



## SUSTAINABILITY REPORT 2018



“ Looking after tomorrow, today.”



“ All of our products are  
made right here in the U.K  
- we continue to adapt,  
develop and streamline our  
processes and systems,  
ensuring a continued  
delivery of innovation,  
quality and price.”

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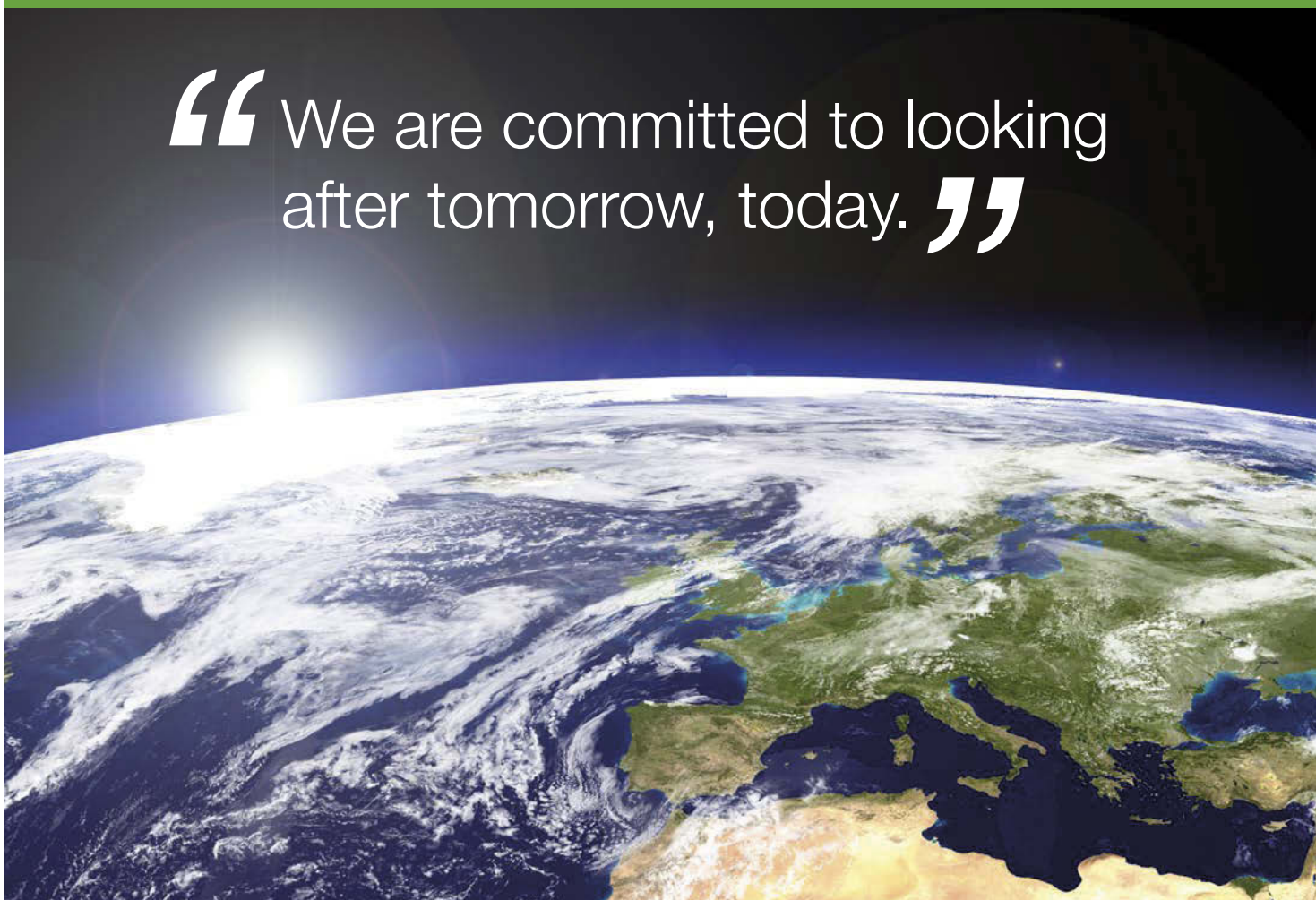
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## OUR COMMITMENT

“We are committed to looking  
after tomorrow, today.”





“We work hard to deliver innovative, quality and cost-effective cleaning solutions that are built to last and provide a cleaner, safer and healthier living, working and everyday environment for all.”



There have been significant changes across the landscape in recent years; however, much like our machines, we have been ready to respond to challenges quickly and flexibly.

With full control over the manufacturing process, due to our ongoing investment in U.K manufacturing – all of our products are made right here in the U.K – we continue to adapt, develop and streamline our processes and systems, ensuring a seamless delivery of innovation, quality and price. Equally, we continue to invest in initiatives that address our environmental, social and ethical impact, and in doing so deliver products, and performance, you can trust.

We are committed to establishing and maintaining close relationships with our employees, customers and suppliers worldwide. Many of these relationships have continued throughout the life of the company, and many have entered second and even third

generation associations. Your advice, opinions and thoughts are important to us, and we, in turn, strive to provide the transparency to encourage these.

We work hard to deliver innovative, quality and cost-effective cleaning solutions that are built to last and provide a cleaner, safer and healthier living, working and everyday environment for all. In order to commit this vision to you fully, with lasting results, we recognise the need to respond proactively to our impact beyond our factory boundaries.

Whether by means of our processes, products or people, we are committed to looking after tomorrow, today. We have produced this report to help you understand what you can expect from us.

**Chris Duncan**

Chairman of Numatic International Limited

# BUILT TO LAST

“Each of our products share the same core values – innovation, quality, reliability and price.”

