

## Shanks Group CR Report 2012 GRI (Global Reporting Initiative) navigator document

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### 1. Introduction

The below lists Shanks compliance with level B of GRI, including performance indicators where Shanks believes it reports fully to the required standard. Most required information for compliance with GRI can be found in Shanks Corporate Responsibility Report. However, other sources of information are referred to, the major ones of these being:

- ✓ Shanks annual financial reports (available on Shanks Group's web site)
- ✓ Shanks Group's web site ([www.shanksplc.com](http://www.shanksplc.com))
- ✓ Shanks country web sites ([www.shanks.nl](http://www.shanks.nl) for Shanks Netherlands, [www.shanks.be](http://www.shanks.be) for Shanks Belgium and [www.shanks.co.uk](http://www.shanks.co.uk) for Shanks UK)
- ✓ Shanks CR indicators document which gives definitions for performance data (available on Shanks Group's web site)
- ✓ Shanks wider environmental indicators document (available on Shanks Group web site)

### 2. Who to contact with queries and contact details

If you have any queries on this navigator document please contact:

#### Shanks BE

**Steven Ghysens**

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#### Shanks UK

**Geoff Smallwood**

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Mobile: 0044 (0)7836 749865

If you wish further information about Shanks, please find below contact details for its Group and country web sites. In addition, links are provided in this document to take you to specific sections of Shanks Group’s web site for CR issues and financial issues.

Shanks Group web site: [www.shanksplc.com](http://www.shanksplc.com)

Shanks Belgium: <http://www.shanks.be>

Shanks Netherlands: <http://www.shanks.nl>

Shanks UK: <http://www.shanks.uk>

Or, by post or telephone to/at: Shanks Group plc, Dunedin House, Auckland Park, Mount Farm, Milton Keynes, Buckinghamshire, MK1 1BU, Great Britain. Tel: +44 (0)1908 650580

### 3. GRI level application table

Below is the GRI level application table. Shanks believes it complies with level B as indicated through its annual CR Report and other associated information sources as listed above and throughout this navigator document and its tables.

Report Application Level		C	C+	B	B+	A	A+
Standard Disclosures	G3 Profile Disclosures <b>OUTPUT</b>	Report on: 1.1 2.1 - 2.10 3.1 - 3.8, 3.10 - 3.12 4.1 - 4.4, 4.14 - 4.15		Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17		Same as requirement for Level B	
	G3 Management Approach Disclosures <b>OUTPUT</b>	Not Required	Report Externally Assured	Management Approach Disclosures for each Indicator Category	Report Externally Assured	Management Approach Disclosures for each Indicator Category	Report Externally Assured
	G3 Performance Indicators & Sector Supplement Performance Indicators <b>OUTPUT</b>	Report on a minimum of 10 Performance Indicators, including at least one from each of: Economic, Social and Environmental.		Report on a minimum of 20 Performance Indicators, at least one from each of Economic, Environmental, Human rights, Labor, Society, Product Responsibility.		Report on each core G3 and Sector Supplement* Indicator with due regard to the Materiality Principle by either: a) reporting on the Indicator or b) explaining the reason for its omission.	

\*Sector supplement in final version

## 4. Navigator

### G3 Content Index - GRI Application Level B

**Application Level B**

**Assured by:**

Shanks Group Corporate Responsibility (CR) Committee

#### STANDARD DISCLOSURES PART I: Profile Disclosures

##### 1. Strategy and analysis

Profile Disclosure	Description	Reported	Cross-reference/direct answer (ctrl + click to use link)	Reason for omission / explanation
1.1	Statement from the most senior decision-maker of the organization	✓	<ul style="list-style-type: none"> <li>✓ In CR Report CEO's statement <a href="#">Our Responsibilities - Shanks Group plc</a></li> <li>✓ Review sections in financial report <a href="#">Investor Centre - Shanks Group plc</a></li> </ul>	NA
1.2	Description of key impacts, risks, and opportunities	✓	<ul style="list-style-type: none"> <li>✓ In financial report under risks and opportunities section <a href="#">Investor Centre - Shanks Group plc</a></li> </ul>	NA

