

Taylor
Wimpey | plc

Delivering quality for all our stakeholders

Sustainability Report 2015



Our vision is to become the UK's leading residential developer for creating value and delivering quality for all our stakeholders.

We are committed to being a responsible homebuilder and to making our business practices more sustainable, because it is the right thing to do and it makes sound business sense for our Company.

Customer service is a key priority for our business alongside health and safety, and our aim is to keep our customers at the centre of our decisions.

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Please see www.taylorwimpey.co.uk/corporate/sustainability and our Annual Report and Accounts 2015 for further information on who our stakeholders are and how we go about engaging with each of them.

Stakeholders

We strive to be an open, transparent and responsive company for all of our stakeholders. Stakeholder engagement helps us to understand and address the wider social, economic and environmental impacts resulting from our operations.

Our stakeholders are: our investors, customers, local communities, employees, suppliers, subcontractors and other business partners, local government, UK Government, landowners and land agents, housing associations, trade associations and industry bodies, charities, NGOs and other groups interested in sustainable homes and communities.

Our integrated approach

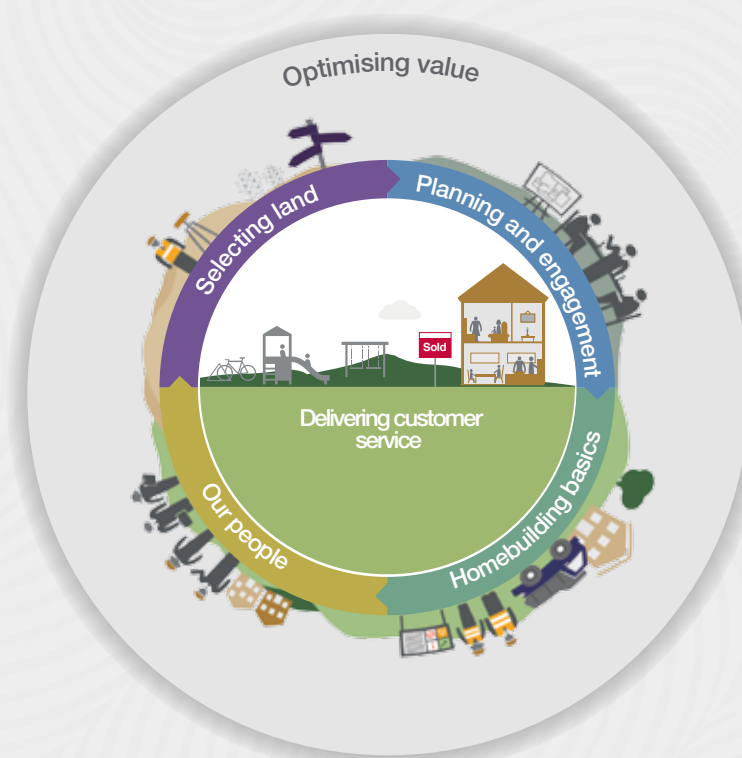
As part of our continued commitment to good reporting, this year we are implementing a more integrated approach where, as a sustainable business, we are interlinking reporting on our financial performance with our non-financial metrics.

See our Annual Report and Accounts 2015 for more information.

Our Business Model

Since we set out our strategy in 2011, we have transformed into a value driven, sustainable business, with a long term focus firmly on generating the best quality sustainable returns. Our Business Model is how we deliver our objectives on a day to day basis. We strongly believe that having specific and identifiable objectives as well as a clear business model creates long term value.

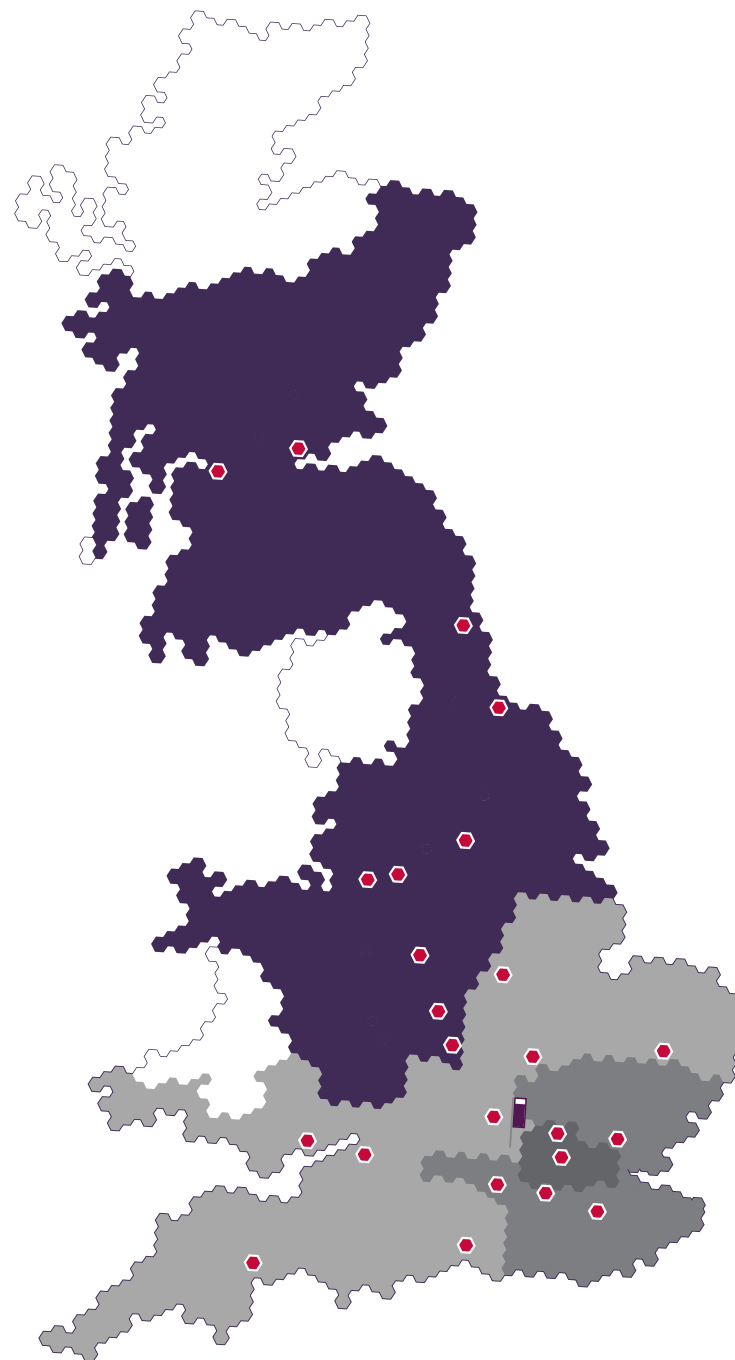
Each component of our Business Model is important, and in order to achieve our strategic objectives we constantly work to optimise each stage, whilst never forgetting that we need to attract, develop and retain the right people to deliver this.



Throughout this report you will see our Business Model icon. Areas of the icon will be shaded to indicate the element of our Business Model the content relates to.

Business Overview

We are a national developer operating at a local level from 24 regional businesses across the UK, and we also have operations in Spain



UK map key

- Head Office
- Regional Offices
- North Division
- Central and South West Division
- London and South East Division
- London Market

Group revenue (£m)
3,139.8

UK completions
(excl.JVs)
13,219

UK order book value
(£m)
1,779

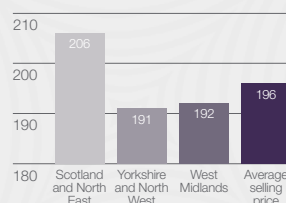
Business Overview continued

North Division

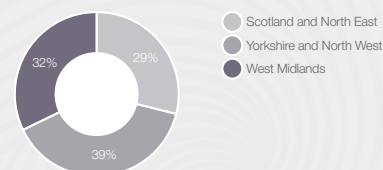
Our North Division covers our East and West Scotland, North East, North Yorkshire, Yorkshire, North West, Manchester, North Midlands, Midlands and West Midlands regional businesses.

- We have seen a steady market throughout the year in this division
- Average selling price on completions increased by 7.1% to £196k (2014: £183k)
- Private sales rate increased by 12.1% to 0.65 homes per outlet per week (2014: 0.58)

Average selling price (£k)



Completions excluding JVs

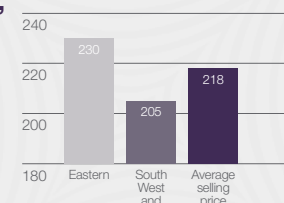


Central and South West Division

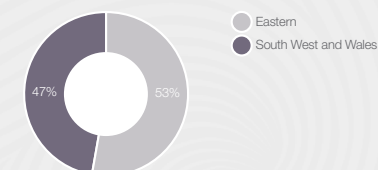
Our Central and South West Division covers our East Midlands, South Midlands, East Anglia, Oxfordshire, South Wales, Bristol, Southern Counties and Exeter regional businesses.

- We have seen a steady market throughout the year across most geographies in this division
- Average selling price on completions increased by 8.5% to £218k (2014: £201k)
- Private sales rate increased by 15.4% to 0.75 homes per outlet per week (2014: 0.65)

Average selling price (£k)



Completions excluding JVs



London and South East Division including Central London

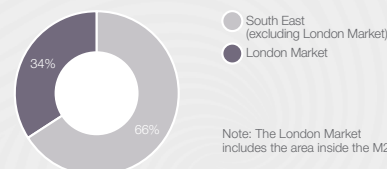
Our London and South East Division includes Central London and covers our East London, North Thames, South East, South Thames and West London regional businesses.

- We have seen the strongest market growth outside central London. In central London, the market was stable during the year
- Average selling price on completions increased by 11.0% to £313k (2014: £282k)
- Private sales rate increased by 14.1% to 0.89 homes per outlet per week (2014: 0.78)

Average selling price (£k)



Completions excluding JVs



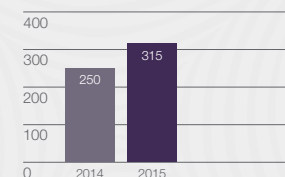
Note: The London Market includes the area inside the M25

Spain

We build high-quality homes in the popular locations of Costa Blanca, Costa del Sol and the island of Mallorca.

- We have seen a meaningful improvement in the Spanish market in 2015
- We completed 251 homes in 2015 (2014: 164) at an average selling price of €315k (2014: €250k)
- The total order book as at 31 December 2015 stood at 270 homes (31 December 2014: 233 homes)
- The Spanish business delivered an improved operating profit* for 2015 of £10.0 million (2014: £4.2 million) and an operating profit* margin of 17.2% (2014: 12.5%)

Average selling price (€k)



* Operating profit is defined as profit on ordinary activities before net finance costs, exceptional items and tax, after share of results of joint ventures.

2015 Highlights

We built 13,219 new homes, in addition to 122 completions from joint ventures, across the UK in 2015 – that's more than at any point in the last six years

13,341



Our Cranbrook development in East Devon was named 'Best Overall Development' as well as winner of the Affordable Housing category at the Inside Housing Magazine's Top 60 Awards

Best Overall

We provided jobs and career progression opportunities for an average of 4,299 directly employed employees as well as work for c.13k operatives on our UK sites

4,299



Our Pennington Wharf regeneration scheme in Leigh won an Excellent level CEEQUAL Award for its pioneering sustainable design

CEEQUAL Award

We committed over £335m to infrastructure, community facilities, education, schools, jobs and affordable housing through Section 106 and Section 75 planning obligations

over £335m

We donated and fundraised over £746k for registered charities, in addition to c.£112k for other organisations such as Scout groups and other local community causes

c.£858k



Taylor Wimpey East Scotland won a 2015 VIBES Award for our Torrance Park Water Project

VIBES Award



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**Dow Jones
Sustainability Indices**
In Collaboration with RobecoSAM



Delivering customer service

We design our communities around our customers and local neighbours. We strive to create sustainable high-quality houses that become our customers' homes, and we work hard to turn parcels of land into vibrant communities in which people want to live. The Whitehill and Bordon Regeneration Project will deliver 2,400 sustainable homes, ranging from apartments to houses, to suit all types of customers, including first time buyers. We aim to make homebuying affordable and make sure we meet the need for much needed homes in the areas that we build.

 (pages 13-17)

Selecting land

Our development is a substantial part of the wider Whitehill and Bordon Regeneration Project and is the largest single planning application ever considered by East Hampshire District Council. The scheme is one of just 20 towns in the country awarded a Housing Zone status which means that new homes and facilities will be delivered more quickly thanks to Housing Zone's allocated funding of £25m. In addition, the scheme has also been awarded "Healthy New Town" status, which will see NHS England help shape the way the site develops in terms of healthcare provisions.


 (pages 18-20)

Optimising value

As part of the Enterprise M3 Local Enterprise Partnership, the development is one of the schemes to secure an Enterprise Zone status. The status will apply to the Louisburg Employment Area only, located in the northern part of the development, and will help stimulate significant economic growth, with the delivery of new businesses, jobs and opportunities. In addition, in collaboration with the key stakeholders, we will invest £54m in the local community as part of our planning commitments. This funding will help create a vibrant town centre with a variety of community and commercial spaces, in addition to education, health and sports facilities and green spaces.

 (pages 43-47)

Creating communities



Taylor Wimpey and Dorchester Regeneration have been appointed by the Defence Infrastructure Organisation (DIO) as the Development Manager to lead the transformation of the former army base, Prince Philip Barracks in Hampshire. The joint venture is based upon our new Major Developments business model, working with DIO as landowners, Hampshire County Council, East Hampshire District Council and other local stakeholders to create a new sustainable community. For more information about the Whitehill and Bordon Regeneration visit www.whitehillbordonregeneration.co.uk

Managing the planning and community engagement process

Building upon the previous planning promotion, we have undertaken extensive consultation on the design of the wider masterplan and the town centre, hosting a series of workshops that were attended by a wide range of stakeholder groups. The workshops looked at the range of issues from culture and heritage to community and education, and included an intensive two day masterplan testing exercise. We will continue to engage with stakeholders, including the local community, throughout the life of the development.

 (pages 21-25)

Our people

Business is vital for the future of Whitehill and Bordon. To support this, we will create an environment for a range of skilled, semi-skilled and service related jobs, creating a legacy of over 3,000 job opportunities once the development is complete. We will build on the heritage of engineering and promote social enterprise and entrepreneurship, transforming Whitehill and Bordon into a great place for the local people to live and do business.

 (pages 38-42)

Getting the homebuilding basics right

Creating a new sense of place through the vision for a new town centre complements the detailed plans that are now being developed for the first phase of housing. Our green town will be a low carbon community with highly energy and water efficient homes. Landscaping and biodiversity will be considered throughout, particularly as we will convert the Hogmoor Inclosure – a 54 hectare area – into a green space for the community with picnic areas, footpaths and cycle routes.

 (pages 26-37)

Chief Executive's Statement

"We are a value-driven business, with a long term, sustainable focus."

Pete Redfern
Chief Executive

Over the last nine years we have been building on our rich heritage to transform Taylor Wimpey into a more sustainable business which builds much more than homes; we create sustainable, well-designed communities in which people want to live, meeting the homeownership aspirations of thousands of people.

2015 was a record year for Taylor Wimpey. We've built more homes than at any point in the last six years and delivered a record operating profit* margin of over 20%. We have also contributed over £335m to local communities through planning obligations, adding social, environmental and economic value to the neighbourhoods that we create and the wider geographical areas in which we operate.

I am confident that the principles we are operating to will deliver long term sustainable value across the housing cycle, and we remain focused on working with communities and our customers, suppliers and employees to drive continual improvement in the quality and consistency of all aspects of our operational business.

This is our ninth report into our sustainability practices as Taylor Wimpey, which demonstrates our work and achievements during the period from 1 January to 31 December 2015.

* Operating profit is defined as profit on ordinary activities before net finance costs, exceptional items and tax, after share of results of joint ventures.

Chief Executive's Statement continued

Sustainability progress

During 2015 we have continued to embed our Sustainability Strategy, which we launched in 2013. The strategy sets out our six sustainability principles and a range of strategic priorities and commitments that relate to key social, environmental and economic issues. It covers a full range of sustainability issues in all areas of our Business Model, encompassing the way we work, the places we create and the homes we build. The strategy works alongside our Energy and Climate Change Strategy. According to our 2015 employee survey, 97% of our staff who participated believe that Taylor Wimpey is committed to being an ethical and responsible company. We have made progress towards sustainability in all areas of our Business Model in 2015.

Delivering customer service

(pages 13-17)

Customer service is and will continue to be a key area of focus for us. We want to be similarly uncompromising about customer service as we are about health and safety. We are in the process of introducing a new customer approach and improving all aspects of our customer experience.

Selecting land

(pages 18-20)

Land is the critical 'raw material' for our business. We have invested in new land in a disciplined way, at the right time and in the right locations. At the end of December 2015, our short term landbank stood at c.76k plots, having successfully converted 8,660 plots from the strategic pipeline into the short term landbank. 47% of our completions were sourced from the strategic pipeline, well in excess of our 40% target.

