

Corporate Social Responsibility 2016

Targets and progress

Social commitment

Employees

Target	2015 Progress
Less than 10% staff turnover	5.11%
All employees to receive regular agreements for growth (Appraisals)	100.00%
Employee absence of less than 3%	2.14%

Health and well-being

To offer all employees a medical every three years	Total number of medicals - 533. Total assessments - 1747. Total Audio - 680. Total lung function testing - 589. Vision screen - 478.
To carry out pre-placement paper screens	108 pre-placement paper screens were reviewed.
To promote the use of eye care vouchers	225 people used eye care vouchers
To promote the availability of the Employee Assistance Helpline and adequately source face to face counselling	102 external referrals of which 41 people were referred for face to face counselling

Health and Safety

Targets: TF1 = 0 and TF2 = 0

In 2012, we extended our Target Zero Injuries beyond the scope of our employees, to include visitors and contractors to site.

Target	2011	2012	2013	2014	2015
TF1 (No. of workplace accidents leading to more than 24hrs lost time from work) – Employees	0	0	1	1	0
TF2 (No. of accidents in the workplace that require medical attention, but do not lead to lost time) – Employees	1	1	3	2	2
TF1 (No. of workplace accidents leading to more than 24hrs lost time from work) – Visitors and contractors	2	0	2	7	2
TF2 (No. of accidents in the workplace that require medical attention, but do not lead to lost time) – Visitors and contractors	2	2	1	0	2

Environmental challenges

Targets and progress

Target	2011	2012	2013	2014	2015
EVE1 (significant and/or off site pollution incident, loss of permit, prosecution, formal warning, national media attention per million employees) = 0	3	4	0	0	0
EVE2 (Breaches of Permit (reportable) and/or off site pollution incident, media attention, neighbour complaints and local media attention per million employees) = 0	7	6	10	24	15
CO ₂ reduction per unit of production - 2% year on year (Indexed to 2008)	93.90	90.74	90.24	88.78	88.79
Emissions for the manufacture of gypsum products, TCO _{2e} - direct and indirect	235,270	231,582	227,724	257,615	278,090
Total waste produced per tonne of production (year on year) %	-2.08	1.28	-17.99	-9.13	24.11
Waste disposed (landfill and incineration) offsite per tonne of production (year on year) %	-6.48	15.12	-44.09	262.63	-83.12
Waste sent off site which is recycled %	94.61	95.98	97.73	83.53	93.30
Process water reduction per tonne of production - % year on year	9.36	-14.24	-48.69	-1.78	20.29

Ashdown agreement

Target 1: To engage with all stakeholders via the PSP (Plasterboard Sustainability Partnership), with a long term objective of zero plasterboard waste sent to landfill by 2025.	Please refer to the PSP website for progress against the Action Plan - plasterboardpartnership.org				
Target 2: To reduce the amount of plasterboard waste being sent to landfill, both monocell and co-disposal, from UK plasterboard manufacturing operations to zero tonnes per year by 2015.	0.00	0.00	0.00	0.00	0.00
Target 3: To increase the recycling of new construction plasterboard waste to the best environmentally beneficial applications as defined in the Quality Protocol to 50% by 2015.	29.90%	32.90%	25.58%	34.77%	40.30%
Stakeholder requests - tracking and providing a response to sustainability related questions within 2 days.	1.94	1.00	3.72	1.02	1.01
LCAs completed and EPDs released	1	5	3	7	1
Responsible sourcing	-	Very good	-	Excellent	Excellent

Hauliers

Zero TF1	1.00	0.00	0.00	5.00	3.00
Zero TF2	2.00	0.00	2.00	2.00	1.00
Zero EVE1	0.00	0.00	0.00	1.00	0.00
Zero EVE2	0.00	0.00	15.00	4.00	3.00
99.5% On Time Delivery to end customer	99.27%	99.23%	99.50%	99.00%	99.00%
100% of end customer product collections within 72 hours	93.82%	91.04%	92.40%	90.10%	95.60%
100% of end customer pallet collections within 5 working days	79.39%	84.57%	95.10%	87.60%	93.50%
100% of orders delivered without damage transit	83.21%	99.78%	99.90%	99.90%	99.90%

Economic growth

Training

Target	2015 Progress
Develop training programmes to meet federation and industry needs within 3 months of being approved	Achieved
Enrol/support apprentices in the Skillbuild competition with 1 apprentice in the national final for 5 consecutive years	Achieved
Develop an online learning platform to provide learning resource and to communicate with over 5,000 students in 69 colleges for a September intake	Achieved

Customer

Achieve 87.4% on the Leadership Factor's satisfaction index by 2017	87.80%
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