

# Kingspan Panels Sustainability Report

to be accountable  
for our own actions



Welcome to

# Kingspan Insulated Panels



Welcome to Kingspan Insulated Panels' second sustainability report. After the great success of our first publication, we are very pleased to launch our 2007 Report. The aim of this document is to tell you more about our progress since our first Report, launched in 2006, as well as providing detailed performance data relating to our operations for the calendar year 2007.

Kingspan Insulated Panels is one of five divisions of Kingspan Group plc. This report only includes the Insulated Panels division of Kingspan Group plc, detailing the social, economic and environmental sustainability measures within our UK and Ireland operations. The operations cover our Head Office and manufacturing site in Holywell, and our manufacturing sites at Sherburn and Kingscourt. It does not cover Kingspan Controlled Environments

based in Burtonwood (operations moved to Holywell and Sherburn in 2008), Kingspan Door Components, based in Belgium, or Kingspan Insulated Panels' international operations. We intend to expand the scope of our reporting year on year to cover our full global operations in the future, and to incorporate further key performance indicators to highlight our sustainability performance.

## The Global Reporting Initiative

The Global Reporting Initiative (GRI) has pioneered the development of the world's most widely used sustainability reporting framework, from its conception in 1997. This framework sets out the principles and indicators that organisations can use to measure and report their economic, environmental and social performance. There are three levels of reporting within the GRI sustainability reporting framework; they are titled C, B, and A (A being the highest). The reporting criteria found in each level reflects an increasing application or coverage of the GRI Reporting Framework.

Kingspan Insulated Panels has achieved a level C Report for the year 2007 and the Report has been checked by GRI to ensure it meets the GRI Reporting Framework. We will continue to build on our success by reporting on further aspects of our sustainability performance and incrementally expanding the application of the GRI Reporting Framework over time.

In this year's report we have increased the number of indicators that we report fully on by a third, giving a total of 16. We have also reported on 3 indicators for the first time.





We have the  
**Sustainability**  
to be leaders  
within our industry

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# An introduction

## from our Divisional Managing Director



Welcome to Kingspan Insulated Panels' second Sustainability Report. We have used the Global Reporting Initiative framework again and are delighted to report that we have been able to extend our reporting and increase the amount of indicators that we report on fully by a third, to a total of 16.

We have some new and exciting sustainability initiatives underway in all parts of the division - helping to differentiate ourselves, adding value for our customers and making a real contribution to minimising our impact on the planet.

2007 saw the launch of our new **ECOsafe** range of insulated panels. The improved environmental performance of these panels including their Low Global Warming Potential has ensured that Kingspan is meeting the needs of today's marketplace. In 2007 we were the first company in our sector to be awarded certified BRE (Building Research Establishment) Environmental Profiles for our key trapezoidal roof panels and architectural wall panels. This certification has since been extended to cover the entire thickness range and for the use of trapezoidal panels as wall elements.

The BRE assessment has confirmed that these products are A-rated according to the Green Guide to Specification - a fact that not only confirms the best level of environmental performance but also confirms optimum specification choice to architects and design teams. We hope to roll out this scheme to cover all our remaining products over the coming year.

We have invested heavily this year in exploring the end of life options for our products. A major breakthrough achieved is that we have successfully completed production trials enabling the recycling of waste **ECOsafe** PIR back into the manufacturing process. The commercial implementation of this technology is being developed at our Kingscourt site with a view to rolling out to all sites to help reprocess all factory production waste. We believe that this process has the potential to be used in the future to allow Kingspan

1 Louis Eperjesi,  
Divisional Managing  
Director, Kingspan  
Insulated Panels

**ECOsafe** PIR insulation at end of building life, to go back into the manufacturing process. This brings our aspiration for 100% recyclability a step closer.

The past year also saw the launch of Kingspan EnergiPanel; we have shown how building heating costs (and their associated carbon footprint) can be reduced by more than 20%, just by using solar heat collected from the panel surface. More details of this innovative new product are shown in the Sustainable Building Design section on page 30. Using Kingspan EnergiPanel as a renewable energy source promises to greatly enhance the sustainability of new buildings whilst also assisting in the planning process.

Climate change is now a pivotal issue of modern society and we at Kingspan recognise its importance and have adapted our business to not only improve our individual environmental performance but to supply sustainable and energy efficient solutions to the marketplace. The Kingspan Research & Development

Centre is now fully geared towards providing innovative sustainable solutions that meet the needs of today's global market.

We have worked very hard throughout 2007 to continually improve our sustainability credentials and we are delighted that our efforts were recognised by winning the Best Sustainable Business Practice Award at the Building Sustainability Awards. Additionally our Holywell facility was the Overall Winner of the ARENA Network Wales Business & Sustainability Awards.

Our goal is to be considered sustainability leaders in our field and our second Sustainability Report demonstrates our commitment to communicate our approach to sustainability to all our stakeholders. There is more work to do and we will continue to find ways to reduce the impacts of our products. We will also continue to offer unique products that help our customers meet the energy and performance requirements of current and future legislation.

The aim of this report is to illustrate some of our successes and also where we intend to improve. We would greatly value your comments relating to any aspect of the report and our approach to sustainability. We have provided a feedback form on our website

**[www.kingspanpanels.com/GRIreport](http://www.kingspanpanels.com/GRIreport)**



**Louis Eperjesi**

The  
**sustainability**  
to be accountable for our actions

## Kingspan Insulated Panels

The operations covered by this report form part of the Kingspan Group plc, which was founded as a small family business in Ireland in 1972. Kingspan Group, which became a public company in 1989, was initially involved in the manufacture of metal cladding and roll formed structural sections. Kingspan Group's turnover was €1,863.2m in 2007. In 1977, the company introduced its first insulated panel and by 2007, the manufacture of insulated panels as a whole made up 40.9% of the Group's total turnover.



## Awards

Kingspan Insulated Panels has been recognised this year for our achievement in sustainability, walking away with two top prizes at the prestigious Wales Business and Sustainability Awards, held on October 18th 2007. The awards, which are managed by ARENA Network and supported by the Welsh Assembly Government, recognise environmental and sustainable best practice across all sectors. Having won the management award for sustainable development in business in the "Sustainability at Home,

Workplace & the Community" category, Kingspan Insulated Panels then went on to collect the "Overall Business and Sustainability Award for Wales", which qualifies us to enter the European Business Awards for the Environment.

Kingspan Insulated Panels also won the Best Sustainable Business Practice category at the Building Sustainability Awards, an Award which recognises and rewards construction businesses which actively pursue sustainable solutions.



Kingspan Insulated Panels manufacture and supply factory pre-engineered **FIREsafe** insulated roof and wall systems across all sectors of the Global construction industry. By the end of 2007 the operations covered by this report had over 1,000 employees and had sales to 18 countries in markets across Europe, Africa and Asia-Pacific. These sales relate to our manufacturing sites at Holywell, Kingscourt and Sherburn, which form the major part of the division and are the focus of this, our second sustainability report. However, our international operations are increasing and it is intended to expand reporting to cover these operations in future years.

## Manufacturer of the Year

Kingspan Insulated Panels won the Manufacturer of the Year Award at the 2008 Building Awards for the second year running due to a range of innovative products and the benefits they are bringing to the environment.

3 Overall Winner Wales Business & Sustainability Awards 2007

4 Building Manufacturer of the Year Award for 2007 & Best Sustainable Business Practice Award

## Our Approach to Sustainability

At Kingspan Insulated Panels the impetus created by our first Sustainability Report last year has been driving change throughout 2007. We have reviewed our sustainability strategy to see how it remains applicable to the business and continue to expand on our achievements within the last year to deliver best practice in the areas where we operate.

### Sustainability Policy

Kingspan Insulated Panels is the most highly recognised brand in the markets which it services across the world.

Striving for sustainability in all our business products and operations is our corporate and personal responsibility. Kingspan Insulated Panels aims to adopt and apply best practice sustainability principles by ensuring environmental, social and economic parameters are considered in an integrated way in product and service delivery.