##### 2. Organisational profile

Profile Disclosure	Description	Reported	Cross-reference/direct answer (ctrl + click to use link)	Reason for omission / explanation
2.1	Name of the organization	✓	<ul style="list-style-type: none"> <li>✓ In CR Report <a href="#">Our Responsibilities - Shanks Group plc</a></li> </ul>	NA
2.2	Primary brands, products, and/or services	✓	<ul style="list-style-type: none"> <li>✓ Synopsis in CR Report <a href="#">Our Responsibilities - Shanks Group plc</a></li> <li>✓ Further details in financial report <a href="#">Investor Centre - Shanks Group plc</a> and on Group and country web sites</li> </ul>	NA
2.3	Operational structure of organization, including main divisions, operating companies, subsidiaries, joint ventures	✓	<ul style="list-style-type: none"> <li>✓ Details in financial report <a href="#">Investor Centre - Shanks Group plc</a> and on Group and country web sites</li> </ul>	NA
2.4	Location of organization's headquarters	✓	<ul style="list-style-type: none"> <li>✓ CR Report contacts section <a href="#">Our Responsibilities - Shanks Group plc</a></li> </ul>	NA
2.5	Number countries organization operates in, names of countries with major operations or are specifically relevant to sustainability issues covered in report	✓	<ul style="list-style-type: none"> <li>✓ In CR Report <a href="#">Our Responsibilities - Shanks Group plc</a></li> <li>✓ Further details in financial report <a href="#">Investor Centre - Shanks Group plc</a> and on Group and country web sites</li> </ul>	NA

2.6	Nature of ownership and legal form	✓	✓ Synopsis in CR Policy <a href="#">Our Responsibilities - Shanks Group plc</a> ✓ Further details in financial report <a href="#">Investor Centre - Shanks Group plc</a> and on Group and country web sites	NA
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	✓	✓ Details in financial report <a href="#">Investor Centre - Shanks Group plc</a> and on Group and country web sites	NA
2.8	Scale of the reporting organization	✓	✓ Synopsis in CR Report <a href="#">Our Responsibilities - Shanks Group plc</a> ✓ Further details in financial report <a href="#">Investor Centre - Shanks Group plc</a> and on Group and country web sites	NA
2.9	Significant changes during the reporting period regarding size, structure, or ownership	✓	✓ Details in financial report <a href="#">Investor Centre - Shanks Group plc</a> and on Group and country web sites	NA
2.10	Awards received in the reporting period	✓	✓ Top level awards and accreditations in CR Report <a href="#">Our Responsibilities - Shanks Group plc</a> ✓ Local awards on country web sites	NA

### 3. Report Parameters

Profile Disclosure	Description	Reported	Cross-reference/direct answer (ctrl + click to use link)	Reason for omission / explanation
3.1	Reporting period (e.g., fiscal/calendar year) for information provided	✓	✓ In CR Report plus details of reporting parameters in Shanks CR indicators document <a href="#">Our Responsibilities - Shanks Group plc</a>	NA
3.2	Date of most recent previous report (if any)	✓	✓ In CR Report plus details of reporting parameters in Shanks CR indicators document <a href="#">Our Responsibilities - Shanks Group plc</a> ✓ Previous year's CR Report available on web site <a href="#">Our Responsibilities - Shanks Group plc</a>	NA
3.3	Reporting cycle (annual, biennial, etc.)	✓	✓ In CR Report plus details of reporting parameters in Shanks CR indicators document <a href="#">Our Responsibilities - Shanks Group plc</a>	NA
3.4	Contact point for questions regarding the report or its contents	✓	✓ In CR Report – contacts and feedback section <a href="#">Our Responsibilities - Shanks Group plc</a>	NA
3.5	Process for defining report content	✓	✓ In CR Report plus details of reporting parameters in Shanks CR indicators document <a href="#">Our Responsibilities - Shanks Group plc</a> note – Shanks indicators document includes outlines of the basis for calculation for all performance parameters reported on in Shanks CR Report	NA