Managing the planning and community engagement process

(pages 21-25)

We seek to engage with local communities on every one of our UK sites and have maintained our focus on being the industry leader in managing the planning and community engagement process. During 2015 we have continued to embed our comprehensive community framework and improve our engagement practices.

Getting the homebuilding basics right

(pages 26-37)

Health and safety continues to be a non-negotiable top priority for Taylor Wimpey, and we have maintained our focus on ensuring that everyone leaves our sites safe and well. We have made further progress on our energy reduction programme on sites, in offices and sales areas and reduced our scope 1 and 2 carbon emissions intensity by 7.8% in 2015. We have also been looking at ensuring our product portfolio is fit for the future as part of our Project 2020 initiative, and have also worked on other key areas such as water management and green infrastructure.

Our people

(pages 38-42)

During 2015 we have developed a new strategic approach to human resources following a wide-ranging review. This major initiative encompasses talent, succession, recruitment, reward and learning and development. We have also undertaken a full review of policies and procedures relating to diversity and have introduced or participated in a series of projects in this area.

Optimising value

(pages 43-47)

We contributed over £335 million to the local communities in which we build across the UK via planning obligations (2014: £300m), providing local infrastructure, affordable homes, public transport and education facilities. We continue to sponsor and work closely with Buckinghamshire University Technical College and run initiatives with a range of other educational and community organisations. We also raised over £746k for registered charities through donations and fundraising, in addition to c.£112k for other organisations, such as Scout groups and other local community causes.

2015 performance and operational environment

Taylor Wimpey delivered a record performance in 2015, building over 13,000 homes across the UK and contributing over £335 million to local communities. We are focused on continuous improvement in the basics of the business, through our continued investment in our people, product and customer service.

Chief Executive's Statement continued

Case study: Project 2020

During 2015 we embarked on Project 2020, a major long term initiative which looks at the future trends and advances in our industry so that we can future-proof our product range. The initiative aims to explore and evaluate trends, changes and new innovations in design, architecture, technology, materials and build methodology, so that we can shape and design Taylor Wimpey's product range for 2020 and beyond, fully reflecting the ever evolving customer lifestyles and expectations.

As part of this process we are engaging with organisations such as BRE, RIBA and the Zero Carbon Hub as well as academics, suppliers, industry and research bodies. Workstreams include product design, customer demographics, alternative build methodologies, new technologies and build materials, supply chain and more. We are looking at a range of environmental issues including energy efficiency, zero-energy buildings, renewable energy technologies, resource efficiency and carbon reduction.



Sustainability management

Ultimate executive accountability for sustainability and climate issues continues to rest with me. Our Sustainability Steering Group (SSG) co-ordinates our sustainability activities at the operational level. It includes our Director of Sustainability Ian Heasman and is chaired by Lee Bishop, our Major Developments Director, who is a representative of the Group Management Team (GMT). The GMT is the most senior executive committee and in effect the Operational Board of Taylor Wimpey UK, our main subsidiary through which we conduct virtually all of our business. Sustainability issues are regularly discussed by the plc Board, the GMT and also the Group Operations Team (GOT), which comprises the GMT and our six Divisional Managing Directors.

At a project level, sustainability aspects of a development are initially the responsibility of the Land and Planning departments with the involvement of the Design teams. When planning permission has been obtained, project team members have responsibility for ensuring that the

appropriate sustainability issues are introduced as planned. Once work has begun on site, the Production Management team, including the Site Manager and contractors, takes on responsibility for ensuring that a wide range of site-specific sustainability issues are addressed and monitored.

Health and safety and customer service form part of all Senior Managers' business objectives and a proportion of our senior management bonus relates to customer service. Health and safety is a non-negotiable top priority for Taylor Wimpey and it therefore does not directly form part of our senior management bonus.

Our COMBINE (Co-ordinated Measurement of Business Information) system collects a wide range of non-financial and sustainability data from our regional businesses. It covers health and safety, environment, sustainable construction, resource efficiency, planning and community engagement, employee and customer data. This data is used to measure, monitor and improve our performance.

Taylor Wimpey's sustainability principles

Our Sustainability Strategy sets out six sustainability principles that apply to all of our business operations, from identifying land through to completing and handing over our developments.

1. We try to understand the communities, the environments and the economies in which we operate.
2. We understand the consequences of our business activities and work to improve the positive social, economic and environmental outcomes while reducing any negative impacts.
3. We work and develop sustainably to achieve our business objectives. These include greater efficiency, less waste, more certain planning outcomes, an enhanced reputation and better relationships with stakeholders and communities based on trust.
4. We treat the communities in which we build as we would like to be treated if development was taking place near our own homes.
5. We are not afraid to challenge others where we consider the political, regulatory or other influences that our business faces are not sustainable, reasonable or viable.
6. We want to leave a positive environmental, social and economic legacy that future generations can enjoy, which is the right thing to do, and will contribute to trusting and enduring relationships with communities and other stakeholders.

Chief Executive's Statement continued

Case study: Externally recognised performance

Taylor Wimpey continues to be a constituent of the Dow Jones Sustainability Europe Index and the FTSE4Good Index series. Companies in these indices have met stringent environmental, social and governance criteria and are well positioned to capitalise on the benefits of responsible business practice. We continue to participate in CDP (the Carbon Disclosure Project) and received a score in 2015 of 97% / D (2014: 88% / C). See page 31 for further information.

We are a member of NextGeneration, a rigorous and detailed sustainability performance benchmark of the UK's largest homebuilders. In 2015 we were ranked seventh out of 25 in the benchmark with a score of 67% and achieved a Silver Award (2014: Bronze Award).

Member of
Dow Jones
Sustainability Indices
In Collaboration with MSCI



CDP
IMPROVING SUSTAINABLE BUSINESS



Further information on our approach to sustainability, including related policy documents, is available at www.taylorwimpey.co.uk/corporate/sustainability

Corporate governance

We continue to firmly believe that good corporate governance is essential. The way in which we run our business is of paramount importance to us, and is what enables Taylor Wimpey to successfully deliver our business plans and objectives. We continue to fully support the UK Corporate Governance Code and, for 2015, the Board has reviewed and is compliant with the Code.

We are pleased to be able to strengthen our plc Board with the appointment of Humphrey Singer, of Dixons Carphone plc, who joined our plc Board as a Non Executive Director in December 2015. Humphrey brings with him not only a wealth of financial experience and acumen but also experience in the areas of both customer service and digital solutions which will be very helpful to the Company.

We are taking our future responsibilities under the Modern Slavery Act very seriously and have put together a team to look at what the legislation will mean for Taylor Wimpey.



Further information on our financial performance and corporate governance is available in our Annual Report and Accounts 2015 at www.taylorwimpey.co.uk/corporate

Outlook

I am very pleased with our progress of embedding sustainability even further into our operations in 2015. As a Group we remain committed to improving our performance in all aspects of our operations in a sustainable way, with a particular focus on customer service which will continue to be a key area of focus for us in 2016.

On a personal note, Shadow Housing Minister John Healey has asked me to lead an independent review into homeownership and look at the root causes of its decline in the UK. I am being advised by an expert panel of major figures from housing and economics and we will report the findings of the review following Summer 2016.

I welcome your feedback on this report and on any aspect of our wider sustainability practices. Please see the back of this report to find out how you can share your feedback with us.

Pete Redfern
Chief Executive

Risk and Opportunity Management

Sustainability and climate change are key aspects of our risk management framework

We acknowledge the global threat of climate change and are committed to reducing our emissions, energy use, waste and water use. Our Sustainability and Climate Change Risk and Opportunity Register aims to highlight all relevant material risks and opportunities facing the Company in relation to sustainability and climate change. Our Sustainability Steering Group (SSG) is responsible for reviewing the register on a six-monthly basis.

We participate annually in CDP (the Carbon Disclosure Project – see page 31), which uses measurement and information disclosure to improve the management of environmental risk. The Sustainability and Climate Change Risk and Opportunity Register follows the CDP approach, identifying the following for each risk and opportunity: risk driver, description of risk, potential impact, timeframe, whether the risk or opportunity is direct or indirect, likelihood and magnitude of impact.

Taylor Wimpey uses a standardised methodology for the assessment of risk. This requires each risk identified to be assessed and ranked according to a risk matrix which accounts for the likelihood and impact of each risk. The risks identified are assessed for potential effect on the Company's short and long term value.

The register forms part of Taylor Wimpey's Corporate Risk Management Framework. This consists of registers at all organisational levels which detail the risks faced by the Group, its operating companies and the centrally functioning teams.

Our Audit Committee participates in reviewing financial and non-financial risks included in the Group's Consolidated Risk Register. These risks are detailed in the Board's annual assessment of the risks affecting the Group as well as in the ensuing plans for effective

management of these risks, including the supporting internal control framework. Our established systems and procedures – such as our comprehensive Health, Safety and Environmental Management System – also contribute to effective risk management.

Our UK Operating Framework sets out the key rules and best practices for operating our business. It explains our approach across all functional areas and is supported by a series of detailed policies and manuals. It provides detailed clarification of our processes and procedures in all core areas and supports operational efficiency, consistency and control. We have a continual improvement process in place over the Operating Framework, including a formal self-assessment and feedback process.



Details of the Company's Principal Risks and Uncertainties are published in our Annual Report and Accounts 2015, which is available at www.taylorwimpey.co.uk/corporate



Details of Taylor Wimpey's climate change related risks and opportunities are available as part of our 2015 CDP submission at www.taylorwimpey.co.uk/corporate/sustainability

Our Business Model

We are focusing on becoming an increasingly customer centric business and have therefore redesigned our Business Model. Our aim is to keep our customer at the centre of our decisions



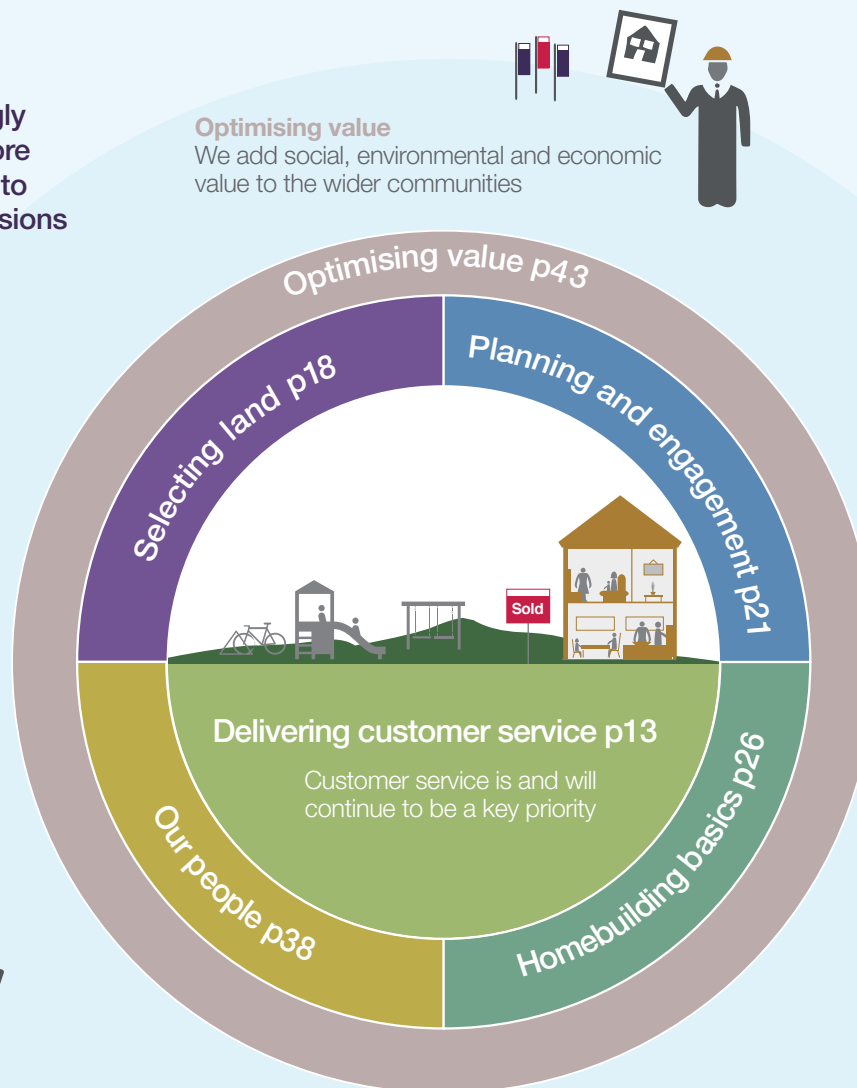
Selecting land

The ability to purchase the right sites in the right locations



Our people

We aim to be the employer of choice in the housebuilding industry



Optimising value

We add social, environmental and economic value to the wider communities



Managing the planning and community engagement process

Designing sustainable communities that meet the needs of local people



Getting the homebuilding basics right

Working with selected subcontractors and building using carefully sourced materials

Stakeholders

We strive to be an open, transparent and responsive company for all of our stakeholders. Stakeholder engagement helps us to understand and address the wider social, economic and environmental impacts resulting from our operations



Delivering Customer Service

Customer service is and will continue to be a key priority

According to our employee survey, 92% of our employees who participated in the survey think that Taylor Wimpey aims to deliver the best customer service in the housebuilding industry

92%



What does this mean?

Customer service relates to how we treat and support our customers throughout the process of buying and then settling into their new Taylor Wimpey home. We aim to deliver our customers a quality home first time with great customer service throughout our Customer Journey.

Why is it important?

Buying a home is a major financial and emotional investment for our customers. We want to meet and exceed our customers' expectations in terms of the quality of our homes and the service that we provide.

How are we different?

We consider customer service a key priority for our business alongside health and safety. We are in the process of rolling out a new customer centric approach to further improve all aspects of our customer service. We strive to keep our customers at the centre of our decisions and to help them make our houses their homes.



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We received a 4 star rating for customer service from the Home Builders Federation (HBF) in 2015. Our customers are independently surveyed by the HBF eight weeks after completion

4 Star

First time buyers accounted for 36% of our completions in 2015. We are proud of the fact that we make homebuying achievable for a wide range of buyers

36%

Delivering Customer Service

Our customer vision is to help our customers make our houses their homes

Buying a home is a major financial and emotional investment so it is critical that we give our customers the right experience. We aim to make buying, moving into and living in a Taylor Wimpey home as easy and enjoyable as possible for our customers.

Delivering a quality home and service has been more challenging since 2014 because of the industry growth and resource shortages. However, we recognise that we need to continue to do more in order to meet and exceed our customers' expectations so continue to consider customer service a key priority for our business alongside health and safety.

Stakeholder engagement

In 2015 we completed an in-depth review of every aspect and stage of our Taylor Wimpey customer experience and Customer Journey, to identify areas of improvement and to deliver a better homebuying experience for our customers. This review included comprehensive research and extensive engagement with our customers and employees. Approximately 600 of our customers from across the UK took part in the research. Throughout the review our focus has been on really understanding our customers' priorities so that we can deliver at and ahead of their expectations. We want to ensure that we always deliver our homes to the quality standard to which we aspire and that our service is always proactive, positive and professional. Our customer vision is to help our customers make our houses their homes.

Following the review, we are now in the process of rolling out our new customer approach across the business with our focus on three main areas: our culture, structure and process. As part of this new approach,

we have developed four customer commitments and a customer mindset – focused on delivering proactive, positive and professional service – which we want to ingrain in our behaviour with our customers.

We are pleased that, according to our 2015 employee survey, 92% of our employees, who took part in the survey, think that Taylor Wimpey aims to deliver the best customer service in the housebuilding industry. In addition, 91% think that employees at Taylor Wimpey are dedicated to providing excellent customer service.

Our culture

Regardless of the role that any Taylor Wimpey employee fulfils in the business, we all contribute to the final result for our customers. During 2015 we developed and

started to implement a training programme to equip those employees interacting with our customers with the right skills to deliver a consistently great service. Across our business operations, we want our employees to adopt our customer centric culture and to understand the important role they play with our customers.

Our aim is to keep our customer at the centre of our decisions and coordinate our input to deliver a quality home first time, with great service throughout our Customer Journey. This will help our customers to settle in quickly and make our houses their homes.

Our structure

We recognise the importance of managing our customer expectations and their experience throughout their journey with us. To reflect this, during 2015 we restructured our Customer Service teams, strengthening them with the introduction of a Head of Customer Service and new Customer Relations Managers roles in all of our regional businesses. The Head of Customer Service will be part of each regional business' Senior Management team to ensure that customer service remains a top priority. Customer Relations Managers, on the other hand, will be based at site locations and will deliver key functional aspects of our new and improved Customer Journey; most notably our relaunched quality assurance process, which will scrutinise and ensure the high standard of quality we expect in our product delivery.

The improved structure of our Customer Service teams within each regional business will help us deliver a better service for our customers throughout the buying process and once they have moved into their homes. Where customer issues arise, we will have the structure and full capability to deal with them proactively, positively and professionally. This will also reduce the customer service requirements on our site Production teams, giving them more capacity and time to concentrate on ensuring that our homes are built to the highest quality standards.