To this end, Kingspan Insulated Panels will:

- Incorporate the ethos of sustainability into the vision and values of the organisation; Continually improve operational performance through the setting of long-term objectives and targets related to sustainability and review progress regularly.
- Comply with or exceed applicable legal and policy requirements related to the environmental and social aspects of the organisation.
- Optimise energy and raw material usage and prevent or minimise pollution and environmental damage.
- Continually monitor sustainability performance and actively communicate progress annually in the form of a published Sustainability Report, using the Global Reporting Initiative (GRI) guidelines.

- Communicate and actively promote awareness and acceptance of this policy to everyone working for, or on behalf of, the organisation (including employees, shareholders, suppliers/ sub-contractors and customers).
- Ensure employees are given adequate training in sustainability issues and are fully involved in helping deliver the Sustainability Vision & Policy.
- Implement a Code of Conduct and support sustainability guidelines for key suppliers, contractors and other interested parties to ensure they comply with the Kingspan Insulated Panels Sustainability Policy.

Kingspan Insulated Panels is dedicated to adopting and becoming fully involved in supporting the implementation of the Sustainability Policy.

The responsibility for implementing this vision and strategy lies with the Divisional Managing Director.

This policy forms a framework for our activities, product design, services and decision-making and promotes engagement of the entire organisation and will be reviewed annually.

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## Vision

“To be a global leader in sustainable business and establish a leading position in providing sustainable, renewable and affordable best practice solutions for the construction sector”





## Management Systems & Governance

Kingspan Insulated Panels reports to the Kingspan Group Board, which consists of 14 Directors - six of whom are Executives. The non-executive Chairman is responsible for the efficient and effective working of the Board, including timely communication with shareholders. For more information about the Kingspan Group Board and corporate governance, please refer to the Kingspan Group plc Annual Report and Financial Statements 2007, available at [www.kingspan.com](http://www.kingspan.com)

Our most significant risks in terms of product quality, health and safety and environment are managed primarily through formal management systems certified by the International Organization for Standardization (ISO) [www.iso.org](http://www.iso.org)

All our manufacturing sites have achieved ISO 9001 (quality management), OHSAS 18001 (health and safety) and ISO 14001 (environmental management). All our management systems are third party certified and reviewed regularly.

## Management of Key Environmental Risks & Opportunities

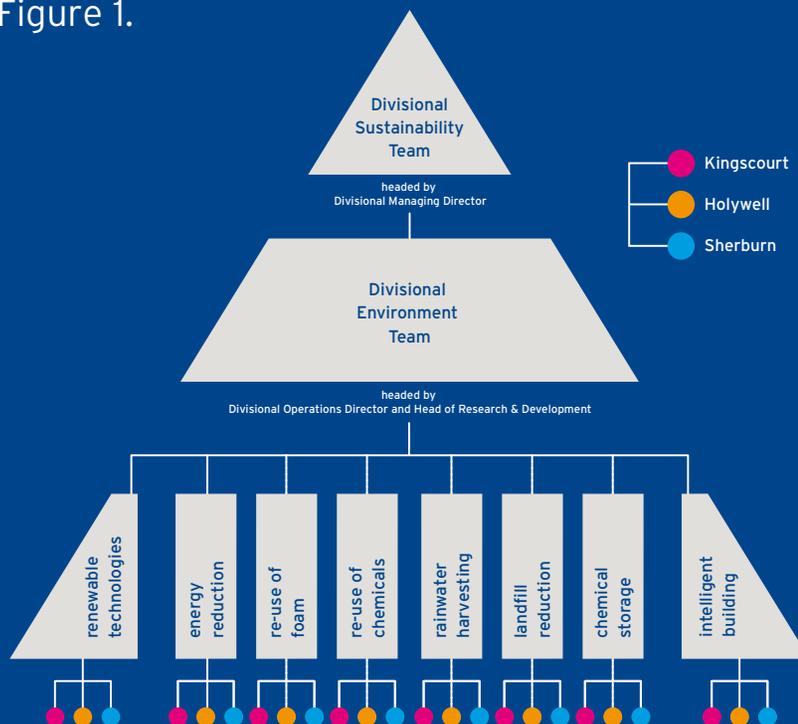
Our governance of environmental and social issues, particularly with regard to research and development is well established. We have also developed a clear reporting structure for our priority environmental issues. For each issue there is a team at each manufacturing site, who feed information to the divisional environment team, headed by our Divisional Operations Director. Ultimately it feeds into the Divisional Sustainability Team, which is headed by our Managing Director. Refer to Figure 1.

By February 2008 over 600 of our personnel across the whole Kingspan Insulated Panels division had been trained in environmental and sustainability issues

and we intend to increase this during the course of the year. We recognise there is more for us to do in formalising our approach to the management of the socio-economic aspects of sustainability and our wider sustainability impacts in terms of engagement with stakeholders throughout our supply chain.

This report serves to highlight our successes in managing our sustainability impacts in terms of health and safety, the environment and customer service, but also to demonstrate sustainability impacts in which we believe we need to improve our performance and to highlight what we intend to do in this regard.

Figure 1.



# The sustainability

to reduce the impact of our products

## Sustainable Product Stewardship

Kingspan Insulated Panels understand the importance of developing products that are sustainable not only in their manufacture, but also in their use and disposal. In order to quantify the environmental impact of our product portfolio, Kingspan Insulated Panels have been working with the BRE and leading waste management companies over the last two years.

- 1 Our objective is to ensure sustainability is considered in the design and manufacture, and promoted in the installation, use and disposal of Kingspan Insulated Panel's products and services.



- 7 Kingspan's EnergiPanel used on a Gazeley building in Bristol

### Building Research Establishment

Kingspan Insulated Panels has adopted the BRE's Environmental Profiles Assessment Methodology to quantify the environmental impact of our panels. To this end the BRE analysed data across a range of environmental issues, from cradle (inception and raw materials) to grave (disposal) of some of Kingspan Insulated Panels's key products. This is known as life cycle assessment (LCA) and is becoming increasingly important given the pressures being placed upon the global environment.

Kingspan Insulated Panels has now extended certification to cover KS1000 RW as an external wall element and has also added the entire thickness range.

### Green Guide 'A' Rating

We are delighted that all Kingspan insulated panels that have gone through the BRE's Environmental Profiling scheme, have achieved an 'A' rating according to the Green Guide to Specification.

The benefits of BRE's Environmental Profiling Certification include:

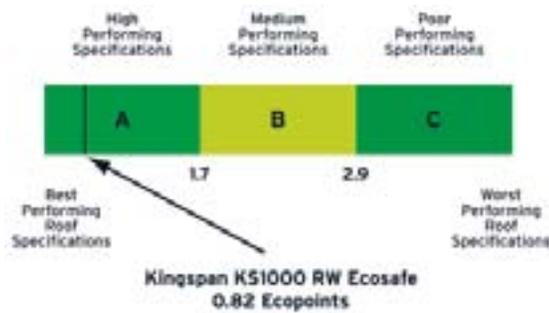
- Independent, verified and audited performance according to internationally recognised methodology
- Provision of data for achieving additional credits in BREEAM schemes
- Provision of input data for Envest 2 (design tool for optimising building environmental impact and whole life costs)
- Identification of areas for further improvement.

### [GRI EN26]

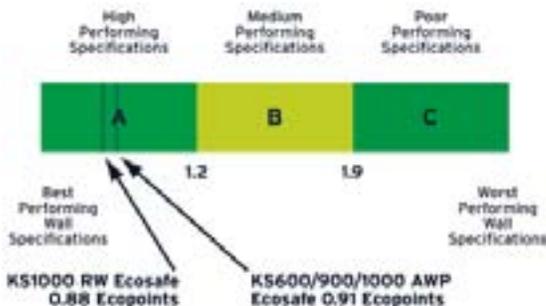
Initiatives to mitigate environmental impacts of products and services and extent of impact mitigation.

