



Tobermore

Corporate Social
Responsibility
Report 2010



Tobermore



Our Business Values

Integrity, trust, honesty and teamwork.

Our Business Purpose

Tobermore is a business dedicated to excellence in the manufacture and supply of products to the landscape and construction markets.

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Tobermore



David Henderson, Managing Director, receives the EFQM Quality award from George Alogoskoufis, Greece Minister of Economy and Finance.

Tobermore are a European Quality award winning company dedicated to continuous improvement in all aspects of the business. Tobermore believes in conducting its business in a manner, which achieves sustainable growth whilst maintaining a high degree of social responsibility. Tobermore is committed to achieving the highest standards of environmental performance by actively working to minimise the impact of our operations.

Tobermore is a company which is steeped in family values and at the heart of our rural community. Our social responsibility is comprehensive and involves employees, charitable organisations, school children and various community groups. Within this document we will outline what we are doing to as part of 'our' corporate social responsibility.

David Henderson
Managing Director, Tobermore Concrete

Our environment

All information presented below relates to 2009.

30% Last year we have reduced our carbon footprint by 30%.

15.3% Our cement uses 15.3% less carbon per tonne compared to traditional cement.

100% of our electricity comes from renewable energy. By 2013 we aim to have installed our own wind turbine which will generate 70% of our electricity.

100% of our concrete waste is reused as a hardcore alternative on local construction projects. Therefore reducing the need to extract virgin material from quarries.

0 litres We do not use any mains water in the production of our products. We extract water from our own bore hole and also through a sophisticated rain harvesting system which enables us to reuse grey water.

2000 t We reuse approximately 2000 tonnes of recycled material within the manufacture of our products.

60% reduction in wooden packaging waste.

65.5 t of wood waste recycled.

49% reduction in plastic packaging waste.

35 t of plastic waste recycled.

40% less waste to landfill. Target- By 2012 zero ton of waste to landfill.

A+ According to the BRE Green Guide to Specification concrete block and flags products are rated A and A+ for environmental performance.

Tobermore is committed to achieving the highest standards of environmental performance, preventing pollution and minimising the impact of its business operations.

Land Restoration

Our quarrying operation is located at Lough Fea just 5 miles from Cookstown. We have an environmental improvement programme, which includes the restoration of old sand pits and over the past 3 years we have returned approximately 12 acres to local farmers for sheep grazing.

Water

We recycle our water at our quarry in Lough Fea, which is used to wash the sand and the sludge refills old sand pits.

In 1995 we bored our own well at Tobermore and this provides all





the water to the manufacturing plants. We have also installed a water treatment sump to filter out oil and silt from the water before discharge into the local stream. We regularly clean the drains in adjoining fields and have also worked with the local fishing group in developing an area where children can learn how to fish safely and learn the ecological aspects of 'pond life'.

In 2008 we installed three very large settlement tanks in our manufacturing yard at Tobermore. These settlement tanks, which collect the water run-off from the yard, help to let the dirt within the water settle. This 'grey' water then gets pumped into a holding vault before being used in our manufacturing plants. This project has meant we do not need to take water from the mains supply therefore reducing our costs and impact on the environment.

Concrete

Our concrete waste material is all recycled and used as hard fill on small construction projects in accordance with waste legislation.

Packaging

The vast majority of products manufactured at Tobermore are covered with plastic pallet hoods and strapped, thus avoiding the use of pallets where possible. We recycle all plastic and strapping.

Wood

When we use wooden pallets we encourage the customer to return the pallet so it can be reused. Damaged pallets are also repaired onsite and reused. All wood waste is recycled into chipboard products.

Office consumables

All office consumables are disposed of safely or recycled where possible, such as paper, cartridges, phones and old IT equipment.

Machinery

Large items of unused metals are reused or sold as scrap.

Electricity

All energy is renewable. We have plans submitted to install wind turbines to provide energy for our factories in Tobermore. We operate a turn-off policy to ensure all electrical equipment is switched off when not in use; this has reduced our overall usage and in turn costs.

Oil

We have installed "bund areas", to contain oil spills. Spill kits are available in case of oil or chemical spillage in the premises. Waste oil is collected and taken away to be recycled.

