



# SUSTAINABLE DEVELOPMENT REVIEW



SAINT-GOBAIN PAM UK HELPING  
BUILD SUSTAINABLE INFRASTRUCTURE



## SUSTAINABLE DEVELOPMENT REVIEW 2023

### INTRODUCTION

Saint-Gobain PAM UK is part of the Saint-Gobain Group. The Saint-Gobain Group is the world leader in the habitat and construction markets whose purpose is to make the world a better home and aims to create great living places and improve daily life.

Worldwide leader in light and sustainable construction, Saint-Gobain is present in **75 countries** with more than **166,000 employees**. Saint-Gobain designs, manufactures and distributes materials and services for the construction and industrial markets. These solutions are found everywhere in our living places and our daily life: in buildings, transportation, infrastructure and in many industrial applications. They provide comfort, performance and sustainability while meeting the challenges of the decarbonization of the world of construction and industry, the preservation of resources and rapid urbanization.

In the UK and Ireland, our corporate social responsibility (CSR) activities focus on people, prosperity and environmental stewardship. We base our approach to business on the following pillars of CSR:

1. Changing how we build, for the better, for the future
2. Caring for the environment we operate within
3. Supporting and developing our people
4. Connecting with our communities and supporting their economic development

This document has been produced to give an overview of the work we have conducted over the past two years to support our Sustainability Policy.

The cover photo is the former landfill area, now re-wilded and left to nature.

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SCAN THE QR CODES**

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**SAINT-GOBAIN PAM UK  
HELPING BUILD SUSTAINABLE  
INFRASTRUCTURE**



THE BEST PLACE FOR ALL THE LATEST INFORMATION IS OUR WEBSITE:

**www.pamline.co.uk**





## WE'RE MAKING THE WORLD A BETTER HOME

As part of the Saint-Gobain Group we are guided by a clear purpose: to **MAKE THE WORLD A BETTER HOME**. Our pipes transport wholesome drinking water to our homes and businesses and return contaminated water to treatment facilities.

Our access covers and gratings provide vital access to the below ground networks upon which we have all come to depend, whilst ensuring that road users and pedestrians alike can move around freely and safely. At PAM UK, we recognise the leading role we play in making the modern way of life possible and we are passionate about ensuring that the vital products and services we offer are provided in the most sustainable and responsible way possible.

The challenges faced by humanity in terms of climate change impact, resource depletion and inclusivity will only be solved through deepening our understanding of how our customers consume our products and services and having a deep understanding of the challenges they are trying to address. As a result, we recognise that we need to engage with our customers differently by aligning the invested capability within our client organisations, our own organisation and our collective value chains to deliver truly impactful outcome. In so doing, we believe we can truly play our part in Making the World a Better Home.

**MAKING THE WORLD A BETTER HOME**

Since we last published our Sustainability Review in early 2021 we have been busy setting up our organisation to be at the forefront of Sustainability within our chosen sectors. As such we have made a number of significant changes, including the introduction of the **PAM GLOBAL VISION** - 'A Safe Path for Water' which focuses on 'Cultivating Customer Intimacy,' building upon our 'Experience and Passion to Innovate' and 'Actively Contributing to Protecting the Planet.'

Within PAM UK we have introduced a new set of Values: 'Show We Care' 'Make it Happen' and 'Be Our Best' to supplement our Principles of Conduct and Action. These changes, combined with a revised strategy which includes a dedicated *Sustainability Pillar*, aimed at ensuring we deliver our own *Sustainability Roadmap* and become our partners' supplier of choice for sustainability, will, I hope, empower all of our PAM UK colleagues to act both collectively and individually in supporting our customers and PAM UK in making the right choices for a better future for everyone.

The Sustainable Development Review 2023 aims to share with you some of the highlights of the last two years of our journey to differentiate ourselves through sustainability as we strive to achieve our 2030 EHS targets. I hope you will enjoy reading this Review and trust that it conveys our genuine and restless desire for continuous improvement.

I welcome any comments you may wish to make and thank you in advance for taking time out to follow our progress.



## ABOUT SAINT-GOBAIN

Worldwide leader in light and sustainable construction, Saint-Gobain designs, manufactures and distributes materials and services for the construction and industrial markets.



**MAKING THE WORLD A BETTER HOME**



Its integrated solutions for the renovation of public and private buildings, light construction and the decarbonisation of construction and industry are developed through a continuous innovation process and provide sustainability and performance. The Group's commitment is guided by its purpose 'MAKING THE WORLD A BETTER HOME'.

**€51.9** BILLION IN SALES IN 2022



**166** THOUSAND EMPLOYEES



FIND US IN **75** COUNTRIES AROUND THE WORLD



COMMITTED TO ACHIEVING CARBON NEUTRALITY BY 2050

**2050** NET ZERO CARBON

## SAINT-GOBAIN'S GLOBAL COMMITMENT TOWARDS CARBON NEUTRALITY BY 2050

On September 23, 2019, Saint-Gobain formalized its support for the UN Global Compact's 'Business Ambition for 1.5°C'.

In doing so, Saint-Gobain committed to achieving carbon neutrality, or net-zero CO<sub>2</sub> emissions, by no later than 2050.

### BUT WHAT DOES THIS MEAN?

**BY 2050, WE MUST NOT EMIT ANY MORE CARBON THAN WE ABSORB.**

### WHAT IS CARBON NEUTRAL

A target of completely negating the amount of greenhouse gases produced by human activity, to be achieved by reducing emissions and implementing methods of absorbing carbon dioxide from the atmosphere.

*The Paris climate change agreement 2015 limit global warming to below 2°C above pre-industrial levels and pursue efforts to limit it further to 1.5°C.*

THE 2050 NET ZERO TARGET AND EHS CHARTER ARE PERFECTLY IN TUNE WITH SAINT-GOBAIN'S PURPOSE:

**MAKING THE WORLD A BETTER HOME**

FOR MORE INFORMATION ABOUT SAINT-GOBAIN VISIT [www.saint-gobain.com](http://www.saint-gobain.com) and follow us on Twitter @saintgobain

## 3 | SAINT-GOBAIN GROUP



### We have been awarded Top Employer Certification for the 11th Year in a row!

We're thrilled to share that the Saint-Gobain Group have been awarded **Global Top Employer Certification for 2023** for the 8th consecutive year.

Saint-Gobain in the UK has also received the *Top Employer certification for the 11th year in a row, Ireland 8th and Europe 10th*. This year, 40 countries that Saint-Gobain operates in have received the certification, two more than last year.

We're proud to be awarded this certification by the Top Employer Institute as it recognises excellence by evaluating us against 20 criteria, 15 of which Saint-Gobain has made significant progress with! The criteria that sets us above other companies include:

- ▶ Rewards and recognition
- ▶ Our Purpose and Our Values
- ▶ Sustainability
- ▶ Diversity & Inclusion
- ▶ Career development and support

This is recognition of the hard work of many of our colleagues as well as recognition of the great culture we have in Saint-Gobain that every single colleague contributes to. It is something to be enormously proud of.

We have been working for a long time on building and maintaining a culture where colleagues are trusted, feel empowered and collaborate well with each other. This enables us to harbour diversity, inclusivity, and build the best teams. In this kind of environment, every colleague can thrive, develop and reach their full potential, while being able to be their 'true self' at work. In our most recent Me@Saint-Gobain survey, we were very pleased to see that even more colleagues would recommend Saint-Gobain to others and say they are proud to work for Saint-Gobain.

[Click here to read more about Working at Saint-Gobain PAM](#) ▶



# 4 | PAM'S VISION

## A SAFE PATH FOR WATER



Driven by a strong willingness to ensure the availability and sustainable management of water and sanitation for all, we as PAM are the reference trusted partner in infrastructure solutions.



