

Corporate and Social Responsibility Report

Maintaining our strong reputation with a considerate approach.

“Being a good corporate citizen is fundamental to how we run our business. Whilst we continue to strive for improvement, we believe that at The Miller Group the way we work is helping to create a more sustainable world to live and work in.”

Keith M Miller CBE, Group Chief Executive.

Key achievements:

- > The Miller Zero pilot scheme at Merton Rise will meet the Government’s most stringent levels in their Code for Sustainable Homes, years ahead of legislative requirements.
- > Miller Developments and British Waterways are working together with Re-Union Canal Boats to bring a new lease of life to the Edinburgh canal basin by working with a wide range of people to develop practical, social and life skills to help them achieve their full potential.
- > School pupils in Lanarkshire have benefited from a partnership between Miller Construction, Motherwell College and North Lanarkshire Council which provided employability skills to school pupils from the site of the new Motherwell College.
- > At Ffos-y-fran, our land reclamation scheme in Wales, clearance of three potentially dangerous waste tips – which once loomed over the town of Merthyr Tydfil – is now finished.





Corporate and Social Responsibility Report (continued)

“We have worked hard with our partner suppliers to use the latest innovations in sustainable products and renewable technologies, integrating them into our existing design and construction process to deliver affordable and sustainable properties.”

At The Miller Group we take our Corporate and Social Responsibility commitments very seriously in everything we do – so much so that we decided to minimise our environmental impact by reducing the number of pages in this document, whilst still meeting our statutory obligations and providing more focused relevant information for shareholders and other stakeholders.

We have highlighted four responsible ways in which we carry out our business. If you want to discover more about the many things we do, please go to our website www.miller.co.uk.

Homes

Miller Zero – Rising to the environmental challenge

In early 2008, Miller Homes completed the product development phase for an important pilot scheme for zero-carbon homes that will have long-term benefits for our customers and, most importantly, the environment. The Merton Rise development in Basingstoke contains three pilot homes that will meet levels 4, 5 and 6 of the Code for Sustainable Homes.

We have worked hard with our partner suppliers to use the latest innovations in sustainable products and renewable technologies, integrating them into our existing design and construction process to deliver affordable and sustainable properties. For example, we used improved insulation methods in the fabric of homes, photovoltaic solar panels and wind turbines, biomass boilers that consume wood pellets, rainwater harvesting and triple glazed windows. These are just a few of the innovations that make the Miller Zero home the most sustainable and environmentally friendly property on the market.

As part of this project we shall monitor occupants for 12 months after purchase to provide insights into the impact of living in a zero-carbon home and the performance of the sustainable features. This will also enable us to compare the Miller Zero home performance against the more traditional construction methods used in other properties on the development. BRE have been appointed as consultants in the development of a performance calculation model, so that we can measure this performance accurately.

We are very proud of the Miller Zero project. According to the NextGeneration analysis, Miller Homes is one of the top three housebuilders addressing urgent climate change issues. Our commitment to building environmentally sound and energy efficient schemes started as early as 2004 with our projects at Upton Green in Northampton and Allerton Bywater in Yorkshire. This latest scheme will meet the Government's most stringent levels in their Code for Sustainable Homes, years ahead of legislative requirements.

This pilot programme has allowed Miller Homes to develop expertise that will enable us to build zero-carbon homes on a larger and affordable scale. Working in partnership with our supply chain, we have also ensured that the development of products needed to meet the Government's sustainability targets keeps pace with our ability to build large-scale developments.



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Developments

The completion of Edinburgh Quay in 2008 was a notable landmark for Miller Developments. The six year project represented the first public-private development venture for British Waterways and the first canal-side mixed-use development. Based in the Lochrin Basin at Fountainbridge, close to Edinburgh city centre, the venture is at the heart of the area's regeneration.