Four Taylor Wimpey customer commitments

1. Right first time



2. Communicate well



3. Keep promises



4. Find solutions



Delivering Customer Service continued

Whilst we aspire to deliver an industry leading level of customer service, we also recognise that we have loyal, committed and experienced employees in our Customer Service teams. Therefore, as part of our restructuring process, we have looked to keep great people and to utilise their extensive experience to benefit our new approach.

Our process

Our Customer Journey guides our customers through the homebuying process and helps them to make the most of living in a Taylor Wimpey home. We are adapting our Customer Journey to ensure that it delivers the best product and service for our customers from the moment of reservation to helping our customers settle into their new homes and beyond.

We have redesigned our quality assurance process and this will now be called our Home Quality Inspection, where our Customer Relations Managers will inspect the finished home before its handed over to a customer to ensure we deliver a quality home first time. This will be followed by what is now called our Home Demonstration, where customers visit their completed homes with the Customer Relations Manager and Site Manager, to learn about the various systems, appliances and features of their homes, such as energy saving technologies and additional specifications. We have also modified and improved our Home Aftercare for customers to ensure that we address and effectively manage any issues that arise as soon as practicably possible.

While these are some of the highlights of our Customer Journey, we are delivering a number of other additional enhancements to ensure we have a comprehensive quality assurance system that will deliver our customers the right home, service and experience.

To help our staff with the new approach, we have developed a comprehensive Customer Journey Manual, the Home Quality Inspection Guide and Customer Service Manual to support the changes, which are being introduced in 2016.

We have additional workstreams underway to enhance our customer facing technologies – such as our Customer Portal which is currently being developed to improve communication with our customers – and to develop better mutual partnerships with our subcontractors.

We set out our commitments to customers in our Taylor Wimpey Customer Charter. We also work to the UK Consumer Code for Home Builders, which sets guidelines for marketing and selling homes as well as after-sales customer service. We continue to engage regularly with organisations such as the Home Builders Federation (HBF) and National House-Building Council (NHBC) with regard to customer service and marketing.

Customer satisfaction

In 2015 we achieved a customer satisfaction score of 86.3% (2014: 87.4%) reflecting the number of customers satisfied with the quality of their Taylor Wimpey homes. We are disappointed that this has slipped in 2015 and are committed to improving and delivering a better homebuying experience for our customers throughout 2016 and beyond.

We achieved a four star rating from HBF in 2015. Our customers are independently surveyed by the HBF eight weeks after completion and by the NHBC nine months after completion. The survey results form a key part of our customer service management system. Please see page 53 for the results of our Taylor Wimpey Spain customer surveys that we undertake internally.

UK customer satisfaction – independent HBF survey

| | 2015 Taylor Wimpey | 2015 UK homebuilder average | 2014 Taylor Wimpey | 2014 UK homebuilder average | 2013 Taylor Wimpey | 2013 UK homebuilder average |
|---|-----------------------|-----------------------------------|-----------------------|-----------------------------------|-----------------------|-----------------------------------|
| Customers satisfied or very satisfied with the quality of their home | 86.3% | 84.4% | 87.4% | 84.5% | 90.0% | 88.1% |
| Customers satisfied or very satisfied with the service provided during the buying process | 84.0% | 80.6% | 85.2% | 80.0% | 87.7% | 84.0% |
| Customers satisfied or very satisfied with the condition of their home | 82.3% | 77.4% | 85.4% | 78.7% | 88.6% | 84.3% |
| Customers who would recommend us to a friend | 87.6% | 85.0% | 88.8% | 84.9% | 92.0% | 89.1% |

Please note that the figures relate to Taylor Wimpey's survey scores that were available at the end of December each year. The homebuilder average is from the HBF Eight Week National New Homes Survey – Group Report (based on surveys year to date to December 2015).

Delivering Customer Service continued

Making homebuying affordable

We build a wide range of houses and apartments with prices ranging from under £100k to over £3m. We completed 13,219 high-quality homes (2014: 12,294), in addition to a further 122 completions from joint ventures, in the UK. First time buyers accounted for 36% of our completions (2014: 36%) and 19.0% (2014: 17.5%) were designated as affordable housing. We are proud of the fact that we make homebuying affordable and achievable for a wide range of buyers.

During 2015 approximately 37% of total sales used the Government's Help to Buy equity loan scheme, and we worked with c.5,200 households to take the first step to homeownership or move up the housing ladder (2014: 35% and c.4,400). Approximately 77% of sales through Help to Buy in 2015 were to first time buyers (2014: 73%).

We engage with Government on existing and upcoming initiatives and look forward to evaluating the full detail when available around the Starter Homes initiative, in order to assess the investment required in skills and resources to deliver this scheme.

Customer information

We provide extensive customer information on our website, in marketing brochures and in our 'From House to Home' folder for new homeowners, as well as providing customers with a copy of the Consumer Code.

We increasingly use social media to engage with and respond to our customers. We developed a new Social Media Engagement Framework in 2015. The framework provides employee guidance and procedures for social media engagement within all areas of our business, including sales and marketing, customer service and community engagement. Social media helps us to interact with prospective and existing customers and to respond to their queries.

Our customer information also covers energy efficiency and wider sustainability issues. We provide homeowners with details on how to use and maintain the specific environmental features in their homes as well as details of local authority recycling schemes, where relevant.

Our website and 'From House to Home' folder include advice on sustainable living; this ranges from energy efficiency tips to growing your own vegetables, getting to know your neighbours and supporting local shops and services.

Case study: Award winning show homes

We want our show homes to excite and inspire our customers. Our Lyde Green 'Glass House' show home in Bristol won 'Best Marketing Initiative' in the Housebuilder Awards 2015. The four bedroom show home features a fully glassed front so visitors can take a look inside without even stepping through the door. We believe that this is the only show home of its kind in the country.

We also won a Silver Award in the 'Best Use of Digital in the Property Sector' category at the 2015 Digital Impact Awards for the pioneering technology used in the show home at our Chobham Manor development in Stratford.



Delivering Customer Service continued

Case study: Customer service recognition

In addition to identifying areas for improvement, our in-depth review of customer service has also highlighted many examples where our staff have gone the extra mile to deliver exceptional service to our customers. As a result, during 2015 we introduced an internal customer recognition award programme to recognise those individual members of staff and teams who have made our customer experience special.

Nominations were on the basis of customer feedback or recommendation by our regional Managing Directors, and throughout the year have included winners from all areas of our business, ranging from Customer Service Managers to Site Apprentices and Legal Secretaries. The award has helped us highlight where and how great customer service is being delivered across our business.



Case study: Our academies



We aim to have the best and most knowledgeable Sales and Marketing and Customer Service employees in our industry. Our Sales Academy training programme continues to be a popular and effective training programme for our sales executives. At the end of 2015, 73% of our 546 Sales Executives had graduated from the programme. The Sales Academy has 46 modules covering the full range of competencies and areas of knowledge that our Sales Executives require including our strategic objectives, cultural principles, community engagement and sustainability. Following the success of our Sales Academy, we have now developed a Marketing Academy with a similar, module-based approach. We will launch the Academy in 2016.

2016 targets

- Customer service will continue to be a key priority for Taylor Wimpey in 2016
- Finish introducing and start to embed our new customer approach
- Continue training for all our customer facing roles
- Launch our Marketing Academy and continue with our Sales Academy



Extensive information on customer service, including our Customer Charter and Customer Journey, is available on our website at www.taylorwimpey.co.uk/customer-service



Our Customer Service Policy is available at www.taylorwimpey.co.uk/corporate/sustainability/our-policies



Please see pages 51-52 for progress against 2015 targets.



Selecting Land

The ability to purchase
the right sites in the
right locations



A record 47% of our completions were sourced from the strategic pipeline. Our aim is to sustain completions from the strategic pipeline of over 40% per annum in the medium term

47%



We worked with local authorities and communities to convert 8,660 plots from the strategic pipeline to the short term landbank, significantly in excess of our medium term conversion target of c.6,000 plots per annum

8,660

We have one of the largest strategic pipelines in the sector which stands at c.107k potential plots

c.107k



We are within the optimum range of our short term landbank at c.76k plots, equating to c.5.7 years of supply at current completion levels

c.76k



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Selecting Land

Land is the critical 'raw material' for our business

Our developments range in size from under 50 to several thousand homes and often include substantial on- and off-site infrastructure (see pages 44-45). We search for land in the areas where our customers want to buy and that is the right size, in the right location and at the right price. We focus on locations where people want to live

and which have good transport links, employment and services and have sustainable levels of affordability.

We acquired 6,971 high-quality plots in the UK short term land market in 2015. Our short term landbank is now considered at optimal size range and consisted of c.76k plots at the end of December 2015.

Case study: Land acquisition

When considering the acquisition of new land, our regional businesses undertake a Land Quality Assessment. We analyse and rank both the wider macro as well as the small neighbourhood micro areas.

We look at population demographics and areas such as household formation to ensure that we understand our target customers – who they are, what homes they want and, as a consequence, what will sell.

We analyse a range of factors to help us understand the potential impact of development and where mitigation would be needed.

We recognise the importance of good quality social infrastructure and take this into consideration.

We also address environmental issues including flooding and public transport links.

We take social and environmental factors into account alongside economic factors to ensure the long term viability and sustainability of each potential development.



Throughout 2015, our Strategic Land and Planning teams continued to focus on identifying and contractually securing land which has the potential to fulfil future housing needs. We also continued to invest resources and promote that land through the planning system. In 2015 we further strengthened our pipeline of strategic land, which is land purchased without residential planning permission in place where we can add value through the planning process. We converted 8,660 plots from the strategic pipeline into the short term landbank. During 2015, a record 47% of our completions were sourced from the strategic pipeline. Our aim is to sustain completions from the strategic pipeline of over 40% per annum in the medium term.

In 2015 we established a dedicated team, Major Developments, to evaluate the increasing number of land opportunities, which have a high return potential with a lower land and capital risk funding structure. We view this approach as an attractive route to creating additional value and, importantly, as a means to further reduce future cyclical risk. The excellent work by our Major Developments team has led to Taylor Wimpey being selected by the Defence Infrastructure Organisation (DIO) as Development Partners for developing Prince Phillip Barracks in Hampshire, together with our partners Dorchester Regeneration (see page 6).

Sustainable land

We have a responsibility to provide long term stewardship of the land resources that we own and on which we build. We also have a responsibility to address the legacy of our completed sites, making sure that we leave them under good management and with sustainable practices in place.

Selecting Land continued

Land is a scarce and valuable resource and we want to make the best use of what is available, select the right sites and transform them into vibrant and thriving sustainable communities.

We have regard to the importance of the Government's National Planning Policy Framework (NPPF) and its focus on delivering sustainable developments. Taylor Wimpey's internal guidance – entitled Our Approach to Sustainable Development and Our Approach to Planning – emphasises to employees that we must start to think about sustainability as soon as we start to look for land. Our primary target locations for land should inherently have the qualities or attributes needed for sustainable development.

Remediation and regeneration

We regularly transform empty, derelict or contaminated areas of land into vibrant and thriving sustainable communities. During 2015 we built 52% of our homes (2014: 55%) on previously developed land known as brownfield land. We are involved in many regeneration projects such as Greenwich Millennium Village in Greenwich, Diglis Water in Worcester (see case study) and Pennington Wharf in Leigh (see page 29).

Our Land Assessment and Management Process (LAMP) ensures that we identify and effectively manage the full range of technical aspects of land, including remediation, geotechnics, flooding, ecology and archaeology. We updated LAMP in 2015 and will be releasing a new version in 2016.

Working in partnership

We continue to focus on communicating and building relationships with landowners, communities, land agents and local authorities. We aim to be the land partner of choice and strive to be honest, professional and act with integrity in all of our land dealings. We work in partnership with local authorities throughout the life of our developments, starting at the earliest stage of the land acquisition process.

In addition, we work closely with industry organisations and engage regularly with Government on all aspects of housing and planning policy. We participate in consultations and working groups with regard to legislation and analyse the impact of forthcoming legislation on our business and the industry as a whole. At the time of writing this report, the Housing and Planning Bill is progressing through Parliament. This Bill is likely to have a range of implications for our business, including in relation to the Government's Starter Homes initiative. We look forward to evaluating the full detail when available around Starter Homes in order to assess the investment required in skills and resources to deliver this scheme.

2016 targets

- Continue to focus on selecting the right land and developing it in a sustainable manner
- Continue to source more than 40% of completions from the strategic pipeline in the medium term
- Convert on average c.6k plots per annum in the medium term



Please see pages 51-52 for progress against 2015 targets.

Case study: Diglis Water

Our Diglis Water development in Worcester is one of the most complex brownfield regeneration schemes that we have undertaken in the UK. Located at the junction of the River Severn and the Birmingham and Worcester Canal, the scheme will comprise 451 new homes together with retail and commercial units, recreation space and public infrastructure. In order to prepare the land for redevelopment, a two year, £5 million remediation programme was undertaken. We worked closely with British Waterways on flood prevention measures and developed a waterfront compensation area to store flood water in the event that the Severn breaks its banks. The compensation area also serves as a Waterfront Park with a floating river pontoon, providing an attractive landscaped recreation space for residents with appealing views over the river and the meadows.





Managing the Planning and Community Engagement Process

Designing sustainable communities that meet the needs of local people

What does this mean?

New homes and communities require planning permission from local authorities. Engaging with local communities to shape design proposals is an integral part of this process.

Why is it important?

Our ability to build homes and new communities is dependent upon developing an appropriate and tailored site proposal for each site and then obtaining planning permission. Thorough community engagement allows us to understand and address the needs of the local area.

How are we different?

We aim to be the industry leader in managing the planning and community engagement process. We develop a tailored planning and community engagement strategy for each site and undertake development-specific community engagement on each and every one of our UK sites.

We undertake tailored,
development-specific
community engagement
on 100% of our UK sites

100%



We are committed to working with local people and stakeholders throughout the planning process and seek to engage, consult and work in partnership with communities and all interested stakeholders both before we submit a planning application and during the life cycle of the site. In this way we can listen to their concerns and, where possible, incorporate these within our plans

Working with local people



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A total of 96% of our employees, who took part in our 2015 annual survey, think that Taylor Wimpey developments benefit local communities

96%



Managing the Planning and Community Engagement Process

We undertake tailored, development-specific community engagement on all of our UK sites

Planning is fundamental to the success of our business and we remain focused on progressing our sites through the planning system to enable us to start on site as soon as possible. We develop a tailored planning and

community engagement strategy for each site and work closely with communities and other local stakeholders throughout all aspects of the planning process. Our focus is on creating development

proposals that are financially viable, benefit the local community and provide the housing that is needed. We aim to be the industry leader in managing the planning and community engagement process.

According to our 2015 employee survey, 92% of our employees, who took part in the survey, believe that Taylor Wimpey takes a genuine interest in local communities, while 96% of our staff think that Taylor Wimpey's developments benefit local communities. This supports our company-wide belief that the more thoroughly we engage with the local communities and local stakeholders, the better and more rounded our developments will be.

Case study: Supporting local economies

We use our Taylor Wimpey economic benefits toolkit to estimate the benefits that our developments may bring to their local economy.

It is important for us to demonstrate how we support and stimulate the economy of a local area and its community.

The toolkit presents the data in an easy to read visual format so that local stakeholders can understand the significant economic benefits of housebuilding in their area.

The toolkit shows the estimated number of direct site and indirect supply chain jobs that our development will create as well as the expected total economic value of those jobs. It also calculates how much new residents will spend moving in and then annually as they continue to live there.

We used the pictured board at community engagement events for our proposed development on Middlefield Avenue in Knowle. We have also undertaken an extensive economic benefits assessment of our Prince Philip Barracks development in Hampshire.



Community engagement

We undertake tailored, development-specific engagement with local communities on each and every one of our UK sites throughout the life of a development. We introduced a comprehensive Community Engagement Framework in 2011 and have been regularly improving and updating it since. We are proud of our approach to community engagement and the way that our employees deliver it. The framework applies to every stage of the development timeline, from pre-planning consultation to ongoing communication with existing and new residents during, and after, construction.

During 2015 we developed guidance on Building Our Reputation, which advises employees on communicating with local communities and customers throughout the lifetime of our developments. Transparency is an essential part of community engagement, and we want local communities to know what we are doing and why we are doing it, as well as how they can express an opinion or get involved.

Managing the Planning and Community Engagement Process continued

The Building Our Reputation guidance takes employees through each stage of the development process explaining why we need to keep the community informed and what local people might like to know about us and our plans. It provides a series of tools and templates to facilitate this process, from signage and engagement boards to invitation cards and community newsletters. We also publish information on all proposed developments online so that members of local communities and other interested parties can easily find out what we are planning and where.

We know that local communities do not always welcome housing developments in their area. It is therefore essential that we engage, consult and work in partnership with them during the planning process and beyond to find the right solutions. The more thoroughly we engage with the local community and local stakeholders, the more we can take local views into account and tailor our development proposals to the needs of the local area.