We have been building vacuum cleaners since 1969, and although our designs may be built slightly differently now, there is one thing they all have in common – the same core values of innovation, quality, reliability and price.

These values, combined with our commitment to producing professional, powerful and highly-efficient products, help us to increase productivity and cleaning standards for all industries, right across the globe. All of our customers have different needs and we provide a service catering specifically to each sector.

We all demand ever increasing standards of cleanliness, safety and hygiene, and Numatic continues to innovate across all product ranges. New commercial energy saving vacuums provide “Greener” cleaning to all, compact floor scrubber dryers and HEPA filtration vacuums are raising the standard in cleaning across the board, and innovations throughout our business pave the way towards a circular economy.

1969



Numatic founded in Crewkerne, Somerset

1971



First wet & dry machine introduced to the commercial market

1981



The first Henry... with his friendly face and professional features, he quickly became a firm favourite with those working long and unsociable hours within the cleaning industry

1995



Subsidiary companies established in Paris and Johannesburg

First Numatic vacuum cleaner, engineered for cleaning coal, oil and gas fired boilers



1969

New single disc floor machine offered professional hard-floor cleaning



1973



Numatic moved to current manufacturing plant and HQ in Chard, Somerset

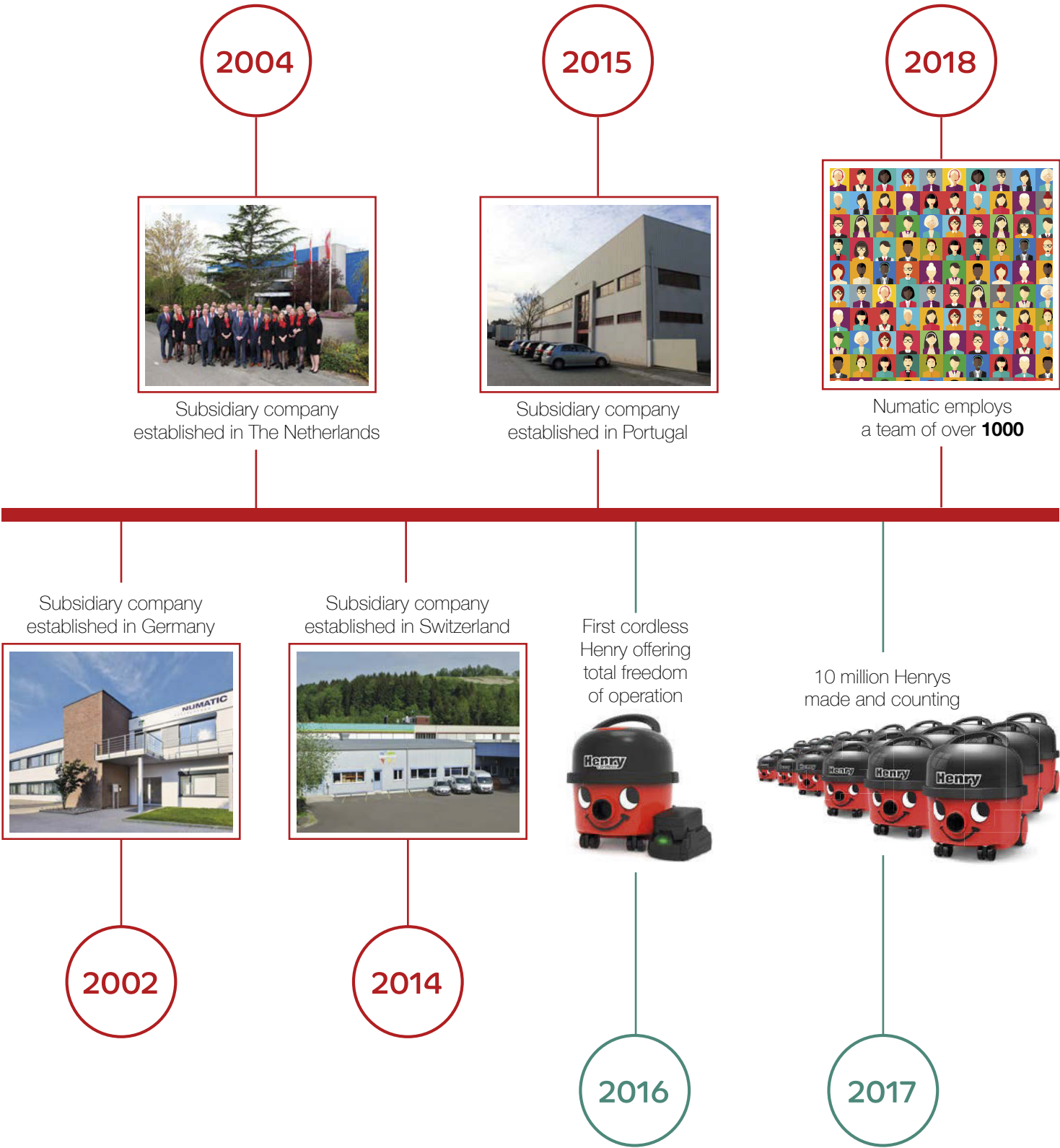
1990

Introduction of the TwinTec scrubber dryer raised the standard of cleaning across the board



