

Shanks Group CR Report 2013 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 (CR) Report and CR full data document. However, other sources of information are referred to, the major ones of these being:

- ✓ Shanks CR full data document (available on Shanks Group's web site)
- ✓ Shanks annual financial reports (available on Shanks Group's web site)
- ✓ Shanks Group's web site (www.shanksplc.com)
- ✓ Shanks country web sites (see contacts page at rear of Shanks Group CR Report for all relevant web site addresses or rear of this document)
- ✓ 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 CRinfo@shanks.co.uk or use the contacts page at the rear of Shanks CR Report. 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 650650. Please also see contact page at the rear of this navigator document.

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 OUTPUT	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 OUTPUT	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 OUTPUT	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"> ✓ In CR Report CEO's statement Our Responsibilities - Shanks Group plc ✓ Review sections in financial report Investor Centre - Shanks Group plc 	NA
1.2	Description of key impacts, risks, and opportunities	✓	<ul style="list-style-type: none"> ✓ In financial report under risks and opportunities section Investor Centre - Shanks Group plc 	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"> ✓ In CR Report Our Responsibilities - Shanks Group plc 	NA
2.2	Primary brands, products, and/or services	✓	<ul style="list-style-type: none"> ✓ Synopsis in CR Report Our Responsibilities - Shanks Group plc ✓ Further details in financial report Investor Centre - Shanks Group plc 	NA
2.3	Operational structure of organization, including main divisions, operating companies, subsidiaries, joint ventures	✓	<ul style="list-style-type: none"> ✓ Details in financial report Investor Centre - Shanks Group plc and on Group and divisional web sites 	NA
2.4	Location of organization's headquarters	✓	<ul style="list-style-type: none"> ✓ CR Report contacts section Our Responsibilities - Shanks Group plc 	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"> ✓ In CR Report Our Responsibilities - Shanks Group plc ✓ Further details in financial report Investor Centre - Shanks Group plc and on Group and divisional web sites 	NA
2.6	Nature of ownership and legal form	✓	<ul style="list-style-type: none"> ✓ Details in financial report Investor Centre - Shanks Group plc 	NA

2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	✓	✓ Details in financial report Investor Centre - Shanks Group plc and on Group and divisional web sites	NA
2.8	Scale of the reporting organization	✓	✓ Synopsis in CR Report Our Responsibilities - Shanks Group plc ✓ Further details in financial report Investor Centre - Shanks Group plc	NA
2.9	Significant changes during the reporting period regarding size, structure, or ownership	✓	✓ Details in financial report Investor Centre - Shanks Group plc and on Group and divisional web sites	NA
2.10	Awards received in the reporting period	✓	✓ Top level awards and accreditations in CR Report Our Responsibilities - Shanks Group plc plus local awards on divisional 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 Shanks CR indicators document Our Responsibilities - Shanks Group plc	NA
3.2	Date of most recent previous report	✓	✓ Previous year CR Report on web site Our Responsibilities - Shanks Group plc	NA
3.3	Reporting cycle (annual, biennial, etc.)	✓	✓ In Shanks CR indicators document Our Responsibilities - Shanks Group plc	NA
3.4	Contact point for questions regarding the report or its contents	✓	✓ In CR Report – contacts and feedback section Our Responsibilities - Shanks Group plc	NA
3.5	Process for defining report content	✓	✓ In Shanks CR indicators document Our Responsibilities - Shanks Group plc	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 Our Responsibilities - Shanks Group plc	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 Our Responsibilities - Shanks Group plc	NA
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities	✓	✓ In Shanks CR indicators document Our Responsibilities - Shanks Group plc	NA

3.9	Data measurement techniques and bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of Indicators and other information in report	✓	✓ Details of reporting parameters, methods of calculation, assumptions made etc are in Shanks CR indicators document Our Responsibilities - Shanks Group plc	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 and CR full data document under data tables, graphs etc as relevant footnotes Our Responsibilities - Shanks Group plc ✓ Detail in CR indicators document Our Responsibilities - Shanks Group plc	NA
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	✓	✓ In CR Report and CR full data document plus details of reporting parameters in Shanks CR indicators document Our Responsibilities - Shanks Group plc , plus detail of changes during the year in Shanks financial report Investor Centre - Shanks Group plc	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 Our Responsibilities - Shanks Group plc	NA
3.13	Policy and current practice with regard to seeking external assurance for the report	✓	✓ Content of CR Report peer reviewed by Shanks CR Committee. Other external verification not currently conducted as specialist nature of industry sector and sector specific data not open to general verification	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	✓	✓ Synopsis in CR Report Our Responsibilities - Shanks Group plc ✓ Further details in financial report Investor Centre - Shanks Group plc and on Group and divisional web sites and in Shanks CR Policy	NA
4.2	Indicate whether Chair highest governance body is an executive officer	✓	✓ Shanks financial report Investor Centre - Shanks Group plc	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	✓	✓ Shanks financial report Investor Centre - Shanks Group plc	NA