Dust

In concrete manufacturing there is the potential to create a lot



of dust, so we must be careful that this does not become a nuisance. We have taken a number of steps to ensure we comply and surpass the Industrial Pollution control legislation as follows:

- All external conveyors are covered to ensure that dust does not blow off them.
- We have fitted dust extraction systems to all our main paving machines.
- We have a comprehensive cleaning routine for all open spaces. We regularly brush the yard with a specialist cleaning tool.
- At Tobermore we have constructed retaining walls around our sand stock piles, to prevent sand blowing into adjacent fields. Larger stockpiles of sand are held at our quarry so that we do not have excess material at Tobermore.

We get many positive comments from customers on how clean and organised we keep our yard.

Delivery

As all products are manufactured and delivered from our site in Tobermore, it is our responsibility to ensure that this is carried out with the least environmental impact.

We reduce our impact on the environment by ensuring all vehicles are scheduled in the most efficient delivery routes on a daily basis. We also ensure all lorries are filled to the maximum capacity to reduce the quantity of deliveries required on an ongoing basis.

As most of our lorry drivers are sub-contractors we encourage all drivers to obtain backloads. When delivering products to Great Britain we utilise backloads therefore reducing our impact on the environment.

Noise

We aim to be a good neighbour, so we have taken steps to reduce noise emissions. For example since 2001 we have spent approximately £100,000 soundproofing around the main manufacturing machines. We regularly speak to local residents to ensure that there is no disturbance. We measure noise levels regularly at night and any issues are dealt with by the night shift manager. A full noise assessment of all manufacturing plants has been carried out as part of the IMS. We have benchmarked our noise suppression techniques against other manufacturers.

Materials

We use recycled material in the manufacturing of some of our paving blocks.



Our customers



‘We seek to build lasting relationships with our customers by surpassing their expectations in quality, and service by providing innovative design and landscape solutions for our customers.’

Tobermore are a customer focused organisation and have used direct customer feedback to shape our business for many years. We believe in ‘listening’ to the customer and feel that our relationship with customers has enabled us to become the market leading paving company in Ireland and the UK.

‘People buy from People’ and we ensure our staff are fully trained in all aspects so that they can handle any customer query. We deal directly with all customers and have a wide network of sales executives to meet customers and discuss our products and services.

We carry out bi-annual customer surveys and then act quickly to make changes and improvements. Our main method of customer feedback is by recording Customer Comments each and every day. This gives us instant feedback on how we are performing and we then can make instant improvements. We have listed some comments below received through our customer survey and customer comment process –



- I found Tobermore concrete products excellent, the showroom and staff very efficient and professional. It is excellent when your members of staff take a personal interest in your requirements, be it on a small or large scale. 10 out of 10!!
- It is the best company I have dealt with in the past 27 years. You are made to feel appreciated and not just another customer. The products are excellent. Very good one of the best in concrete product business.
- Extremely good. A **“can do”** attitude from every Tobermore person I have met. It actually is a pleasure doing business with Tobermore.
- Tobermore Concrete Products are an excellent company to deal with whether you’re a big paving contractor or like myself operating on my own.
- No complaints – more than happy with quality and service. Tobermore Concrete Products are market leaders in what they do.
- The company is excellent in their products with something new always appearing in the brochures and an excellent array

- Tobermore Concrete are very easy to deal with and all the departments in your company are very helpful with any queries that arise.
- In the construction supply industry where standards of service are often of questionable quality, we found Tobermore's Customer Service exceptional.
- Overall, Tobermore is one of the best companies we have dealt with. Products and delivery service is excellent and the knowledge and help of your sales reps and staff is very good.
- Had 30 minutes with an advisor. Very impressed with this professional service, it gave us good ideas for planning our garden.
- I feel that dealing with Tobermore over the years, that they have proved to me to be high in both their product ranges and services - I can't see the need for improving in either of the above at the moment. Keep up the good work.
- Technical details required are second to none compared to your competitors. The Sales Executive has been a constant supply of any and all information.
- I have already recommended 3 people to your company. We have had our driveway paved and it changed the whole look of the house. So many people have commented.
- Very impressive customer service levels on top of high quality products. Would highly recommend Tobermore to family and friends.
- This is the third time we've purchased from Tobermore. Very impressed, wouldn't think of going anywhere else, excellent.
- I have been dealing with this company for about 30 years with various companies I have worked for and have never had any problems, excellent quality, very helpful service 100%.
- Range is very good in comparison with competitors, quality of product is excellent. Hard to improve when everything is so good.
- I am so glad I found Tobermore as the service is 2nd to none. You make us contractors feel like almost part of your busy organisation. Thanks you for the excellent products and services.
- I think the service is excellent. I couldn't think of anything which could be improved.