1993

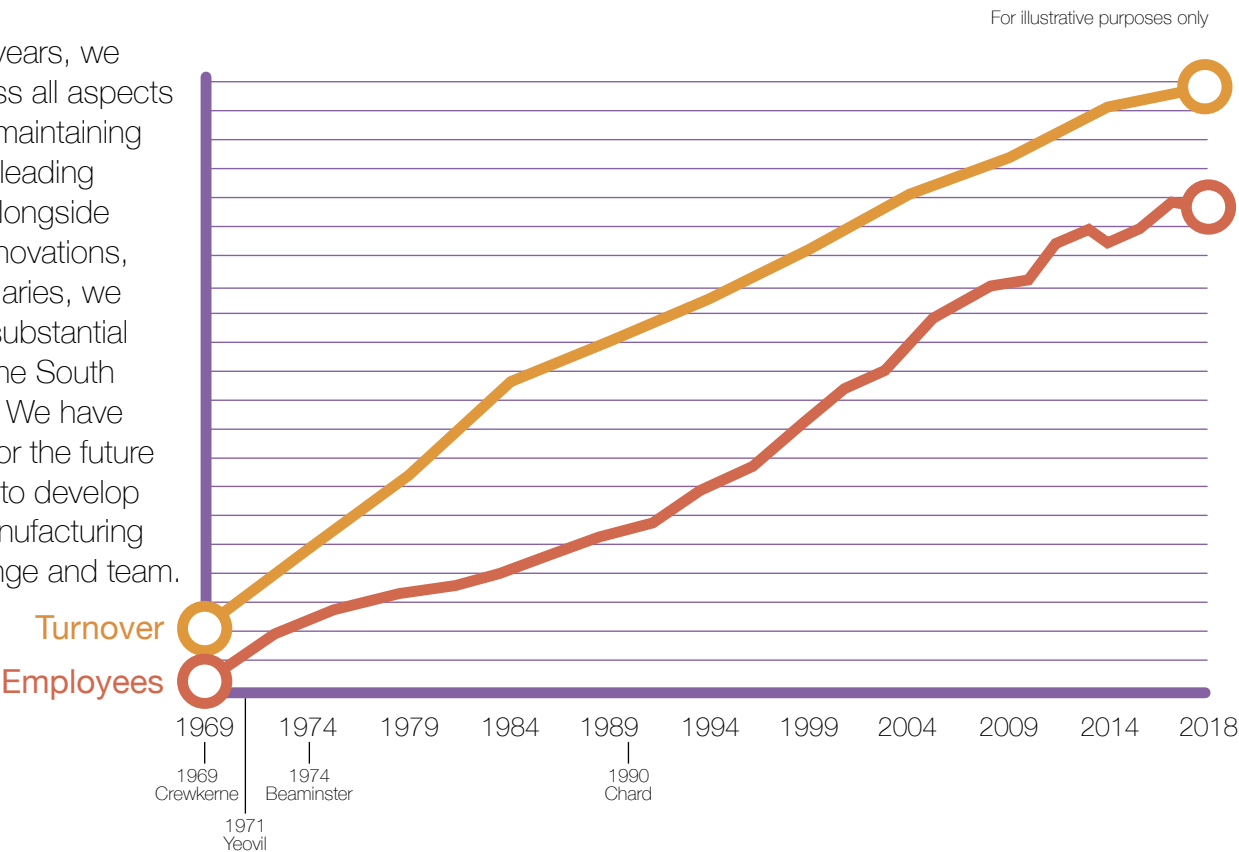
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Company Growth

Over the last 50 years, we have grown across all aspects of our business, maintaining our position as a leading vacuum brand. Alongside new products, innovations, sites, and subsidiaries, we have become a substantial employer within the South West of England. We have ambitious plans for the future and will continue to develop and grow our manufacturing plant, product range and team.



Our Team

We work hard to sustain our most valuable asset – our team. We support employees in all aspects of their life at Numatic, including professional development and health and wellbeing, both inside and outside of the workplace.



Average U.K Employee Turnover **15%**  
Source: monster.com

“As with our products,  
we build careers that last.”

# GLOBAL PRESENCE





  
Numatic HQ  
Somerset, U.K

  
Numatic  
France

  
Numatic  
Germany

  
Numatic  
South Africa

  
Numatic  
Netherlands

  
Numatic  
Switzerland

  
Numatic  
Portugal

“We export our products to  
**86 countries**  
across the world.”

Numatic HQ, our manufacturing plant, is located in Chard, Somerset, U.K. Subsidiary companies are located in France, Germany, South Africa, The Netherlands, Switzerland and Portugal. From these sites, we export our products to 86 countries across the world.



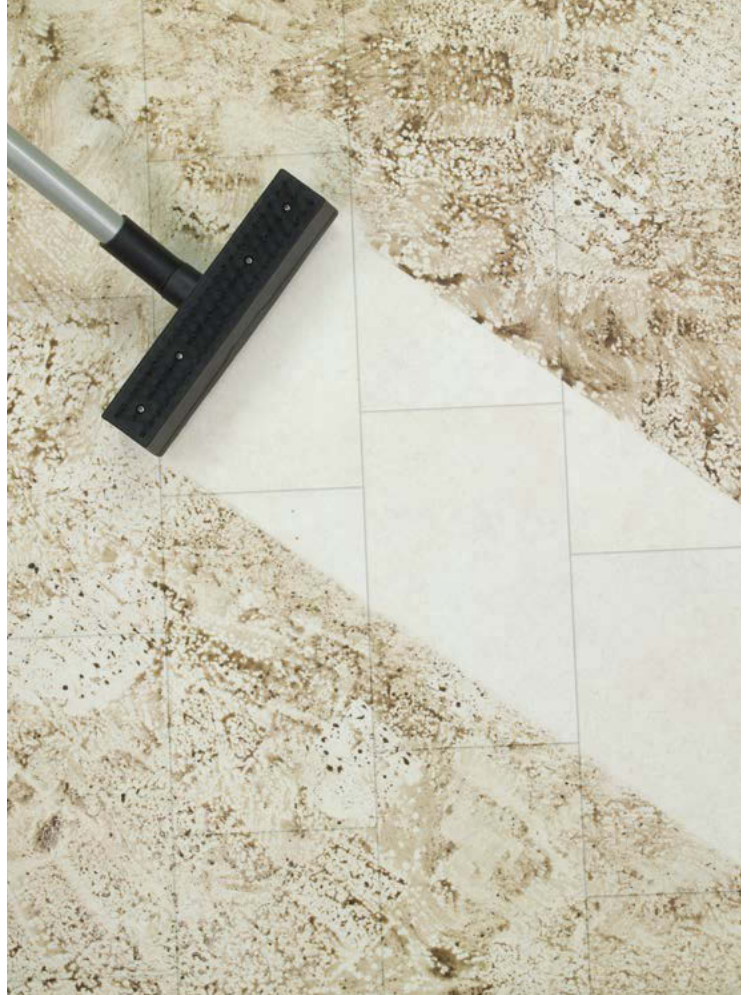
Numatic HQ – Manufacturing long-lasting, sustainable cleaning equipment.