### Commercial Cradle to Grave Diagrams

#### Roof Specification\*



#### Wall Specification†



\* Coated steel composite roofing system, insulation, on steel roof structure.

† Coated steel insulated composite cladding panels.





### End-of-Life of Kingspan Insulated Panels

To ensure high quality, independent research, Kingspan Insulated Panels commissioned the Steel Construction Institute to prepare a report on the review of the end-of-life disposal options for steel-based building envelope systems. This report originally completed in 2006 was updated in November 2007.

One of the key outcomes of the report is that the recycling of insulation core from all types of metal cladding systems is problematic. The research found that current demolition practice is thought to result in the insulation going to landfill - whether it be PUR, PIR, rock fibre or glass fibre.

### Panel Re-Use

During the past two years, we have been investigating how our panels can be re-used at the end of their life. Although this is sometimes limited by economic and technical factors, there is definitely the potential for re-use as shown by the Mac-Fab Systems and CEL Systems Ltd examples.

#### Case Study 1: Mac-Fab Systems

As part of an overall refurbishment of their site, Mac-Fab Systems in Co. Monaghan, Ireland, re-used Kingspan insulated panels that were originally used on a large retail unit in Dublin.

#### Case Study 2: CEL Systems Ltd

CEL systems based in Co.Meath, Ireland, re-used Kingspan insulated panels from a Bridgestone factory in Dublin and are now still reaping all the benefits from using an airtight and thermally efficient envelope.



8 Re-use of Kingspan insulated panels at Mac-Fab Systems Ltd

9 Updated SCI End-of-life disposal options report 2007

## Managing Ozone-Depleting Substances

Since January 2004, all Kingspan insulated panels have been manufactured without any Ozone Depleting Substances (ODS). However some panels were manufactured with ODS before 2004 and current legislation governing the recovery of ODS - EC Regulation 2037/2000 - requires recovery of ODS to be carried out 'if practicable'.

A commercial service for dealing responsibly with the legacy of ODS containing insulated panels at their end-of-life is now available. Kingspan Insulated Panels is aware of a number of projects where panels have been re-processed successfully using refrigerator recycling plants.



## Current Production & Cost Neutral Disposal

Re-use is always the preferred option but if this is not possible panels produced since 2004 are often suitable for processing through conventional shredder plants once they have reached the end of their useful life.

The cost of processing panels through shredder plants is approximately cost neutral with the transport costs from site being covered by the scrap value of the steel. Economics for specific buildings will be dependent on transport distances.

As Kingspan insulated panels comprise pre-fabricated single component units, site experience has shown that both roof and wall panels at end-of-life are relatively easy to safely remove from a building and transport to a recovery centre.

Research has shown, from two shredding case studies in Hemel Hempstead and West Bromwich, that shredding the panels so the steel can be re-used, and sending the foam to landfill, is approximately cost neutral.

## Fully Recyclable Kingspan insulated panels

We have successfully completed production trials enabling the recycling of waste PIR back into the manufacturing process and this is currently being implemented on a commercial scale for factory production waste at our Kingscourt site. This process has the potential to be used in the future to allow Kingspan PIR insulation at end of life to go back into the manufacturing process.



### Importance of Installation & Training

Training is critical in reducing error and, therefore, waste in the construction process. Correct installation improves the air-tightness of the completed building and improves the life expectancy of the product. Therefore, Kingspan Insulated Panels offers a comprehensive Field Service's Engineering Support Package assisting our customers with contractor training on the installation of products - both theoretical and practical workshops along with a training scheme - issuing identification cards certifying training undertaken.

### Training

4635 visitors came to the Kingspan Energi centre in 2007 including 411 attendees at 'Customer Days' and over 700 who attended specific product training courses.

### New Training Centre in Ireland

At our site in Kingscourt, Ireland, Kingspan Insulated Panels have set up a new 'Field Service Training Area', specifically designed to ensure our contractors know how to correctly install our products. In its first year, 2007, 50 Irish contractors from six different roofing companies received product training.



### Total Panel Guarantee

Kingspan Insulated Panels' Total Panel Guarantee offers:

- 25 year panel structural performance guarantee
- 25 year panel thermal performance guarantee
- up to 30 year coating guarantee

Kingspan Total Panel Guarantee provides a warranty for all the key performance areas of an insulated roof, wall and facade systems and ensures Kingspan insulated panels systems are designed for excellent airtight performance, which will optimise performance under the Energy Performance of Buildings Directive (EPBD).



### Contractor Training



### Site Visits



# The sustainability

to reduce our carbon footprint

## Carbon Management

In 2005 almost 250 million tonnes a year of carbon dioxide was emitted as a result of energy use in UK buildings<sup>1</sup>. Much of the building stock has been in existence for many years. So it is essential that energy efficiency is addressed not just in new build, but also in the refurbishment of existing buildings to reduce the overall energy demand arising from the built environment. Kingspan insulated panels offer significant energy savings over the course of their lifetime for the building in which they are installed, as they are durable, thermally efficient and airtight.

**2** Our objective is to measure and actively reduce Kingspan Insulated Panels' carbon footprint, not only of our own operations, but also of our clients' buildings. We aim to go beyond carbon neutrality.



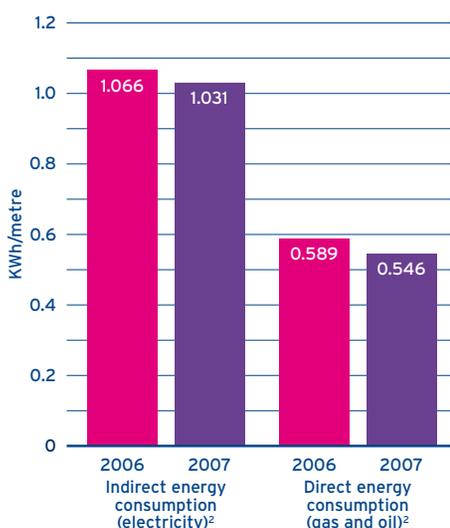
**13** Green Roof system - image courtesy of Alumasc Exteriors

## Carbon Trust - Energy Survey

An energy survey has been carried out by the Carbon Trust at Holywell, Kingscourt and Sherburn. The survey has been of enormous benefit in identifying areas where huge savings can be made. One of these areas was the use of compressed air, where repairs and maintenance to these systems has already resulted in significant savings at all three sites.

## Energy / Carbon Reductions

- Carrying out recommendations of the compressed air survey has resulted in a saving of £14,000 per annum at Holywell = 120 tonnes of CO<sub>2</sub> emissions.
- Projects involved in restructuring our heating and lighting systems i.e. switching to energy-saving lighting will save approximately £50,000 this year = 430 tonnes of CO<sub>2</sub> emissions.
- Savings also through our new energy efficient sustainable Kingspan energy centre equipped with solar heating, rainwater recovery technology, an iskra 5kW wind turbine, solar photo-voltaic panels and photo-dimmer lighting.
- We have recently launched our employee "Energy Awareness" handbook as a follow on from the Environmental Awareness handbook.



Our energy consumption for 2007 at the three manufacturing sites covered by this report are provided in the table opposite:

Greenhouse Gas Emissions	Performance in 2007
Total direct and indirect energy related greenhouse gas emissions	8387 Tonnes CO <sub>2</sub> e <sup>3</sup>

### [GRI EC2]

Financial implications and other risks and opportunities for the organisation's activities due to climate change.

### [GRI EN3]

Direct energy consumption by primary energy source.

### [GRI EN4]

Indirect energy consumption by primary source.

### [GRI EN16]

Total direct and indirect greenhouse gas emissions by weight.

