
Frequency of incomplete deliveries	Query procedure followed and disputes notified
Quality of equipment supplied (fit for purpose)	Off-hire cancellations (partial)
Provision of monthly/quarterly reports	Use of central hire facility for ordering

Management Information / Account Management

Management information can also be made available to you free of charge via our web-based customer self-service portal. Users will find the system equipped with the tools to empower them to independently pull reports and hire documents from there, enabling you to make increasingly informed decisions and efficiency improvements.

Via our portal (available on mobiles and tablets), Sizewell C could access live and historical account information in one place including asset management, live hires, KPIs and invoicing. We would welcome the opportunity to demonstrate this system to you.

Review Meetings

We would propose to hold regular performance review meetings with you. Your dedicated account manager will have the duty of ensuring the smooth running of your account, organising regular contract review meetings to proactively monitor and report on any issues arising. The content of these meetings could include:

- A review of performance against KPI targets
- Discussion of your age of debt and level of queries
- Updates on any GAP developments and new initiatives
- Any proposals to develop our processes to better align business practices with you
- Exploration of possible future opportunities



GAP Digital and Technology

GAP spends 3% of our turnover on I.T. developments. GAP has a High Availability (HA) solution as a core part of our ERP systems. All other business critical data is replicated and back-up processes are in place. GAP has a secure off-site location for the HA solution. This also provides communications resilience in the event of network failure or a disaster situation at Head Office.



Customer Portal

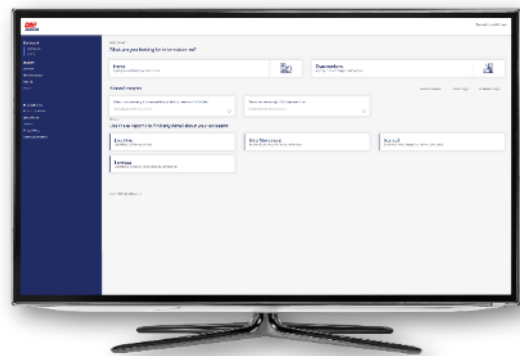
As a result of customer feedback, our state-of-the-art self-service portal has been enhanced to become more user-friendly with cross-platform access. Indeed, GAP's customer self-service portal offers a complete online end-to-end digital experience.



Users will find the system equipped with the tools to enable them to pull reports and hire documents from there, empowering them to make increasingly informed decisions and improve efficiency. Via our portal, available on mobiles and tablets, Sizewell C can access live and historical account information in one place including live hires, asset management, KPIs, invoicing, proof of delivery (POD) and proof of collection (POC). We would welcome the opportunity to demonstrate this system to you.

Highlights of our customer self-service portal include:

- Insight Builder - customised view of all hire details
- Full reports suite – live hires, hire movements, accrual and invoice reports
- Request off-hires, query invoices and report items as lost
- Full document download capability - proof of deliveries/collections
- Fully integrated with our ERP and delivery logistics systems
- Access to analytics dashboard



General Data Protection Regulation (GDPR)

GAP is well placed to ensure we are compliant with your data, customer data and data relating to those connected to our operations. GAP is committed to ensuring that all personal information is protected and never misused. We treat as a priority the protection of your privacy and the security of personal data.

The General Data Protection Regulation (GDPR) introduced new rules about data protection and privacy. Although GAP was generally well prepared for the introduction of GDPR, our new Privacy Standard and associated documentation (available on request) provides further help and promotes compliance. GAP has adopted a 'designed in' approach to GDPR. This means that we are not treating the new data requirements as a 'bolt on' but as truly integrated within our existing processes and controls. Training and awareness are provided to reflect this arrangement.

Cyber Security

Furthermore, GAP's GDPR arrangements help to better understand specific cyber security risks and will help to get us through the challenges these present. GAP complies with the requirements of the government-backed Cyber Essentials scheme, providing independent assurance to customers, partners and other stakeholders that we have the suitable protections correctly in place to control the risks of cyber-crime. This demonstrates our commitment to maintaining a high level of risk management and take cyber security seriously.



Big Change

GAP has transformed the business with a significant investment in BigChange mobile operations. The cloud-based system BigChange is a paperless way to plan, manage, schedule and track deliveries and collections of GAP equipment. Over 500 GAP vehicles across all GAP's divisions have been fitted with the system and over 600 staff have been trained on best practice. Called JobWatch, the system incorporates a range of mobile apps with live tracking and job scheduling. It also links in real time to GAP's back-office systems, such as our central hire desk and financial systems, as well as our customer self-service electronic portal.

Efficiency Improvements

BigChange has improved business processes as it ensures that our operatives receive jobs wirelessly to their tablet within minutes. This allows our specialists to complete jobs more quickly on customer sites. The mobile apps include electronic signature capture with proof of delivery (POD) and proof of collection (POC) records being automatically uploaded onto GAP's ERP system (including photographs). This eliminates the need for customers to call depots as all information is available immediately online.



The system has built-in data messaging and satellite navigation, which automatically routes vehicles to their destination. GAP's customer services team can see the exact location of every vehicle in real time to keep customers informed of ETAs and to coordinate with the driver to ensure the correct drop-off location.

Route Optimisation Software

Using route optimisation software, we ensure that the most economic routes are taken between our depots and customer sites to reduce emissions and maximise fuel economy.

Thanks to this roll-out, we envisage that GAP will see a reduction of 8% in fuel use and a 5% reduction in the overall distance travelled by GAP's HGV fleet. Following trials in Scotland, journey times were reduced by up to 15%, resulting in a 276 metric tonnes reduction of CO₂.

We also forecast a reduction in paper used – from over 3.2 million to around 500,000 sheets. For example, we will be reducing the number of printed copies of despatch notes to a single copy with immediate effect.

Damage and Loss

BigChange also allows GAP to offer customers a more streamlined damage and loss process. This leads to less administration time for both Sizewell C and GAP, ultimately resulting in a quick and amicable resolution to damage queries.

Market Leader

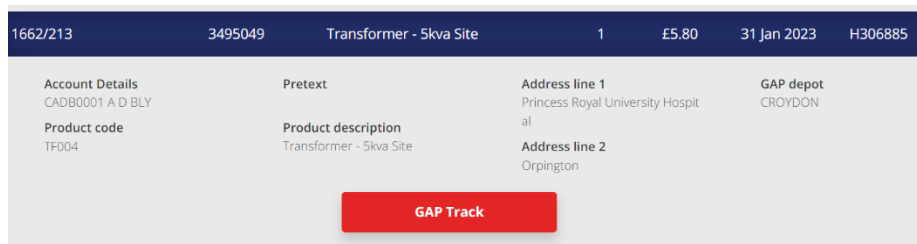
BigChange is an exemplar in the hire industry. As BigChange's largest customer, we are proud to have completed this complex, technology rollout project and to lead the way in this regard within the UK hire industry. The expected timescale for its software implementation was three years, which is exactly the amount of time that it took GAP to go from the initial concept to its delivery. Several of our competitors have now decided to adopt BigChange and are just now beginning their implementation journey.

GAPTrack – Tracking & Telematics Solutions

GAP supplies the simplest to operate GPS tracker service on the market which seamlessly integrates with all makes, models and sizes of powered equipment.

GAP fit telematics to all ride-on equipment purchased since 2020. GAPTrack is an integrated theft recovery system, which monitors equipment usage and operator behavior in real time. Being a bespoke single portal system, this reduces the need for multi-manufacturer systems. The system is recognised by the police, the insurance and asset finance industry, and the construction equipment market as an innovative and reliable partner providing sophisticated, yet tough, asset tracking devices for all types of construction equipment and vehicles.

GAP’s telematics service fully integrates our asset management system and customer user interface by utilising efficient application reporting dynamics. It is available for all tracked items on our Customer Self-Service portal by clicking on the GAPTrack button:



GAPTrack is also available on mobile phones making it easier and faster for workers and drivers to access the equipment’s location and status, if necessary.



