



**Tobermore**  
Corporate Social  
Responsibility  
Report

**2017**



## Tobermore

Founded in 1942, Tobermore is a UK and European Quality Award winning company. We are dedicated to excellence in the manufacture and supply of paving and walling for the domestic markets throughout the UK and Ireland.

## Our Business Purpose

Tobermore is a business dedicated to excellence in the manufacture and supply of paving and walling products to the commercial and domestic markets.



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

Tobermore is 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.

A handwritten signature in black ink, appearing to read 'D Henderson'.

**David Henderson**  
Managing Director

# Our Environment

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

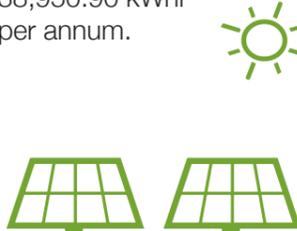
### Wind Turbine

100% of electricity produced from our **250kW wind turbine** is used during our production process.



### Solar Panels

Over **1,250 solar panels** installed producing 38,950.90 kWhr per annum.



### Packaging

100% of all plastic waste and strapping is recycled. We have also **reduced** our plastic packaging material per bale by over 15%.



### Noise

We have taken steps to reduce noise emissions such as investing **£100,000 of soundproofing** in all production plants.



### Wood

100% of our waste wood is recycled. Any damaged pallets are repaired rather than wasted.



### Recycled Concrete

100% of our concrete waste is crushed and used in our mix for our eco products, **no concrete waste is sent to landfill.**



### Electricity

We have a **turn-off policy** to ensure all electrical equipment is switched off when not in use.



### Delivery

We ensure all vehicles are scheduled in the most **efficient delivery routes** and we utilise **backloads.**



### Oil

We have installed “bund areas”, to contain oil spills. **Spill kits are readily available** and all waste oil is recycled.



### Dust

We have taken steps to ensure we comply and surpass the Industrial Pollution control legislation. We have installed dust extraction systems, covered all conveyors and have comprehensive cleaning routines to reduce all dust pollution.

### Recycled Materials

We use **18,000 tonnes** of recycled material within the manufacturing process of our products.



### Eco Products

We manufacture products in eco format using **recycled content.**



### BRE Green Guide

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



### Land Restoration

We work on the **restoration of old sand pits**, we have returned **12 acres** to local farmers for sheep grazing.



### ISO

We are an **ISO 14001** registered company.



### Water Champion

We have been awarded the **Water Champion Award** for pro-actively reducing our water use.



### Water

100% of the water used in the production of our products comes from our **rainwater harvesting system and our own bore hole.**



### Carbon

All of our products have **excellent Carbon Footprint ratings.**





Staff Day at the Races



Staff Appreciation Night



Staff BBQ



Years of Service Awards



Pancake Tuesday



Staff Go Karting



Staff Fantasy Football



# Our People

Tobermore is committed to the development and training of our people and seek to encourage their growth through teamwork, communication and continuous improvement.



Festive Up Day



Wear It Pink Day



Staff Charity Cycle



# Our Community

Tobermore is committed to and actively supports the local community. As the largest employer in the village for over 70 years we actively support local organisations, schools and churches.



