

## Social commitment

Employees	
Target	2021 progress
Less than 10% employee turnover	8.08%
All employees to receive regular agreements for growth (appraisals)	83.86%
Employee absence of less than 3%	3.24%

Health and wellbeing	
Offer all employees a medical every four years	481 medicals were conducted
Promote the availability of the Employee Assistant Helpline and adequately source counselling	349 internal consultation and external referrals were made
Employee cases of RIDDOR Occupational Disease <sup>1</sup>	0
All sites are certified to ISO 45001	Yes

## Health and safety Targets: LTA = 0 Medical attention = 0

In 2012, we extended our Zero injuries target beyond the scope of our employees, to include visitors and contractors on site.

Target	2017	2018	2019	2020	2021
No. of workplace accidents leading to more than 24hrs lost time from work - employees	3	1	3	3	0
No. of workplace accidents that require medical attention, but do not lead to lost time - employees	2	1	3	1	0
No. of workplace accidents leading to more than 24hrs lost time from work - visitors and contractors	3	2	1	1	1
No. of workplace accidents that require medical attention, but do not lead to lost time - visitors and contractors	0	1	1	1	1

## Environmental challenges

### Environment

Target	2017	2018	2019	2020	2021
EvE1 (significant and/or off site pollution incident, loss of permit, prosecution, formal warning, national media attention) = 0	0	0	0	0	0
EvE2 (breaches of permit (reportable) and/or off site pollution incident, media attention) = 0	7	6	5	1	0
EvE2 (neighbour complaints and local media attention) = 0	6	5	6	0	0
Energy Performance Indicator (indexed to 2010) <sup>2</sup>	92.01%	91.28%	92.26%	92.25%	94.90%
Emissions for the manufacture of gypsum products, tCO <sub>2</sub> e - Scope 1 <sup>3</sup>	227,874	227,302	239,632	192,914	222,773
Emissions for the manufacture of gypsum products, tCO <sub>2</sub> e - Scope 1+2 <sup>4</sup>	286,555	274,781	283,250	227,160	257,448
Emissions of the company, tCO <sub>2</sub> e - Scope 3 <sup>5</sup>	-	-	-	-	302,538
Total waste produced per tonne of production (year-on-year) %	-3.51%	-12.49%	0.86%	-17.56%	16.99%
Waste disposed (landfill and incineration) off site per tonne of production (year-on-year) %	-0.12%	-15.11%	-16.51%	-8.33%	8.55%
Waste sent off site which is recycled %	99.02%	98.40%	98.79%	98.44%	98.77%
Process water reduction per tonne of production (year-on-year) %	21.87%	2.02%	7.67%	1.86%	-1.62%

### Stakeholders

Plasterboard - recycled material content = %	7.61%	7.40%	6.62%	6.44%	6.16%
LCAs completed and EPDs published	1	0	5	0	11
Responsible sourcing (BES 6001 overall assessment rating)	Excellent	Excellent	Excellent	Excellent	Excellent

## Economic growth

### Training

Target	2021 Progress
Level up new skimmers with experience through our six-week Site Ready Skimming Course to address the skills shortage	94 trainees completed the course with our training provider partners
Deliver practical and technical trainings through our National Academy Network	3720 trainer days of training delivered
Provide learning resources and communicate with students through our online Learning Hub	7501 unique visits to the Learning Hub resource pages 1308 downloads of learning projects

### Customers

Target	2017	2018	2019	2020	2021
99.5% on-time delivery to end customer	99.3%	99.0%	99.2%	99.20%	98.50%
100% of end customer product collections within 72 hours	99.0%	98.6%	96.3%	94.20%	90.10%
100% of end customer pallet collections within five working days	97.6%	94.8%	85.5%	91.20%	93.20%
100% of orders delivered without damage in transit	99.8%	99.8%	99.8%	99.69%	99.80%

Footnotes:

<sup>1</sup> RIDDOR: The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

<sup>2</sup> Previously indexed to 2008.

<sup>3</sup> Previously described as direct-location.

<sup>4</sup> Previously described as direct and indirect-market.

<sup>5</sup> The Scope 3 emission categories that are focused on by Saint-Gobain are Categories 1-3-4-9.