*Should this be of interest, we would like to discuss our offering and develop a bespoke telematics solution tailored to your specific requirements.

One-stop Shop Telematics Solution

To summarise, the benefits of GAPTrack to Sizewell C include:

- Always see what is on hire to you and where it is
- Have full visibility of what is being utilised and for how long
- Monitor CO2 emissions
- Set rules and measure against groups or gangs
- Get the same information from all equipment on hire, not just large equipment with ECUs
- Improve safety
- Reduce accidents
- One platform for equipment and vehicles



*GAP is willing to discuss the option of providing bespoke monthly telematic reporting tailored to your specific requirements, subject to prior agreement.

Service and Maintenance

Service / Maintenance Overview

GAP has robust service / maintenance procedures in place to ensure that our customers receive reliable equipment that is functioning at the highest standard. These procedures are closely monitored by the GAP Board of Directors to ensure that our customers are acquiring the most effective kit available. One of the ways in which we do this is by utilising a robust Preventative Maintenance Policy that makes certain that all items hired are inspected within specific timescales as per manufacturer's recommendations.



Maintenance Monitoring

GAP's Enterprise Resource Planning (ERP) system is a hire software solution tailored from the ground up specifically for the Group, delivers industry-leading levels of service and maintenance control.

Every single asset in GAP's fleet has a service profile automatically created on our ERP system when it is added to the system (at the point of purchase), which is based on the manufacturer's recommended service intervals for that model of equipment. The ERP system will then monitor the lifecycle of that asset through on hires/off-hires etc. and can recognise when a service is due to maintain safe working equipment for all operatives.

Depots are notified of the upcoming service requirements via an automatic process which requires the asset's service record to be updated on the system promptly, using a series of automated reminders to escalating levels of personnel in the business (Depot Manager to Regional Director to Managing Director North to Chief Operating Officer) until the service has been completed and logged. This technology also allows GAP to run a suite of reports identifying assets due for service within any given time period, as well as monitor the performance of individual depots with regards to compliance. Upon notification of a service due date, your operational teams will be notified to arrange an engineer call-out to site.

Pre-Hire Maintenance Checks - Inspection and Testing of Equipment



All equipment undergoes a rigorous inspection prior to dispatch in terms of compliance with Sizewell C specification requirements as well as manufacturer's certification. Live function tests are also carried out at this stage. At the point of off-hire all units are fully inspected in a quarantine area before being moved to storage. Again, if an engineer is called to site for service or maintenance issues, an inspection will also be carried out at that time.

Our ERP systems delivers industry leading levels of service and maintenance control, with automatic reminders for inspections, calibrations and full services sent to the controlling depot and full traceability of the service history stored permanently. Each item of equipment also has a unique item number which allows us to track the item 24 hours a day to find out what customer and site the equipment is on hire to. This system ensures that equipment cannot be lost and is fully traceable throughout its working life.

LOLER and PUWER Testing

At GAP, safety is paramount and as a full member of the Lifting Equipment Engineers Association (LEEA) we ensure all the equipment we supply to you complies fully with the Lifting and Operations and Lifting Equipment Regulations (LOLER) and the Provision and Use of Work Equipment Regulations (PUWER).



This service is bespoke to your requirements ensuring your assets are managed through an accurate inspection programme and maintaining certification periods, by LEEA qualified engineers, in an efficient and cost-effective manner. What's more, our online TIC Online system enables you to access all test certificates (Reports of Thorough Examination) at any time, from anywhere. The software also has the facility to attach additional documents to an asset such as the manufacturers EC Declaration of Conformity, safe use instructions, parts diagrams, etc. This ensures complete traceability for the item and gives you easy access to important information regarding its safe use. The software can also be modified for use as an asset register.

Our Approach to Dealing with Breakdowns On-Site



At GAP, our policy is to swap equipment on-site that requires repairing and we will do the repairs off-site. This ensures there will be no unnecessary downtime. By keeping repair and maintenance facilities and staff on site in all our depots, GAP can offer a faster turnaround on breakdowns as well as routine maintenance. This all contributes to a quicker, more reliable service for the end user no matter where in the UK our customers are working.

Out-of-Hours Procedures

We have fitters on call out of hours, but this is and could be subject to additional charges depending on the nature of the call-out / circumstances.

GAP standard hours of work are 7.30am-5pm Monday to Friday. GAP one, our centralised hire desk, standard hours of work are 7am-7pm Monday to Friday and 8am-12pm on a Saturday.

24-Hour Support

In the case where a breakdown or emergency hire requirement occurs out with normal working hours, Sizewell C contacts the GAP one out-of-hours number which will connect you to the out-of-hours team (i.e., not a voicemail or automated service). Our GAP one team would then take all the details of the emergency and coordinate with the out-of-hours service in the local depot to respond as quickly as possible. GAP has 84 employees who are on call each evening and have access to our equipment telematics. Also, all employees on-call can provide technical assistance over the phone if required.



Sizewell C Contact Card

GAP can distribute out-of-hours cards detailing the 24-hour emergency response telephone number to Sizewell C's team; this has proved to be particularly useful when mobilising new contracts.

Health and Safety

We are fully committed to the health, safety and wellbeing of our people and all those who come into contact with our business. We operate with a dynamic and robust risk management framework which is backed up with an integrated Safety, Health, Environment (S.H.E), Risk and Compliance service. Through thorough and proactive risk management we continue to record year-on-year improvement in safety, with accident frequency and RIDDOR rates unrivalled throughout the industry, reflecting positively the behaviours and attitudes of all our employees.

GAP's dedicated in-house Safety, Health, Environment (S.H.E), Risk and Compliance team is headed up by Allister Maxwell. This 25-strong team also oversees transport management, asset management, security and sustainability, ensuring that GAP meets and exceeds the Health & Safety requirements of our ISO 45001 (Occupational Health and Safety) accreditation and adheres to all Government Health & Safety legislation. Allister's team also looks after our technical certifications, ensuring these are up to date.



S.H.E Risk & Compliance Training, Qualifications and Experience

GAP's S.H.E Risk & Compliance team are formally occupational health and safety (OHS) qualified and members of the Institution of Occupational Safety and Health (IOSH). In addition, the team, who are primarily concerned with asset management, all have a National Examination Board in Occupational Safety and Health (NEBOSH) qualification as a minimum. SHE Advisors and Compliance Auditors are recruited geographically around the UK to ensure GAP can respond to any incident or accident and have specialist advice on-site, if required, almost immediately.

As the business grew and diversified into different specialist product types and divisions, GAP recognised that members of its dedicated S.H.E. Risk & Compliance service would require additional training, qualifications and experience. At GAP, we have many different types of customers, hiring out an extensive range of equipment to industries including utilities. GAP has dedicated arrangements in place with manufacturers and suppliers for technical advice and support services which is reviewed on a constant basis. GAP enjoys the benefits of strong working relationships with trusted, approved suppliers to provide advice in specialist areas, as and when required such as, occupational health and legal compliance.

GAP Depot Compliance Overview

- GAP Management System
- Suite of over 100 Risk Assessments and Method Statements
- Managers monthly checks
- SHE audits
- Compliance audits
- GAP depot safety reviews
- Equipment inspections
- Ready for hire towable equipment inspections

Our team keeps up to date with new Health & Safety legislation in the following ways:

- Bulletins subscribed from the Health & Safety Executive
- Industry and trade journal publications
- Regular seminars and discussions with our external legal advisors
- Audits carried out by external assessors including Achilles
- Regular discussions with applicable departments within our customers

Safe Systems of Work and Risk Assessments & Method Statements

GAP's protective performance governance systems and arrangements keep our employees and equipment safe and ensure our operations run smoothly.

Risk Management Framework

GAP has a robust approach to risk and has established a risk management framework to manage and report the risks that it faces as a business Group. Any risk that can seriously affect performance, future prospects, or reputation of the Group is termed a 'principal risk'.