## THE COMPLETE CLEANING SOLUTION

“ User-friendly,  
Eco-friendly  
Cleaning. ”

We manufacture professional cleaning equipment with performance you can trust. Our extensive range of products provides a complete cleaning solution, delivering exceptionally high results, for any user, wherever they are needed. In using a Numatic product, users can be confident that we are doing all we can to reduce our, and your, carbon footprint.



### HomeCare

The familiar faces of Henry and Friends bring reliability, quality and professional cleaning for every home.



### CleanCare

Quality and cleaning innovation from the world's most popular, professional vacuum. CleanCare brings power, performance and reliability to our commercial cleaning product range.

### ProCare

Providing performance you can trust, delivering enhanced filtration and performance where it is needed most. Advanced professional cleaning for the collection and control of dust and hazardous substances.

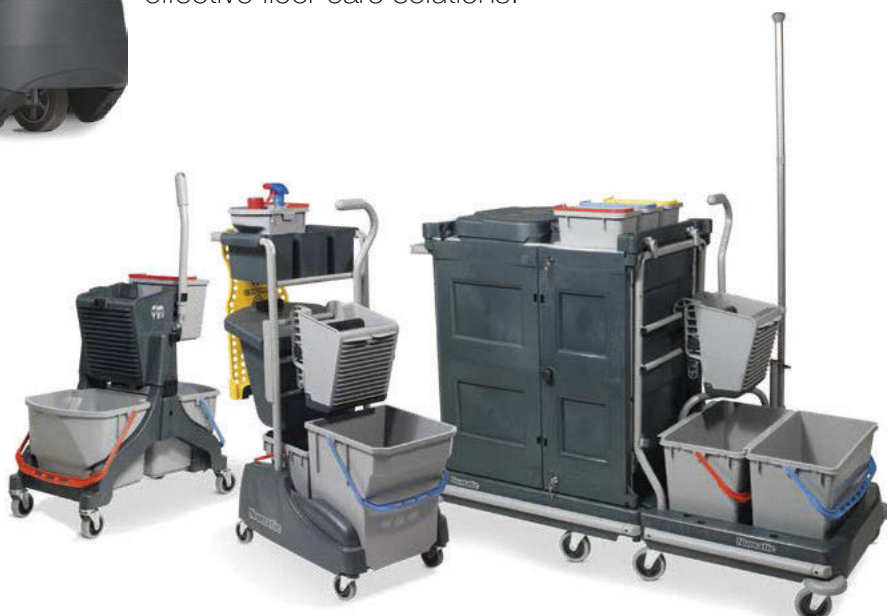


### FloorCare

Providing professional cleaning results in even the most demanding environments, with innovative, reliable and effective floor care solutions.

### VersaCare

Versatility, innovation and quality are at the core of our janitorial cleaning systems. Attention to detail and practical engineering ensure complete customer satisfaction in function, operation and convenience.





## FOCUS AREAS

“Everything we do tomorrow should be that little bit better than we do today.”

For the purpose of this report, we have categorised our sustainability activities into 3 focus areas. Each focus area represents a much wider network of action points, addressing sustainability across all areas of our business.



### PROCESSES

- Global Compliance
- Standards & Associations
- Initiatives
- Q&A with Steve George  
*Head of Regulatory Compliance*
- Supply Chain
- Human Trafficking & Modern Slavery
- Manufacturing
- Infrastructure
- Waste & Recycling

