

Corporate responsibility



A dozen lucky schoolchildren from across the country have spent the day learning bushcraft skills with Ray Mears

We wish to have a positive impact on our local communities and the wider environment. We aim to operate ethically and honestly and we expect our business partners, contractors and suppliers to do the same.

Staff participate in our Corporate Responsibility programme in different ways, including fund-raising activities and voluntary work.

Corporate charity

Our staff voted Hampshire and Isle of Wight Air Ambulance as the official corporate charity for the year, raising a total of £13 584. This provides a vital service yet relies entirely on voluntary donations and, with increasing fuel and administration costs, needs to raise more than £85 000 every month.

In addition to individual and corporate donations, staff held cake sales, raffles and sports events – and even voted to forgo their traditional Christmas chocolates to give our corporate charity a cash equivalent. We also provided support in kind by producing two large wall maps to enable the Air Ambulance to plot the area it covers and presented the pilots with bespoke mapping to assist them on call-outs.

As from 2009, our new corporate charity is the Alzheimer's Society.

Local community

We have built strong links with several local schools as part of initiatives to develop good relationships with the local community.

Through our relationship with local schools and Solent SkillQuest, we have developed a work experience policy which

enables us to offer students a taste of employment.

During the past year, over 70 members of staff used their volunteer day to put something back into the local community. For example, a team of 12 volunteers from Data Collection and Management helped Vitalise, a charity providing respite care and other services for disabled and visually impaired people and their carers. The group developed a pond area dedicated to Vitalise's founder, who passed away in 2008, and planted a much needed hedge to secure a boundary at the charity's centre in Netley. This work will make a huge difference to people staying at the centre.

Other staff initiatives include volunteering at Naomi House Children's Hospice (a previous corporate charity) and assisting with other projects at local schools and community groups.

Developing our people

We aim to provide a working environment that promotes personal development to increase job effectiveness. We offer all staff an extensive learning and development portfolio, which incorporates both soft skills development and technical training. Many of our staff also complete professional qualifications.

This year we have launched a leadership programme open to all staff and devised a development series for new and existing managers. We will be refreshing our approach to talent management over the coming year. Our performance management system, Pathways, has been embedded in our HR processes and aims both to challenge and support individual efforts and recognise and improve performance.

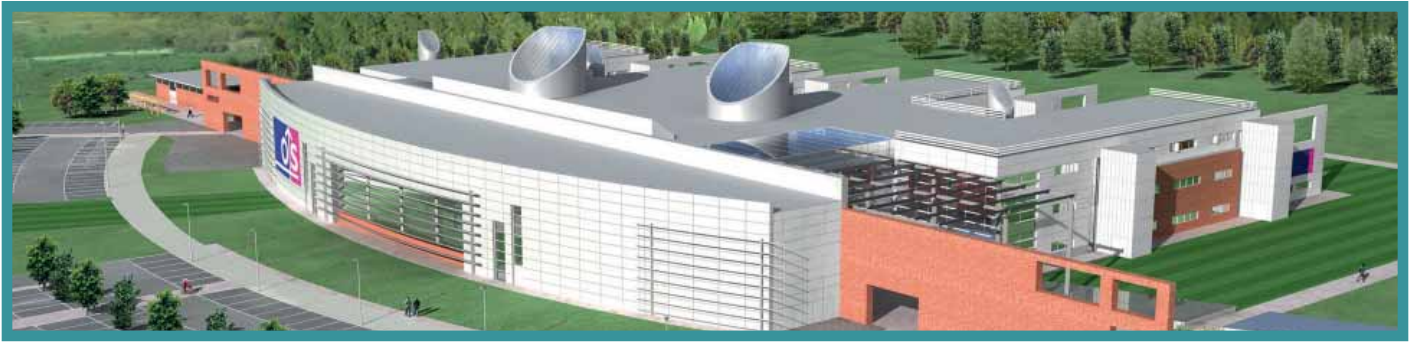
Our commitment to the development of our people was recognised this year through achieving Investors in People® accreditation. We exceeded the standard level in the three areas – consultation, equal opportunities and learning and development.

Equality and diversity

Key to developing our people and serving customers is the importance of valuing equality and diversity. We have specific guidance for staff on assessing the impact of our policies and practices on race, disability and gender, and during the year we carried out an equality audit to ensure we comply with all legislation.

As part of our induction programme, new staff complete an online e-learning module called *Diversity in the workplace*, and in 2008 all staff attended a *Focusing on Diversity* workshop to raise awareness of equality issues and employee responsibilities. We also resurveyed all staff to help monitor our performance in meeting statutory equality duties more accurately.

To encourage applications from all groups represented in society and ensure a diverse workforce, we place recruitment adverts in various publications such as the *Employmentability Handbook* and *Equality Britain Directory*.



Your Say

Every year we carry out an employee opinion survey called *Your Say* which covers issues such as job satisfaction, working relationships, perceptions of corporate leadership and how we individually contribute to customer service.

This year's results showed an improvement on last year for most of the indicators. When the results of the survey were released, all of the directors shared the results with their teams and sought additional feedback about the improvements they would like to see. Among the changes that were requested, we have been focusing on improving the communication channels between senior managers and their staff, and gaining more clarity about how team and individual goals link to the organisation's business plan.