To manage GAP's risks effectively we have identified a risk tolerance which is driven by the following:

- ensuring competitive performance that is responsible and focused on creating value for all our customers, staff and those affected by our operations
- ensuring behaviours continue in accordance with GAP's Vision, Mission and Values
- ensuring operations are fiscally responsible and function within an established capital allocation framework
- ensuring principal risks are effectively managed

GAP actively seeks opportunities for continual improvement and we are working to formalise GAP's approach to effectively manage risk. We have conducted a formal exercise to identify and assess principal risks and whilst doing so we have considered our risk management practices across a number of themes e.g., operations, finance, welfare, security, technology, safety and wellbeing, transport, climate and sustainability. The reporting, monitoring and overview of risks will continue to be embedded within GAP.

GAP's strong, successful safety achievements generate value for our customers and wider society. GAP's early and ongoing certification to ISO 45001 and repeated attainment of the distinguished RoSPA Gold Achievement Award for *"well developed occupational health and safety management systems and culture and outstanding control of risk"* acknowledges our integrated approach to safety within operations and business strategy. GAP believes that health, safety and both physical and mental wellbeing are fundamental rights for everybody.

Campaigns

Think Safe



Following on from our award-winning 'Split Second' health and safety campaign, GAP rolled out a new 'Think Safe' campaign, introducing a new safety principle designed to engage the hearts and minds of our workforce.

This is about getting everyone to work safely, not because they've been told to, but because that is the way we all want to work and that is the way we all should work. Our 'Think Safe' campaign illustrates the importance of safety procedures and practices and why everyone should always follow them.

Mental Health

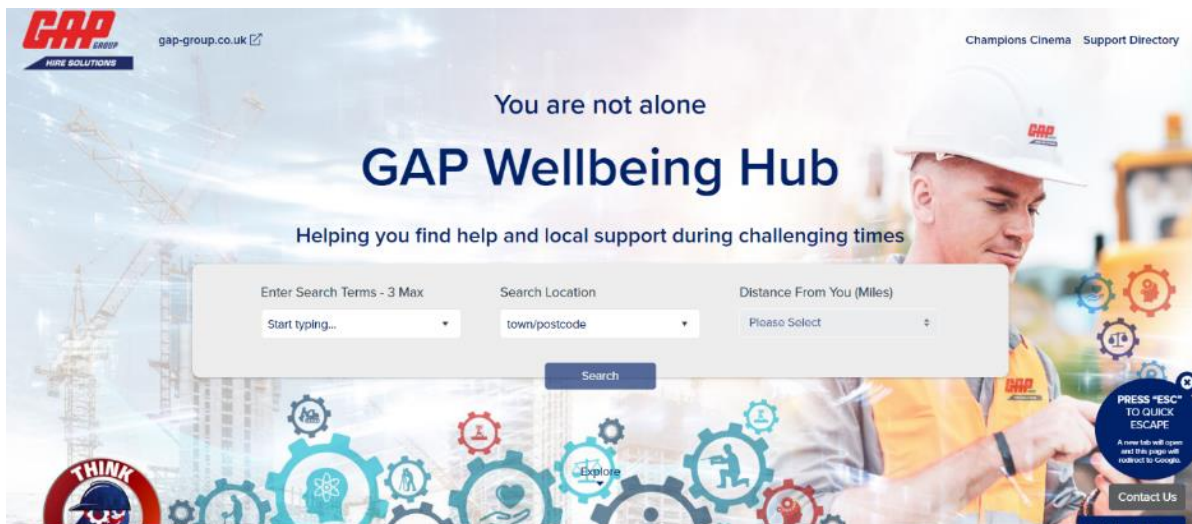
GAP has signed up to the Construction Industry Helpline (CIH), where all staff members have been issued a helpline card with details on who to call for support. In addition to this, posters have been distributed and displayed in all Group locations detailing the freephone 24/7 confidential helpline number.



GAP Wellbeing Hub – A Free-to-Access Digital Platform

In June 2021, GAP launched a new company-wide mental health and wellbeing support portal for the benefit of our staff. It is available to all 2,000+ GAP Group employees and their families across over 190 locations in the United Kingdom, the Channel Islands and the Isle of Man.

We are proud to be the first company in our industry and one of the first in the UK to provide this type of wellbeing approach - the online resource is designed to promote hope and support through the power of shared experiences. Our new platform has been created to encourage wider and more open conversations around the benefits of positive mental health.



Interactive Toolbox Talks

GAP recently launched our new Interactive Toolbox Talks, a fun and eye-catching way of engaging workers with health and safety regulations, which can be accessed for [free online](#).

The Interactive Toolbox Talks, an industry-first, are intended to facilitate and enhance health and safety discussions, providing an educational aid to refresh workers' knowledge and draw attention to the risks associated with their equipment and surroundings. The interactive format allows users to navigate a virtual work site.

The 15 modules provide a wealth of information on different safety issues:

- PPE
- Dust
- Working at Heights
- Confined Spaces
- Electricity
- Environment
- Hand Arm Vibration
- Lighting
- Manual Handling
- Noise
- Plant Checks
- Power Tools
- Quick Hitches
- Slips, Trips & Falls
- Trailer Checks



Each module which is built on GAP's industry knowledge and shared experiences has its own visuals, videos and quiz, combined with interactivity to drill down into further materials. These will assist in raising awareness and educating GAP employees, contractors and customers to drive health and safety excellence.

Split-Second Safety

GAP's original award-winning Toolbox Talks and Split-Second Safety initiatives were pioneering in the industry and have helped the company reduce its accident frequency rate year on year, making it one of the lowest in the construction industry.

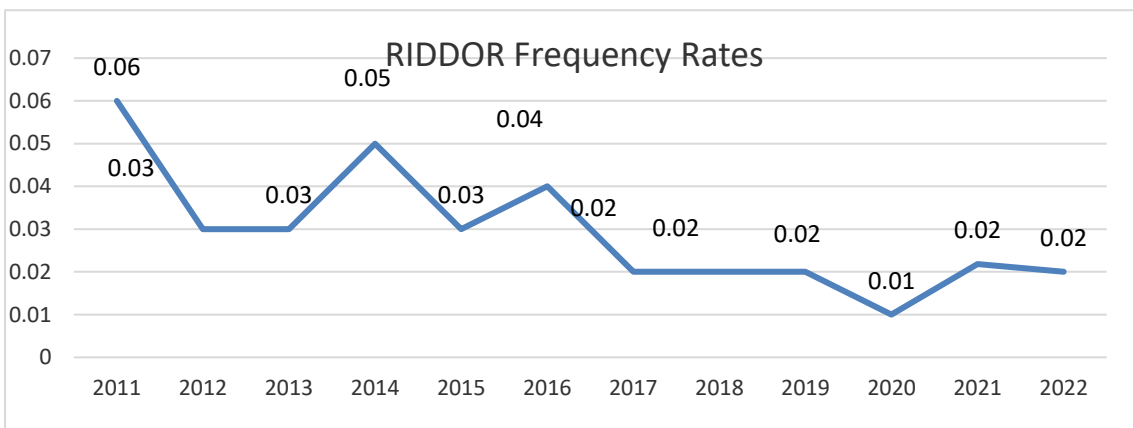
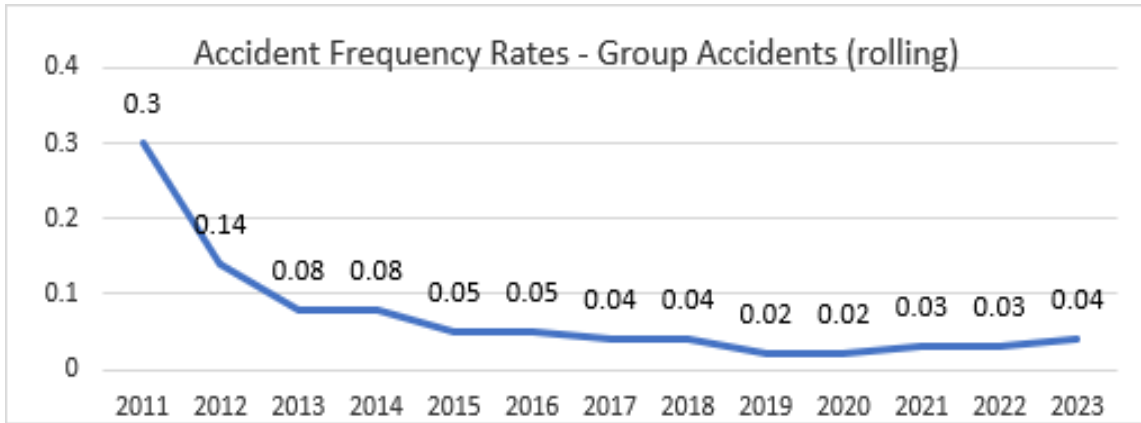
These materials are available free of charge from GAP's website at <https://www.gap-group.co.uk/resources-and-advice/health-and-safety>.