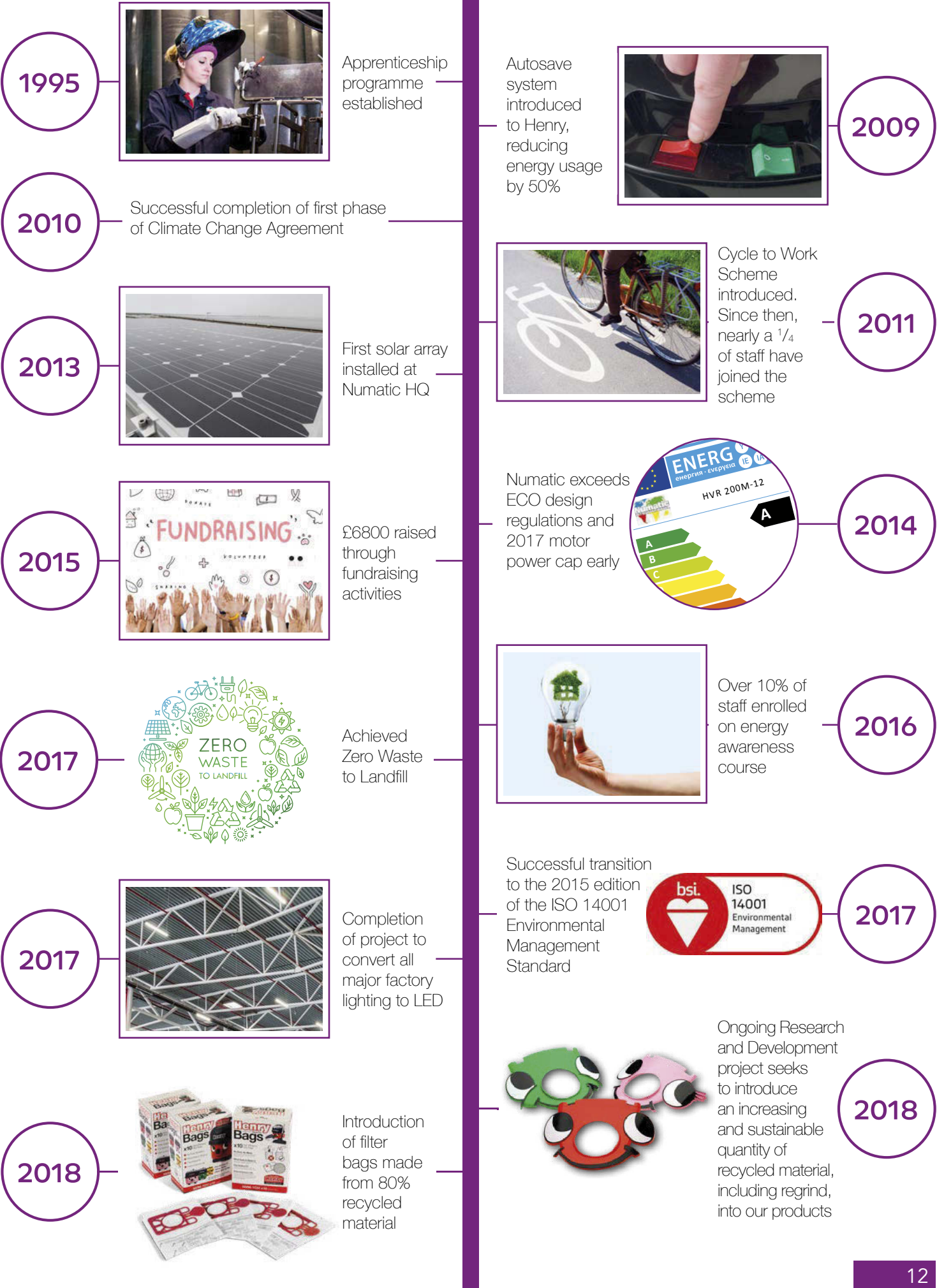
### PRODUCTS

- Performance you can Trust
- Product Testing
- Circular Economy

### PEOPLE

- Investing in our Team
- Apprenticeships
- Success Stories
- Professional Development
- Health & Wellbeing
- Employee Voice
- Supporting the Community

Sustainability Milestones: The Journey So Far



## GLOBAL COMPLIANCE

We continually review, refine and readjust our processes in order to increase efficiency and reduce our environmental impact. We work hard to ensure that we are responsible across all aspects of our business, in order to:

- meet or exceed the requirements of current legislative, regulatory and environmental codes of practice;
- identify, reduce and dispose of waste arising from our operations in a manner that minimises harm to the environment and prevents pollution of land, air and water;
- reduce the consumption of energy and water, and use renewable and / or recyclable resources wherever practicable;
- design our products to have the minimum impact on the environment throughout the product lifecycle: material extraction, manufacture, use and end of life;
- work with and encourage our suppliers and subcontractors to implement good environmental practices and procedures that support our own objectives and targets;
- take responsibility for the maintenance and revision of our environmental policy.



ISO 9001 Quality Management System

ISO 14001 Environmental Management System



Engineering Employers' Federation



British Plastics Federation



Industry Council for Electronic Equipment Recycling



Major Energy Users' Council



Association of Manufacturers of Domestic Appliances



Industrial Cleaning Machinery Manufacturers Association



European Cleaning Machines Association



International Sanitary Supply Association



Allergy UK



Cleaning and Hygiene Suppliers Association



British Institute of Cleaning Science



British Cleaning Council

## INITIATIVES





We are determined to develop our environmental management systems and performance, and commit to numerous initiatives and action groups to this cause.

### Plastic Sector Climate Change Agreement 2012-2020

Numatic has committed to the Plastic Sector Climate Change Agreement 2012-2020, with the target of at least a 17% reduction in energy usage by 2020, set against a 2008 baseline. Over the 8-year period, we track our progress against ratio targets every 2 years. Continually reviewing our processes and implementing adjustments and efficiencies, we have achieved each ratio target to date. As a result of our commitment towards continuous improvement, we are on track to surpass our next target, which is set for December 2018.

“We commit to **reduce our energy usage** by a minimum of **17%** before 2020.”

### Energy Savings Opportunity Scheme (ESOS)

Independently audited in December 2015, Numatic achieved the assessment criteria for the first compliance period. We are on-track to achieve the next compliance period, set for December 2019.



We have signed-up to international initiative, Operation Clean Sweep®, as a commitment to reducing plastic pellet loss to the environment. In doing so, we commit to adhere to best practice and implement adjustments to our processes in order to prevent, contain and clean up plastic pellet spills as efficiently as possible.



## STEVE GEORGE

### HEAD OF REGULATORY COMPLIANCE

Steve George, Head of Regulatory Compliance at Numatic, is a principle figure in ensuring that we continue to identify and implement effective and efficient ways in which we can develop our environmental responsibility.