**OUR VALUE: WE CULTIVATE CUSTOMER INTIMACY**



**OUR STRENGTH: EXPERIENCE AND PASSION TO INNOVATE**



**OUR COMMITMENT: ACTIVELY CONTRIBUTE TO PROTECTING OUR PLANET**

## OUR VALUE: WE CULTIVATE CUSTOMER INTIMACY



PAM has a culture which delivers an excellent **customer experience**.



We ensure we are **relevant** to our customers and end users by understanding and responding to their needs.



Our customers are loyal and regard us as a **trusted partner** because we are their most value creating supplier.



We openly **collaborate** with our customers to develop industry leading products, services, solutions and tools.



Our customers find us **easy** to do business with.



## OUR STRENGTH: EXPERIENCE AND PASSION TO INNOVATE



Our **committed people** have the skills and capabilities to support our customers in achieving their objectives.



We are focused on **releasing value** for our customers through our **high quality** comprehensive solutions.



As experts, we **innovate** at pace to meet our customers' changing needs.



Our supply chain and manufacturing sites are passionate about **operational excellence** to meet our customers' expectations.



## OUR COMMITMENT: ACTIVELY CONTRIBUTE TO PROTECTING OUR PLANET



We **provide and promote sustainable and long-lasting solutions** for our customers and end users: healthy, secure and environmentally friendly.



PAM is a **great place to work** where all our employees feel valued and safe and where everyone can realise their full potential.



PAM is a business where all our corporate and social responsibility actions are guided by an over-riding desire to **"Making the world a better home."**



# 5 | OUR APPROACH TO SUSTAINABILITY



## What have we done since the last review?

### Environmental achievements

- ▶ In September 2021 we were awarded Carbon Reduce Platinum status as a result of a reduction in our carbon of **31.69%** (5 year rolling average) in absolute scope 1 & 2 emissions of CO<sub>2</sub>e from our baseline of 2010.
- ▶ Achieved a **3t** reduction in NOx emissions in the last year.
- ▶ Since September 2022, Ilkeston Site (collectively, Fabricated Pipe Plant, Stock Ground and our HQ offices) has been operating **0% operational waste to landfill**. Working with our new waste management partner, ACM, we have introduced solutions to ensure any waste we produce is either reused, recycled or recovered. For example, waste dust from manufacturing is mixed with aggregates and reused as surfacing around the site; also our scrap metal goes to our Holwell Foundry to be cast into brand new products, proving how just sustainable our products are.



\* This includes our PAM Building site at Telford

### Social achievements



**IMPROVED** engagement scores in our 2022 Employee Engagement Survey

Invited **ALL** our colleagues to take part in our Values Creation Workshops



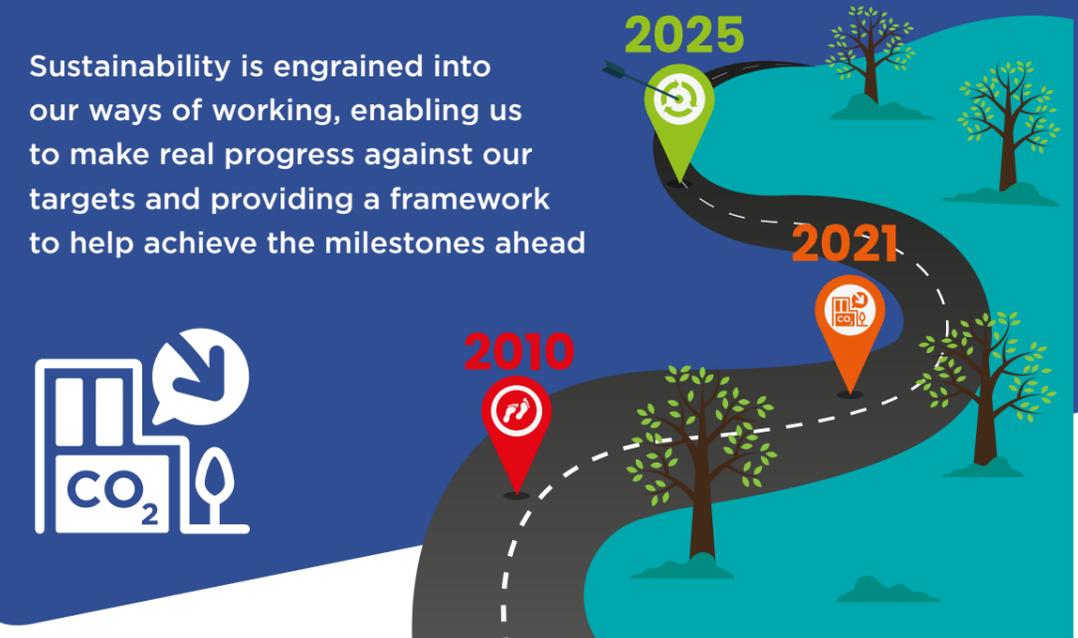
## Roadmap targets

### Ilkeston and Holwell sites combined

	ROADMAP MEASURE/ PRIORITY	2021 DATA	TARGETS
<b>CARBON</b>	reduction in CO <sub>2</sub> e compared to base year of 2010	<b>10,723.5T*</b> less CO <sub>2</sub> e produced	Reduce CO <sub>2</sub> emissions by <b>15% against the 2010 baseline</b> (NSP) by 2025 (Saint-Gobain Group target)
<b>WASTE</b>	% reduction in waste to landfill (non-recovered) compared to base year of 2010 based on internal reporting	<b>76%</b>	Reduce waste (all) to landfill by <b>50% against 2010 baseline</b> (NSP) (Saint-Gobain Group targets) Achieve zero production waste to landfill across all manufacturing businesses

\* Data taken from the third Party, Achilles' Carbon Reduce Certification process (formerly CEMARS)

Sustainability is engrained into our ways of working, enabling us to make real progress against our targets and providing a framework to help achieve the milestones ahead



# 5 | OUR APPROACH TO SUSTAINABILITY

## REDUCED BUILDING-RELATED ENVIRONMENTAL FOOTPRINT

### OUR PILLARS



ENERGY & CARBON



RESOURCES & CIRCULARITY

### OUR DRIVERS



Increased energy efficiency



Increased use of renewable energies



Reduced embodied carbon emissions



Reduced use of non-renewable resources



Reduced freshwater consumption



Increased lifetime and use rate



Reduced amount of non-recovered construction & demolition waste

## HEALTH & WELLBEING

### OUR PILLARS



HEALTH & SAFETY ON JOBSITES



HEALTH & WELLBEING INDOORS

### OUR DRIVERS



Reduced builders' exposure to hazardous substances during installation



Improved working conditions for builders



Improved indoor air quality



Better acoustics



Better thermal comfort



Better visual comfort

## We've had our Science Based Targets approved!



SCIENCE BASED TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION



Saint-Gobain's commitments to reduce its CO<sub>2</sub> emissions by 2050 has been approved by the **Science Based Targets** initiative. Saint-Gobain is the first company in its sector worldwide to receive this approval since the introduction of the new standard at the end of 2021.

Saint-Gobain is part of the **Carbon Disclosure Project (CDP) programme**.



The CDP is an international non-profit organization, created in 2000 that runs a global disclosure system for investors, companies, cities, states and regions to manage and disclose their environmental impacts. Saint-Gobain is among 21% of companies that achieved an A-rating with their disclosure, demonstrating Leadership and the adoption of best practice. A number of our key customers are also part of CDP namely BT, Severn Trent Water, National Grid, Scottish and Southern Energy and Vinci.

# 5 | OUR APPROACH TO SUSTAINABILITY

THE AMOUNT OF RECYCLED METAL WE USE ANNUALLY IN OUR MELTON FOUNDRY IS THE EQUIVALENT OF 19,000 CARS!

**DID YOU KNOW ?**



## United Nations Global Compact



At the **UN Global Compact**, we aim to mobilise a global movement of sustainable companies and stakeholders to create the world we want.