3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance	✓	✓ In CR Report plus details of reporting parameters in Shanks CR indicators document <a href="#">Our Responsibilities - Shanks Group plc</a>	NA
3.7	State any specific limitations on scope or boundary of report (see completeness principle for explanation of scope)	✓	✓ In Shanks CR indicators document <a href="#">Our Responsibilities - Shanks Group plc</a>	NA
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations	✓	✓ In Shanks CR indicators document <a href="#">Our Responsibilities - Shanks Group plc</a>	NA
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report	✓	✓ Details of reporting parameters, methods of calculation, assumptions made etc are in Shanks CR indicators document <a href="#">Our Responsibilities - Shanks Group plc</a>	NA
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods)	✓	✓ In CR Report under data tables, graphs etc as relevant footnotes <a href="#">Our Responsibilities - Shanks Group plc</a> ✓ Detail in CR indicators document <a href="#">Our Responsibilities - Shanks Group plc</a>	NA
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	✓	✓ In CR Report plus details of reporting parameters in Shanks CR indicators document <a href="#">Our Responsibilities - Shanks Group plc</a> , plus detail of changes during the year in Shanks financial report <a href="#">Investor Centre - Shanks Group plc</a>	NA
3.12	Table identifying the location of the Standard Disclosures in the report.	✓	✓ Referred to in CR Report – disclosures document on web site (this document) at <a href="#">Our Responsibilities - Shanks Group plc</a>	NA
3.13	Policy and current practice with regard to seeking external assurance for the report	✓	✓ Content of CR Report is peer reviewed by Shanks Group CR Committee, plus data verification subject to audit in overview by company's financial auditors. Other external verification not currently conducted as specialist nature of industry sector and sector specific data not open to general verification by external bodies	NA

## 4. Governance, commitments, and engagement

Profile Disclosure	Description	Reported	Cross-reference/direct answer (ctrl + click to use link)	Reason for omission / explanation
4.1	Governance structure of organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	✓	<ul style="list-style-type: none"> <li>✓ Synopsis in CR Report <a href="#">Our Responsibilities - Shanks Group plc</a></li> <li>✓ Further details in financial report <a href="#">Investor Centre - Shanks Group plc</a> and on Group and country web sites and in Shanks CR Policy</li> </ul>	NA
4.2	Indicate whether Chair highest governance body is an executive officer	✓	<ul style="list-style-type: none"> <li>✓ Shanks financial report <a href="#">Investor Centre - Shanks Group plc</a></li> </ul>	NA
4.3	For organizations with a unitary board structure, state number of members of highest governance body that are independent and/or non-executive	✓	<ul style="list-style-type: none"> <li>✓ Shanks financial report <a href="#">Investor Centre - Shanks Group plc</a></li> </ul>	NA
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to highest governance body	✓	<ul style="list-style-type: none"> <li>✓ Shanks financial report <a href="#">Investor Centre - Shanks Group plc</a></li> </ul>	NA
4.5	Linkage between compensation for members of highest governance body, senior managers, and executives (including departure arrangements), and organization's performance (including social and environmental performance)	✓	<ul style="list-style-type: none"> <li>✓ Shanks financial report <a href="#">Investor Centre - Shanks Group plc</a>. Note – 10% of senior director remuneration determined via safety performance</li> </ul>	NA
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	✓	<ul style="list-style-type: none"> <li>✓ Shanks financial report <a href="#">Investor Centre - Shanks Group plc</a></li> </ul>	NA
4.7	Process for determining qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics	✓	<ul style="list-style-type: none"> <li>✓ Highest governance body specifically involved in guiding the company's strategy on CSR issues is Shanks Group CR Committee – see Shanks CR policy and CR Reports <a href="#">Our Responsibilities - Shanks Group plc</a></li> </ul>	NA
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation	✓	<ul style="list-style-type: none"> <li>✓ See Shanks CR Policy and supporting policies, such as safety leadership policy <a href="#">Our Responsibilities - Shanks Group plc</a></li> </ul>	NA

