

CORPORATE RESPONSIBILITY

CONSTRUCTING A SUSTAINABLE FUTURE

“CSR IS RIGHTLY HIGH ON THE GROUP’S AGENDA. IN SEEKING TO MAKE STEADY PROGRESS YEAR ON YEAR, OUR GOAL IS TO STRENGTHEN MILLER’S POSITION AT THE FOREFRONT OF THE INDUSTRY BY SETTING EXAMPLES OF GOOD PRACTICE AND LEADING THE WAY IN CREATING A MORE SUSTAINABLE BUILT ENVIRONMENT.”

Keith M Miller CBE, Group Chief Executive

For The Miller Group, Corporate Social Responsibility is a fundamental part of the company’s core culture which lies at the heart of everything we do.

Commitment to CSR forms an integral part of daily divisional strategy for each of our businesses. Working in close partnership with our customers, our clients and our supply chain contractors, as well as the people in the local communities where we are active, we continually seek to improve the way we undertake our activities in order to create a safer, less disruptive and more sustainable environment.

Key Achievements in 2009:

- Launch of Miller Zero, our first carbon zero home built as part of a live development
- First Scottish-based contractor to sign up to the Government’s Waste and Resources Action Plan (WRAP) initiative
- Support for the Yarmouth Guild of Artists and Craftsmen, giving the local community greater access to the arts through new facilities for local artists
- Provision of two mini-buses for local community groups at Merthyr Tydfil, South Wales.

In everything we do in the CSR field we try to exceed current statutory obligations covering health and safety, our staff, community involvement, climate change and the environment, our supply chain and procurement procedures, corporate governance and economic sustainability. In all of our relationships with stakeholders, we acknowledge the benefits and opportunities presented to the company through our commitment to being at all times a good corporate citizen.

Each of our active projects on the ground is managed according to a detailed set of Key Performance Indicators which are monitored at the highest level in the company. In the interests of best practice, all knowledge and experience is shared across each of the Group divisions.

Housing

In September, at the Merton Rise residential development near Basingstoke, Miller Homes introduced the Miller Zero eco-friendly homes concept by completing for sale the first carbon zero house to be built by a UK volume housebuilder on a live development. Miller Zero is a range of environmental properties designed to comply with the Government’s Code for Sustainable Homes, a national standard designed to reduce carbon emissions and create more sustainable homes. So far, five pilot homes have been completed, each meeting a different level of the Code. “Code 6” is the top of the scale and represents the zero carbon home. Government legislation states that Code 6 will be mandatory for all new-build properties from 2016. Meeting the challenging requirements of the Code, particularly levels 5 and 6, represents a significant investment of resources, financial, technical and man-hours. However, completing this pioneering home seven years before the Code is mandatory has given Miller Homes an excellent understanding of the additional costs, technical expertise and other issues which housebuilders, suppliers and sub-contractors will face in future.

We were delighted when our achievement was recognised at the annual Housebuilding Innovation Awards 2009 where Miller Zero won the Best Low or Zero Carbon Initiative award.

At the NHBC Pride in the Job Awards, Miller Homes was proud to announce 19 winners. Six of these winners won the “Seal of Excellence” and two were crowned overall Regional Winners and went on to the NHBC UK Supreme Awards.

CORPORATE RESPONSIBILITY CONTINUED

Property

Miller Developments was pleased to be able to help the Great Yarmouth Guild of Artists and Craftsmen throughout 2009. The 60 year old Guild comprises local artists and craftspeople who previously showcased their work in the local library. Poor access had always been an issue preventing members of the Guild from bringing their work to the notice of the wider community. Miller was able to offer the Guild suitable exhibition space within the Victoria Arcade. The Guild covers the operating costs of the unit donated but occupies it rent-free.

The unit has become a local hotspot for artistic talent and regularly hosts demonstrations for the general public to enjoy, benefiting both the Guild and the wider community in Great Yarmouth.

Construction

Miller Construction is the first Scottish-headquartered contractor to sign up to the Government's Waste and Resources Action Plan (WRAP) which aims to halve total waste going to landfill by 2012. The initiative commits those involved to reducing waste across all projects, not only to help the environment but also to encourage more efficient, resource-conscious building techniques. One of the key requirements of WRAP is to measure all waste streams, set reduction targets and deliver measurable improvements.

Miller Construction was delighted to be recognised at the 2009 Considerate Constructors Scheme (CCS) national awards, where we won three Gold, one Silver and three Bronze awards. The division continues to score 9% above the industry average in the CCS.

In addition, Miller Construction has launched its own Sustainable Champions Scheme whereby select senior representatives from across the Group will investigate best practice and share this information across all operating divisions. The Champions will receive BREEAM assessor training in order that both business and clients can fully benefit from this additional knowledge.



Mining

In addition to the land reclamation which is being undertaken at Ffos-y-fran, which over a period of about 17 years will see some 1,000 acres of derelict and unstable land reclaimed and regenerated for the benefit of the local community at no cost to the public purse, the focus of our activities at Merthyr Tydfil has been to benefit the local community.

During 2009, Miller-Argent joint venture provided two mini-buses (one with specialist equipment to accommodate wheelchair passengers) for community groups to use free of charge. Take up has been excellent with, to date, over 100 different community groups having taken advantage of the vehicles. They continue to do so on a regular basis. The Community Fund which was established at the beginning of the project has now benefited from contributions of around £850,000 by the joint venture.

Charitable Activities

Despite the financial climate endured throughout the year, the Group successfully maintained the level of its charitable activities. The company operates a Matched Funding Scheme and, during the course of the year, matched individual fundraising efforts by employees.

Our overall approach to charitable giving was reassessed to ensure available funds are better focused on supporting the charities identified for Miller help. Focus moved from supporting professional sports people to community-based activities and the arts. We sponsored the Christmas production at Edinburgh Festival Theatre in aid of our nominated charities: Teenage Cancer Trust, the Young Persons Unit of The Royal Edinburgh Hospital and a theatre workshop for Drummond High School in Edinburgh.



- 01 Miller Homes' winners at the NHBC Pride in the Job Awards dinner.
- 02 3Gs Dance Team with the Miller Argent Community Bus.
- 03 Great Yarmouth Guild of Artists and Craftsmen.
- 04 Winners of the 2009 Considerate Constructors Scheme (CCS) outside Miller House.



WE ARE PROUD OF OUR STATUS AS AN EMPLOYER OF CHOICE WITHIN THE INDUSTRY AND OUR COMMITMENT TO EQUAL OPPORTUNITIES IS UNFALTERING.

People

In 2009, we were delighted to retain Investors in People accreditation across all of our businesses, underlining the calibre of our employees and our commitment to providing opportunities for personal growth through training and development.

We actively encourage all of our employees to engage in personal development and to take advantage of the various opportunities for advancement open to them. Individual training needs are analysed on an annual basis through a comprehensive performance and development appraisal process which is aligned to overall Group and divisional strategic goals. Miller fundamentally believes in, and supports, training and development at all levels in the business and encourages individuals' appetites for self-development.

In 2009, we expanded our web-based training and development initiatives by introducing new bespoke on-line courses covering induction and equal opportunities. This approach has enabled training to be undertaken on a broad base across the Group making it more effective, accessible and quantifiable.

We are proud of our status as an employer of choice within the industry and our commitment to equal opportunities is unfaltering. All of our employees, regardless of race, age, gender, nationality, religion, disability, sexual orientation or background, have the opportunity to develop their full potential within The Miller Group. Our recognition of the value of a diverse workforce is reflected in our employment policies and procedures which provide fair opportunities for all in respect of employment, benefits, training, placement and promotion.