

# Sustainable Development Review 2021

SAINT-GOBAIN PAM UK HELPING BUILD SUSTAINABLE  
INFRASTRUCTURE AND BUILDING SERVICES

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Saint-Gobain PAM UK is part of the Saint-Gobain Group. The Saint-Gobain Group is the world leader in the habitat and construction markets whose purpose is to make the world a better home and aims to create great living places and improve daily life.

The Saint-Gobain Group, with over 350 years of history, is both an international and multi-local company, fully integrated into the territories where it operates to help build a fairer and more sustainable world. Saint-Gobain designs, manufactures and distributes materials and solutions that have a positive impact on everyone's life whilst caring for the planet. In the UK and Ireland, our corporate social responsibility (CSR) activities focus on people, prosperity and environmental stewardship. We base our approach to business on the following pillars of CSR:

1. Changing how we build, for the better, for the future
2. Caring for the environment we operate within
3. Supporting and developing our people
4. Connecting with our communities and supporting their economic development

*This document has been produced to give an overview of the work we have conducted over the past two years to support our Sustainability Policy. All our policies can be found in the back of this Review.*

# FOREWORD

by Paul Minchin, Managing Director.

Saint-Gobain's purpose is to ***Make the World a Better Home***. This acts as our compass and guides the actions across our business. Together with and for our customers, we design, manufacture and distribute materials and solutions that have a positive impact on everyone's life and provide well-being, quality of life and performance, while caring for the planet.

As a business we aim to address the major challenges facing humanity, namely, climate change, resource protection and inclusion. As we do this we are guided by a strong set of values. We carry out our business in compliance with our Principles of Conduct and Action and the humanist values that permeate our corporate culture. Listening, dialogue, care, solidarity, trust and respect for difference are central to our commitment.

At Saint-Gobain PAM UK, this Group purpose both inspires us to collaborate with our clients, employees and our extended value chain to co-create and deliver sustainable solutions towards our common infrastructure futures and helps us towards being a good corporate citizen, ethical, ever reducing our impact on the environment and being a good neighbour.

This Sustainable Development Review 2021 aims to share with you our Journey's progress over the last two years and how we are organising ourselves to meet Saint-Gobain's EHS 2030 targets.

Keeping our people safe and healthy remains a top priority. In 2020, like many other businesses, we worked really hard to make sure all our workplaces were Covid safe. I am particularly proud of how our managers and employees supported the business during this period in not only sustaining our business, but above all in supporting our

infrastructure customers to maintain essential services of water supply and vital continuity of the UK's critical telecommunications and broadband network and help maintain the nation's roads and motorways.

I am really pleased that Saint-Gobain has once again been awarded ***'Global Top Employer'*** certification for the 6th consecutive year.

Only 16 companies in the world have received this label. Within Saint-Gobain PAM UK we have worked hard in 2019/20 to create a kinder workplace culture and in building an open and engaging culture. This has culminated into receiving our best ever employee engagement score which is significantly above the UK norm.

For our customers, this review period has seen massive improvements in our Customer insights and our ability to collaborate across our value chain (customers, suppliers and other partners) to co-develop compelling, sustainable product and service customer value solutions.



This starts with Customer Intimacy, one of the Saint-Gobain Group's Attitudes, which has led us to utilise Customer Journey Mapping and New Product Blueprinting tools.

In the period under review, we have continued to roll out our Saint-Gobain PAM UK Customer Experience Programme, which has resulted in **75** of our colleagues being customer-experience practitioners at the end of 2020.

The customer insights we have gained has led us to develop and launch a raft of new integrated product, digital and service initiatives to help our customers achieve their strategic aims and overcome business issues including:

1. PAM's Contractor Service Value Platform for pipeline installation designed to increase site safety (handling, men out of trench), achieve installation productivity (planning, handling, assembly speed & optimum trench design), more sustainability (less CO<sub>2</sub>e/ water), risk mitigation of jointing and commissioning and a tangible reduction in the total cost of installation.
2. PAM's Pre-Assembled Stack System for Soil Pipelines saving installers time and resulting in less environmental impact.

We must always remember that we only have a licence to operate at our various UK sites if we are good neighbours to our local communities.

At Saint-Gobain PAM UK, we are particularly proud of retaining our ***Certified Emissions Measurement and Reduction Gold Standard*** and our continued accreditation with the ***Responsible Sourcing of Construction Products Standard BES6001***.

I am also pleased to report that our ambition to have our customers at the heart of our business is being noticed by our customers. Through the work undertaken in 2019/20 we achieved our highest customer satisfaction score **85.8%** which puts us in the top **15%** of all UK manufacturers. We also achieved a world-class net promoter score of **65%** which puts us in the top **7%** of UK manufacturing companies.

So, in conclusion, we've come a long way but we still have a long way to go in meeting our sustainable objectives. For now though, please enjoy our review and I would welcome any comments

**Paul Minchin**

Managing Director  
March 2021



# SAINT-GOBAIN GROUP



“Our purpose is Making the World a Better Home.”

Saint-Gobain has committed to carbon neutrality by 2050, a commitment which underlines its long history of reducing its environmental impact. By providing its customers with materials and solutions to help them decarbonise, Saint-Gobain can reduce their own carbon footprint too.

Saint-Gobain has been ranked consistently by Thomson Reuters as one of the world’s **Top 100 Global Innovators**, is included in the FTSE4GoodIndex and regularly reports its progress on CSR at Group (global level), where its most recent report was ranked as **A+** by the Global Reporting Initiative (GRI). During 2015 Saint-Gobain was an official partner of COP21, reaffirming its commitment to positive action to tackle some of the planet’s biggest challenges.

Saint-Gobain reports its CSR progress in an integrated Financial and CSR Report on a global basis, annually, and, in the UK & Ireland, regular Reviews are published and available at [saint-gobain.co.uk](http://saint-gobain.co.uk). This Review covers the progress, successes and challenges of Saint-Gobain UK & Ireland, encompassing all its businesses in this region. Progress at this level is independently reviewed via an

External Advisory Panel that has been in place since 2013.

Saint-Gobain has again been awarded **‘Top Employer Global’** certification for the 6th consecutive year, one of only 16 companies worldwide to achieve this. The Top Employer label is awarded by the Top Employers Institute. It recognises the world’s best companies by studying, among other things, the HR and career development processes. The ‘Global Top Employer’ label is awarded to companies certified in at least 20 countries and on several continents. Saint-Gobain is now certified in **36 countries**, one more than last year. The Group stands out in particular for its good performance in terms of **ethics and integrity, leadership, CSR policy**, with a significant improvement over last year, and lastly, the increased importance given to **employee engagement**.



# INTRODUCTION TO SAINT-GOBAIN PAM UK

Your leading supplier of pipelines, access cover and drainage solutions.

Saint-Gobain PAM UK has a proud heritage as the premier supplier of ductile iron and cast iron products to the utilities, telecoms, highways, civil engineering, construction and housing sectors.

We are industry-leading suppliers of:

- Ductile Iron pipes
- Fittings
- Valves
- Hydrants
- Couplings and all associated accessories
- Cast Iron soil, drain and rainwater systems
- Ductile Iron access covers and gratings

PAM operates across four geographical locations, including three manufacturing sites, and the scope of our activities includes design, manufacture and distribution of our products.



# OUR APPROACH TO SUSTAINABILITY



## Delivering Sustainability for our customers' aims

By understanding our product full life cycle we can support our customers in providing sustainable products and service solutions. This is the main route through which we can deliver a positive impact. At the same time we must maximise environmental and social opportunities within our activities.

## Product = Manufacturing

Source of raw materials | Transport | Production

We can greatly influence the sustainability of our business and customer projects by carefully managing how we source materials and how our products are manufactured and transported. We also focus on developing new products and services which improve our installers' and customers' environmental impacts as well as our own.

