

# Performance and sustainability report 2012



# Hanson UK

## Performance and sustainability report 2012

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Cover: Operations manager Peter Dolby in the Profuel plant at Ketton cement works in Rutland. Profuel is a solid kiln fuel manufactured from paper, plastic and fibrous wastes that are either uneconomic or impossible to recycle and that otherwise would be sent to landfill.



## 2011 highlights...

- ✓ Integrated management system launched to replace 19 separate systems
- ✓ Responsible Sourcing of Materials BES6001 achieved for all our production sites
- ✓ Employee lost time injuries fell by 17 per cent
- ✓ Waste to landfill fell by over 6,000 tonnes
- ✓ Mains water consumption reduced
- ✓ Energy per tonne of product reduced
- ✓ CO<sub>2</sub> emissions from transport reduced
- ✓ External complaints fell by 20 per cent
- ✓ Biodiversity and geodiversity action plans increased
- ✓ Launch of the Quarry Life Award

Top left: Dr Helen Phillips, second right, chief executive of Natural England, at the Mineral Products Association (MPA) and Natural England biodiversity awards presentation with land and mineral resources director Mick Daynes, second left, and landscape managers, from left, David Southgate, Andy Duncan and Georgina Watkins.

Top right: Three Hanson employees were recognised by the MPA for championing the cause of health and safety in the workplace. Pictured, from left, are Wayne Conder, concrete operations manager in Wiltshire, Danny Osborne, maintenance planning engineer at Ketton cement works and Stewart Sanderson, occupational nurse at Ribblesdale cement works.

## ...and awards

- ✓ **British Trust for Ornithology Business Bird Challenge** – Kings Dyke nature reserve at Whittlesey near Peterborough, won the conservation category, with two North Yorkshire quarries, Ripon and Forcett, winning the bird count category.
- ✓ **2011 Arts & Business North awards** – The Coldstones Cut, a major piece of sculptural art at Coldstones quarry near Pateley Bridge in North Yorkshire, won the Environmental Partnership trophy.
- ✓ **Mineral Products Association health and safety awards** – six Hanson entries highly commended. Three employees received individual achievement awards.
- ✓ **Insulated Render and Cladding Association awards** – Hanson Structherm won the domestic refurbishment low rise category for its BISF houses project in Preston.
- ✓ **Royal Society for the Prevention of Accidents** – Hanson Contracting received the Order of Distinction to mark 19 consecutive years of achieving the gold standard.
- ✓ **Brick Development Association brick awards** – four individual projects recognised.
- ✓ **British Ceramic Confederation Safety Pledge awards** – two employees were honoured for commitment to health and safety; projects at Cradley, Kings Dyke and Kirton brick works were recognised for safety.
- ✓ **Mineral Products Association and Natural England biodiversity awards** – Kings Dyke nature reserve at Whittlesey was runner-up; Ripon quarry in North Yorkshire was highly commended.
- ✓ **Mineral Products Association restoration awards** – Middleton Hall quarry in the West Midlands and West Knighton quarry, Dorset were both highly commended.

# New targets define our 2020 ambitions

by Patrick O'Shea, Chief Executive Officer, Hanson UK

This is our fourth performance and sustainability report as Hanson UK and I am again pleased to note that we have made good progress in a number of important areas, most notably reducing workplace accidents.

We will continue to set clear and demanding targets for the business against which we can measure performance and progress. This year we have also identified new core targets to take us towards 2020, aligning ourselves with both our industry sector and our parent company HeidelbergCement. These fit into the five themes of our sustainability strategy and are highlighted on the opposite page.

2011 proved to be another challenging year for our business. Construction activity slowed in the second half, particularly outside the south east of England, and we had to bear the burden of a 20 per cent increase in energy costs. This combination of tough trading conditions and rising gas, electricity and fuel prices puts into sharp focus the benefits of operating sustainably. If we can save on energy and natural resources, reduce waste and eliminate accidents our business will ultimately be more successful, allowing us to provide stability for the present, and investment for the future.

One of my main ambitions is to embed sustainability into everything we do. I appreciate this will take time to achieve, but we have made some positive steps on the journey and I am determined to energise and encourage the culture change that will be required to make it happen.

We invested over £40 million in capital projects in 2011 and spent more than £1.5 million on training and developing staff. Our products are basic but essential and went into some of the country's largest and most prestigious construction projects from Crossrail in London, to the Clyde wind farm in Scotland.

We are one of the biggest companies in our sector with a strong asset base and excellent people and we remain determined to achieve our goal of achieving 'best in class' status in terms of performance management, customer focus and sustainability.



**Patrick O'Shea**  
Chief Executive Officer

“One of my main ambitions is to embed sustainability into everything we do.”

## Our 2020 core targets



## Our sustainability strategy

Our aim is to be a leading sustainable business, trusted and respected by our stakeholders for the ethics we adopt and the products we supply. Our approach is built around five themes which underpin our sustainability policy and performance indicators:

- Management systems for continual improvement
- Creating sustainable communities
- Climate change and energy
- Sustainable consumption and production
- Natural resource protection and enhancing the environment.

To support this approach we will:

- Provide training and guidance for employees to understand our key objectives and encourage them to take responsibility for performance.
- Continue to develop our Integrated Management System as a mechanism to implement our sustainability strategy and ensure compliance with legislation, accurate reporting and continual improvement.
- Publish annually in July a report on the prior year's performance to the standards of the Global Reporting Initiative.
- Implement a stakeholder review process and develop our strategy to meet stakeholder interests.
- Develop new products that enhance our credentials and the sustainable built environment.
- Achieve and develop our sustainability targets and lead by example.

# A structured approach to sustainability

by Martin Crow, Head of Sustainability, Hanson UK



We have developed the structure of our reporting this year to bring it more closely into line with the five themes in our sustainability strategy (see page 5). Our sustainability policy has also been realigned to reflect these themes and to provide greater clarity to our stakeholders.

In 2011 we introduced a structured approach to working sustainably, built on a belief that sustainability cannot be imposed and must come from within the organisation. Site champions have been established to lead on identifying and adopting practical ideas for improvement, ranging from saving energy to reducing waste. They are supported by business implementation groups, who are charged with co-ordinating the activities of the site champions, developing action plans and providing training. At the top of the pyramid is a steering group which sets the strategy, provides advice and guidance to the business lines and is the focal point for monitoring and reporting on progress against targets.

We have found this structured approach to be highly beneficial. It allows employees to

understand what is required of them and how they can make a real difference to our overall performance. We accept that there remains an ongoing challenge to embed the process in everything we do.

Underpinning this activity we have established an opportunities database on our intranet, which enables staff to promote and share good ideas and track their progress. We have also set up a database for waste generated and energy and water consumed, with monthly reports communicated throughout the business.

In 2011 we developed and launched a single integrated management system to bring together our health and safety, quality and environmental activities and provide a stronger link between our systems and our activities on the ground.

Other initiatives introduced in 2011 included a renewable energy group to look specifically at wind and solar power applications at our sites and energy awareness groups in our major offices to monitor and reduce energy usage as part of a global initiative by our parent company HeidelbergCement.

We continue to invest in more efficient production processes, particularly those which reduce the use of fossil fuels. A prime focus for 2012 will be on distribution and logistics.

Our products have a high weight-to-value ratio so managing transport efficiently makes good business sense as well as reducing fuel consumption and carbon emissions.

We are pursuing opportunities to increase the number of rail-linked sites and we are

also looking at new technology to improve our logistics operations. We are also committed to conserving natural resources by minimising water use, using Regen (GGBS), reducing waste and increasing recycling.

A key achievement during 2011 was gaining the BES 6001 Responsible Sourcing of Materials (RSM) standard for cement and Regen. The previous year we had achieved the standard for asphalt and our range of building products and we now have 100 per cent coverage across production in all five business lines covering more than 350 sites.

