

# Commitment to our Employees

As a major employer Polyflor has a responsibility to its employees, ensuring their health and wellbeing and preventing high labour turnover, which remains extremely low - in fact Polyflor has 25 and 40 year clubs for all employees who have been employed by Polyflor for the respective number of years, some of whom have worked for Polyflor for their entire careers, joining straight from school. Attaining an experienced and knowledgeable workforce is extremely important to Polyflor.

Polyflor recruits from local and surrounding areas and advertises through local media, job centres, agencies and online. We offer graduate training programmes, internships and apprenticeships, in support of younger people wishing to develop their employment skills. Polyflor's Human Resources Manager is also a volunteer for the Chartered Institute of Personnel and Development's Steps Ahead Mentoring project, designed to help young people improve their employment skills in the local area.

As standard practice, Polyflor has numerous training and development programmes; total compliance to the Equality Act 2010; employment health & safety policies and procedures are in place and employee benefits, including pension schemes, free share schemes, enhanced maternity and paternity pay and Christmas vouchers are available to all staff.

## Recruitment & Retention

- Exceptionally low turnover with 25 and 40 year clubs
- Employees are recruited from local and surrounding areas, through advertising in local media, job centres and online
- We employ graduate trainees and have internships
- Polyflor currently employs 2 apprentices - 1 in finance and 1 in engineering. Requirements are reviewed on an annual basis

## Training & Development

- A 3 day induction programme is undertaken by new office employees, including an environmental induction
- Annual appraisals identify areas of strength and opportunities or targets
- Professional development is encouraged through courses and training where both employee and employer benefit, for example our finance team attend Association of Accounting Technicians Courses (AAT), MBAs and NVQs are frequently requested and attained
- We enable and provide time for employees to undertake voluntary work, upon request
- Promotion or opportunities in different departments are often distributed internally throughout the business, although obtaining the right skill set is important so positions also open up to external candidates
- Polyflor engages with all staff regarding environmental issues, directly through email, letter and booklet as well as indirectly through [www.polyflor.com](http://www.polyflor.com), regular newsletters and this annual report which is circulated throughout Polyflor
- Members of the Recofloor team frequently present to the sales, marketing and distribution departments, so they have a better understanding of achievements, goals and their part in its important process

- The Polyflor floor fitting school is opened up to employees, which improves their understanding of Polyflor flooring and provides transferable skills for their own homes

## Equality

- Equal Opportunities & Diversity Policy
- Anti bullying policy
- Anti-discrimination policy
- Employees are typically local and represent the social demographic of the local area
- Maternity and paternity policy; flexible working hours and return to work

## Employee Health & Safety

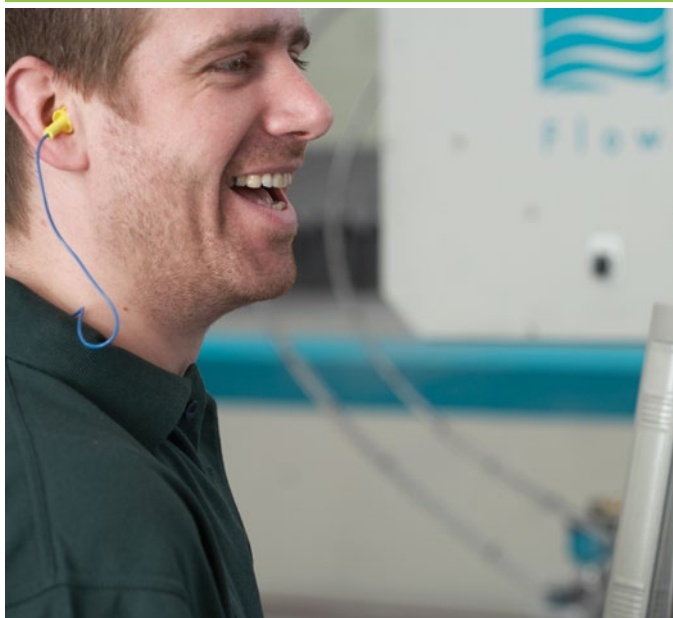
- We circulate a 'handling stress at work' policy
- A health & Safety Management procedure is in place - in accordance with HSG65, Health & Safety Executive Document Guidance
- Potential safety risks and incidents are reported so as to be actioned and avoided
- Accident reporting is in line with OHSAS 18001 guidance - all work related injuries are recorded and followed up with a risk assessment and remedial action
- No fatalities have ever been recorded in the company's history
- A Pedestrian Policy is in place including demarcated pedestrian pathways and crossings and high visibility vests are issued to employees or visitors who walk around our warehousing facilities
- Ear plugs are used in production, within hearing protection zones in various locations around the factory
- Occupational Health - medical and fitness checks for new employees as well as ongoing health checks for employees, particularly Polyflor fleet drivers
- Work zone assessments are conducted by Polyflor's occupational health nurse
- In 2013 all Polyflor production staff successfully completed the bi-annual online Health and Safety Refresher training programme

