

Mears Approach to positively impact Supply Chain: Social measures

At Mears Group, we are committed to being a good corporate citizen in all our dealings with customers, colleagues, suppliers and in the communities where we work. To ensure a consistent approach throughout our supply chain, we expect our suppliers to have or adopt similar business principles to our own.

Our vision is to make a positive difference to the communities we serve. We do this by improving homes, improving communities and improving lives. Our approach is based on the development of outstanding partnerships with colleagues, clients, suppliers, customers and the wider community.

Everything we do is underpinned by our four values and five behaviours. Mears have a defined approach to implementing and driving forward consistent and pro - active supplier commitments, which supports our own values and social values principles.

As a Mears Group supplier, you will be required to acknowledge the significance of social, environmental and ethical matters in your conduct, and to work towards improving your quality standards and performance in these areas. In short, we encourage and expect the adoption of responsible behaviour throughout all supply chain. Above all, we expect suppliers to be able to demonstrate compliance with all the UK, EU and international legislation that applies to your business operations from Modern Slavery, Anti-Bribery and Health, Safety & Wellbeing laws to product specific regulations.

The following 'Supplier Commitments' document available on Mears Group Plc. website sets out our minimum requirements in all areas. Our aim is to source products from the suppliers who can either meet these requirements, or demonstrate a commitment to improve on any unacceptable lower standards within a reasonable timescale.

Mears Group Plc makes full commitment to provide access to all supplier documentation for partially sighted, braille and multi-language translation. Language line services are engaged to enable translation to all nationalities, should this be required.

It's important to us to create a better business as a result of doing the right thing and with this in mind, we want to let our suppliers know we are here to help and enable them to succeed and grow.

We will be looking at creating our very own standard/accreditation and delivering regular supplier workshop/events across the country, to share best practice, keep everyone updated with the latest information/requirements and celebrate good practice.

You can find supporting guidance and additional information relating to all the Supplier Commitments on the Mears Group PLC website or by following this link:

<http://www.mearsgroup.co.uk>

Together we can make a difference - #betterbusiness

We want to work collaboratively with responsible providers who share our values.

- **Buyer training**

Members of the Mears Group Supply Chain Team are encouraged to complete the Chartered Institute of Procurement and Supply examinations paid for by the company. Currently all Supply Chain Managers have completed level 3 –Advanced certificate in procurement and supply operation, and two of our centrally based team are about to start level 5 – Advanced Diploma in Procurement and Supply Operations.

All members of the team have to complete our online training in Bribery and Corruption.

All members of the team fully briefed on the supplier commitments approach.

- **Mears approach to driving industry improvements**

Chartered Institute of Housing Repairs Charter

In 2012, CIH launched its Repairs Charter. Developed in partnership with Mears, Social landlords and national organisations (including TAROE, TPAS, NHF, HouseMark and the Direct Works Forum), the Charter provides a framework for landlords and service providers to assess their service, make improvements services and show their commitment to providing excellent services to tenants.

The Charter is underpinned by six core principles:

1. Sign up is voluntary and based on self-assessment
2. It was developed using sector expertise
3. It is flexible and can be tailored to suit the outcomes that matter to organisations and their tenants
4. It is focused on outcomes, not on processes
5. It drives sector-led improvement
6. It complements existing frameworks or initiatives

Since 2012, more than 90 housing organisations and companies involved in carrying out repairs and maintenance have signed up.

One of those – *lavin*, a homes and communities business in Durham, has seen dramatic improvements. It started working with Mears in 2008 and the partnership helped shape the development of the Repairs Charter, with *lavin* becoming a key member of the advisory group, sharing how its experiences with Mears improved response repairs services.

The Repairs Charter has enabled *lavin* and Mears to:

- Increase appointments made at the first point of contact by 300%
- Reduce 'no access' by over 1,200 visits per year (saving the partnership £44,000 per year)
- Exceed 97% of emergency repairs completed in one visit
- Increase jobs per operative per day by 26%
- Achieve over 90% first visit fix rate
- Achieve over 99% post inspection pass rate
- Save the partnership over £4m over 3 years
- Reduce the average time to complete all repairs from nearly 12 working days to 7 days (even though this wasn't a key driver)
- Achieve over 99% tenant satisfaction.

