

Environmental Management Statement 2011

	2011 Management Statement	Objectives and Target
Health and Safety	Through the Target Zero and Behaving Safely initiatives we aim to improve our health & safety performance by measuring against the AC ² E Model (Awareness, Competence, Compliance and Excellence), We will achieve an AC ² E score of 96.5% by 31/12/2011	TPS02: We will continue feedback process from the Behaving Safely initiative and behavioural related safety seminars.
Our People	We will seek to improve the safety and welfare of our staff. We will continue to measure our progress in reducing staff turnover.	TPS01: We will assess the need for health/stress management strategy and implement as appropriate. TPS09: We will return a Great Debate 'Heart' factors mean score of at least 66% TPS10: We will roll out an Operational Excellence development programme
Community	We will establish a Community Engagement Plan and monitor delivery of its objectives and targets. We will integrate Business, Stakeholder Sustainability and Community Plans	TPS06: We will Identify the impact of Community Engagement on staff motivation and where Community Engagement has contributed to either workload or innovation, and recruitment or retention. We will report community engagement quarterly to Carillion.
Environmental Impacts	We will continue to benchmark against the Sustainability Excellence Model and set improvement targets and monitor our performance	See Atmospheric Impacts. Biodiversity and Design targets. We will achieve an SEM score of at least 73% against the whole SEM model by 31/12/2011 and assist CFM to achieve 90% on the CFM reduced scope SEM model.
Biodiversity	We will continue to raise the profile of biodiversity in order to understand our projects' biodiversity impacts	TPS05: We will introduce and implement processes to mitigate our biodiversity impacts; obtain a measure of the effectiveness of the processes.
Supply Chain	Sustainability best practice will be shared with our supply chain to assist and improve the performance of TPS deliverables	TPS03: We will continue to liaise with key supply chain members in identifying areas for H&S and Sustainability improvement and sharing best practice
Resource Use	We will set initiatives within the Fit For The Future framework We will publish our performance on Carbon and other resource use improvements.	TPS10: We will roll out an Operational Excellence development programme
Atmospheric Impacts	We will continue to measure the Carbon Footprint of our main Office. We will continue progress to meeting the CFM Business Plan target reduction from transport in 2011	TPS04: We will update and implement the TPS Energy Reduction Action Plan to further reduce emissions.
Design	We will continue to identify and communicate areas of innovation in design especially in relation to sustainability	TPS12: We will investigate techniques to reduce waste through the design process and use of recycled materials.
Value and Risk	TPS will continue to identify, implement and communicate clear standards for measuring performance and identify how our control measures are working.	We will roll out the Ethics and anti-bribery training and procedures.
Customer	We will conduct a rolling programme of customer satisfaction surveys and benchmark results. Sustainability will be used as a tool in this approach and will be measured through the annual satisfaction surveys.	TPS07: We will develop and implement Key Account Management as a culture within TPS. TPS08: We will review 2010 Customer Satisfaction Survey, identify deficiencies, formulate an action plan for improvement, and initiate the 2011 Customer Satisfaction Survey.
Governance	Continued progress in the management of the business will ensure TPS remains a sustainable business and is able to contribute to schemes such as BITC	We will continue training and awareness programme in Carillion Values and ethical behaviour (see Value and Risk)



Frank Huidobro, Managing Director
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