



## Promat UK Limited – Sustainability Statement

### Issue 1- October 2013

Promat UK Limited is part of Etex SA, a leading Belgian industrial group with presence in 44 countries, employing more than 17,000 people across 121 production sites.

In 2005, Promat Group implemented its own Environment, Health and Safety Policy entitled “Promat – Towards Sustainable Growth”.

In doing so Promat is committed to:

- the creation of a safe working environment for all its employees and societies in which the Company works,
- control and minimise possible negative impact on the environment,
- include EHS concerns in the development of its products and systems,
- transparency and open dialogue based on facts and figures with all stakeholders,
- the principle that EHS Due Diligence shall be used as standard practice for mergers, acquisitions, investments and divestments

In December 2012, Etex Group implemented its current Environment, Health and Safety (EHS) Policy.

Etex Group have clearly stated that it is committed to a clean, healthy and safe working environment for every person working in and for Etex and that the Environment, Health and Safety are at the heart of all Etex activities, everywhere, and at all times, to whom the policy applies (employees, contractors, visitors and stakeholders) and how it will implement the policy through:

- Clear objectives and responsibilities
- Communication and training of our people
- Follow up on the implementation and evolution

As the UK's leading passive fire protection company, Promat UK recognises and is committed to developing sustainability as an integral part of its business. As part of that commitment, Promat UK will aim to achieve the highest standards in all its operations to the benefit of all stakeholders: customers, suppliers, employees and the communities within which it operates.

Promat UK recognises both the business imperative and moral obligation to conduct its activities in a socially responsible and environmentally sustainable manner.

Promat UK is committed to develop sustainability within its business operations.

## Environment and environmental management

Promat UK commits to minimising the environmental impact of its operations. As part of this commitment, our policy is to comply with all relevant environmental legislation, minimise the extent of any environmental impact of our manufacturing operations and in conjunction with our stakeholders, look at continuous improvement of our environmental performance including increasing waste utilisation and reducing energy consumption.

Promat UK aims to continuously develop its existing environmental management systems, with all UK manufacturing operations independently audited and accredited in accordance with BS EN ISO 14001:2004 environmental management system.

## Energy and carbon

Through specific targets at our factories and workshops, Promat will work to reduce carbon emissions and reduce the overall carbon footprint of our operations.

Working with the other Etex Group companies and external agencies, Environmental Agency (EA) in England and Wales and Scottish Environmental Protection Agency (SEPA) in Scotland, Promat UK is registered under the CRC Energy Efficiency Scheme (Certificate No. CRC1570012) and is fully compliant with current CRC (Carbon Reduction Commitment) legislation and reports annually on electricity, natural gas, propane and heavy fuel oil usage.

## Resources and recycling

Promat UK recognises the importance of the goods and services provided by our suppliers and are committed to work with suppliers to achieve products and services of the highest standards from our manufacturing and resale operations.

Working with our Purchasing and Compliance teams, Promat suppliers will be subject to pre-qualification and continuous monitoring to ensure compliance with both Promat and industry standards and targets.

All Promat strategic raw materials will be purchased, where possible, from sustainable resources. Where there are any long term sustainability issues with raw materials, products are reformulated to use sustainable raw materials.

Promat Group have a policy of reducing production waste with a corporate target of zero production waste to landfill by 2020. All production waste will either be recycled in process or used in secondary industries.

As an integral part of this commitment, Promat UK maintains Waste Packaging Regulation compliance, independently verified and audited by with the Environmental Agency (EA). Promat UK commits to work with its stakeholders to help achieve their waste packaging compliance.

Promat UK aims to develop its existing environmental management systems, with all UK manufacturing operations independently audited and accredited in accordance with BS EN ISO 14001:2004 environmental management system.

## Social Sustainability

### Health and Safety

Promat UK is committed to the health and safety of all our stakeholders and will work to create an incident and injury free environment through investment in training, equipment and process development.

As part of this commitment, Promat UK operates consistent health and safety management systems across all UK operations independently audited and accredited in accordance with BS OHSAS 18001:2007 occupational health management system.