### [GRI EN18]

Initiatives to reduce greenhouse gas emissions

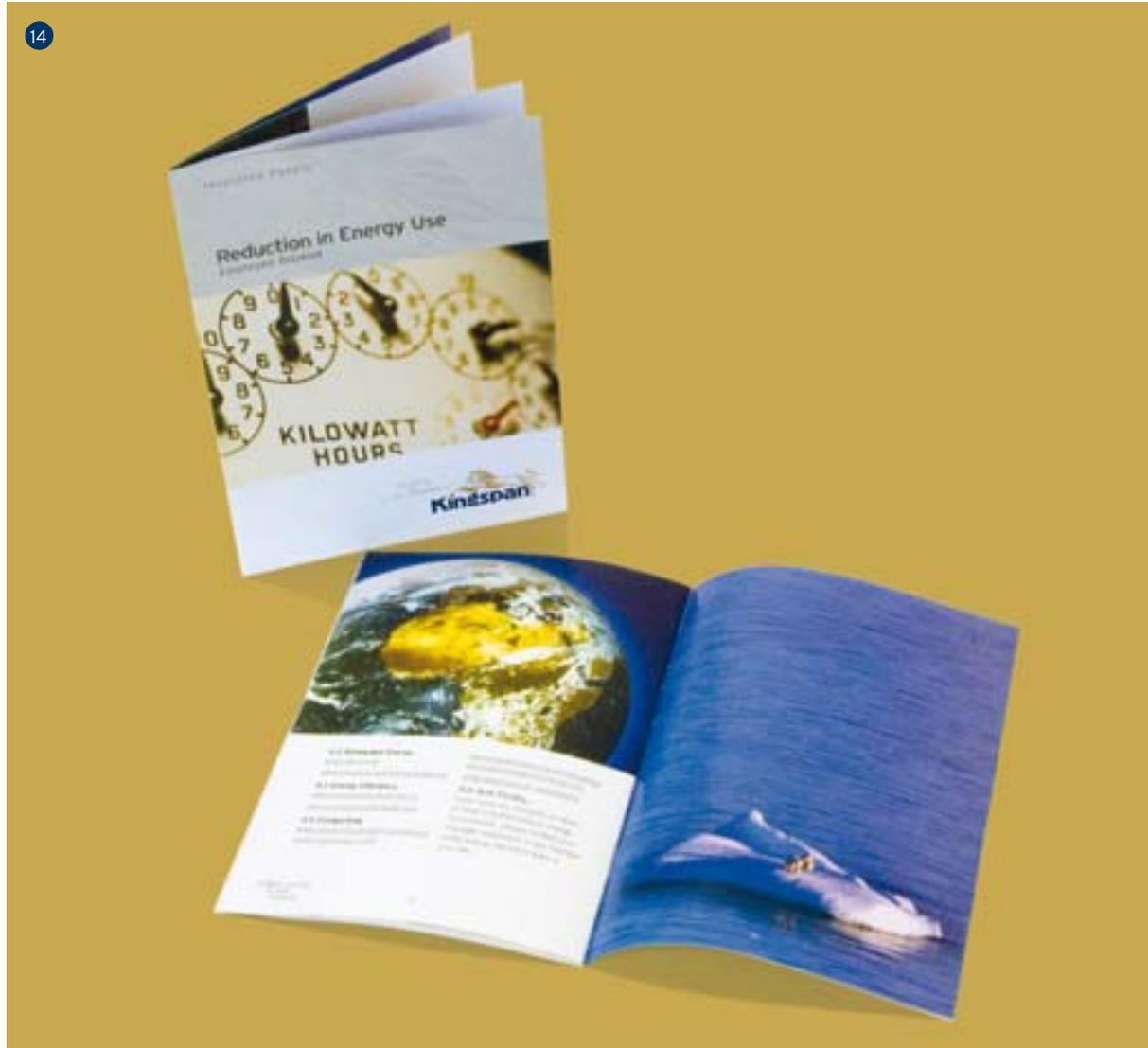
<sup>1</sup> Source - Energy White Paper 2007

<sup>2</sup> Owing to an arithmetical error the figures for indirect and direct energy consumption were overstated by a factor of approximately 30% in our 2006 report.

**Correct figures for 2006 are:** Indirect energy - 1.066 Direct energy - 0.589

**The 2007 figures represent a 2.7% reduction in direct energy and a 7.8% reduction in indirect energy use.**

<sup>3</sup> This figure equates to the oil gas and electricity use at our 3 main sites during manufacturing processes using the latest government CO<sub>2</sub> conversion factors. UK sites - UK government (2005) conversion factors (<http://www.defra.gov.uk/environment/business/envrp/gas/envrpgas-annexes.pdf>). For the Kingscourt site - Ireland Government (2003) conversion factors (<http://www.sei.ie/index.asp?locID=72&docID=-1>)



### Energy Awareness Booklet

All our offices and manufacturing sites have been acting on the Carbon Trust's advice and making efforts to reduce our energy consumption. We have focused on lighting, heating and air-conditioning, motors and fans, computer equipment and kitchens. We have produced an Energy Saving Guide for our employees with recommendations on how to save energy both in the office and at home. This booklet followed on from our Environmental Awareness handbook distributed to all employees in 2006.

## Renewable Energy

At Holywell, planning permission for a met mast was received and the mast has now been installed and will measure wind speed on our own site for a period of 12 months. This will help us determine the financial feasibility of installing a large scale wind turbine at our Holywell site. The next stage is to determine with Flintshire County Council what additional information they require and it is possible that a full Environmental Impact Assessment (EIA) will be needed. As a division we are committed to running all three manufacturing plants by renewable energy and are investigating renewable technologies for both our Kingscourt and Sherburn sites.



## Carbon Management Solutions - dcarbon8

In 2006, Kingspan Insulated Panels was the first UK manufacturer to sign up to membership of dcarbon8. dcarbon8 is a carbon solutions company, that works with companies to manage the carbon footprint associated with their business operations or product manufacture.

During 2007 Kingspan Insulated Panels worked with Prologis to create the world's first Planet Positive, or carbon negative, building at Pineham, Northampton, which is being used by Sainsbury's as a distribution centre. This involved measuring all the carbon impacts of constructing the building. The scope of the carbon footprint included all materials used to create the building, as well as the on-site enabling, energy use from plant equipment, building fit-out and end-of-life waste emissions.

Kingspan Insulated Panels supplied over 20,000m<sup>2</sup> of insulated panels for the internal fit out to create temperature controlled storage environments.

# The sustainability

to make the most of what we've got

## Optimise use of resources

There are resource implications during the whole lifecycle of our product, as discussed in the previous section. However, it is at our manufacturing sites where we have the greatest opportunity to control and thus optimise our use of resources and we are continually looking at new and innovative ways to minimise waste and harmful emissions.

**3** Our objective is to minimise waste, harmful emissions and water usage associated with the manufacture, distribution and, where possible, the end-of-life management of Kingspan Insulated Panel's products and services.



**16** Oxley Park School, using Kingspan's Kingzip standing seam insulated panels

### Pollution

Any spills over 20kg are considered significant and Kingspan Insulated Panels are pleased to report that there were no significant spills in 2007. Additionally we have bought extra spill kits for areas where a diesel spill is a possibility to ensure that any spill is remedied in the shortest possible time.

### Water

As a proportion of inputs into the manufacturing process, water is relatively small compared to other resources. However, we do use water for general catering and sanitary purposes at all of our sites.

During 2007 our Holywell and Kingscourt facilities withdrew 13,916 m<sup>3</sup> of mains water.

At Kingscourt we are currently being connected to a new water main and the utilities company will be inputting a water meter in 2008. As such we hope to report on this next year. We will also be gathering data this year for our other two sites in Holywell and Sherburn, in order to detail fully in next year's report.

### Waste

Waste is a significant issue in the manufacturing sector, both for its growing cost implications and environmental impact. Waste is considered as part of our ISO 14001 management system and we are continually looking for new ways to reduce the generation of waste and where it is generated, to reuse and recycle wherever possible. We currently recycle steel, paper, cardboard, wood and plastic at our manufacturing sites. In 2007 we recycled a total of 732 tonnes of these materials.

Kingspan Insulated Panels now offer a full pallet return service and we have also launched trials on recycling all Kingspan insulated panels packaging from construction sites. We also re-use approximately four tonnes of chemicals per month which would otherwise have been incinerated.

