

Bellway4good



Society and
economy

Bellway

Society & Economy



At Bellway we are committed to being a good corporate citizen. This means looking after and developing those who work with us – employees, contractors and suppliers – and delivering high levels of service to our customers. It means adding value to local communities through job creation, supporting local businesses and providing high quality, value for money homes. It means supporting local and national charities. In summary it is about ensuring we operate our business in a responsible and sustainable way.

Bellway Employees

The quality of our developments, the standard of our customer service, the strength of our business strategy and the value we deliver for our stakeholders are all a result of the people who, together, make up Bellway.

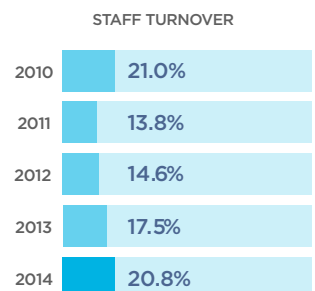
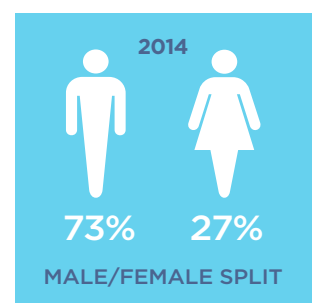
Training & Development

We invest in our employees and support their development through apprenticeships, graduate training schemes, on-going training and internal promotions. We are proud that in the last year, a significant number of our employees received promotion and we seek to increase this by actively advertising opportunities internally throughout the Company.

Communication

We encourage formal and informal sharing of good practice in an open and friendly environment through regular meetings across a number of disciplines. For example, divisional management visit other regions to exchange information on a series of issues, including new materials or build techniques, new house type designs, training and new working practices.

To further support honest and valuable communication between our employees and senior management, we have engaged the services of InTouch, an external third party company, who provide a confidential reporting service known as SpeakUp. This service provides an additional, confidential way of raising concerns anonymously, should one of our employees so wish.



Bellway Employees

Employment Policies

We believe in equal opportunities for all and are committed to ensuring that Bellway is free of any sort of discrimination. All decisions in connection with employment opportunities are based solely upon merit, as reflected in our Equality Policy.

We also operate a range of additional policies and procedures to safeguard our employees / the company and to provide additional welfare benefits:

Bribery policy	Whistleblowing procedure	Grievance procedure
Bereavement leave policy	Time off for study policy	Flexible working policy
Bullying and harassment procedure		
Adoption leave policy	Flexible retirement scheme	Job share policy
Maternity leave policy	Time of for dependents policy	Parental leave policy

Employee Benefits

With nearly 3% of our employees having worked for Bellway in excess of 20 years, we are proud to be an employer of choice. We offer a competitive salary and benefits package, including pension, life assurance and private medical scheme. In addition, our employees are able to acquire shares in Bellway through our savings related share option scheme and to purchase Bellway homes at a discounted price.

We also support the young families of our employees by promoting the use of childcare vouchers, which can save parents as much as £1,200 per year in taxes and we work hard to be flexible when considering maternity and paternity leave, including a phased return to work, flexible hours or job sharing where it is feasible.

2014/15 Commitment

We are committed to ensuring that our employees are able to prepare themselves financially for retirement by reviewing current employee and employer contribution rates with a view to increasing them.

We will seek to increase the number of Site Managers with an NVQ Level 6 Construction qualification by at least 10%.

Charitable Giving



At Bellway we are committed to supporting the communities in which we operate. This includes financial support to local and national charities - we only provide support to registered charities.

Charitable Focus

We are particularly keen to support charities which are connected to the construction industry as well as groups with which our employees are personally involved. We are also keen to support organisations which can make a real difference to our local communities. In particular, we support charities operating in the following areas:

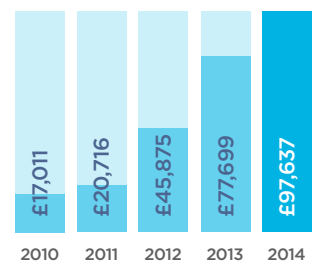
- Health, Young People, Older People, Housing & Homelessness, Environment and Community Welfare

Local Giving

Each of our divisions has an annual budget which is used to support local charitable initiatives. All other charitable support is allocated from Head Office under the direction of our Charity Committee. This comprises both small donations to individual charities as well as larger donations to the national charities Bellway chooses to support each year. In 2013/14 these national charities were the British Heart Foundation, The Prince's Trust, Alzheimer's Society, Royal British Legion, Woodland Trust and Shelter.