## Construction = Installation

Distribution | Transport | Construction | Laying

We continue to develop innovative solutions that contribute to efficient LEAN construction techniques by promoting continuous improvement and a right first time approach.

## Use

Use of installed products | Maintenance | Repairs, replacements and renovation | Use of the building

We endeavour to design solutions to be maintenance free, giving us the ability to focus our sustainability capabilities in the other key areas.

## End of life

Deconstruction and demolition | Transport | Reuse, recycle or landfill

Our products are infinitely recyclable, fully supporting our industry, national & global circular economy objectives.



# CARING FOR THE ENVIRONMENT WE OPERATE WITHIN



## Energy and carbon emissions

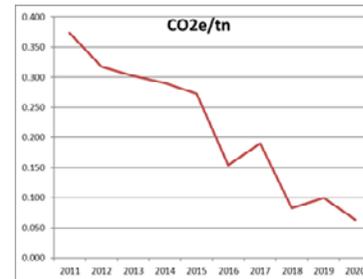
Cemars gold standard retained—**23.97%** lower carbon emissions than 2010

Our ongoing carbon emission targets continually enable us to become much more sustainable at each of our individual manufacturing plants. We have continued to decrease carbon emissions, achieving **23.97%** CO<sub>2</sub> equivalent reduction compared to 2010, and we are working towards our target of continuous reduction year on year and to be Net Carbon Zero across all aspects of the business by 2050.

Our achievements are independently audited under the Achilles Certified Emissions Measurement and Reduction Scheme (CEMARS). In 2020 we successfully retained our CEMARS gold standard (based on a 5-year trend)



## 85% CO<sub>2</sub> reduction over 10 years at Ilkeston site



Our Ilkeston site has reduced carbon emissions by **85%** since 2010

## ISO 50001:2018 achieved

In 2019 our Telford site achieved ISO 50001:2018 Certificate of Registration for its Energy Management System and performance by BSI. Alongside our CEMARS certificate this highlights PAM's dedication to reduce energy and CO<sub>2</sub> consumption and reduce our impact on the environment.



## End of life

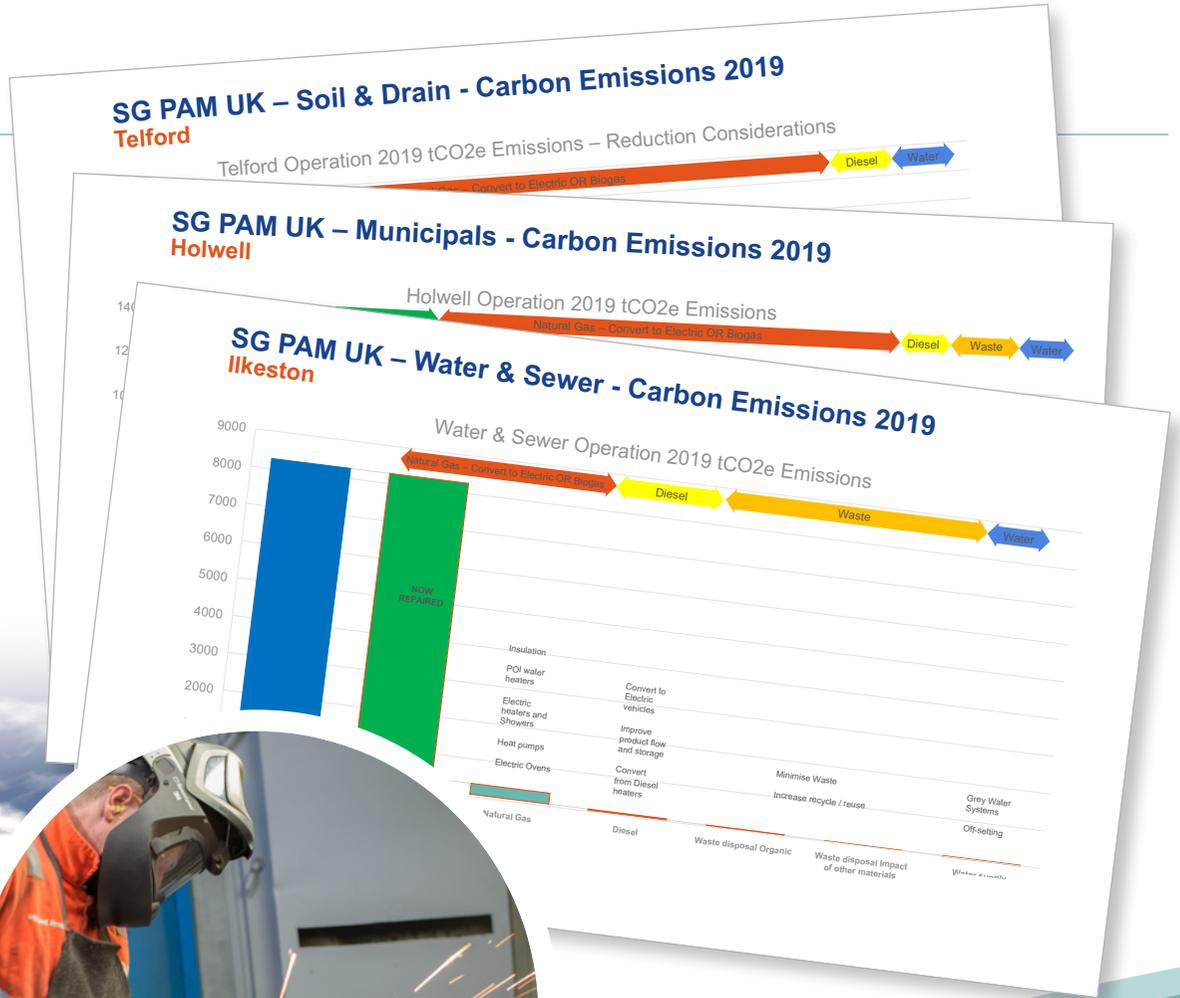
Deconstruction and demolition | Transport | Reuse, recycle or landfill

Our products are infinitely recyclable, fully supporting our industry, national & global circular economy objectives.

**Our sustainable journey continues**

As part of our Carbon Neutral ambitions, we have been very active in 2020 in developing roadmaps for each site and Head Office.

These roadmaps detail the areas we need to tackle to get to the Carbon Neutral goal and we have identified many potential technical and process solutions. As you can imagine, there are some big technological challenges there! As a first phase, we have a direction of travel. When we have shared the roadmaps with our employees they have been very interested and motivated to help us deliver. Our roadmaps will be reviewed annually and as new technologies become available.



## ENVIRONMENTAL PRODUCT DECLARATION

Ensign Soil and Ensign Drain ranges have now been granted EPD approval

We are delighted that our Ensign Soil and Ensign Drain ranges have now been granted EPD approval.

Environmental Product Declarations give the consumer accurate information on the materials that our products are made from and, importantly, how they impact the environment across their entire life cycle, giving the customer greater choice and product knowledge.



ENVIRONMENTAL PRODUCT DECLARATION continued.