Our people



We are committed to the development and training of our people and seek to encourage their growth through teamwork, communication and continuous improvement. We believe work should be interesting, challenging and fun.

We currently have 171 staff employed within the organisation. We believe in business excellence and have implemented a culture of continuous improvement with our people since the early 1990's. This has been the key backbone to our success and has enabled the company to develop and improve our business processes to meet our customers' needs.

Staff retention and development has been core to our success and many of our staff have been with the company for a significant period of time (53% of staff have 5 or more years experience with the company). Indeed, three of our employee's have been awarded for 50 years of service. We have been Investors in People accredited since 2001.



We work in a friendly, relaxed environment and our managers strive to be supportive of people. We believe that work should be fulfilling, rewarding and fun. All our senior managers play an active role supporting their teams and are constantly listening to their people. We encourage managers to be visible and constantly in contact with their people. For example the MD will regularly be seen walking around the factory. We have a flat organisational structure which helps communication right through the business.

Our group recognition activities give our managers further opportunities to spend time with our people and recognise their efforts. Managers also listen to their people through continuous improvement meetings, Employee Focus Groups and Employee Surveys. We recognise our people in a wide variety of ways including promotion, pay rises, lunches/events, awards, team briefs (highlighting a team or individual for good performance), training, bonus scheme's, profit related pay, long service awards, excellent working conditions and informal recognition gifts.



Our community

We are the largest employer in the village of Tobermore and local South Derry area, so we have a high profile. We have been the principal employer in the village for over 60 years and as we grow many new job opportunities are created. Many of our people come from Tobermore itself and evidence of this has been the growth of the housing developments in the village. The media attention we have received including TV, radio, newspaper, and magazines has greatly increased awareness of Tobermore to the wider community.

We deal directly with the public, and indeed large numbers of them visit our paving centres, primarily on the recommendation of friends. We actively promote the brand 'Tobermore' throughout Ireland and UK, and our aim is to create a household name. The strong branding of our packaging and vehicles, together with our all Ireland and UK sales teams means that the name Tobermore is increasingly well known.

Many of our people are involved in local organisations such as churches, youth organisations and schools. For example the Managing Director is an active member of the local Community Group Tobermore Business Developments, which is involved in the economic regeneration of the village. Our MD played a key role in helping to ensure the village received a 'face lift' by helping to champion a regeneration of the village. We designed how the main walkways should look and encouraged the planting of trees in the village.

The MD, who is originally from the village, has used this opportunity to get the views of councillors and local people on issues like noise, pollution, dust and transport. This association with this group enables Tobermore to play a constructive role in developing the village and also gives the residents an opportunity to voice any concerns about the business's impact on their community.

We have invested heavily in water treatment tanks to improve the quality of water discharge, which is tested quarterly by the EHS. We comply with the Duty of Care regulations on the disposal of our waste and supply the local community with waste concrete material to use as foundations in their building projects. We are an Equal Opportunities (EO) employer and fully comply with the submission of figures on employment to the EO Commission.

We have a great relationship with the local community and this enables us to work the long hours we require. We also respect the local communities' traditional values and do not manufacture on Sundays.





We actively support many local schools by teaching “interview skills” and also providing work experience. Our senior managers give talks to schools on many issues such as business excellence.

We transport the village Christmas tree from the forest and help to put up Christmas decorations in the village. We gave free paving to several local groups including: a children’s group, the local rugby club and also the church. The local church uses our photocopying machine free of charge.

We provide books for the local primary school to educate children on how to recognise and avoid dangers. We sponsor local sports clubs such as rugby, football and gaelic.

We also have worked with the local fishing club in developing an area for local children to learn how to fish and understand the ecological aspects of ‘pond’ life.

The General Manager is part of a local group within the council called the Magherafelt Area Partnership (MAP) which aims to attract new people back into employment such as woman, farmers, and young school leavers.

