

Quarterly Plan

Quarter 1

- Increase numbers of close calls
- Improve feedback methods and turnaround times for close calls
- Deliver route optimisation for MV
- Improvements to street cleaning on high speed roads.

- Production of agreed quality of service reports
- Clinical round created in propmain
- Bulky booking process updated to allow AM/PM
- Ability to distinguish between Assisted collections & Repeat missed on incabs
- Provide agreed updates and notifications to residents
- Agreed improvements to webforms
- Improvements to garden waste system in AMCS
- Propmain set up with correct asset types eg bags, bulk bins etc

Quarter 2

- Deliver route optimisation for SH
- Collections of textiles and WEEE from communal properties

- Improvements to street cleaning on heavily parked roads
- Implement system to repair, clean and refurbish containers
- Ability to collect bulky waste from inside residential properties
- Develop annual service report
- Improvements to financial reconciliation process and data gathering.
- Weekly report on live insurance cases and updates.
- Improvements to contract monitoring
- Improvements to collections of textiles and WEEE.
- Full use of incabs across the contract

Quarter 3

- Opportunities to display vehicles / employees to residents
- Support local events to improve visibility
- S Skills programme (Surrey CC Children in care)
- Deliver route optimisation for Woking

- No more than 1% of complaints to escalate to stage 2.
- Reduction of overall complaints received by 1%.
- Encourage the use of self service webforms
- Junior citizens programmes

- Arrangements for washing litter bins & dog bins twice a year
- Arrangements for installing & removing litter bins
- Improve LADs survey standards
- Improve relationships with local rehabilitation programmes / employment agencies
- Improve relationships with ex military charities

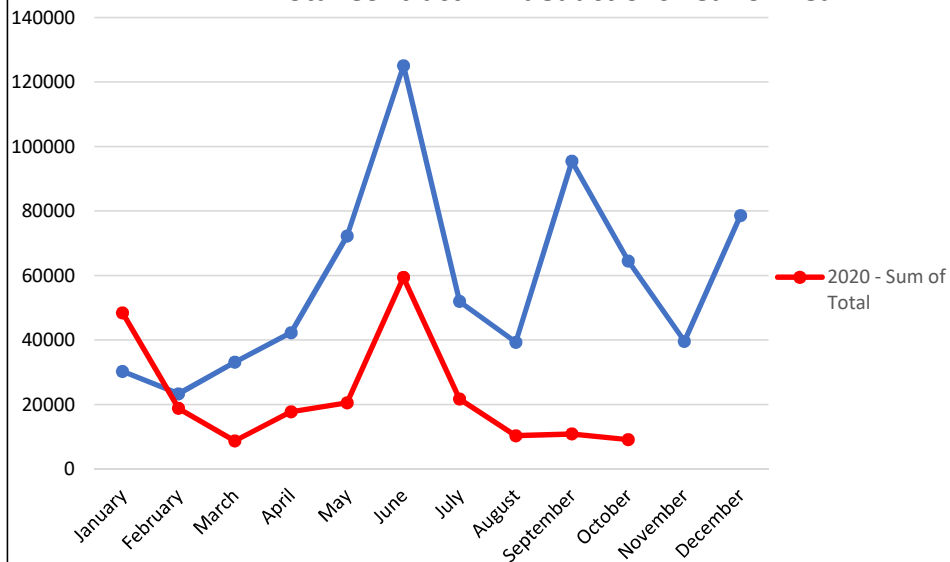
Quarter 4

- Deliver route optimisation for Elmbridge
- Full route sequencing
- Implementation of smart neighbourhood and community engagement forum.
- Implementation of innovation forum
- Reuse of bulky items
- Commercial waste strategy