4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles	✓	<ul style="list-style-type: none"> <li>✓ See Shanks CR Policy and supporting policies, such as safety leadership policy <a href="#">Our Responsibilities - Shanks Group plc</a></li> <li>✓ Shanks financial report <a href="#">Investor Centre - Shanks Group plc</a></li> </ul>	NA
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance	✓	<ul style="list-style-type: none"> <li>✓ See Shanks CR Policy and supporting policies, such as safety leadership policy <a href="#">Our Responsibilities - Shanks Group plc</a></li> <li>✓ Shanks financial report <a href="#">Investor Centre - Shanks Group plc</a></li> </ul>	NA
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	✓	<ul style="list-style-type: none"> <li>✓ See Shanks CR Policy and supporting policies, such as safety leadership policy <a href="#">Our Responsibilities - Shanks Group plc</a></li> <li>✓ Shanks financial report <a href="#">Investor Centre - Shanks Group plc</a>, in particular risks and opportunities section</li> </ul>	NA
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	✓	<ul style="list-style-type: none"> <li>✓ International standards for management systems ISO, OHSAS,VCA; FTSE4Good – see management systems section of CR Report <a href="#">Our Responsibilities - Shanks Group plc</a> and financial report <a href="#">Investor Centre - Shanks Group plc</a></li> </ul>	NA
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations	✓	<ul style="list-style-type: none"> <li>✓ See country web sites (addresses as given above)</li> </ul>	NA
4.14	List of stakeholder groups engaged by the organization	✓	<ul style="list-style-type: none"> <li>✓ Synopsis in Shanks CR indicators document <a href="#">Our Responsibilities - Shanks Group plc</a></li> <li>✓ Further information in financial report <a href="#">Investor Centre - Shanks Group plc</a></li> </ul>	NA
4.15	Basis for identification and selection of stakeholders with whom to engage	✓	<ul style="list-style-type: none"> <li>✓ CR Report <a href="#">Our Responsibilities - Shanks Group plc</a></li> </ul>	NA
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	✓	<ul style="list-style-type: none"> <li>✓ Examples given in Shanks CR reports (library of previous reports on web site) <a href="#">Our Responsibilities - Shanks Group plc</a></li> </ul>	NA
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting	✓	<ul style="list-style-type: none"> <li>✓ Examples given in Shanks CR reports (library of previous reports on web site) <a href="#">Our Responsibilities - Shanks Group plc</a></li> <li>✓ Risks and opportunities section financial report includes risks raised via stakeholders <a href="#">Investor Centre - Shanks Group plc</a></li> </ul>	NA

## STANDARD DISCLOSURES PART III: Performance indicators

### Economic

Indicator	Description	Reported	Cross-reference/direct answer (ctrl + click to use link)
<b>Economic performance</b>			
<b>EC1</b>	Direct economic value generated and distributed, including revenue, operating costs, employee compensation, donations/other community investments, retained earnings, and payments to capital providers and governments	✓	<ul style="list-style-type: none"> <li>✓ Synopsis given in CR Report <a href="#">Our Responsibilities - Shanks Group plc</a></li> <li>✓ Detail given in financial report <a href="#">Investor Centre - Shanks Group plc</a></li> </ul>
<b>EC2</b>	Financial implications and other risks and opportunities for the organization's activities due to climate change	No	Climate change is included in internal company risk registers
<b>EC3</b>	Coverage of the organization's defined benefit plan obligations	No	NA
<b>EC4</b>	Significant financial assistance received from government	Partial	✓ Shanks financial report <a href="#">Investor Centre - Shanks Group plc</a>
<b>Market presence</b>			
<b>EC5</b>	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation	No	NA
<b>EC6</b>	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	No	NA
<b>EC7</b>	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	No	NA



**Indirect economic impacts**

<b>EC8</b>	Development & impact of infrastructure investments/services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	No	NA
<b>EC9</b>	Understanding and describing significant indirect economic impacts, including the extent of impacts	Partial	✓ Shanks financial report <a href="#">Investor Centre - Shanks Group plc</a>