In total during the year ended 31 July 2014, we made charitable donations of around £98,000. Bellway also makes small donations through the Community Foundation of Tyne & Wear and Northumberland.

CHARITABLE DONATIONS



2014/15 Commitment

We will aim to select up to 2 national charities which we will support in 2014/15, both financially and through company involvement/engagement with our employees.

We will commit to top up funds raised by our employees for both their chosen registered charities and Bellway's nominated charities.

Case Study



Charitable Giving

In 2013/14 Bellway made direct donations of £97,637 to local and national charities across the country. On top of this many fundraising activities take place within Bellway each year. We supported the British Heart Foundation's 2014 'Ramp Up The Red' campaign, raising over £4,000 to help with their vision of a world where people don't die prematurely from heart disease. Our employees also undertake local fundraising activities for causes that are close to their heart, including:

- 5 members of our Wessex division who raised over £4,000 to fight breast cancer by taking part in the MoonWalk London;
- 3 previous 'non-runners' tackling the Reading half marathon and raising £2,500 for Cancer Research UK;
- West Midlands employees raising over £2,400 to help fund ground-breaking treatment for a local boy with cerebral palsy.

Charity Policy

Bellway is committed to supporting the communities in which it operates and this includes financial support to registered local and national charities.

The main charitable budget is allocated at Head Office under the direction of Bellway's Charity Committee. This comprises both small donations to local charities, across the group's areas of operation, as well as larger donations to the national charities Bellway chooses to support each year.

We are particularly keen to support charities which are connected with the construction industry, as well as charities with which our people are personally involved. Our aim is to support causes which can make a real difference to local communities across the country, in particular charities which operate in the following sectors:

- Health; Young People; Older People; Housing & Homelessness; Environment; Community Welfare.

We undertake our charitable support in a number of ways:

1. Supporting our divisions

Each of our divisions has an annual budget which they use to support charitable and community causes within their area of operation.

2. Supporting our employees

In recognition of the valuable efforts our employees make to raise funds for charitable projects, Bellway has committed to set aside funds in each financial year to top up their fundraising efforts.

3. Supporting national and local charities

In addition to our divisional and fundraising support, in each financial year we aim to enter into partnerships with one or two national charities, making direct financial contributions. Bellway's chosen main charities for the 2014/15 and 2015/16 financial years are the British Heart Foundation and the Construction Youth Trust.

In addition to the support given to these two charities, Bellway will make smaller donations to the Woodland Trust, Alzheimer's Society, The Royal British Legion and Shelter, as well as to local and other national charities. Bellway also makes small donations to North East charities through the Community Foundation of Tyne & Wear and Northumberland.

Please note that Bellway does not provide support for religious organisations (unless they can demonstrate that services are provided to the wider community), organisations that operate discriminatory practices (with respect to employment or the provision of services) or political organisations / candidates / programs.

Requests from registered charities seeking small donations (of around £200) should be sent by email to **charities@bellway.co.uk**. These will be considered on a quarterly basis, and only those charities selected will be contacted.

Health and Safety



We place a high level of importance on ensuring that everyone works in a safe manner, taking our responsibility for our employees, customers, suppliers, sub-contractors and members of the public very seriously. We are committed to setting and delivering the highest health and safety standards possible.

Health and Safety Monitoring on Sites

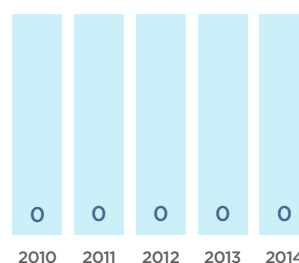
A team of highly qualified, experienced and professional Health and Safety Managers oversee health and safety provision and practice on Bellway's sites. The team meets on a quarterly basis with the Group Chief Executive to discuss performance and co-ordinate on-going campaigns.