We won a number of awards related to sustainability during the year, including a top prize in the inaugural Natural England Biodiversity Awards organised by the Mineral Products Association (MPA). Our Kings Dyke nature reserve at Whittlesey near Peterborough was named as runner-up in a new bi-annual competition sponsored by Natural England and designed to showcase outstanding examples of biodiversity created from spent quarries. Other awards received during the year are listed on page 3.

We have made further progress in establishing robust data for our performance indicators. We will continue to work towards achieving and surpassing clearly defined targets and to set new and demanding goals, including specific short and medium term business line targets, which will be reported next year. This year our report continues to track targets set for 2012 and we are also reporting on a number of new indicators to bring the report up to Global Reporting Initiative (GRI) Level B.

## “In 2011 we developed and launched an integrated management system”

In addition, we have also set four new core targets for Hanson UK to take us towards 2020 (see page 5) and to complement the ambitions of both our industry sector and our parent company HeidelbergCement.

A baseline (2010) has been adopted for waste, water and energy and adjusted to reflect the current company structure. The 10 per cent target for further reduction in carbon that we have set for the period to 2020 builds on achievements already made since 1990 and will bring our total carbon reduction to around 30 per cent, aligning us with the UK concrete sector target.

Our 2011 report remains closely aligned to the UK concrete industry's Sustainable Construction Strategy and the government's four sustainable development priorities have been retained as four of our five themes:

- creating sustainable communities
- climate change and energy
- sustainable consumption and production
- natural resource protection and enhancing the environment

### Our new theme – management systems for continual improvement

This theme reflects the importance that we place on the IMS to manage our sustainability performance in the future as we strive for continuous improvement.

Within the structure of the five themes we have developed 18 key performance indicators (KPIs) for reporting which also complement the over-arching sustainability strategy of our parent company, HeidelbergCement,

summarised on page 30. Progress in these KPIs is summarised on page 31.

In February 2012 we signed up to the UK concrete industry's updated strategy which includes further ambitious plans to improve performance from delivery of a zero carbon built environment to promoting material and resource efficiency and water conservation.

Our ambition is to be a leading sustainable business which is trusted and respected by our stakeholders for the ethics and standards we adopt. This will require a commitment to open communication with employees at all levels, compliance with legislation, continual improvement in performance, and regular and accurate reporting of performance data.



Hanson Cement managing director Jon Morrish, left, who chairs the national sustainability steering group, and head of sustainability Martin Crow sign up to the UK concrete industry's updated 2012 Sustainable Construction Strategy.



## Scope of the report

The report covers Hanson UK's five principal divisions (aggregates, concrete, asphalt and contracting, cement, and building products) and all its corporate functions. Waste, energy and water data from contracting works sites has not been included due to the difference in the type of activity carried out. The same applies to Hanson Structherm and Irvine-Whitlock, which are primarily involved as contractors.

We have a controlling interest in two joint ventures, Smiths Concrete and Humber Sand & Gravel, and their active operations are included in the data. Midland Quarry Products, a quarrying and asphalt joint venture based in Leicestershire, is not included as it is controlled by our JV partner Tarmac.

The figures quoted in the report are for the combined Hanson UK business. The 2011 figures do not include the specialist recycling business Solvent Resource Management (SRM) which was sold during the year.

We are committed to reporting annually and the report covers calendar years to the end of 2011. Any changes in measurement methods are indicated alongside the relevant table.

The report and additional data including a breakdown of the data by business line is available on our website at [www.hanson.com/uk/sustainability](http://www.hanson.com/uk/sustainability)

## Sustainability policy

The latest version of our sustainability policy is available on the website [www.hanson.com/uk/sustainability](http://www.hanson.com/uk/sustainability)

# ■ Management systems for continual improvement

## Consolidated system will improve efficiency

In 2011 we developed and launched an integrated management system as the first phase in a project to bring together health and safety, quality and environment activities. We supported this with awareness training for more than 300 responsible managers from the business lines and staff functions.

There were previously 19 different systems operating across the business. A consolidated and unified IMS will improve efficiency, be easier to manage and allow us to move towards single company certification. It will also have a number of external benefits for our regulators and customers.

Due to the change that took place in the management systems, we missed our target of gaining ISO14001 certification for our contracting services businesses Irvine-Whitlock and Structerm. Gaining this is a priority for 2012, however all our production sites are certified to ISO14001. This standard addresses environmental management and includes commitments to legal compliance, prevention of pollution and continual improvement. The process involves internal and independent external audits. Our parent company HeidelbergCement also carries out environmental audits. Thirty-eight UK concrete plants and eight aggregates sites were audited in 2011 as part of the HeidelbergCement programme, which operates alongside the regular national audit schedule and covers a range of topics from environmental performance to operating standards and procedures.

A key achievement during 2011 was gaining the BES 6001 Responsible Sourcing of Materials (RSM) standard for cement and Regen. The previous year we had achieved the standard for asphalt and our range of building products and we now have 100 per cent coverage of production covering more than 350 sites.

All our business lines operate comprehensive quality management systems to ensure our products are made to the highest standards. We achieved our target of extending ISO 9001 systems to all our building products production sites in February 2011.



Hanson Marine has achieved ISO9001 quality management accreditation. Pictured with the certificate, from left, are commercial manager Rob Flower, marine superintendant Ken Capes, operations manager Jae Jones and principal geologist Nigel Griffiths.

■ **TARGET**  
Achieve OHSAS18001 and ISO 14001 across the business by the end of 2012.



Alison Mytton, right, provides training on the new integrated management system to Ketton cement works operations analyst Lynn Greaves.

# ■ Creating sustainable communities

## Health and safety

### Lost time injuries fell by 17 per cent

The number of employee reportable and lost time injuries (LTI) in 2011 fell by 17 per cent from 36 to 30, which exceeded our target of a 13 per cent year on year decrease, but was some way from our ultimate goal of zero harm. The lost time injury frequency rate (LTIFR) also fell based on the average number of people employed during the year. This is the rate of injuries per one million hours worked, which is being adopted as a standard industry indicator. For the second year, we have included an LTI severity rate for our own employees, derived from the total number of days lost through accidents. This indicator is being reported throughout HeidelbergCement.

Our principal trade body the Mineral Products Association has set interim targets to halve the LTIFR for direct employees and halve the cumulative number of contractor lost time injuries by 2014 based on 2009 figures. We are fully supportive of these targets and expect to achieve them.

We continue to promote the principles of visible leadership to improve safety performance and eliminate accidents. Business lines are encouraged to take ownership of safety issues supported by, but not dependent upon, the company's professional health and safety advisers.

In 2011 we launched a safety pledge poster campaign. Production sites were issued with posters which allowed employees, managers

and directors to make a visible commitment to a series of pledges on working safely.

The aim was to promote the type of behaviour which will lead to the total elimination of accidents. It is a two-way process that involves individuals playing their part, with the company investing in resources to support the pledge commitments.

We continued to invest in improved surveillance and screening, providing scheduled health checks to detect existing or underlying issues including lung function, noise induced hearing loss, hand and arm vibration, whole body vibration or skin conditions such as dermatitis. We are also training managers to be aware of the signs of work-related stress.

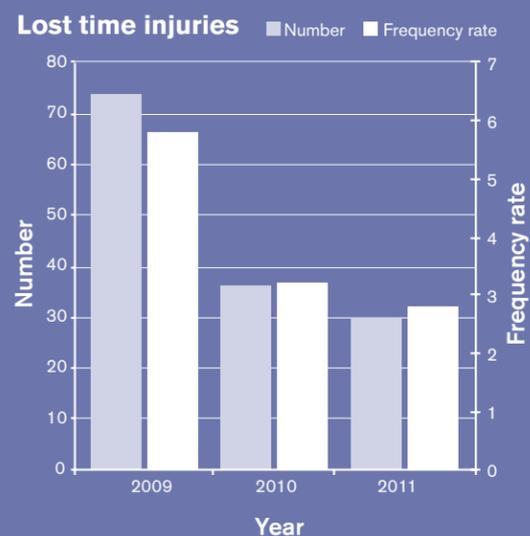
#### Fine follows fatal accident

In December 2011, we were fined £27,500 and ordered to pay costs of £27,000 after pleading guilty to breaching Section 3 (1) of the Health and Safety at Work etc Act 1974. The fine followed the death of a contractor, who was killed while carrying out maintenance work in a large limestone fines hopper feeding a ready-mixed concrete plant at Whatley, near Frome, Somerset, in February, 2008.