**Environmental**

Indicator	Description	Reported	Cross-reference/direct answer/comment
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**Materials**

<b>EN1</b>	Materials used by weight or volume	✓	<ul style="list-style-type: none"> <li>✓ Raw materials used are wastes (waste management company) – see recycling section of CR Report <a href="#">Our Responsibilities - Shanks Group plc</a> . Other raw material use non-significant</li> <li>✓ Details of basis of calculations regarding waste raw materials in indicators document <a href="#">Our Responsibilities - Shanks Group plc</a></li> </ul>
<b>EN2</b>	Percentage of materials used that are recycled input materials	✓	<ul style="list-style-type: none"> <li>✓ Waste management company – recycles for customers. See recycling data in CR Report <a href="#">Our Responsibilities - Shanks Group plc</a></li> </ul>

**Energy**

<b>EN3</b>	Direct energy consumption by primary energy source	✓	<ul style="list-style-type: none"> <li>✓ See other environmental indicators in CR Report <a href="#">Our Responsibilities - Shanks Group plc</a></li> </ul>
<b>EN4</b>	Indirect energy consumption by primary source	✓	<ul style="list-style-type: none"> <li>✓ See other environmental indicators in CR Report <a href="#">Our Responsibilities - Shanks Group plc</a></li> </ul>
<b>EN5</b>	Energy saved due to conservation and efficiency improvements	Partial	<ul style="list-style-type: none"> <li>✓ Case studies of specific initiatives given in CR reports <a href="#">Our Responsibilities - Shanks Group plc</a></li> </ul>
<b>EN6</b>	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result	Partial	<ul style="list-style-type: none"> <li>✓ Case studies of specific initiatives given in CR reports <a href="#">Our Responsibilities - Shanks Group plc</a></li> </ul>
<b>EN7</b>	Initiatives to reduce indirect energy consumption and reductions achieved	Partial	<ul style="list-style-type: none"> <li>✓ Case studies of specific initiatives given in CR reports <a href="#">Our Responsibilities - Shanks Group plc</a></li> </ul>

<b>Water</b>			
<b>EN8</b>	Total water withdrawal by source	✓	✓ Water used by source declared in CR Report other environmental indicators table <a href="#">Our Responsibilities - Shanks Group plc</a>
<b>EN9</b>	Water sources significantly affected by withdrawal of water	No	NA
<b>EN10</b>	Percentage and total volume of water recycled and reused	No	✓ Data is presented as volumes as above in CR Report
<b>Biodiversity</b>			
<b>EN11</b>	Location & size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	✓	✓ See other environmental indicators in CR Report <a href="#">Our Responsibilities - Shanks Group plc</a>
<b>EN12</b>	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	No	NA
<b>EN13</b>	Habitats protected or restored	No	NA
<b>EN14</b>	Strategies, current actions, and future plans for managing biodiversity impacts	No	NA
<b>EN15</b>	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	No	NA
<b>Emissions, effluents and waste</b>			
<b>EN16</b>	Total direct and indirect greenhouse gas emissions by weight	✓	✓ See carbon footprint in CR report <a href="#">Our Responsibilities - Shanks Group plc</a> , plus details and definitions in indicators document <a href="#">Our Responsibilities - Shanks Group plc</a>
<b>EN17</b>	Other relevant indirect greenhouse gas emissions by weight	✓	✓ See Shanks wider environmental indicators document which includes emissions from EPRT sites to air <a href="#">Our Responsibilities - Shanks Group plc</a>
<b>EN18</b>	Initiatives to reduce greenhouse gas emissions and reductions achieved	✓	✓ See carbon avoidance as a key CR objective in CR Report <a href="#">Our Responsibilities - Shanks Group plc</a>
<b>EN19</b>	Emissions of ozone-depleting substances by weight	✓	✓ See Shanks wider environmental indicators document which includes emissions from EPRT sites to air <a href="#">Our Responsibilities - Shanks Group plc</a>

