



CORPORATE RESPONSIBILITY REPORT 2015 GRI NAVIGATOR DOCUMENT

We produce our annual CR Report to the standards set by GRI (the Global Reporting Initiative). This **NAVIGATOR** document shows how we comply with GRI standards. It also includes links to other Shanks documents where the requirements of GRI may be found if not in our formal CR Report: For example, where an item of information may be found in our annual Financial Report or similar.





Shanks CR Report 2015 – GRI navigator overview

This document lists Shanks compliance with GRI level B, including performance indicators. The main sources of information referred to in this document are:

- ✓ Shanks CR Report
- ✓ Shanks CR full data set document
- ✓ Shanks CR indicators document

All above are available at:
<http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx>

In addition:

- ✓ Shanks annual financial report

Available at: <http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx>

- ✓ Shanks our responsibilities pages

Available at: <http://www.shanksplc.com/our-responsibilities.aspx>

For information, right 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

If you have any queries on this document or other aspect of Shanks CR performance please contact CRinfo@shanks.co.uk or use the contacts page at the rear of Shanks CR Report. Or, by post or telephone to: Shanks Group plc, Dunedin House, Auckland Park, Mount Farm, Milton Keynes, Buckinghamshire, MK1 1BU, UK. Tel: +44 (0)1908 650650.

1. Contents

1. Overview, contents and contacts
2. GRI application level table
3. Navigator tables
4. Links and further reading

2. GRI level application table

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 Externally Assured	Report on all criteria listed for Level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17	Report Externally Assured	Same as requirement for Level B	Report Externally Assured
	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 Externally Assured	Report on a minimum of 20 Performance Indicators, at least one from each of Economic, Environmental, Human rights, Labor, Society, Product Reponsibility.	Report Externally Assured	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.	Report Externally Assured

*Sector supplement in final version

This document is to GRI level B and has been assured by Shanks Group’s CR Committee

3. Shanks CR Report 2014 – GRI navigator tables

STANDARD DISCLOSURES: Profile Disclosures

1. Strategy and analysis

Profile Disclosure	Description	Reported	Cross-reference/direct answer (main source only given)	Reason for omission / explanation
1.1	Statement from the most senior decision-maker of the organization	✓	✓ CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	NA
1.2	Description of key impacts, risks, and opportunities	✓	✓ Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx	NA

2. Organisational profile

2.1	Name of the organization	✓	✓ CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	NA
2.2	Primary brands, products, and/or services	✓	✓ CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx ✓ Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx	NA
2.3	Operational structure of organization, including main divisions, operating companies, subsidiaries, joint ventures	✓	✓ Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx	NA
2.4	Location of organization's headquarters	✓	✓ CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	NA
2.6	Nature of ownership and legal form	✓	✓ Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx	NA
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	✓	✓ Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx	NA
2.8	Scale of the reporting organization	✓	✓ CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx ✓ Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx	NA
2.9	Significant changes during the reporting period regarding size, structure, or ownership	✓	✓ Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx	NA
2.10	Awards received in reporting period	✓	✓ CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	NA

3. Report Parameters

3.1	Reporting period (e.g., fiscal/calendar year)	✓	✓	CR indicators document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	NA
3.2	Date of most recent previous report	✓	✓	Previous year CR Report on web site: http://www.shanksplc.com/our-responsibilities.aspx	NA
3.3	Reporting cycle (annual, biennial)	✓	✓	CR indicators document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	NA
3.4	Contact point for questions regarding the report or its contents	✓	✓	CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	NA
3.5	Process for defining report content	✓	✓	CR indicators document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	NA
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance	✓	✓	CR indicators document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	NA
3.7	State any specific limitations on scope or boundary of report (see completeness principle for explanation of scope)	✓	✓	CR indicators document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	NA
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities	✓	✓	CR indicators document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	NA
3.9	Data measurement techniques, bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of Indicators and other information in report	✓	✓	CR indicators document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	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)	✓	✓	CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx CR Full Data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	NA
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report	✓	✓	CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx CR Full Data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx CR indicators document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	NA