Accident Statistics and Prevention

GAP is extremely proud of its very low RIDDOR frequency rates – GAP has one of the lowest in the industry. We promote a 'zero harm' culture and will only work with supply chain partners who are committed to safety. GAP aims to reduce the occurrence of accidents, near misses and RIDDOR reportable incidents year on year.

GAP investigates all accidents following a clearly defined Accident & Near Miss Reporting and Investigation procedure. GAP's internal S.H.E Risk & Compliance team provides support to the business to ensure all accidents are investigated, root cause(s) identified, with suitable and corrective/preventative measures put in place to minimise the potential for a recurrence. This allows GAP to analyse any trends and implement business wide improvements if required.

GAP would communicate any safety alerts to Sizewell C, ensuring minimum standards for all equipment are adhered to.



ESG: Environmental Social Governance – Environmental Responsibility

Green Action Plan

For several years, GAP has been demonstrating its firm commitment to the highest environmental governance standards, taking positive action in all its activities across all its divisions to reduce its impact on the environment. GAP recently published our Sustainability Plan [GAP Sustainability Plan \(flippingbook.com\)](http://flippingbook.com) which outlines some of the positive steps we have taken towards reducing not only our own carbon footprint, but also that of our customers.

By using less year on year and considering alternative practices, we actively develop the strongest environmental objectives using our externally accredited ISO 14001. GAP is aiming to become net-zero by 2040.

'Net Zero' Overview

GAP's values and principles relating to sustainable growth, employment, ethics and class-leading technology solutions and innovation provide 'common ground' and a sound basis for customers to achieve their low carbon / decarbonisation solutions and objectives.

In 2010, GAP made the positive and progressive decision to reduce its environmental footprint and incorporate environmental measures into its business strategies. This has continued apace with the development and introduction of industry leading 'green' products such as the zero carbon emission welfare units and carbon emission measuring telematics and reporting.

The adoption of 'green' products is growing rapidly with the introduction of electric, hydrogen and battery powered equipment as well as electric vehicles. This foresight and unwavering commitment have helped make GAP one of the most progressive hire companies within the UK. GAP is advancing sustainability across all our divisions and value chains.

GAP will continue developing its advanced sustainability framework, focusing on sustainable operations; people and wellbeing; and eco-friendly innovations.

GAP's Net Zero Strategy

Our new Net Zero strategy will be centred around the following:

- Buildings and facilities:
 - All electricity purchased by GAP Group to be 100%.
 - Heat to be decarbonised in depots (i.e., replacing gas boilers with heat pumps or hydrogen boilers, and installing heat pumps in new depots)
- Vehicles:
 - All vehicles to be switched to electric/hydrogen – cars first, then LCVs then HGVs
- Assets:
 - GAP to engage with suppliers to obtain better product emission data, and to make purchasing decisions accordingly (i.e., to reduce upstream emissions from product manufacturing)
 - Gradual transition towards zero carbon fleet

Current Environmental Strategies in Place:

Our environmental approach to environmental performance and improvement for local communities covers the following areas:

Renewable Energy: We set and agree annual targets to save energy and reduce our carbon footprint. 90% of our national power requirements now come from renewable sources.



GAP has moved to a single source contractor for the design building, maintenance and refurbishment of its depots. This arrangement ensures that all products used, as far as reasonably practicable, are from sustainable sources, fittings are low energy and contractor activities are optimised for least environmental impact.

Waste Disposal: We look for ways to reduce our use of raw materials to minimise our environmental impact and increase efficiency. Waste management is incorporated within the Management System and is reported through our management review following our targets and objectives to minimise the waste generated. GAP, wherever possible, minimises the waste we produce that ultimately goes to landfill.

Paperless Operations: As a business we look to reduce our consumption of materials; we are encouraging our customers to switch to electronic invoices to save on the amount of paper we use. GAP only produces 2% of paper invoices, 98% of our total invoices sent monthly are electronic.



To reduce our environmental impact, GAP Group is to go 'paper free' by digitalising all hire operations. GAP has partnered with software specialist Spartan Solutions to make the digital transition which will see all 10 divisions optimise our workshop process via more efficient and sustainable processes.

PHALANX allows physical assets to be digitally connected to business operations. The partnership will see all our company's 190 depots and branches introduce Spartan's PHALANX mobile app store platform for operations which will help save costs, improve productivity and reduce our carbon footprint.

Reporting Carbon Emissions: GAP's net zero target (2040) is fully aligned to achieving a net zero target well in advance of the UK's target of 2050. GAP is working in consultation with a leading renewable energy and environmental consultancy firm who is advising GAP on a new progressive net roadmap.

GAP records and reports our organisations carbon emissions and performance annually and this is independently verified. GAP's annual SECR Report is available upon request.

To ensure compliance, GAP is collating and reviewing energy and transport data quarterly. Reviewing the data during the reporting ensures GAP is in control of performance and is on track to meet any published energy or net zero carbon commitments. Quarterly checks provide GAP with the opportunity to take corrective action if required, and to discuss trends with management as and when deemed appropriate.

Vehicle Fleet and Fuel Emissions: At GAP, we recognise our delivery fleet as being one of the primary causes of pollution for our business. Our Transport team ensures that the vehicles we operate are as eco-friendly as possible. We try to procure vehicles with the environment in mind, rather than savings, we can be safe in the knowledge that we run an exceptionally modern and innovative fleet of vehicles, resulting in minimal impact on the environment.

GAP's Transport team keeps up to date with emerging technology, incorporating this into our buying policy to keep us at the forefront of environmental sustainability. GAP has fully embraced the drive to reduce carbon emissions throughout our entire vehicle fleet of over 870 vans, lorries and HGV's. From late 2013, all HGVs purchased have been specified with Euro 6 engines and all the new vehicles we buy are also Euro 6 compliant as per standards implemented in 2015.



As GAP grows and expands this results in a requirement for new vehicles and a demand for more fuel. It is vital therefore that we partner our vehicle fleet with the most efficient and clean fuel available, ensuring our carbon footprint remains as low as it can be. Overall, over 98% of our delivery fleet is now Euro 6 compliant and / or electric, the remaining being Euro 5.

As part of our FORS Gold accreditation we actively monitor, measure and report our fuel consumption, mpg and carbon emissions. Our modern fleet of vehicles are markedly more fuel efficient than their predecessors and our mpg returns have shown a significant positive trend in the past few years.



The scheme supports GAP's drive to continually improve operator safety, fuel economy and vehicle emissions. It also helps embed the most efficient operations throughout the business. Put simply, the scheme demonstrates that GAP, as a national hire company, is achieving and maintaining industry leading best practice in efficient, sustainable and safe commercial vehicle fleet management. In maintaining Gold certification, GAP ensures compliance with all aspects of Road Transport Law.