Each division is allocated to a member of the health and safety team, who then undertakes site inspections, provides advice on legislative requirements and best practice and is a liaison between Bellway and external parties such as the Health and Safety Executive (HSE) and the NHBC.

The team actively target a reduction in slips, trips and falls from height on or around our sites and during induction the entire site workforce is encouraged to raise issues pertaining to health and safety with the Site Manager.

The NHBC are contracted, as third party advisers, to visit and provide a report on every working site at least once a month and more frequently on busier sites. Sites are given a numerical score depending on the level of risk identified and this score allows site managers and senior management to allocate appropriate resources and prioritise tasks.

NUMBER OF HEALTH AND SAFETY PROSECUTIONS



Health and Safety Training

Our Health and Safety Policy requires all site managers to complete and maintain qualifications in first aid, scaffold appreciation and the nationally recognised Site Managers Safety Training Scheme. In addition to this, we also invest significantly in training to improve on-site risk awareness.

We believe that by investing in people we are making it possible for skilled employment to flourish. We directly employ 46 apprentices and each young worker is partnered with an experienced team member to teach them not only their chosen trade, but also how to work safely on site. We also encourage apprenticeships through our sub-contractors and actively support training on our sites. In total 142 apprentices were employed in 2013/14 by Bellway and our sub-contractors.

Safety of our Customers and Members of the Public

Our customers are briefed on health and safety procedures, via information in their New Home Pack, as well as verbal briefings from the sales advisor / site manager during the home demonstration before moving into their new home. Additional information in the form of signage around the site is also provided to aid customers' awareness of risk as the site build progresses.

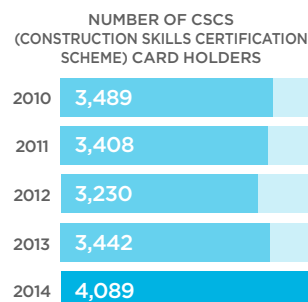
We often visit schools or local businesses when we are building nearby to encourage a greater understanding of the risks associated with construction and also to encourage robust communication between all parties.



Health and Safety

Sub-Contractors' Safety

We check our all sub-contractors before allowing them to commence work on a Bellway site. This is designed to cover a number of issues, including health and safety. Our entire site workforce has to be fully qualified under the Construction Skills Certification Scheme (CSCS) or equivalent and this is monitored every six months through a national audit. All sub-contractors must also have been approved under the NHBC's Safemark scheme or the Contractors Health and Safety Assessment Scheme (CHAS) and must provide references and previous accident and prosecution data. We stringently check this data to ensure that all who represent Bellway have the highest health and safety credentials.



Dust Suppression

We are actively promoting the use of dust suppression equipment during the dry-lining process of home construction and this has been set as one of our key Construction Site Management commitments for 2014/15.

The use of such equipment during activities including the cutting of bricks, blocks, roof tiles and paving slabs was strongly enforced last year in accordance with the Health and Safety Executive's campaign to reduce the risk of silica dust inhalation. We continue to monitor this to ensure full compliance.

Construction companies all over Britain have been quick to respond to the risk that silica dust poses but we have gone beyond the industry's general response. While silica poses a significant risk, we were also concerned about the risk posed by secondary and treated timbers such as medium density fireboard (MDF), particularly as it is often cut by joiners in confined spaces. We therefore commissioned on-site analysis to monitor the dust being produced and the methods currently used to control the risk to establish if it is sufficient to protect the workforce. The results proved that we are working well within the Working Exposure Limit, prescribed by Regulations. This information has been distributed to all sites so that the workforce can read the results for themselves, knowing their best interests have been considered.

Health and Wellbeing

Each year we engage with our employees to reduce accidents, incidents and ill health at work. Some of the campaigns that have been run for better health and wellbeing include:

- 'Stoptober' – a campaign to encourage people to stop smoking in the month of October, with a range of support initiatives
- 'Ramp up the Red Day' – a campaign by the British Heart Foundation to raise awareness of the importance of having a healthy heart while raising money for the charity. Bellway raised £4,278 in 2014.
- January 'Dryathlon' – colleagues committed to being alcohol-free in return for sponsorship for Cancer Research

2014/15 Commitment

We will aim to reduce RIDDOR Reportable Accidents and Incidents per 100,000 employees compared to 2013/14.