All Promat UK sites report on health and safety on a monthly basis and performance is reviewed by the Promat UK SMT (Senior Management Team).

Promat focuses on the following lead indicators:

- Near miss reporting
- Accidents/incidents investigation
- Safety Tours
- Health and Safety training
- Serious Event Review (SER)
- Workplace Air Monitoring

Historical health and safety reporting is based on the following lag indicators:

- Etex LTA (Lost Time Accident) Frequency Rate (FR)
- Etex LTA (Lost Time Accident) Gravity Rate (GR)

Promat UK fully complies with the Etex SA Group lead and lag indicator health and safety targets.

### Our Employees and Communities

#### Community Relations and Charitable Donations

Operating from a number of sites in the UK and overseas, Promat UK recognises its role and responsibility to the communities in which it operates. Promat values its reputation for ethical behavior, technical competence and a fair employer. We also recognise that Promat is part of many local communities and that it has a responsibility and a desire to participate, be involved in and to engage with those local communities wherever they are based. Employees are encouraged to support local community-based activities through initiatives that utilise our skills, time and financial support.

As a result Promat has a local history of participating in local community activities and supporting local and national charities.

- Every 3 years Promat employees are invited to nominate and the select a charity.
- Charities are usually nominated because there is a personal connection or involvement with that charity.
- A charity that is then selected, after a ballot, to be the Promat Charity of Choice.
- Employees will hold fundraising events throughout the year in support of the Charity of Choice.

- Promat UK will support employees with time and financial support as is appropriate for each fund raising event

The level and type of participation in local communities and fundraising reflects the creativity and interests of employees within those communities. Many Promat employees live and work in the same community, so they have a vested interest in promoting the reputation of Promat in those communities and ensuring that Promat engages and serves the communities in which it operates. Community involvement takes many forms, such as;

- Attending monthly community meetings
- Participating in anti litter & tidying up campaigns
- Sponsoring local school football and other sports teams

### Employee Education

Promat UK recognises the importance of people to our business and is committed to train and develop employees in roles that provide fulfilling employment whilst maintaining a culture which encourages a work-leisure balance. Promat recognises that people remain its most competitive and distinguishing feature. Promat has an industry and sectoral reputation for subject matter expertise, professionalism and high levels of performance and dedication by its employees.

As such, on going and continuous development of employees is critical. On average Promat will sponsor 2-3 individuals to the completion of MBAs. Other employees have also taken up the opportunity for further study for example;

- Foundation Degree in Business Management
- CIM Professional Certificate in Marketing
- Masters Degree in Fire Safety Engineering (FSE)
- ACCA qualification
- CIMA qualification
- Level 6 Chartered Institute of Purchasing and Supply

The business has adopted a very positive philosophy of supporting employees with further education where a clear learning outcome has been identified and where a strong business case exists for such support. On average Promat will have between 10-12 employees who are receiving support from Promat to complete further education studies.

### Employee Communication

Promat recognises that the performance of individuals underpins the performance of the organisation. As such there is a performance review process that provides an understanding of expectations, recognition of personal achievement, opportunities for development through training and career progression and effective succession planning. Whilst there are 2 key stages during the year as part of this process (the end of year review and the mid year review) the process requires employees to meet with their line managers on a regular basis to discuss objectives, review performance and to share feedback.

Promat UK regularly communicates with its employees on all aspects of business performance through regular briefings, joint consultative committees (JCC), the Promat People Newsletter and regular communication events such as Communication Tuesday.

## 1. Joint Consultative Committees (JCC)

- Each site elects its JCC members
- JCCs meet every quarter
- Purpose is to give employees a regular opportunity to meet with site management team members to discuss a variety of issues in order to work together to resolve/improve these issues.