In his role, Steve works with colleagues across the company, as well as across the globe, in order to facilitate developments throughout the sector. Steve's collaborative input includes his position as Chair of the Environment and Climate Change Committee, a part of the Engineering Employers' Federation.



**Steve George**  
Head of Regulatory Compliance

**“We challenge ourselves to meet new targets, and drive forward projects as a means of achieving them.”**

**Tell us about your role as Head of Regulatory Compliance at Numatic?**

In my role as Head of Regulatory Compliance, I primarily ensure that all products comply with product safety laws, such as electrical safety and ergonomic safety, and that components and materials are coherent with laws regarding identified hazardous substances. In addition, I oversee the environmental management system, which not only involves regulatory concerns about energy use, waste and emissions to air, land and water, but also initiating and driving sustainability projects to reduce the organisation's impact on the environment.

**What approaches does Numatic take to address sustainability throughout the manufacturing process?**

As part of our ISO 14001 accredited environmental management system, we have developed a series of performance indicators to monitor our use of energy, water and material, as well as our waste and recycling. We commit to a policy of continuous improvement and our performance indicators enable us to identify ways in which we can further reduce our environmental impact. We challenge ourselves to meet new targets, and drive forward projects as a means of achieving them.

As an additional commitment to the environment, a comprehensive suite of training and support has been established, in order to raise staff awareness of sustainability, and inform their approach throughout the manufacturing process.

**How does Numatic address sustainability throughout the product lifecycle?**

We have always designed our products to be robust and durable, as well as easily repairable and recyclable. We use an increasing proportion of recycled material in our products, and continue to embark on projects that will enable us to identify new ways in which recycled material can be introduced.

**How are you looking to expand upon current sustainability measures?**

We are committed to reducing our electricity and gas usage through investing in new, resource-efficient technologies throughout our manufacturing processes and infrastructure. Alongside this, ongoing projects look to further increase our use of recycled material. We have worked hard to ensure that none of our waste is sent to landfill. Through participating in projects and initiatives, facilitating training, and raising staff awareness, we look to increase the recycling of our waste further still.

**What does increased sustainability mean for Numatic products?**

Increased sustainability means that our customers can be confident that both we, and in turn they, have an ever reducing impact on the environment throughout the product lifecycle. Our products aim to create a cleaner, safer and healthier environment for all, and through becoming increasingly environmentally responsible, we are doing just that.

## SUPPLY CHAIN

Seamless and reciprocal communication is a prerequisite across all aspects of our business, but particularly throughout our supply chain.



“It is critical that we work continuously with our supply base to ensure conformance, and that we **lead by example** throughout the industry.”

**Jane Beith**  
Purchasing and Supply Chain Manager



All suppliers are subject to rigorous checks through our Supply Chain Verification Programme, and our Supply Chain Team works with vendors at every point of contact to ensure that our stringent standards are met without exception. Suppliers are challenged on a regular basis, and failure to comply with any of our standards results in the material or component being sourced elsewhere.

As a commitment to ensuring increased transparency throughout our supply chain, we continually review and update the processes through which vendors are assessed and monitored.

### Human Trafficking & Modern Slavery

We constantly audit our activities and suppliers in order to ensure that all forms of modern slavery are eliminated from our business and supply chain.

Internally, we eradicate the risk of slavery and human trafficking through safeguards built into our operations, the knowledge and skills of our staff, and our strict policies and procedures.

Externally, our Supply Chain Verification Programme ensures risk assessment according to a number of factors, including risk indices pertaining to human rights, the level of supply chain control, external governance factors, and levels of political stability.

During the last financial year, we:

- provided training for all staff who have contact with our supply chain;
- reviewed our Supply Chain Verification Programme to ensure that all potential suppliers' employment practices are fully audited before they enter the supply chain;
- challenged all suppliers on a regular basis to ensure they continued to meet our exacting standards.





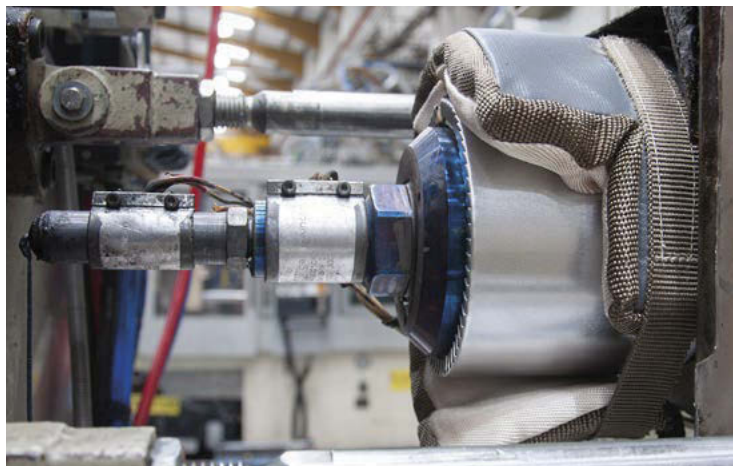
## MANUFACTURING

“We continuously seek to make efficiencies, and commit to investing in new technologies to achieve these.”



### Injection Moulding

The injection moulding process is responsible for a large proportion of our energy consumption. 77% of our moulding machines have been fitted with insulating barrel jackets, with a further 15% to be fitted shortly. The addition of these jackets has increased efficiency of the process by up to 10%.



### Aluminium Wands

Previously responsible for significant water usage, we have introduced a dry process for the manufacturing of aluminium wands. The new process has reduced our consumption of processed, demineralised water by 25%.