To make this happen, the UN Global Compact supports companies to:

- ▶ Do business responsibly by aligning their strategies and operations with Ten Principles on human rights, labour, environment and anti-corruption; and
- ▶ Take strategic actions to advance broader societal goals, such as the UN Sustainable Development Goals, with an emphasis on collaboration and innovation.

Saint-Gobain have been an active participant in the United Nations Global Compact since 2003.

# 95% RECYCLED CONTENT

At our Holwell foundry near Melton Mowbray, we are a major recycler of ferrous scrap materials. We transform this waste into ductile iron, meaning that all of our access covers and gratings are 100% recyclable.



Click or Scan to find out more about our sustainable development initiatives



## Integrated Policy

We've now combined our 5 individual company policies (Health & Safety, Quality, Environmental, Energy and Sustainability) into one easy to read Integrated Policy which is now displayed around the offices and meeting rooms. Our commitments and drive in each of these areas are unchanged - we're still passionate about them but this one page document will simplify our actions around them!



**PAM** A SAFE PATH FOR WATER  
SAINT-GOBAIN

### OUR RESPONSIBILITIES

Using our experience and passion to innovate, PAM's Vision is to be the first choice for our customers and our people. PAM is the trusted partner for utilities and infrastructure solutions.

We deliver that vision everyday here at PAM where we design, manufacture, sell and ship our ductile iron pipes, fittings, access covers and gratings to the UK Water, Highways and Communications markets. In order to help us to fulfil our Vision, we have simplified our Company Policies into a one page document which sets out a framework for fulfilling our objectives and adhering to our Corporate Social Responsibilities. This ensures best practice and continual improvement in all areas of our business.

#### OUR AMBITIONS

- To ensure the customer is at the heart of everything we do and release value for our customers through our high quality comprehensive and sustainable solutions
- To lead the way in behavioural safety culture with zero harm
- To ensure we provide a place where our people feel valued - a great place to work with a culture of continuous improvement and development opportunities for all
- To strengthen our business through operational excellence and support our business growth by reducing our costs and increasing our manufacturing potential
- Become our customers' supplier of choice for sustainability and deliver world class service and customer satisfaction

We all have a responsibility to look after ourselves, our colleagues, our visitors, our customers, our products, our business, our site, our neighbourhood, our community and our planet. We expect everyone here to uphold those responsibilities in pursuit of our ambitions and to act in line with our principles of conduct and action as well as our values - **Show we care, make it happen, be our best!**

#### OUR COMMITMENTS

- Provide a safe and healthy working environment for our teams and visitors with an emphasis on elimination of hazards, reduction of Occupational Health and Safety risks, and promotion of positive wellbeing.
- Protect our community, neighbours and our environment by continually reducing our environmental impact, preventing pollution and improving energy efficiency.
- Provide the necessary information, instruction, training and supervision to ensure competency, product quality, minimal environmental impact, energy efficiency and safe working practices.
- Fulfil all applicable legal requirements and compliance obligations, including working in partnership with interested parties to understand their needs and expectations.
- Encourage full and effective consultation and participation on all aspects of quality assurance, environmental/sustainability management and occupational health and safety.
- Investigate incidents, complaints and other issues to identify the root causes and take action to correct the problem and prevent reoccurrences.
- Regularly monitor, measure, analyse and communicate our performance against our Integrated Management System to ensure continual improvement.

Alan Gwilliam (Managing Director) | Andrew Harris (Operations Director) | Jen Keay (Head of HR) | Mark Scelthorn (Finance Director) | Kathryn Jakobiak (Customer Experience Director)

**SAINT-GOBAIN**  
JUNE 2022

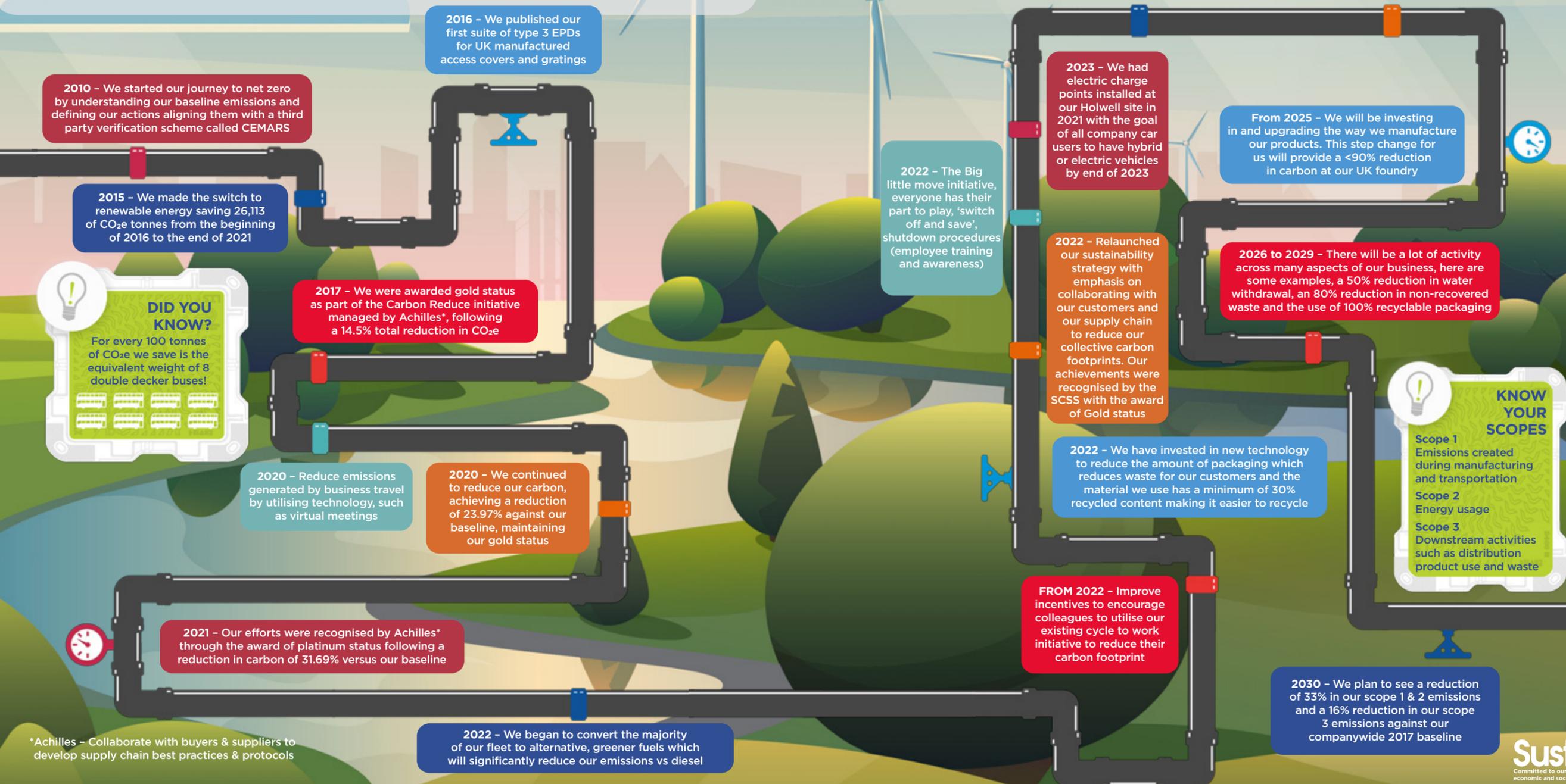
[Click here to view our Integrated Management System policy document more clearly](#)

# 6 | CARBON REDUCTION JOURNEY

## OUR JOURNEY TOWARDS NET ZERO

One of the outcomes of our recent Customer Satisfaction Survey was our promise to produce a User Friendly Roadmap charting our Journey to Net Zero. It's our own Pipeline clearly showing where we've come from, where we are now and where we're heading. We're passionate about ensuring we deliver on our promises!