## 2. Promat People

- This is an in house magazine which is produced every quarter.
- Employees are actively encouraged to participate and contribute both ideas and to submit articles.
- Articles cover a wide variety of topics including;
  - New faces
  - Length of service awards
  - Project updates
  - Segment updates
  - Strategy updates
  - Charity & fundraising news

## 2. Communication Tuesday

These events are held every other month and are hosted by a member of the Senior Management Team (SMT). The presenting SMT member provides a business update that typically includes;

- Financial update
- Sales/commercial update
- Review of key projects
- Factory/workshop update

Within the context of Communication Tuesday there is also an opportunity for the presenting manager to focus on a particular aspect of business life which may be of interest and/or of particularly importance. As many of the sites participate in Communication Tuesday remotely, it is an important tool to communicating with the business as a whole and providing an update on organisational matters.

## Economic Sustainability

### Customer Satisfaction – Customer Focus

Nurturing a focus amongst our employees on how more value can be created for our customers is central to Promat's economic sustainability strategy.

This endeavor demands an active awareness of the current and future needs of the diverse group of stakeholders involved in the specification, selection, delivery and installation of our high performance solutions.

Accordingly, Promat conducts a comprehensive annual survey to gauge customer expectations and perceptions, assess organisational performance against them, and identify areas in which improvements can be made.

Through this process, the survey results have informed a broad range of initiatives, spanning incremental operational improvements (such as enhancing the design and content of our price lists) through to the structural realignment of our external sales and internal support teams to improve customer service.

Promat recognises that economic sustainability requires sustained investment. In response to customer feedback, 2011 and 2012 saw the commissioning of an extensive range of fire protection CAD drawings that are now available for download from our website, along with the launch of value adding services including customer site support and an engineering judgment facility. In 2013, a state of the art enquiry management system was introduced to enhance our technical support capability.

In addition to these discreet initiatives, a day to day focus on continuous improvement through our operations is embodied in our administrative and ISO 9001 accredited manufacturing systems and processes. Any source of dissatisfaction is treated as a learning opportunity and the outcomes used to effect positive change.

Regardless of the source of the feedback, the objective of each change effort is the same; to create more value for our customers. It is only by doing this that Promat can strive to achieve its primary organisational objective: to be the Fire Protection and High Performance Insulation supplier of choice.

### Innovation

The construction industry is renowned for consistently striving for economic sustainability and quality improvements from manufacturers. Quality in this context is not only improvement in product performance, but often means reduced waste, nil defects, within budget, improved product lifespan and an improved service offering.

This is not a new concept for Promat UK, as the business has been pursuing an innovation strategy for many years as we strive to develop either product or process innovations that will lead to a competitive advantage and more importantly offer clients increasing added value and economic sustainability.

As a leading manufacturer it is vitally important to fully understand the client demands, what are the key elements, what is the “total package” they require? That is why Promat UK listens to the customers’ needs and wants, Promat UK is constantly gaining feedback from all construction stakeholders as differing clients have different requirements, for example an architect may require a service offering, and a sub contractor may require improved product performance.

Such varied client engagement has resulted in Promat UK realigning our sales structure that allows a focus on product, process and service innovation, whilst maintaining our presence with key construction stakeholders.

This is why Promat UK have been able to offer the industry SPEC SELECT<sup>®</sup>, a website system that offers users a quick and reliable one-step method of identifying the most suitable Promat passive fire protection system for their needs, no matter whether it is for a structural steel, partition, wall, ceiling or roof application. It also offers rapid access to standard CAD details, system specifications, safety data sheets and product information. Products can be searched for according to various parameters, including the period of

fire resistance required, the type of application, plus the need for impact and moisture resistance.

Promat UK will not stop there; the innovations described earlier are just a “snapshot”. We will:

- Continue to engage with our client base as we listen to their needs and wants
- Continue to develop new products and systems
- Continue to partner others to assist them in developing innovative fire and insulation solutions

All of these actions will ensure that Promat UK remains at the forefront of economic sustainability.

A handwritten signature in black ink, appearing to read 'John Stevenson', written in a cursive style.

John Stevenson  
Managing Director  
Promat UK Limited

## Appendices

Promat Group – Environment, Health and Safety Policy, April 2004

Promat Group – Environment, Health and Safety Policy, 2008-2011

Etex Group - Promat Group – Environment, Health and Safety Policy, Version 05.12.12

Promat UK Environment Policy, Issue 3, March 2013