



A joint venture between United Utilities, Costain and MWH

## CORPORATE RESPONSIBILITY KEY PERFORMANCE INDICATORS

Impact Area	Indicator/Measure	2007/08	2008/09
			Target
Health & Safety	No work related fatalities on the project	0	0
Health & Safety	Number of formal notices served by the HSE	0	0
Health & Safety	Complete all year 4 health and safety initiatives	Achieved	Complete 6 H&S initiatives
Health & Safety	Accident Frequency rate (AFR) - Number of RIDDOR incidents x 100,000 / total hours worked	0.13	better or equal to 0.12
Health & Safety	Minor Accident Frequency Rate - Number of Non RIDDOR injury incidents x 100,000 / total hours worked	1.80	Better than 1.80
Health & Safety	Service Strike ratio - Number of Service Strikes / Number of Permit to Digs issued	1:132	Service Strike rate of < 1:80 permits to dig
Environment	Volume (m <sup>3</sup> ) of total waste per £100,000 construction spend	45	Enhance data and strive to continue to reduce
Environment	Percentage of off site waste diverted from landfill	41	Enhance data and strive to increase percentage diverted
Environment	Number of formal notices served by the Environmental Agency	0	0
Community	Positive or factual media coverage on SEC schemes	98%	85%
Community	100% compliance with Guaranteed Service Standards relating to written complaints and customer appointments	98%	100%
Community	Post-construction customer satisfaction from surveys	92%	80%
People	Employee engagement level	67%	80%
Marketplace	Client – Section Leaders and Operators Satisfaction Survey results	86%	80%
Marketplace	80% direct spend by value shall be with no more than 20% of the supply chain by number of vendors.	N/A	87% spend with 10% of supply chain
Marketplace	Hold at least one supply chain seminar annually for the top 20% of its vendors.	1	Completed 19 <sup>th</sup> June 2008
Marketplace	Ensure that the performance of its prioritised vendors, the top 20% of its supply chain is reviewed at least once every two years and, where appropriate, such vendors have the opportunity for a review meeting.		Ongoing