Processed  
water usage  
**reduced by 25%**

### Rotational Moulding

The installation of a new 4-arm carousel rotomoulding machine has significantly reduced gas consumption throughout this process. The investment in this new technology has resulted in energy savings of approximately 20%. In addition, the machine houses a heat recovery system in its exhaust.



### Material Drying

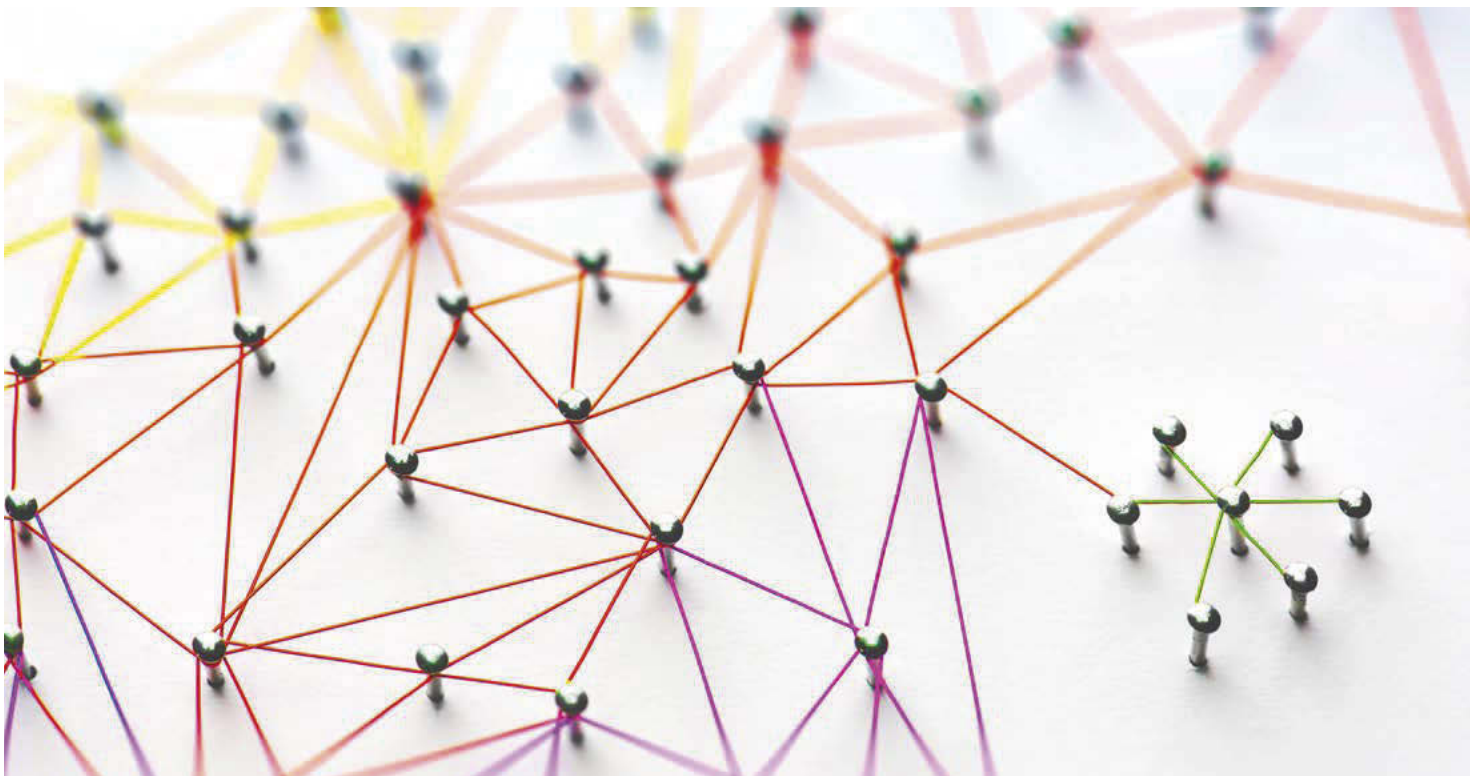
With potential efficiencies of up to 40%, the installation of a new desiccant material dryer has significantly reduced our energy consumption throughout the resin drying process.



## INFRASTRUCTURE



We are committed to investing in our infrastructure as a means of channelling increased energy efficiency across our sites. A significant investment now will reap even greater efficiencies over time.





### Building Management System (BMS)

The installation of an intuitive building management system has led to enhanced monitoring and control of electrical equipment across our site.

The use of the system includes:

- controlling temperatures and times for over 50 space heaters;
- monitoring the effluent meter in our paint plant;
- logging sub-meters for gas and electricity in order to calculate energy consumption relevant to our Climate Change Agreement.

We continue to review other uses of the system as a means of facilitating efficiencies across other areas.

In 2017, the BMS generated efficiencies of approximately 15% on gas consumption for space heating.



### LED Lighting

Now accounting for approximately 80% of lighting across the site, the installation of LED lighting has generated energy savings of at least 60% when compared to the previous lighting.



### Solar Panels

Numatic HQ is equipped with 2 solar panel installations. The first, a 1000 panel installation, generates approximately 250,000 kWh per year, and the second, a 350 panel installation generates around 75,000 kWh per year, reducing our CO<sup>2</sup> emissions by 822 tonnes annually.

“Our **solar panels** generate up to **325,000 kWh** per year, reducing our CO<sup>2</sup> emissions by **822 tonnes.**”



## WASTE & **RECYCLING**

Over the past 5 years, we have reduced our level of landfill waste by 29%. In November 2017, after continued hard work and significant developments throughout our waste and recycling processes, we achieved a primary objective to send Zero Waste to Landfill.