Hanson and the deceased's employer were both prosecuted by the Health and Safety Executive (HSE), although during the hearing at Taunton Crown Court it was accepted by all parties that the failings of either defendant did not cause the fatality.

Lost time injuries			
	Number	Frequency rate	Severity rate
2009	74	5.78	New indicator
2010	36	3.23	84.28
2011	30	2.79	95.16

2010 data restated following information received after year end.



#### ■ TARGET

A 13 per cent year-on-year reduction in lost time injuries



Shift manager Chris Munton signs the safety pledge at Ketton cement works.



## Stakeholder performance

# Customer meetings help shape reporting

We have established an internal committee to investigate how we can work more closely with key stakeholder groups to develop sustainability programmes to our mutual benefit. Last year we set ourselves a target to arrange meetings with 30 customers to help shape our sustainability reporting. We held 20 meetings in 2011 and completed the programme during the first half of 2012. Later in the year we will be organising a stakeholder event for customers, suppliers, community leaders and NGOs.

We see our employees as principal stakeholders and we continued to improve our internal communications through better use of the intranet platform, divisional employee forums and staff briefing meetings. In addition we produce a quarterly magazine for employees, which features news from around the business and is delivered to home addresses.

Above left: Elected members of the Hanson UK employee forum.

Above right: Energy minister Charles Hendry, centre, pictured during a visit to the £54 million Measham brick works in Leicestershire with, from left, energy procurement specialist Ram Nandakumar, purchasing director Peter Sentker, NW Leicestershire MP Andrew Bridgen and energy manager Mat Newton.

In 2011 we launched a new IT system for our aggregates, concrete and asphalt operations to streamline our processes and make us easier to do business with. An enhanced version of the SAP accounting system, which is used widely in our industry to deal with transactions from orders, invoices and statements to purchasing and payments, was introduced from May 2011. It allows us to respond more effectively to our customers and suppliers and provide service improvements.

Five of our sites are within national parks and we are active members of the Corporate Forum for National Parks which encourages dialogue between the Campaign for National Parks, the park authorities and the businesses which operate within the parks.

Before submitting planning applications for new developments we consult widely with both statutory bodies and local residents. We held four public exhibitions during 2011 to present proposals for mineral extraction. The exhibitions provided an opportunity for local residents to view and comment on the proposals prior to planning applications being submitted.

We identify our key stakeholders through analysis of how our business interfaces with our customers, suppliers, neighbours and the environment. The main groups with whom we engaged during 2011 included:

- Brick Development Association
- British Precast Concrete Federation
- British Trust for Ornithology
- Bug Life
- Building Research Establishment
- Campaign for National Parks
- Carbon Trust
- Communities
- Construction Products Association
- Customers and suppliers
- Employees
- Environment Agency
- Local authority regulators
- Mineral Products Association
- Natural England
- Nature After Minerals
- Royal Botanic Gardens
- Royal Society for the Protection of Birds
- UK Green Building Council

### TARGET

Organise an annual stakeholder event for customers, suppliers, community leaders and NGOs.

## Employment and skills

# Training focused on health, safety and leadership

The average number of staff employed during 2011 was 4,878. Spending per head on training and skills increased during the year with a focus on health, safety and leadership.

Over 300 managers attended 'engaging with your people' workshops and more than 400 managers and supervisors received training in sustainability and responsible sourcing. This was supported by the use of toolbox talks to take the messages to the entire workforce.

A new suite of training programmes to support and develop managers and supervisors was launched during the year. Leading the way to Excellence, covers a range of topics from induction and general management through to development of future leaders and division-specific programmes.

The training focuses on real business issues and encourages managers and supervisors to look at behaviours rather than task-orientated approaches. A number of projects related to sustainability were carried out as part of the training, from community involvement to saving energy.

Looking to the future, a programme for managers and staff with high potential talent has been introduced to assist with succession planning.

We continue to provide a range of benefits to support employees. FirstAssist provides a round-the-clock telephone counselling service through which employees can receive individual and confidential support on a broad range of work-related and personal issues, including financial management, stress, bereavement and relationships.

MySafeWorkplace is a confidential service for employees to report anything from workplace harassment to fraud.

In 2011 we developed a new database called the Learning Management System (LMS) within our Integrated Management System to record and track training needs and provision.

Above left: Adam Fidoe, Jo Felstead and April Xin take part in a training session at the Hanson UK Shared Service Centre in Chipping Sodbury near Bristol.

Above right: Robert Nerenberg is an apprentice at Ribblesdale cement works near Clitheroe.



### TARGETS

1. Maintain 100 per cent of production employees covered by ISO 14001 / 9001 training systems and establish all training records in the LMS during 2012.
2. Meet the targets set in the Mineral Products Association's 'Safer by Competence' programme.



## Local community

# Structural art project attracts 28,000 visitors

Despite our overall size, we operate, in effect, as a series of independent local businesses, providing jobs in mainly rural areas and playing a part in community affairs. Local managers are encouraged to build and maintain close links with neighbours and ensure the business remains both an accepted and acceptable part of the local community. Visits to Hanson sites, particularly from schools, are welcomed. Visiting groups include local residents, planning officers, environmentalists, professional associations and students.

Many of our larger sites operate liaison committees attended by councillors, council officers and residents' representatives. We recognise that our operations are part of the local community and strive to be good neighbours. The number of sites with liaison activities increased and visitor numbers were also up, with the Coldstones Cut viewing platform – a major piece of structural art at Pateley Bridge quarry in North Yorkshire – attracting more than 28,000 visitors.

We also help charities and voluntary groups in the areas around our sites and offices. We supported more than 100 organisations to the value of £98,000 through the Hanson in the Community scheme which provides cash or materials for voluntary groups close to our operational sites.

Our employee charity matching scheme contributed more than £28,000 to 61 charities during 2011 and has helped raise more than a million pounds since its introduction in 1994. The scheme encourages employees to raise money for charity by matching their fund-raising up to £500.

We are corporate patrons of CRASH, the construction industry charity which provides accommodation for the homeless, and Conservation Area Champions at the Royal Botanic Gardens at Kew. We are also involved in other smaller sponsorship projects with environmental and community-based voluntary organisations and charities.

At Clee Hill quarry near Ludlow we have installed CCTV to protect peregrine falcons. Hanson offered funding to Shropshire Peregrine Group to set up the monitoring system after an adult breeding pair of peregrines was found poisoned. More than 40 volunteers have come forward to help protect the peregrines at the quarry.

Above left: Operations manager Chris Newport, right, hands over a bag of cement to Ian Anderson, director of the Avon Youth Association at the Self Help Enterprise centre in Filton, Bristol. Forty bags were donated to help the association create a new garden at the centre, which provides social activities and meals for the over-55s.

Above right: Ingleton quarry manager Tom Felix watches as a helicopter lift of donated stone is delivered to resurface a path that leads to the top of Ingleton hill in the Yorkshire Dales. The quarry donated 140 tonnes of gritstone to resurface a 900 metre stretch of path.

Community relations			
	2009	2010	2011
<b>Relevant sites</b>	<b>79</b>	<b>77</b>	<b>73</b>
<b>Sites with liaison activity</b>	<b>54 (68%)</b>	<b>51 (66%)</b>	<b>54 (74%)</b>
<b>Number of visitors</b>	<b>7,577</b>	<b>8,843</b>	<b>33,160</b>

Relevant sites are those operations with mineral extraction.