Our journey begins in 2010 and as you navigate around it maps the significant progress we have made until now and then looks forward to give an indication of the work that will continue for years to come. This has been shared with our customers and we hope they find it clear and informative.



\*Achilles - Collaborate with buyers & suppliers to develop supply chain best practices & protocols

# 6 | CARBON REDUCTION JOURNEY

## Ilkeston stock ground actively invests in Carbon Reduction

### ILKESTON STOCK GROUND HAS INVESTED IN 2 NEW PALLET WRAPPERS

Our Ilkeston stock ground have invested in 2 new pallet wrappers – these will substantially reduce the volume of plastic that we apply to our products to aid safe transit to our customers but will still retain structural strength of shrink bags. Unlike the shrink bags, they do not require gas burners so will contribute towards a reduction in our carbon footprint. We have been using plastic with >30% PCW (recycled content) since 2021. This is the first element of automation in the stock ground and we are very pleased with their performance so far.



 To see the wrapper in action click here  **YouTube**



### 12 brand new LPG powered forklifts in our Ilkeston stock ground

In 2022 we invested in a fleet of 12 brand new LPG powered forklifts in our Ilkeston stock ground. We are confident we're making great strides in our efforts to reduce our environmental emissions. They're safer for the operator in tight spaces too – all in all a great new investment for our business!



## We've been awarded Platinum Status for our carbon reduction activities



We are proud to have been once again acknowledged as a certified Platinum Partner of the *Achilles Carbon Reduce Scheme* (formerly known as CEMARS).

This is in recognition of over *10 years of carbon reduction activities*. We are showing a *reduction in the measured CO2e emissions* from our base year of 2010. Although energy is one of the biggest resource areas used within our business, we are working very hard to provide our customers with lower-carbon products and service solutions. Our ongoing carbon emission targets continually enable us to become much more sustainable at each of our individual manufacturing plants.

## The largest low-carbon electric furnace in Europe

In September 2022 the largest low-carbon electric furnace in Europe was commissioned by our parent company Saint-Gobain PAM Canalisation in Pont a Mousson in North Eastern France.



This is where most of our ductile iron pipes are made! Benefits include:

- ▶ Zero CO2 emissions
- ▶ No water withdrawal from the environment

This new electric furnace is known as a secondary smelting furnace, making it possible to recycle almost 100% of the iron waste from the primary smelting process thereby limiting the consumption of natural resources and transportation of raw materials. The furnace can also be shut down and restarted much more frequently, allowing greater flexibility in responding to customers' needs.

**We are making real positive progress on our journey to net zero carbon by 2050!**



# 6 | CARBON REDUCTION JOURNEY

## Sustainability Working Group

In 2022 we set up a Sustainability Working Group and asked the business for their best ideas to reduce carbon around the workplace.

Just small ideas that would add up to make a real difference. We had a great response and the winning idea, judged by the Working Group was installing sensors on all lights around the business, reducing energy used lighting up spaces which aren't used.

**PAM SAINT-GOBAIN**

### CARBON FUND 2022

**SUBMIT YOUR IDEAS & YOU COULD WIN A £50 DINING OUT VOUCHER**

We've all got an exciting opportunity to really **make it happen** and submit your ideas on how to reduce our carbon emissions to the Saint-Gobain 2022 Carbon Fund. If it's successful, you'll see your idea become a reality. It's really simple, whatever your position in your office, your plant, your team, you have the power to **show you care** and bring about real change to reduce the carbon emissions where you work. All ideas will be looked at, there will be a judging panel with judges taken from around the PAM business, and the best ideas will be submitted to Saint-Gobain Carbon Fund and what's more you might win a £50 dining out voucher!

We're looking for small, daily, eco-gestures that may not have been considered up to now. The Carbon Fund will finance the best of the ideas (watch the video to learn more about this). We're not looking for the larger projects that involve the manufacturing process - that's not what the Carbon Fund is for. Submit your carbon reduction ideas using the online form or ask for a blank paper form. Get involved in the judging process! **Be your best!** Let's make a real difference!

**GOT AN IDEA ON HOW WE COULD REDUCE OUR CARBON? SCAN THE QR CODE AND SUBMIT VIA THE FORM**  
PAPER FORMS ARE AVAILABLE AS WELL

**WANT TO FIND OUT MORE ABOUT THE CARBON FUND? WATCH THIS VIDEO**  
[https://youtu.be/rwwB\\_J2UJdM](https://youtu.be/rwwB_J2UJdM)

<https://tinyurl.com/Carbon-Fund>

**THANKS FROM YOUR SUSTAINABILITY TEAM**

## CO<sub>2</sub> reduction journey for our Ilkeston site

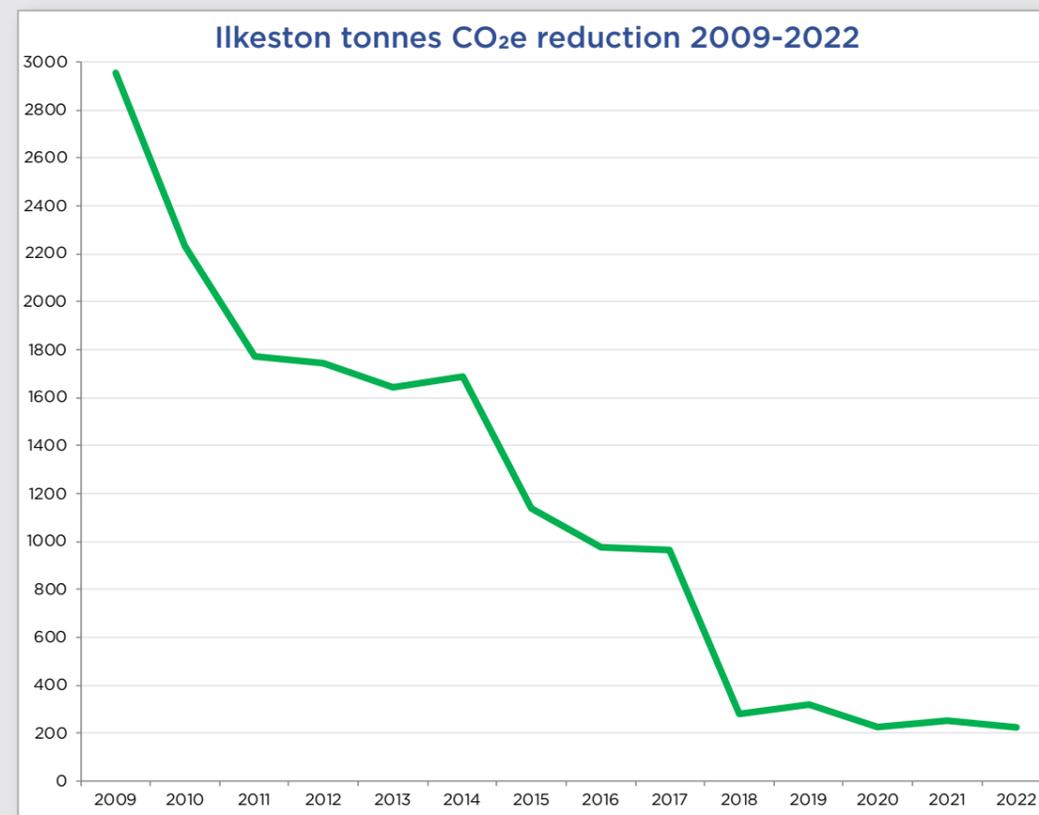
Below shows the CO<sub>2</sub> reduction journey for our Ilkeston site from an energy perspective gas and electricity only - market based.

We are delighted to have achieved a 10% CO<sub>2</sub>e improvement in 2022 vs 2021 you will see below the impressive trend since 2009.