EPD gained for PAM Natural pipe

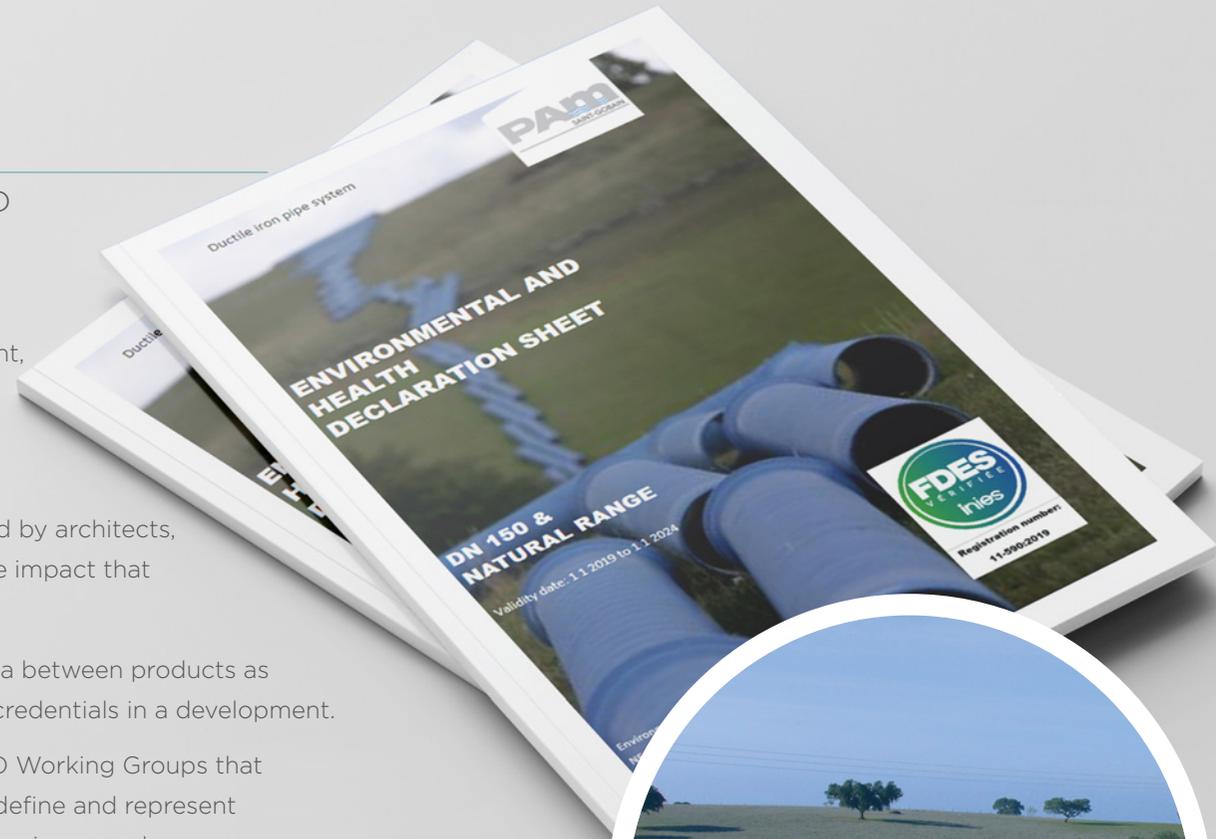
PAM's Natural pipe was awarded an independently verified EPD in June 2020, and is now featured on the respected EPD reference website [www.inies.fr](http://www.inies.fr).

The information published within the EPD is based on a Life Cycle Assessment, and covers the entire 'cradle to grave' process from raw material extraction and processing, through manufacturing, transport, installation, maintenance and finally end of life and recycling.

The EPD for PAM Natural has been developed to meet the increasing demand by architects, designers and specifiers for consistent and transparent information about the impact that construction material and products have on the environment.

The standardised format of the EPD makes it easier for users to compare data between products as part of the design process. They can also be used to provide proof of green credentials in a development.

As a manufacturer we continue to be active participants in both CEN and ISO Working Groups that are involved in the development of European and International standards to define and represent the Life Cycle Cost, and Life Cycle Assessment for ductile iron pipeline systems in general.



SCAN OR CLICK ON THE QR CODE BELOW TO VISIT THE WEBSITE



Life cycle assessment

Protecting the environment means understanding our products' full life cycle, which helps us to focus on areas of improvement so we can significantly reduce our impact on the environment. We routinely adopt Eco-Design and Eco-Innovation principles which extend to include a sustainable and responsible approach to our procurement policies and how we manage, measure and reduce our carbon emissions.

Since sustainable development involves identifying the solution that offers the highest environmental performance combined with the best value for money, PAM has pioneered and endorsed a tool for quantifying the life cycle cost of a pipeline.

Right from the drawing board stage of any project, PAM provides stakeholders and interested parties with best-in-class solutions aimed at improving the performance of the networks to be laid and facilitating their installation, while streamlining costs throughout the life cycle.

100% LCAs and EPDs for Access Covers & Gratings and now PAM Natural pipe

100% of ductile iron materials can be recycled over and over again without any loss of performance



- 1/ The most comprehensive level of environmental assessment which effectively supports the development of a sustainable built environment.
- 2/ An accurate measure of performance supporting environmental developments demonstrating improvement over time.
- 3/ An evaluation of the total environmental impact by analysing in detail at each stage of its life cycle.
- 4/ The results of the LCA are presented in a Type 3 Environmental Product Declaration (EPD) independently verified by the BRE in accordance with the requirements of EN 15804:2012+A1:2013



## Waste management

We continue to evaluate the waste generated by our operational activities and look at eliminating or minimising it where we can.

If this is not possible, we try to ensure that it is recycled. At our Telford site, there has been zero waste to landfill since January 2019, with all waste being recycled.

At our Ilkeston site, **99.5%** of waste is currently recycled.

There are still challenges at our Holwell site, however nearly 1000T less waste was sent to landfill in 2020 compared to 2019. We continue to look at opportunities for reducing it further. We are currently looking at ways to reuse a zinc-rich waste material produced by our cupola gas filtration system.

At our **Ilkeston** site, **99.5%** of waste is currently recycled.



At our **Telford** site, there has been **zero waste to landfill** since January 2019, with all waste being recycled.

At our **Holwell** site, almost 1,000 tonnes less waste was sent to (our own) landfill in 2020 compared to 2019.



### Sustainable solutions

Our products are a truly sustainable solution for our customers because almost **97%** of the iron we use in manufacturing is recycled.

Compared to other products in the marketplace, which are often made of plastic, we provide customers with products that are sustainable in both the material they are manufactured from and the length of time before a replacement product is needed. In terms of our recycled metal, we carefully monitor and work with scrap metal suppliers to ensure the materials we use have been responsibly sourced and are pollutant and contaminant free. Our Holwell plant has also long collaborated with tyre recycling companies, taking steel wire they recover when processing used tyres which we then recycle into our products.



### Our journey to reduce our water usage

Over the last decade we have made significant reductions in water usage at all our sites. We have reduced our city water withdrawals by **54%** and our surface water withdrawals by **92%**.

This is a continuous journey; in the period since the last Review, we have further reduced usage by **28%** and **20%** respectively. As we get to lower and lower levels, the task to reduce further becomes very challenging. But a challenge we accept.



## Biodiversity

Lovely to see how a heavily industrialised area can be brought back to nature and enjoyed by residents and wildlife alike. The re-greened former spoil heap site at Stanton Grove is right next to our offices! One of our neighbours was so impressed, he wrote to tell us:

“During lockdown I have walked round the base of the site several times and seen badgers and foxes as well as many species of birds including lapwings and owls. The two new ponds at either end of the former spoil heap are a delight as they gradually develop natural wetland foliage such as reed beds. It’s a joy to watch the various fly-eating birds work their way across the water’s surface on a still evening.”

- Over the years, we have reduced the footprint of our operational activities and this has allowed us to convert unused areas of our sites into havens for wildlife, helping to increase biodiversity of the local ecosystems.
- Our Telford site has worked closely with the Shropshire Wildlife Trust to re-wild its old landfill site and provide a sanctuary for wildlife.
- At our Holwell site, in conjunction with the Leicestershire Planning Department, we have developed a long-term plan to restore the landfill site back to natural habitat. Significant areas of the site perimeter have been replanted with trees, and hedgerows have been installed within the landfill site to blend in with the surrounding local environment.



## Responsible Sourcing

“We are committed to the responsible sourcing of our products.”

All of our suppliers are required to sign our Procurement and Suppliers' Charter, ensuring they are similarly committed to responsible procurement. Providing our customers with high-quality products and innovative solutions to deliver a more sustainable environment and infrastructure.