4.4	Mechanisms for shareholders and employees to provide recommendations or direction to highest governance body	✓	✓ Shanks financial report Investor Centre - Shanks Group plc	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)	✓	✓ Shanks financial report Investor Centre - Shanks Group plc . Note – 10% of senior director remuneration determined via safety performance	NA
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	✓	✓ Shanks financial report Investor Centre - Shanks Group plc	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	✓	✓ 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 Our Responsibilities - Shanks Group plc	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	✓	✓ See Shanks CR Policy and supporting policies, such as safety leadership policy Our Responsibilities - Shanks Group plc	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"> ✓ See Shanks CR Policy and supporting policies, such as safety leadership policy Our Responsibilities - Shanks Group plc ✓ Shanks financial report Investor Centre - Shanks Group plc 	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"> ✓ See Shanks CR Policy and supporting policies, such as safety leadership policy Our Responsibilities - Shanks Group plc ✓ Shanks financial report Investor Centre - Shanks Group plc 	NA
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	✓	<ul style="list-style-type: none"> ✓ See Shanks CR Policy and supporting policies, such as safety leadership policy Our Responsibilities - Shanks Group plc ✓ Shanks financial report Investor Centre - Shanks Group plc, in particular risks and opportunities section 	NA

4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	✓	✓ International standards for management systems ISO, OHSAS,VCA; FTSE4Good – see management systems section of CR Report Our Responsibilities - Shanks Group plc and financial report Investor Centre - Shanks Group plc	NA
4.13	Memberships (such as industry associations) and/or national / international advocacy organizations	✓	✓ See divisional web sites (addresses as given below)	NA
4.14	List of stakeholder groups engaged by the organization	✓	✓ Synopsis in CR indicators document Our Responsibilities - Shanks Group plc ✓ Further information in financial report Investor Centre - Shanks Group plc	NA
4.15	Basis for identification and selection of stakeholders with whom to engage	✓	✓ CR Report Our Responsibilities - Shanks Group plc	NA
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	✓	✓ Examples given in Shanks CR reports (library of previous reports on web site) Our Responsibilities - Shanks Group plc	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	✓	✓ Examples given in Shanks CR reports (library of previous reports on web site) Our Responsibilities - Shanks Group plc ✓ Risks and opportunities section financial report includes risks raised via stakeholders Investor Centre - Shanks Group plc	NA

STANDARD DISCLOSURES PART III: Performance indicators

Economic

Indicator	Description	Reported	Cross-reference/direct answer (ctrl + click to use link)
Economic performance			
EC1	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	✓	✓ Detail given in financial report Investor Centre - Shanks Group plc
EC2	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

EC3	Coverage of the organization's defined benefit plan obligations	No	NA
EC4	Significant financial assistance received from government	Partial	✓ Shanks financial report Investor Centre - Shanks Group plc

Market presence

EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation	No	NA
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation	No	NA
EC7	Procedures local hiring and proportion senior management hired from local community at significant locations	No	NA

Indirect economic impacts

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

Environmental

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

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

EN3	Direct energy consumption by primary energy source	✓	✓ See other environmental indicators in CR Report and CR full data document Our Responsibilities - Shanks Group plc
EN4	Indirect energy consumption by primary source	✓	✓ See other environmental indicators in CR Report and CR full data document Our Responsibilities - Shanks Group plc
EN5	Energy saved due to conservation and efficiency improvements	Partial	✓ Case studies of specific initiatives given in CR reports Our Responsibilities - Shanks Group plc
EN6	Initiatives to provide energy-efficient or renewable energy products, services, and reductions in energy requirements	Partial	✓ Case studies of specific initiatives given in CR reports Our Responsibilities - Shanks Group plc
EN7	Initiatives to reduce indirect energy consumption and reductions achieved	Partial	✓ Case studies of specific initiatives given in CR reports Our Responsibilities - Shanks Group plc

Water

EN8	Total water withdrawal by source	✓	✓ Water used by source declared in CR Report and CR full data document other environmental indicators table Our Responsibilities - Shanks Group plc
EN9	Water sources significantly affected by withdrawal of water	No	NA
EN10	Percentage and total volume of water recycled and reused	No	✓ Data is presented as volumes as above in and CR full data document