At GAP all our drivers participate in regular driver training and our Driver CPC courses include fuel efficient driving - meaning they acknowledge and contribute towards reducing our carbon footprint as a business. GAP also continues to invest in its fleet, fitting all HGVs with state-of-the-art safety equipment including cameras, nearside proximity aids and audible reversing alarms which support safe driving practices in congested urban areas. Furthermore, GAP has invested in an industry leading asset management, delivery and telematics system which supports the monitoring of driver behaviours and includes route planning capabilities and contributes towards a reduction in idling, 'unnecessary miles' and fuel usage.



Encouragingly, we have started seeing a positive decline in MPG for many of our drivers throughout the business. Using this information, we can provide further training or take remedial action where necessary. Our Driver CPC courses combined with BP Fleet Expert reports allow us to acknowledge any discrepancies or poor driving trends. We are highly encouraged by the positive uptake and attitude our drivers have had and the reduction in air pollution we are seeing as a result.

Allister Maxwell, Head of Safety, Risk & Compliance, at GAP commented:

"GAP's continued FORS certification demonstrates that our drivers and vehicles are maintaining exemplary levels of best practice in safety, efficiency and environmental protection."

Euro 6 Vehicles

All the new vehicles purchased by GAP come with the latest Euro 6 engines. Our transport team keeps up to date with emerging technology and incorporates these into their buying policy to keep GAP at the forefront of environmental developments and innovation. We actively monitor, measure and report on fuel consumption, mpg and carbon emissions.

Our modern fleet of Euro 6 vehicles are markedly more fuel efficient and our mpg returns have shown a significant improvement in the past few years.

Sustainability Policy

GAP's vision is to be the UK's most innovative hire solutions provider, with a focus on reducing our environmental impact on the world.

We have a strong track record of operating in a responsible manner over many years. Through our Sustainability Policy we aim to inspire our employees, our supply chain and customers where possible to achieve the following:

- Demonstrate long-term solutions to tackle climate change.
- Minimise waste at source and promote the waste hierarchy of 'Reduce, Reuse, Recycle'.
- Encourage and inspire behavioural changes with individuals to be active, healthy and to develop a lifestyle which is better for all.
- Encourage behaviours which will enhance the areas we live and work in, enhancing the natural environment.
- The Board together with our senior management team will ensure the delivery against these objectives through the following measures:
 - Integrate the principles into the day-to-day management of the Group from the Board to the regional disciplines.
 - Develop active partnerships with our customers and supply chains to challenge and improve well-being and seek opportunities to minimise our future impacts across the industry.
 - Ensure that there is sustainability with the emphasis on services, procurement, fair employment and environmental development as appropriate.

GAP reviews and checks progress through periodic audits and benchmark within the industry. We check our progress against our objectives regularly, and a full Sustainability Report is produced annually.

Supply Chain Sustainability School

GAP is a gold member of the Supply Chain Sustainability School which helps the Group to illustrate the benefits of sustainability to our supply chain by showing them that sustainable business practises can result in reduced costs, more efficient equipment and reduced risk.



While working toward its Greenhouse Gas Emission target of becoming net-zero by 2040 at the latest, GAP has been actively working with its supply chain, recognising the importance of providing equipment and hire services which support our customers to achieve their own net-zero ambitions. For example, using HVO fuel presents numerous benefits including helping our customers reduce their carbon footprint.



GAP is also a signatory of the Plant Charter, developed by the Plant Group of the Supply Chain Sustainability School. The charter is a list of commitments to reduce air quality impacts and carbon emissions, which lays out minimum standards for the engines of the plant we purchase. We have obtained Gold Status from the Plant Group, a great honour that recognises we are taking significant action to reduce the amount of emissions from the equipment we offer.

Sustainable Procurement Practices

GAP has both a moral and ethical responsibility for our business to be sustainable against a backdrop of the earth's climate challenges and within a rapidly evolving society.

As a family-owned and run business, GAP is passionate about longevity, sustainability and climate change and for many years has been a leading voice within our industry, working collaboratively with our supply chain to develop a variety of solar, battery and hydrogen products. We take an active role in monitoring global developments in this regard, participating in and attending various forums on emerging technologies applicable to our sector.

Our Supply Chain and Equipment: GAP's collaborative partnerships with suppliers and our buying power allows us to insist on the highest environmental standards. As part of our join GAP's Eco Family campaign, we seek to set an example to those in our supply chain by encouraging greener attitudes and the development of new eco-friendly products.



What we do with our suppliers:

- GAP can supply equipment such as the award-winning hydrogen and solar powered welfare units, which offer zero carbon emissions
- We set up sustainability related KPIs with suppliers
- We ask suppliers for reduction in packaging to reduce waste
- GAP engages with suppliers to provide more accurate environmental data

Environment & Sustainability Team

In 2021, GAP set up an in-house Environment and Sustainability team with the employment of an Environmental and Sustainability Advisor. They participate in a wide range of tasks relating to environmental sustainability issues. They also engage with customers and suppliers across GAP's supply chain, working with both operational and technical staff across the business to support and enhance GAP's carbon credentials. This team helps to drive forward GAP's transition to 'net zero'.

GAP's Energy Efficiency Action

GAP is constantly seeking to reduce energy consumption by implementing energy savings measures including some recommendations that were identified as part of the GAP 2021 Energy Savings Opportunity Scheme (ESOS) audit; e.g., we have since sent drivers on eco training and / or refresher courses, we invest in new vehicles on an ongoing basis to optimise fleet composition and we continue to assign staff time to review telematics reports. We are open, honest and transparent in our dealings and in reporting our performance; consequently, our energy consumption reports are available upon request.

Scottish Green Apple Award

GAP has been awarded a Silver Level accolade at the 2021 Scottish Green Apple Awards for Environmental Best Practice. GAP was recognised for the company’s environmental activities and low carbon site initiatives.



The Green Apple Organisation, an independent, international, non-political, non-profit, environment group, hold the awards annually to recognise, reward and promote environmental best practise around the world. The scheme is supported by the Royal Environment Health Institute of Scotland (REHIS).



GAP offers a wide range of innovative and environmentally friendly hire options

Karen Greenshields, GAP’s Managing Director - Technical and Environmental Services, said:

“We were delighted to receive news of our successful submission. To achieve the silver level of the award highlights the hard work that GAP is putting in to really make a difference with regards to climate change by starting at home and focusing on reducing our impact on the environment in every way we can, whilst offering the necessary tools and resources for our customers to do so too.”

GAP is constantly working to reduce its impact on the environment and uses all these capabilities to not only reach our own goal of becoming net zero by 2040 but also to help its customers reach their net zero and environmental targets.

We are already well-progressed on our carbon journey and are working with customers and suppliers to achieve net-zero carbon ahead of the UK’s target date. Hire is the ultimate green industry: it allows equipment to be used by many people throughout its maximum working life, epitomising the concept of a circular economy.

Future Carbon Reporting Plans

GAP sets specific carbon reduction targets and has set an overall target of being net zero by 2040. GAP has recently published our Sustainability Plan [GAP Sustainability Plan \(flippingbook.com\)](https://www.flippingbook.com) which details the steps we have taken and are committed to taking as a business.

Given GAP has been at the forefront of environmental initiatives within the hire industry for the last 10 years, including installation of solar panels, water recovery, LED lighting, electric vehicles etc., we wanted to align our aims and strategy fully with the Greenhouse Gas Protocol thus adding significant credibility to our achievements.

GAP can measure and report our carbon footprint to Sizewell C and can demonstrate a clear commitment to reducing our carbon impact and using energy and fuel efficiently. We have set initial targets on our vehicles, equipment, premises, water and waste footprint that are currently undergoing analysis. GAP is working towards having a Science-Based Target (SBT) aligned with our net-zero strategy. It will be aligned to the 1.5-degree pathway as part of our net zero strategy and road map.

GAP's net zero strategy will be independently verified once the relevant scheme is agreed and underway. GAP will provide a clearly defined pathway to reduce our greenhouse gas (GHG) emissions to help prevent the worst impact of climate change within our business and that of our customers.

Sizewell C can expect GAP's unconditional support to mitigate climate change and reduce carbon emissions from our operations, and across our supply chain.

