

A sustainable business

+ We want to be a successful and, importantly, sustainable business for the long term. We achieve this by creating value for all our stakeholders; from our customers and the communities we work in, to our people, shareholders and society as a whole.



Pete Redfern, Chief Executive

“2017 was a year of strong financial performance for Taylor Wimpey, and I am pleased to report that we also made excellent progress against many of our sustainability targets.”

More homes delivered

One of the most significant challenges facing the UK is the shortage of affordable housing. We support efforts to tackle this challenge through the homes we build and by making these accessible for a range of buyers.

We increased the overall number of homes completed in the UK to 14,541 in 2017, up by nearly 5% in comparison to last year. Around 41% of our homes were sold to first time buyers. We also made a significant contribution to increasing the UK's stock of affordable housing with around 19% of completions designated affordable.

Customer satisfaction improved significantly

Over the last two years we have been focusing on embedding our culture, vision and values, and working to become a more customer-centric business.

We have made significant investments to deliver meaningful improvements in our customer journey; and it is really satisfying to see these investments starting to pay off, with our customer satisfaction averaging consistently above 90% in the last six months.

There are many different aspects that impact customer satisfaction, and we strive to address them through the improvements introduced across our customer service.

Build quality is critical, and we further increased our focus on this during 2017, including introducing additional independent quality inspections by the National House-Building Council (NHBC). Our research with customers at completed developments has highlighted the importance of good placemaking and its impact on long term customer satisfaction. So we strengthened our design team by appointing an expert urban designer and have introduced new training to help our teams learn from good practice in our business and beyond.

In 2017 we delivered significant progress with our Project 2020 research and innovation initiative, and are due to start a number of exciting pilots on our sites in 2018, to help us future-proof our product for the next generation of customers.

Investing in people and skills

Our sector faces a serious skills shortage, and we are taking action on several fronts to help address this. We recruited more entry-level positions this year, increasing our graduate and apprentice intake, and continued to develop our Academy training programmes. Collaboration is needed to address the skills shortage, and we are involved in several partnerships with educational establishments, suppliers, the UK Government and others in our sector.

“Health and safety is and will always be our number one priority. In 2017 our Annual Injury Incidence Rate for reportable injuries reduced and remains well below the industry average.”

We aim for our workforce to be reflective of the diversity in our customer base and the communities in which we operate. This makes for a more effective and creative business and can help us address skills shortages. Our Diversity Steering Committee continued to lead our work in this area in 2017.

We want all our employees to feel engaged in their work and to be able to share their views with us. A record 72% of our people completed our employee survey this year and their feedback demonstrates a high level of engagement. Based on the survey, our overall employee engagement score is 93%, well above the benchmark for UK companies, and we are taking action to address those areas where our employees have indicated improvement is needed.

We also introduced our National Employee Forum in 2017 to provide our people with an additional channel to share their views with our senior management. I am pleased to report that Taylor Wimpey is ahead of many businesses in ensuring that the voice of our employees is heard by the most senior leaders within our company.

Health and safety is and will always be our number one priority. In 2017 our Annual Injury Incidence Rate for reportable injuries reduced and remains well below the industry average.

Addressing our environmental footprint

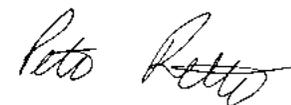
Climate change is a risk for all businesses and one we take very seriously. In 2017 we reached our carbon reduction target a year ahead of schedule, achieving a 38.7% reduction in direct carbon emissions intensity since 2013. We want to go further and have now set ourselves a goal of a 50% reduction in emissions intensity by 2023 against a 2013 baseline. We have also made significant progress in cutting our water use, though reducing waste on our sites remains a challenge.

The environmental impacts of our supply chain outweigh those of our direct business operations so it is essential we

collaborate with suppliers on these. We are working with the Supply Chain Sustainability School to help us engage our supply base and work with them on environmental, social and human rights issues.

We made excellent progress in 2017 across many areas but there is still much to do for us to achieve our goals. To help us do this, we reformed our Sustainability Steering Group in 2017, renaming it our Legacy, Engagement and Action for the Future (LEAF) committee to reflect its strategic role in governing our sustainability programme and engaging our people in our sustainability agenda over the coming years.

I look forward to updating you on our progress again in 2018. In the meantime I welcome your views on any aspect of our approach to sustainability, whether positive or negative. Please see the back cover of this report to find out how you can share your feedback with us.



Pete Redfern
Chief Executive



www.taylorwimpey.co.uk/corporate

We are included in a number of leading benchmarks and indices for sustainability.



- Introduction
- Building sustainable communities
- Managing land, engagement and planning
- Delivering customer service
- Operating safely
- Protecting the environment
- Sourcing responsibly
- Investing in people and skills
- Partnering with charities
- Governance & management
- Performance summary