Biodiversity

EN11	Location & size of land owned, leased, managed in, or adjacent, protected areas and areas of high biodiversity value outside protected areas	✓	✓ See other environmental indicators in CR Report and CR full data document Our Responsibilities - Shanks Group plc
EN12	Description significant impacts activities, products, services on biodiversity	No	NA
EN13	Habitats protected or restored	No	NA
EN14	Strategies, current actions, and future plans for managing biodiversity impacts	No	NA

EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations	No	NA
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Emissions, effluents and waste

EN16	Total direct and indirect greenhouse gas emissions by weight	✓	✓ See carbon footprint in CR report and CR full data document Our Responsibilities - Shanks Group plc , plus details and definitions in indicators document
EN17	Other relevant indirect greenhouse gas emissions by weight	✓	✓ See Shanks wider environmental indicators document which includes emissions from EPRT sites to air Our Responsibilities - Shanks Group plc
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	✓	✓ See carbon avoidance as a key CR objective in CR Report Our Responsibilities - Shanks Group plc
EN19	Emissions of ozone-depleting substances by weight	✓	✓ See Shanks wider environmental indicators document which includes emissions from EPRT sites to air Our Responsibilities - Shanks Group plc
EN20	NOx, SOx, and other significant air emissions by type and weight	✓	✓ See Shanks CR Report and CR full data document environment section and wider environmental indicators document which includes emissions from EPRT sites to air Our Responsibilities - Shanks Group plc
EN21	Total water discharge by quality and destination	No	NA
EN22	Total weight of waste by type and disposal method	✓	✓ CR Report and CR full data document waste data Our Responsibilities - Shanks Group plc
EN23	Total number & volume significant spills	✓	✓ CR Report and CR full data document wider environmental indicators Our Responsibilities - Shanks Group plc
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 Our Responsibilities - Shanks Group plc
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EN27	Percentage products sold and packing materials reclaimed by category	No	NA
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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 and CR full data document management systems and compliance section but not enforcement notices and warnings as divisional regulator systems vary leading to a non-comparable data-set Our Responsibilities - Shanks Group plc
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Transport

EN29	Significant environmental impacts of transporting products, goods, materials used for the organization's operations, and transporting members workforce	Partial	✓ Only carbon emissions noted in CR Report and CR full data document Our Responsibilities - Shanks Group plc
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Overall

EN30	Total environmental protection expenditures and investments by type	Partial	✓ Case studies in CR Report provide examples Our Responsibilities - Shanks Group plc
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People, wellbeing and labour practices

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

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

Labor/management relations

LA4	Percentage of employees covered by collective bargaining agreement	No	NA
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LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements	No	NA
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Occupational health and safety

LA6	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 and CR full data document Our Responsibilities - Shanks Group plc
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region	✓	✓ Reported in CR Report and CR full data document, people and wellbeing section Our Responsibilities - Shanks Group plc
LA8	Education, training, counseling, prevention, risk-control in place to assist workforce, their families, or community members regarding serious diseases	No	NA
LA9	Health and safety topics covered in formal agreements with trade unions	No	NA

Training and education

LA10	Average hours of training per year per employee by employee category	Partial	✓ Partial data given in people and wellbeing section of CR Report and CR full data document Our Responsibilities - Shanks Group plc
LA11	Programs for skills management and learning that support employability and assist managing career endings	No	NA
LA12	Percentage of employees receiving regular performance and career development reviews	No	NA

Diversity and equal opportunity

LA13	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 and CR full data document Our Responsibilities - Shanks Group plc
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LA14	Ratio of basic salary of men to women by employee category	Partial	✓ Partial data given in people section of CR full data document Our Responsibilities - Shanks Group plc
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Social, human rights

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

HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	No	✓ Lower risk area for Shanks
HR2	Percentage of significant suppliers and contractors that have undergone human rights screening & actions taken	No	✓ Lower risk area for Shanks
HR3	Total hours employee training policies, procedures concerning aspects human rights relevant to operations, including the percentage of employees trained	No	✓ Lower risk area for Shanks

Non-discrimination

HR4	Total number of incidents of discrimination and actions taken	✓	Declared in CR Report and CR full data document people section Our Responsibilities - Shanks Group plc
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Freedom of association and collective bargaining

HR5	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
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Child labor

HR6	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)
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Forced and compulsory labor

HR7	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
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Security practices

HR8	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
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Indigenous rights

HR9	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

SO1	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 and CR full data document Our Responsibilities - Shanks Group plc
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Corruption