We file all thank you letters and some quotes taken from these letters are detailed below.



‘Many thanks for your kind hospitality and for your presentation on quality management. I am sure that the experience has helped to inspire our Quality Reps to work towards continual improvement in our business.’

Housing Executive Design Service Department

‘I would like to take this opportunity to thank you most sincerely for your help during the recent Interview Skills and World of Work at our school.’

Head of Careers, Magherafelt High School

‘Many thanks for hosting the HND Hard Landscaping students at Tobermore. Your talk and explanation of products was extremely informative.’

Greenmount College

‘I simply want to thank Tobermore for all their kindness throughout the past week. I will be definitely recommending your company to other members of my school for work experience in the business industry.’

Rainey Endowed School pupil



Rainey Students 'Highlight' of World Paving Conference in Argentina

Tobermore also make products which help the environment. The Hydropave Permeable Paving range helps to reduce pollution and flooding. These products are sold throughout Ireland and the UK.

Recently Tobermore carried out a research project at a local grammar school to prove how beneficial Hydropave can be.

The students carried out a number of experiments over the past year on the school playground & car park, built using Tobermore's Permeable Paving system, Hydropave. The research results were presented by 6th Form pupils at the **World Paving Conference**, which took place in Buenos Aires, Argentina on October 18th - 21st 2009.

The pupils at the Rainey Endowed School in Northern Ireland in conjunction with Professor Knapton (world authority on Sustainable Drainage Systems) have designed what is in essence an underground laboratory to test the quality, temperature and volume of water entering and leaving the schools new Hydropave playground.

Data-loggers, flow meters and temperature gauges were installed in the stone sub-base. This allows them to take water samples to test for pollutants such as heavy metals and Hydrocarbons at various points in the system.

The main experiment on the Hydropave system involved introducing 1500 gallons of heavily polluted water from Magherafelt District Council's yard into the playground. Within one hour the filtration properties in the special stone sub base had removed over 90% of hydrocarbons and heavy metal pollutants, which are all potentially highly damaging to flora and fauna, if the water was allowed to enter streams and water courses.

The pupils delivered a presentation that "will live long in the memory" as described by Professor John Knapton, the Conference Chairman, who has been monitoring the Rainey School experiments since the car park was installed in October 2008.

"The results from the Rainey School playground will have a massive impact on the way we design roads and car parks in the future" stated Professor John Knapton.



Our commitment to charity organisations



At Tobermore we are heavily committed to local and national charities. For many years we have donated money to charitable organisations in lieu of Christmas gifts. We also regularly support local charitable groups throughout the year and work closely with specific charities in each of our markets to ensure we have an impact on that local area. Many of our employees participate in the payroll giving scheme which has resulted in £20,000 being donated to various charitable groups.

We are regularly approached by local organisations asking for sponsorship and where possible we try to support any good cause. Indeed, if any member of the local community or company employee approaches us for sponsorship we consider the application at our marketing meeting. We rarely refuse and have provided money to many church organisations, community events and sports teams. Each Christmas we have an annual charity collection amongst all employees. The business matches their donation.

Over the past eight years we have donated over £217,000 to some of the charitable organisations outlined.

Believe in children
Barnardo's



David Henderson and members of the Tobermore Steering Committee pictured with Jeanie Rodgers, Barnardos, who received £27,000 from the Tobermore 2009 'Christmas Fund'.

Some examples of the groups to receive donations include: -

Barnardos
Cedar Foundation
Ethiopia Fund
Musgrave Park Hospital Spinal Cord Injury Unit
Action MS
Ndi Moyo Project in Malawi
Making Galway Proud
The Jack & Jill's Childrens Foundation
Marie Keating Cancer Foundation
Guide Dogs for Ireland
Letterkenny Hospice
Niall Mellon Fund
The Edinburgh Sick Childrens Hospital
GEM Appeal
Derian HouseCedar Foundation
Metropolitan Tabernacle Ethiopia Fund
The Edinburgh Sick Childrens Hospital Charity
Northern Ireland Hospice
Tearfund
Concern
MacMillan Cancer Relief
Cancer research campaign
Simon Community
World Vision
Goal
Ekumfi Atakwa Tribe, Ghana
NSPCC
Meningitis Research
Tsunami Appeal
Christian Aid
Alzheimer's Society
The Children's Ward Royal Hospital
Temple Street Children's Hospital
Our Lady's Hospital for Sick Children Crumlin
Kirsty's Appeal
St. John Ambulance
Royal Belfast Hospital - Children's Kidney fund
NI Children's hospice
Present Aid
RBAI Habitat for Community
Alzheimer's Association
Marie Curie Cancer – Edinburgh