We also undertake research into people's perceptions of local housebuilding so that we can understand and address concerns and take all views into account. For example, we sponsored the homelessness charity Shelter's 2015 report entitled Addressing the Housing Shortage: Engaging the Silent Majority. The report cites a YouGov survey, carried out in 2015, that found the majority of people (69%) are positive or neutral on homes being built in their local area, but those whose standpoint on local housebuilding is oppositional are three times more likely to actively oppose than natural supporters are to actively support an application.

A key area of focus for us is to engage with a wider range of people within local communities, including the 'silent majority' identified by Shelter. People are busy and many do not have time to participate in traditional consultation exercises so their voices and opinions are not always heard. We continue to explore ways of engaging with wider and more diverse groups and individuals. We want to make it easy for everyone to express their views and help us tailor our developments to the needs of the wider community.

As part of this process, we have been undertaking a series of social media engagement trials since 2014, and we are using the feedback from these trials to develop a social media engagement strategy for community engagement. Social media is an important engagement channel for Taylor Wimpey as a whole and we developed a Social Media Engagement Framework in 2015 (see page 16).

Our teams are becoming increasingly involved in neighbourhood plans, which are designed to allow communities to come together to shape new developments locally. We know that we do not always get it right but look to learn from our experience and continually improve. We are proud of our progress towards greater transparency and wider engagement.

Case study: Encouraging sustainable transport

We held a Travel Plan event at our Knights Park development in St Neots during 2015, where we provided information, entertainment and bicycle repairs as well as supplying interested local people with personal travel plans. Our Travel Plan includes annual monitoring of residents' travel for a five year period to understand and improve sustainable travel at the development. Our Chobham Manor development in Stratford has also hosted a range of cycle safety and other cycling related events in 2015.



Managing the Planning and Community Engagement Process continued

Case study: Engagement with schools

We regularly engage with schools located close to our developments, raising awareness of the dangers of live construction sites and giving schoolchildren an opportunity to learn about the housebuilding process. We have developed curriculum packs which provide our regional businesses with a range of interesting and interactive projects they can use with schools throughout the different stages of our engagement process. Pupils can design homes and communities, find out about jobs on site and learn about safety on construction sites. They can learn about the construction process, building materials, eco-friendly homes and much more. These educational resource packs have been distributed to over 130 schools throughout the UK and are available to any school. Our Taylor Wimpey Schools Initiative was Highly Commended in the 'Best Community Initiative' category at the Housebuilder Awards 2015.



Working with partners and stakeholders

We aim to be the residential developer that everyone wants to deal with. We work closely with local authorities, parish councils, the Homes and Communities Agency (HCA), the Greater London Authority (GLA) and other public sector organisations in planning and developing our schemes. We also develop and maintain partnerships with registered providers such as independent housing associations that manage properties as affordable homes.

We remain a member of the HCA's Delivery Partner Panel (DPP2) in all four of its geographic regions as well as the GLA's London Development Panel. These are panels of prequalified housing developers who have a sound track record of delivering housing on public sector land.

We continue to engage and work with external organisations on planning issues. We meet regularly with the Home Builders Federation (HBF) and the UK Government to discuss how to improve the planning structure and regulatory environment.

Sustainable living

Our energy efficient homes encourage low carbon living (see page 27) and we design our communities to address social, environmental and economic sustainability. This helps our customers to live more sustainable lifestyles.

We regularly develop sustainable transport plans for our developments and provide cycleways and footpaths. A number of our developments include electric car charging points, car-sharing clubs, cycle storage or other sustainable transport features. Some of our developments, such as Cambourne in Cambridgeshire, provide water butts and composting facilities. We address biodiversity issues on all of our sites (see pages 30-31).

Many of our developments include shops and other community amenities and we work hard to support economic vitality on our sites. See www.taylorwimpey.co.uk/about-us/what-we-do/case-studies for further examples of how we integrate sustainability into our developments.

Managing the Planning and Community Engagement Process continued

Community involvement

Our larger developments take many years to complete and we often become very involved in community development and local activities during this time.

We participate in the long term stewardship of a number of our developments through Community Development Trusts (CDTs), for example, at our Leybourne Grange development in Kent. We are planning to develop a Community Development Trust at Prince Philip Barracks in Hampshire to allow the community to have a direct stake in safeguarding key features of the development for generations to come.

We fund community development workers at some of our developments such as at Augusta Park in Andover. This helps to engage local residents and bring them together to build community spirit. Augusta Park has an active community association and there are regular newsletters for residents to keep them informed about local news, facilities and the progress of the development. Annual residents' surveys provide valuable feedback on a wide range of community issues and initiatives. Local residents enjoyed the opening ceremony of our large new community centre in 2015, which is already becoming the central hub for local residents and community groups. We have also constructed two new equipped play areas for children of different ages and these will open to the public in 2016. In addition, more than 375 residents participated in an exciting and creative programme of art activities in 2015 that will inform the public art that we are funding at the development.

Case study: Meeting the neighbours

We design and build our developments so that they can become thriving and vibrant communities where people enjoy living. Our engagement with residents continues when they have moved in and we regularly host events to help build community spirit. For example, we held a Meet Your Neighbour event at our Forge Wood development in Crawley in 2015. We provided a barbecue and children's entertainment so our new residents could get to know each other and start to turn our development into a true community.



2016 targets

- Continue to maintain best practice community engagement
- Embed the Building Our Reputation employee guidance
- Continue to investigate ways to engage with a wider and more diverse range of people within local communities



More information about our community engagement process and proposed developments is available on our website www.taylorwimpey.co.uk/about-us



Our Community Policy is available at www.taylorwimpey.co.uk/corporate/sustainability/our-policies



Please see pages 51-52 for progress against 2015 targets.



Getting the Homebuilding Basics Right
Working with selected
subcontractors and
building using carefully
sourced materials



We have a standard house
type portfolio of over 50 house
plans that are high quality,
extremely energy-efficient and
straightforward, cost-effective
and safe to build

50



We have energy reduction
programmes in place in our
offices, on our sites and within
our show homes and sales
areas. We retrofitted 169 site
compounds and reduced our
scope 1 and 2 carbon emissions
intensity by 7.8% in 2015

7.8%

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We reduced our Annual Injury
Incidence Rate (AIIR) by
16.3% in 2015

16.3%



A total of 97% of our employees,
who took part in our annual
survey, believe that Taylor Wimpey
is committed to being an ethical
and responsible company

97%



Taylor Wimpey plc
Sustainability Report 2015

Getting the Homebuilding Basics Right

We strive to create high-quality, well-designed sustainable homes and communities

Design

We strive to create high-quality, well-designed sustainable homes and communities for all of our customers. A series of comprehensive internal manuals on our approach to sustainable development, planning, placemaking and design and access statements provide guidance for our regional businesses and help to ensure that we take a consistent approach to homebuilding throughout the UK. Our manuals include our support for external standards such as Building for Life (BfL), which our regional businesses are expected to take into account when designing new developments.

We have a standard house plan range of over 50 house types that are designed to be high quality, extremely energy-efficient and straightforward, cost-effective and safe to build. The house plans meet specific space standards and are highly flexible, offering different options for internal layouts and exteriors that can be varied to complement local landscapes and streetscapes. We are in the process of developing a range of standard apartments that will provide the same benefits as our house plan range. We will continue this process in 2016.

In addition to designing new homes, we also preserve and refurbish heritage buildings. For example, during 2015 we completed our refurbishment of the former Royal Alexandra Hospital in Brighton, a 130-year-old landmark Victorian building.

During 2015 we have focused on the new technical housing standards that are being introduced following the outcome of the Government's Housing Standards Review. We are in the process of adapting our house plan range and developing tools and guidance to enable us to build to the new accessibility, space and other standards.

In addition, we will also ensure that our homes meet the new security standard that has been introduced into Building Regulations. We participated in working groups on space, accessibility and security as well as the wider consultation as part of the Housing Standards Review.

We have also continued to work on placemaking. During 2015 we ran a series of workshops in one of our regional businesses, looking at key design considerations that are necessary to create well designed, sustainable places. Using the feedback from the workshops, we are now developing training for relevant employees throughout the UK. We have also been looking at best practice in designing and delivering green infrastructure as part of placemaking and will continue this process in 2016.

We engage regularly with external organisations such as RIBA (the Royal Institute of British Architects) with regard to design. We are involved in a Scottish Government advisory group on place standards, and we sponsor and are on the steering group of BOB-MK, a design network that works across Berkshire, Oxfordshire, Buckinghamshire and Milton Keynes.

Environmentally sustainable homes

The new houses that we build are considerably more energy-efficient than older housing stock, and we are committed to increasing energy efficiency in line with Government policy and Building Regulations.

We take a 'fabric first' approach to energy efficiency, concentrating on highly efficient walls and windows. We make all of our homes airtight and use mechanical ventilation to maintain good air quality and comfort. Finally, where appropriate, we use low carbon and renewable technologies.

During 2015 we have been conducting an energy construction detail audit to look at areas such as installation, quality and the gap between design and as-built performance. This is something that we have been looking at for some time and we are involved with the Zero Carbon Hub work in this area. By the end of December 2015 we had audited 13 of our regional businesses. We will complete the audits in 2016 and use the findings to develop action plans.

The Code for Sustainable Homes has now been consolidated into Building Regulations so the number of new homes we build to the Code will reduce. In 2015 we completed 3,968 homes to Code level three (2014: 3,268) and 944 homes to Code level four (2014: 756).

2016 targets

- Continue to develop a standard range of apartments
- Develop a range of houses that meet the new UK Government technical housing standards and security standard
- Continue to focus on placemaking including green infrastructure



Please see pages 51-52 for progress against 2015 targets.

We have extensive experience of delivering renewable energy solutions, and our sites increasingly integrate some form of water saving features. See www.taylorwimpey.co.uk/about-us/what-we-do/case-studies for further examples of how we integrate sustainability into our developments.

We have been investigating renewable technologies as part of our Project 2020 and are working with suppliers on a range of areas in relation to the environmental sustainability of the homes we build (see page 9).

Getting the Homebuilding Basics Right continued

We regularly engage with other organisations such as the Home Builders Federation (HBF) and the National House-Building Council (NHBC) on issues relating to environmentally sustainable homes.

Case study: Award winning brick work

Taylor Wimpey East London received the Volume Housebuilding Award at the Brick Awards in 2015. The awards recognise excellence in design and construction using brick. We received the award for the high quality of our Praecedo (Phase 2) and The Quarters developments in Colchester as well as City Mills in Haggerston. We congratulate our architects, specialist brickwork contractors and site teams for the quality of their work.



2016 targets

- Continue with our energy construction detail audit and develop action plans from our findings
- Continue to investigate smart home and renewable technologies as part of Project 2020



Please see pages 51-52 for progress against 2015 targets.

Case study: Best overall development

Our Cranbrook development in East Devon was named 'Best Overall Development' as well as winner of the Affordable Housing category at the Inside Housing Magazine's Top 60 Awards. The awards celebrate success and innovation in delivering new homes and looks at achievement in 10 key areas, from design to sustainability. Cranbrook is the first free-standing new settlement in Devon since the Middle Ages and, when complete, it will encompass 3,500 homes as well as a town centre and other facilities, including schools and open space.



Environmental management

We remain committed to high standards of environmental management on all of our developments and sites. We strive to keep any adverse effects that our activities may have on local environments and communities, such as pollution and ecological damage, to a minimum and to make a positive contribution to the environment of the areas we build in.

We have a formal, comprehensive and fully integrated health, safety and environmental (HSE) management system in place covering all of our business activities. Our environmental management system (EMS), which is internally audited by our regional HSE advisors, is based upon, but not certified to, environmental management standard ISO 14001:2014.

Local Management Team Directors visit and review all sites monthly and, during this process, they review environmental aspects on site, including our mandatory environmental checks and Site Specific Environmental Action Plans (SSEAPs – see page 30). On at least a monthly basis every operating site has an independent HSE audit completed by our external site HSE advisors, RG Wilbrey and C-MIST. The unannounced audits include compliance checks on specific monthly health and safety or environmental topics which encompass environmental controls such as secure fuel storage and silt pollution prevention.

Our environmental advisors RSK also complete regular reviews of our EMS to ensure that procedures and reporting mechanisms remain up to date with legislative and best practice requirements. We also operate an Environmental Advice Line that is available to all of our employees, contractors and site operatives. Taylor Wimpey is committed to best practice environmental control on site, particularly water and air pollution prevention. Our office HSE manual provides guidance for use in all of our offices on the main environmental aspects associated with office activities, including waste. Please see our health and safety section (pages 35-37) for more detail on HSE procedures.

In 2015 we received no enforcement notices, however, we received one Section 60 Notice from a local authority to control the noise that would result from planned ground piling works. Measures were put in place to ensure adequate noise mitigation control. We received no enforcement notices for environmental issues in Spain.

Getting the Homebuilding Basics Right continued

2016 targets

- Continue to regularly revise and update our environmental management system and procedures to ensure best practice in environmental management



Please see pages 51-52 for progress against 2015 targets.

Case study: Sustainable design award

Our Pennington Wharf regeneration scheme in Leigh won an Excellent level CEEQUAL Award in 2015 for its pioneering sustainable design. CEEQUAL is a sustainability assessment, rating and awards scheme for civil engineering, infrastructure, landscaping and the public realm, and celebrates the achievement of high environmental and social performance. Pennington Wharf is built on land formerly occupied by Bickershaw colliery, which was transferred under lease to Taylor Wimpey by the Government's Homes and Communities Agency in 2014. The development, which meets strict sustainability criteria, will create 471 new homes as well as a range of community buildings, a 40-berth marina, café, community centre, office and plans for a family pub and shop.



Water management

We are committed to reducing operational water consumption and increasing the water efficiency of our site compounds and also the homes we build in line with Building Regulations. We completed a water audit of our UK operations in 2015 and are evaluating the importance of water in our supply chain as part of a wider project to quantify and value our supply chain greenhouse gas, water consumption and waste generation. We are in the process of developing a UK-wide water reduction strategy for building sites, sales areas and plots before sale.

In 2015 our metered mains water footprint for the UK was an estimated 384,137 cubic metres (2014: 350,482 cubic metres) or 30.66 cubic metres per 100 square metres of completed build (2014: 31.05). This includes water used on building sites, in sales areas, show homes, plots before sale, offices and our logistics business. A water footprint method statement summary can be found at www.taylorwimpey.co.uk/corporate/sustainability

Our mains water consumption from our metered UK offices increased by 9.2% per full time employee (FTE) in 2015, which fails to meet our target of 3% reduction. However this was largely due to water mains leaks at two offices. If the leaking pipework is excluded then our 2015 metered UK office water intensity went down 16.6% per FTE on a 2014 baseline. During 2015 we have improved the accuracy with which our water data is collected across our estate and will continue to focus on this in 2016.

We participated in the CDP (Carbon Disclosure Project) water benchmark for the first time in 2015. This assesses companies' corporate water stewardship practices and performance. CDP gave us a score of B- and stated that it is: 'A good result. Taylor Wimpey Plc is measuring its impacts to try and reduce them, has implemented a policy and a strategic framework within which to take action, and has set targets on water issues.' Our score is equivalent to the CDP average and the industry average

score. While we are happy with our result as a first time reporter, we aim to build on and improve our position over time.

Water is well integrated into our business strategy in many specific areas (supply to new homes including metering, low flow taps and showers and dual flush toilets, groundwater remediation on brownfields, silt and fuel spill pollution control and others), and we are working on or improving other areas (such as flooding, water efficiency in offices and on building sites).

We assess water risks for various purposes, including flood risk assessment, drainage and ground and surface water quality. We carry out flood risk assessments in consultation with water authorities and the Environment Agency, as required, to ensure appropriate design. Flooding is an issue in the UK and we take flood risk extremely seriously. During 2015 we continued to look at flooding from a land acquisition, planning, construction, sales and asset owner perspective. We are further strengthening our internal processes and are also addressing a range of wider issues.

We have introduced water saving features into our offices in order to meet our water reduction target. Our new compound specifications that we introduced in 2014 include water as well as energy efficiency features.

We regularly use sustainable drainage systems that mimic natural drainage by capturing rainfall in ponds and swales and allowing water to evaporate or soak into the ground. This has environmental benefits including creating a more attractive place to live, improving water quality and providing habitats for wildlife. Our approach to sustainable drainage is under development subject to Government guidance. An example of one of our schemes is Hampdens View at Lodge Farm in Costessey, which meets the Government's current technical standards for sustainable drainage systems.

Getting the Homebuilding Basics Right continued

Our sites also increasingly integrate some form of water saving features. Examples include rainwater harvesting for use on external landscaping at The Arboretum in Haverhill and Greenwich Millennium Village in Greenwich. We use greywater systems using recycled bath water to flush toilets at Leybourne Grange in Kent and Great Western Park in Didcot. Developments such as Cambourne in Cambridgeshire also provide water butts for their residents.

2016 targets

- Reduce our mains water consumption from our metered UK offices by 6% per full time employee on a 2014 baseline
- Continue to participate in the CDP water benchmark
- Tighten reporting processes for all leaks and prepare best practice guidance for water management on sites



Please see pages 51-52 for progress against 2015 targets.