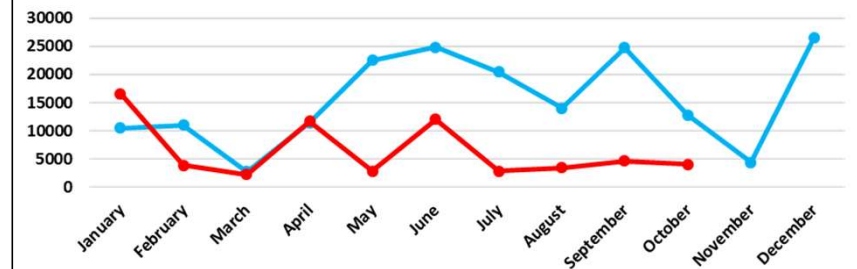
- Campaigns to bring awareness to residents of the dangers crews face
- Campaigns to raise awareness of aggression towards crews

KPI Improvements

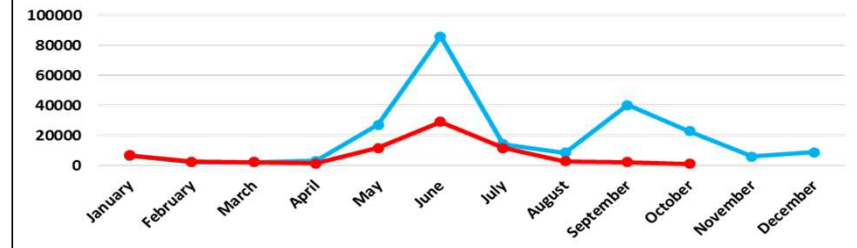
Total Contract KPI deductions Year on Year