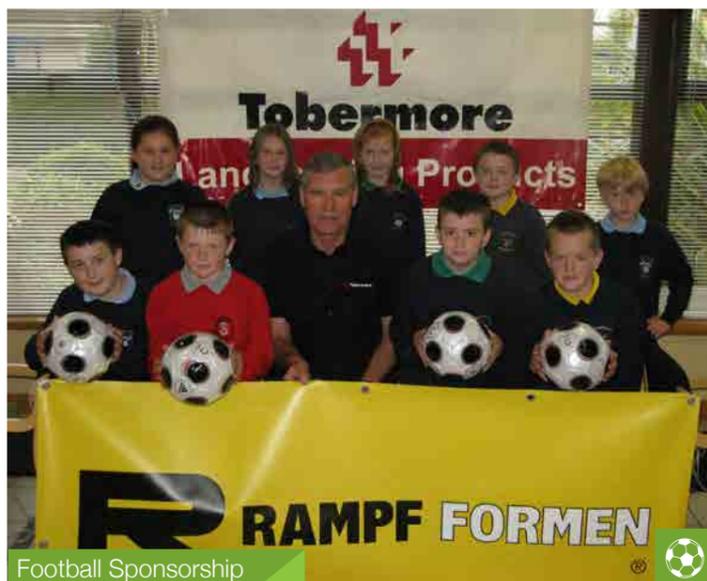
Rugby Sponsorship



Pony Club Sponsorship



Grammar School Permeable Paving Project



Football Sponsorship



Higher Education Factory Tour



Grammar School Factory Tour

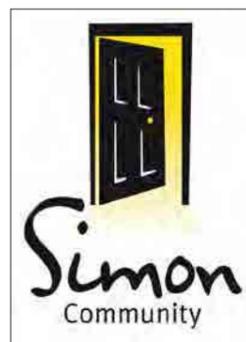
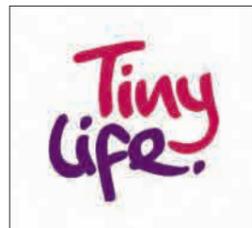


Village Christmas Tree Delivery



Lough Neagh Triathlon





## Our Commitment to Charity Organisations

Tobermore is committed to providing support for a large number of charities and organisations from a variety of sectors across the UK and Ireland. We have donated over £3,350,000 in the last 10 years. To put this into context, 15-20% of Tobermore's annual profit is allocated to charities and sponsorships.

## Concern Worldwide

Tobermore has helped support international renowned charity, Concern Worldwide, in a number of ways over the last decade. This includes building 12 new schools in the Nyanza Province, helping to establish school management councils to ensure schools are run effectively, providing clean water and health care guidance at the schools, providing 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 company also made a donation to Concern Worldwide to provide funding to reduce the spread of HIV and Aids in Orissa, India. As much of the population of Orissa live in poverty, there is limited access to testing, treatment or counselling. The new approach will make a notable difference and help save lives.



# Believe in children Barnardo's



## Barnardo's

Tobermore has donated to national children's charity, Barnardo's, on an annual basis over the last nine successive years. The charity is one which is very close to our hearts at Tobermore and we are very proud to help support such a fantastic cause. Tobermore's donations to the organisation currently total a staggering £200,000.

These much-needed funds help make a huge difference to the lives of vulnerable children across the UK and Ireland, particularly over the Christmas period which can be a very difficult time for families who are experiencing financial problems and children who do not have the support of a parent or guardian.

Over the last 150 years, Barnardo's has worked tirelessly to help improve the lives of children found in these circumstances. The charity deal directly with 240,000 children, young people and families every year while operating 960 vital services across the UK which includes counselling for children who have been abused or rehomed, vocational training and disability inclusion groups.

The amazing work carried out by Barnardo's highlights children's incredible ability to transform their lives no matter what they have been through, showing that when people believe in children they start to believe in themselves.

# Accolades & Awards



- Winner of EFQM Quality Award based against EFQM model (score 650+).
- Winner of UK Business Excellence Award based against EFQM model (score 650+).
- Placed 30th in The Sunday Times Profit Track 100.



- Awarded the Queen's Award for International Trade.
- Accredited as a BS 5750 registered company.
- Reassessed and accredited IIP company.



- Winner of Marketing award with national newspaper (Belfast Telegraph).
- Accredited ISO 9001:2000 & 14001 company.
- The All Island Trade and Business Awards
- Winner of Northern Ireland Quality Award based against EFQM model (score 500+).



- RIBA CPD accredited firm.
- Obtained and retained Mark of Excellence accreditation based against EFQM model (score 400+).
- Won CIM Overall Marketer of the Year Award.
- Won CIM Sales Excellence Award.
- Won CIM Communications Award.



- Won Company of the Year award with UTV and Business Eye.
- Won Belfast Telegraph Business Team of the Year Award.

# Integrated Management System Policy Statement

Tobermore 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 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

# Awards & Recognitions

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.



**Tobermore**