



**United Biscuits (UK) Limited**

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# Building our People & Community



People & Community



UB's 'People & Community' programme has been in place for two years now. At the beginning we set out a range of goals, with an emphasis on skills development. We were very pleased with what we achieved in our first year, and the second year of our programme has been just as impressive. This report shows how we have built on our goals, something we hope will go from strength to strength in 2011.

### 2010 UB People & Community Headlines

- With our employees we have donated over £167,000 in funds or product and have granted 274 days leave for our employees to do volunteer work in their communities
- In conjunction with our unions, 10 of our 11 factory sites now have employee Learning Zones
- 10% of the UK workforce has completed an NVQ since 2009
- We recruited a further 23 graduates, and now have 39 graduates on our Graduate Programme throughout the business
- We employed 33 people on our apprentice scheme in 2010
- We provided 247 graduate summer placements in 2010

In recognition of the progress UB has made on corporate responsibility, we have won various awards, including the Food and Drink Federation's overall President's Award and a Platinum rating in the Business in the Community's Corporate Social Responsibility Index.



# 1. Building Partnerships with our People and Communities

## 2010 Achievements

- UB and its employees raised over £167,000 in 2010 for charities and community projects, up from £140,000 in 2009. UB offers 25% match funding for all monies raised by employees
- A further £30,000 was raised through the Give As You Earn scheme
- 274 days of special leave were granted to enable employees to work on community projects



A Wigston employee ran over 26 miles to raise money for Macmillan.



Employees from our Ireland site renovate a hospital garden.

Each of our sites tries to get as involved as they can with charities, schools and community initiatives within their own local communities and we are hugely proud of all they have achieved this year.



This year projects have ranged from decorating a local hospice, improving the grounds of a local church, giving a residential hospital's garden a make-over and constructing a poly-tunnel at a local school.

Our employees also work hard to raise funds for their chosen charities through activities such as raffles and coffee mornings, and often get involved in national initiatives such as Comic Relief, Sport Relief (the home of Hula Hoops, KP Ashby, ran several hula hooping events last year) and Jeans for Genes. In addition to this, many of our employees take part in sporting events, such as marathons, mountain climbing and sponsored walks, to raise cash for charity.



**The 2010 Hula Hoopathon - employees exercising and having fun while also raising money for charity. The nationwide Hoopathon set a new Guinness World Record!**



**Employees from Aintree climbed Mount Snowdon, raising money for Macmillan.**



**130 employees from our Zaandam site in The Netherlands helped people in the local community in 22 projects over the course of a 'Heart & Soul Day'. Projects included taking disabled people for a day out, painting a primary school and carrying out forest maintenance.**

## 2. Building Partnerships with Employees



**Target:** To continue with our Graduate Recruitment Programme and recruit 20 graduates a year

**Target:** To employ 50 apprentices across the UB Group by the end of 2011, bringing us nearer to our target of employing 60 apprentices by 2012

**Target:** To have 20% of the work force complete an NVQ between 2009 and 2012

**Target:** To have Learning Zones at each of our UK manufacturing sites by the end of 2011

### 2010 Achievements

- UB recruited a further 23 graduates in 2010. We now have a total of 39 graduates recruited into the business
- UB employed 33 apprentices in 2010
- 10% of the UK workforce has completed an NVQ since 2009

As a food business, with both manufacturing and office sites, we are able to offer opportunities at many levels across the business. We therefore try to recruit new employees from a wide range of backgrounds, and offer employment in unskilled, semi-skilled and skilled positions, apprenticeships, graduate and technical roles.

At UB we feel it is important to help our existing employees develop their skills and progress their careers. This is why we have set up Learning Zones and encourage our employees to take professional qualifications as well as learning new life skills.

UB relaunched its Graduate Recruitment Programme in 2009 and it has so far proved to be a great success. The graduate programme provides the training, experiences and opportunities to enable talented graduates to maximise their potential to become senior managers. 23 new graduates joined UB in 2010 and we now have a total of 39 graduates across the business.

Apprenticeships allow us to address our skills gaps directly and make our organisation more effective, productive and competitive. We have had a successful apprenticeship scheme running for several years and currently employ 33 apprentices, some of whom will graduate this year. Some have now graduated but we aim to have 50 apprentices in place by the end of 2011.



**Engineering Apprentice, Carlisle**



**Graduate Product Development Technologist, Ashby**

We have worked in conjunction with our unions to develop learning zones at our sites to help employees to develop a wide range of skills that can help them in their work life and in the wider community. At the launch of the programme we had three such learning zones; now ten out of eleven of our manufacturing sites has a Learning Zone, with the final one due to open in 2011.

Due to changes in Government Funding, the provision of NVQs will be changing. As a result, UB is looking into all other options, including establishing a framework for the introduction of Modern Apprentices into the business in 2012.

### 3. Building Partnerships with Schools

**Target:** To design a video for use within the UK Science National Curriculum module on biscuit design for primary children

TARGET  
ACHIEVED

**Target:** Each site to provide ten school work placements per year to 14-16 year olds for a UB total of 100 work placements by 2012

NEW  
TARGET

**Target:** To encourage 20 additional employees to sign up as School Governors by 2012

TARGET  
ON TRACK

#### 2010 Achievements

- Seven new employee School Governors in 2010, well on the way to our targets

UB also supports schools nationwide in a variety of ways, with sites getting involved and offering help to their local schools and colleges.