### TARGET

All relevant production sites to be proactive in liaising with their communities by the end of 2012.

The Coldstones Cut at Coldstones quarry near Pateley Bridge in North Yorkshire is a major piece of sculptural art which provides a unique viewing platform for the quarry and the surrounding countryside.

# Climate change and energy

## Energy efficiency

### Office staff join campaign to save energy

We are continuing to focus on reducing electricity consumption and managing supply demand. Our energy use per tonne fell for the third successive year but overall consumption rose slightly, reflecting increased production volumes. More than 360 energy-saving ideas were introduced in 2011, reducing carbon emissions and saving almost £1 million a year in energy costs.

In the UK, our office staff have joined the campaign to save energy as part of a global commitment within HeidelbergCement to reduce energy consumption in buildings.

Energy awareness groups have been set up at all the major locations, with individuals nominated to take a lead role in the drive to cut electricity and fuel bills. Sustainability champions are acting as co-ordinators for collating ideas to improve energy awareness and implement ideas. Notice boards have also been installed to display electricity consumption graphs, information bulletins and top tips to save energy.

A series of 11 leaflets giving useful tips on how to save energy from conveyors to compressed air were distributed to all our production sites.

A stone-powered electricity generator has been installed on the end of a conveyor at Whatley quarry in Somerset. Using the same principle as a water wheel, the generator uses falling rock to generate electricity and recover some of the energy needed to power the conveyor. The project is being monitored with a view to introducing similar generators on more belt conveyors as part of a drive to invest in projects that will cut our energy usage.

Energy consumption – kilowatt hours per tonne							
Baseline 2005	2008	2009	2010	2011	Change since 2005	Change since 2008	Change since 2010
95.33	80.02	81.80	79.91	78.21	-17.96%	-2.26%	-2.13%

Energy consumption – total Megawatt hours							
Baseline 2005	2008	2009	2010	2011	Change since 2005	Change since 2008	Change since 2010
6,197,786	4,758,594	3,290,003	3,299,711	3,384,494	-45.39%	-28.88%	2.57%

2010 data has been amended since last years report incorporating minor corrections.

#### TARGET

Reduce energy consumption per tonne for the overall business by a total of 20 per cent by end 2012 based on 2005 baseline.

Energy consumption per tonne since 2005

↓ 18%



## Waste as fuel

### Investment will boost use of waste fuels

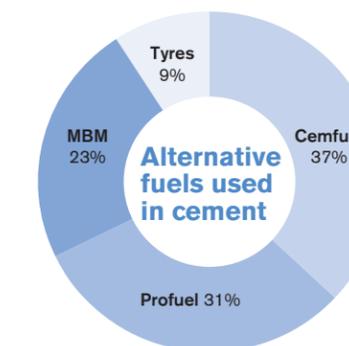
We have invested over £1 million in a new facility at our Ribblesdale cement works which will enable greater use of Profuel – a solid kiln fuel manufactured from paper, plastic and fibrous wastes that are either uneconomic or impossible to recycle. This will help take us towards the 70 per cent target set for the end of 2012, but this is proving challenging in the timescale.

The percentage of alternative fuels that can be used varies between our three cement kilns. For operational reasons, the production balance between sites has changed in the last year causing the increase in waste fuel used to be slower than anticipated. Availability of suitable fuel may also become a restricting factor.

Our asphalt plants continue to use recovered fuel oil (PFO) which accounted for over half the fuel used.

Above: Investments totalling over £2 million will be made at Ribblesdale and Ketton cement works to enable greater use of Profuel.

**24%**  
The amount of fuel derived from biomass



Alternative fuels	
Alternative fuel	Description
Cemfuel	Liquid fuel made from industrial wastes such as solvent, paint and ink residues
Profuel	Fuel produced from mechanically and biologically sorted domestic refuse eg paper, plastic etc – 50% biomass
MBM	Meat and bone meal from the rendering industry, which is not suitable to enter the food chain – 100% biomass
Tyres	Fuel from scrap tyres that are unsuitable for moulding or re treading

Cement fuel derived from waste		
Year	All waste – tonnes	Biomass – tonnes
2009	143,254 (49%)	68,171 (22%)
2010	158,704 (53%)	72,727 (23%)
2011	153,640 (55%)	69,547 (24%)

#### TARGET

Increase the use of fuels derived from waste used in cement production to 70 per cent and in particular increase the use of biomass by end 2012.

## CO<sub>2</sub> emissions from production

### Tough target remains in sight

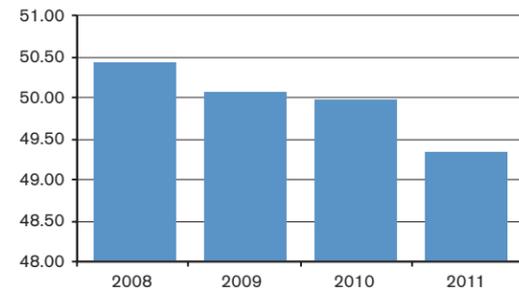
We remain committed to achieving our target of reducing carbon emissions by five per cent per tonne by 2012 based on 2008 figures. But we accept that this may not be possible in the current market as increased production volumes will be critical to success.

Our £54 million soft mud brick factory at Measham in Leicestershire, opened in 2009, is making considerable savings in energy consumption. The factory is the most modern and efficient in Europe with the capacity to produce 100 million bricks a year. It uses 50 per cent less energy than conventional soft mud brick plants. The 170 metre long tunnel kiln, fired by natural gas, is designed for maximum heat efficiency. Waste heat from the kiln is used to dry the bricks before firing.



Inside the £54 million soft mud brick factory at Measham in Leicestershire.

#### Kilogrammes CO<sub>2</sub> per tonne product



Kilogrammes of CO <sub>2</sub> per tonne of product				
Baseline 2008	2009	2010	2011	Change since 2008
50.45	50.09	49.94	49.35	-2.18%

Tonnes of CO <sub>2</sub> from production				
Baseline 2008	2009	2010	2011	Change since 2008
2,962,068	2,014,555	2,062,098	2,135,523	-27.90%

2010 data has been amended since last years report incorporating minor corrections.

#### TARGET

Reduce carbon emissions by five per cent per tonne by 2012 based on 2008 figures.

## CO<sub>2</sub> emissions from transport

### Efficiency improvements drive emissions reduction

CO<sub>2</sub> emissions per tonne fell from 4.38 to 4.25kg. Since much of the data is based on DEFRA reporting co-efficients (due to a high proportion of our fleet being franchisee-operated), this gives an indication of our transport footprint but is influenced mostly by the mode of transport. The cement and building products fleets, which are largely company-owned, have accurate consumption data which has shown improved efficiency. Each business line has dedicated logistics specialists tasked with ensuring our vehicles are operated to the maximum benefit of the business and the environment. We have a policy of purchasing low emissions vehicles for both our lorry fleet and site plant.

We again increased the proportion of cement and aggregates transported by rail, thanks to buoyant markets in London and south east where we have the majority of our depots.

We will be seeking further opportunities to increase the overall quantity of products delivered by rail.

We continue to promote improvements in our road transport, with a focus on reducing empty vehicle movements, improving truck utilisation and increasing the use of articulated vehicles with greater fuel efficiencies for aggregates and asphalt. In the cement division we have a fuel champion tasked with cutting diesel consumption. This includes training for the company's 200 drivers and a detailed assessment of the fuel efficiency of all existing and new vehicles. Average fuel consumption in the building products division rose from 7.1 to 7.4 mpg following improved driver training and phasing out of older vehicles but still remains behind our target of 7.6.

The average CO<sub>2</sub> emissions for the 401 fleet cars we purchased for employee use in 2011 was 117.7 g/km compared to a fleet market average of 137g/km and a total market average of 140g/km.