Waste	Performance in 2007
Total weight of waste (landfill)	1894 Tonnes

An ambitious waste to landfill reduction target of 20% was set for 2007. With production volumes growing at circa 10% our target was not met. However, we did achieve a creditable overall reduction of waste to landfill of 9.6%. An ambitious target of a 20% reduction has again been set for 2008.

**[GRI EN8] Partial**  
Total water withdrawal by source

**[GRI EN22]**  
Total weight of waste by type and disposal method.

**[GRI EN23]**  
Total number and volume of significant spills.

# The sustainability

to design for the future

## Sustainable Building Design

With the introduction of the European Performance of Buildings Directive this year, pressure is growing to create the most sustainable buildings with the lowest energy usage. We are well placed to meet this need as all of our products are designed to maximise performance of the buildings they are used in.

- 4 Our objective is to consider best practice building design when constructing and refurbishing Kingspan Insulated Panels manufacturing facilities and ensure the sustainable management of all sites used by Kingspan Insulated Panels.

- 17 Kingspan Trapezoidal panels on Agrina Coalmine in Co. Roscommon, Ireland, from design to reality





Introduced in 2006, **envirocare** Technical Services was established to meet the growing demand for sustainability advice from developers, designers, specifiers and construction engineers. Our advice covers such areas as Part L of the Building Regulations, the enactment of the European Performance of Buildings Directive, Carbon Management including the embodied carbon of our products, recycling of building materials, environment assessment methods such as BREEAM and general sustainability within construction practices.

### Whole Building Modelling

A whole building energy/CO<sub>2</sub> modelling service for Part L2 compliance in England and Wales was launched in 2006, during which we performed energy modelling on 23 buildings. This has been greatly expanded and in 2007 a total of 88 were modelled. The types of building can be seen in the table below.



### [GRI EN6]

Initiatives to provide energy-efficient or renewable energy-based products and services and reductions in energy requirements as a result of these initiatives.

### Whole Building Modelling, 2007

Type of Building	Number Modelled
Warehouse/Storage	36
Workshop or Maintenance Depot	14
Industrial Process Building	10
Office	9
Retail Warehouse	8
Primary School	3
Retail	2
Library, Museum or Gallery	1
Nursing/Residential Home or Hostel	1
Primary Health Care Building	1
Restaurant or Public House	1
Social Club	1
Sports/Leisure Centre	1
<b>TOTAL</b>	<b>88</b>

### Kingspan *ECOsafe* Insulated Panels

2007 also saw the launch of our new Kingspan *ECOsafe* insulated panel range. Kingspan *ECOsafe* insulated panels use an environmentally sustainable PIR insulation core and are the result of extensive research and development work to provide an optimised and sustainable solution for our customers. All Kingspan *ECOsafe* insulated panels have a low GWP (Global Warming Potential) and help to deliver optimum performance in environmental assessment methods such as BREEAM.

### Building Research Establishment Environmental Assessment Methodology (BREEAM)

Building Research Establishment (BRE) has developed an environmental assessment tool (BREEAM) which helps construction professionals calculate the environmental impacts of their building developments. BRE has carried out over 100,000 such assessments, and have another 500,000 registered to evaluate.

BREEAM Industrial has criteria for storage and distribution, light industrial units, factories and workshops, and has measured Kingspan insulated panels for their environmental impact. Each criterion that is met is translated into points for that building development. If a building receives more than 40 points, it is rated as BREEAM Good, more than 55, Very Good, and more than 70, Excellent.

BREEAM schemes are available for a range of building types including industrial, offices, schools, healthcare, prisons and ecohomes. BREEAM 2008, to be launched in August 2008, will update all existing schemes.

The following credits are available if Kingspan insulated roof and wall panels are used for industrial buildings:

Speculative Buildings	Fitted Out Buildings	Credit Ref	Criteria
1	1	MW1	If 50% - 80% of the roof and wall area is constructed from Kingspan insulated panels which carry the Green Guide A rating
2	2	MW1	If 80% + of the roof and wall area is constructed from Kingspan insulated panels which carry a Green Guide A rating
1.25	1.15	P4	For areas with offices using panels with a GWP < 5 ( <i>ECOsafe</i> AWP, KS1000 RW insulated roof and wall panels)
1.36	1.25	P4	For areas without offices using panels with a GWP < 5 ( <i>ECOsafe</i> AWP, KS1000 RW insulated roof and wall panels)
1	1	MW8	Where materials in construction are responsibly sourced, Kingspan Insulated Panels have an ISO 14001 cert enabling a contribution towards Tier 4 of MW8

## Energy Performance of Buildings Directive (EPBD)

The EPBD introduces measures across Europe to improve the energy efficiency of our buildings, including:

- Introducing energy performance certificates for properties providing A-G efficiency ratings and recommendations for improvement
- Requiring public buildings to display energy certificates (DEC)
- Requiring inspections for air conditioning systems
- Giving advice and guidance for boiler users

The reforms are currently being rolled out. By October 2008, in England & Wales, all properties - homes and commercial - when bought, sold, built or rented will need an Energy Performance Certificate (EPC). Public buildings will also need a Display Energy Certificate (DEC). The Energy Performance of Buildings Directive - which all member states must adopt is part of European legislation.



19

## The European Performance of Buildings Directive - Implementation in England & Wales, Scotland, Northern Ireland and Republic of Ireland

	EPCs on Construction of Non-Dwellings	EPCs on Sale of Non-Dwellings	EPCs on Rent of Non-Dwellings	DEC
<b>England &amp; Wales</b>	Over 10,000m <sup>2</sup> = 6th April 08			
	Over 2,500m <sup>2</sup> = 1st July 08			
	All remaining = 1st October 08			
<b>Scotland</b>	All buildings = 4th January 09	All buildings = 4th January 09	All buildings = 4th January 09	Must be on display by 4th January 09
<b>Northern Ireland</b>	All buildings = 30th September 08	All buildings = 30th December 08	All buildings = 30th December 08	All public buildings by 30th December 08
<b>Republic of Ireland</b>	All buildings = 1st July 08	All buildings = 1st January 09	All buildings = 1st January 09	All public buildings = 1st January 09

**[GRI EN6]**

Initiatives to provide energy-efficient or renewable energy-based products and service , and reductions in energy requirements as a result of these initiatives.

**Product Development**

Kingspan Insulated Panels is at the forefront of innovative design and product development. 2007 saw the introduction of Kingspan EnergiPanel and the development of our new Green Roof system, Kingspan Envirodek. The Research and Development centre in Kingscourt, Ireland, is focused on creating innovative and sustainable product solutions to meet the demands of today's marketplace.



The use of green roof technologies is continually growing as architects see the value in terms of biodiversity, storm water management, improved life expectancy and thermal performance of the roof as well as the enhancement of air quality by lowering CO<sub>2</sub> levels.

Kingspan Envirodek is a structural green roof system that is showcased at our Kingspan energi centre and is now providing a sustainable solution to architects and developers across Europe.

## Kingspan EnergiPanel

Key areas of research have focused on sustainability, renewable energy resources, the reduction of running costs, and most importantly, lowering carbon emissions. As a result, a simple intelligent building system has been created.

Kingspan EnergiPanel is generally installed on the most southerly facing roof and/or wall elevations for optimum efficiency. The external profile of Kingspan EnergiPanel absorbs solar radiation and increases in temperature. The darker the external colour of the panel the greater the solar absorption.

Low energy fans facilitate air flow up through hollow crowns and over the internal (collector) surface of the profile. As the air travels upwards through the voids it continues to absorb heat energy before exiting the collector at the top of the elevation. The rate of airflow up through the panel is determined by the temperature of incoming air. Temperature sensors constantly monitor the external air temperature and vary the fan speed to ensure the supply air temperature is above the required internal temperature of the building.



