

Corporate Social Responsibility 2020

Targets and progress

Social commitment

Employees	
Target	2019 progress
Less than 10% staff turnover	7.01%
All employees to receive regular agreements for growth (appraisals)	83.1%
Employee absence of less than 3%	3.21%

Health and well-being	
To offer all employees a medical every three years	590 medicals conducted in 2019
To carry out pre-placement paper screens	36 pre-placement paper screens were reviewed in 2019
To promote the use of eye care vouchers	107 eye care vouchers were issued in 2019
To promote the availability of the Employee Assistant Helpline and adequately source counselling	104 referrals in 2019

Health and Safety Targets: LTA = 0 Medical attention = 0

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

Target	2015	2016	2017	2018	2019
No. of workplace accidents leading to more than 24hrs lost time from work - employees ¹	0	4	3	1	3
No. of accidents in the workplace that require medical attention, but do not lead to lost time - employees ²	2	0	2	1	3
No. of workplace accidents leading to more than 24hrs lost time from work - visitors and contractors ¹	2	2	3	2	1
No. of accidents in the workplace that require medical attention, but do not lead to list time - visitors and contractors ²	2	2	0	1	1

Environmental challenges

Targets and progress

Target	2015	2016	2017	2018	2019
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	10	9	7	6	5
EVE2 (neighbour complaints and local media attention) = 0	6	5	6	5	6
Energy Efficiency Indicator - 2% year-on-year improvement (Indexed to 2008) ³	89.87%	90.69%	92.01%	91.28%	92.26%
Emissions for the manufacture of gypsum products, tCO ₂ e - direct and indirect - Location	278,090	289,519	286,555	274,781	283,250
Emissions for the manufacture of gypsum products, tCO ₂ e - direct and indirect - Market	278,090	224,088	227,874	227,302	239,632
Total waste produced per tonne of production (year on year) %	18.40%	25.51%	-3.51%	-12.49%	0.86%
Waste disposed (landfill and incineration) offsite per tonne of production (year on year) %	-87.11%	1.04%	-0.12%	-15.11%	-16.51%
Waste sent off site which is recycled %	97.37%	98.89%	99.02%	98.40%	98.79%
Process water reduction per tonne of production - % year on year	3.32%	-5.80%	21.87%	2.02%	7.67%

Stakeholders

Plasterboard - recycled material content - 10% ⁴	-	8.08%	7.61%	7.40%	6.62%
LCAs completed and EPDs released	1	0	1	0	5
Responsible sourcing	Excellent	Excellent	Excellent	Excellent	Excellent

Economic growth

Training

Target	2019 Progress
Develop training programmes to meet federation and industry needs within 3 months of being approved	6 week "Site Ready Skimming" pilot course - British Gypsum Academy
Support Skillbuild competitors in the World Skills UK National Finals for 10 years	10 Regional Events - 78 competitors
Develop an online learning platform to provide learning resource and to communicate with over 2,800 students in 60 colleges in 2018	3926 visits to Learning Hub Training Resource pages 219 downloads of learning projects

Customer

Target	2015	2016	2017	2018	2019
99.5% on time delivery to end customer	99.0%	99.3%	99.3%	99.0%	99.2%
100% of end customer product collections within 72 hours	95.6%	97.0%	99.0%	98.6%	96.3%
100% of end customer pallet collections within 5 working days	93.5%	98.0%	97.6%	94.8%	85.5%
100% of orders delivered without damage in transit	99.9%	99.8%	99.8%	99.8%	99.8%

Footnotes:

¹ Previously incorrectly described as an incident rate (TF1), rather than number of incidents for the 12 month period.

² Previously incorrectly described as an incident rate (TF2), rather than number of incidents for the 12 month period.

³ Previously described as a direct measure of CO₂ reduction. In fact is an energy intensity indicator reference as a percentage to the base year 2008.

⁴ Previously described as Plasterboard Recycling Service (PRS) content.