

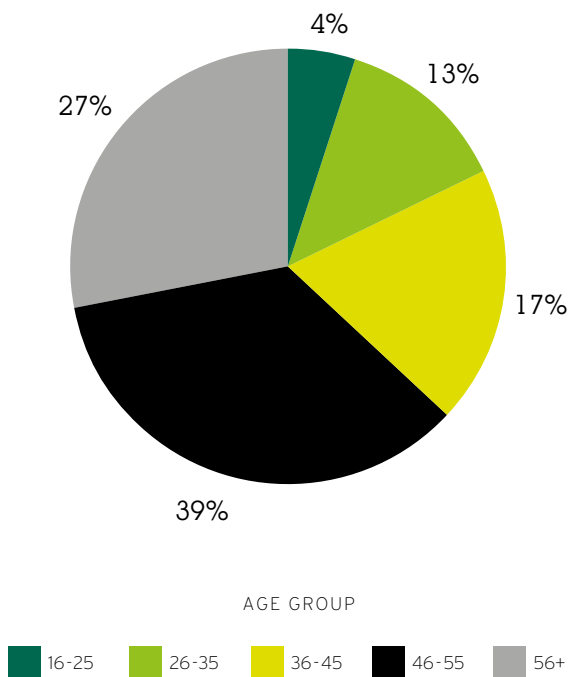
Employee Age Groups 2020

Some key performance indicators for Human Resources were down in 2020 compared to the previous year. However, despite it being a very challenging year, Polyflor still achieved a number of positive outcomes: The company recruited 22 new employees and labour turnover fell by 45%, the best employee retention in 7 years. 6 internal promotions were also offered and employee training programmes increased by over 350%.

As testament to Polyflor’s success in retaining valued and experienced employees, 7 new members joined the 25-Year Club, increasing its total by 10% with 80 members. The 40-Year Club remained the same, with 11 members, but cumulatively, the 25 and 40-Year Clubs, made up an amazing 19% of Polyflor’s workforce.

Putting in a Shift!

In 2020, Ian Dalley, a factory process worker, celebrated his 50-year anniversary with Polyflor. A 40-Year Club member, Ian was a valued member of the Polyflor family and an active part of the factory tours until his recent and well-earned retirement.



Commitment to our Communities

As a responsible manufacturer, Polyflor has a duty of care to ensure that the impact of day-to-day operations from its business to the local community is minimal.

As such the company has procedures and policies to address issues which may arise in line with ISO 14001 and BES 6001, including a robust complaints procedure. These issues are regularly reviewed at Environmental Steering Meetings and it is the responsibility of the Directors to initiate a project in instances where the source of a complaint is persistent and requires a solution. Where a complaint form is received the company has a formalised procedure as per its BES 6001 objectives to respond and action within 7 days of receiving it. The recording of these complaints is audited and reported on annually.

Polyflor's Whitefield site is the original production site and located within a residential area (the site is 100 years old and older than many of the nearby houses). For this reason, continued efforts to reduce noise pollution and emissions remain important for harmonisation between this production site and its neighbouring residents. As well as ensuring HGVs turn off engines during evening and early morning deliveries and collections, investment has also been made into acoustic engineering and into new electric forklift trucks, to help minimise noise levels.

Despite Polyflor's best efforts to prevent complaints in the first instance, they can fluctuate year on year, with the nature of complaints (some unjust, some ongoing) sometimes being difficult to control. Polyflor strives to minimise such complaints and continues to interact closely with the community. 5 complaints were received in 2020 and were promptly handled - this was a 44% reduction against 2019. 2 of the complaints related to noise issues; 2 light pollution and

1 a weight restriction. Given the proximity of the 100s of residents to this 24-hour (Monday to Friday) production site, we believe this is acceptable, but of course we do everything possible to prevent complaints from the outset.

As part of ongoing CSR commitments, Polyflor continues to liaise with and support the local communities in which it operates. It is particularly important to give something back to local communities, as well as contributing to causes further afield. Polyflor encourages its staff to engage with charitable organisations and events, as well as supporting individuals on a charitable basis, either financially or enabling volunteer work.

When we are involved in donating flooring to charitable projects, the marketing, sales and distribution teams invest time through support and communication: They work together in arranging a suitable product, ordering and despatch. There is a duty of care in ensuring the right flooring is specified and followed up with appropriate customer aftercare. Additional time is allocated through volunteer work and 10 hours were accrued in 2020, in the UK alone.

In 2020, Polyflor supported 9 charitable projects by donating £16,450 worth of flooring to numerous individuals, groups and organisations locally in the UK, including Reuben's Retreat, The Basement Recovery Project, Dogs 4 Rescue, Age UK (Sheds for Men) and Children in Crisis.

Polyflor's Highlights

Reuben's Retreat

Having already donated flooring to the first phase of this inspiring charity's premises in Greater Manchester, several years ago, Polyflor was approached to supply more flooring free of charge to the second phase of the development.

'Reuben's Retreat is a home-from-home for families bereaved of a child and for children with life limiting or threatening conditions and their parents and siblings.'

www.reubensretreat.org

Polyflor was happy to donate Stone fx PUR, Expona Flow PUR and Hydro, as well as necessary weld rods, free of charge to this charity. We are confident the 235m² of Polyflor flooring will help create a stylish and relaxing environment.