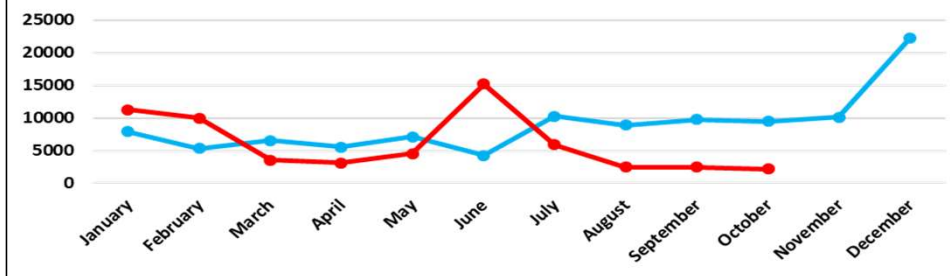
Elmbridge



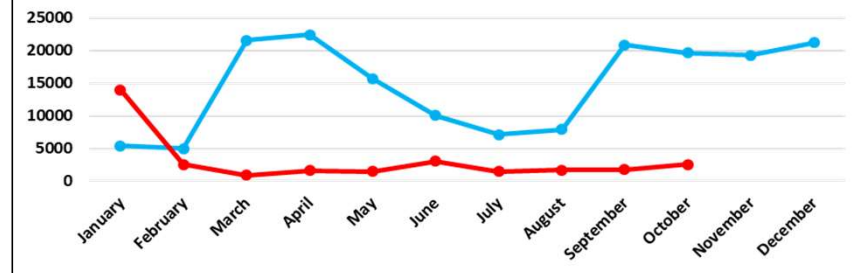
Mole Valley



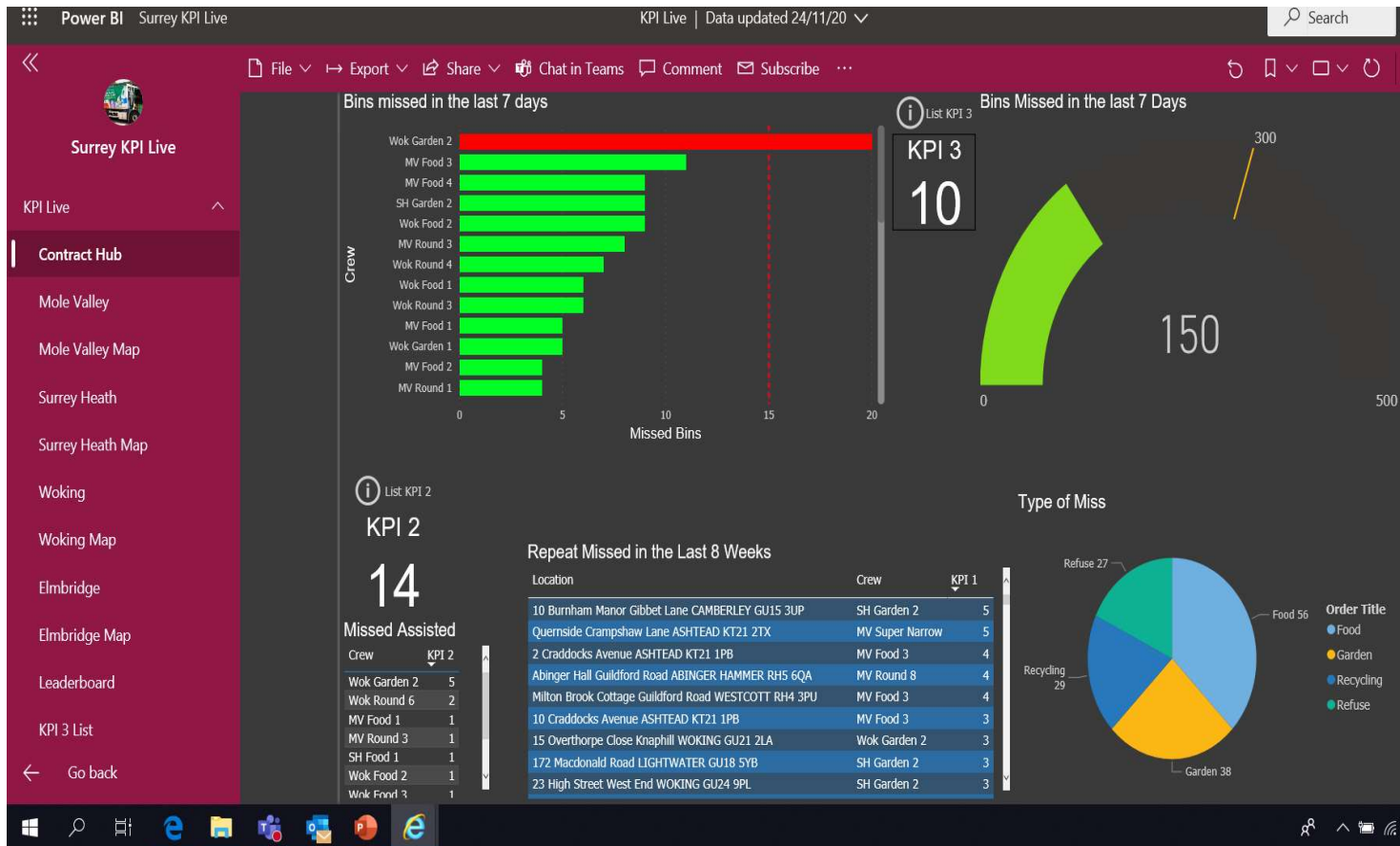
Woking



Surrey Heath



Power BI



- Automated live data for KPI 1-5.
- Allows sites live access to high impacting properties for repeat missed and repeat missed assisted.
- Allows overall visibility of high impacting crews.
- Enables daily conversations with front line crews.
- Enables weekly conversations with site managers and action plans for high impacting crews.
- Enables joint checks on high impacting properties to try to resolve issues.

Key Projects



- Whitespace
- Joint contamination project in Woking educating crews and residents.
- Surrey Heath round changes – deployment date 18th Jan 2021
- Media education for residents around violence towards crews.
- Improved customer journey and complaints handling within the Amey contact centre.
- Brexit and cold weather contingency planning and rehearsals.
- Agreement of KPI methodology.
- Agreement on Garden waste customer numbers in SH and Woking.
- Strategic Service Review.

Environmental Improvement Plan

Quarter 1

- Green Driver Behaviour focussing on:
 - Reduction in vehicle idling
 - Reduction in speeding
 - Reduction in harsh breaking
 - Reduction in harsh accelerating
 - Reduction in excessive cornering
 - Improvements to KPIs
 - Monitor vehicle consumption by vehicle identifying trends and anomalies.
 - Monitor carbon emissions.