CO <sub>2</sub> emissions from transport				
	Tonnes delivered	kg CO <sub>2</sub> / tonne	Total distance travelled km	Tonnes CO <sub>2</sub> / year
2009	30,248,445	4.27	127,889,364	129,236
2010	32,929,885	4.38	135,428,406	144,339
2011	34,195,216	4.25	135,536,116	145,420

Historic data has been amended since last year's report incorporating return journeys throughout and improved data where it has become available.

Mode of transport			
	Road	Rail	Water
2009	92.15%	6.80%	1.05%
2010	91.73%	7.09%	1.18%
2011	89.89%	9.19%	0.92%

Cement road fleet average payloads – tonnes	
2009	27.37
2010	27.98
2011	27.94

## Increase in rail transport

↑ 33%

#### TARGETS

Reduce transport CO<sub>2</sub> emissions per tonne delivered by:

1. Reducing empty mileage by 10 per cent in cement and building products fleet by the end of 2012 based on end 2009 figures.
2. Increasing average payloads of cement fleet by 2.5 per cent by the end of 2012 based on end 2009 performance.
3. Completion of Euro 5 engine installations for cement and building products fleet by 2015 (with subsequent particulate and NO<sub>x</sub> emissions reduction).
4. Driver training in the building products fleet to achieve a three per cent reduction in fuel consumption.
5. Fully implementing optimisation technology software within the aggregates and asphalt fleet by 2012.
6. Carrying out a full review of vehicle movements throughout the UK leading to a new rail strategy with at least one project identified for progression by 2012.
7. Preparing a programme to extend the use of articulated vehicles with annual reporting on progress. This will include completing trials of non-tipping articulated vehicle technology and a review of customer site limitations.

# ■ Sustainable consumption and production

## Environmental incidents and emissions

### Complaints fall by 20 per cent

As part of our environmental management systems we record incidents<sup>1</sup> and complaints<sup>2</sup>. Reports are generated monthly and systems are in place for recording and tracking any required actions.

In 2011, internally reported incidents rose but complaints fell by 20 per cent. This is because we encourage employees to report incidents and near misses and are better able to deal with them before they have any external impact. We have also introduced a validity test for complaints to ensure that they are legitimate. We use our Entropy software to record incidents, near misses and complaints and improve reporting. It allows us to analyse complaints and introduce appropriate mitigation measures.

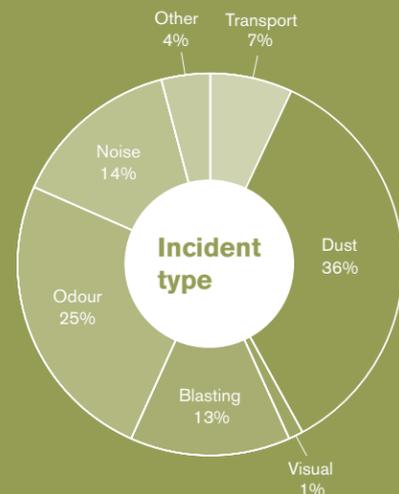
We continue to improve our plants to reflect best practice. One example of this is a new ready-mixed concrete batching plant at Pannal near Harrogate in North Yorkshire has been built inside a warehouse, reducing environmental impacts and improving employee welfare. It means it can be operated close to a residential area with no concerns about potential issues such as dust and noise.

Note:  
<sup>1</sup> Occurrences noted by our own staff which may or may not have led to a complaint.  
<sup>2</sup> Those arising from external sources.

#### Emissions from cement production

In the last 10 years there has been major investment in new plant and equipment, resulting in improvements of non carbon emissions.

The Sulphur Dioxide (SO<sub>2</sub>) emissions from cement kilns are related to the presence of volatile sulphur compounds found in the raw materials. All three of our cement plants operate at SO<sub>2</sub> emission levels significantly below the EU best available technique reference document levels of 200-400 mg/Nm<sup>3</sup>. In 2011 our plants' SO<sub>2</sub> emissions were Ketton 30, Ribblesdale 112 and Padeswood 67 mg/Nm<sup>3</sup>. We publish regular reports on emissions from our cement plants on our website at [www.hanson.com/uk](http://www.hanson.com/uk)



Incidents, complaints and prosecutions			
	Incidents	Complaints	Prosecutions
2009	131	516	0
2010	192	297	1
2011	519	225	0

Cement specific emissions – kilogrammes per tonne			
	Dust to air	NO <sub>x</sub> to air	SO <sub>2</sub> to air
2009	0.09	1.08	0.15
2010	0.11	1.29	0.17
2011	0.10	1.18	0.17

NO<sub>x</sub> – Oxides of Nitrogen, SO<sub>2</sub> – Sulphur Dioxide.

■ **TARGET**  
 100 per cent compliance with all environmental legislation.



Quality and environmental manager Tim Fox checks a dust monitor outside Ketton cement works in Rutland.

Reduction in kg waste per tonne  
**↓30%**

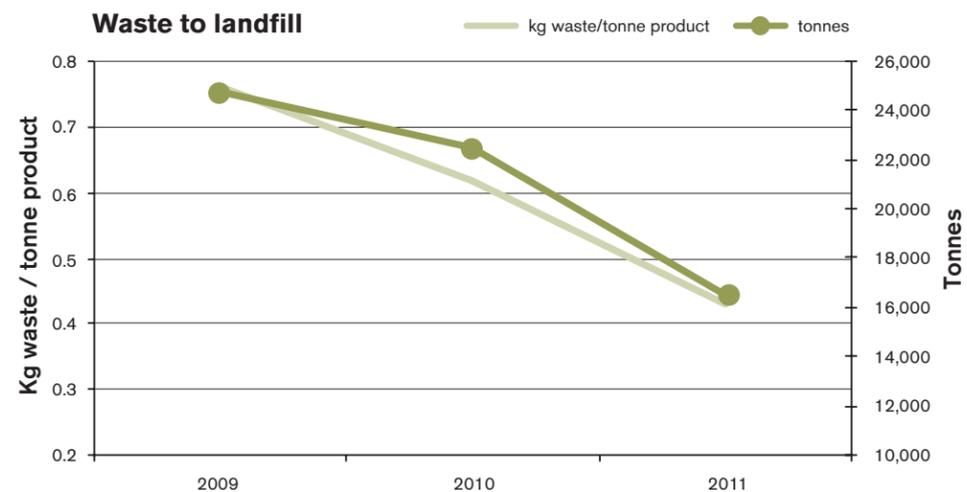
**Waste minimisation**

**Waste reduction targets exceeded**

The amount of waste being sent to landfill fell by over 6,000 tonnes in 2011 and we have already exceeded our target of a 25 per cent reduction by 2012 based on 2009 data. The amount of waste generated per tonne of product also fell.

The majority of our sites are included within a single contract with a national waste disposal company which enables us to control the process more effectively and provide further data on the quality and types of waste being produced. All waste generated is recorded on our BSI Entropy software.

Some of the cement by-pass dust diverted from landfill has been stock-piled at sites in anticipation of potential re-use in agriculture in the appropriate season in 2012.



Waste to landfill		
	Waste tonnes	Kg waste/ tonne product
2009	24,739	0.76
2010	22,502	0.62 (-19%)
2011	16,461	0.43 (-43%)

Cement specific waste – by-pass dust			
	Dust produced tonnes	Dust landfilled tonnes	Dust diverted from landfill
2009	7,808	4,584	41%
2010	5,619	2,979	47%
2011	9,409	930	90%

**TARGETS**

1. Reduce waste to landfill by 25 per cent by the end of 2012 based on 2009 data.
2. Divert from landfill 50 per cent of by-pass dust generated by cement production by 2012.

**Materials efficiency and recycling**

**Cement replacement target achieved**

The cement replacement Regen (ground granulated blastfurnace slag) reduces embodied CO<sub>2</sub> in concrete and provides a number of other benefits. Its use in ready-mixed concrete enabled us to hit our target of 40 per cent.

A new indicator introduced by our parent company HeidelbergCement quantifies the percentage of concrete plants which recover more than half of any surplus concrete generated. This rose from 65 to 77 per cent in 2011.