### SAINT-GOBAIN PAM ILKESTON TOTAL

ELECTRIC USAGE			GAS USAGE			COMBINED USAGE		
Year	kWh	CO <sub>2</sub> e	Year	kWh	CO <sub>2</sub> e	Year	kWh	CO <sub>2</sub> e
2009	3943133	2090	2009	4673030	865	2009	8616163.46	2954
2022	1427488	660*	2022	1243467	227	2022	2670955	227*

\*All electricity is zero carbon rated as we purchase green electricity



Emissions from our Ilkeston site include our head office, central stock ground and operations.

# 6 | CARBON REDUCTION JOURNEY

IF YOU COUNTED ALL THE WASTE TYRES WE HAVE REMOVED METAL FROM IN THE MANUFACTURE OF OUR ACCESS COVERS AND GULLY GRATINGS - IT WOULD BE ABOUT 2 MILLION!

**DID YOU KNOW ?**

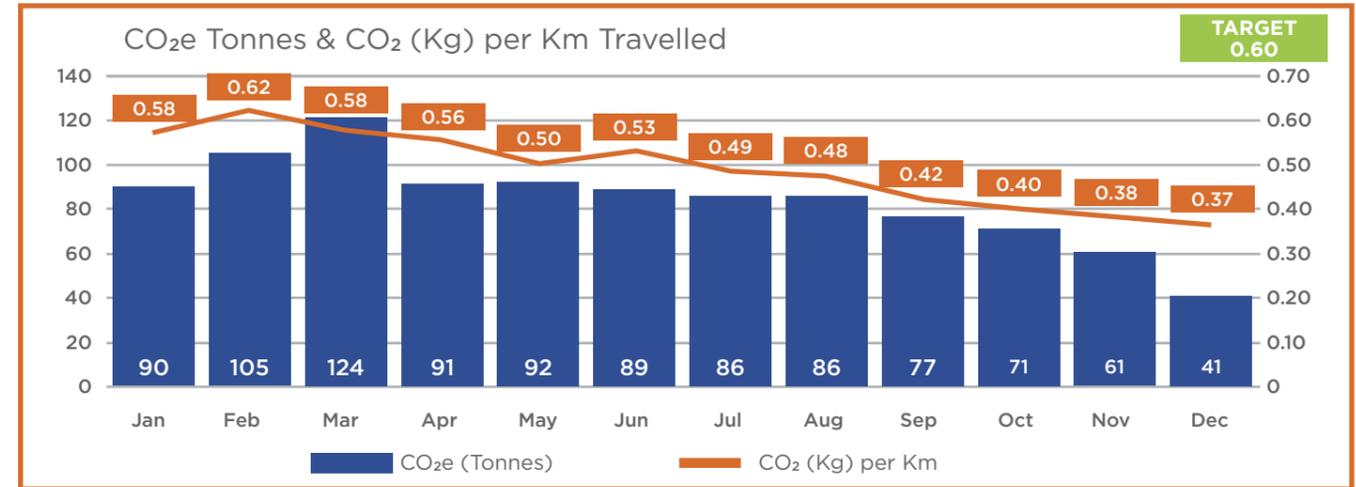
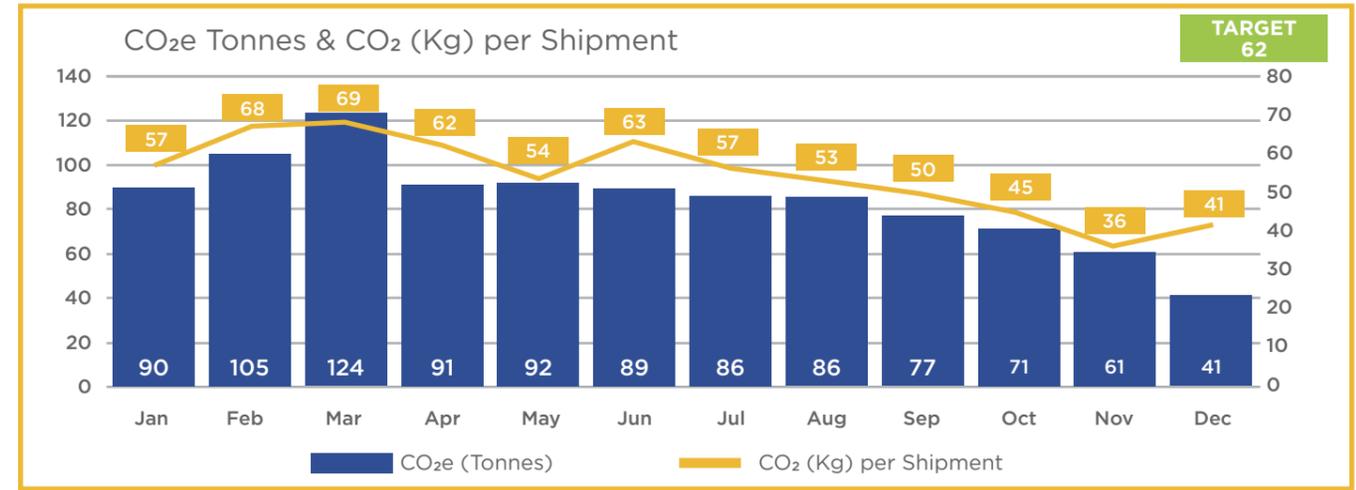


## Great progress has been made in our carbon reduction journey with our Transport Logistics Partner, **XPOLogistics**

In collaboration with our logistics partners, **XPO**, we have made great progress in our carbon reduction journey with regards to our transport and logistics operations.