## BES 6001 certification retained

In June 2020, both our Telford and Holwell plants underwent a BSI Assessment for the audit of our BES 6001: Responsible Sourcing Management System certification. We maintained both our Very Good and Good certifications at each plant.

The BSI audit report is a comprehensive assessment that covers a wide range of topics in great depth. We reached the required standard in each topic, which included:

**Operational management:** Responsible sourcing policy, Legal compliance, our Quality management system & operational management of responsible sourcing, our Supplier management system

**Supply chain management:** Material traceability, Environmental management systems, and Health and safety management systems

**Sustainable Development:** Greenhouse gas emissions, Energy use, Resource, Waste Prevention and Waste Management, Water usage or abstraction, Life cycle assessment (LCA), Ecotoxicity, Transport impacts, Employment and skills, Local communities, and Business ethics.

We have been accredited with the same BES 6001 certification for Responsible Sourcing of Construction Products as we continue our drive towards a more sustainable future.



### Responsible purchasing policy

Saint-Gobain takes Environmental, Health and Safety (H&S) issues related to its purchasing and to the EHS performance of its suppliers into account, in compliance with its EHS policy, which strives towards excellence in our products and services over their entire life cycles. This can especially be seen in the Responsible Purchasing Policy and in the Purchasing and Supplier Charters.

### LNG Powered delivery fleet launched

Saint-Gobain PAM and our logistics partner XPO have launched a fleet of 9 Volvo LNG powered trucks to deliver our products around the UK.

All of the **9** trucks are FORS Silver compliant ensuring a safer delivery to our customers.

The switch from diesel to LNG delivers a **20%** reduction in CO<sub>2</sub> emissions as well as reducing nitrous oxide emissions, giving a substantial reduction in our environmental footprint. Saint-Gobain PAM is one of the first in the Saint-Gobain Group in the UK to invest in an LNG fleet.

And it is not only our customers who are seeing the benefits from this move to greener fuel. Our drivers are delighted with their new trucks. Robin told us “it’s the best truck I’ve ever driven with a super comfortable cab unit and no compromise on performance”.

The state-of-the-art trucks are loaded with technology including CCTV and operating metrics reporting to provide valuable management data. Driver welfare is also important and the high-spec cab boasts many ergonomic features including high comfort sleeping quarters. The cab is independently heated with a timing feature which allows the driver to pre-warm the cab without the need to idle the engine for 15 minutes on cold mornings, giving a further reduction in CO<sub>2</sub> emissions.

LNG trucks are noticeably quieter than diesel, which will also reduce our noise footprint in urban areas. We are still looking to the future though and our eventual aim is to work with XPO and move to Bio-LNG powered trucks. Bio-LNG is a totally renewable energy source which produces **80%** fewer CO<sub>2</sub> emissions than diesel.



### Diesel powered forklifts at Ilkeston are expected to be replaced with LPG powered trucks during 2021

The majority of our diesel powered forklifts at Ilkeston are expected to be replaced in 2021 with LPG powered trucks. LPG vehicles emit **5** times less NOx and significantly fewer harmful particulates than diesel making them a cleaner, healthier alternative. CO<sub>2</sub> emissions are circa **60%** less than diesel which will further reduce our carbon footprint.

Each time a contract comes up for review (FLT, HGV, energy etc.), we take the opportunity to explore all available options that pave the way towards our sustainability goals.

#### CALCULATION OF CO<sub>2</sub> EMISSIONS

Fuel type	Kg of CO <sub>2</sub> per unit of consumption
Diesel fuel	2.68 per litre
Petrol	2.31 per litre
Coal	2419 per tonne
LPG	1.51 per litre

### Saint-Gobain aims for zero carbon car fleet before 2024

Saint-Gobain has set the ambitious goal to make our group's car fleet zero carbon by the end of 2023. But it's not just limited to company cars, we're doing even more to help colleagues make the same choices for their personal/family cars. How will we change our company car fleet to zero carbon? Among other actions:

- We've put our fleet out to tender to find a car provider who can provide a range of electric car models from many different car brands
- We're expanding our charging infrastructure – it's in place in our main offices but we will extend this much more widely
- We've partnered with Zenith to offer UK colleagues a wide range of new cars, including more than **230** ultra-low-emission vehicles (ULEVs), with the lease paid through payroll each month.



**bubble**  
Bursting with Benefits

# TOWARDS A DIGITAL FUTURE



Digital technologies are increasingly playing a greater role in many different aspects of our lives, including different ways in which we can serve and connect with our customers. The switch towards a more digital future is one way we can lower not only our own environmental impact but that of our customers too.

## Latest Building Information Modelling (BIM) resource launched

We started our Building Information Modelling journey in 2010, with the aim of being the UK's leading BIM content supplier for cast iron draining systems. All the content is available in Autodesk Revit.

The content is fully parametric and includes COBIE field data for extraction. The BIM content libraries come available in Ensign Soil, Ensign EEZI-FIT & Ensign Drain full data-rich parametric files with a system pipe template with all segments included. We launched the latest version of BIM early in 2020 to include full data libraries for all new products. Designing in BIM helps our customers reduce build time and reduces on-site waste and resources.



## Available content



BS EN 877:1999 +A1:2006  
CAST IRON  
GENERIC BIM  
LIBRARY



BS 437:2008  
CAST IRON  
GENERIC BIM  
LIBRARY



**ENSIGN SOIL  
& EEZI-FIT BIM  
LIBRARY**  
BS EN  
877:1999  
+A1:2006



**ENSIGN  
DRAIN BIM  
LIBRARY**  
BS EN  
877:1999  
+A1:2006



**TIMESAVER  
DRAIN BIM  
LIBRARY**  
BS 437:2008



Updated COBIE & IFC Parameters on all Content.



Updated Branch and Coupling Connectors so connections to other materials made simple.



Ensign Soil Full Data library now available with PAM Rapid NG S/S Coupling.



New Products launched in 2019 now added to all the content and templates.

## BIM SERVICES

PAM has been developing BIM level 2 libraries in Revit for its ranges of soil and drain products.



SCAN THE QR CODE OR CLICK THE BUTTON TO VISIT OUR BIM CONTENT PLATFORM

### PAMSearch matches products to application

In March 2020 we launched our new PAMSearch Access Cover & Grating Product Selection Tool.

This simple tool guides the user through a series of simple questions around location, application and functionality and selects the correct Access Cover or Grating depending on their responses. Try it for yourself at: [www.pamsearch.co.uk](http://www.pamsearch.co.uk) or:

CLICK HERE



SCAN THE QR CODE BELOW TO VISIT THE WEBSITE



### New, improved website

There's a clear link between digital technology and environmental sustainability. Without digital technology, it is hard for businesses to reduce their pollution footprint or manage their waste. Being sustainable also means understanding that bringing digital competences and sustainable practices together needs to be at the forefront of strategic thinking for all businesses—in order to gain long-term viability among customers, regulators, and the communities where businesses operate.