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

Public policy			
SO5	Public policy positions and participation in public policy development/lobbying	No	NA
SO6	Total value financial and in-kind contributions to political parties, politicians, related institutions by country	✓	✓ As a matter of policy Shanks does not make donations to political parties. This is stated in Shanks Group CR Policy Our Responsibilities - Shanks Group plc
Anti-competitive behavior			
SO7	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 and CR full data document Our Responsibilities - Shanks Group plc
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws/regulations	Partial	✓ Partial information given in management systems and compliance section of CR Report and CR full data document Our Responsibilities - Shanks Group plc
Social, product responsibility			
Indicator	Description	Reported	Cross-reference/direct answer/comment
Customer health and safety			
PR1	Life cycle stages in which H&S impacts of products/services assessed for improvement, and % significant products and services subject to such procedures	No	NA – waste management company
PR2	Total number incidents non-compliance with regulations and codes concerning H&S impacts of products, services during life cycle, by type of outcomes	No	NA – waste management company
Product and service labeling			
PR3	Type of product and service information required by procedures, and % products & services subject to such requirements	No	NA – waste management company

PR4	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 and CR full data document Our Responsibilities - Shanks Group plc
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	No	NA – waste management company

Marketing communications

PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	No	NA
PR7	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

PR8	Total number substantiated complaints regarding breaches of customer privacy and losses of customer data	No	✓ None reported
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Compliance

PR9	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 of products and services etc requirements would be breaches of environmental law and are reported as such in Shanks CR Report and CR full data document Our Responsibilities - Shanks Group plc
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5. Contact and links

Our CR Report is not the only document we produce on our approach to sustainability. The links given below will take you to other sources of information. If you have any questions or issues you wish to discuss outside of the information provided please use the contacts shown below.

Want to see the full data?

The data given in our CR Report is only a highlight. Our full CR data-set is available on our Group web site, including divisional break-downs of information go to the Our Responsibilities section of our Group web site at <http://www.shanksplc.co.uk/our-responsibilities/cr-reports>.

Want to know how we calculate our CR data?

Our CR indicators document defines each of the items of data we release and how they are calculated. It also gives the general rules we use for our reporting and our report coverage. To see our CR indicators document go to <http://www.shanksplc.co.uk/our-responsibilities/cr-reports>.

Want to know more about our strategy and financial performance?

Our annual reports give more information on Shanks, its activities, our strategy, financial performance and governance. To see our annual report, go to the Investor Centre section of our Group web site at <http://www.shanksplc.co.uk/investor-centre/reports-and-presentations/reports>.

Do you have a comment or question on our CR report or activities?

Contact us at CRinfo@shanks.co.uk. Or, if you do not have access to e-mail please use the contact details given below.

Principal Offices		
Corporate Head Office	Benelux Solid Waste Division Netherlands	Benelux Solid Waste Division Belgium
Shanks Group plc, Dunedin House, Auckland Park, Mount Farm, Milton Keynes, Buckinghamshire, MK1 1BU. Tel: 00 44 (0) 1908 650580, Fax: 00 44 (0) 1908 650651, website: www.shanksplc.com , e-mail: info@shanksplc.co.uk	Shanks Nederland, PO Box 141, 2290 AC Wateringen, The Netherlands, Tel: 00 31 (0) 174 219 900, Fax: 00 31 (0) 174 219 911, website: www.shanks.nl , e-mail: info@shanks.nl	Shanks Belgium, Rue Edouard Belin 3/1, B-1435 Mont-Saint-Guibert, Belgium, Tel: 00 32 (0) 1023 3660, Fax: 00 32 (0) 1023 3661, website: www.shanks.be , email: info@shanks.be
Hazardous Waste Division	Organics Division	UK Solid Waste & Municipal Division
Shanks Hazardous Waste, Computerweg 12D Postbus 1545, 3821 AB Amersfoort, 3800 BM Amersfoort, Tel: +(0)33 455 88 90, Fax: +(0)33 456 25 81, Website: www.shankshazardouswaste.com , e-mail: info@shankshazardouswaste.com	Orgaworld Nederland B.V, Pettelaarpark 100 Postbus 5076, 5201 GB 's- Hertogenbosch, The Netherlands, Tel: 00 31 (0)73-687 26 00, Fax: 00 31 (0)73-687 26 09, website: www.orgaworld.nl , e-mail: info@orgaworld.nl	Shanks Waste Management Limited, Dunedin House, Auckland Park, Mount Farm, Milton Keynes, Buckinghamshire MK1 1BU, Tel: 00 44 (0) 1908 650650, Fax: 00 44 (0) 1908 650699, website: www.shanks.co.uk , e-mail: info@shanks.co.uk