21

- 21 Kingspan Insulated Panels' R & D centre in Kingscourt, Ireland
- 22 Kingspan's EnergiPanel installed on both the roof and wall elevations on the building housing new manufacturing facilities at Holywell

22



### Test Site

Two test buildings were created at Kingscourt to compare the energy use of a building clad in EnergiPanel, with a standard Kingspan Insulated Panels clad building. On average, over the year the EnergiPanel clad building used 20% less electricity, with significant savings in winter as well as spring and autumn.

The  
**sustainability**  
to influence others

## Ethical Procurement and Supply Chain Management

Given the large environmental impacts of our raw materials, it is important to manage this process in the most sustainable way. We are engaging with our supply chain to achieve this, using our purchasing power to bring about lasting and positive change.

- 5** Our objective is to develop an ethical procurement strategy for procuring materials and services. Engage with prioritised suppliers and contractors to ensure that they align to similar sustainability standards and seek to build long-term relationships with key suppliers and contractors.

**23** Kingspan insulated panels using mechanical handling solutions



23

## Suppliers

We aim to have all of our suppliers accredited to BS EN ISO 9001/14001 and OHSAS 18001, which cover quality, health and safety and environmental management. Although this is not currently compulsory for our suppliers, we have many long-standing relationships with them, and as such they are either working towards this accreditation, or have already achieved it.

Since last year we have moved away from the A/B/C rating system for our suppliers and now work more in partnership to help them work towards the far-reaching sustainability policies we have set ourselves.

We have also worked with our supply chain on important issues such as site waste, trialling methods to dispose and recycle packaging most effectively as well as launching a pallet return service in 2007.

We have worked closely with many of our key customers and clients on mechanical handling solutions. The use of mechanical handling plant and equipment can reduce the time spent working at height and the need to manually handle panels, dramatically accelerating build times and reducing health and safety risks posed on-site.

An internal team has been set up to develop an ethical procurement strategy and we will report on this in 2008.

## Sustainable Procurement of Materials

Steel is a major component of our insulated panels and up to a maximum of 23% of the steel is recycled which means up to a maximum of 15% of the panel is recycled content.

Our work with the BRE on environmental profiles has also enabled us to identify environmental impacts in our supply chain, and we are using this to identify priorities for engagement with key suppliers to find ways to reduce this impact.

## Internal Procurement

Kingspan Insulated Panels produced a Sustainable Print Report in April 2007 which fully researched, analysed and made recommendations on printing impacts associated with our external marketing operations. We implemented recommendations from this report immediately and printed last year's Sustainability Report using paper that was 100% post consumer waste and certified FSC Recycled.

## [GRI EN2]

Percentage of materials that are recycled input materials.



24 Kingspan Insulated Panels' Field Service Engineers provide installer training

# The sustainability

to get everyone involved

## Stakeholder Engagement

Kingspan insulated panels are supplied directly to our customers who are primarily contractors, who fit our panels onsite. However, we also consider the architects, developers and end users who design and occupy our buildings to be key stakeholders and it is essential to the success of our business that we remain responsive to their needs.

The diagram below shows our key stakeholder groups and how we engage with them:

6 Our objective is to engage with key stakeholders in Kingspan Insulated Panels Sustainability Strategy and ensure our employees are fully involved in helping deliver the sustainability policy.



<sup>1</sup> EuroAce: European Association for the Conservation of Energy

<sup>2</sup> EPIC: Engineered Panels in Construction

<sup>3</sup> CPA: Construction Products Association

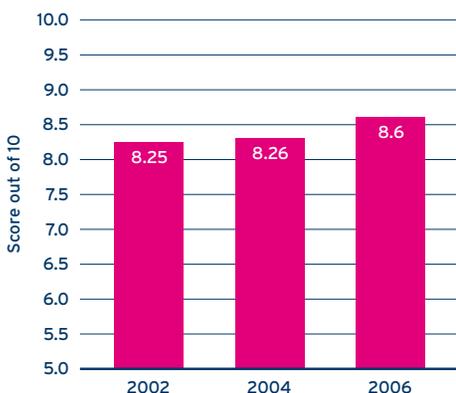
<sup>4</sup> HSE: Health & Safety Executive

<sup>5</sup> DCLG: Department of Communities and Local Government

## Employee Awareness

If our sustainability strategy is to succeed, it is essential that our employees understand it and are committed to it. To this end, employees at Holywell, Kingscourt and Sherburn have been trained in ISO 14001.

In addition, the majority of employees at Holywell attended a presentation and workshop on sustainability run by the Arena Network, an independent organisation providing practical support to business on environmental management and training related issues. Every employee at each site was also issued with an Environmental Awareness booklet in 2006 and an Energy Awareness booklet in 2007. We plan to issue employees with a Waste Awareness booklet in 2008.



## Kingspan Insulated Panels Market Communications

We have produced three animations - these are all light-hearted ways of reaching out to stakeholders on important issues in relation to sustainability. Alistair McGowan was commissioned to do the voice-over on all of them.

- 1) General introduction to Sustainability
- 2) Renewables
- 3) End-of-life Management

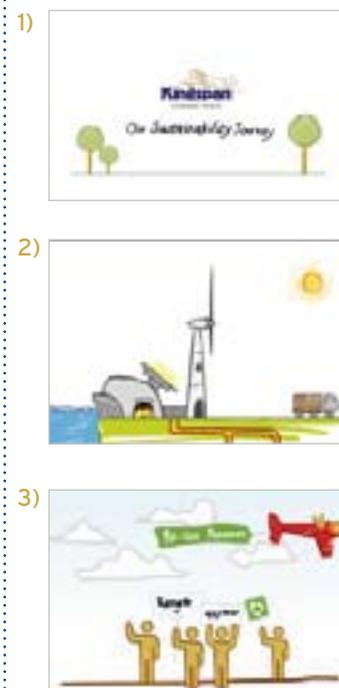
[www.kingspanpanels.com/Responsibility/Sustainability/Animation](http://www.kingspanpanels.com/Responsibility/Sustainability/Animation)

Every month in 2007 we sent an e-bulletin to all contacts and had a separate one for architects, contractors and internal staff. This involved keeping all stakeholders updated on various issues within the industry with a large focus on environmental and sustainable topics.

We sent our first ever Sustainability Report to all key stakeholders and intend to do the same with this year's report. Further to our first CSR report we published literature entitled "End-of-Life Management Solutions" and "Delivering Sustainable Construction" to further educate our stakeholders on key issues associated with sustainable building design.

## Customer Engagement

We carry out this survey every two years and therefore will be providing the updated figure next year.



### [GRI PR5]

Practices related to customer satisfaction, including results of surveys measuring customer satisfaction

# The sustainability

to consider the interests of others

## Social Responsibility

Our employees and contractors are essential to our success. Therefore, it is our responsibility to ensure that their health, safety and well-being is considered at all times. We are committed to communicating with our employees. Some formal methods of union consultation and a works council are used, but we are also keen to promote direct communication with our employees through a variety of methods.

7 Our objective is to support Kingspan Insulated Panels' employees and uphold our corporate social responsibility to the communities in which we do business.



Our employees:

Site	Full-time permanent	Part-time permanent	Temporary	Management positions (including directors)	Turnover
Holywell	429	11	6	58	8.64%
Kingscourt	307	8	13	35	11%
Sherburn	325	13	4	20	8.86%
<b>Total</b>	<b>1061</b>	<b>32</b>	<b>23</b>	<b>113</b>	<b>9.4%</b>

Note: All figures are based upon December 2007.

Note: The increase in numbers in Sherburn from 2006 to 2007 was based on re-structuring of Kingspan Off-Site division.

**[GRI LA1]**

Total workforce by employment type, employment contract and region.

**[GRI LA7]**

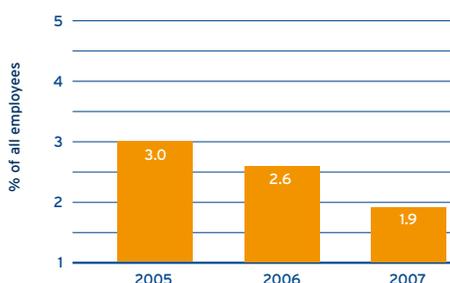
Rates of injury, occupational diseases, lost days and absenteeism, and total number of work-related fatalities by region.