Case study: Learning from raingardens

Our West Scotland regional business and our partners C&D Associates won the Co-operation category of the 2015 VIBES (Vision in Business for the Environment in Scotland) award for our Torrance Park Water Project. The VIBES Awards is Scotland's leading environmental awards scheme, recognising businesses that contribute to Scotland's sustainable development through improving processes or developing new products and services. We have been working in partnership with the Scottish Government and academia on how gardens can contribute to green infrastructure, biodiversity and stormwater management by installing raingardens and a sustainable urban drainage 'SUDS-in-a-box' system at our Torrance Park development in Holytown. We are funding two years of research of the installation by Abertay University to further investigate how source control sustainable drainage systems can contribute to storm water management as well as promoting greener gardens to our customers at Torrance Park.



Biodiversity and green infrastructure

We started to review our biodiversity practices in 2014 and continued this process in 2015. As part of this process we have engaged with external organisations such as the Royal Society for the Protection of Birds (RSPB), the Wildlife Trusts and the Town and Country Planning Association.

During 2015 we have been working with consultants to assess and develop a tool to measure our current biodiversity performance on our sites. We have not yet developed a biodiversity strategy and will look at this again once our review is complete.

A key area of focus for us in 2015 has been on green infrastructure, which is defined by the Government planning guidance as a network of multi-functional green space, urban and rural, which is capable of delivering a wide range of environmental and quality of life benefits for local communities. It includes parks, open spaces, playing fields, woodlands, street trees, allotments and private gardens.

Investing in green infrastructure makes our developments more appealing to customers, benefits the local community and has a positive impact on the local environment including biodiversity. It is an important part of our wider approach to design and placemaking and we will continue to work on understanding and improving green infrastructure in 2016. Where possible, we aim to improve the ecology of the sites we develop. Ecological issues are addressed in our LAMP process (see page 20) and at the design stage in our range of guidance documents (see page 27). We produce ecological impact assessments for all of our sites. We collect data on ecological mitigation, compensation and enhancement undertaken on all of our UK sites.

We also require all of our sites to have and regularly update a Site Specific Environmental Action Plan (SSEAP), which provides a management plan for a wide range of environmental issues and controls, including

Getting the Homebuilding Basics Right continued

biodiversity, on all sites. This ensures that we protect and conserve existing biodiversity.

We regularly integrate green spaces and wildlife areas into our communities, as well as providing other features that improve ecological value. For example, our Chobham Manor development in London will meet or exceed a series of biodiversity action plan targets, including providing compensatory habitat and new urban wetlands. The development will include over 5,000 square metres of green roofs and other biodiversity enhancing features including raingardens, wildflower grasslands, green walls, bee-hotels and an urban orchard.



Please see www.taylorwimpey.co.uk/about-us/what-we-do/case-studies for further examples of integrating sustainability into our developments.

We are working on a number of additional sustainability initiatives that relate to green infrastructure. We use a Carbon Futures approach to quantify the carbon dioxide emissions for entire sites. This approach takes into account the buildings but also the carbon absorption of green infrastructure throughout the site. We have undertaken a Carbon Futures assessment for Prince Philip Barracks in Hampshire. We are also a partner in Newcastle University's SUCCESS (Sustainable Urban Carbon Capture: Engineering Soils for Climate Change) project. This project is investigating the performance of soils to act as a carbon sink and how to maximise sequestration of atmospheric carbon dioxide through natural soil processes including 'Carbon Capture Gardens'.

2016 targets

- Continue to review our biodiversity practices and focus on green infrastructure



Please see pages 51-52 for progress against 2015 targets.

Tackling climate change

We acknowledge the global threat of climate change and are committed to reducing our emissions, energy use and waste, and to reviewing water use. Our Sustainability and Climate Change Risk and Opportunity Register (see page 11) helps to guide the adaptation of our business practices and the homes we build, as well as informing mitigation areas. The register is updated regularly and, during 2015, we amended adaptation risks and opportunities following a climate change adaptation review that we undertook in 2014.

We continue to participate annually in CDP (the Carbon Disclosure Project) and our 2015 submission is available on our website at www.taylorwimpey.co.uk/corporate/sustainability. We received a score of 97% for disclosure and performance band D in comparison with our peers (2014: 88% / C). We are proud of our increased disclosure score but aim to improve our performance band over time.

We have used the GHG Protocol Corporate Accounting and Reporting Standard (revised edition), data gathered to fulfil our requirements under the Mandatory Carbon Reporting (MCR) requirements, and emission factors from the Government's GHG Conversion Factors for our corporate reporting.

Data is provided as tonnes of carbon dioxide equivalent (CO₂e) for all operations. Scope 1 and 2 emissions are from our sites, offices, show homes and sales areas, plots before sale and car fleet. Our 2015 scope 1 and 2 emission data has been externally verified by the Carbon Trust. We have also estimated four scope 3 categories: purchased goods and services, business travel, waste generated in operations and fuel and energy related activities. We are committed to continually improve the methodology upon which our Greenhouse Gas emissions are based.

Global Greenhouse Gas emissions

| Category total emissions (tonnes CO ₂ e) | 2015 | 2014 | 2013 |
|---|---------|---------|----------------|
| Emissions from combustion of fuel (scope 1) | 17,769 | 16,436 | 16,177 |
| Emissions from electricity, heat, steam and cooling purchased for own use (scope 2) (location-based method ^a) | 11,159 | 11,885 | 10,526 |
| Total scope 1 and 2 emissions | 28,928 | 28,322 | 26,703 |
| Emissions intensity scope 1 and 2: Emissions per 100sqm of completed homes | 2.26 | 2.45 | 2.48 |
| Percentage reduction in direct carbon emissions intensity (scope 1 and 2) | 7.8% | 1.2% | # ^b |
| Other indirect GHG emissions from supply chain (scope 3 supply chain) | 767,501 | 696,005 | 551,749 |
| Total scope 1, 2 and 3 | 796,429 | 724,327 | 578,452 |
| Emissions intensity scope 1, 2 and 3 supply chain: Emissions per 100sqm of completed homes | 62.11 | 62.60 | 53.82 |

(a) 2015 scope 2 emissions (market-based method): 12,947 tonnes CO₂e. See our Carbon Reporting Methodology Statement at www.taylorwimpey.com/corporate/sustainability for calculations for market-based methodology.

(b) Not available due to using a new emissions measurement methodology in 2013 following the introduction of Mandatory Carbon Reporting. This means that 2013 data is not entirely comparable to previous years.

Getting the Homebuilding Basics Right continued

In 2014 we introduced an intensity reduction target for direct carbon emissions (scope 1 and 2) of 25% by 2018 with a 2013 baseline. In 2015 we saw a 7.8% reduction in scope 1 and 2 emissions intensity (2014: 1.2% reduction).

In 2015 we conducted a review of fluorinated gas (F-gas) fugitive emissions from air conditioning units in offices. While our maintenance reports indicated zero leaks, a literature review indicated this to be unlikely, so we will look at this in more detail in 2016.

2016 targets

- Continue to progress towards our carbon intensity reduction target of 25% by 2018



For more information our Climate Policy is available at www.taylorwimpey.co.uk/corporate/sustainability/our-policies



Further information on our emissions measurement methodology, the Carbon Trust's verification statement and our 2015 CDP response is available at www.taylorwimpey.co.uk/corporate/sustainability



Please see pages 51-52 for progress against 2015 targets.

Waste and resource use

We have a comprehensive Waste and Resource Strategy and Action Plan for our housing operations and our supply chain. We focus on seeing materials as resources, using them more efficiently through design and on site recovery, and keeping generated waste to a minimum.

During 2015 our construction waste increased to 4.78 tonnes per 100 square metres of completed floor area (2014: 4.58). This is a 4.4% increase on 2014.

While we have managed to curtail the significant upward pressure on construction waste evident in 2014 and Q1 2015, we have failed to meet our target to reduce waste by 15% in 2015. Our research in 2014 indicated that nationally there has been upward pressure on waste generation figures. We have continued our internal investigation on what is happening across our industry and within Taylor Wimpey. A key industry factor is skills shortages associated with the upswing in housebuilding activity. There have also been some industry-wide changes in waste container types provided, which may also have contributed to the increase. These factors mean that we need to refocus on waste and reinforce waste policy, procedures and discipline for both our own employees and our subcontractors.

We have analysed our performance in each of our regional businesses and are in the process of undertaking audits at a number of these businesses.

We work in partnership with waste management and recycling solutions company Reconomy to reduce waste generated per plot of waste across our UK sites working up through the waste hierarchy. During 2015 we trialled their Sustain-a-Bale system. This allows us to compact packaging waste, which is often bulky but light in weight and can take up a disproportionate amount of space in a skip. The trials were a success and helped to increase recycling, provide opportunities for waste re-use and minimise waste being produced. We will introduce Sustain-a-Bale across additional regions in 2016.

We continued to use a pallet repatriation service in 2015. A total of 68,814 pallets were picked up from our sites, a 45% increase on the previous year (2014: 47,500). This represents 1,239 tonnes of wood (2014: 850). The pallets were dispatched to a consolidation centre and, wherever possible, they were taken to their organisation of origin for reuse.

Tonnage of UK construction waste per 100sqm build

| | 2015 | 2014 | 2013 |
|--------------------------|------|------|------|
| General waste | 4.11 | 3.94 | 3.02 |
| Plasterboard waste | 0.67 | 0.64 | 0.57 |
| Total construction waste | 4.78 | 4.58 | 3.59 |

Note: construction waste is waste from the construction phase of our developments and excludes other site wastes such as demolition, remediation and excavations, and infrastructure including soil.

UK construction waste recycled or sent to landfill

| | 2015 | 2014 | 2013 |
|------------------------|------|------|------|
| Waste recycled | 93% | 94% | 92% |
| Waste sent to landfill | 7% | 6% | 8% |

2016 targets

- Develop and implement action plans for reducing construction waste
- As a minimum maintain construction waste at 2015 levels



For more information our Waste and Resource Use Policy is available at www.taylorwimpey.co.uk/corporate/sustainability/our-policies



Please see pages 51-52 for progress against 2015 targets.

Getting the Homebuilding Basics Right continued

Case study: Wood recycling

We continued to work with Community Wood Recycling (formerly the National Community Wood Recycling Project) in 2015.

This is a national network of wood recycling social enterprises that saves resources by rescuing and re-using waste timber that would otherwise be landfilled or at best downcycled.

The network also creates sustainable jobs, training and volunteering opportunities for local people, especially those who might find it difficult to get into or back to employment.

Photo by Lisa Bailey.



Energy reduction

We reduced scope 1 and 2 carbon emissions intensity by 7.8% in 2015, supported by our energy reduction programmes in place in our offices, on our sites and within our show homes and sales areas.

We implemented a new specification for site compounds in 2014 which means that all of our new site compounds are now highly energy-efficient. We also launched a programme of retrofitting appropriate existing compounds and retrofitted 169 compounds in 2015. Our HSE induction process for all site workers now includes information on energy-efficient behaviour.

All new offices that we build or move into will be significantly more energy-efficient than existing offices. We have also been looking at retrofitting and refurbishing offices that we already own. All new show homes and sales areas use low energy lighting and energy-efficient heating.

From 2016 we will be providing smart meters as standard in the vast majority of our new homes. Smart meters come with an energy monitor that shows homeowners how much energy they are using and the cost of that energy. This will help encourage our customers to save money and reduce their energy use. In 2016 we will also start to introduce the smart home product HIVE by British Gas into our show homes and provide it as a customer option on particular developments. This will allow our customers to remotely control their heating and hot water, helping them to save energy and money.

In 2015 we commenced a review of community heating schemes, initially to understand the complex energy inputs and outputs including gas, electricity and heat. This will be completed in 2016. We will also appoint a network of SEE (social, environmental and economic) champions across all of our UK regional businesses in 2016. These champions will focus on energy, water and waste reduction.

ESOS (Energy Saving Opportunity Scheme) is a mandatory energy assessment scheme for large organisations in the UK. Taylor Wimpey UK qualified for ESOS and we therefore conducted the required audits of the energy used by our buildings, industrial processes and transport, as well as identifying energy saving measures. We notified the scheme regulator the Environment Agency that we had met our ESOS obligations in advance of the deadline of 5 December 2015.

2016 targets

- Continue with our energy reduction programme on sites, in sales areas and in offices



Please see pages 51-52 for progress against 2015 targets.

Supply chain sustainability

Our Supply Chain Policy outlines our approach to using environmentally preferable materials and how we work with suppliers and subcontractors. During 2015 we undertook an extensive supply chain review looking at issues such as how to ensure that we have a resilient and engaged supply chain, continuity of supply and proactive cost control.

We also continued to review our housing supply chain resource efficiency in terms of energy, carbon, water and waste. In 2015 we started to review our sustainable procurement practices and will implement a range of sustainable procurement measures in 2016.

We use energy-efficient fixtures and fittings and low flush toilets in our homes. All appliances that we offer as standard options in our homes are at least A rated for energy efficiency. Our timber products are sourced from legally logged sources in all cases and from tree species that are not included on the IUCN Red List of Threatened Species. We are committed to procuring timber from

Getting the Homebuilding Basics Right continued

sustainable sources with assurance provided by an approved scheme such as Forest Stewardship Council (FSC), Programme for the Endorsement of Forest Certification (PEFC) and Sustainable Forestry Initiative (SFI).

More than 95% of our national suppliers now use Constructionline, a UK Government certification service for supplier vetting. We require all of our national suppliers to supply a wide range of HSE as well as other information to Constructionline. This includes documentation for certified timber and timber documentation is also checked during the tender process.

We strive to work in partnership with our suppliers and subcontractors. We endeavour to ensure their safety on our sites, to treat them fairly and with respect, and to make sure that they are paid promptly. Suppliers and subcontractors enter into a framework agreement with Taylor Wimpey, which includes specific HSE provisions and requires them to adhere to our Supply Chain Policy. We provide advice and help small and medium sized businesses with HSE risk assessments and other site-specific procedures that they need to prepare in order to tender for work with us. We are taking our future responsibilities under the Modern Slavery Act very seriously and have put together a team to look at what the legislation will mean to Taylor Wimpey.

We engage regularly with our suppliers and subcontractors on HSE issues and undertake quarterly reviews of all national suppliers. Taylor Wimpey encourages and welcomes action by our suppliers to address HSE and other issues. For example, we are pleased to see our supplier British Gypsum using high levels of recycled content in their products and providing responsibly sourced plasterboard to all of our UK sites.

One of our key suppliers Eurocell uses post-consumer recycled PVC-U (Unplasticised Polyvinyl Chloride) in their windows. We have also been working in partnership with them on improving linear thermal bridging at the window heads and reveals to reduce heat loss with their products. We have also been working with Forterra for some years on trialling their environmentally preferable and responsibly sourced Jetfloor insulated ground floors and on eliminating polystyrene waste from their product. Forterra is our preferred supplier for ground floor beams and we use their award winning Jetfloor product on the vast majority of our sites.

In 2015 we worked with a number of sink suppliers to develop a new rubber grommet that covers sharp edges on stainless steel sinks and protects our sink installers from the hazard of hand injuries when handling and fitting the sink units.

We are engaging with suppliers in a range of areas as part of our Project 2020 initiative (see page 9). We are analysing a variety of building materials and products and also alternative methods of construction. One example is the Porothersm clay block walling system by Wienerberger, which we are trialling on one of our sites. Clay is a natural, low-carbon product and we are interested to explore how it could further improve the sustainability of the homes we build. We have also been investigating and undertaking a series of trials of smart home technology, which would allow our customers to have greater control over energy consumption and key electrical appliances in their homes.

2016 targets

- Start to implement new sustainable procurement practices
- Continue to engage with our suppliers with regard to Project 2020



For more information our Supply Chain Policy is available at www.taylorwimpey.co.uk/corporate/sustainability/our-policies



Please see pages 51-52 for progress against 2015 targets.

Getting the Homebuilding Basics Right continued

Health and safety

The health and safety of individuals on our sites is, and remains, our non-negotiable top priority. We are committed to providing a safe place in which our employees and subcontractors can work and our customers can live.

According to our 2015 employee survey, 98% of our staff believe that Taylor Wimpey takes health and safety in the workplace seriously. A significant 97% of our employees think that, in their work environment, they know how to deal with health and safety issues related to their area of work. In addition, 95% think that their line manager is committed to ensuring that health and safety is a key focus.

Taylor Wimpey has a comprehensive HSE strategy in place with accompanying site operational plans. We have a formal, comprehensive and fully integrated health, safety and environmental (HSE) management system in place covering all of our business activities. We update and improve this system and associated procedures frequently and aim to set or achieve best practice in the housebuilding industry. During 2015 we integrated new procedures to meet the CDM (Construction, Design and Management) Regulations 2015 and provided training to relevant employees.

Our HSE management system is internally audited by our regional HSE advisors and is based upon, but not certified to, occupational health and safety standard OHSAS 18001. Local Management Team Directors visit and review all sites monthly and, on at least a monthly basis, every operating site has an independent HSE audit completed by our external site HSE advisors, RG Wilbrey and C-MIST. The unannounced audits include compliance checks on specific health, safety and environmental topics.