Case Study

Award Winning Health & Safety

Claire Walker, Bellway's Regional Health and Safety Manager, has been awarded the industry's prestigious Health and Safety Specialist Leadership Award at the NHBC's 2014 Health and Safety Awards. With over 17 years of experience in the industry, Claire demonstrated exceptional leadership in reducing corporate risk and improving business performance. Responsible for the health & safety of the workforce and visitors on around 90 construction sites in 5 regions, Claire has also been responsible for improving health & safety performance, worker engagement and risk management within the supply chain. At the same awards event, Bellway received another 8 awards at site level, 2 of which became Highly Commended.

Health and Safety Policy Statement



It is the policy of our company to do all that is reasonably practicable to prevent personal injury and danger to the health of all within our employ and others who may be affected by our activities. Employees at all levels, including sub-contractors, are to actively support the company in its efforts to ensure the requirements of the Health and Safety at Work Act and all other relevant legislation.

It is also the policy of our company to promote good health amongst employees and be concerned with the prevention of occupational and non-occupational disorders and diseases, including work related stress.

The Company will provide such information, training and supervision, together with appropriate plant and equipment which is suitable and safe for work as may be needed to ensure these objectives are met.

This policy will be reviewed and updated to meet with changes within our organisation and / or legislation by the Group Health & Safety Manager.

Considerate Construction



At Bellway we take pride in our developments, from the management of the construction site, the care we give to our customers, and the relationships built with those affected by our work practices, through to the finished homes we build.

Considerate Constructors Scheme

To co-ordinate these efforts and as part of the Code for Sustainable Homes initiative, sites are often registered with the Considerate Constructors Scheme (CCS). The CCS is an independent assessment system which awards points over five categories on a range of subjects to do with construction sites:

- Enhancing the appearance
- Respecting the community
- Protecting the environment
- Securing everyone's safety
- Caring for the workforce

Each category can be awarded a maximum of 10 points and good practice, consistency, evidence of good communication and innovation are rewarded with high scores.

Performance

Taking part in the CCS allows us to measure our site processes and procedures against a Code of Considerate Practice, encouraging standards that exceed statutory requirements.

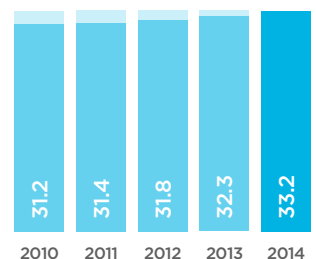
In 2013/14 Bellway had 136 sites signed up to the Considerate Constructors Scheme. Our average score in 2013/14 was 33.2 out of a potential 50 marks, which is around the average for the industry.

Improving our Performance

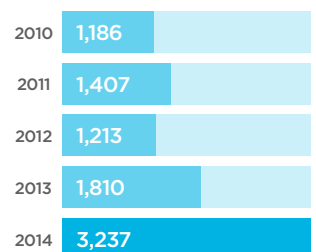
In order to improve our average score we have developed a standard template to capture information generated on sites. The template identifies the unique elements of each site using the five category headings utilised by the scheme. This allows each location to record bespoke information, while promoting a consistent approach and allowing good practice to be shared among all the sites participating in the scheme. Our site specific approach also ensures site management and sales teams have all relevant information regarding the effect of construction on the community and the environment, and we encourage this information to be passed verbally to customers and sub-contractors.

The reports generated by the CCS assessors are communicated internally to share best practice across all relevant sites to encourage continual improvement.

CONSIDERATE CONSTRUCTORS
SCHEME AVERAGE SCORE



NUMBER OF HOMES ACHIEVING CFSH
(CODE FOR SUSTAINABLE HOMES)



2014/15 Commitment

We will aim to improve our average Considerate Construction Scheme score to at least 34.

Case Study

Site Manager Wins Considerate Constructors Scheme Award

Bellway North West site manager Danny MacDowall has been recognised by the Considerate Constructors Scheme for his exemplary efforts on the Grove Farm site in Adlington. The Considerate Constructors Scheme award assessors were impressed with Danny's consistent and thoughtful approach to construction, with best practices including:

- Promoting the use of the local train station to encourage more sustainable travel.
- Using local consultants to control the risk of silt entering and polluting a watercourse which was used for fishing.
- Informing local residents of plant movement to minimise disruption.
- Providing a high standard of customer service to the residents on site.