**[GRI LA12]**

Percentage of employees receiving regular performance and career development reviews.

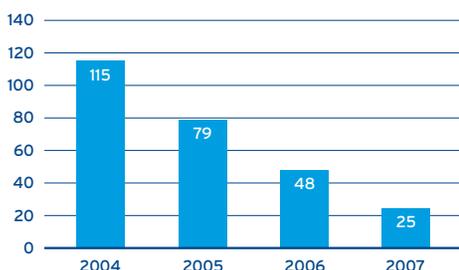
In 2007 all employees received a formal performance appraisal which included an assessment of training needs.

Absenteeism Rates

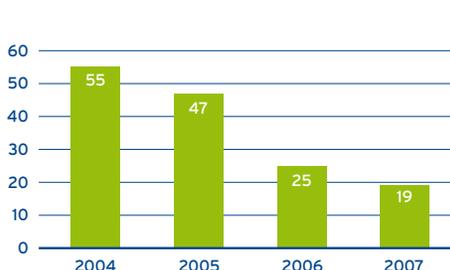


By 2006 we had achieved OHSAS 18001 at all of our manufacturing sites. OHSAS 18001, in conjunction with increased resources applied to the management of health and safety, has helped to deliver significant improvement in our performance. There were no fatalities in 2007.

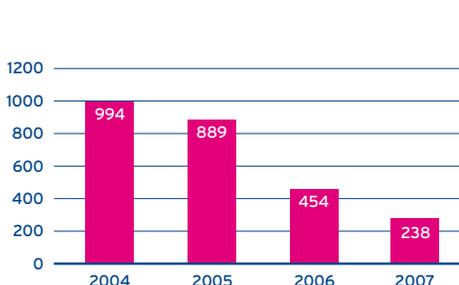
Total Accidents



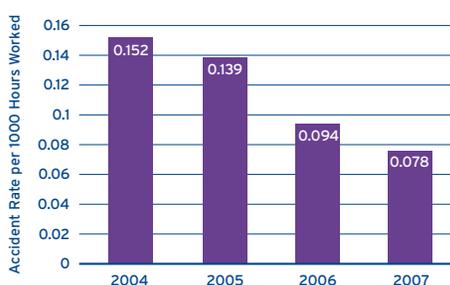
Total Reportable Accidents



Days lost due to Accidents



Accident Rate





### Community Investment

As a large and successful company, we recognise our role in contributing to the communities in which we operate. In 2007, we donated over £50,000 to community investment initiatives including matched sponsorship to employees taking part in charitable events. The charities donated included the NSPCC, Alzheimer's, Cancer Research, Irish Heart Foundation, Diabetes Ireland, Special Olympics Club and the Miscarriage Association.

Dave Thomas, Environment Manager for Kingspan Insulated Panels Holywell site, was elected as a member of the "Partnership Board of Holywell Communities First Initiative Program" which overlooks local community programs and is funded by the Welsh Assembly Government. Kingspan Insulated Panels is also supporting the Welsh Assembly's "All Wales Coastal Path Project" for 2012. Across the insulated panels division we endeavour to work closely with the communities in which we operate to ensure we bring as much benefit to the regions as possible.

### [GRI EC1] Partial

Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.

## Big Dee Day - Estuary Clean-Up

Kingspan Insulated Panels Holywell hosted the breakfast launch for “The Big Dee Day” on behalf of Flintshire Countryside Services, supporting the clean-up of the Dee Estuary, which is adjacent to our site in Holywell, North Wales. Over 600 people, took part from local businesses, community groups, schools and local authorities including many from Kingspan Insulated Panels. The environmental campaigner and renowned TV naturalist David Bellamy officially launched the event and created quite a stir with his enthusiastic approach to sustainability. Kingspan Insulated Panels also donated £10,000 towards the refurbishment of Greenfield Dock.



27

### [GRI EN11]

Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.

### [GRI EN14]

Strategies, current actions, and future plans for managing impacts on biodiversity.

## Flintshire Countryside Services

“Flintshire Countryside Services comprises a team of countryside managers and specialists with the job of managing and protecting Flintshire landscapes for people and wildlife. We encourage management techniques that sustain wildlife habitats and landscape features and promote environmental awareness through community involvement and countryside interpretation. The underlying philosophy of the service is to work closely with local people to protect and develop opportunities for wildlife and recreation on the urban fringes and in more rural areas.

Everyone at Flintshire Countryside Services is very grateful for the effort made by Kingspan Insulated Panels in hosting the “Big Dee Day” last year and thankfully they have already committed to hosting the event again this year. Their continued involvement in the local community and their efforts to minimise their impact on the Dee Estuary are highly commended and we hope to work even more closely with Kingspan Insulated Panels over the coming months and years. They have also made a significant donation to the refurbishment of Greenfield Dock which we hope to commence this year. This will go a long way to restoring the dock as an amenity for the local community, encouraging tourism and helping to support the Dee Estuary fishing fleet, residential and Fishing Community.”

**Mike Taylor, Senior Ranger**

Flintshire Countryside Services

27 Greenfield Dock located adjacent to Holywell site

# 2007 Targets Update

Objectives	2007 Targets	Achievement
<b>Sustainable Product Stewardship</b>	<p>To train a minimum of 900 contractors at the Holywell visitor centre (now known as the Kingspan energi centre) and conduct a minimum of 550 site visits.</p> <p>Extend certified Environmental Profiles to a wider range of panel products.</p> <p>Commit to performing Arup Spear sustainability assessment of the largest manufacturing facility.</p>	<p><b>Partially</b> - page 18</p> <p><b>Achieved</b> - page 14</p> <p><b>Ongoing</b> - Consideration on optimal ways of measuring our impact is underway</p>
<b>Carbon Management</b>	<p>Continue to work with dcarbon8 to assess and reduce our carbon footprint. Examples include identifying opportunities to reduce the carbon impact of company travel, minimising the impact of our marketing operations and creating verified carbon savings through more efficient operations and supply chain initiatives.</p> <p>Continue the process towards achieving 100% on site renewable energy production at all our sites.</p> <p>Issue an energy awareness booklet to all employees.</p>	<p><b>Achieved</b> - page 20/22</p> <p><b>Achieved</b> - page 22</p> <p><b>Achieved</b> - page 21</p>
<b>Optimise Use of Resources</b>	<p>To establish a baseline for water consumption at Kingscourt</p> <p>Consider investment in schemes to reduce further the risk of pollution.</p> <p>To reduce waste to landfill by 20% compared to 2006.</p>	<p><b>Ongoing</b> - page 24</p> <p><b>Achieved</b> - page 24</p> <p><b>Partially</b> - page 24</p>
<b>Sustainable Building Design</b>	<p>Publish a minimum of two new brochures / white papers on subjects associated with sustainable building design.</p> <p>Launch a minimum of two new products with the aim of enhancing the environmental sustainability of buildings.</p>	<p><b>Achieved</b> - page 34</p> <p><b>Achieved</b> - page 29/30</p>
<b>Ethical Procurement &amp; Supply Chain Management</b>	<p>Collect information on company marketing stationery and paper suppliers to identify opportunities to improve the sustainability impacts of our procurement.</p> <p>Commence the development of a specific Kingspan Insulated Panels responsible procurement policy to cover ethical and environmental issues in all procurement.</p> <p>Use environmental profile data to target suppliers to reduce overall environmental impact.</p>	<p><b>Achieved</b> - page 32</p> <p><b>Achieved</b> - page 32</p> <p><b>Achieved</b> - page 32</p>
<b>Stakeholder Engagement</b>	<p>Develop a strategy to measure employee training, with a view to reporting in 2008.</p> <p>A minimum of 500 customers to attend Kingspan energi centre in 2007.</p>	<p><b>Ongoing</b> - page 36</p> <p><b>Achieved</b> - page 18</p>
<b>Social Responsibility</b>	<p>To engage with Flintshire Countryside Services to help protect and develop the Dee Estuary coastline.</p> <p>To increase matched giving for employee fundraising by a minimum of 20%.</p> <p>Develop a community investment strategy.</p>	<p><b>Achieved</b> - page 37</p> <p><b>Achieved</b> - page 38</p> <p><b>Achieved</b> - page 38</p>