## Employee Benefits & Wellbeing

- Pension Scheme for every employee after 3 months of employment with Polyflor
- Shares for every employee after 2 years of employment with Polyflor
- Company social club for all employees, enables group activities from hiking to theatre visits and encourages inter departmental bonding
- Break out zones, with seating and facilities to buy or prepare food are available on all sites
- Areas to sit outside are accessible at all Polyflor sites
- Bike sheds and shower facilities are obtainable at the Whitefield site



Improving the quality of life of the workforce & their families  
as well as of the community and society at large



# Commitment to our Supply Chain

Polyflor is ISO 9001 and ISO 14001 certified. We also have a responsible sourcing policy and SA 8000 and BES 6001 certification for responsible sourcing. We use approved and trusted suppliers, who are ISO 9001 and 14001 certified or have robust environmental procedures and who are predominantly local to our manufacturing sites. We use Quality Assessment Questionnaires and follow up with regular meetings and audits.

## Supply Chain & Procurement

- Responsible sourcing policy
- SA 8000 & BES 6001 certified
- ISO 9001 & ISO 14001 certified
- Polyflor has a database of approved and trusted suppliers, most of whom are local to our manufacturing sites
- We use Engagement Supplier Surveys and Quality Assessment Questionnaires and follow up with regular meetings and discussions with existing suppliers
- We use suppliers with ISO 9001 & ISO 14001 certification (or with robust environmental policies, procedures and objectives)
- Local printing companies with sound environmental credentials, using solvent free inks and FSC accredited paper sources

# Commitment to our Communities

Polyflor's Whitefield site is located within a residential area. Duty of care is critical to ensuring that our neighbours live in a safe and pleasant environment. Reducing noise pollution and emissions were therefore pivotal, so half a million pounds were invested in acoustic engineering within the factory to minimise noise and emissions' checks are continuously monitored on site. HGVs must also keep their engines turned off during evening and early morning collections and deliveries at Whitefield.

We continue to provide charitable donations in the local areas and various countries we operate for worthy individuals and organisations. It is important to us as a responsible company to give something back to our local communities, although we do sometimes contribute to causes further a field and did so in 2013 with a number of charitable organisations.

In 2013 Polyflor supported individuals, groups and organisations, including:

- **Ashurst Wood Community Pre-School (West Sussex, UK)** - is a volunteer committee run pre-school for up to 25 2-5 year olds. It relies on fundraising to remain open. Polyflor donated Polysafe flooring for the classroom floors in the new building
- **The Dame Hannah Rogers Trust (Devon, UK)** - This inspiring charity provides tailored short breaks for young adults with physical, sensory and learning disabilities and their families. Normally planning a day out, let alone holiday that will cater for more complex needs is extremely challenging. Polyflor donated a sum of money to this charity, which went towards a building conversion, consisting of 12 family units with accommodation
- **Macmillan cancer support (UK)** - We contributed financially to Martin Fletcher, a Polyflor Key Account Manager, who tandem skydived on behalf of Concept Flooring, for Macmillan cancer support
- **West Auckland Hospice (West Auckland, New Zealand)** - Polyflor New Zealand donated flooring to West Auckland Hospice to help improve aesthetics of the facility and create a comforting atmosphere
- **Canterbury Gliding Champions (Canterbury, New Zealand)** - Polyflor New Zealand financially supported and sponsored the Canterbury Gliding Champions, who encouraged more young people to get involved in the sport
- **St Therese Community Childcare Centre (Dover Heights, Australia)** - Polyflor Australia donated flooring to assist this organisation with mandatory refurbishments that needed doing on a very low budget
- **Jump Space (Stockport, UK)** - Polyflor provided free flooring to Jump Space, a safe and inclusive play area incorporating trampolining, rebound therapy and active / sensory play for disabled children, young people and their families
- **Hartlepool Access Group (Hartlepool, UK)** - We donated flooring to this charity as it provided the first ever shopmobility located next to a train station platform, widening travel opportunities for those with mobility problems
- **E.Y.E (Bedford, UK)** - Established in 2011 with a view to help young people into learning everyday life skills and to encourage the regeneration of deprived areas they live in. E.Y.E engages with young people through sports, media, IT, construction, fashion and design based workshops. Polyflor donated flooring for the gym section (E.Y.E FIT) and E.Y.E radio within the facility





## Oldham College Head Quarters Fashion Academy (Oldham, UK)

As a local college to Polyflor's sales and distribution centre, we were happy to supply a waterjet design of the OCHQ logo free of charge which was installed in the entrance of the academy

## Oldham Athletic FC (Oldham, UK)

Polyflor has continued its support of local football club, Oldham Athletic and in particular its Junior Supporters' Club, Boundary Blues, which engages with youngsters from the local community in sport. Polyflor sponsors seasonal parties and an end of season event, as well as a designated area for children on match day - the Polyflor Tuck Shop



## Home improvement programme (Bury, UK)

A deserving family, chosen by a well known home improvement TV programme, which enlists the help of local tradesmen, suppliers and the larger community to help, were in much need of some new flooring for their wet room. We provided some Polysafe flooring for this area