Health and safety management

Health and safety has remained at the forefront of operational activities during the year. With the introduction of new technologies, we have reviewed and amended many risk assessments and method statements. We have also ensured that our documentation encompasses all new pertinent health and safety legislation.

We have concentrated on ensuring that the increasing number of people working from home are given comprehensive risk assessment guidance and we are designing a comprehensive e-learning course for our business drivers to ensure they remain compliant with the Road Traffic Act and the latest version of the Highway Code.

Following a successful external audit, we were awarded a fourth consecutive

International Safety Award from the British Safety Council. This recognises our continued commitment to health and safety, a reduction in accidents during the year, and our promotion of health and safety throughout the organisation.

Prime Minister Gordon Brown commented: *'I am delighted to send my congratulations to all those organisations being presented with an award by the British Safety Council. These awards recognise the crucial success that these organisations and their employees have achieved in their pursuit of excellence in the management of health, safety and environmental matters at an international level.'*

Planning a sustainable future

Our new head office and on-site nursery at Adanac Park, alongside the M271 at the gateway to Southampton, has been designed to have very low energy use, make maximum use of natural resources and minimise green house gas emissions. This includes using the ground as a source, through heat pumps, to heat and cool the building and natural ventilation to reduce the need for air conditioning.

Up to 200 building workers will be employed on the site, with work expected to take 17 months. Staff are expected to move from our existing offices at the end of 2010. Our current site, which was designed when business and technology needs were markedly different to today, is then earmarked for redevelopment.

The development is a sound investment for our future, providing a modern building suitable for a forward-looking information and technology business and efficient, attractive working conditions for our staff.

Our contribution to a greener future

Our environmental management system (EMS) supports our Environmental policy. It has three main drivers: legislation, Sustainable Operations on the Government Estate (SOGE) targets and corporate responsibility, and can be accessed by all staff via our Intranet. We also have a Sustainable Development Action plan to help meet our environmental targets.

Staff initiatives

We are committed to reducing our carbon footprint and promote continual environmental improvement in our daily operations through a dedicated working group and a network of Eco-Partners, environmental champions in each of our Business Groups. During the past year these have been involved in initiatives such as introducing a 'hub mug' to reduce the number of cardboard cups going to landfill, replacing disposable batteries with rechargeable ones and investigating the better use of videoconferencing.

Energy

Our combined heat and power system generates around half of our electricity requirements, with the remainder obtained under a contract where electricity is generated from renewable source. This enables us to exceed government targets to obtain at least 10% of electricity from renewable sources.

As part of our Agency Performance Monitors, we have a target to reduce energy emissions from our head office. We are required to achieve a 30% reduction on the baseline year of 2000–01 of 1 656.66 tonnes of carbon, and this year we are on target to achieve a 36% reduction.

John Denham MP,
then Secretary of
State for Innovation
Universities and
Skills, and
Vanessa Lawrence CB,
Ordnance Survey
Director General
and Chief
Executive, broke
the earth at
Adanac Park using
traditional silver
spades



Procurement

We continued our drive for sustainable procurement to improve our evaluation of products by introducing Defra's Quick Wins 2007 standards into our purchasing process. Quick Wins, developed by Defra's Product Standards Unit, is a set of minimum environmental standards to which commonly-purchased products must conform and have been used this year in our IT purchasing.

Travel plan

Our site travel plan, now in its sixth year, continues to encourage alternative forms of business and commuter travel. It also aims to further reduce the number of single-occupancy car journeys and the numbers of staff car sharing continued to grow in 2008–09, with 135 groups now registered in our scheme. The number of people cycling to work also increased, to 83 from 77 in 2007–08, and we have seen around 5% take up of our Cyclescheme – a bike purchase plan that allows staff to save up to 50% on the cost of a new bike through tax-free salary deductions spread over a year.

Waste

We are working towards Government targets to recycle 40% of our waste by 2010 and to reduce our overall waste by 5% from 2004–05 levels. We continue our focus to prevent waste at source and also minimise the amount sent to landfill.

Water

We continue to monitor our water consumption and manage any unusual trends in line with government targets.

Cycling	
Date	Average number of cyclists per day
2003–04	53
2004–05	60
2005–06	79
2006–07	82
2007–08	77
2008–09	83

Car sharing			
Date	Groups joining	% growth	Total
2004–05	71	100%	71
2005–06	23	32%	94
2006–07	13	14%	107
2007–08	13	12%	120
2008–09	28	13%*	135*

*Takes account of the fact that some groups have left Ordnance Survey/stopped car sharing

2004–05	
Office waste recycled 21%	Non-office recycled 71%
Office waste landfill 79%	Non-office landfill 29%
Tonnage 282	Tonnage 407
2005–06	
Office waste recycled 24%	Non-office recycled 86%
Office waste landfill 76%	Non-office landfill 14%
Tonnage 302	Tonnage 538
2006–07	
Office waste recycled 35%	Non-office recycled 72%
Office waste landfill 65%	Non-office landfill 28%
Tonnage 304	Tonnage 443
2007–08	
Office waste recycled 25%	Non-office recycled 79%
Office waste landfill 75%	Non-office landfill 21%
Tonnage 266	Tonnage 512
2008–09	
Office waste recycled 29%	Non-office recycled 80%
Office waste landfill 71%	Non-office landfill 20%
Tonnage 280	Tonnage 375