Danny was supported by the entire Bellway North West team and additional benefits from the site included:

- Provision of bat boxes for these protected inhabitants of the site.
- Use of local suppliers, manufacturers and tradesmen, benefiting the local community economy.
- £100,000 Bellway investment in a skate park for the local community.

Economic Development



We add value to the local communities we serve through job creation, supporting local businesses, investing in communities and the provision of high quality, value for money homes.

Employment

By constructing new homes and communities, we create employment opportunities both directly and indirectly with companies in our supply chain. In turn, this helps to assist in providing confidence in the economy and the wider housing market. The number of people employed by Bellway at the end of 2012/13 was 1,771 and this has risen to 2,043 in 2013/14. In addition, we also engaged over 5,500 workers via sub-contracting arrangements in 2013/14.

Suppliers

Our suppliers and sub-contractors are crucial to the efficient operation of the business. By establishing and maintaining strong, long term relationships, we can optimise the quality and prices of our homes for customers and simultaneously ensure that suppliers and sub-contractors are paid in a timely manner. We support these relationships with a commitment to the Prompt Payment Code and as of 31st July 2014, our creditor payment period was just 22 days (67 days including land creditors).

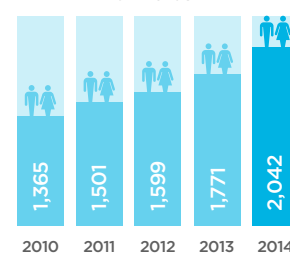
Customers

We serve a diverse range of customers and this is reflected in our product range. By offering a broad range of properties, in varying sizes, types and locations, we aim to meet the needs of differing markets and domestic budgets. Our trained sales advisors are equipped to provide information in relation to schemes such as 'Help to Buy' and 'NewBuy', which can further assist customers in purchasing a new Bellway home.

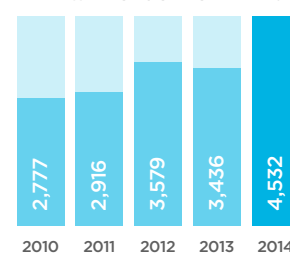
Shareholders

Our shareholders are key to the long term viability and success of Bellway and our investor relations are based on an ethos of honest and timely communication. We endeavour to maintain a strong dialogue with investors and keep them fully informed of our activities and strategy.

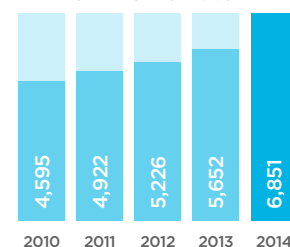
EMPLOYEE NUMBERS
AS AT 31 JULY



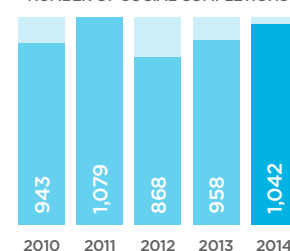
NUMBER OF SUPPLIERS WORKING FOR
BELLWAY FOR 3 OR MORE YEARS



NUMBER OF HOMES SOLD



NUMBER OF SOCIAL COMPLETIONS



2014/15 Commitment

We are committed to the Prompt Payment Code and target to pay all creditors within terms agreed with each supplier.

Case Study

Recycling Redundant Land

Bellway is redeveloping a former redundant landfill site in Poole, Dorset. The site is affected by significant concentrations of landfill gases as well as natural methane emissions from local peat deposits. These gases also pose a potential risk to existing residential properties that adjoined the development site.

Bellway has committed to a programme of ground improvements and gas protection measures that will improve the soil quality issues and allows gases to be vented in a controlled and safe manner. Work will include addressing potential long term settlement of foundations, the venting of the site boundary by a specialist gas collection and extraction system and a site wide drainage system. Each finished property will also benefit from individual venting as well as gas membranes within suspended floors.

This fully integrated and approved approach to the design and installation of the foundations and gas protection systems required innovative and pro-active approaches from Bellway and its partners, allowing the development of 120 homes on an otherwise redundant 4.2 hectare site.