Case study: HSE training

In 2015 we provided an average of 5.2 days per person of formal HSE training to our site operational staff (2014: 5.3) and 0.2 days to other support staff (2014: 0.2). We also continued our ongoing groundworker engagement and supervision initiative in 2015 and have now trained a total of 3,135 groundworkers' supervisors since the initiative began in 2012.

We continue to provide a range of training for our operatives, from induction training and HSE poster campaigns to regular on-site HSE briefing sessions called toolbox talks.



We have strict reporting and close-out mechanisms for HSE incidents. Data is verified by our regional business' Managing Directors, validated by internal HSE advisors and cross-checked by external advisors to ensure compliance and accuracy of reporting.

Details of the HSE performance of all of our regional businesses are provided monthly to the Group Management Team (GMT – see page 9) and to Directors and Managing Directors of all regional businesses. HSE performance is discussed at all monthly regional business meetings. Site Managers are also required to disseminate relevant information on performance to contractors.

We set regular improvement plans and produce HSE newsflash memos as necessary to highlight key issues that arise as well as legislative and procedural changes. All changes are integrated into our Site HSE Manual and reinforced through annual HSE update training to all Production and Site Management teams. We run a range

of HSE workshops for Site Management teams each year and provide Senior Management HSE training sessions for all new Directors and Managing Directors.

We continue to engage extensively with contractors and operatives on health and safety, working in partnership with them to find safer ways of carrying out their tasks on site. During 2015 we introduced stages two and three of The Operative's Journey, a major new HSE Theme Initiative that we launched in 2014. The overall initiative is aimed at improving how we communicate the health and safety message to our supply chain and those that work on our sites and how we can gain the help of our partnering contractors to share ownership for maintaining a safe site.

Getting the Homebuilding Basics Right continued

Introduced in 2014, stage one of the initiative involved deploying a new format of health and safety signage, signing in and traffic management information to give clear and concise guidance to those that work on our sites.

Stage two has focused on creating a site team approach to health and safety. We ran a series of consultation sessions with our contractors' employers and supervisors for key trades such as carpenters and joiners, bricklayers, dryliners and plasterers as well as scaffolders. We discussed how to communicate health and safety messages effectively and how to encourage supervisors and operatives to actively contribute to safety on site. Following the consultation, we introduced the concept of Site Support Teams on all of our sites (see case study).

Finally, stage three introduced a new HSE site induction to improve the provision of key HSE information to those on site. The induction includes information on the site and build programme and an introduction to the Site Support Team. It also sets out our standards and expectations for health and safety, customer service and energy reduction.

Case study: Site Support Teams

On each site, our Site Manager is tasked with identifying individuals who he or she thinks are particularly committed to health and safety and willing to contribute to improving site safety. These individuals can be trades supervisors, groundworkers supervisors or site operatives. Each individual is invited to join the Site Support Team and, if they accept, then their photo is added to the site signage and they are given a blue hat to make them visible on site. While our Site Management team retains full responsibility for health and safety, the members of the Site Support Team are given shared ownership and encouraged to actively participate in improving site safety. Site operatives can talk to any member of the Site Support Team about HSE issues, concerns or suggestions.

In September 2015 we undertook a survey of 65 operatives across 10 sites. Our aim was to check that individuals working on our sites have a good understanding of what we are trying to achieve and why as well as the processes introduced as part of The Operative's Journey initiative.



In 2016 we will continue to embed The Operative's Journey and also provide additional health and safety training for members of our Site Support Team. We are looking into providing accreditation for our team members, to reward them for their participation and support. We will also run consultation sessions with additional trades in 2016.

In the UK, we attained an Annual Injury Incidence Rate (AIIR) of 175 for reportable injuries in 2015, a 16.3% reduction on our AIIR rate of 209 in 2014. Our AIIR compares favourably with the HBF (Home Builders Federation) Home Builder Average AIIR of 361 for 2014/15 and the HSE (Health and Safety Executive) Construction Industry Average AIIR of 421 for 2014/15. In 2016 we aim to improve or, as a minimum, maintain the same AIIR achieved in 2015.

Occupational Health continues to be an extremely important aspect of our health and safety management

Annual Injury Incidence Rates (AIIR) and RIDDOR injuries

| | 2015 | 2014 | 2013 |
|--|------|------|------|
| Reportable injuries (Incidence rate per 100,000 employees and contractors) | 175 | 209 | 207 |
| Major injuries (Incidence rate per 100,000 employees and contractors) | 18 | 26 | 60 |
| RIDDOR injuries (number of reportable RIDDOR injuries per year) | 29 | 32 | 31 |

Note: please see page 54 for incidence rates for Taylor Wimpey Spain.

| | Taylor Wimpey 2015 | HBF Home Builder Average 2014/15 | HSE Construction Industry Average 2014/15 |
|------|-----------------------|-------------------------------------|--|
| AIIR | 175 | 361 | 421 |

Getting the Homebuilding Basics Right continued

system. We are working with the HBF and the Health and Safety Executive (HSE) on an industry-wide initiative to assess the risks of construction related dust on sites and then develop practical tools and control measures for reducing operatives' exposure. We already have dust control procedures that are standard practice on all of our sites and include the use of respiratory protection and extraction equipment.

We continue to engage with the housebuilding industry and contractors on health and safety initiatives and issues. We are a member of the HBF Health and Safety Committee. We work with other homebuilders and participate in various working groups to help improve HSE standards in the industry. We support and contribute to the HBF's Action Plan for health and safety and also continue to support the Contractors Health and Safety Scheme (CHAS).

We have a comprehensive health and safety management system in Spain and have a rigorous internal audit process. Each site is visited at least quarterly by directors with responsibility for that site. We provide health and safety induction training for all new contractors and subcontractors on our sites.

Taylor Wimpey received no enforcement notices from the HSE in 2015 but did receive two notification of contravention letters. The first related to lack of supervision of an apprentice carpenter on site. We reinforced our process and procedures on all sites for the mentoring and supervising of young persons and apprentices on site and provided additional training to all site managers. The second notification involved concerns that children could climb on top of an unprotected container not in use. Steps were taken to fence off the container to avoid access.

We received two improvement notices for our Santa Ponsa site with regard to health and safety, neither of which involved sanctions. The first related to sending relevant health and safety paperwork to the Spanish equivalent of the HSE within a specified period. The second involved the installation and use of edge protection equipment. Steps were taken to deal with both issues immediately and to prevent future reoccurrence.

2016 targets

- Continue to embed The Operative's Journey Theme Initiative and provide training for our Site Support Teams
- Improve or, as a minimum, maintain the same Annual Injury Incidence Rate (AIIR) achieved in 2015



For more information our HSE Policy is available at www.taylorwimpey.co.uk/corporate/sustainability/our-policies

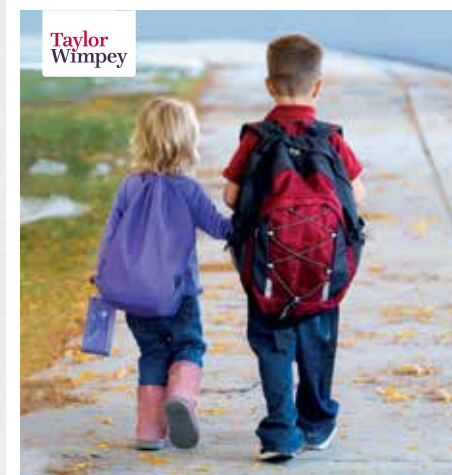


Please see pages 51-52 for progress against 2015 targets.



Case study: Being good neighbours

Our comprehensive health, safety and environmental management system includes procedures and processes in place to keep noise, dust and disturbance to a minimum on our sites and to ensure visitor safety at all times. We regularly visit local schools or invite them onto our sites to engage with them about site safety. We fully support the principles of the Considerate Constructors Scheme (CCS) and many of our larger developments participate in the scheme. We have received a Milestone Award for having over 1,000 of our sites registered with CCS since the scheme began in 1997.



**Working together to make
a site safe, it's for more
than just ourselves!**

Site Safe



Our People

We aim to be the employer of choice in the housebuilding industry

During 2015, we recruited 98 apprentices, (including 29 site management apprentices), 22 management trainees and 19 graduates, a total of 139 entry level employee positions

139

Change 100

Leonard Cheshire Disability

What does this mean?

The Our People section is about how we ensure that we have the right people, with the right skills and professional expertise at all levels in our organisation. It also addresses how we treat our employees and engage with them.

Why is it important?

Our employees are our greatest asset. Having great teams improves our business success and the retention of high-quality trained employees is key to achieving our strategic goals.

How are we different?

We developed a new strategic approach to our human resources in 2015 and have further improved our approach to talent, succession, resourcing, reward as well as learning and development.



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We directly employed, on average, 4,299 people across the UK

4,299

94% of our employees, who took part in our annual employee survey, said they are proud to work for Taylor Wimpey

94%

Our People

We aim to be the employer of choice for our people

In 2015 we directly employed, on average, 4,299 people across the UK (2014: 3,916). We believe that having the right people, with the right skills and professional expertise at all levels in our organisation is critical to building a quality sustainable business and delivering on our strategy objectives.

In 2015 we adjusted the methodology of our voluntary employee turnover rate to a rolling 12 month measure, which enables us to provide a more accurate representation of the changes in an increasingly competitive market. Our voluntary employee turnover rate in 2015 was 13.3% during 2015 (2014: 13.6%).

We continued our review of all aspects of human resource strategy in 2015 and engaged extensively with different areas of the business.

Cultural principles and business ethics

Our cultural principles are the values that underpin everything we do. We are proud of the fact that 90% of our employees, who took part in our employee survey, believe our cultural principles make Taylor Wimpey a better place to work.

At Taylor Wimpey, we strive to treat our employees fairly and with respect. We support the United Nations' Universal Declaration of Human Rights and have policies and processes in place to ensure that we act in accordance with our cultural values, which encompass areas such as business conduct, equal opportunities, anti-corruption and whistleblowing. Employees and subcontractors are encouraged to speak up either via management or via an independent reporting hotline service, Safecall, which is regularly publicised across the business.

Diversity and inclusion

We continued to focus on diversity and inclusion in 2015. 92% of our employees, who took part in our annual survey, believe that Taylor Wimpey is committed to becoming a more inclusive organisation with a diverse workforce.

We have a senior management Diversity and Inclusion Group, which includes members of the Group Management Team together with other employees from within the business. During 2015 this working group explored current practices in Taylor Wimpey with a view to enhancing them so that they continue to meet our commitment in this area. This has involved a full review of policies and procedures as well as significant engagement with a cross section of approximately 250 employees. We have undertaken unconscious bias assessments of our Senior Managers, a series of one to one interviews with our senior business leaders and focus groups with employees. We also undertook a review to assess accessibility for our employees and visitors with disabilities. We will produce a diversity and inclusion strategy and action plans in 2016.

During 2015 we participated in a range of diversity related activities and initiatives. We worked with Career Transition Partnership and ForceSelect, who deal with resettlement of members of the armed forces into civilian roles. We contributed to The Diversity Group and Living with Disability publications to raise awareness of our commitment to recruit from wider talent pools.

We also participated in groups such as Women in Property and initiatives such as the Royal Institute of British Architects' SeeMeJoinMe campaign to show young women, parents and teachers that working in the industry is not off-limits to women. We are proud of our

Case study: My HR

During 2015 with input from key stakeholders in the business, we designed a new human resources (HR) and payroll system which will be launched in 2016. It will provide a single system that everyone in the business can access, providing the ability to perform key HR activities required specifically for their role. Known as My HR, the system will be available to both monthly and weekly paid employees and accessible across a range of devices, both at work and at home.



Our People continued

work to increase gender diversity, and congratulate Ingrid Skinner, Managing Director of our Central London business, on being named one of Property Week's '40 Under 40' Rising Stars of the property industry. Taylor Wimpey Central London was also the headline sponsor of the Arab Women of the Year 2015 Awards.

Employee engagement

We are committed to really understanding what our employees think we do well, what we could improve upon and how likely they are to stay with the business. We undertook a full employee survey called Talkback in 2015. This survey allows us to measure how engaged our employees are and take action where necessary to

ensure our employee proposition really reflects our company culture. We will continue to conduct annual employee surveys for the foreseeable future.

We have active employee consultation committees in our regional businesses and communicate with employees via our half-yearly Teamtalk employee magazine and weekly Teamtalk Express email newsletter. Our intranet is available to all office and site based employees and includes a wide range of employee information, ranging from human resource policies to advice for employees on our Sustainability Strategy and sustainable living. It also includes an Open Door forum that puts employees directly in touch with our Chief Executive.

Employee survey highlights

| | |
|--|-----|
| I would recommend Taylor Wimpey as a good place to work to my friends and family | 93% |
| My line manager is respectful and always treats me fairly | 93% |
| I am proud to work for Taylor Wimpey | 94% |
| Taylor Wimpey takes action to reduce its impact on the environment | 94% |
| I am willing to go the extra mile for my team and Taylor Wimpey | 96% |
| Taylor Wimpey developments benefit local communities | 96% |
| I believe Taylor Wimpey is committed to being an ethical and responsible company | 97% |
| Taylor Wimpey takes health and safety in the workplace seriously | 98% |

Note: the percentages are the total of 'agree' and 'strongly agree' responses.

Case study: Supporting disability in the workplace

During 2015 we worked with the Leonard Cheshire Disability Change100 programme, a work placement and mentoring initiative to kickstart the careers of talented university students and recent graduates.

Three university students undertook 100-day paid work placements with Taylor Wimpey. Feedback from the graduates has been extremely positive, with all of them confirming they would recommend us to future students for a placement.

We learned a great deal from these very successful placements and look forward to continuing our participation in the programme in 2016.



Talent and succession

Following engagement with our employees, we have designed a new set of tools to allow our business leaders to map talent and succession in a more consistent and robust manner. During 2015, we began to roll out an enhanced talent and succession process and competency framework. This will give us consistent measurement for particular career levels and a useful framework in which to provide feedback on an employee's performance and potential in their current role and for future roles they may aspire to move in to. We are updating our development programmes to support this framework and will continue to develop our process and frameworks throughout 2016.

Our People continued

Recruitment

The current national skills shortage means that recruitment is a key area of focus for us and we need a clear and well-articulated 'employer offer' to attract the best potential employees. Our work in diversity and inclusion helps us to source people from wider talent pools and we are looking at a range of additional ways to attract people from inside and outside the housebuilding sector. We are also taking the opportunity to update the careers pages of our website to ensure their content is relevant and that our attractive employee offer is clear to site visitors.

We have taken part in a Home Builders Federation and Construction Industry Training Board funded recruitment project to source candidates for difficult to fill production and commercial roles.

We are proud to have been named Employer of the Year for the third year running by training and development partnership On Site Bristol for our support for apprentices. We also hosted a Bristol and Bath Apprentices Fair in 2015 to showcase a variety of skills and training courses offered by local employers and colleges. The fair was a success and we are looking forward to running a similar event in 2016.

Learning and development

The learning and development we offer is a key component of our employee proposition. We are committed to offering development opportunities throughout our employees' careers, so they are motivated to maximise their potential and become Taylor Wimpey's future leaders. Our new offer focuses on technical and leadership development. Following the success of our

Case study: Award winning graduate programme

Our graduate scheme has been ranked the Best Graduate Programme in the Property and Construction Companies category (smaller intake) in TheJobCrowd's Top Companies for Graduates to Work For rankings. In addition, we were also ranked as the 25th Best Company to Work For overall rankings (smaller intake).

Our graduate scheme has been in operation for the last 13 years. We recruit high achieving graduates and provide intensive training and support with the aim of them reaching regional board director level within five years. Ingrid Skinner, Managing Director of our Central London business, started her career at Taylor Wimpey as a graduate.



Sales Academy model (see page 17), we designed a Production Academy for launch in 2016. This new academy will give our employees a clear career path to site management through a structured programme that will develop their technical competence. We plan to expand the academy model to the commercial and land and planning disciplines in the future.

We are creating a more bespoke leadership development offer with more tailored interventions that will build curiosity, breadth and strategic thinking amongst our internal talent. Beyond the specific leadership skills, the programmes will encourage our leaders to gain greater internal breadth and external perspective from an early stage in their career.

We undertook senior stakeholder interviews in 2015 and tested our findings with internal stakeholders to help us design a new Senior Manager Development Programme for launch in 2016. We are also in the process of updating and enhancing our current management development programme.

Also in 2015 we have been looking at how to maximise the effectiveness and engagement of our entry level employees and in 2015 have focused on reviewing and improving the learning and development programme that we provide for them. We have enhanced our two year graduate programme with the introduction of new formal development to build self-awareness, business skills and technical understanding. We will continue to review our apprentice and management trainee programmes in 2016. These schemes and our work with organisations such as Buckinghamshire University Technical College (see page 44) help to tackle ongoing skills shortages within the construction and housebuilding industries.