- Reduce single use plastic in the workplace.
- Reduce waste on site.
- Ensure bins that are disposed of are recycled.
- Reduce the number of face to face meetings, utilising Microsoft teams or conference calls as an alternative.
- Remove electric heaters from sites.
- Ensure all lights are replaced with low energy LED lighting as and when needed.
- Provide all employees with reusable water bottles.

Quarter 2

- Review maintenance plans for vehicles
- Communicate to residents regarding plans to reduce CO2 emissions.
- Increased communications around alternative methods eg composting.
- Introduce focus groups on site to identify improvement opportunities.
- Encourage residents to fix broken items rather than dispose them. Advertise local organisations that can help support them fix or upscale items rather than disposal and replacement.

- Introduce energy wardens onsite to ensure lights are turned off at the end of each day and computers are turned off rather than on standby.
- Look at opportunities to fix bins rather than dispose of them.

Quarter 3

Look to utilise community involvement days to support additional litter picking and other local community group activities.

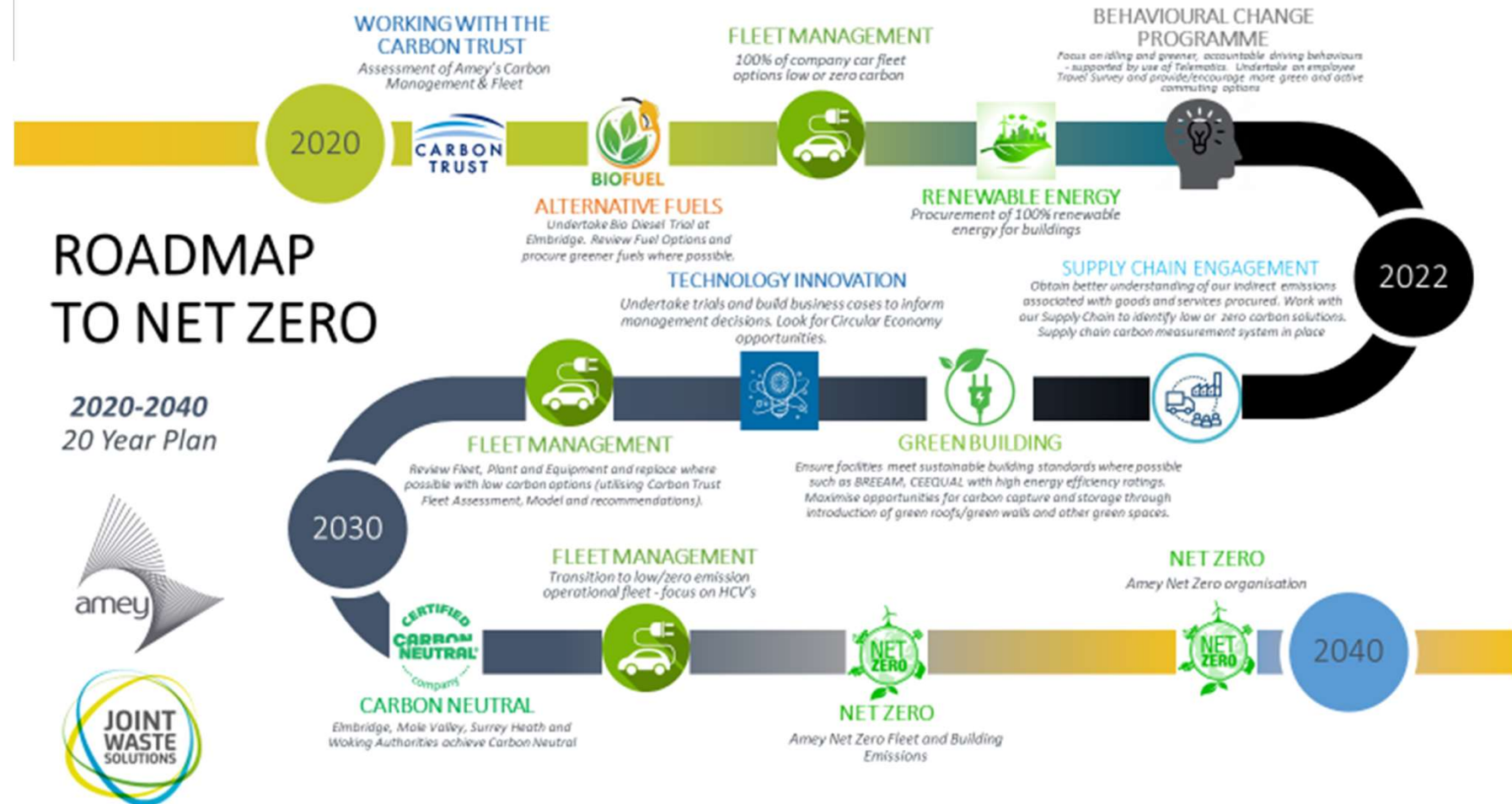
- Support junior citizen events to educate children around recycling and reducing waste and single use products.
- Move to eco-conscious office supplies.