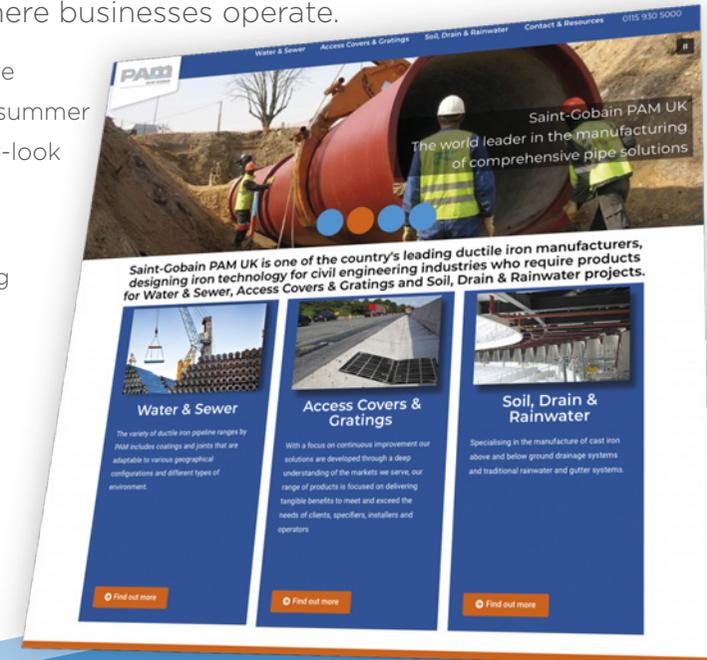
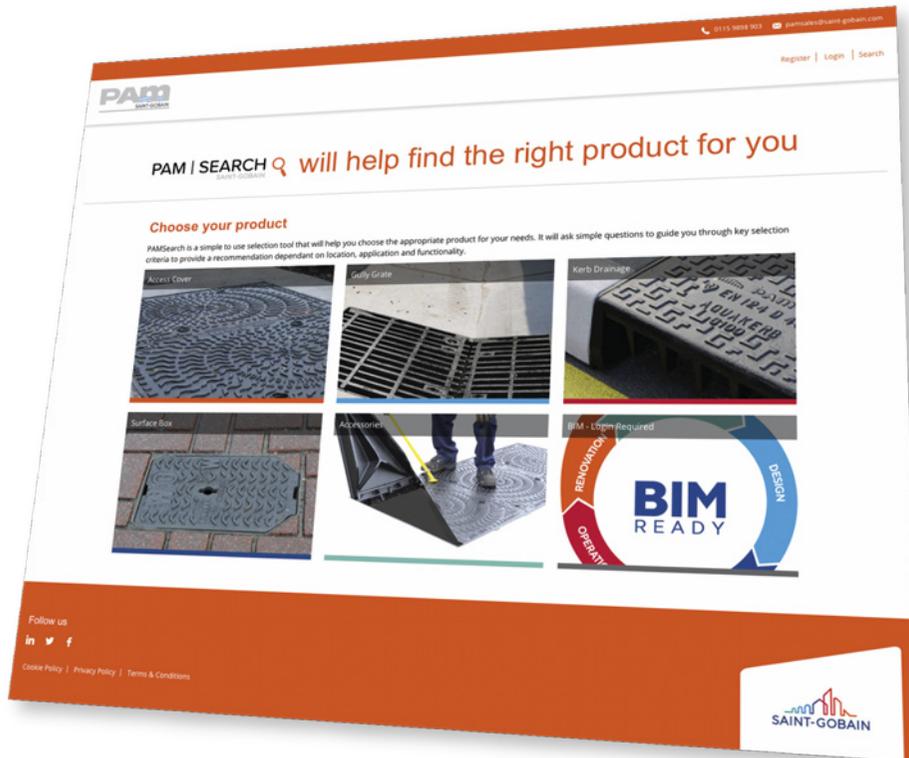
As part of our drive to improve our digital capabilities, in the summer of 2020 we launched our new-look website, [www.pamline.co.uk](http://www.pamline.co.uk).

The website's design and features are based on listening to our customers' feedback by improving our website's Contact pages and making it easier to navigate.

CLICK HERE



SCAN THE QR CODE BELOW TO VISIT THE WEBSITE



### Huge expansion of LinkedIn connections

When we joined the online networking platform LinkedIn early in 2018, we began from a base of 0. By February 2021 we had over **1,500** followers. Better still, we're getting noticed. More than **28,000** people have engaged with our posts—which means we're having good conversations with the right people. Follow us on LinkedIn.



### LinkedIn

SCAN THE QR CODE TO FOLLOW US ON LINKED IN



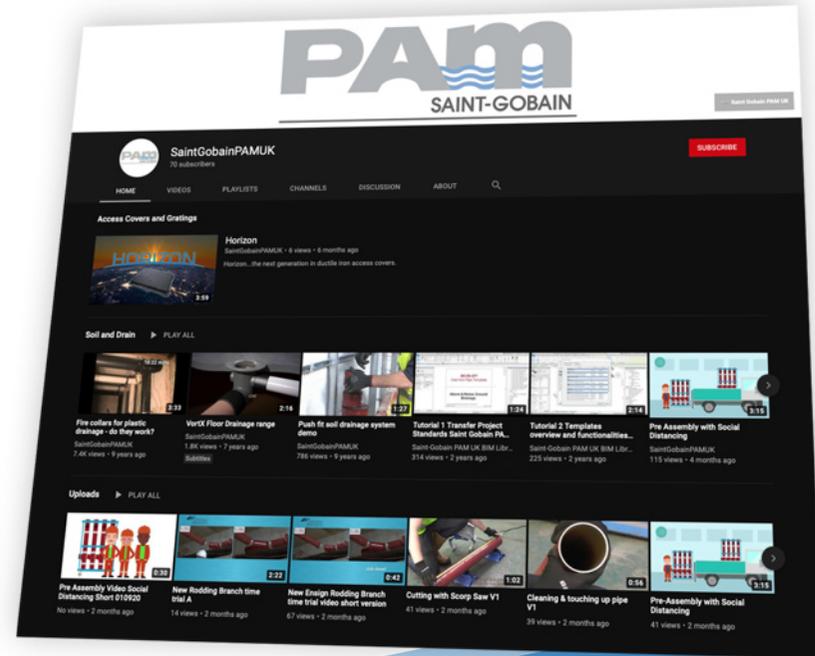
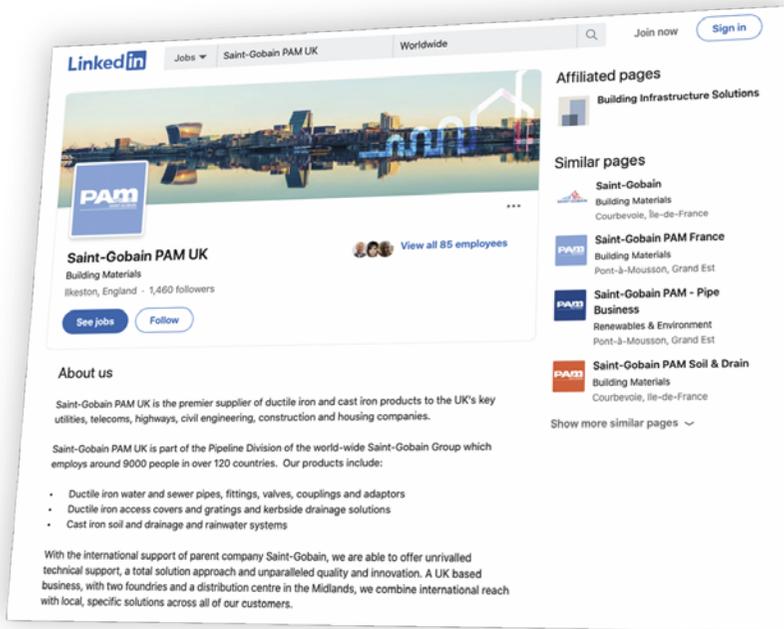
### Improved YouTube presence

Follow us on YouTube to explore our different product videos:



### YouTube

SCAN THE QR CODE TO FOLLOW US ON YOUTUBE



# IMPROVING OUR CUSTOMERS' PRODUCTIVITY



NEW

60% less install time: Pre-assembled Stack Solutions

## PAM Pre-Assembled Stack System

PAM launched a new pre-assembly service for the Ensign cast iron above ground drainage system.



- Saves **60%** time on site
- Reduces site movement
- Helps you build a simple and safe system
- Improves environmental impact

Please scan the QR code with your phone for a link to the 3-minute cartoon with all the key points or visit our website for further information.