EN20	NOx, SOx, and other significant air emissions by type and weight	✓	✓ See Shanks CR Report environment section and wider environmental indicators document which includes emissions from EPRT sites to air <a href="#">Our Responsibilities - Shanks Group plc</a>
EN21	Total water discharge by quality and destination	No	NA
EN22	Total weight of waste by type and disposal method	✓	✓ CR Report waste data <a href="#">Our Responsibilities - Shanks Group plc</a>
EN23	Total number & volume significant spills	✓	✓ CR Report wider environmental indicators <a href="#">Our Responsibilities - Shanks Group plc</a>
EN24	Weight transported, imported, exported, treated waste deemed hazardous under Basel Convention Annex I, II, III, VIII, and percentage shipped internationally	Partial	✓ Waste management company – manages waste for other concerns
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by organization's discharges	No	NA

### Products and services

EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Partial	✓ Case studies in CR Report provide examples <a href="#">Our Responsibilities - Shanks Group plc</a>
EN27	Percentage products sold and packing materials reclaimed by category	No	NA

### Compliance

EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	✓	✓ Convictions and fines given in CR Report management systems and compliance section but not enforcement notices and warnings as country regulator systems vary leading to a non-comparable data-set <a href="#">Our Responsibilities - Shanks Group plc</a>
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### Transport

EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce	Partial	✓ Only carbon emissions noted in CR Report <a href="#">Our Responsibilities - Shanks Group plc</a>
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**Overall**

<b>EN30</b>	Total environmental protection expenditures and investments by type	Partial	✓ Case studies in CR Report provide examples <a href="#">Our Responsibilities - Shanks Group plc</a>
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**People, wellbeing and labour practices**

Indicator	Description	Reported	Cross-reference/direct answer/comment
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**Employment**

<b>LA1</b>	Total workforce by employment type, employment contract, and region	✓	✓ People section of CR Report <a href="#">Our Responsibilities - Shanks Group plc</a>
<b>LA2</b>	Total number and rate of employee turnover by age group, gender, region	Partial	✓ Partial data given in people section of CR Report <a href="#">Our Responsibilities - Shanks Group plc</a>
<b>LA3</b>	Benefits provided to full-time employees not provided to temporary or part-time employees, by major operations	No	✓ Subject to country law

**Labor/management relations**

<b>LA4</b>	Percentage of employees covered by collective bargaining agreement	No	NA
<b>LA5</b>	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	No	NA

**Occupational health and safety**

<b>LA6</b>	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	✓	✓ CR Report <a href="#">Our Responsibilities - Shanks Group plc</a>
<b>LA7</b>	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region	✓	✓ Reported in CR Report, people and wellbeing section <a href="#">Our Responsibilities - Shanks Group plc</a>

<b>LA8</b>	Education, training, counseling, prevention, risk-control in place to assist workforce, their families, or community members regarding serious diseases	No	NA
<b>LA9</b>	Health and safety topics covered in formal agreements with trade unions	No	NA

### Training and education

<b>LA10</b>	Average hours of training per year per employee by employee category	Partial	✓ Partial data given in people and wellbeing section of CR Report <a href="#">Our Responsibilities - Shanks Group plc</a>
<b>LA11</b>	Programs for skills management and lifelong learning that support continued employability of employees and assist them in managing career endings	No	NA
<b>LA12</b>	Percentage of employees receiving regular performance and career development reviews	No	NA

### Diversity and equal opportunity

<b>LA13</b>	Composition of governance bodies and breakdown of employees per category according to gender, age, minority group, and other indicators of diversity	Partial	✓ Partial data given in people section of CR Report <a href="#">Our Responsibilities - Shanks Group plc</a>
<b>LA14</b>	Ratio of basic salary of men to women by employee category	No	NA

### Social, human rights

Indicator	Description	Reported	Cross-reference/direct answer/comment
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### Investment and procurement practices