Our People continued

We recruited 19 graduates, 22 management trainees and 98 apprentices, including site management apprentices, in 2015. We provided an average of 2.3 days training per monthly salaried employee (2014: 3.0). Our review has also looked at how we support a culture of regular developmental feedback. All employees have an annual performance appraisal and a development plan. During 2015 all of our regional businesses adopted a new set of leadership competencies and updated their appraisal documents.

At the end of December 2015, a total of 91% (2014: 92%) of our workforce were Construction Skills Certification Scheme (CSCS) carded.

Case study: Pride in the Job Awards

In 2015 63 of our Site Managers received Quality Awards in the NHBC's annual Pride in the Job Awards 2015. A further 20 also achieved a Seal of Excellence Award. Three of our Site Managers were named Regional Winners. These were Steve Cole for NR1 in Norwich, Andy Shaw for Diglis Water in Worcester and Rob Mitchell for Clarence Court in Houghton-Le-Spring. We would like to congratulate all of our award winning Site Managers and thank them for their hard work and dedication.



Employee reward

Over the course of 2015 we have carried out many initiatives aimed at understanding and developing our employee proposition, and raising awareness of employees' total reward. We have further promoted employee share ownership in 2015 and are enhancing our online benefits and rewards system.

During 2015 we undertook a benchmarking exercise on key areas of our reward offer using external market data and also ran focus groups with over 40 employees to capture their perspective. Whilst the review focused on our competitiveness, we were also committed to understand more about our reward offer in terms of flexibility and alignment. The review highlighted that our overall financial offer is competitive. We want to provide competitive rewards that compare favourably with our peers and to increase the flexibility of our core benefits as well as providing a wider choice of voluntary benefits. Finally, we want to align our benefits so as far as possible all our employees, weekly or monthly, have equivalent core benefits and a similar amount of choice. We will make a series of improvements to our rewards in 2016.

We provide all employees with healthcare, either through private medical insurance or health cash plans. In addition all office based employees are entitled to regular health assessments after completing one years' service. We also provide an Employee Assistance Programme (EAP) counselling and support line that we promote amongst our employees.

We provide what we believe is the best house purchase discount scheme for employees in the industry. Employees have, for a long time, been able to get 5% off the selling price of a Taylor Wimpey home, and we also have an enhanced house purchase discount scheme which offers a 20% discount.

We are in the process of conducting a gender pay review and are committed to our principles of equality and inclusion through ongoing review of our pay policies and practices. We are also developing a communication and education programme for those employees who will be affected by upcoming pension legislation changes so that we can help employees make the right financial decisions.

2016 targets

- Produce a diversity and inclusion strategy and action plans in 2016
- Continue to develop our new talent and succession process and competency framework in 2016
- Introduce our new Senior Management Development Programme and continue to update and enhance our current management development programme
- Launch our Production Academy
- Review our apprentice and management trainee programmes
- Continue to improve employee benefits



Our Anti-Corruption, Business Conduct, Diversity and Whistleblowing policies are available at www.taylorwimpey.co.uk/corporate/sustainability/our-policies



Please see pages 51-52 for progress against 2015 targets.



Optimising Value

We add social,
environmental and
economic value to the
wider communities



During 2015, 19.0% of the
homes that we built were
designated as affordable
housing

19.0%



We committed over £335 million
to infrastructure, community
facilities, education, schools,
jobs and affordable housing
through planning obligations

over £335m

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Over 200 of our employees
took part in our Peak District
Challenge and raised over
£188,000 for the Youth
Adventure Trust

£188,000



We are investing £185,000 in
young Londoners' futures as
part of the Mayor's Fund for
London and 21st Century Legacy
'Be the Best You Can Be!
London' programme

£185,000



Optimising Value

We do much more than build homes – our operations add significant additional value to communities in which we build

We strive to create communities that are vibrant and sustainable, and through our operations add significant additional value to the communities in which we build; from job creation and improvements to local environments and infrastructure, to contributions to education and community facilities.

Planning agreement contributions

During 2015, we contributed over £335 million to local communities (2014: £300m) as part of planning agreement contributions known as Section 106 agreements in England and Wales and Section 75 agreements in Scotland. These contributions take many forms including the provision of affordable housing, community and leisure facilities, educational funding, jobs for local people, public art and green spaces. Exactly what we provide in a specific location will depend on factors such as the number and size of the new homes being built

and what facilities are already available in the surrounding area. We consult with local communities and try to provide facilities that meet their needs.

Homes in which people can afford to live

Taylor Wimpey home prices start from under £100k. First time buyers accounted for 36% of our completions in 2015 (2014: 36%). Please see page 16 for more information on supporting first time buyers.

We integrate a mix of tenures on our sites. During 2015, 19.0% of the homes that we built were designated as affordable housing (2014: 17.5%). We work in partnership with local authorities and registered providers (independent housing associations that manage properties as affordable homes) to deliver affordable homes on the vast majority of our sites.

Jobs and work opportunities

We provided employment for, on average, 4,299 people across the UK in 2015 (2014: 3,916) and work for c.13,000 subcontractors (2014: c.11,500), and continue to support job creation and the economy across the country.

Taylor Wimpey is a significant local employer, having built 13,219 new homes, with a further 122 completions from joint ventures, across the UK in 2015. We strive to recruit the majority of our employees and subcontractors from the local area. Please see pages 41-42 for details of apprenticeship and other training schemes, which help to increase employability and tackle skills shortages. We encourage local subcontractors to work for us and, for example, ran an open morning in Barnstaple in 2015 to meet new subcontractors and tradespeople who would be interested in working with us in the South West.

As well as our ongoing work with Buckinghamshire UTC (see case study), we run initiatives with a range of other schools, colleges and higher education providers. For example, we have launched a skills training scheme in collaboration with our consortium partners at our Sherford new town development near Plymouth. The scheme will provide training, experience and long term employment opportunities during every phase of this major new development. Each year we mark National Apprenticeship Week, emphasising the need to address an industry skills shortage through investment in the next generation of homebuilders.

Housebuilding has a considerable and positive impact on local economies in addition to providing jobs and work opportunities. Please see page 22 for details of the economic benefits toolkit that we use to estimate the benefits of our sites to local economies.

We often become involved in community activities during the construction of our developments (see page 25) and sponsor a variety of sports teams and community events. We also use our skills and resources to help local groups; for example, our team at Grosvenor Park in Attleborough

Case study: Investing in the workforce for the future

We continue to sponsor Aylesbury based Buckinghamshire University Technical College (UTC) which focuses, in part, on construction. We are involved in the design of the curriculum, students visit our sites as part of their studies and a range of our employees deliver talks and participate in workshops. One key area of focus for us is matching work ready students with employers. One former student now works for us as a Site Management Apprentice. We also hosted a business breakfast in 2015 that was attended by businesses in all trade areas including brickwork, scaffolding, dry-lining, painting and decorating, groundwork and plumbing. Year 10 and 12 construction students had the opportunity to network with these employers. In 2015 we launched a campaign with the UTC to promote careers in the construction industry. The website for the campaign includes a downloadable careers guide and a series of videos.



For more information about Buckinghamshire UTC visit the college website at www.buckinghamshireutc.co.uk

Optimising Value continued

refurbished a disused Nissen hut within the local football club grounds so that it can be used for community events. We also donated marine plywood graffiti boards for a community engagement day in Biggleswade, organised by a local council, to provide a creative outlet for local people to help reduce local graffiti vandalism.

Charitable initiatives

We are keen to ensure that we continue to make a difference across the UK, whilst ensuring that we support charities which are aligned to our business. With this in mind, during 2015 our Charity Committee reviewed our corporate charitable objectives and developed a new Charity and Community Support Policy. Our primary goal is to genuinely improve the position of the causes that we support. The secondary, but equally important goal, is to engage our employees in our work with charities as we recognise it is good for their development and self-awareness. Whilst there are a large number of worthy projects and causes that our employees support, as a Company we have decided to focus on three types of charitable initiatives to make sure that the support we provide is significant and effective.

These are:

- Projects which promote aspiration and education amongst disadvantaged communities and young people
- Homelessness initiatives that prevent seriously economically disadvantaged groups from becoming homeless and help end homelessness for people already affected by it
- Local projects that have a direct link with our regional businesses and development

We will continue to generally focus on smaller national charities or regional and local charities where we can make a significant difference and where our employees can be actively involved.

To help shape and deliver on our charity commitments, in 2015 we expanded the membership and diversity of our Charity Committee, inviting applications from across our business. Our Committee members now range from our Chief Executive and GMT representatives to a Graduate Trainee and an Apprentice Assistant Site Manager.

During 2015 we continued our partnership with Centrepont and our network of six regional homelessness charities across the UK and remained a patron of CRASH, the construction and property industry's charity for homeless people. Our Chief Executive Pete Redfern also continued his work as a Trustee at Crisis, the national charity for single homeless people.

We supported a wide range of charitable causes at the national and regional level in 2015, donating or fundraising over £746k for registered charities, in addition to c.£112 for other organisations, such as Scout groups and other local community causes.

Our regional businesses have tended to focus on local initiatives, for example, by providing Community Chest grants to charities or community groups in the local area. We regularly donate time, materials and labour as well as cash, and our employees often don hiking boots and running shoes to take part in fundraising events for charity. The following case studies provide examples of our charitable involvement in 2015.

2016 targets

- Continue to add social, economic and environmental value to the wider communities in which we operate and continue to report on progress
- Explore further ways to have a major impact on charities through partnership as well as donations
- Organise another Company-wide fundraising challenge for our employees



Please see pages 51-52 for progress against 2015 targets.

Case study: Getting into construction

We welcomed eight unemployed young people to a number of our development sites in East Anglia for two weeks as part of the 'Get Into Construction' programme, run in partnership with The Prince's Trust, South Norfolk Council and our charity partner the St Edmunds Society. The aim of the course was to provide opportunities for unemployed young people to gain intensive training and experience in the construction trade. We recruited three young men as a result of the programme and one of our contractors also employed a participant. In Scotland we supported the 'Get Into Homebuilding' programme run by The Prince's Trust and Homes for Scotland in 2014. We recruited two of the unemployed participants as apprentices. One of them, Jed Smith who works at our Cameron Gardens development in Bilston, has gone on to take first place in the 'First Year Apprentice Bricklayer' category at Skillbuild 2015. This demonstrates the importance of giving people opportunities to discover where their talent lies.



Our Charity and Community Support Policy is available at www.taylorwimpey.co.uk/corporate/sustainability/our-policies

Optimising Value continued

Our charitable initiatives across the UK

Peak District Challenge

An impressive 51 teams took part in our Company-wide Peak District Challenge in 2015. We raised over £188,000 for the Youth Adventure Trust (YAT), making this the charity's most successful ever event.

Months of preparation and weeks of training took place before over 200 of our employees, representing the majority of our regional businesses, descended on the Peak District. The money raised has been used by the charity to enable more than 50 young people to join their life-changing three year programme.

Given the success and popularity of our challenges in 2014 and 2015, we are looking to organise another Company-wide fundraising challenge for our employees in 2016.

We raised over

£188,000

for the Youth Adventure Trust



Tackling homelessness

In addition to donations and fundraising, as part of our charity work, we also look at how we can use the skills that we have to help the charities we support. During 2015, we worked with Centrepoin to identify three key business challenges that they do not have the resources to look at but really want to solve. We then set our graduates these challenges as part of their development programme. One of the challenges, for example, related to how we could help homeless people to gain skills and experience to work in the construction industry, which would in turn help to address the current skills shortage. The outcomes from the graduate challenge are helping us shape our future partnership work with Centrepoin. Eleven of our graduates also swapped their beds for sleeping bags when they participated in the Sleep Out for Centrepoin in November 2015.

Shaping

our future partnership work with Centrepoin



Optimising Value continued

Providing an educational legacy

We are investing £185,000 in young Londoners' futures over three years as part of the Mayor's Fund for London and 21st Century Legacy 'Be the Best You Can Be! London' programme. This Olympic legacy programme aims to provide support for 50,000 primary and secondary school children within some of the most deprived areas of London, giving children the skills and opportunities to get a job and escape the threat of poverty. As part of the programme, a number of our employees from the regional businesses that operate in the London area regularly visit participating schools to provide one to one tutoring for schoolchildren and help with their job interview practice. We were proud to participate in the first anniversary event in 2015 and heard many tremendous success stories from schools participating in the scheme.

We are investing

£185,000

in young Londoners' futures



Our long-standing partnership with Macmillan

In 2015, our teams once again put their weight behind Macmillan's annual Parliamentary Tug of War to help raise valuable funds for people affected by cancer. The teams, represented by our colleagues from our Bristol, Central London, East Anglia, Head Office and South Wales regional businesses, gave it their best, as they were determined to beat their Tug of War opponents after losing their matches last year. Both of our teams did a fantastic job at representing Taylor Wimpey in this fundraising competition, with our ladies' team securing their long-awaited first victory. The event raised £116,000, which could pay for a new small Macmillan information and support centre. We are looking forward to taking part again in 2016, which will be our 30th consecutive year of sponsorship of this worthwhile event.

The event raised

£116,000

for people affected by cancer

**WE ARE
MACMILLAN.
CANCER SUPPORT**



Our Performance

Our sustainability progress in 2015 and our targets for 2016



Delivering customer service

Progress in 2015

- Completed an in-depth review of every aspect and stage of our Customer Journey
- Developed and started to deliver new training for our Customer Service teams
- Restructured our Customer Service teams
- Introduced a new Social Media Engagement Framework
- Developed a Marketing Academy

Targets for 2016

- Customer service will continue to be a key priority for Taylor Wimpey in 2016
- Finish introducing and start to embed our new customer approach
- Continue training for all our customer facing roles
- Launch our Marketing Academy and continue with our Sales Academy



Selecting land

Progress in 2015

- Converted 8,660 plots from the strategic pipeline into the short term landbank, significantly in excess of our medium term conversion target of c.6,000 plots per annum
- 47% of completions were sourced from the strategic pipeline, well in excess of our 40% target
- Updated our Land Assessment and Management Process to effectively manage the technical aspects of land

Targets for 2016

- Continue to focus on selecting the right land and developing it in a sustainable manner
- Continue to source more than 40% of completions from the strategic pipeline in the medium term
- Convert on average c.6,000 plots per annum in the medium term



Managing the planning and community engagement process

Progress in 2015

- Continued to embed our comprehensive Community Engagement Framework
- Introduced the Building our Reputation employee guidance
- Sponsored research into people's perceptions of housebuilding in their area
- Continued to undertake social media engagement trials
- Our Schools Initiative was Highly Commended in the 'Best Community Initiative' category at the Housebuilder Awards 2015

Targets for 2016

- Continue to maintain best practice community engagement
- Embed the Building our Reputation employee guidance
- Continue to investigate ways to engage with a wider and more diverse range of people within local communities

Our Performance continued



Getting the homebuilding basics right

Progress in 2015

- Focused on meeting the UK Government's new technical housing standards and continued to work on placemaking
- Started to conduct an energy construction detail audit
- Completed a water audit of our UK operations and participated in the CDP water benchmark for the first time
- Continued to review our biodiversity practices and started to develop a tool to measure biodiversity performance on sites
- Focused on green infrastructure
- Continued to participate in the CDP climate benchmark
- Reduced our scope 1 and 2 carbon emissions intensity by 7.8%
- Started to undertake waste audits of our regional businesses
- Made progress on our energy reduction programme at sites, offices and in sales areas
- Undertook a supply chain review and started to review sustainable procurement practices
- Reduced our Annual Injury Incidence Rate by 16.3%
- Provided an average of 5.2 days per person of formal HSE training to our site operational staff (2014: 5.3)
- Focused on creating a site team approach to health and safety and introduced a new HSE site induction process

Targets for 2016

- Continue to develop a standard range of apartments
- Develop a range of houses that meet the new UK Government technical housing standards and security standard
- Continue to focus on placemaking including green infrastructure
- Continue with our energy construction detail audit and develop action plans from our findings
- Continue to investigate smart home and renewable technologies as part of Project 2020
- Continue to regularly revise and update our environmental management system and procedures to ensure best practice in environmental management
- Reduce our mains water consumption from our metered UK offices by 6% per full time employee on a 2014 baseline
- Continue to participate in the CDP water benchmark
- Tighten reporting processes for all leaks and prepare best practice guidance for water management on sites
- Continue to review our biodiversity practices and focus on green infrastructure
- Continue to progress towards our carbon intensity reduction target of 25% by 2018
- Develop and implement action plans for reducing construction waste

- As a minimum maintain construction waste to 2015 levels
- Continue with our energy reduction programme on sites, in sales areas and in offices
- Start to implement new sustainable procurement practices
- Continue to engage with our suppliers with regard to Project 2020
- Continue to embed The Operative's Journey HSE Theme Initiative and provide training for our Site Support Teams
- Improve or, as a minimum, maintain the same Annual Injury Incidence Rate achieved in 2015

Our Performance continued



Our people

Progress in 2015

- Continued our review of all aspects of our human resource strategy
- Continued to focus on diversity and inclusion
- Undertook an annual employee survey
- Recruited 19 graduates, 22 management trainees and 98 apprentices
- Developed a Production Academy and enhanced management development programmes
- Reviewed our employee offer including development, reward, benefits and work environment

Targets for 2016

- Produce a diversity and inclusion strategy and action plans in 2016
- Continue to develop our new talent and succession process and competency framework in 2016
- Introduce our new Senior Management Development Programme and continue to update and enhance our current management development programme
- Launch our Production Academy
- Review our apprentice and management trainee programmes
- Continue to improve employee benefits



Optimising value

Progress in 2015

- Contributed over £335 million to local communities as part of our planning agreement contributions (2014: £300m)
- Continued to sponsor Buckinghamshire University Technical College and ran initiatives with other education providers
- Reviewed our corporate charitable objectives and developed a new Charity and Community Support Policy
- Continued our partnership with Centrepont and our network of six regional homelessness charities
- Raised £188,000 for the Youth Adventure Trust through our Peak District Challenge
- Continued to invest in the Mayor's Fund for London 'Be the Best You Can Be! London' programme

Targets for 2016

- Continue to add social, economic and environmental value to the wider communities in which we operate and continue to report on progress
- Explore further ways to have a major impact on charities through partnership as well as donations
- Organise another Company-wide fundraising challenge for our employees



Please see www.taylorwimpey.co.uk/corporate/sustainability and our Annual Report and Accounts 2015 for further information on who our stakeholders are and how we go about engaging with each of them.