PLEASE SCAN  
OR CLICK ON THE  
QR CODE TO VIEW  
THE VIDEO AND  
FIND OUT MORE



Small improvements in productivity add up to large savings for the contractor. These lovely looking units are destined for 21 Moorfields in Central London, a new 21-floor building requiring **370** of these pre-assembled cast iron above ground drainage and soil systems. The beauty of them is they are pre-assembled at our Telford factory and delivered ready to install on site, saving the installer money and reducing the install time by up to **60%**.

### More durable gully grate: New Proteus gully grating

Our new Proteus D400 narrow profile hinged gully grate was launched in 2020. It was developed with Highways England to include features that enhance safety durability, security, ease of use and water clearing efficiency.

Its narrow grating profile avoids excessive clipping by traffic. Lorries generally travel with their wheels 300mm from the kerb edge meaning that a typical 450mm gully is regularly being struck; this 'excessive clipping' has been known to cause regular, early gully failures. Premature product failures necessitate product replacements, road closures, increased manpower and higher material usage. Proteus offers a solution which reduces the frequency of replacement, leading to less time operatives are required to spend in the road working, reducing the risk to them and road users.

Its unique angled bridge is designed to distribute stress and resist movement resulting in a solution that offers long-term performance.



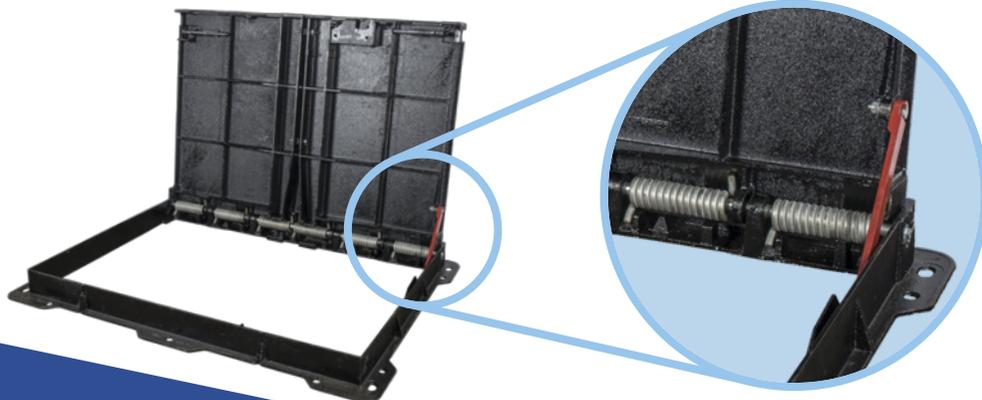
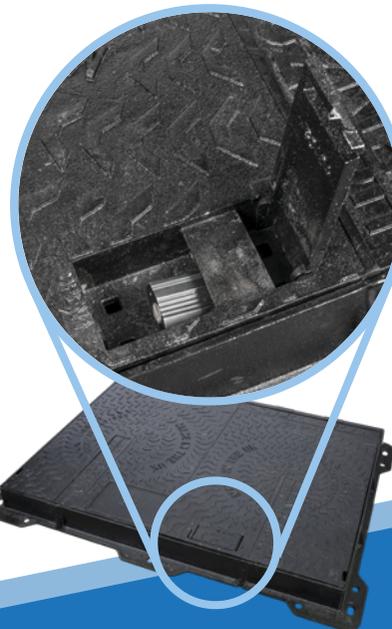
### Safer working: New Horizon cover

Developed in conjunction with a stakeholder group consisting of Highways England, contractors, consultant engineers and network operators, the launch of the Horizon cover in 2020 represents a step change of ductile iron access cover design. It brings together the proven performance of ductile iron, a material used for access covers for decades, with the added benefit of an assist lift feature offering fast and safe cover operation. Horizon helps play a key part in keeping Britain's road arteries flowing smoothly.

Horizon puts the safety of the operator at the forefront of the product. This has been achieved by the addition of stainless steel torsion springs to the hinged cover sections. These dramatically reduce the effort required when operating the cover sections. The resistance of the springs, combined with an integral stay arm, prevents the accidental closure of the cover sections to create a safer working environment.

*As part of our ongoing product development programme we are always seeking opportunities to engage with our customers to understand ways of improving our products further. Our areas of focus are safety, eco-innovation, off-site manufacturing and the long-term performance of assets.*

# HORIZON



# SUPPORTING OUR CUSTOMERS

## Customer service – Customer satisfaction continues to grow

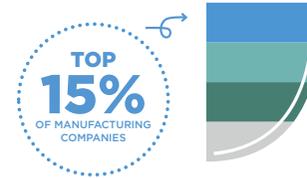
Saint-Gobain PAM UK is committed to giving its customers best value by pursuing the company’s good to great journey and by becoming our customers’ first choice.

We regularly measure and report on our customers’ satisfaction levels and take prompt action where necessary. We uphold a vigorous quality assurance management system that is accredited to **BS EN ISO 9001** which ensures that we can deliver world-class customer satisfaction and maintain our customers’ confidence in both our products’ quality and our high level of service.

Back in 2008, our Net Promoter Score (how likely are you to recommend PAM to a business colleague?) was below average at **31%**. Now, we’re at **65%** which means we are at a world-class level.

Our customers are at the forefront of everything we do; we make it our job to put them first, so we are delighted to report that in our 2020 Customer Satisfaction Survey of 200 customers, our results were rated:

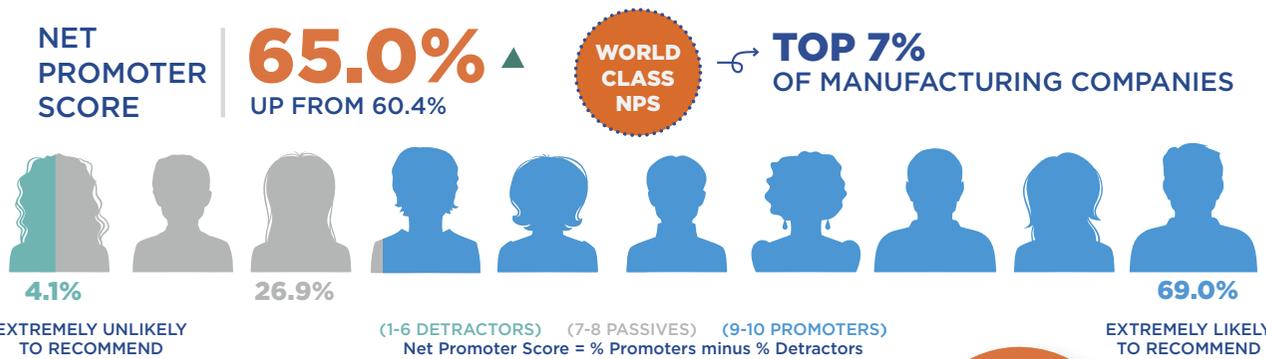
- Top **7%** of manufacturing companies for customer loyalty
- Top **15%** of manufacturing companies for customer satisfaction.



## Improving the customer experience

Our Customer Experience Programme, launched in 2017, continues to expand with our third cohort of employees beginning their Customer Experience journey in 2019.

The objective of this training programme is to embed a change of mindset within our business and to empower our employees to make positive changes for their customers. As such, all of our participants have completed an experience improvement project to fulfil the needs of either their internal or external customer. During the second half of 2020 we redesigned the programme to be delivered in an interactive, online format and we are ready to welcome our next cohort in 2021.



**They are a joy to deal with and they have never let me down**  
CUSTOMER

**They are innovative and moving forward with the times**  
CUSTOMER

**We feel valued as a customer**  
CUSTOMER

## CPD training for engineers

In Autumn 2020, we offered a series of online CPD training sessions, certified by CIBSE (the Chartered Institute of Building Services Engineers), aimed at helping public health engineers increase their knowledge around all aspects of cast iron drainage; this training also counted towards their CPD hours.



