

The way we work

DATA TABLE

Key Performance Indicators and other relevant data that demonstrates our performance in terms of Corporate Responsibility.

General		2008	2009
Number of completions	– UK Housing	13,394	10,186
	– North American Housing	5,421	4,755
	– Spain and Gibraltar Housing	214	225
Maintain compliance with the Combined Code		Yes	Yes
Number of affordable home completions in the UK		2,751	1,709
Value of charitable donations	– Group	£230,000	£236,000
Value of Section 106 (England) and Section 75 (Scotland) agreements in the UK		–#	£68,534m

Customer care		2008	2009
Customers who would recommend us to friends and family	– UK†	76.8%	86.7%
	– North America††	89.9	91.8
	– Spain	85%	98%

Employees		2008	2009
Average number of employees	– Group	5,326	4,782
Annual employee turnover	– UK	18%	7%
	– North America	10%	6%
	– Spain & Gibraltar	10%	2%
Percentage of UK site operatives (including sub-contractors) who were CSCS carded by 31 December		91.0%	98.6%
Number of individuals recruited for the Taylor Wimpey graduate programme		0	8
Number of UK management trainees recruited		7	9
Number of UK apprentices		12	19
† Please note that the UK figures relate to customer survey scores that were available at the end of December each year. †† North America customer survey results are out of a possible 100 points. Please note that the figures relate to survey scores that were available at the end of December each year. # Data not available for 2008.			

Health, safety and environmental management		2008	2009
Number of completed units built to UK Code for Sustainable Homes			
	– level 3	–#	663
	– level 4	–#	22
All reportable injuries (injury frequency rate per 100,000 hours worked)			
	– UK	0.296	0.226
	– North America*	0.041	0.210
	– Spain**	0.371	0.481
	– Gibraltar***	0.828	0.000
Major injuries (injury frequency rate per 100,000 hours worked)			
	– UK	0.057	0.049
	– North America*	0.041	0.000
	– Spain	0.093	0.000
	– Gibraltar	0.000	0.000
UK health and safety RIDDOR rate		680	520
Percentage of relevant Taylor Morrison employees who completed the OSHA 10-hour health and safety training		100%	100%
Percentage of Taylor Morrison employees who completed their on-line health and safety training in full		98.4%	99.8%
Tonnage of construction waste per UK housing unit			
	– General waste	4.50	4.18
	– Plasterboard waste	0.61	0.51
	– Total waste	5.11	4.69
Percentage of construction waste segregation on UK housing sites			
	– Waste segregated	85%	87%
	– Waste recycled	79%	80%
	– Waste sent to landfill	21%	20%
Percentage of UK homes built on brownfield land		67%	65%
Percentage of UK sites with biodiversity action plans (SSEAPs)		100%	100%
* Please note that the injury frequency rate for North America does not include sub-contractors. ** Please note that the injury frequency rate for Spain equates to just three incidents in 2009. *** Please note that the injury frequency rate for Gibraltar equates to just four incidents in 2008. # Data not available for 2008.			

We had seven cases of non-compliance with health and safety or environmental legislation during 2009. Taylor Wimpey UK received one prohibition notice relating to health and safety. Monarch Corporation experienced four health and safety related enforcement actions issued by the Canadian Ministry of Labour. Taylor Morrison had two dust control violations in 2009 from the Arizona Department of Environmental Quality.

We are currently in the process of setting up data collection systems to measure UK carbon dioxide and other greenhouse gas emissions from sites and offices, owned and leased vehicles, as well as staff travel plus electricity generation and supply to sites and offices. We will publish part year figures as KPIs in our 2010 Corporate Responsibility Report.

Please note that a full list of 2010 targets and details of our performance against 2009 targets are available at www.taylorwimpeyplc.com/CorporateResponsibility