Our asphalt plants can use up to 25 per cent recycled material in base course mixes. The average used fell slightly to 9.36 per cent (including the use of filler dust, a by-product). Our target for 2012 is 12 per cent, but this will be tough to achieve in the current market as fewer new roads requiring base course materials are being constructed. The new company structure, which brings together our asphalt and road surfacing divisions (contracting), will ensure we maximise opportunities for recycling.

Previous page: A reclaiming system at Glasgow central concrete plant separates water and solids for reuse and means no waste material is sent to landfill.

Top right: West Drayton asphalt plant near Uxbridge has been modified to allow up to 25 per cent of recycled material to be added to new asphalt mixes.



Recycled and secondary materials				
	2009	2010	2011	Definition
By-products or waste used as raw material in cement	49.52%	45.28%	46.56%	Regen and any alternative material as a % of total cement and Regen production
Recycled aggregates used in precast concrete and concrete blocks	45.82%	55.51%	54.34%	Recycled aggregate as a % of total aggregates used
Cement replacements used in precast concrete and concrete blocks	12.05%	11.19%	11.05%	Cement substitutes as a % of total cement use
Clay replacements in bricks	3.90%	1.99%	3.01%	Recycled materials used as a clay replacement
Aggregates recycled and sold	2.20%	1.63%	1.17%	Sales
Recycled aggregates in asphalt	11.38%	9.74%	9.36%	% of recycled aggregate and filler used in asphalt
Recycled aggregates in concrete	0.16%	0.08%	0.02%	% of recycled aggregate used in ready-mixed concrete
Sites which recover surplus concrete	Not reported	65%	77%	Sites recovering over 50% of process waste (inc third party recycling)
Cement replacements in concrete (Regen, PFA)	38.46%	38.43%	40.01%	% of cement substitutes in ready-mixed concrete

**TARGETS**

1. Increase recycled materials in asphalt to 12 per cent by the end of 2012 (including filler).
2. Increase the use of cement replacements in concrete to 40 per cent by 2012.

# ■ Natural resources and enhancing the environment

## Water

### Drive to reduce mains water use

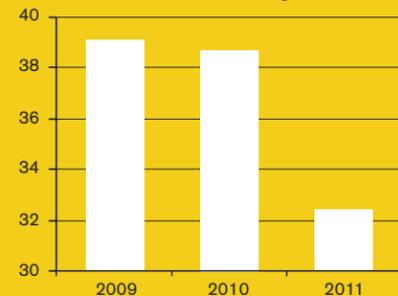
Use of mains water fell in terms of litres per tonne, largely due to the sale of our specialist recycling business SRM but also due to reduced consumption in cement and aggregates. Controlled water use increased, reflecting our drive to reduce the use of mains water where possible.

We continue to review water supply and usage to reduce our water footprint and lower water charges. During 2011 we employed specialist consultants to help reduce water consumption and save money.

The service includes water audit, leak detection and repair, bill validation and data logging.

We also make products which are designed to capture and save water. Hanson Formpave produces the Aquaflo permeable paving system. Aquaflo is a sustainable urban drainage system (SUDS) which prevents run-off and storm flooding from paved areas and collects and filters rain water for later use. Its Thermapave system incorporates geothermal heating and cooling, reducing reliance on gas or electricity.

**Mains water – litres per tonne**



Water consumption				
	Mains water		Controlled water	
	Cubic metres	litres per tonne	Cubic metres	litres per tonne
2009	1,382,384	38.97	8,809,432	248.34
2010	1,398,355	38.42 (-1.41%)	9,000,063	247.28
2011	1,255,752	32.36 (-16.96%)	9,868,388	254.34

Controlled water comes from natural sources (boreholes or rivers). Most of it is re-circulated in closed washing systems, therefore is not consumed.

Business line total consumption – litres per tonne		
	Concrete	Building products
2009	87.55	235.25
2010	85.99 (-1.78%)	251.30 (6.82%)
2011	83.43 (-4.70%)	273.15 (16.11%)

### ■ TARGETS

1. All business lines to reduce mains water consumption per tonne of product by five per cent by the end of 2012 based on 2009 figures.
2. Concrete and building products to reduce total water consumption per tonne produced by two per cent by the end of 2012 based on 2009 figures.
3. Continue to improve data on ground water consumption in quarries and cement plants where we have water recirculation systems.



We have groundwater recirculation systems at many of our sites. Mechanical engineer Rodger Lowther takes a sample at Ketton cement works in Rutland.



## Quality and performance

# Customer survey defines key objectives

We carried out a major customer satisfaction survey in 2010 with the results taken up by each business line as objectives for 2011. This proved to be a valuable exercise which we intend to repeat in 2012, with the outcomes again being used to define our strategy. The survey will cover a random selection of large, medium and small customers.

We are the UK's leading producer of Regen (ground granulated blast furnace slag) a high-quality cement replacement used in ready-mixed and precast concrete. During the year we re-launched the product under the brand name Regen to broaden its appeal to specifiers and promote its low-carbon credentials. Using Regen can greatly reduce the embodied CO<sub>2</sub> in concrete.

Our £54 million Measham brick plant in Leicestershire reached its full capacity during the year. The factory produces the Hanson Ecostock™ range – the most environmentally friendly stock brick range in the UK.

We continue to invest in development of new products, either working with external partners or the HeidelbergCement Technology Centre in Germany. These include Thermapave – a paving system which incorporates geothermal heating and cooling – and ERA – a low energy asphalt. Hanson Structherm supplies and fits external wall insulation (EWI) panels to refurbish old homes and provide vastly improved insulation properties.



Above left: Hanson ERA a low energy asphalt being used on a road project where reduced road management costs and quick road opening was required.

Above right: The Hanson House at the Building Research Establishment's display site in Watford. The house showcases a full range of Hanson products and promotes their sustainability credentials.

### TARGETS

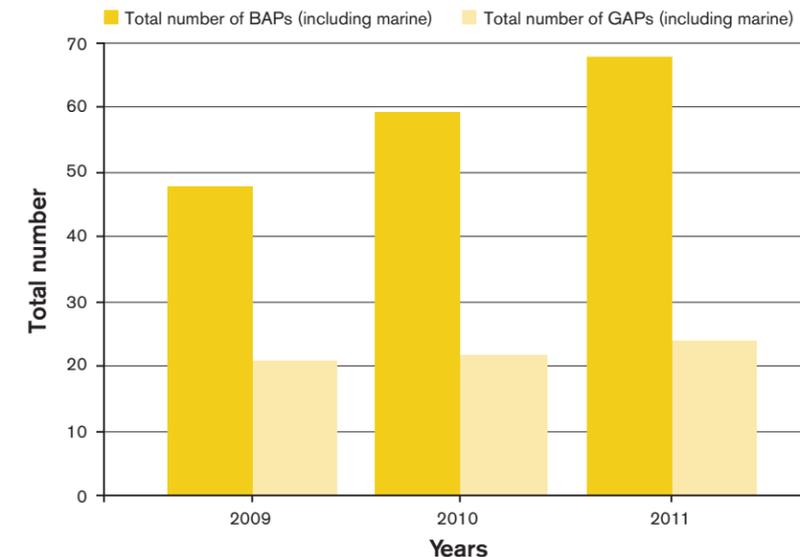
1. To implement and report on a customer satisfaction survey across the main business lines before the end of 2012
2. To implement fully CE marking for all products manufactured or supplied under a harmonised European standard before the end of June 2013.

## Site stewardship

# Site action plans continue to rise

The number of biodiversity and geodiversity plans (BAPs and GAPs) in place increased by 11 and we now have action plans in place at 70 per cent of our active relevant sites.

In 2010 we introduced a new indicator looking at quarries with high biodiversity value. These are defined as those located within 500 metres of an SSSI (site of special scientific interest) or similar designation. The number of these sites where BAPs are being actively implemented increased by 20 per cent.