# 2008 Targets

Objectives	2008 Targets
<b>Sustainable Product Stewardship</b>	<p>To maintain the number of contractors being trained and site visits being made.</p> <p>Extend certified Environmental Profiles to a wider range of panel products.</p> <p>Commit to further investigation and work on recycling insulation foam.</p>
<b>Carbon Management</b>	<p>Continue to work with dcarbon8 to assess and reduce our carbon footprint.</p> <p>Continue the process towards maximising use of renewable energy and other energy sources to reduce energy requirements at all our sites.</p> <p>To monitor the wind speed at Holywell with a view to making an investment decision on the viability of a wind turbine to provide renewable energy to the site.</p>
<b>Optimise Use of Resources</b>	<p>To report on water usage in 2008.</p> <p>Consider investment in schemes to reduce further the risk of pollution.</p> <p>To reduce waste to landfill by 20% compared to 2007.</p>
<b>Sustainable Building Design</b>	<p>Publish a minimum of two new brochures / white papers on subjects associated with sustainable building design.</p> <p>Launch a minimum of one new product with the aim of enhancing the environmental sustainability of buildings.</p>
<b>Ethical Procurement &amp; Supply Chain Management</b>	<p>To further the development of a Kingspan Insulated Panels responsible procurement policy to cover ethical and environmental issues in all procurement.</p> <p>Use environmental profile data to target suppliers to reduce overall environmental impact.</p>
<b>Stakeholder Engagement</b>	<p>Set in place more formal measures for monitoring and assessing employee training.</p> <p>A minimum of 1000 customers to attend Kingspan energi centre in 2007.</p> <p>Issue a Waste Awareness Booklet to all employees.</p>
<b>Social Responsibility</b>	<p>Work with Flintshire Countryside Services to help protect and develop the Dee Estuary coastline.</p> <p>Continue to develop our Community Investment Strategy.</p>

## Statement from Battle McCarthy

“Battle McCarthy has continued to support Kingspan Insulated Panels as they strive to become a global leader in sustainable business. This updated report shows that they are not only making excellent progress towards this goal but moving into the lead particularly with their commitment to help other businesses tackle climate change. With energy conservation and sustainability in mind, they have developed A-rated panels as assessed by the BRE and closed the recycling loop by including waste panels in manufacturing. Kingspan Insulated Panels have also developed EnergiPanel, an innovative cladding solution that uses the sun’s heat to significantly reduce building heating costs. These measures, along with Kingspan’s commitment to research and development, put them in a leading position for the coming year.”

# GRI Content Index

Profile Indicators	Description	Page Number
1.1	Statement from the most senior decision-maker of the organisation about the relevance of sustainability to the organisation and its strategy.	5-6
2.1	Name of the Organisation.	ISFC
2.2	Primary brands, products and/or services.	7-8
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures.	ISFC
2.4	Location of the organisation's headquarters.	ISFC
2.5	Number of countries where the organisation operates.	8
2.6	Nature of ownership and legal form.	ISFC
2.7	Markets served.	8
2.8	Scale of the reporting organisation.	7
2.9	Significant changes during the reporting period.	ISFC
2.10	Awards received in the reporting period.	8
3.1	Reporting period.	ISFC
3.2	Date of most recent report.	ISFC
3.3	Reporting cycle.	ISFC
3.4	Contact point for questions regarding the report or its contents.	BC
3.5	Process for defining report content.	9
3.6	Boundary of the report.	ISFC & 8
3.7	Limitations on the scope or boundary of the report.	ISFC & 8
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities.	Kingspan Insulated Panels Division does not have joint ventures, subsidiaries, leased facilities or outsourced operations.
3.10	Explanation of the effect of any re-statements of information provided in earlier reports.	See Page 20 for statement about indirect and direct energy consumption.
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied.	None
3.12	GRI content index.	43-44
4.1	Governance structure of the organisation.	11-12
4.2	Indicate whether the chair of the highest governance body is also an executive officer.	10
4.3	Number of members of the highest governance body that are non-executive members.	11
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	11
4.14	List of stakeholder groups engaged by the organisation.	33
4.15	Basis for identification and selection of stakeholders with whom to engage.	33

Performance Indicators	Description	Page Number	Extent of Reporting
EC1	Direct economic value added and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	37	Partial
EC2	Financial implications and other risks and opportunities for the organisations activities due to climate change.	20	Fully
EN2	Percentage of materials that are recycled input materials.	32	Fully
EN3	Direct energy consumption by primary energy source.	20	Fully
EN4	Indirect energy consumption by primary source.	20	Fully
EN6	Initiatives to provide energy-efficient or renewable energy-based products and services and reductions in energy requirements as a result of these initiatives.	26 & 29	Fully
EN8	Total water withdrawal by source	24	Partial
EN11	Location and size of land adjacent to protected areas.	38	Fully
EN14	Strategies, current actions and future plans for managing impacts on biodiversity.	38	Fully
EN16	Total direct and indirect greenhouse gas emissions by weight.	20	Fully
EN18	Initiatives to reduce greenhouse gas emissions.	20	Fully
EN22	Total weight of waste by type and disposal method.	24	Fully
EN23	Total number and volume of significant spills.	24	Fully
EN26	Initiatives to mitigate environmental impacts of products and service and extent of impact mitigation.	14	Fully
LA1	Total workforce by employment type, contract and region.	36	Fully
LA2	Total number and rate of employee turnover.	36	Partial
LA7	Rates of injury, occupational diseases, lost days and absenteeism and number of work-related fatalities by region.	36	Fully
LA12	Percentage of employees receiving regular career and development reviews.	36	Fully
PR5	Practices relating to customer satisfaction, including results of surveys measuring customer satisfaction.	34	Fully

## Acknowledgements

Kingspan Insulated Panels would like to thank the following organisations for their help in the preparation and delivery of this report.

- **Battle McCarthy**

Battle McCarthy is a multi-disciplinary practice that specialises in the design and delivery of sustainable solutions for the built environment. Battle McCarthy's goal is to seek solutions that find an optimum balance between environmental impact, social benefit and financial return both for the client and the community. Innovative yet practical solutions are delivered through the combined skills of civil, structural and MEP engineers, environmental analysts, sustainability consultants, landscape architects, environmental planners and artists.

Dog and Duck Yard, Princeton St, London WC1R 4BH

Tel: +44 (0) 20 7440 8282 [www.battlemccarthy.com](http://www.battlemccarthy.com)

- **Caleb Management Services Ltd**

Caleb Management Services is a leading UK consultancy in the field of building efficiency, sustainable construction and the wider sustainability agenda. Much of this work is as a policy advisor to Governments and their agencies.

The Old Dairy, Woodend Farm, Cromhall, Wotton-under-Edge,  
South Gloucestershire GL12 8AA

Tel: +44 (0) 1454 269 330 [www.calebgroup.net](http://www.calebgroup.net)

- **B. sustainable**

Following the creation of last year's report by fst marketing, the design and marketing agency re-structured themselves to set up fst The Group. This was to allow them to set up specialised business areas, one of which was B. sustainable.

B. sustainable is devoted to assisting businesses in their sustainability communications. Inspired by the work and achievements at Kingspan Insulated Panels, B. sustainable has also become a Planet Positive company. It continues to build upon its sustainability commitments within the workplace whilst aiding employees and suppliers with their own responsibilities.

10-12 Oxford Road, Marlow, Buckinghamshire SL7 2NL

Tel: +44 (0) 1628 498 511 [www.bsustainable.co.uk](http://www.bsustainable.co.uk)





For more information and to provide feedback on this report please visit:  
[www.kingspanpanels.com/responsibility](http://www.kingspanpanels.com/responsibility)

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