The Basement Recovery Project

Another charity project Polyflor helped 8 years ago, with their Head Office's relocation, asked for more help at 'Basement House', a support centre for those struggling with drug or alcohol addiction.

'TBRP offers a self-help pathway from chaos to recovery providing structured day programmes aimed to achieve abstinence, community detoxification services, sober-living accommodation with therapeutic support 24/7 and many community-run projects.' Heath Gray, The Basement Recovery Project, www.thebasementproject.org.uk

Polyflor donated 200m² of its Polysafe Standard and weld rods free of charge to the newest phase of this project: TBRP had purchased the building next door to expand their space and capacity to better support their community.

Children In Crisis

Polyflor was approached to provide FOC flooring to a very deserving and inspirational lady in Manchester. Gail Affen, who fosters children (often 5 at a time), needed extensive work doing to her home to improve conditions for the children she cares for (for which she has won numerous awards). Having been let down by several builders, Gilbrides Ltd (Owen & Son) wanted to help her and so did we! Polyflor donated 12m² of Wood fx PUR and 20m² of Designatex, plus matching weld rods.



The Big Build - Weston-super-Mare (DIY SOS Series 31)

The Sweet family in Weston-super-Mare are happy and truly inspirational in their close-knit community. Louisa (14), Max (11) and Harry (6) were born healthy, and family life was good until Harry was diagnosed with a genetic condition called Ehlers-Danlos syndrome. He is significantly hypermobile and suffers terrible pain in his joints, unsettled sleep and chronic constipation as part of his condition. He is also being assessed for autism.

The family had been struggling with Harry's health issues for three years when, in 2017, after genetic testing, Louisa and Max were diagnosed with Friedreich's ataxia, a rare and life-limiting neurodegenerative condition for which there is currently no treatment or cure. It will see them become permanent full-time wheelchair users in their teens, and it may affect their speech, fine motor skills and vision. They also have enlarged hearts and spinal scoliosis, and suffer fatigue as part of their condition, but like Harry

they are children to be truly admired. Amazingly, Max, who is also being assessed for autism, has stated that if he dies he wants to donate his organs to save other children, but his mother Cat just can't face filling in the forms.

Cat can no longer lift the children in and out of the bath or carry them up the stairs. Louisa and Max only manage the stairs by carefully and painfully crawling on all fours, which takes considerable time and effort. Both of the boys are already part-time wheelchair users, and their tiny home will soon have to accommodate three wheelchairs.

All three children now struggle with basic normal life at home, unable to undertake simple tasks without help, and with Louisa rapidly losing her teenage independence instead of gaining it, despite the immense love and care from their inspirational parents Cat and Chris, DIY SOS and kind local volunteers are stepping up to help this truly deserving family.

Surfability UK transform their Caswell Bay, Swansea Surf Centre

On Thursday, 12th November, Nick Knowles hit our screens with a BBC Children In Need Special of DIY SOS: The Big Build. DIY SOS and their impressive team of volunteers joined forces with Children In Need and unique community interest company, Surfability UK to transform their Caswell Bay, Swansea Surf Centre.

Surfability UK provides surfing lessons and experiences for people with disabilities and learning difficulties however they were operating from a dilapidated out of use bus stop shelter. Ben Clifford, Director of Surfability commented "We started operating from a van in 2013, then in 2016 got our current building. We have loads of problems with flooding, the plaster is falling off and it just isn't suitable for our needs, and those of the people that we support.

Thanks to the hard work of the DIY SOS team the inclusive surf school now operate from their state of the art eco-friendly surf centre which is fully equipped to meet all the needs of those it supports. The building's design is in a surfboard shape, and features colours to fit into its landscape, with blue, grey and driftwood shades. It also features a grassed roof.

The transformation could not have been achieved without the work of the many volunteers involved in the build and the helpful donations made. When it came to choosing the right materials for the flooring, DIY SOS turned to Polyflor as the UK's leading vinyl flooring manufacturer. Polyflor donated Polysafe Quattro PUR, in the shade Cool Pebble to be used across the space. Polysafe Quattro is a safety floor offering sustainable slip resistance in continually wet

areas whether barefoot or shod and was the perfect choice for the establishment, offering protection against slips, trips and falls. The neutral tone of Cool Pebble complemented the aesthetic of the building and Polysafe Quattro's polyurethane reinforcement(PUR) provides low maintenance benefits, ensuring the flooring is easy to maintain and kept looking great.

The impressive project was turned around in just 24 days and Polyflor were thrilled to have been able to support such a worthy cause. Before this, the kids were having to be changed in car parks or a bus shelter but now have a lovely and dry place to change in privacy. Nick Knowles, DIY SOS Presenter commented 'We are so grateful to those who have donated their time and materials to get us here'. The build has taken the operation to the next level, benefiting so many disabled people in Wales and across the UK.



Surfability UK provides surfing lessons and experiences for people with disabilities and learning difficulties



Polyflor donated **130m² Polysafe Quattro PUR**, in the shade **5767 Cool Pebble** to be used across the space. Polysafe Quattro is a safety floor offering sustainable slip resistance in continually wet areas whether barefoot or shod and was the perfect choice for the establishment, offering protection against slips, trips and falls.

www.surfabilityukcic.org



Reception area



Accessible changing rooms complete with hoist



Changing rooms



Washing facilities