Site stewardship			
	2009	2010	2011
Number relevant sites (mineral extraction sites)	102	102	84
Number of sites with approved restoration plans	99 (97%)	101 (99%)	83 (99%)
Sites with high biodiversity value	Not reported	46	59
Sites with high biodiversity value which have BAPs	Not reported	33	40
Active sites with BAP/GAP	50	58	61
Non-active sites with BAP/GAP	2	3	7
Active marine sites with BAP/GAP	3	3	3
Total number of sites with BAP/GAP	55	64	71
Total number of BAPs (inc marine)	48	59	68
Total number of GAPs (inc marine)	21	22	24
Total number of BAPs and GAPs in place	69	81	92

Relevant sites are those that have been active in the last three years

Above left: Peregrine falcon chicks reared at a quarry in the North of England.

Above right: Internationally important finds have been discovered at Must Farm clay quarry near Peterborough including a small flotilla of six log boats. For more information visit [www.mustfarm.com](http://www.mustfarm.com)



In 2011 HeidelbergCement launched an international research competition aimed at promoting biodiversity on its mineral extraction sites. The Quarry Life Award, which carries prizes of up to €30,000, is designed to find new ideas for the conservation and promotion of species diversity in quarries.

Five UK sites are participating in the award. Projects will be judged later this year by a panel comprising in-house and independent experts. For further information visit [www.quarrylifeaward.com](http://www.quarrylifeaward.com)

### TARGET

Increase BAPs and/or GAPs by 10 per year between 2009 and 2012.

# Our business



Hanson UK is a leading supplier of heavy building materials to the construction industry. We produce aggregates (crushed rock, sand and gravel), ready-mixed and precast concrete, asphalt and cement-related materials and a range of building products. We are part of the HeidelbergCement Group, which has leading global positions in aggregates, cement, concrete and heavy building products.

Turnover for the UK business in 2011 was £1,208 million. Capital investment for the year totalled nearly £40 million. Our principal markets are in England and Wales and the central belt of Scotland. We have no production operations in Northern Ireland. We operate over 350 manufacturing sites and employ around 4,800 people. Jobs range from specialist and professional managers through to production operatives. Employee wages and benefits paid in 2011 totalled more than £120 million.

The location of our operations is determined by a number of factors, not least geology and planning constraints. Where practical, our production sites are located close to core markets to reduce the costs and impact of transport. We operate a series of depots and wharves, supplied by road, rail and sea, to ensure the efficient transfer of aggregates and cement to areas of greatest demand and where local materials are not readily available.

During the year we closed our Saxon brick works at Whittlesey in Cambridgeshire and closed or mothballed a number of smaller production sites to reflect market conditions. We also sold our specialist recycling business, Solvent Resource Management Limited (SRM) to Tradebe Environmental Services Limited. SRM processes waste industrial solvents to create alternative fuels for our cement kilns and we have negotiated a continuing supply agreement with Tradebe.

At the end of the year we restructured our quarry products division from a multi-product regional structure into three national product lines – aggregates, concrete and asphalt and contracting – to sit alongside our cement and building products divisions.

**Hanson Aggregates** produces and distributes crushed rock, sand and gravel from a network of over 80 quarries, depots and wharves. The division includes Hanson Aggregates Marine, Europe's largest producer of marine-dredged sand and gravel which operates eight trailing suction hopper dredgers delivering to wharves in the UK, the Netherlands, Belgium and France.

**Hanson Concrete** is the UK's largest supplier of ready-mixed concrete from a network of static and mobile production plants.

**Hanson Asphalt and Contracting** brings together management of our asphalt production sites and a national road surfacing and infrastructure contracting business, which also includes a civil engineering arm specialising in construction of wind farms and waste-to-energy plants. The division also includes Hanson Structherm, manufacturers and installers of structural cladding systems, and Irvine-Whitlock, a specialist brick and block laying contractor.

**Hanson Cement** is a leading manufacturer of cement, both in bulk and in bags, and produces Regen (ground granulated blast furnace slag) – a cement replacement in ready-mixed and precast concrete. The division includes our packed products business, which produces a range of bagged cement, cementitious and aggregate products, Hanson Formpave, which specialises in paving and sustainable drainage systems, Hanson Bath & Portland Stone, a leading supplier of natural stone masonry, and Hanson Floors and Precast, which makes precast concrete products.

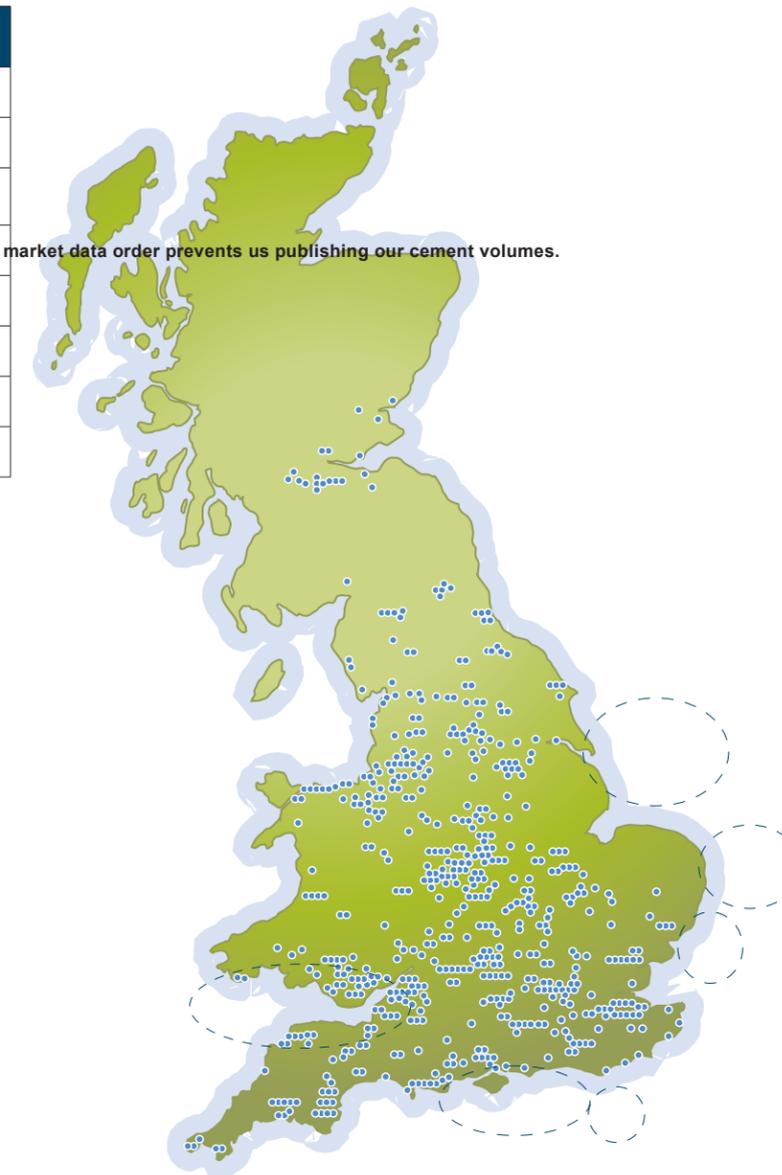
**Hanson Building Products** is one of the UK's largest producers of clay bricks and also makes Thermalite (aircrete) and aggregate blocks.

Production operations 2011	
Aggregates depots and wharves	18
Asphalt plants	35
Bagged products plants	14
Block paving plants	1
Brick works	8
Cement depots and wharves	6
Cement plants	3
Concrete/aircrete block plants	8
Regen (GGBS) plants	3
Marine dredgers	8
Precast concrete and flooring plants	3
Quarries – sand and gravel	31
Quarries – crushed rock	27
Ready-mixed concrete plants	193
Recycling/landfill sites	17
<b>TOTAL</b>	<b>375</b>

Production volumes 2011 (million tonnes unless stated)	
Aggregates	24.96
Asphalt	3.19
Ready-mixed concrete (million cubic metres)	3.90
The Competition and Market Authority's market data order prevents us publishing our cement volumes.	
Bagged cement and aggregates	1.11
Precast concrete and flooring	0.19
Bricks (million)	426
Blocks (million cubic metres)	0.92

## Hanson UK production sites

- Operation
- Marine licences



Business line definitions from August 2012.