<b>HR1</b>	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	NA	✓ Lower risk area for Shanks
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<b>HR2</b>	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken	NA	✓ Lower risk area for Shanks
<b>HR3</b>	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	No	✓ Lower risk area for Shanks
<b>Non-discrimination</b>			
<b>HR4</b>	Total number of incidents of discrimination and actions taken	✓	Declared in CR Report people section <a href="#">Our Responsibilities - Shanks Group plc</a>
<b>Freedom of association and collective bargaining</b>			
<b>HR5</b>	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	No	✓ Lower risk area for Shanks
<b>Child labor</b>			
<b>HR6</b>	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor	No	✓ Lower risk area for Shanks (statement not to employ under 16 years old in CR Policy)
<b>Forced and compulsory labor</b>			
<b>HR7</b>	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of such	No	✓ Lower risk area for Shanks
<b>Security practices</b>			
<b>HR8</b>	Percentage of security personnel trained in organization's policies or procedures concerning aspects of human rights that are relevant to operations	No	✓ Lower risk area for Shanks

**Indigenous rights**

<b>HR9</b>	Total number of incidents of violations involving rights of indigenous people and actions taken	No	✓ Lower risk area for Shanks
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**Social, society**

Indicator	Description	Reported	Cross-reference/direct answer/comment
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**Community**

<b>SO1</b>	Nature, scope, effectiveness, programs and practices that assess and manage impacts of operations on communities, including entering, operating, and exiting	Partial	✓ Partial information given (complaints data) in wider community section of CR Report <a href="#">Our Responsibilities - Shanks Group plc</a>
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**Corruption**

<b>SO2</b>	Percentage and total number of business units analyzed for risks related to corruption	✓	✓ Assessment under UK Bribery Act in CR Report <a href="#">Our Responsibilities - Shanks Group plc</a>
<b>SO3</b>	% of employees trained in organization's anti-corruption policies and procedures	Partial	✓ Training provided to relevant, but not all, staff under Bribery Act
<b>SO4</b>	Actions taken in response to incidents of corruption	No	NA

**Public policy**

<b>SO5</b>	Public policy positions and participation in public policy development/lobbying	No	NA
<b>SO6</b>	Total value financial and in-kind contributions to political parties, politicians, related institutions by country	✓	✓ Shanks, as a matter of policy, does not make donations to political parties. This is stated in Shanks Group CR Policy <a href="#">Our Responsibilities - Shanks Group plc</a>

**Anti-competitive behavior**

<b>SO7</b>	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	✓	✓ See management systems and compliance section of CR Report <a href="#">Our Responsibilities - Shanks Group plc</a>
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**Compliance**

<b>SO8</b>	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws/regulations	No	✓ Partial information given in management systems and compliance section of CR Report <a href="#">Our Responsibilities - Shanks Group plc</a>
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**Social, product responsibility**

Indicator	Description	Reported	Cross-reference/direct answer/comment
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**Customer health and safety**

<b>PR1</b>	Life cycle stages in which health and safety impacts of products/services are assessed for improvement, and % of significant products and services categories subject to such procedures	No	NA
<b>PR2</b>	Total number incidents non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes	No	NA

**Product and service labeling**

<b>PR3</b>	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	No	NA
<b>PR4</b>	Total number incidents non-compliance with regulations and voluntary codes concerning product/service information and labeling, by type outcomes	✓	As a waste management company any non-compliance with labeling, product information etc requirements would be breaches of environmental law and are reported as such in Shanks CR Report <a href="#">Our Responsibilities - Shanks Group plc</a>
<b>PR5</b>	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	No	NA



**Marketing communications**

<b>PR6</b>	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	No	NA
<b>PR7</b>	Total number incidents non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes	No	NA

**Customer privacy**

<b>PR8</b>	Total number substantiated complaints regarding breaches of customer privacy and losses of customer data	No	✓ None reported during 2010/2011
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**Compliance**

<b>PR9</b>	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	✓	As a waste management company any non-compliance with provision and use or products and services etc requirements would be breaches of environmental law and are reported as such in Shanks CR Report <a href="#">Our Responsibilities - Shanks Group plc</a>
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