Customer Engagement



Bellway's highly trained and dedicated team of sales advisors are the first people our customers meet and are there for help and support from the home reservation stage through to legal completion. They are always available to help ensure that the whole home buying process runs as smoothly as possible. Following completion, our Customer Charter clearly communicates what our customers can expect from their after-sales experience

Sales Teams

Sales teams follow an in-depth induction plan when joining Bellway to ensure that they are trained to the highest level in both sales and customer relations. This is further supported by an ongoing training programme to maintain our high standards.

Senior management, site management, sales advisers and customer care teams attend an advanced customer service training programme. This ensures that customer facing employees are equipped with higher level listening and communication skills so that they can better understand our customers and respond to their needs in a proactive and friendly manner.

Bellway sales offices have been redesigned to provide a modern, light and pleasant setting for the sales experience, one in which customers can feel relaxed when choosing their new home. Where possible, a show home is present to provide a sample of the house types and quality of product available.

Supporting Informed Decisions

In addition to the assistance provided by the sales teams, we support customers in making the best decision on a new home by supplying a wide range of literature, including information on the local area, particulars of the development, different house types available and information on Bellway itself.

Development brochures are available directly from sales offices, by request via telephone and from our website. Stringent controls are in place to ensure that all information given is as accurate as possible and good quality computer generated images are used to provide customers with the best possible impression of how the properties will look, both internally and externally.

Website

We provide accurate and high quality information regarding the pricing and availability of the developments on our website and we use website tracking technologies to establish browser preferences, identify areas for improvement and ultimately, to help provide the best possible user-experience for customers.

While such technologies require the use of first-party cookies as part of a user's time spent on our website, we ensure that clear and transparent information regarding the exact purpose of each cookie is accessible from every webpage, including the duration the cookie is stored on the user's device.

Community Information

Feeling part of a new community is an important consideration in choosing where to live and feeling comfortable in the new environment. We have listened to our customers to determine what local area information they need to know and have compiled it in an easy to use folder which is available to view in sales offices. Each folder is unique to the site location and covers the subjects which are important to customers, from transport links and education to shopping and leisure.

Customer Engagement

Demonstration

Once a property has passed its Quality Control Final Inspection (QCFI), customers are invited to attend a Pre-Occupation Demonstration which takes place prior to legal completion. The site manager demonstrates the fundamental workings of the property to the customer over a period of one to two hours. Customers are encouraged to ask questions at this meeting and we aim to supply all the information needed to enjoy their new home once they move in.

Handover

On the day of legal completion the sales advisor and site manager show the customer to their new home. Here, they complete a Quality Assurance Form to ensure that the customer is happy with the quality of the home and give the customer their keys. We provide a Customer Handover Pack which contains important information about the home and how to care for it, together with the manuals and guarantees for products fitted to their home. Bellway realise that this is a special occasion for the customer and works hard to make it as memorable as possible. Following completion the Customer Charter sets out the process of engagement with customers.

Continuous Improvement

We are committed to continual improvement across all of our operations and have set stretching targets to ensure delivery to the highest standards. We take our customer service and quality standards very seriously. To help us measure how we are doing we work with an independent survey company who contact customers on our behalf to assess the degree of satisfaction with our service. Owners of new homes are asked a series of questions to determine how happy they are with the quality of their home and the customer service they received, from first visiting the sales centre to the day they moved in and beyond. Based on these factors, customers are asked how likely they are to recommend Bellway to a friend. These measures are used to define and improve standards across our business.

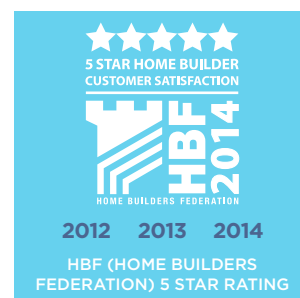
By listening to our customers we can identify where we need to raise our performance, and can quickly ensure procedures are put in place to make the necessary changes. Procedure training, spot checks and 'mystery shopping' help to reinforce higher standards and ensure that new procedures quickly become established practice.

Customer Satisfaction

The results of our customer satisfaction surveys for 2013/14 showed that 93.8% of customers would recommend Bellway to a friend. The feedback received from customers is invaluable not only with regard to the level of service provided but also in respect of house type designs, features and more generally what is important to a customer when considering a new home.