A collage of promotional materials for CPD training. It includes several brochures with the Saint-Gobain logo and the text '3 CPD TRAINING DATES TO CHOOSE FROM: MONDAY 28TH SEPTEMBER 10:00am-11:15am, MONDAY 12TH OCTOBER 2:00pm-3:15pm, MONDAY 2ND NOVEMBER 2:00pm-3:15pm'. One brochure lists key considerations for drainage systems: 'The key risks, issues and benefits', 'What are your safety considerations?', 'How innovations in cast iron affect both design and construction'. It also lists benefits of PAM: 'Fire safety', 'Acoustic performance', 'Mechanical strength', 'Longevity', 'Environmental impact', 'Ease of design', 'On-site flexibility', 'Total project costs', 'Market leading BIM capabilities', and 'Innovative new products'. A circular orange button says 'BOOK YOUR PLACE NOW!'. A business card at the bottom provides contact information for Wendy Marriott: 'Please contact Wendy Marriott for a meeting invite: 07802 966231, wendy.marriott@saint-gobain.com, www.pamline.co.uk'. The PAM logo is also visible.

# SUPPORTING OUR COMMUNITIES



## Another winning team

Our Benevolent Fund funded a local Under 10s girls football team, helping them pay for new kit, training aids and referee costs. Here are the future England Lionesses wearing their new football shirts complete with PAM logo.



## Food for thought

We love the community spirit of our teams around the country. This picture shows just a few of the donations to a foodbank close to one of our plants at Christmas, 2019.



# SUPPORTING AND DEVELOPING OUR PEOPLE

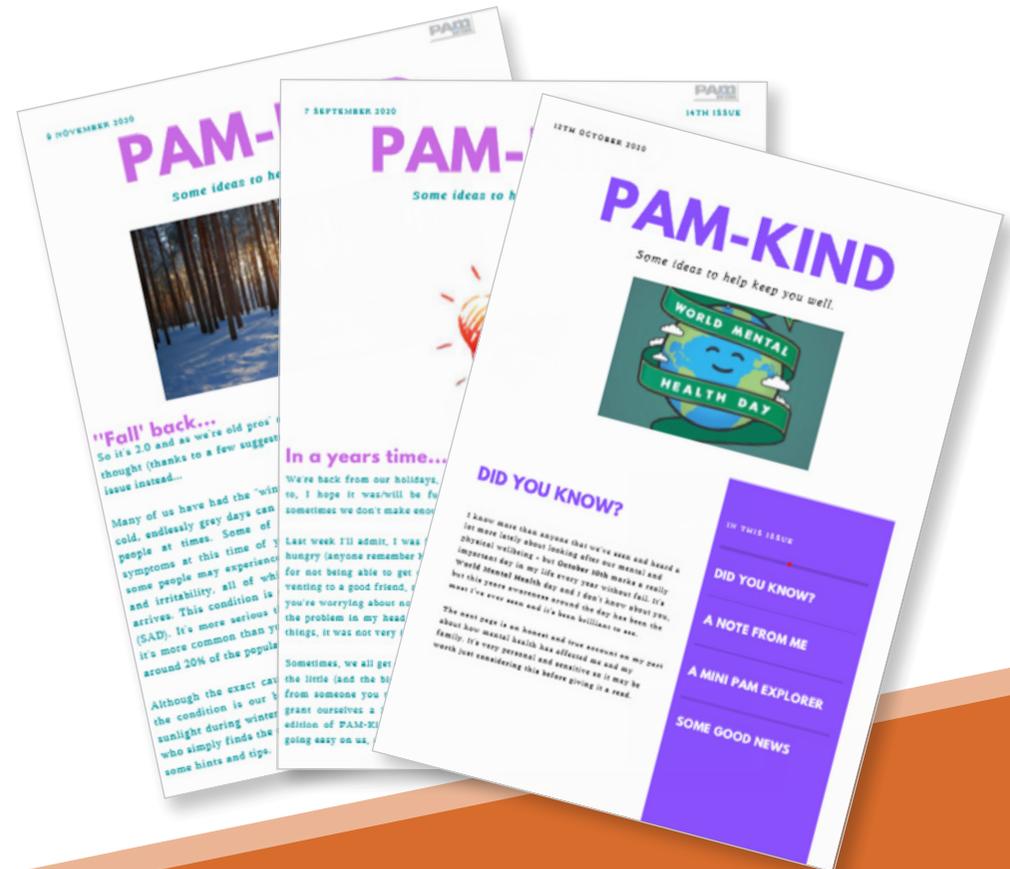


## Keeping our people Covid safe

Our number 1 priority is the health and safety of our people and so, like most businesses, we had to adapt quickly during 2020 to ensure our offices were Covid secure. We worked hard throughout the summer to make the necessary adaptations to be sure that the gradual return to the offices, for those who preferred not to work from home, was as safe as it could be.

During the lockdown months, when Working from Home became the 'new normal', we took steps to make sure that everyone could stay connected, and we encouraged everyone to take time to focus on their mental and physical wellbeing.

An example of this is 'PAM-KIND', a monthly employee newsletter that was sent to both home and work email addresses to remind our people to focus on the things that really matter: their health, their family and loved ones, and reminding them to find time for the small things that could bring calm and happiness in the midst of a pandemic world.



### Creating a Kinder Culture

Creating a Kinder Culture is something we at Saint-Gobain PAM UK are passionate about. In January 2020 we invited David Beeney to speak at our Management Conference.

David, from [www.breakingthesilence.co.uk](http://www.breakingthesilence.co.uk), is a renowned advisor to businesses on how to reduce the stigma of mental health in the workplace. He has worked with a number of global businesses, telling his own personal story and helping them implement wellbeing and mental health strategies. Following on from our Conference, David has delivered a number of workshops to our people throughout the year and these will continue into 2021.



### Celebrating long service with PAM

We know our biggest asset is our people. Every year we recognise and celebrate the fantastic long service achievements of our colleagues when they reach 15, 25 and 40 years' service with us.

The awards in 2019 were presented following an enjoyable lunch at Morley Hayes Golf Club, Derbyshire. Sadly, with Covid-19, we were unable to proceed with the 2020 celebration but we hope to be able to hold this in 2021.

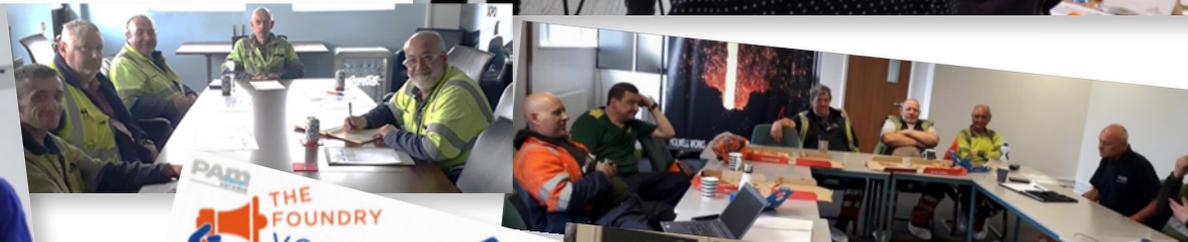


**Listening... and learning**

Our people, as well as our customers, are at the heart of what we do – it is therefore vital that we listen to what they tell us. We hold regular employee surveys and act on their feedback.

Our Employee Forums are designed to enable team members to share good ideas and discuss what we could do better. Whether that's an improved process or a new way of working... we encourage our teams to share their insight, knowledge and opinions.

We value the contribution of our people and create opportunities to help them be the best they can be. With this in mind, we encourage different teams and job roles to get together to share experiences and to find ways of improving collaboration across our various locations. Employees from these sites, including Holwell, Central Stock Ground & Flanged Pipe Plant, and Telford are given opportunities to take part in workshops and learning groups.



## Celebrating International EHS Day

We joined 170,000 Saint-Gobain group employees worldwide to recognise the importance of environment, health and safety (EHS) as we marked Saint-Gobain's International EHS Day 2020.