Continuous Improvement Via Innovation

GAP is always adding new and innovative products to our fleet. When orders are being placed, we can ensure that Sizewell C are aware of alternative, more fuel-efficient products that are available. Most importantly, we will ensure the right products for the right applications are presented to the right people within Sizewell C.



Sizewell C would also be invited to attend our Innovation Days. We firmly believe that GAP offers market-leading standards of quality in terms of product, service and administration. We aim to constantly improve upon our level of service, bringing new ideas and products straight to our customers without the need to be asked. At these events, we look forward to consulting our customers and finding out what products or manufacturers they want to see.

GAP's innovation team works alongside world-leading manufacturers to supply new products and technologies to our customers, to reduce their carbon footprint and boost on-site efficiency, safety and comfort. We also offer our customers pilot innovation schemes, allowing them to test the latest products hands-on and give them an insight into the benefits of using GAP's eco-products.

ESG: Environmental Social Governance - Corporate Social Responsibility

Corporate Social Responsibility – Our People

As a national organisation with over 190 locations throughout the UK, we understand our operations have an impact on the world we live in. Social responsibility isn't just integrated into GAP's overall corporate strategy; it is at the very heart of what we do. GAP has trained our workforce in a way which has embedded CSR into our values, company mission and vision. We are committed to helping our people and the wider community reach their maximum potential by offering support in a number of ways.



Employment Policies

GAP is committed to creating a working environment in which every employee is free from unlawful discrimination and harassment. Our policies are accessible via our website and our internal human resources system, MyView:



- Health Safety & Welfare
- Alcohol & Drug
- Anti-Corruption & Bribery
- Business Continuity Plan
- Equal Opportunities & Harassment
- Occupational Health
- Slavery & Human Trafficking
- Disciplinary and Grievance Procedures
- Whistleblowing

GAP's Staff Benefit Scheme

Our relationships with people are the key to our success. Being a family-run business, values such as trust and integrity underpin our operation and we are committed to helping our people reach their maximum potential.

GAP's staff benefit scheme includes the following initiatives:

- Enhanced pension contributions & life assurance
- Competitive salaries & annual reviews
- Biannual profit share / bonus scheme
- Loyalty holidays and paid volunteering days
- Option to buy/sell holidays
- Health & Wellness (annual flu jab, free eyesight tests etc.)
- Subsidised gym membership / Cycle to Work scheme (pictured)
- Staff social fund (money for team building exercises etc.)
- Educational assistance as required
- Attendance bonus and excellence awards
- Flexible working



Gender Pay Gap

GAP recognises and rewards men and women equally based on their performance, skills and experience. GAP doesn't have a gender pay gap, in fact, women are paid on average slightly higher than men. Also 30% of GAP's Executive Management Team are female.



GAP's Employees' Volunteering

GAP has a volunteering scheme (pictured) in place allowing every one of our employees a day off work each year to get involved in local activities or voluntary sector projects. GAP has calculated the monetary value of this commitment to be in excess £200,000.

Training & Development



In 2023, GAP has organised more than 6,000 training events. We offer a wide range of training opportunities for employees to ensure they have the right skills to do the job. Over 6,000 training scenarios consisting of e-learning courses, product specific workshops, health and safety programmes and driver training were logged over the course of 2023. To clarify, if an employee attends a 5-day training course, virtually or in-person, that counts as one training scenario. In

the last five years, over 20,000 training scenarios have been held as we strive to provide a place of work where employees can develop and progress with us.

The aim of GAP's training policy and its supporting procedures is to provide a working environment where employees can maximise their performance and contribution to the aims of the company. Individual training and development needs are constantly reviewed during the annual performance appraisal process and confirmed during the Group-wide training needs analysis.

Corporate Social Responsibility – Our Communities

UK Apprenticeship Programme

Our apprenticeship programme continues to be successful. GAP recently launched our annual apprenticeship recruitment campaign. The vacancies cover a variety of roles including: Apprentice Fitter, Hire Controller, Hire Sales Coordinator, Plant Fitter, or Plant Mechanic.



GAP's Modern Apprenticeship appointments include the following categories: mechanical plant engineers, lifting engineers, IT support analysts, customer service administrators, hire and sales coordinators, finance and management.



5% Club

GAP is a member of the 5% Club, an industry-led campaign aimed at tackling youth unemployment. The 5% Club is also supported by the CBI (Confederation of British Industry) and the Government Department of Business, Innovation & Skills (BIS).

Under the government funded programme, members commit to having a minimum of 5% of their UK workforce enrolled on formalised apprenticeships, sponsored student and/or graduate development schemes within five years.

Work Placements / Schools & Education

GAP actively seeks to offer work experience for students at local colleges and other higher education institutions who would benefit from being part of our on-site team for a period of time as part of their educational course. We also offer work placements to individuals and people with a range of disabilities who are interested in working in the hire industry. They are offered 'work shadowing' and mentoring opportunities at our depots to gain a greater understanding of the hire industry as a whole; with the expectation of offering permanent employment for successful participants.

Many of those people remain in our employment to this day and have progressed their careers within the business to more senior and qualified positions including mechanical plant engineers, lifting engineers, IT support analysts, customer service administrators, hire and sales co-ordinators, accountancy and management.

Recruiting Ex-Services Personnel

As GAP expands, we need to continue attracting talented individuals to the business. We are exploring the potential of recruiting not only ex-service personnel (Army, Navy and RAF) but also former members of the police and fire services.

Supporting Volunteering in Local Communities

We seek to develop strong relationships with our local communities to develop skills and help people to get back to work. GAP has been working with Volunteer It Yourself (VIY), a not-for-profit organisation which combines DIY and volunteering by challenging young people aged 14-24 who are unemployed, NEET (Not in Education, Employment, or Training) or at risk of becoming NEET.

VIY works with the young people helping to refurbish and improve youth clubs, grassroots sports clubs, community buildings and facilities whilst they learn vocational trade skills and employability skills on the job. GAP has helped VIY complete several projects through providing equipment, such as access towers, floor sanders and portable toilets, for hire, free of charge.

GAP Giving

GAP’s Charitable Foundation was set up in April 2015 and donates around 0.5% of the company’s profits to charities. The donations are allocated through applications put forward to the GAP Giving committee by our 2,000-strong workforce. The committee includes members of staff from a variety of roles within GAP, meeting monthly at the company’s Head Office in Glasgow.

Since GAP Giving was established, we have donated over 753,000 to 600 charities across the UK and abroad. Over the 2022/2023 financial year, GAP Giving has donated £125,620 to 92 charities throughout the UK - whether they have personally received support from them, or they just want to help to support a great cause.



There are various ways GAP Giving provides support:

- Donation – any employee can nominate a charity they feel is deserving or who may have helped themselves, family or friends in the past.
- Charities of the Month – Every year, each region, division and Head Office department are given the opportunity to choose a charity for a donation of £1,000.
- GAP Match – GAP also operates a matching scheme where employees who fundraise for a charity will see their efforts matched by GAP Giving (up to £750). GAP employees have been involved in various events including marathons, three peak challenges, sponsored walks and coffee mornings.

Supporting Community Sport

GAP has continued with our hugely successful youth sports club sponsorship programme for the fourth year running.

The initiative was introduced in February 2017 and has since seen various youth teams across the UK hugely benefit from GAP’s funding. This year, GAP was contacted by numerous clubs applying for sponsorship and we were able to support more teams than ever before.



The sponsorship allows self-funded teams to buy equipment, kit and pay for travel costs for various youth clubs over the UK; every season we donate £1,000 for these reasons, demonstrating how part of GAP’s strategy is to give back to the community.

ESG: Environmental Social Governance – Governance

Business Ethics

GAP has remained a family-owned company since our inception in 1969, investing in people, products and services. We are guided by our values, and that means always doing the right things by our customers and by our wider family of colleagues, suppliers and partners, nurturing a positive business environment that serves the communities we operate in.