Bellway constantly reviews its extensive Customer Care Procedure which, supported by regular audits and training programmes for employees, ensures that we maintain and seek improvement on our high standards.

The Home Builders' Federation (HBF) also carries out New Home Satisfaction Surveys and Bellway has achieved a 5 star rating for the third consecutive year. This is the highest rating which can be achieved.



2014/15 Commitment

We are committed to maintain our status as a 5 Star Builder, reflective of our commitment to providing high levels of customer satisfaction.

Creating Sustainable Communities



Creating communities is about more than putting together bricks and mortar. Our developments include private housing, affordable housing, mixed-use and mixed tenure. In creating new developments we aim to improve the health and wellbeing of new communities and incorporate recreational and community facilities into development plans. Bellway works with local partners to bring added value to development schemes, which include employment and training opportunities for local people. In summary, Bellway delivers all the ingredients to create truly sustainable communities.

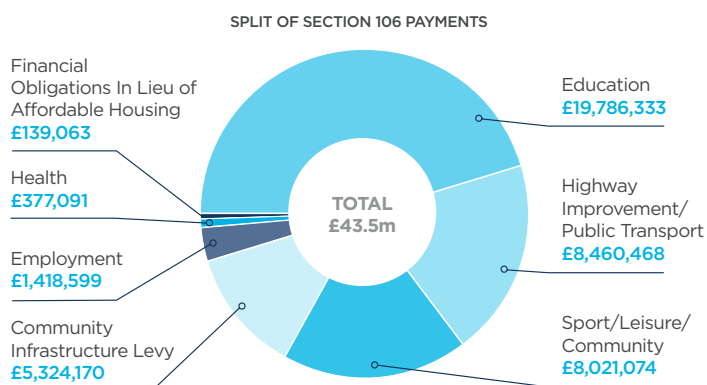
Planning

The way in which we plan new communities has a significant effect upon their social and economic fortunes, whether it is the regeneration of an existing community or the development of a new one.

Integration

The successful integration of buildings, transport routes and landscapes as part of a new development lies at the heart of creating a sustainable community. The central tenets of our approach are specifically to:

- Create a diverse environment with its own identity, offering a range of uses and experiences
- Design public spaces which prioritises the pedestrian over the car and which promotes the extension of existing and accessible transport routes
- Create a strong definition between public and private places or areas
- Construct developments in such a manner as to enhance and preserve the local environment
- Design buildings which incorporate a diversity of forms to reflect a rich variety of home types



Case Study

The regeneration of Telford's Woodside

The regeneration of Woodside has taken a decade and millions of pounds of investment, but a true community effort has transformed the area, restoring pride and prospects to a once deprived neighbourhood. In areas where housing was not replaced, improvements have been made to street lighting and road layouts, along with the creation of homezones.

Bellway became the main provider of private housing early in the regeneration process, with its sales director and construction director both sitting on the regeneration board. As part of the on-going development of 186 homes, Bellway has contributed £200,000 towards local play areas, £6,000 towards public open spaces and made a £6,290 contribution towards wildlife habitats as part of s106 and community infrastructure levy payments.

Bellway ensures the future of Coleshill charity

Bellway has secured the future of the Father Hudson's Society by constructing a new office building which will be used as the charity's new base. The Father Hudson's Society is a social care agency which was established in the late 1800s and offers care to adults and children with illnesses and learning disabilities in Staffordshire, Worcestershire, Oxfordshire, Warwickshire and the West Midlands.

The new charity's headquarters have been constructed alongside the Arden Heights development, which is being built on the charity's former site on Coventry Road. The new three-storey building, St George's House, will act as the charity's main base. With enough space to accommodate 47 members of staff, it has been built to high energy efficiency standards to cater for modern office use.

Chief Executive of the Father Hudson's Society, Tim Bradford, said the new offices would be of great benefit to the charity, helping to reduce running costs compared to the old building, and allowing the charity to spend more of their income on delivering charitable services to older people, those with disabilities, children and families and other vulnerable people in the Midlands.

The Arden Heights site has replaced a formerly redundant convents, nurses' home, children's home and a former hospital which the charity had been using as offices for 14 years previously. As well as providing a new home for the charity, the overall development has helped revitalised the area.