Quarter 4

- Look to utilise community involvement days to support planting of trees and projects to support local wildlife.
- Look at opportunities to explore low emission/zero emission vehicles.

- Look to provide electric charging points at depots to encourage staff
- Look for opportunities to encourage residents to support local wildlife eg bird boxes.
- Look to move to electric or hybrid vehicles.
- Review our suppliers and what they are doing to reduce carbon emissions. Look at opportunities to reuse bulky items.

Surrey JWS - Roadmap



Surrey JWS Road Map

Fleet Management

Implement the Carbon Trust Amey Fleet Model recommendations and replace diesel and petrol powered vehicles, plant and equipment with zero/low carbon alternatives (e.g. electric, hybrids, bio fuels). Encourage employees to take active travel options where possible and when safe to do so.

Bio Fuel Trial Elmbridge

Support Surrey JWS with the trial at Elmbridge.

Transport Infrastructure working group leading Biofuel trials within Amey TI.

Looking to undertake initial trial in Kent Highways due to proximity to distribution centres and space for temporary tank for the duration of the trial.

Can share lessons learnt with Surrey JWS

Behavioural Change Programme

Focus on idling and greener, accountable driving behaviours - supported by use of Telematics. Undertake an employee Travel Survey and provide/encourage more green and active commuting options

Supply Chain Engagement

Obtain better understanding of our indirect emissions associated with goods and services procured. Work with our Supply Chain to identify low or zero carbon solutions. Supply chain carbon measurement system in place

Amey Social Value Plan

Amey Social Value Plan key commitment - Net Zero Carbon by 2050 (Feb 2020). Soon to be 2030 for fleet and buildings & 2035 for total emissions

Key Projects

Scope 1 Emissions - Company vehicles, plant & equipment

- Scope 1 emissions make of 98% of the total carbon footprint.
- Data is currently captured for the authorities collectively but not by site.
- Amey have been capturing data on a quarterly basis since August 2017.
- Work is currently being undertaken to separate the data into the four local authorities.
- This will be retrospectively applied to 2020 and be available on a quarterly basis from April 2021
- Reduce fuel consumption by Greening Driving Behaviours
- Investigate opportunities to replace Fleet, Plant and Equipment with low carbon or electric/hybrid options where possible (currently trialing electric vans in Elmbridge)
- Investigate replacement of 100% mineral fuels (bulk diesel, petrol, gas oil) with biodiesel or biodiesel blends
- Confirm % of mineral/biodiesel blend of mobile fuel purchased from local fuel stations regularly used.

Key Projects

Scope 2 Emissions - Purchased electricity, heat and steam

- Recorded for Surrey Heath and Mole Valley depots – 100% of the data is recorded. Amey procure 100% of electricity through renewable sources.
- Currently working with Elmbridge on installing individual electrical metres on site.

Scope 3 Emissions - Supply Chain

- Not currently captured within Amey carbon footprint tool kit – Amey are looking at ways to capture this information across the business and will progress this with out suppliers in 2021
- Improve data capability of our indirect emissions for activities that we do not own or control i.e. emissions associated with products and services we procure, emissions associated with employee commuting by carry out an Travel Survey and development of Green and Active Travel Plans, emissions associated with waste disposal.