CARBON REDUCTION TRENDS (TRANSPORT) FOR SAINT-GOBAIN PAM 2022



**2050**  
NET ZERO CARBON

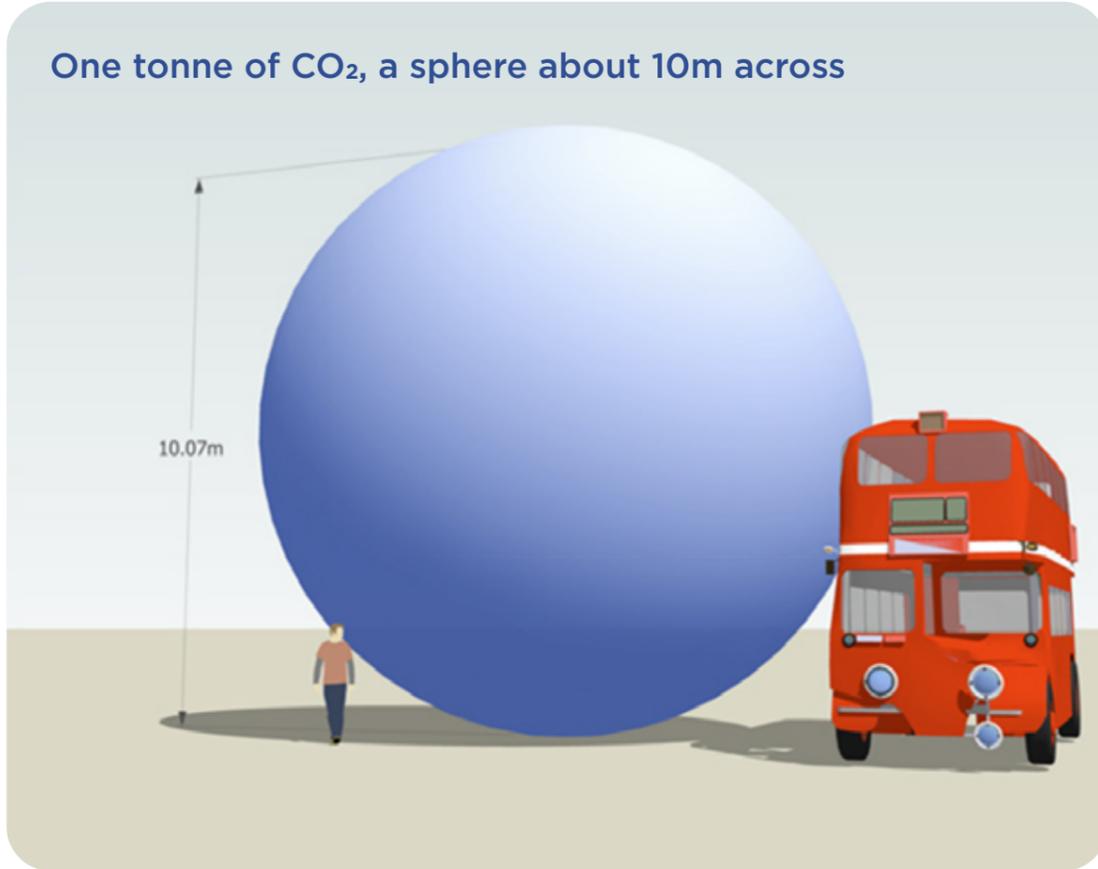


# 6 | CARBON REDUCTION JOURNEY



## What is a tonne of CO<sub>2</sub>?

One tonne of CO<sub>2</sub>, a sphere about 10m across



### How do we measure it?

- ▶ We have our meter readings or quantities
- ▶ The UK Government Conversion factors are then utilised to determine the CO<sub>2</sub> emissions
- ▶ The better the data we have the more accurate our figure for our emissions
- ▶ Scopes 1 & 2 are easier to measure – invoices for our energy gives usage
- ▶ Scope 3 activities can be a little more challenging.

**One example is our XPO deliveries, we used to get delivery mileage and then multiply this by the 'average HGV vehicle' emissions factor, but now we utilise the actual fuel consumed (HVO, Diesel and LNG) and convert this.**

Note - Our supplied electricity is certified 'Green', this means our Scope 2 emissions 'Market based' are ZERO.



# COMMITTED TO ACHIEVING CARBON NEUTRALITY BY 2050

2050  
NET ZERO CARBON



# 7 | SUPPORTING OUR CUSTOMERS

## ReCover Ironwork Recycling Initiative

We are continuously looking at ways to support our customers and take carbon out within the Supply Chain. The **ReCover** Initiative is an innovative way of helping our customers manage the ironwork that has come to the end of its service life.

### HELPING REDUCE CARBON BY TURNING A WASTE STREAM INTO NEW PRODUCTS

ReCover provides a system within the UK for recycling ferrous scrap such as ductile iron access covers, gully gratings and surface boxes that have come to the end of their service life.

- ▶ Helps lower carbon emissions within the supply chain
- ▶ Provides a revenue stream
- ▶ Could potentially turn a waste product into a raw material for use in our UK foundry
- ▶ Contributes to a circular economy
- ▶ Avoids the carbon emissions created from exporting ferrous waste materials to other countries.



## THE IRONWORK RECOVERY & RECYCLING SCHEME

### HOW IT WORKS

Within the UK we operate in a mature market where infrastructure networks already exist, where Network Owners typically maintain rather than build new. This means that **80%** of the ductile iron access covers, gully gratings and surface boxes we supply are being used to replace a product that has come to the end of its service life.



Our recycling partner places designated skips across an operational area and also manages the collection of the skip when it is ready to be exchanged.

Depending on the distances involved, the material may be directed to an intermediate location to be recycled by a partner of PAM UK, local to the collection point. In this case PAM UK will commit to recycle the equivalent weight of material locally to our foundry in the East Midlands.

**ReCover IS JUST ONE EXAMPLE OF THE INNOVATIVE PRODUCTS, SERVICES AND SOLUTIONS OFFERED BY SAINT-GOBAIN PAM UK.**

**PLEASE CONTACT US IF YOU WOULD LIKE TO KNOW MORE.**



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# 7 | SUPPORTING OUR CUSTOMERS

BY SWITCHING TO LNG FUELLED LORRIES, WE HAVE SIGNIFICANTLY REDUCED OUR CARBON EMISSIONS COMPARED TO DIESEL

**DID YOU KNOW ?**

## NEW CUSTOMER CHARTER

Our new Customer Charter shows how Our Values ensure that our customers have a great experience when they deal with PAM.

We also make sure we use this internally as the basis of our 'Working Better Together' cross functional discussions.



OUR VALUES ENABLE US TO GIVE YOU A GREAT CUSTOMER EXPERIENCE BY:

**SHOWING WE CARE**

We are friendly and helpful and we listen to you

We want to walk in your shoes to understand your needs

**MAKING IT HAPPEN**

We will do what we say; you can trust in us

We want to act quickly to put it right if ever we get it wrong

**BEING OUR BEST**

We are proud that we can help you succeed with our sustainable and innovative solutions

We want to make life with us as easy as possible



## Customer Satisfaction Survey

**Sustainable**  
Committed to our environmental, economic and social responsibilities



In our 2022 Customer Satisfaction Survey, we received feedback from over 200 of our customers.

Many of them said that Sustainability was a subject that interested them and they felt that PAM didn't communicate our actions around it well enough. We took this on board we set about remedying that by starting up a Quarterly Customer Newsletter, called The Pam-Line with one sole purpose - to keep our customers better informed about the activities that we're focusing on.



## The PAM-LINE



# 7 | SUPPORTING OUR CUSTOMERS



## CERTIFICATION FOR OUR SERVICES



### Responsible Sourcing of Construction Products

Our products made at our Holwell plant have been certified against **BES 6001: Responsible Sourcing of Construction Products**.

This means that our customers can be assured that Holwell products have been proved to have been made with materials that have been responsibly sourced.

This certification is an important part of our sustainability drive and is the result of a thorough audit by BSI and we are proud to display this Certificate on our premises.



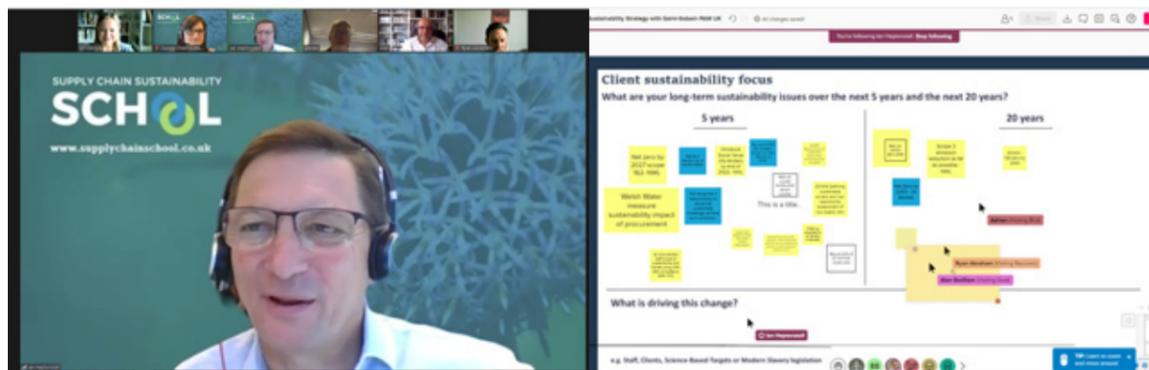
## Gold Status awarded by the Supply Chain Sustainability School team



Thanks to some hard work and collaboration with our customers and with colleagues across our business, we were delighted to have been awarded **Gold Status** by the team at the *Supply Chain Sustainability School*.

With the assistance from the Supply Chain Sustainability School, we've hosted 2 virtual Customer Supply Chain Webinars so far inviting a variety of customers from Water Companies to Contractors and Local Authorities finding out what sustainability means to them and how we can help them achieve their sustainability targets.

With the help of the school, we've also devised **Learning Pathways** for our colleagues and are ensuring they complete the training, so they are armed with the knowledge they need to achieve these sustainability goals.



## Sustainable Solutions



We offer a range of sustainable and innovative solutions for our customers which will help them improve safe handling of our products as well as better efficiency on the project.



