





# Engaging with our stakeholders

Engaging with stakeholders is part of the way we work and includes formal and informal engagement across our different functions and business units. Stakeholder feedback helps us to develop our strategy and our approach to managing sustainability issues.

	How we engage	What we are hearing	Actions for 2020
<p><b>Our customers</b></p> 	<p>We engage directly with customers at our developments, via our customer portal, through social media and monitor their views through focus groups, satisfaction surveys and post-occupancy research.</p> <p>MI Read more on pages 14 to 19 and 24 to 28</p>	<p>Customers prioritise product quality and expect us to deliver a defect-free home. They also prioritise feeling part of a community and want to do so quickly after moving in. Affordability of housing remains a concern for many people. Research suggests environmental issues are of increasing interest to customers.</p>	<p>We will continue to focus on: improving build quality so we get things right first time, strengthening our placemaking and making it easier for customers to do business with us. We have appointed a new Partnerships Director, to engage with our affordable housing partners to develop our affordable housing offer.</p>
<p><b>Our communities</b></p> 	<p>We engage with local communities at every site, from planning and throughout construction, including through meetings, exhibitions, workshops, newsletters, information boards, social media and our website.</p> <p>MI Read more on pages 14 to 19 and 20 to 24</p>	<p>Community priorities include: early delivery of infrastructure and facilities; managing local impacts during the construction process such as noise and dust; and provision of public and open spaces to help create a sense of place and support communities to adopt healthy lifestyles.</p>	<p>We will apply our updated Community Engagement Toolkit and Community Communication Plan to make sure we communicate effectively with communities at every stage and reflect their needs in our plans. We are exploring how we can accelerate the development of new communities on our schemes through our connected communities trial.</p>
<p><b>Our employees</b></p> 	<p>We engage with our employees and seek their views through a range of formal and informal channels, including meetings, appraisals, employee surveys, our internal magazine and newsletter and our national and regional employee forums.</p> <p>MI Read more on pages 42 to 47</p>	<p>Our survey in 2019 showed that 98% of employees would go the extra mile for their team and Taylor Wimpey. Areas identified for improvement included how teams collaborate, our development planning process and giving employees the tools and technology to do their job effectively.</p>	<p>Our priorities in 2020 include developing our apprenticeship and direct labour programmes. We will be establishing local employee forums in our regional businesses to encourage further dialogue at the local level.</p>
<p><b>Our investors</b></p> 	<p>We engage with investors on sustainability issues through meetings, our reporting and by participating in benchmarks and disclosure initiatives.</p> <p>MI Read more on pages 52 to 55</p>	<p>We responded to numerous investor questions on environmental, social and governance aspects in 2019 including in relation to workplace culture, community engagement, affordability, modern slavery, environmental regulation and climate change and fire safety.</p>	<p>We will continue to engage with investors and to disclose our performance to investors through initiatives including CDP, the Dow Jones Sustainability Index and FTSE4Good. We aim to align with the recommendations of the Task Force on Climate-related Financial Disclosures.</p>

	How we engage	What we are hearing	Actions for 2020
<p><b>Our suppliers</b></p> 	<p>We engage with our suppliers on a wide range of sustainability initiatives through meetings, workshops and our membership of the Supply Chain Sustainability School (SCSS).</p> <p>MI Read more on pages 39 to 41</p>	<p>Our suppliers have used the SCSS to access information and resources relating to waste, modern slavery, sustainable materials, biodiversity, supplier diversity and other sustainability topics.</p>	<p>We will continue working with suppliers on issues such as carbon and waste, modern slavery, responsible materials and health and safety, including through the carbon and waste special interest groups run by the SCSS. This includes an ambitious project to collect energy and carbon data from construction suppliers.</p>
<p><b>Local government</b></p> 	<p>We engage with local authorities and parish councils and councillors and participate in the development of strategic frameworks, Local Plans and Neighbourhood Plans.</p> <p>MI Read more on pages 20 to 24</p>	<p>Local governments prioritise schemes which reflect local priorities and feature high-quality design and placemaking. Efficient delivery and build quality are also key objectives. Many local authorities are exploring how best to respond to the climate emergency.</p>	<p>We will continue to focus on community engagement, placemaking and the early delivery of community infrastructure.</p>
<p><b>Central government</b></p> 	<p>We interact with the Ministry of Housing, Communities &amp; Local Government, Homes England, the Department for the Environment, Food &amp; Rural Affairs, the Scottish and Welsh Governments, and other institutions to understand their priorities and share our views. We engage directly and through trade associations such as the Home Builders Federation.</p> <p>MI Read more on pages 20 to 24</p>	<p>Government priorities include placemaking, efficiency and fast delivery. The environmental impact of housing is rising up the agenda with expected legislation in the areas of biodiversity net gain and home energy and carbon efficiency.</p>	<p>We will continue to engage with government and provide our input through public consultations on issues relating to planning and housebuilding.</p>
<p><b>NGOs / society</b></p> 	<p>NGOs (non-governmental organisations), academia and expert organisations provide insights into sustainability issues and trends. Examples of engagement in 2019 include: our membership of Business in the Community; our materiality assessment; and engagement with community groups and nature organisations at the local level, such as Butterfly Conservation.</p> <p>MI Read more on pages 14 to 19 and 33 to 38</p>	<p>During 2019 we gained valuable insights in areas such as diversity, climate change, urban design, ecology and innovation from these interactions.</p>	<p>We will continue to participate in the Horizons Group of the SCSS to learn from construction experts. We will also be working with the House Builders Federation on an industry wide environmental initiative, developing our environmental strategy and introducing a science-based carbon reduction target by the end of 2020.</p>

 Read more about how we engage with our stakeholders in our Annual Report and Accounts 2019.

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