- **Supplier mentoring, secondments, or supporting suppliers through sharing best practice**

Mears Group and its suppliers share best value. Suppliers are invited to the Mears Group Thought Leader Conference along with leading members of the industry to listen to expert speakers and get involved in the following discussion forum. The speakers can cover many topics including:

- Social Value
- Industry innovation
- eProcurement
- Best value
- Environmental issues
- Low Carbon products
- “Unlocking the door” addressing the housing crisis and lack of new homes

Many of our Suppliers have their own Social Value programmes, which Mears Group Plc contribute and actively participate.

Example of the Social Value Initiative from our partner for Stationery, Print and Furniture – Commercial Group.

Commercial Group Social Value Initiative

Commercial are committed to working with young people (aged 16-24) who are long-term unemployed and disadvantaged. Since 2014, we have invested over £100k per annum in Commercial Foundations CIC our social enterprise and our No Limits Programme. Every year we connect with charities (e.g. Young Persons Gloucestershire) to support 50 young people within the social enterprise who take part in our 12 week No limits Programme. This is a flexible personalised programme with one on one job coaching, creative workshops based at Commercial and with our suppliers all aimed to develop young unemployed people in work readiness and resilience. Our programme, 1 on 1 coaching, mentoring and internships at Commercial have led to an 86% success rate of young people moving into work or training.

After recognition of the success of the no limits programme Gloucestershire County Council have commissioned Commercial Foundations to expand the No Limits programme to include individuals over the age of 25 who are in long-term unemployment because of substance misuse and mental health needs.

The business is We Do Print launched in May 2015 and provides a wide range of high quality, cost effective digital, promotional and 3D Print. We Do Print is placed within the Commercial Group supply chain and as such, has an increasing number of corporate customers such as Mears Group PLC, all of whom are choosing to 'buy social' in a way that provides a transparent social return on investment.

Commercial Foundations has worked with the Social Value Business and is proud to have gained the Level 3 Quality Mark, setting out 7 Pledges and demonstrating that every £1 spent with the foundation generates £4.87 in social value.

THREE AREAS OF FOCUS...

enabling people to grow, develop and achieve their personal best



We are empowering and supporting disadvantaged

young people to move into work, skills and training. Sharing our deep knowledge of print and digital, we are helping them be their best and become self-sufficient



We are taking responsibility for raising overall aspiration in

business to make a tangible, positive impact to our communications. We are using our passion for 'good' business to support the social entrepreneurs of tomorrow.



We are fearless in seeking ways to overcome barriers and to

inspire people to contribute to society. We are innovating to help people learn, develop and connect with the business world.

We Do. Print is our social business, which develops confident and self-sufficient young people, who by learning practical skills, have a better chance of moving into long-term employment. Each year 50 disadvantaged young people gain experience and new skills through sharing our deep knowledge of digital print. By placing We Do Print within Commercial's supply chain, we are creating a sustainable business, which in turn enables our entire supply chain and customers and us reinvest in our core social mission.

Commercial customers and partners are encouraged to connect with our social enterprise to celebrate our collaborative social story through the We Do brands, enhancing both their CSR programmes and business values.

- **Monitoring of Suppliers**

To ensure compliance, active monitoring of suppliers is undertaken by Mears procurement team, to ensure minimum labour and social standards are in place.

Monitoring is conducted and data recorded for compliance governance.

Suppliers to Mears Group must have Modern Slavery statements and policies and the following are examples from suppliers that contribute to over £50 million of Mears Group material spend.

Example findings reported:

Wolseley UK Statement**Modern Slavery Act**

The Modern Slavery Act requires that Wolseley UK Limited publicly report the steps it has taken to ensure its operations and supply chains are free of human trafficking and slavery.

Wolseley UK maintains a number of key processes and activities to ensure compliance to the Act.

Background screening of all product and service suppliers to Wolseley UK is conducted on an ongoing basis using a third party database.

A comprehensive Product Integrity Programme has been developed to ensure that:

Suppliers to Wolseley UK agree to our policies including human rights (the Modern Slavery Act), as set out in our standard terms and conditions of purchase, to meet approved supplier status

Product compliance due diligence processes are in place for all approved suppliers

Supplier performance is reviewed and monitored by Wolseley's Product Integrity Governance Committee

Documented evidence is collected from our approved supply base, to confirm their policies and activities relating specifically to modern slavery and human rights

Guidance on modern slavery is provided to our procurement and sourcing professionals to improve the understanding of human rights and supply chain-working conditions

Wolseley UK maintains a commitment to "Doing the Right Thing" as reflected in our Code of Conduct that is issued to all employees.