Tobermore link up with Concern Worldwide



During 2008 the company began considering ways of improving what they do so they could have a more meaningful impact especially in the 3rd world. After much consultation and discussion they decided that they should channel their donations through the internationally renowned charity Concern Worldwide.

At the start of 2009 Tobermore announced a long term partnership with Concern Worldwide where Tobermore's donations would fund schemes in two major regions.

The main project is a scheme in the Nyanza Province, Kenya which over three years will see Tobermore helping them to:

- Build 12 new schools in the Nyanza Province;
- Help establish school management councils to ensure schools are run effectively by the local community;
- Provide clean water at the schools which is available for all pupils and the local community;
- Provide health care guidance at school so children will understand how to avoid many of the local diseases;
- Provide grants to the local community to help them start up their own businesses and help them learn the skills to generate their own income.



The second project will see our donation provide much needed funding to reduce the spread of HIV and Aids in Orissa, India. There is little understanding of the basic facts of HIV and limited access to testing, treatment or counselling. 48% of the population of Orissa live in poverty and 10 million people must travel to other states to find work.



This new approach by Tobermore will make a much bigger difference whilst helping save peoples lives. Concern Worldwide will provide ongoing feedback to Tobermore employees on each of the projects they develop throughout the year.

To help raise money for the projects Tobermore staff participated in the Belfast Marathon in 2009.



Above: Deirdre Murphy from Concern pictured with members of the Tobermore Marathon Team.



Awards and recognitions



Belfast Telegraph 'Business Team of the Year Award 2008'



In 2005 Tobermore won the UK Business Excellence Award and then in October 2007 the company won the European Foundation for Quality Management (EFQM) Business Excellence Award in Athens. This award, which is the 'champions league of business awards' in Europe, is based on the EFQM business excellence model. This award was made more significant as Tobermore came out on top despite competition from top global brands Ricoh, TNT, Volkswagen and Siemens.

Tobermore are an ISO14001 Environmental Management accredited company. This is part of the Integrated Management System within the company which combines ISO 9001 for Quality Management (Tobermore have been an BS5750 organisation since 1989 and ISO 9001 since 2004), OHSAS 18001 for Health and Safety Management and ISO 14001 for Environmental Management.



We have received a variety of accolades and awards in recent years.

Year External Accolades

2008 Won Belfast Telegraph Business Team of the Year Award.

2007 Won Company of the Year award with UTV and Business Eye.

2007 Enter and EFQM Quality Award based against EFQM model (score 650+).

2006 Won CIM Communications Award.

2005 Won CIM Overall Marketer of the Year Award.
Won CIM Sales Excellence Award.

2005 Accredited ISO 14001.

2005 Enter and win UK Business Excellence Award based against EFQM model (score 650+).

2004 Reassessed and accredited IIP company.

2004 Win major Marketing award with national newspaper (Belfast Telegraph).

2004 Awarded the Queens Award for International Trade.

2004 Accredited ISO 9001:2000 company.

2003 The All Island Trade and Business Awards – Highly commended in the Large and Small Business criteria.

2002 Win Northern Ireland Quality Award based against EFQM model (score 500+).

2001 Became RIBA CPD accredited firm.

2001 Formally accredited with Investors In People.

2001 Retained Mark of Excellence accreditation based against EFQM model (score 400+).

2000 Obtained Mark of Excellence accreditation based against EFQM model (score 350+).

1991 Accredited as a BS 5750 registered company.



INVESTOR IN PEOPLE



FM11763



Ethical Trading Policy relating to sourcing natural stone products



Tobermore source Natural Stone Products through a third party supplier, Kane Granite Products, who ensure compliance with the Ethical Trading Policy. Three of our senior managers also travelled to India to reaffirm this process. They visited a large number of sites looking at working conditions and how product quality was managed. This visit gave us the confidence to purchase, as work practices and quality were good. Tobermore also appreciated the importance of providing work to these poor communities and donated £2000 to help construct a new school classroom, which was greatly appreciated. We also sent a representative to China to check work practices with our Chinese suppliers. Our Partnership with Concern Worldwide will provide much needed funding to reduce the spread of HIV and Aids in Orissa, India. There is little understanding of the basic facts of HIV and limited access to testing, treatment or counselling. 48% of the population of Orissa live in poverty and 10 million people must travel to other states to find work.