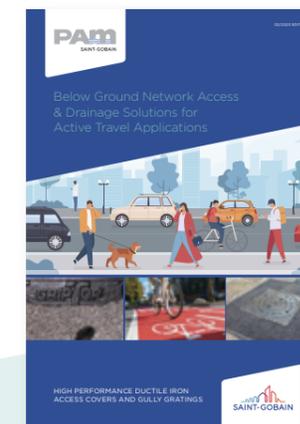
We have developed PAMVAC, a range of Loler certified vacuum handling and installation equipment, to offer safe, predictable and efficient handling of PAM ductile iron pipe systems during loading and off-loading. PAMVAC utilises vacuum handling technology that has been extensively tested on a wide range of PAM ductile iron pipe systems in all weather conditions.



Surejoint allows testing of a pipe joint remotely, removing the need for operatives to be in the trench, so reducing risk. It is an early indicator of any problems ensuring that any issues can be resolved straight away rather than dismantling later—saving our customers time and cost.



SlotForm is a bespoke installation shuttering system for use during the installation of ironwork such as access covers and gully gratings. Solution is the result of close collaboration with various customer stakeholders to understand the issues faced on site when installing our products to create a solution that is a lightweight, re-usable and recyclable alternative to timber. It is manufactured in the UK from recycled HDPE turning a waste stream into a new product which contributes to a circular economy.



Just landed – download our Active Travel brochure here ▶



## Environmental Product Declaration (EPD)

An Environmental Product Declaration (EPD) provides third party verified information about the impact a material or product has upon the environment.

For manufactured or construction products, EPDs quantify a variety of environmental impacts including recyclability global warming gases, toxicity to water and land, fossil fuel depletion and water extraction.

The information published in an EPD is based upon a Life Cycle Assessment. An LCA examines and quantifies the range of environmental impacts from 'cradle to grave' - from the point of raw material extraction, through manufacture, installation, use, decommissioning and finally disposal/re-use/re-cycling.

- ▶ EPDs remove any doubt about the environmental impacts of a product. Because they meet with rigorous international standards, they are, above all, credible.
- ▶ An EPD helps a manufacturer better communicate the environmental performance aspects of a product.
- ▶ An EPD can substantiate a 'green claim'. So for example if a manufacturer claims that a new product results in a smaller 'environmental footprint', the EPD can back-up that claim with real data.

**100%** of ductile iron materials can be recycled over and over again without any loss of performance



See our Environmental Product Declarations here ▶



PAM UK BRE Certified



## 8 | CARING FOR THE ENVIRONMENT IN WHICH WE OPERATE



### Environmental Product Declarations for Natural Pipe

As we continue along our Sustainability Strategy journey we are making real progress on developing ways to improve how we communicate and exchange environmental information with our customers.

Following an exhaustive data collection and life cycle analysis programme we are proud to announce the publication of a full suite of Cradle to Grave EPDs (Environmental Product Declarations) for our Natural Range of ductile iron pressure pipe systems for potable water applications.

We worked alongside the team at Envirodec who helped ensure that all of our **24 EPDs** comply with and are third party verified to the strict normative requirements of **ISO 15804 2012** and **ISO 14025:2006**, meaning that our customers can have confidence that the data is accurate has been collected and presented in accordance with this renowned standard.

We have published one EPD for each DN from DN60 to DN2000 (24 documents)

**YOU CAN FIND THEM ON**  
[www.envirodec.com/library](http://www.envirodec.com/library)

(type PAM or Saint-Gobain PAM within field 'filter')



### Product life cycle emissions

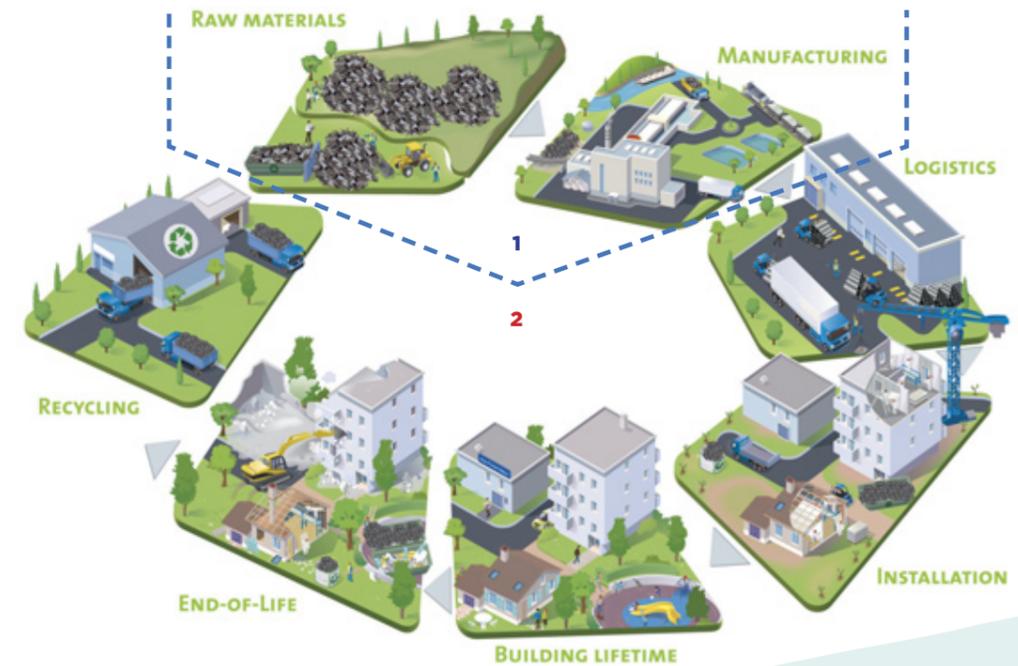
Product life cycle emissions are all the emissions associated with the production and use of a specific product, from cradle to grave, including emissions from raw materials, manufacture, transport, storage, sale, use and disposal.

#### 1. CRADLE TO GATE

Cradle-to-gate is an assessment of a partial product life cycle from resource extraction (cradle) to the factory gate (ie., Before it is transported to the consumer). The use phase and disposal phase of the product are omitted in this case.

#### 2. CRADLE TO GRAVE

Cradle-to-grave is the full life cycle assessment from resource extraction (cradle) to use phase and disposal phase (grave).



# 8 | CARING FOR THE ENVIRONMENT IN WHICH WE OPERATE

## ISO 14001 Certification (Environmental Management System)

Both of the PAM sites have been awarded the **ISO 14001: 2015** which is the internationally agreed standard that sets out the requirements for an effective environmental management system, demonstrating that we can prove our environmental performance through more efficient use of our resources and reduction of waste.



## Bird table views with our cuppa!

At our Employee Forum, we were asked for a bird table to be placed outside the office kitchen window so we could take a minute and appreciate nature whilst waiting for our cuppa!

One of our colleagues, Steve Smith offered to make one out of wooden pallets from the stock ground! It didn't take long before an array of hungry birds found it and now demand to be fed daily!



# 9 | SUPPORTING THE COMMUNITIES IN WHICH WE OPERATE

## Meden Vale Colts FC receive new home and away kits!

We were delighted to be able to support local U16 team Meden Vale Colts FC by providing them with new Home and Away kits – best wishes to the team this season!



Thanks for the kits, they really help us look and feel like a team.

We really appreciate the help and support PAM UK has provided for the Colts, it's important for the lads to see that local businesses are supporting them!

Thanks for all your support, we'll do our best to make you proud.