To help give it a new lease of life, and to mark the completion of the Edinburgh end of the Forth and Clyde and Union Canals, Edinburgh Quay Limited is working with the social enterprise charity, Re-Union Canal Boats. They run community and commercial projects along the Union Canal, working with a wide range of people to develop practical, social and life skills to help them achieve their full potential. The additional investment means Re-Union are able to produce an even greater mix of social and cultural activities. The aim is to increase visitor and volunteer numbers significantly, causing knock-on economic benefits for the local area.

Since its inception in 2004, Re-Union has already attracted and engaged with a diverse range of people and organisations such as Women into Work, the Single Dads' Club and Clovenstone Primary School. Employability programmes, activities to support people as they overcome illness, and social events are some of the many initiatives that help people who use the charity to increase their confidence and rebuild self-esteem. Projects such as the Big Boat Build and My Canal My Canoe enabled youngsters to construct their own wooden canoes, learn practical woodworking and organisational skills, as well as engaging with the local environment.

01 Miller Zero, Basingstoke.
02 Re-Union canal boat at Edinburgh Quay.

Corporate and Social Responsibility Report (continued)



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- 01 Site Manager Cameron Stewart and sub-contractors on site at Granton, Edinburgh.
- 02 Schoolchildren from Inverclyde mark the official start on site of Inverclyde PPP project.
- 03 Miller sponsored bicycles, Allerton Bywater, Yorkshire.
- 04 Sorting tip waste at Ffos-y-fran, Wales.
- 05 Geography students at 500 Brook Drive, Green Park, Reading.
- 06 World War Two mortar bomb at Ffos-y-fran, Wales.

Construction

We work with our clients, design teams and supply chains to create best value, sustainable and environmentally sound buildings. We consider carefully our corporate and social commitment throughout the construction process; the health and safety of all members of the public, our staff and visitors to our sites remains paramount at all times.

In addition to the legacy of our buildings, we continue to play an active role in the local community wherever we work. We take this very seriously, giving sponsorship support to community groups, arranging for school health and safety talks and site visits, and encouraging local colleges and universities to participate in work experience and site visits.

The broad range of projects we have undertaken with schools, colleges and universities include:

- > Hosting 50 geography students at 500 Brook Drive together with our client at a presentation about sustainability, construction methods and the planning of Green Park Business Park.
- > Helping to provide the facility and equipment needed for Horbury High School to run a new Diploma in Construction.
- > Hosting visits from local schoolchildren and universities at Union Square, Aberdeen.
- > Consulting students and staff at Judgemeadow Community School about the planting of the new landscaped areas of the project. This involved the school in the project and provided educational experience in bio-diversity and ecology.
- > Participating in a partnership with the new Motherwell College and North Lanarkshire Council to help school pupils gain employability skills.



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Mining

At Ffos-y-fran, our land reclamation scheme in Wales, we have now finished the clearance of three potentially dangerous waste tips which once loomed over the town of Merthyr Tydfil. Remedial excavation work was completed in early January 2009 and represents a tremendous boost to the local community, with a saving of approximately £30m for local council taxpayers.

The three tips, Hoover, Merthyr Landfill and Tip 13, were a financial liability and had become potentially hazardous, especially due to soil contamination, landfill gas and toxic seepage into the water table. A prime condition of Miller Argent's work at Ffos-y-fran was that remedial work must be started on the landfill sites before any coal extraction could be undertaken. More than 350,000 tonnes of waste – including domestic, commercial and industrial waste – has been safely processed and treated. More than 50,000 tonnes has been screened, sifted and recycled safely.

Dangerous and toxic elements have been removed and taken elsewhere for treatment and disposal. The clearance work has been painstaking and arduous. For example, we had to call in a bomb disposal team to deal with a live World War Two mortar bomb, which was destroyed by a controlled explosion. Other non-hazardous materials have been disposed of at the nearby Trecatti site, which is a registered landfill. The work has all been carried out within the controls and approval of the local authority and the Environment Agency.

This long-term reclamation project is transforming the area. Ultimately, it will return the mountain to the Welsh nation in its pre Industrial Revolution condition, over 150 years ago.

These and other case studies, together with a review of our CSR performance, can be accessed at www.miller.co.uk.