

Corporate
responsibility

Picture:
Creating sustainable family homes.



Product

To ensure continuous delivery of excellence in terms of the quality of the homes built, the features offered and the service provided, constant monitoring of the Customer Journey takes place.

93%

percentage of customers who would recommend Miller Homes (2016: 93%)



★★★★★

5 star rating in the HBF National New Home Customer Satisfaction Survey (2016: 4 star)

84%

sites with sustainable drainage (2016: 76%)

100%

plots sold with smart meters (2016: 100%)

1:7

sites with Pride in the Job Quality Award winning site managers (2016: 1:5)

23%

of sites using off-site fabrication methods (2016: 24%)

49%

net promoter score (2016: 60%)

2017

Against a backdrop of increased build activity, the Group maintained high levels of customer satisfaction whilst also continuing to build quality, sustainable homes.

Processes

During the process of building homes, there is awareness of consumption of natural resources and the requirements to minimise environmental impact wherever possible.

94%

average SHE audit score (2016: 95%)



2.0 tCO₂

GHG scope 1 and 2 carbon emissions per EBU (2016: 1.9 tCO₂)

9.4

tonnes of construction waste per equivalent build unit (2016: 8.2 tonnes)

103g km

average vehicle CO₂ emissions from fleet list (2016: 106g km)

95%

of new sites using ecology specialists (2016: 97%)

97%

of construction waste diverted from landfill (2016: 94%)

20,781

timber pallets recycled and reused (2016: 20,806)

2017

The Group maintained its focus on sustainable performance, achieving improved results for many of its environmental impacts. Issues in relation to ecology are identified at the land due diligence stage.

People

The success of the Group is largely attributed to the highly skilled and dedicated team. The importance of investing in their long term development is recognised.

88%

employees with a performance development review (2016: 97%)



3.8

average number of training days per employee (2016: 3.2)

23%

annual employee turnover (2016: 18%)

541

reportable incidents per 100,000 employees (2016: 282)

94%

positive staff engagement (2016: 94%)

31%

proportion of female employees (2016: 32%) being 264 employees (2016: 244)

14%

females as a proportion of managers and directors (2016: 14%) being 39 managers (2016: 38)

2017

During 2017, plans were established by the Group to further invest in staff development, through an enhanced induction process, greater provision of structured training programmes and a 50% increase in the number of craft apprentices.

Partners

In order to drive innovation and best practice as well as securing access to essential trades and materials, close partnerships are maintained with key suppliers and subcontractors.

£76m

local contributions (2016: £50m)



77

national suppliers assessed under our Code of Conduct (2016: 74)

100%

proportion of responsibly sourced construction timber (2016: 100%)

96%

of subcontractors with SMAS certification (2016: 96%)

1,020

subcontractor companies supported (2016: 939)

97%

employees and subcontractors with CSCS certification (2016: 96%)

24

public consultations held (2016: 23)

2017

Support for supply chain partners remained a priority for the Group and the scope of the Supplier Code of Conduct was extended to drive continuous improvement. Investment was also made to local communities through contributions and employment opportunities.