3.12	Table identifying the location of the Standard Disclosures in the report.	✓	✓	CR GRI Navigator: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	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
4.1	Governance structure of organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	✓	✓	Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx	NA
4.2	Indicate whether Chair highest governance body is an executive officer	✓	✓	Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx	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	✓	✓	Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx	NA
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to highest governance body	✓	✓	Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx	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)	✓	✓	Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx	NA
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	✓	✓	Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx	NA

4. Governance, commitments, and engagement continued

4.7	Process for determining qualifications and expertise of members of 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 http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx	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: http://www.shanksplc.com/our-responsibilities.aspx	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: http://www.shanksplc.com/our-responsibilities.aspx ✓ Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx 	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: http://www.shanksplc.com/our-responsibilities.aspx ✓ Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx 	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: http://www.shanksplc.com/our-responsibilities.aspx ✓ Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx 	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"> ✓ International standards for management systems ISO, OHSAS, VCA; FTSE4Good – see management systems section of CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx 	NA
4.13	Memberships (such as industry associations) and/or national / international advocacy organizations	✓	<ul style="list-style-type: none"> ✓ See divisional web sites in contacts section of CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx 	NA
4.14	List of stakeholder groups engaged by the organization	✓	<ul style="list-style-type: none"> ✓ CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx ✓ CR indicators: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx 	NA
4.15	Basis for identification and selection of stakeholders to engage with	✓	<ul style="list-style-type: none"> ✓ CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx ✓ CR indicators: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx 	NA
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	✓	<ul style="list-style-type: none"> ✓ CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx ✓ CR indicators: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx 	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"> ✓ CR Report: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx ✓ CR indicators: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx 	NA

STANDARD DISCLOSURES: Performance indicators

Profile Disclosure	Description	Reported	Cross-reference/direct answer (main source only given)
Economic - 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	✓	✓ Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx
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	✓ Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx
Economic - 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, proportion spending on locally-based suppliers at significant locations	No	✓ NA
EC7	Procedures local hiring and proportion senior management hired from local community at significant locations	No	✓ NA
EC8	Development & impact of infrastructure investments/services provided for public benefit commercial, in-kind, or pro bono engagement	No	✓ NA
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	Partial	✓ Financial report: http://www.shanksplc.com/investor-centre/reports-and-presentations/2015.aspx
Environmental - materials			
EN1	Materials used by weight or volume	✓	✓ Raw materials used are wastes (waste management company see CR Full Data): http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
EN2	Percentage of materials used that are recycled input materials	✓	✓ Waste management company – recycles for customers: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx

Environmental – energy

EN3	Direct energy consumption by primary energy source	✓	✓ See other environmental indicators in CR Report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
EN4	Indirect energy consumption by primary source	✓	✓ See other environmental indicators in CR Report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
EN5	Energy saved due to conservation and efficiency improvements	Partial	✓ Case studies of specific initiatives given in CR reports: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
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: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
EN7	Initiatives to reduce indirect energy consumption and reductions achieved	Partial	✓ Case studies of specific initiatives given in CR reports: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx

Environmental - water

EN8	Total water withdrawal by source	✓	✓ Water used by source declared in CR Report and CR full data document other environmental indicators table: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
EN9	Water sources significantly affected by withdrawal of water	No	✓ NA
EN10	Percentage and total volume of water recycled and reused	No	✓ Water used by source declared in CR Report and CR full data document other environmental indicators table: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx

Environmental – bio-diversity

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: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
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

Environmental - emissions, effluents and waste

EN16	Total direct and indirect greenhouse gas emissions by weight	✓	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
EN17	Other relevant indirect greenhouse gas emissions by weight	✓	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	✓	✓	See carbon avoidance as a key CR objective in CR Report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
EN19	Emissions of ozone-depleting substances by weight	✓	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
EN20	NOx, SOx, and other significant air emissions by type and weight	✓	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
EN21	Total water discharge by quality and destination	No	✓	NA
EN22	Total weight of waste by type and disposal method	✓	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
EN23	Total number & volume significant spills	✓	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
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