Kane Granite Products is a leading supplier of innovative hard landscaping products to the construction industry. They are very conscious of our corporate and social responsibilities in trading with other nations, particularly in the developing world.

Kane Granite Products has drawn up a code of practice to ensure that suppliers fulfil their ethical obligations and responsibilities. We stipulate that all our suppliers comply with the following:

- 1** Employment should be freely chosen and non-discriminatory. In particular, it must comply with all applicable laws regulations, standards and codes of practice in the country of origin with regard to:
 - a** Health and safety of all individuals involved in the production process of the materials.
 - b** Elimination of the utilisation of any person who is under the legal age of employment.
 - c** Provision of acceptable conditions of employment and reasonable hours of working.
- 2** Material is sourced solely from quarries that operate an effective policy to minimise the environmental impact of their operations. This includes:
 - a** The extraction, production, sales and distribution of the materials.



Brian Wilson with children who benefited from the £2000 donation from Tobermore for the building of a new classroom in their school in India.

- b** The disposal of any waste products generated in the production process of the materials.
- c** The disposal of any materials that do not comply with the stipulated specification.
- 3** Comprehensive quality control measures are implemented at all stages of the production process to ensure all the material complies with the relevant specification (normally BS EN 1341/1342/1343, or better).

Kane Granite Products are applied members of the Ethical Trading Initiative and their procedures for sourcing and supply chain are compliant with the International Base Code for that organisation.



Integrated Management System Policy Statement



Tobermore Concrete Products Ltd is engaged in the manufacture and supply of a wide range of pre-cast concrete products. The company recognises, and is committed to reducing, the environmental impacts and health & safety risks associated with the manufacture and installation of its products.

It is the policy of Tobermore Concrete Products Ltd to operate an Integrated Management System in accordance with the requirements of ISO9001: 2000, ISO14001: 2004 and OHSAS18001: 1999.



The overall objective of the policy is the provision of a safe and environmentally responsible environment and quality orientated work environment for employees, customers and neighbours.

The company is committed to the concept of continual improvement and will use the Integrated Management System as an improvement tool. Quality, environmental and safety issues are viewed as core business values.

The objectives of the company are as follows:


- To ensure that risks are identified and controlled so that employees and others can be protected from danger;
- To ensure that environmental impacts are minimised and controlled;
- To ensure compliance with all applicable health and safety and environmental legislation and other requirements to which the company subscribes which relate to our environmental aspects;
- To ensure that the products and services provided meet and indeed exceed the expectations of their customers;
- To ensure the prevention of pollution as a result of Tobermore Concrete Products' operations and activities;
- A commitment to continual improvement in quality, health, safety and environmental management.
- The company will set and monitor specific improvement objectives to assist with the achievement of these overall objectives.



All employees and persons working on behalf of the company are required to understand, implement and maintain the ethos of the company's policy statement.

This policy will also be made available to other interested parties as required.

This policy statement will be reviewed on an ongoing basis to ensure that it is continuing to reflect the requirements of the company.



David Henderson
Managing Director



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The Dickson Home & Garden Complex
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Fax: 028 9185 2596

Bangor Sales

028 9185 2545

Galway

(Formerly) Madden's Garden Centre
Woodstock, Bushy Park, County Galway

Email: galwayoffice@tobermore.ie
Fax: 091 584210

Galway Sales

091 584208

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Dublin Sales

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Mill Road, Irishtown
Cross, Bandon, County Cork

Email: corkoffice@tobermore.ie
Fax: 023 8843047

Cork Sales

023 8843046

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Leyland, Lancashire PR25 5XW

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Fax: 01772 452698

Leyland Sales

01772 458923

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Klondyke Garden Centre, Beancross Road
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Falkirk Sales

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