Performance against 2015 targets set out in the Sustainability Report 2014

Our approach

| | |
|--|----------------------------------|
| Continue to comply with the UK Corporate Governance Code and other key governance requirements to ensure continuing best practice and compliance. | Achieved. See page 10. |
| Introduce a sustainability network of individuals throughout Taylor Wimpey to help promote and further embed aspects of our sustainability agenda. | Delayed until 2016. See page 33. |

Delivering customer service

| | |
|---|-----------------------------------|
| Customer service will remain a key area of focus for us in 2015 and we will strive to improve our customer satisfaction scores. | Ongoing process. See pages 13-17. |
| Draw up a comprehensive Customer Service Strategy and action plans. | Achieved. See pages 14-15. |
| Continue to develop our Marketing Academy. | Ongoing process. See page 17. |

Selecting land

| | |
|---|-----------------------------------|
| Continue to focus on selecting the right land and developing it in a sustainable manner. | Ongoing process. See pages 19-20. |
| Source more than 40% of completions from the strategic pipeline per annum in the medium term. | Achieved. See page 19. |
| Convert on average c.6,000 plots per annum in the medium term. | Achieved. See pages 18-19. |

Managing the planning and community engagement process

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| Continue to investigate digital aspects of community engagement, including analysing the outcomes of our social media engagement pilots. | Ongoing process. See page 23. |
| Continue to maintain best practice community engagement. | Ongoing process. See pages 22-25. |

Performance against 2015 targets set out in the Sustainability Report 2014 continued

Getting the homebuilding basics right

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| Continue to focus on placemaking. | Ongoing process. See page 27. |
| Respond to the outcomes of the Housing Standards Review and new Building Regulations. | Ongoing process. See page 27. |
| Complete our review of internal processes to effectively assess and manage flood risk. | Achieved. See page 29. |
| Reduce our mains water consumption from our metered UK offices by 3% per full time employee. | Not achieved. See page 29. |
| Improve the accuracy with which water data is collected across our estate and develop a business-wide water reduction strategy. | Ongoing process. See page 29. |
| Use the findings of our biodiversity review to develop a biodiversity strategy. | Ongoing process. See page 30. |
| Continue to progress towards our carbon intensity reduction target of 25% by 2018. | Ongoing process. We reduced scope 1 and 2 carbon emissions intensity by 7.8% in 2015. |
| Develop and implement action plans for reducing construction waste. | Achieved. See page 32. |
| Reduce construction waste by 15%. | Not achieved. See page 32. |
| Continue with our energy reduction programme on sites, in sales areas and in offices. | Ongoing process. See page 33. |
| Undertake a supply chain review. | Ongoing process. See page 33. |
| Introduce stages two and three of our HSE Theme Initiative. | Achieved. See pages 35-36. |
| Improve or, as a minimum, maintain the same Annual Injury Incidence Rate as in 2014. | Achieved. See page 36. |

Our people

| | |
|--|---|
| Update the human resources strategy for Taylor Wimpey. | Achieved. See pages 39-42. |
| Continue our current graduate, management trainee and trades apprenticeship schemes and attract at least 20 new graduates, 20 management trainees and 100 new apprentices. | Ongoing process. We recruited 19 graduates, 22 management trainees and 98 apprentices in 2015. See pages 41-42. |
| Undertake an annual employee survey. | Achieved. See page 40. |
| Expand the development opportunities across our senior teams. | Achieved. See page 41. |

Optimising value

| | |
|---|-----------------------------------|
| Continue to add social, economic and environmental value to the wider communities in which we operate and continue to report on progress. | Ongoing process. See pages 44-45. |
| Expand the membership of our Charity Committee and review our charity focus. | Achieved. See page 45. |

Data table

Key Performance Indicators (KPIs) and other relevant non-financial and sustainability data.

| General | | 2015 | 2014 | 2013 |
|---|-------|-----------------|----------|----------|
| Revenue (£m) | | £3,139.8 | £2,686.1 | £2,295.5 |
| Operating profit ^a (£m) | | £637.0 | £480.7 | £312.9m |
| Number of completions (excluding joint ventures) | UK | 13,219 | 12,294 | 11,547 |
| | Spain | 251 | 164 | 118 |
| Delivering customer service | | 2015 | 2014 | 2013 |
| Customers satisfied or very satisfied with the quality of their home ^b | UK | 86.3% | 87.4% | 90.0% |
| Would you recommend a Taylor Wimpey house to your best friend? ^b | Spain | 100% | 100% | 100% |
| Selecting land / Managing the planning and community engagement process | | 2015 | 2014 | 2013 |
| Percentage of completions sourced from the strategic pipeline | UK | 47% | 39% | 29% |
| Total number of plots that we either own or control with some form of planning consent | UK | 75,710 | 75,136 | 70,628 |
| Number of plots converted from strategic pipeline to short term landbank | UK | 8,660 | 10,779 | 9,210 |
| Getting the homebuilding basics right | | 2015 | 2014 | 2013 |
| Climate change ^c – Category total emissions (tonnes CO ₂ e) | | | | |
| Emissions from combustion of fuel (scope 1) | | 17,769 | 16,436 | 16,177 |
| Emissions from electricity, heat, steam and cooling purchased for own use (scope 2) (location-based method) | | 11,159 | 11,885 | 10,526 |
| Total scope 1 and 2 emissions | | 28,928 | 28,322 | 26,703 |
| Emissions intensity scope 1 and 2: emissions per 100sqm of completed homes | | 2.26 | 2.45 | 2.48 |
| Percentage reduction in direct carbon emissions intensity (scope 1 and 2) | | 7.8% | 1.2% | # |
| Other indirect GHG emissions from supply chain (scope 3 supply chain) | | 767,501 | 696,005 | 551,749 |
| Total scope 1, 2 and 3 supply chain | | 796,429 | 724,327 | 578,452 |
| Emissions intensity scope 1, 2 and 3 supply chain: emissions per 100sqm of completed homes | | 62.11 | 62.60 | 53.82 |
| Operational (site and office) fuel and electricity consumption (MWh) ^d | | 90,524 | 81,679 | 81,800 |

Data table continued

| Getting the homebuilding basics right continued | | 2015 | 2014 | 2013 |
|--|---|---------|---------|------|
| Tonnage of construction waste per 100sqm build ^e | General waste | 4.11 | 3.94 | 3.02 |
| | Plasterboard waste | 0.67 | 0.64 | 0.57 |
| | Total construction waste | 4.78 | 4.58 | 3.59 |
| Construction waste recycled or sent to landfill | Waste recycled | 93% | 94% | 92% |
| | Waste sent to landfill | 7% | 6% | 8% |
| Consumption of metered mains water in the UK (cubic metres) ^f | | 384,137 | 350,482 | # |
| Consumption of metered mains water in the UK per 100sqm of completed build (cubic metres) ^f | | 30.66 | 31.05 | # |
| Consumption of metered mains water in metered UK offices (cubic metres) ^f | | 18,359 | 15,059 | # |
| Consumption of metered mains water in metered UK offices per full time employee (cubic metres) ^f | | 6.85 | 6.28 | # |
| Percentage of UK homes built on brownfield land | | 52% | 55% | 55% |
| Percentage of UK sites with biodiversity action plans (SSEAPs) | | 100% | 100% | 100% |
| Number of reportable RIDDOR injuries per year | UK | 29 | 32 | 31 |
| | Spain | 6 | 6 | 0 |
| Annual Injury Incidence Rate for all reportable injuries (incidence rate per 100,000 employees and contractors) ^g | UK | 175 | 209 | 207 |
| | Spain | 722 | 894 | 0 |
| Annual Injury Incidence Rate for major injuries (incidence rate per 100,000 employees and contractors) | UK | 18 | 26 | 60 |
| | Spain | 0 | 0 | 0 |
| Fatalities of employees or contractors in the UK and Spain | | 0 | 0 | 0 |
| Health, safety and environmental training days per UK employee ^h | Site management and operational staff | 5.2 | 5.3 | 4.3 |
| | Support staff (e.g. office based staff) | 0.2 | 0.2 | 0.2 |

Data table continued

| Our people | | 2015 | 2014 | 2013 |
|---|---|-----------------|----------|----------|
| Average number of employees | UK | 4,299 | 3,916 | 3,900 |
| | Spain | 89 | 75 | 72 |
| Annual voluntary employee turnover ⁱ | UK | 13.3% | 13.6% | # |
| | Spain | 3.4% | 2.7% | 2.8% |
| Average number of days training per monthly salaried employee ^l | UK (including health and safety training) | 2.3 | 3.0 | 2.7 |
| Number of individuals recruited for the Taylor Wimpey graduate programme | | 19 | 19 | 11 |
| Number of UK management trainees recruited | | 22 | 50 | 23 |
| Number of UK apprentices recruited | | 98 | 99 | 49 |
| Optimising value | | 2015 | 2014 | 2013 |
| Percentage of homes designated as affordable housing | | 19.0% | 17.5% | 18.2% |
| Percentage of home completions to first time buyers | | 36% | 36% | 35% |
| Donations to registered charities | | £297,197 | £254,731 | £87,703 |
| Amount raised by employees in fundraising for registered charities | | £449,213 | £284,040 | £242,358 |
| Value of Section 106 (England) and Section 75 (Scotland) Agreements in the UK (£000s) | | £335,501 | £299,614 | £226,997 |

(a) Operating profit is defined as profit on ordinary activities before net finance costs, exceptional items and tax, after share of results of joint ventures.

(b) UK and Spain data relates to customer survey scores that were available at the end of December each year. Please see page 15 for more detail.

(c) Please see page 31 for more notes on this data. Emissions data is provided as tonnes of carbon dioxide equivalent (CO₂e). Calculations are group wide including Spain.

(d) This figure includes the consumption of electricity, natural gas and other fuels (gas oil, diesel etc.) but excludes car fleet emissions.

(e) Please note that construction waste is waste from the construction phase of our developments and excludes other site wastes such as demolition, remediation and infrastructure including soil. It also excludes Central London where a different business model operates and Spain for data reasons.

(f) This includes metered mains water from our sites, sales areas, offices and plots before sale. It excludes Spain for data reasons.

(g) The injury frequency rate for Spain equates to the number of reportable RIDDOR injuries, which was six in 2015 and 2014, and zero in 2013.

(h) Health, safety and environmental training data includes formal training programmes but excludes regular on site update training such as toolbox talks, etc.

(i) UK voluntary employee turnover has been calculated using a different methodology in 2015. See page 39. Data for 2014 has been amended accordingly.

(j) UK training data covers formal training programmes that are organised centrally but excludes regionally organised health, safety and environmental training and additional on site and on the job training.

Data not available.

Taylor Wimpey received no enforcement notices with regard to environmental issues in 2015 however we received one Section 60 Notice from a local authority to control the noise which would result from planned ground piling works. Measures were put in place to ensure adequate noise mitigation control would be adopted. Taylor Wimpey received no enforcement notices from the HSE in 2015 but did receive two notification of contravention letters. The first related to lack of supervision of an apprentice carpenter on site. We reinforced our process and procedures on all sites for the mentoring and supervising of young persons and apprentices on site and provided additional training to all site managers. The second notification involved concerns that children could climb on top of an unprotected container not in use. Steps were taken to fence off the container to avoid access.

We did not receive any enforcement notices with regard to environmental issues in Spain in 2015. We received two improvement notices for our Santa Ponsa site with regard to health and safety, neither of which involved sanctions. The first related to sending relevant health and safety paperwork to the Spanish equivalent of the HSE within a specified period. The second involved the installation and use of edge protection equipment. Steps were taken to deal with both issues immediately and appropriate steps taken to prevent future reoccurrence.

Glossary

| | |
|---------------------------------------|---|
| AIIR | Annual Injury Incidence Rate. |
| BfL | Building for Life 12 is the industry standard, endorsed by Government, for well-designed homes and neighbourhoods. |
| Built for Life | Built for Life schemes satisfy a 12 point criteria for design quality, safety and community developed by the Home Builders Federation, Cabe at the Design Council and Design for Homes. |
| CDP | Carbon Disclosure Project. An international, not-for-profit organisation providing a global system for companies and cities to measure, disclose, manage and share environmental information. |
| CDT | A Community Development Trust is a community group set up to ensure the long term management of a development for generations to come. |
| CfSH | The Code for Sustainable Homes was previously the national standard for the sustainable design and construction of new homes. |
| CIL | The Community Infrastructure Levy is a planning charge, introduced by the Planning Act 2008 as a tool for local authorities in England and Wales to help deliver infrastructure to support the development of their area. |
| COMBINE | Taylor Wimpey's Co-ordinated Measurement of Business Information System. |
| Constructionline | UK Government's certification service for supplier vetting. |
| ESOS | A mandatory energy assessment scheme for organisations in the UK that meet the qualification criteria. |
| Dow Jones Sustainability Index | The Dow Jones Sustainability Indices serve as benchmarks for investors who integrate sustainability considerations into their portfolios. |
| FTE | Full time employee. |
| FTSE4Good | The FTSE4Good Index Series objectively measures the performance of companies that meet globally recognised corporate responsibility standards. |
| GHG | Greenhouse gas. |
| GLA | The Greater London Authority is the local authority responsible for Greater London. |
| GMT | Group Management Team, the most senior executive committee and in effect the Operational Board of Taylor Wimpey UK, our main subsidiary through which we conduct virtually all of our business. |
| GOT | Group Operations Team, which comprises the GMT and our six Divisional Managing Directors. |

| | |
|---------------------------------|--|
| HBF | Home Builders Federation. |
| HCA | The Homes and Communities Agency is the national housing and regeneration agency for England. |
| HSE | Taylor Wimpey's term for health, safety and environment. |
| HSE | UK Government's Health and Safety Executive. |
| ISO 14001 | Environmental management standard from the International Organization for Standardization. |
| Lifetime Homes | The Lifetime Homes standard is a set of 16 design criteria that provide a model for building accessible and adaptable homes. |
| Localism Act | The Localism Act was introduced in November 2011. The Act covers a wide range of issues related to local public services, with a particular focus on the general power of competence, community rights, neighbourhood planning and housing. |
| NextGeneration | NextGeneration is an annual membership based benchmark of the sustainability performance of the UK's largest homebuilders. |
| NHBC | National House-Building Council. |
| NPPF | The National Planning Policy Framework acts as guidance for local planning authorities and decision-takers, both in drawing up plans and making decisions about planning applications. |
| OHSAS 18001 | An international occupational health and safety management system specification. |
| PPG | UK Government's Planning Practice Guidance. |
| ReUSE | Taylor Wimpey soil sharing programme. |
| RIDDOR | RIDDOR is the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. |
| Section 106 / Section 75 | Planning obligations under Section 106 of the Town and Country Planning Act 1990, commonly known as Section 106 agreements, are a mechanism which makes a development proposal acceptable in planning terms in England and Wales. Section 75 agreements are the equivalent planning obligations in Scotland. |
| Secured by Design | Secured by Design is the official UK Police flagship initiative supporting the principles of 'designing out crime'. |
| SSEAPs | Taylor Wimpey Site Specific Environmental Action Plans. |
| SSG | Taylor Wimpey Sustainability Steering Group. |
| UTC | University Technical College. |



We value your feedback and welcome comments on this report or any aspect of our approach to sustainability.

If there is a proposed development in your area, please get involved. At Taylor Wimpey, we firmly believe that the more thoroughly we engage with the local community and local stakeholders the better and more rounded our development designs will be.

Write to:

**Group Legal Director and Company Secretary
Taylor Wimpey plc
Gate House
Turnpike Road
High Wycombe
Buckinghamshire
HP12 3NR**

Please e-mail us at:
sustainabilityreport@taylorwimpey.com



For more information visit
www.taylorwimpey.co.uk/corporate/sustainability