Environmental – 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: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
EN27	Percentage products sold and packing materials reclaimed by category	No	✓	NA

Environmental – compliance

EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	✓	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
------	---	---	---	--

Environmental – transport

EN29	Significant environmental impacts of transporting products, goods, materials used for the organization's operations, and transporting members workforce	Partial	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
------	---	---------	---	--

Environmental – overall

EN30	Total environmental protection expenditures and investments by type	Partial	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
------	---	---------	---	--

People, wellbeing and labour practices - employment

LA1	Total workforce by employment type, employment contract, and region	✓	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
LA2	Total number and rate of employee turnover by age group, gender, region	Partial	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
LA3	Benefits provided to full-time employees not provided to temporary or part-time	No	✓	Subject to country law

People, wellbeing and labour practices – labour management/relations

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

People, wellbeing and labour practices – 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	✓	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region	✓	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
LA8	Education, training, counseling, prevention, 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

People, wellbeing and labour practices – training and education

LA10	Average hours of training per year per employee by employee category	Partial	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
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

People, wellbeing and labour practices – 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	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
LA14	Ratio of basic salary of men to women by employee category	Partial	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
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

Social, human rights – non-discrimination

HR4	Total number of incidents of discrimination and actions taken	✓	✓	See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
-----	---	---	---	--

Social, human rights – 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
-----	---	----	---	----------------------------

Social, human rights – child labour

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)
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

Social, human rights – 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
-----	--	----	---	----------------------------

Social, human rights – indigenous rights

HR9	Total number of incidents of violations involving rights of indigenous people and actions taken	No	✓	Lower risk area for Shanks
-----	---	----	---	----------------------------

Social, society - community

SO1	Nature, scope, effectiveness, programs and practices that assess and manage impacts of operations on communities, including entering, operating, and exiting	Partial	✓	See CR report and CR full data document (community complaints data): http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
-----	--	---------	---	--

Social, society - 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: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
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

Social, society – 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

Social, society – anti-competitive behaviour

S07	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	✓	✓ See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
------------	--	---	--

Social, society – compliance

S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws/regulations	Partial	✓ See CR report and CR full data document: http://www.shanksplc.com/our-responsibilities/cr-reports/2015.aspx
------------	---	---------	--

Social, product responsibility – 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

Social, product responsibility – 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 regulations and 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
PR5	Practices related to customer satisfaction, including results of surveys measuring satisfaction	No	✓ NA – waste management company

Social, product responsibility – 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

Social, product responsibility – customer privacy

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

Social, product responsibility – 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
-----	--	---	---

4. Links and further reading

Want to know more?

This GRI navigator document is not the only document we produce on our approach to sustainability. The details given right will take you to other sources of information

Want to see our formal annual CR Reports?

Our annual CR Reports are publicly available and provide explanations, discussion and further information on our approach to sustainability, including case studies. Our CR Reports are available in the Our Responsibilities section of our Group web site (www.shanksplc.com)

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. To see our CR indicators document go to the Our Responsibilities section of our Group web site (www.shanksplc.com)

Want to see our full CR data set?

Our CR Report contains a synopsis of our CR performance data. Readers who wish a more detail view of our CR performance should read our CR the FULL data set document which gives more data and statistics on our CR performance, including data split by our operating divisions. To see our CR FULL data document go to the Our Responsibilities section of our Group web site (www.shanksplc.com)

Want to know more about our strategy and financial performance?

Our annual financial report is publicly available. Our annual reports give more information on Shanks, its activities, our strategy, financial performance and governance. To see our annual report, go to the Investment Centre section of our Group web site (www.shanksplc.com)

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 in the contacts section on the rear inside cover of our CR Reports (see above)