In previous years, recognition of this annual event has been based on workshops, training and activities across our various sites. However, this year over **16,000** UK and Ireland staff came together online to take part in workshops, see virtual content, and take part in socially distanced activities at sites and branches.

The day is centred around the importance of EHS risk perception with activities focusing on the need for risk identification and prevention. This year the key themes of EHS Day in the UK and Ireland focused on our commitment to net-zero carbon emissions by 2050, embedding good safety behaviours, and health and wellbeing as we adapt to new ways of working during the coronavirus pandemic.

Last year Saint-Gobain made a pledge to reach net-zero carbon emissions by no later than 2050 to help keep the global temperature increase within 1.5°C. We have interim targets set for 2025 as our first goals; they are: reducing our CO<sub>2</sub> emissions by **20%**, our water discharges by **80%**, and our non-recovered waste by **50%**.

# Saint-Gobain celebrates International EHS Day



“I think that our new purpose, making the world a better home, summarises our role and commitment perfectly. Playing our part in meeting the climate challenge is essential to making the world a better home. This can unite us in this ambition to reduce our carbon emissions and our impact on the environment.”

Mike Chaldecott, CEO Saint-Gobain UK and Ireland



### All sites gain ISO 45001 certification

All Saint-Gobain PAM sites were awarded the new ISO 45001:2018 Certificate of Registration by the BSI in August 2020. The certification confirms our dedication to ensuring that our Health and Safety Systems are robust and that the stringent requirements of ISO 45001 are fully satisfied.



### Employee Engagement Survey

At PAM, we take the views and opinions of our employees very seriously.

Our regular employee engagement surveys give us the opportunity to ask for their feedback and to act on what they tell us. We are delighted that our engagement scores have improved year on year and recognise that we can continue to build on this. After each survey, we therefore look for an area to build on, an area to maintain and an area to improve for PAM UK as a whole - each location then has its own local plan to address the feedback specific to that location. We believe that this helps us to remain a business that our employees want to be a part of.



### Aspire People Management Training Programme

We celebrated (at a distance) the graduates of our Aspire People Management Training Programme who successfully (and remotely) presented their learnings on how to develop their leadership skills.



# OUR POLICIES



## Environmental Policy

### At Saint-Gobain PAM UK:

- We develop and embed a sustainability vision that is committed to improving the environment through the actions of our people, the development of our operations and in the provision of product and service solutions to support our customers' environmental targets and performance.
- We design & operate our plants in conformance with the current relevant legislation and communicate with regulators, technical organisations, customers and suppliers concerning the means and methods of compliance.
- We discuss, at the highest level in the company, environmental issues and involve all of our employees in meeting our environmental objectives, providing them with the necessary training to discharge their responsibilities.
- We review the environmental impact of all our activities and endeavour to actively reduce that impact by preventing pollution and by reducing our direct and indirect emissions.
- We maintain the certified environmental management system BS EN ISO 14001 with the aim of achieving zero harm to the environment through continuous improvement of performance.
- We protect any visitors and other members of the public from exposure to any significant risks and are committed to ensuring that all our plant, equipment and processes are compliant with all relevant legal and other requirements.



*We demonstrate our commitment to these values by adopting a policy of sustainable development and resource efficiency which is supported by the Saint-Gobain Group Principles of Conduct & Action.*



**We are committed to reviewing our Environmental Policy on an annual basis.**



We are committed to reviewing our Environmental Policy on an annual basis.



## Quality Policy

### At Saint-Gobain PAM UK:

- We develop a company culture able to deliver world-class customer satisfaction and service levels.
- We strive to understand and deliver the expectations of our customers and other interested parties.
- We use the strengths of our business and aim to become our customers' first choice through the actions of our people.
- We develop our products, services, processes and people through the implementation of best practices to ensure we provide our customers with their desired solutions.
- We continually improve our performance to ensure our customers obtain best value by pursuing the company's strategy to become our customers' first choice.
- We ensure that we fully implement the requirements of the Quality and Service Ambition of the Pipe Activity.

*We demonstrate our commitment to these values by maintaining a quality assurance management system that is certified to BS EN ISO 9001.*



## Health and Safety Policy

### At Saint-Gobain PAM UK:

- Our policy is to maintain the highest attainable standards of health and safety by creating a culture that will achieve zero harm.
- To achieve this, the company is committed to the prevention of all accidents, injury and ill health and the promotion of positive physical and mental wellbeing to all internal and external stakeholders.
- We therefore provide safe and healthy working conditions, equipment and systems of work for all employees and provide them with the information, training and supervision they need to reach our required standards.
- We are committed to encouraging participation of all employees in the maintenance and continual improvement of these standards. In doing so we will promote a culture whereby all employees are responsible for their own health and safety and that of their colleagues.
- We protect any visitors and other members of the public from exposure to any significant risks and are committed to ensuring that all our plant, equipment and processes are compliant with all relevant legal and other requirements.
- We strive to improve the safety of the consumers through placing safety at the heart of new product and service development.

*We demonstrate our commitment to achieving these standards through the implementation of the international Health & Safety Standard ISO 45001.*



We are committed to reviewing our Health and Safety Policy on an annual basis.

## Sustainability Policy

Our Corporate Social Responsibility (CSR) and Sustainability activities focus on People, Prosperity and Environmental Stewardship. Our activity is split into 4 pillars:

1. Changing how we build, for the better, for the future;
2. Caring for the environment we operate within;
3. Supporting and developing our people;
4. Connecting with our communities and supporting their economic development.

At Saint-Gobain PAM UK it is our policy and practice to:

- Develop a company culture that empowers our people to develop to be the best they can;
- Promote diversity and inclusion, ensure equal opportunities, eradicate discrimination and create an engaged and motivated and kind workforce;
- Protect our people and stakeholders from the risks of occupational injury and ill health through continuous improvement of our health & safety culture and performance, delivering our 'Zero Harm' strategy;
- Care for our local environment, local communities and support their economic development. In doing so, strive to be a good neighbour.
- Develop and provide our customers with high-quality products and innovative solutions to deliver a more sustainable environment and infrastructure, playing our part as a key ingredient of our collective wellbeing;

- Develop and support customer education, training and skills development and promote awareness and adoption of more sustainable solutions;
- Ethically source materials, products and services and lead with adherence to industry standards and codes, striving to develop a fully sustainable supply chain;
- Actively reduce our impact on the environment by:
  - > Maximising resource efficiency in planning, design, waste minimisation and recycling;
  - > Reducing our direct and indirect emissions;
  - > Reducing energy consumption across all parts of our Business and source an increasing proportion of our requirements from renewable energy sources;
  - > Positively managing our biodiversity impacts and enhancing wildlife and habitats for the future;
  - > Minimising our water consumption.

*We demonstrate our commitment to these values through reporting our performance in a sustainability review every 2 years.*



## Energy Policy

### At Saint-Gobain PAM UK:

- We develop and implement energy management systems that work in combination with all other site systems to provide a framework for setting and reviewing objectives and energy targets.
- We ensure adequate information and resources are available to effectively capture and review data to ensure achievement of the objectives and energy targets for the sites.
- We meet all relevant legal and other requirements in our energy management system.
- We design and develop our products, services and processes through the implementation of best practices to ensure we consider energy performance improvement.
- We strive to continually improve our energy management system and the energy performance of our sites.
- We support the procurement of energy efficient products and services that impact on energy performance
- We communicate with interested parties regarding our energy performance.

*We will demonstrate our commitment to these values by maintaining an energy management system that conforms to ISO 50001.*



We are committed to reviewing our  
Energy Policy on an annual basis.

Find out more at  
[www.pamline.co.uk](http://www.pamline.co.uk)

If you have any questions about this report we would love to hear from you, please contact [wendy.marriott@saint-gobain.com](mailto:wendy.marriott@saint-gobain.com)

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