Recruitment and HR

Wolseley UK has HR processes and controls to ensure:

All staff are assessed for their right to work

Our recruitment service provider's sign up to our terms, conditions, and employment policies

Workplace equality policies are in place

Wages and benefits comply with relevant government legislation

Continual Improvement

Wolseley UK continues to review and develop its policies, procedures, systems and controls to ensure ethical and legal compliance

We have a whistleblowing hotline to ensure that all staff has a voice that will be heard in confidence by an independent company – 24 hours a day, every day of the year.

Review

Statement reviewed 31/07/2017 and updated accordingly

Travis Perkins Group Modern Slavery Transparency Statement 2016

This statement is made in accordance with the Modern Slavery Act 2015. It explains the approach Travis Perkins is taking as a Group to prevent modern slavery and human trafficking from occurring in its business and its supply chains.

The Travis Perkins Group is the largest distributor of building materials to both consumers and the trade in the UK with a turnover of £6.2bn per annum (2016). We have over 20 business units operating within the UK, with complex supply chains sourcing products from around the world and delivering products direct to customers via our own distribution channels and from suppliers, as well as to customers via our network of approximately 2,000 stores and trade branches.

We base our approach to business on our five Cornerstones: keeping people safe, upholding family values, working for our customers, being the best and making decent returns. We communicate these both to our colleagues and suppliers as we believe it are what make us different from our competitors. In essence, the Cornerstones come down to doing the “right thing”, which is how we have approached the issue of Modern Slavery both internally with colleagues and with our suppliers.

Introduction

We understand that the issue of slavery and human trafficking is a global issue and that no business sector will be able to eliminate or be free of slavery within their supply chain without working collaboratively with industry and interested organisations. We take the approach that we will not accept slavery or human trafficking and will work with suppliers and colleagues to take positive steps to ensure that slavery has no place in our business or supply chain.

Policies to prevent slavery and human trafficking

We require suppliers to take positive steps to ensure slavery and human trafficking is not present in their supply chains. All centrally managed suppliers are required to sign up to our “Supplier Commitments” and at the same time undertake an on line risk assessment to help us identify potential related risks in the supply chain. Guidance notes on what is expected of suppliers has been provided to support the completion of the on line risk assessment, all available via our Travis Perkins plc website

Due Diligence activity across our supply chain

We have taken a risk-based approach in considering our exposure to modern slavery. Our focus this year has been on ensuring that the majority of our centrally managed suppliers (covering over 95% of our group sales) have signed up to our Supplier Commitments and completed our on line risk assessment. To date we have had over 70% of suppliers respond and complete the risk assessment and will use this data to target areas highlighted as requiring improvement which will inform our approach to our Modern Slavery strategy for 2017.

In addition, we periodically audit the 1144 factories producing products under the Travis Perkins Group brands, prioritising these based on previous results, risk, performance and capability. 188 of these are managed by our offices in China. If issues are identified, investigations and remedial actions will be taken within agreed periods. The most common issue identified to date has been linked to ensuring employees are receiving the correct hourly and overtime rates, with no instances of slavery or human trafficking identified to date.

We recognise that an audit-based system has its limitations and have rolled out an awareness programme about the implications of Modern Slavery for our commercial and product supply colleagues who are most likely to be confronted with the issue in their dealings within the supply chain.

2017 Targets to build on our approach to Modern Slavery

- Review the areas of concern highlighted through our Supplier Commitments programme and

Mears Addressing Health and Safety with Supply Chain partners

Mears are committed to building outstanding partnerships in the delivery of projects; we recognise that this is the foundation of building sustainable relationships to benefit all stakeholders – from our clients, their residents and communities, and our supply chain partners. From the outset we work in collaboration with all required stakeholders, including co-contractors emphasising our partnership approach, whilst our commitment to quality and continuous improvement drives our delivery. As an ISO9001 accredited company, this underpins the dedication to quality management in every aspect, working to robust procedures to ensure absolute compliance to relevant legislation. Driving these aspects is our absolute dedication to service and delivery excellence, utilising our practices with the correct empathy and respect to residents and building occupiers.

Mears have vast experience in delivering a wide range of building works, repairs and maintenance tasks; we have developed comprehensive policies, procedures and safe systems of work to suit under a 'whole house' approach. A testament to this is Mears being awarded the RoSPA Gold Award standard in 2015 for the 13th year in succession. Additionally, our accreditation to BS OHSAS 18001 and ISO 14001 demonstrate our ongoing compliance with relevant SHE Legislation.