# Corporate governance

## Corporate governance

Hanson UK is part of the HeidelbergCement Group. The UK operations are managed within HeidelbergCement's Western and Northern Europe Group area. The managing board member responsible for this area is Daniel Gauthier. Hanson UK's chief executive officer Patrick O'Shea reports to Daniel Gauthier. You can find more details about our UK management structure and further information on our range of products and services on our web site [www.hanson.com/uk](http://www.hanson.com/uk)

For further information about corporate governance and investor relations visit [www.heidelbergcement.com](http://www.heidelbergcement.com)



## HeidelbergCement Group sustainability strategy

As a company that makes intensive use of raw materials, HeidelbergCement regards climate protection and the securing of resources as the principal foundation for future development. Efficient production processes and the increasing use of alternative fuels and raw materials make an important contribution to this vision. Group-wide standards for environmental protection and occupational health and safety help ensure ambitious goals are implemented worldwide. Quarries from which raw materials are extracted are returned to a natural state or put to agricultural use. Increasingly the company is opting for restoration to nature conservation, thus helping to preserve biological and species diversity.

The central parts of the sustainability strategy are derived from the core business and its effects on the environment and society. Sustainable development means ensuring a balance between making profit and securing future viability through good corporate governance. The business therefore strives to act in a socially and ecologically responsible way, considering the needs of society as a whole. The publication 'Sustainability Ambitions 2020' clearly defines the long-term nature of our commitment, integrating sustainability and social responsibility into our corporate strategy as a vital pillar. Responsible economic activity is the basis of our long-term success.

You can read more about HeidelbergCement's sustainability strategy and ambitions for 2020 on the Group website at [www.heidelbergcement.com](http://www.heidelbergcement.com)

## Summary of KPI performance

	KPI	End 2012 target	Current position	Status
Management systems for continual improvement	No of sites with 14001	100% coverage all production sites	100%	Achieved ✓
		Achieve 14001 for all contracting services	Irvine Whitlock and Structerm outstanding	Ongoing
	No of sites with 9001	100% coverage at all sites	100% sites and contracting services	Achieved ✓
	No of sites with 18001	Accredit all health and safety systems to 18001 by end 2012	Cement and Contracting achieved – other divisions ongoing	Ongoing
	Responsible sourcing (BES 6001)	Responsible sourcing for all production sites	Certification completed for all production sites	Achieved ✓
Creating sustainable communities	Health and safety LTI	Reduce LTIs by 13% year on year (50% in next 5 yrs from 2008 data)	Average of 24% reduction year on year (since 2008 data)	Target exceeded ✓
		LTI severity rate – no target		
	Stakeholder performance	Hold annual stakeholder event	New target	Ongoing
	Employment and skills	100% of production employees to be covered by ISO 14001/9001 training systems.	All production employees in 9001/14001 schemes	Achieved ✓
Establish training records in LMS in 2012 and meet the targets in the MPA 'Safer by Competency' programme		New target	Ongoing	
Local community	Ensure all relevant sites are proactive in liaising with their local communities by end 2012.	74%	Ongoing	
Climate change and energy	Energy efficiency	Reduce energy consumption per tonne by 20% by end 2012 (2005 baseline)	17.96%	Ongoing
	Waste as fuel	Increase the use of alternative fuels used in cement production to 70% and in particular increase the use of biomass by 2012.	Alternative fuels 54.65%	Ongoing
			Biomass has increased annually from 16% in 2008 to 24% in 2011	Ongoing
	CO <sub>2</sub> from production	Reduce carbon emissions by five per cent per tonne by 2012 based on 2008 figures.	Current reduction is 2.18%	Ongoing
CO <sub>2</sub> from transport	Reduce CO <sub>2</sub> emissions per tonne delivered by a number of business line targets	Data has fluctuated for last three years	Ongoing	
Sustainable consumption and production	Environmental incidents and emissions	100% compliance with legislation	No convictions in 2011	Ongoing
	Waste minimisation	Divert from landfill 50% of by-pass dust generated by cement production by 2012.	90%	Target exceeded ✓
		Reduce waste to landfill by 25% by the end of 2012 based on 2009 data.	43%	Target exceeded ✓
	Materials efficiency and Recycling	Increase recycled materials in asphalt to 12% by 2012 (including filler).	9.36%	Ongoing
Increase the use of cement replacement materials in concrete to 40% by 2012.		40%	Achieved ✓	
Natural resources and enhancing the environment	Water	All business lines to reduce mains water consumption per tonne produced by five per cent by the end of 2012 based on 2009 figures.	16% overall reduction. All divisions apart from building products exceeding 5%	Ongoing
		Concrete and building products to reduce total water consumption per tonne produced by two per cent by the end of 2012 based on 2009 figures.	Concrete 4.7% reduction	Target exceeded ✓
			Building products 16.1 % increase	Ongoing
	Quality and performance	Implement a customer satisfaction survey before end 2012	New target	Ongoing
		Implement CE marking for all products manufactured or supplied under a harmonised European Standard before end June 2013	New target	Ongoing
Site stewardship and biodiversity	Increase BAPs and/or GAPs by 10 per year from 2009 to end 2012	Average 11.5/year	Target exceeded ✓	

# Working together for sustainability

**We recognise the need to work together with partners, stakeholders and competitors to maximise our sustainability credentials.**

We work closely with many organisations to ensure we understand and influence the industry in developing robust sustainability policies across all our business lines.

We are members of the Mineral Products Association (MPA), the trade body which represents the aggregates, asphalt, cement, concrete, lime, mortar and silica sand industries, which together contribute £5 billion of value to the UK economy. We provide information and data for all MPA sustainability reports.

We are also founding members of the UK Green Building Council (UKGBC), whose mission is to improve the sustainability of the built environment, and we are members of the Construction Products Association (CPA), which represents UK manufacturers and suppliers of construction products.

We are members of the Corporate Forum for National Parks, which provides a platform for discussion and debate with the Campaign for National Parks and with other businesses, which operate within the parks.

[www.mineralproducts.org](http://www.mineralproducts.org)  
[www.ukgbc.org](http://www.ukgbc.org)  
[www.constructionproducts.org.uk](http://www.constructionproducts.org.uk)  
[www.cnp.org.uk](http://www.cnp.org.uk)

## Further information

Visit our website at [www.hanson.com/uk](http://www.hanson.com/uk) for more information about the company, its products and our commitment to sustainability. You can also download copies of our sustainability report, sustainability policy and environmental and responsible sourcing certificates.

## Your feedback

Each year we look to improve the content and quality of our report. Feedback from stakeholders is essential to this process. Please let us know your thoughts by ringing the marketing department on **01628 774100** or email us at [enquiries@hanson.com](mailto:enquiries@hanson.com)

## Other useful sources of information

**HeidelbergCement AG**  
[www.heidelbergcement.com](http://www.heidelbergcement.com)

**The Carbon Trust**  
[www.carbontrust.co.uk](http://www.carbontrust.co.uk)

**The British Trust for Ornithology**  
[www.bto.org](http://www.bto.org)

**The Royal Society for the Protection of Birds**  
[www.rspb.org.uk](http://www.rspb.org.uk)

## Global Reporting Initiative

This document is based on the Global Reporting Initiative (GRI) framework for sustainability reporting. We have self-assessed our reporting to be Application Level B. You can find a table giving the location of the GRI standard disclosures in the sustainability report section of our web site at [www.hanson.com/uk](http://www.hanson.com/uk)



SMARTPHONE SCAN CODE

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