KP Ashby helping 6th form food technology students complete their course.

UB has been a lead supporter of the School Governors' One Stop Shop organisation for many years and we recognise that school governorship provides good management and development experience for our employees as well as benefiting the school and local community. We have continued to show our support throughout 2010 and encourage as many employees as possible across the UK to become involved in schools as School Governors. We had approximately 20 governor employees in 2009 and wanted to double this by 2012. We are well on the way to reaching this target, with a further seven governors in 2010. UB employee school governors are given an extra day's annual leave as recognition of their hard work.

## 4. Building Partnerships with Further Education

**Target:** To offer 150 graduate summer places a year

TARGET  
ACHIEVED

**Target:** To increase the number of Food Science research opportunities for under and post graduates to ten places by 2012

TARGETS  
ON TRACK

**Target:** To establish relationships with 20 universities across Europe and one in India by 2012

**Target:** To work with the National Enterprise Academy to provide five student work placements to 16-19 year olds during 2012

NEW  
TARGET

### 2010 Achievements

- 247 graduate summer places taken by students in 2010, well over our target of 150 places
- Number of research places available increased from five to six in 2010
- Solid relationships established with seven universities since 2008



We are currently developing a standard UB Student Work Experience Framework for use across the whole business, which will help us standardise the way we offer placements throughout the Group.

Our graduate summer placement scheme is already very successful and allows graduates to look at career options whilst earning some money.

Priority is given to the children of employees. 247 university students took up the offer in summer 2010 against 173 in 2009.

For Food Science Students our target was to gradually increase the number of research opportunities that we offer for under and post graduates. We have moved from five places to six and continue to work towards our goal of ten research places.

We currently have close relationships with seven universities, where we are able to offer careers advice and pilot recruitment tools. We intend to continue building relationships with further education establishments and attain our target of 21 universities.

## 5. Improving health and safety

**Target:** To reduce our Accident Frequency Rate by at least 10% year on year

TARGETS  
ON TRACK

### 2010 Achievements

- Accident frequency rate has reduced by an average of 10% per year over the last three years, in line with our target
- Minor accidents down a further 15%
- Reporting of 'near misses' up a further 12%
- Lost hours from Lost Time Accidents down 18%

As an employer of over 8,900 employees, UB ensures that the health, safety and welfare of our employees is a top priority.

We have continually improved our accident performance against our key targets. We have achieved an average reduction of 10% year on year over the last three years in our Accident Frequency Rate (AFR), which is in line with our target and means that UB's AFR is below the industry average. Lost Time Accidents (LTAs) are also down an average of 10% year on year over the last three years. LTAs are any incident which requires an employee to take a day or more off work.



As a result of this, and improved Occupational Health care systems, the amount of time employees are off work due to Lost Time Accidents reduced by 42% in 2009 and a further 18% in 2010.



Raising employee awareness has played a huge part in these results - reporting of near misses (which helps us avoid accidents happening in the first place) was up by 12% (following a big push which saw a 60% increase in reporting in 2009). Near-miss reporting has a vital role in reducing accidents in our factories as it enables us to put measures in place to ensure that accidents are prevented.

In 2009 UBUK achieved OHSAS-18001 accreditation for our health and safety management system.

UBUK has also achieved ISO-14001 accreditation for our environmental management system, as has our Lambermont factory in Belgium.

## 6. Improving wellbeing

**Target:** Every three years employees will be given the opportunity for a Health and Fitness Appraisal



### 2010 Achievements

- 2155 employees were given Mini MOTs in 2010, which is double the number in 2009
- We helped over 50 employees stop smoking in 2010 and over 60 employees joined health clubs and weight management classes
- Over 2,000 employees received their three-year medical
- Over 5,000 employees had the opportunity to attend a Health & Wellbeing event

UB recognises that employee wellbeing is key to ensuring continuous business sustainability. Combined with our company values, our wellbeing strategic framework assists both the company and our employees to create a successful business that is also a great company to work for.

UB has had an extensive Occupational Health service available in all of our sites for some years, however we wanted each of our sites to extend their well-being programme to health assessments for every employee and a programme to drive overall fitness and health. This award-winning programme - 'Wellwise' - was started in 2009 and has gone from strength to strength since its launch.

As well as being offered health assessments every three years, employees can also have more frequent Mini MOT lifestyle checks. Physiotherapy is available to employees at all sites, and chiropody and counselling services, plus access to sports facilities and exercise equipment, is available at many sites.

The Manchester site has conducted a risk mapping exercise with specific regard to musculo-skeletal disorders and a cross functional team have worked together to remove, reduce and manage the risks across a number of areas, resulting in a significant reduction in musculo-skeletal disorders and related absence.

The Wellwise programme has enabled employees to benefit from various initiatives, such as Musculo-skeletal health projects and Health Awareness Campaigns around such subjects as weight reduction, smoking cessation and stress awareness. Throughout 2010 each of our sites held events providing activities and events to educate UB's employees about healthier lifestyles, encourage them to be more active, and address health issues.

The WellWise newsletter is sent regularly to all staff and provides advice on healthy eating and exercise, and updates on our Occupational Health Programme.