In place is a set policy of ensuring that we only employ operatives who are suitably qualified or we train our own apprentices. Records of all qualifications, accreditation and training completed are held at branch level, so our contract team have access to the most up to date information to deploy fully accredited operatives. Mears central Compliance Team, ensures all branch operations meet the required legislation standards, with independent audits carried out to enable this on-going compliance at all times.

Where we utilise sub-contractor / supply partner delivery we demand the same level of commitment and that their practices are at least comprehensive as ours. This is exemplified by our extensive 'on-boarding' process implemented for all partners, followed by regular audit to ensure that the required compliance levels and quality match ours – again a key building block of our partnership ethos and delivery excellence philosophy.

Identifying and Managing Health and Safety Risks

Mears have developed a comprehensive range of proven procedures / safe systems, which can be applied directly, including those developed to protect the public. This area is documented and managed by Risk Register. However, some risks may be specific to a property and require a bespoke approach, to manage this element we utilise bespoke Risk Assessment/Method Statements for every installation.

Examples of potential property-specific conditions include, but not limited to:

- Services – the position of services and required safe isolation/reconnection of gas, electricity and water supplies likely to be affected
- Asbestos – we will liaise closely with NCC to identify properties where Asbestos Containing Materials (ACMs) may be present. Work will not commence without an Asbestos Survey being in place.
- Hoarding / Unsanitary Conditions – Mears will liaise closely with NCC to agree remedial actions required.
- Vulnerable Persons – we will engage with NCC to identify properties where residents may be classed as vulnerable and agree actions. If we encounter any residents who may not have been classed as vulnerable previously, our Safeguarding Reporting System will provide NCC with the relevant details to enable quick assistance.

These provide a holistic approach to ensure that health and safety risks are managed and

controlled at all times, ensuring the safe and legislation-compliant delivery philosophy employed by all operatives and supply chain partners.

Governance controls are in place through the PQQ and Supplier management process to ensure that all suppliers to Mears Group have Health and Safety statements and policies in place, with clear assessment and responsibility areas defined.

Regular audit of this is maintained, and the following are examples from suppliers that contribute to over £50 million of Mears Group material spend.

Wolseley UK Health & Safety Policy Statement

Health and safety is a key priority for Wolseley UK, whether it involves our employees, customers or the communities in which our companies operate. Our aim is to create an accident-free workplace and we are committed to continuous improvement in health and safety performance throughout our operations. We will maintain systems to ensure full compliance with legislation and our Group policies.

Our commitment:

- Wolseley UK will provide a safe and healthy working environment and we will not compromise the health and safety of any individual
- Wolseley UK will provide the necessary training and resources to allow for the safe performance of day to day activities
- As a minimum, Wolseley UK will comply with local health and safety laws in every country where we operate

We believe that having effective safety management requires the involvement of employees at all levels.

In order to meet these aims and commitments:

Develop, implement and monitor health and safety policies and procedures appropriate to our business activities

Identify the hazards and risks associated with our activities and put in place appropriate control measures

Establish channels of communication which encourage employees to contribute to improvements in our health and safety performance

Provide appropriate resources to ensure that this policy statement may be brought into effect and maintained

Ensure work-related incidents and near misses are reported, investigated and analysed to prevent recurrence

Provide sufficient information, advice, training and supervision to ensure that people under our control are fully aware of their responsibilities and are competent to undertake their activities.

All employees have a duty to co-operate in the operation of this policy by:

Taking reasonable care for their own health and safety and that of others who may be affected by their actions

Co-operating fully to ensure compliance with policies and procedures introduced to fulfil our obligations

Co-operating with us in maintaining high standards of health and safety

Maintaining their place of work and their equipment in a tidy and safe condition

Making proper use of equipment provided in the interest of health and safety.

Travis Perkins Health and Safety (Stay Safe) Statement

Keeping people safe is a cornerstone of our business. We want to make sure that everyone directly or indirectly involved in the operations of our businesses returns home safely at the end of every day – employees, customers and suppliers.

Our Stay Safe initiative was set up in 2008 and is at the forefront of everything we do. We do this by:

Empowering colleagues in our business to champion safety wherever they work, in a branch, store, distribution centre or office.

Sharing best practice, challenging what's gone before, inspiring people to take action, communicating and engaging colleagues in the Stay Safe initiative.

Developing a culture where everyone takes responsibility, and preventing harm by actively influencing others.

Communicating with our colleagues about health and safety, and engaging them in our Stay Safe ethos

Tackling high risk areas with clearer guidance.