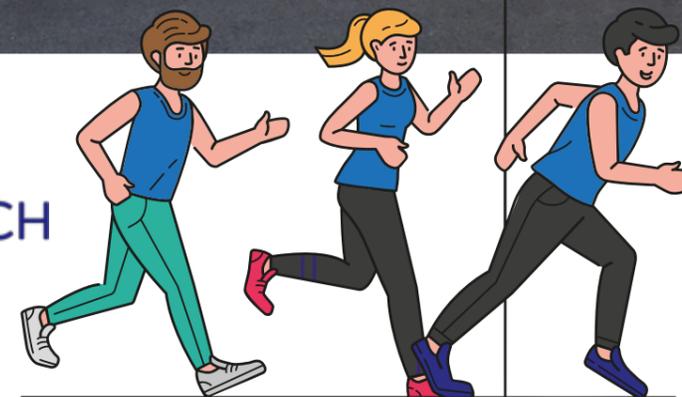
## PAM runners raise almost £1,000 for Cancer research

Sustainability is not all about reducing carbon and planting trees!

Sometimes it's coming together as a team and pounding the streets of Derby on a cold but bright Sunday morning to raise almost £1,000 for Cancer Research. That's what our brilliant PAM runners did in April '22 and we couldn't be prouder of them! #teamPAM.



CANCER RESEARCH UK



# 10 | SUPPORTING OUR PEOPLE

## Supporting, Developing and Investing in our People

We were delighted to welcome 4 new Apprentices in September 2022

Working with Derby College studying for accredited apprenticeship qualifications alongside our teams in Finance, Value Creation and Customer Services, we also have an apprentice learning on-the-job skills in the foundry at Holwell - we are sure they are onto a winner starting their career with us at PAM.



## Developing people for the future



Developing people for the future is all part of being a sustainable business and we are very proud of the 2022 cohort of Aspirees who presented their learnings from their Aspire to Aspire Management Development journey to members of the leadership team. They showed an amazing level of personal development and self-awareness throughout the course and are leading the way in being their best!

## LONG SERVICE AWARDS LUNCH

Due to Covid, we weren't able to hold our usual Long Service Award Lunches which are always popular.

When restrictions eased, we wasted no time rearranging these delayed lunches and invited our Long Serving Employees and their partners to a lovely celebratory lunch to receive their award! Congratulations to you all who reached your 15 years, 25 years and 40 years' service in 2020, 2021 and 2022 - you are amazing!



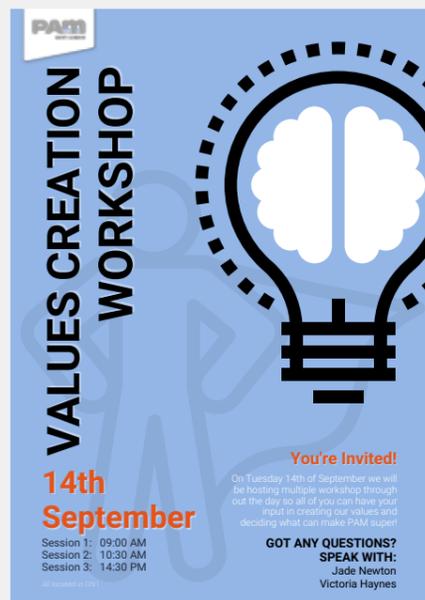
# 10 | SUPPORTING OUR PEOPLE

## SHOW WE CARE, MAKE IT HAPPEN AND BE OUR BEST.

Back in 2021, absolutely everyone in our business was invited to take part in a series of workshops, with the purpose of creating a new set of company values.

The idea was that in order to live and breathe new Values, they had to come from within, not imposed from above. We needed to spend time together working out the Values that we believed in and could get behind. We spent time discussing how best to do this and we are proud of our new Values - **Show We Care, Make It Happen and Be Our Best.**

We have worked hard to embed these Values in our daily lives, both at work and outside of work throughout the subsequent months and we doubt there's anyone in our business that doesn't now know what they are!



Visit YouTube to see our Values Creation superhero sketches ▶



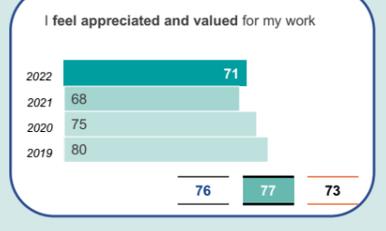
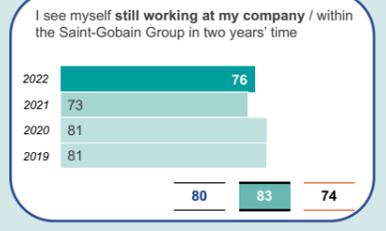
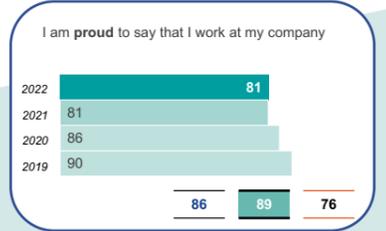
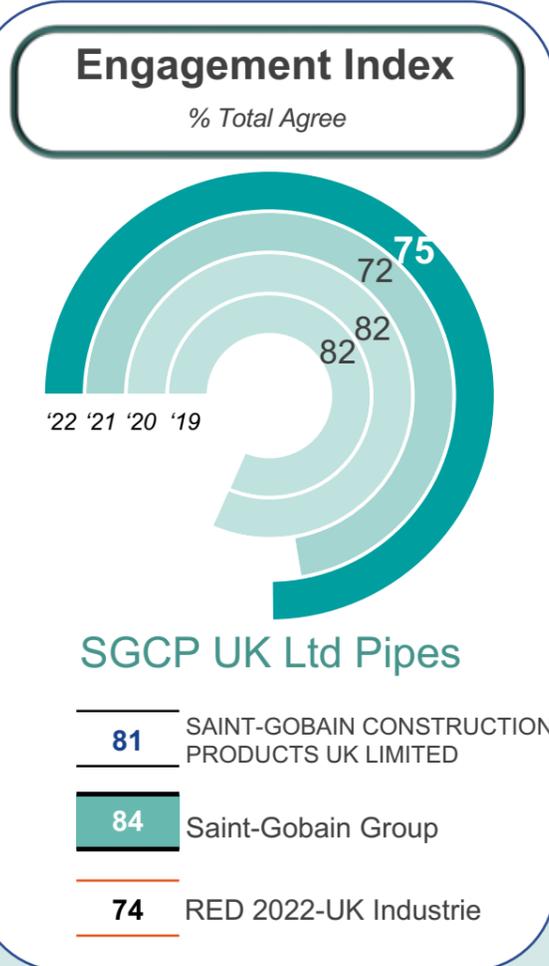
- SHOW WE CARE**
  - We listen to and value each other
  - We always consider the impact we have
  - We are one team and in it together
  - We have fun!
- MAKE IT HAPPEN**
  - We adapt to get things done
  - We challenge ourselves and others to do the right thing
  - We act with energy and passion
- BE OUR BEST**
  - We take responsibility for being the best we can be
  - We take pride in the difference we make to our customers & communities
  - We set ourselves up to succeed

# 10 | SUPPORTING OUR PEOPLE

## Me@Saint-Gobain Employee Engagement Survey 2022

We were thrilled to see an improvement in PAM UK's results from our Me@Saint-Gobain Employee Engagement Survey in 2022.

- ▶ More of our people say they are proud to work at PAM UK
- ▶ An increased number of our people see themselves still working at PAM in 2 years' time
- ▶ A higher number of our people would recommend PAM UK as a great place to work and feel appreciated at valued.



## ISO 45001:2018 Certificate of Registration

Both our Ilkeston and Holwell sites have successfully transitioned from the OHSAS 18001:2007 standard to the ISO 45001:2018 in May 2021. This certification confirms our dedication to ensuring that our Health and Safety Systems are proven and robust and that the stringent requirements of ISO 45001 have been fully satisfied.





IF YOU HAVE ANY QUESTIONS ABOUT THIS REPORT WE WOULD LOVE TO HEAR FROM YOU, PLEASE CONTACT [WENDY.MARRIOTT@SAINT-GOBAIN.COM](mailto:WENDY.MARRIOTT@SAINT-GOBAIN.COM)

**Find out more at: [www.pamline.co.uk](http://www.pamline.co.uk)**

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