

Challenges:

As a company First Response Group's key challenges for sustainability sit within People & Transportation. They have a large remote workforce who carry out varied roles on site, with new sites starting daily and nationally recruitment, management & supervision is key. It has always been important for them to build sustainable relationships with the communities they are working in and when mobilising new teams, they work closely with our clients and the community to develop employment opportunities and drive Social Value.

They take a joined-up approach to Sustainability and run a steering group in the business that involves people from Operational, Commercial and HR departments.

Current Sustainability Policies: Sustainability, EDI, Modern Slavery, Ethics, CSR, Environmental.

Impact:

- **Collaborative approach:** First Response Group completed their self-assessments using knowledge gathered from relevant colleagues across the business. Subsequent Action Plans were then fed back to steering groups and the resources were used by relevant colleagues.
- **Fairness, Inclusion & Respect:** First Response Group have utilised the FIR and flexible working e-learning modules, as well as the FIR toolbox talks and found them to be very useful and insightful.
- **Process improvement:** Attending the School's CPD accredited workshops on topics such as Measuring and Managing Sustainability, FIR and Carbon Footprinting has provided the business with useful information and advice on how to improve their processes.

Value gained:

- **Networking opportunities:** By attending the School's Supplier Days, First Response Group have been able to network with clients and other attendees.
- **Focused learning:** First Response Group have utilised the School to understand where their sustainability challenges lay and found that it allowed them to focus on topics specific to their business and provided them with resources to assist their work in addressing these.
- **Competitive advantage:** The School has provided First Response Group with a clearer understanding of their client's sustainability targets and their drivers, as well as helping them with articulating this information in PQQs.
- **Enhanced reputation:** By being active within the School, First Response Group can demonstrate that they are serious about sustainability to their clients, and how they can support the delivery of their sustainability targets.

Future Proofing:

1. Continued development of on-line resources with modules developed to specific roles. EG. Suites of Modules for; Procurement / HR / Quality etc.– Perhaps an E-Learning Diploma awarded for the completion of all modules
2. Continue to grow the school membership
3. More Face to Face training courses / workshops
4. Encourage Partners to request information regarding Sustainability in Tenders and PQQs

Fact box



Company

First Response Group

No of employees

< 400

HQ

Leeds, UK

Website

www.firstresponsegroup.com

Main contacts

Troy Moffat, Commercial Director

Services

Security, risk management and FM solutions.

About

Established in 2007, **First Response Group** are an owner managed business providing Multi-Service / Site Logistics Solutions to the Construction, Utilities & Infrastructure industries. Our services include; Fire & Security Systems, CCTV & Access Control Systems, Contractor & Delivery Management Systems, Cleaning, Labour Services & Site Logistics Packages.

Employing over 400 people the company turnover is £10m and their clients include many of the School Partners such as; **Costain, Skanska, BAM Nuttall & Morgan Sindall.**