The Group has a business code of conduct which is aligned with our vision and values which all employees must adhere to. We are committed to the highest environmental, social and governance standards, taking positive action in all our activities to preserve our environment for future generations.

The integrated approach to GAP's trio of internationally recognised certifications across all business divisions: ISO 9001 (Quality Management); ISO 14001 (Environmental Management) and, ISO 45001 (Occupational Health & Safety Management) helps support the continual development and promotion of our safety, risk and compliance values.

Ethics Training - GAP CODE

Our company is unique in the hire industry as we have trained all our staff (over 2,000 employees) on our GAP CODE - a set of values we seek to embody in all that we do. Comprising of Communication, One Team, Dedication and Efficiency, the CODE promotes the positive attitudes that all our committed and talented staff bring to GAP.

THE **GAP** CODE



The training workshops are delivered by a member of the Senior Management Team, providing a platform for staff to give feedback on their working lives at GAP and make suggestions for improvements.

The strategy to build open and honest two-way communication channels between management and staff continues to have a positive impact on the way business is conducted. By allowing everyone to participate, be heard, and have their questions answered makes employees feel welcome, respected, and valued.

Staff retention across the Group has improved by 5% in the last 12 months due to our on-going employee engagement strategies, for example: pulse surveys, Senior Management team buddy programme, monthly GAP Gazette newsletter and our employee recognition scheme.

Training Solutions - Overview

- On and off-site training facilities available
- Full range of courses and bespoke courses available
- Currently training over 25,000 delegates per annum
- Variety of training methods, including e-learning
- Interactive Toolbox Talks
- Mental health training



GAP's Training Solutions offers an extensive range of training courses to improve skills including Working at Height, International Powered Access Federation (IPAF) and Prefabricated Access Suppliers' & Manufacturers' Association Ltd (PASMA) accredited courses, and Driver Certificate of Professional Competence (CPC), delivered in partnership with our approved suppliers within the UK.

Product Familiarisation Training / Demonstrations

GAP's employees are fully trained on every piece of equipment in our fleet. GAP's delivery drivers will, if required, provide familiarisation training to a nominated Sizewell C's operative upon delivery / handover. This will include all aspects of usability, technical specification, health and safety, and appropriate application to ensure that operators know how to get the best out of every piece of equipment and operate it in the most efficient way.

Product training and familiarisation would also be provided to Sizewell C's operatives workers on request or to an agreed training schedule. These will either take place at a specified Sizewell C's site, or at a GAP depot closest to your site. Product training days will cover a number of areas including, production specification and safe working practices as well as providing training on each of our ToolBox Talks.



GAP will arrange ad-hoc training as required during this contract. Our mobile fitters can travel to any site required to deliver training and demonstrate equipment as and when needed. Additionally, we can arrange technical training for fitters and familiarisation training for administrative employees, through our suppliers, on the equipment you hire from us.

Duty of Care

GAP has a duty of care to our customers to ensure that the equipment we provide, whether it be via our own fleet or one of our approved subcontractors, meets the relevant health & safety and environmental standards, meaning that in turn our customers can fulfil their duty of care to their employees by providing a safe working environment.

GAP prefers to only work with subcontractors who have achieved the same level of accreditation as GAP has – namely ISO 9001 in Quality Management, ISO 14001 in Environmental Management, and ISO 45001 in Occupational Health and Safety Management.

When proposing to use a sub-contractor, we conduct thorough market evaluations and ensure we receive all necessary information to guarantee a reliable and high-quality company to work with and conduct annual audits of our preferred subcontractors to ensure their practices mirror or exceed our own, dependant on the equipment they provide.

We are fully committed to preventing human trafficking, forced, debt bonded, indentured and slave labour occurring in our operations and supply chain. Our products available for hire or for sale are sourced from a broad range of UK based reputable suppliers. Some of our products are manufactured or sourced overseas but we have no direct dealings with these sources of supply. We will always deal with the UK based subsidiaries of these organisations.

We have two categories of supplier – 'Preferred' and 'Authorised' and we expect our valued suppliers to undertake all reasonable and practical steps, including factory, warehouse and tied accommodation inspections and audits to ensure that our standards are being implemented throughout their businesses and that local legislation and regulations are complied with. GAP uses Tradex to monitor accreditations and policies of all suppliers. As a Group, we do not procure materials or resources from organisations who do not hold equivalent levels of accreditation or follow stringently constructed company policies as vigorously as ourselves.

Technical Accreditation Certificates and Memberships

Our comprehensive Quality Assurance System has enabled GAP to achieve the following accreditation certificates and memberships:

Certifications		Memberships
ISO 9001 (Quality Management)	Achilles Building in Confidence	Scottish Plant Owners Association (SPOA)
ISO 14001 (Environmental Management)	Avetta	Construction Plant-hire Association (CPA)
ISO 45001 (Occupational Health and Safety Management)	SafeContractor	Logistics UK – previously known as Freight Transport Association (FTA)
Achilles Utility Vendor Database (UVDB)	Contractors Health and Safety Assessment Scheme (CHAS)	Portable Sanitation Europe (PSE)
Achilles First Point Assessment Limited (FPAL)	Fleet Operator Recognition Scheme (FORS) - (Gold)	Energy Savings Opportunity Scheme (ESOS)
Royal Society for the Prevention of Accidents (RoSPA) – (Gold)	Construction Logistics and Community Safety (CLOCS)	Sustainability School - (Gold)
Construction Line – (Gold)	Prefabricated Access Suppliers' & Manufacturers' Association (PASMA)	Lifting Equipment Engineers Association (LEEAA)
Railway Industry Supplier Qualification Scheme (RISQS)	Cyber Essentials	
Leica Geosystems AG		

GAP is very proud of all the certifications and memberships it has achieved over several years and is continually assessed against these. Innovation and continual improvement are embedded as part of the business culture.

Legislation

GAP complies with all applicable health & safety and environmental legislation, regulations and codes of practice.

GAP understands the importance of keeping our customers fully informed on any current and new statutory legislation and regulations, such as Hand and Arm Vibration (HAV) and Control of Noise at Work legislation, that will affect them through their business practices and collaborations with others. GAP's in-house SHE Risk & Compliance team and Human Resources department keeps abreast of new developments.

Contingency Planning

Every three months, GAP reviews its Business Continuity Policy to ensure that the organisation's resilience in terms of its operations, communications, information systems and supply chain are robust and relevant to prevent the business strategy being undermined in the event of a crisis or disaster.

The following general points should be noted about general business continuity:

- GAP is a multi-location business with over 190 depots nationwide; therefore, it is extremely unlikely that one specific incident would render GAP unable to continue trading.
- All depots are equipped with resources to remain self-sufficient in the immediate aftermath of an incident until normal working procedures are resumed.
- We have a clear and concise business structure which would be utilised in the event of an incident.
- Thanks to countrywide uniformity of operational and administrative procedures we can move people easily to ensure continuity of operations.
- GAP has an extensive company vehicle fleet which would enable the company to redeploy several vehicles if needed in an emergency
- Our depot network is covered in the event of a communications failure by the provision of mobile data technology which allows immediate access to our main systems in the event of network failure.
- We have processes in place help to deal with environmental accidents.

Quality Assurance / Quality Control

GAP puts Quality at the forefront of our everyday activities. We aim to continuously exceed the minimum requirements of our ISO 9001 accreditation which we have maintained since 2010. We recognise that working closely with our customers and determining their requirements is essential for ensuring quality, reliability, availability, safety, contract specification and performance, to achieve continuous improvement. The Company will ensure that all relevant legislation and other requirements for Quality are met and exceeded by identifying and implementing best practice. We appreciate that to achieve these standards encompasses the entire organisation; it requires senior management and employee 'buy-in', it is not just a function of GAP's SHE Risk & Compliance team.

We define a "true culture of quality" as an environment in which employees not only follow quality guidelines but also consistently see others taking quality-focused actions, hear others talking about quality, and feel quality all around them. Our company is unique in the hire industry as we have trained all our staff (over 2,000 employees) on our GAP CODE - a set of values we seek to embody in all that we do. Comprising of Communication, One Team, Dedication and Efficiency, the CODE promotes the personal values that all our committed and talented staff bring to GAP - creating a culture in which employees' "live" quality in all their actions.

THE GAP CODE



The training workshops are delivered by a member of the Senior Management Team, providing a platform for staff to give feedback on their working lives at GAP and make suggestions for improvements. The strategy to build open and honest two-way communication channels between management and staff continues to have a significant impact on the way business is conducted and the ever-increasing scope of our quality assurance activity.

We have set ourselves the ultimate vision of being the UK's most innovative hire solutions provider and have made it our mission to become the pioneers of the hire industry. Our mission statements allow us to directly target the goal outlined by our vision:

- Adapting and growing in partnership with our customers
- Recruit, retain and develop the most talented people
- Deliver marked leading investment year on year
- Continuous innovation

GAP is committed to continually improving in all areas of the business to provide a safer working environment and improved efficiency. Performance is driven through objectives and targets set annually by Senior Management. Annual Management Reviews ensure the continuing effectiveness and appropriateness of our systems, policies and processes whilst monitoring progress on objectives and targets. The Board is responsible for ensuring that all resources and infrastructure necessary for implementing our Quality Assurance System are provided. Their roles and responsibilities for the management of Quality are outlined in the Company's Manual. The manager at each depot location has the authority to deal with all Quality matters for the Company. Deviation from Company Policy is not permitted without prior written consent of a Managing Director.

Sizewell C can be assured that GAP's workforce embraces Quality as a core value and conforms to the industry standards and any project specific requirements.

Award Wins and Nominations 2017 – 2023

Award	Category	Shortlisted	Won
RoSPA Health and Safety 2023	Gold Achievement Award		✓
Family Business United Awards 2023	Scottish Family Business Of The Year	✓	
Family Business United Awards 2023	Supreme Champion Family Business of the Year		✓
Event Production Awards 2023	Best Toilets / Showers	✓	
Festival Supplier Awards 2023	Best Toilet / Waste Management	✓	
RoSPA Health and Safety 2022	Gold Achievement Award		✓
Hire Awards of Excellence 2021	SafeHire Plant, Tool & Equipment Hire Company of the Year (turnover over £10 million)	✓	
	Best Sustainability & CSR Initiative	✓	
	Catalogue of the Year		Highly commended
	Young Apprentice of the Year	✓	
Scottish Green Apple Award 2021	Environmental Best Practice		✓
RoSPA Health & Safety Awards 2021	Gold Achievement Award		✓
Construction Plant-hire Association's (CPA) Stars of the Future Awards 2020 (Alisha Giles)	National Level 2 Plant Mechanic of the Year category	✓	
	Regional Level 2 Plant Mechanic of the Year category		✓
RoSPA Health & Safety Awards 2020	Gold Achievement Award		✓
Hire Awards of Excellence 2020	Hire Industry Product of the Year		✓
	Catalogue of the Year		✓
	SafeHire Plant, Tool and Equipment Hire Company of the Year (Turnover Over £10m)	✓	
RoSPA Health & Safety Awards 2019	Gold Achievement Award		✓
Family Business United Awards 2019	Property & Construction Family Business of the Year		✓
The Institute of Directors Awards (Iain Anderson)	Director of the Year for Family Business		✓
	Regional Director of the Year for Glasgow and West of Scotland		✓

Hire Awards of Excellence 2019	Plant, Tools & Equipment Hire Company of the Year	✓	
	Event Equipment Hire Company of the Year		✓
	Apprentice of the Year	✓	
	Workshop Manager of the Year	✓	
	Catalogue of the Year		Highly commended
Event Production Awards 2019	Crowd barrier / Fencing category	✓	
Festival Supplier Awards 2019	Best Fencing/Hoarding	✓	
	Best Crowd/Pit Barrier	✓	
The Herald Scottish Family Business Awards 2018	Fastest Growing Family Business Award		Commended
	Green Family Business Award		Commended
Skanska Infrastructure Supply Chain Awards 2018	Care for Life		Highly commended
RoSPA Health & Safety Awards 2018	Gold Achievement Award		✓
Hire Awards of Excellence 2018	Event Equipment Hire Company of the Year	✓	
	Catalogue of the Year	✓	
	Best Sustainability and CSR Initiative	✓	
Construction News Specialists Awards 2018	Equipment Supplier of the Year	✓	
Event Product Awards 2018	Best Fencing / Crowd Barrier Company	✓	
Festival Supplier Awards 2018	Best Supplier Award	✓	
	Best Fencing / Hoarding	✓	
	Best Crowd / Pit Barrier	✓	
NGA Awards 2018	Best Use of Latest Technology		✓
The Herald Scottish Family Business Awards 2017	Business Innovation award		✓
	Scottish Family Business of the Year (Large)	✓	
	Green Family Business of the Year awards	✓	
Hire Awards of Excellence 2017	Hire Achiever Award (Chris Ball, Workshop Manager at Reading Plant & Tools)		✓
	Workshop Manager of the Year (Chris Ball, Workshop Manager at Reading Plant & Tools)		✓
	Apprentice of the Year (Kieran McCreery, Apprentice, Kinning Park Lifting)		✓

	Plant, Tool & Equipment Company of the Year (Turnover over £10 million)		Highly Commended
	Catalogue of the Year (Hard Copy)		Highly Commended
	Event Equipment Hire Company of the Year	✓	
	Hire Manager of the Year (Dan Craythorn, Peterborough Lifting)	✓	
	Catalogue of the Year (Electronic Copy)	✓	
Festival Supplier Awards 2017	Best Fencing / Hoarding		✓

Trust in GAP – Our Commitment

Sizewell C can be assured that there will be complete buy in from top to bottom. GAP's Managing Directors / shareholders are personally invested in this proposal and will take a 'hands on' role to ensure the overall success of the contract.

GAP is committed to investing capital expenditure year on year and this will ensure that Sizewell C has the newest and most reliable and innovative fleet of equipment available at their disposal. GAP can offer the most competitive industry hire rates alongside a proactive off-hire process offering an overall reduction in both overheads and hire costs to Sizewell C.

Your account management team will arrange a meeting to discuss and agree a robust set of KPIs which will be measured throughout the duration of this contract, to ensure optimum service levels are achieved. Sizewell C will benefit from an efficient reporting facility, tailored to your requirements.

To summarise, GAP will offer Sizewell C the following:

- Board-level commitment
- Financial strength and flexibility
- Investment commitment
- Single point of contact through transition and integration
- A total hire solution
- Reliable service levels
- Planning and continuity
- Rapid deployment
- Innovation and creativity
- Expert solution
- Complete visibility
- Cost reduction
- Enhanced reporting tools

We are striving to ensure you have the most attractive commercial offering whilst making certain that it is straightforward to administer in your business. GAP is continuously looking for ways to improve, driving more efficient processes and offering more innovative products, and will ensure that Sizewell C will continue to benefit throughout the contract.

We thank you for taking the time to read GAP's proposal for this exciting opportunity with Sizewell C. We hope that you have found the content both interesting and informative, and trust that the innovative and bespoke nature of our proposal underlines our firm commitment to developing long-term client relationships and delivering excellent client service.



Conclusion

We thank you for taking the time to read GAP's capability proposal for this exciting opportunity with Sizewell C.

GAP's success is built on many local and national relationships and partnerships. For more than 50 years, our customers within the engineering, construction, infrastructure and utilities industries have benefited from our depth of resources and unparalleled experience, expertise and creative problem-solving.

We embrace the family nature of our business and encourage people to work collaboratively across the Group. In terms of location, premise size, number of assets and people, no business is better placed to take care of your equipment requirements.

We believe that GAP has a solid understanding of Sizewell C's requirements and can build a truly innovative partnership with Sizewell C by focusing on building a sustainable long-term business relationship.



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