We work towards a point where no plastic waste leaves our site. This means researching and developing ways in which we can increase the proportion of recycled materials used within our products, without impacting on their efficiency.





“Achieved **Zero Waste**  
**to Landfill** in 2017.”



## PERFORMANCE YOU CAN TRUST

We are committed to providing performance you can trust, and are independently rated as the U.K's most reliable vacuum brand.

We embrace a circular economy and commit to expedite this at every stage of the product lifecycle, from researching and implementing innovative new ways to introduce recycled material to the design of our products, to stringent testing procedures, and ensuring that, when the time comes, components can be easily taken apart and recycled.

We build products that deliver the complete cleaning solution and are built to last. Our extensive product ranges offer an answer to any cleaning need, for any user, anywhere.

We understand that achieving the very best results from any product depends on users having access to high-quality support in how to use and maintain them. Leading the way in user support, in 2018 we launch our Nu-Assist App, including training, troubleshooting and maintenance content in multiple languages, readily available to users wherever and whenever needed.



“We’ve made over  
**10 million Henrys**,  
most of which are  
still in use today.”



## PRODUCT TESTING

Our products undergo stringent and standardised testing procedures to ensure that not only do they do the job in hand, but they are built to last.

Our testing procedures evaluate the performance, durability and efficiency of our products. From ensuring our floor tools withstand 500 tumbles, to hose condition after 40,000 oscillations, no detail goes unmissed.

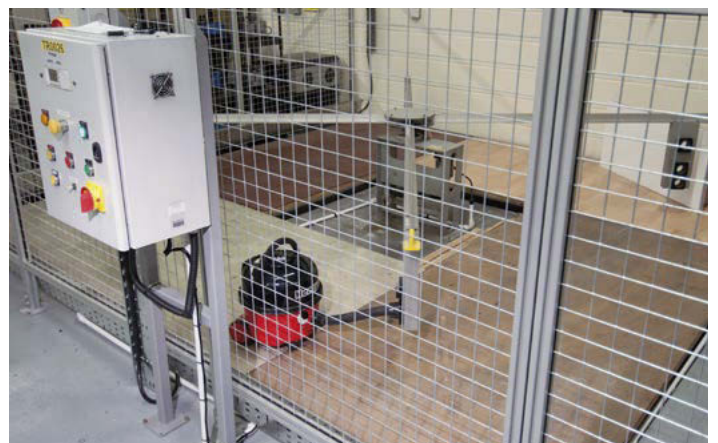
In addition, each of our high-quality motors is tested for a minimum of 1600 hours' continuous life, ensuring long-lasting, powerful performance.

### Testing a Henry

Henry is fully loaded with 5kg and must complete a minimum of **20,000 rotations (111 hours' runtime)** over a number of thresholds, including both carpet and hard-floor.

To pass the test, all of Henry's wheels, hubs and castors must remain in complete working order.

It's no wonder Henry has been voted the U.K's most reliable vacuum brand.

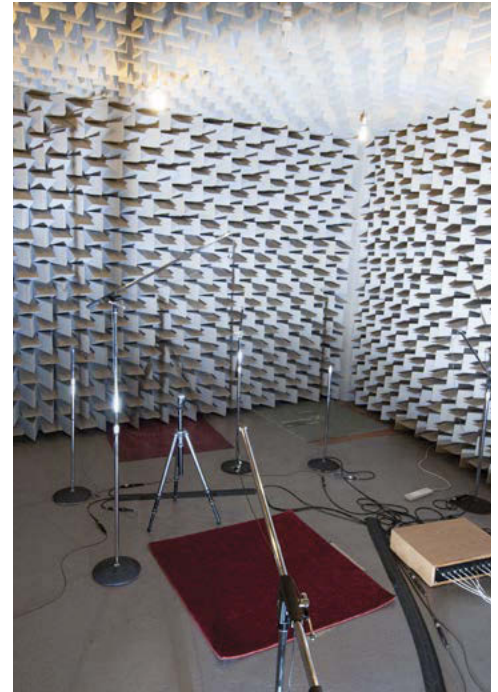
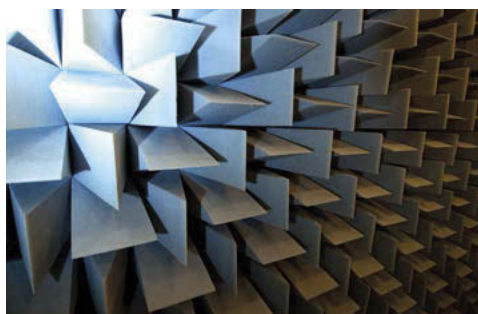




### Efficiency

We are committed to researching and developing means of manufacturing increasingly efficient products.

Where appropriate, products are tested on-site in accordance with EU energy regulations, identifying overall energy rating (A+++ to D), performance on carpets and hard-floors, and re-emissions. All tests are standardised, so much so that when testing performance on carpets, we pre-test the carpet first. Equally, our anechoic chamber enables us to test sound power and pressure in isolated conditions.



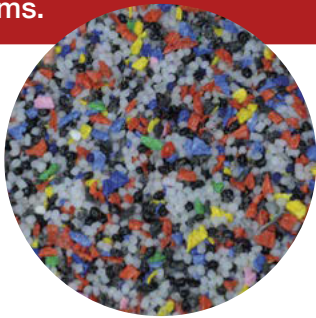
### Performance

No matter where in the world you are, our products deliver the same powerful and professional performance and results. We assess our products against international standards, testing their performance in climates ranging from -20°C to 50°C.

Each test, no matter how small, plays its part in ensuring that each of our products delivers performance you can trust, day after day.



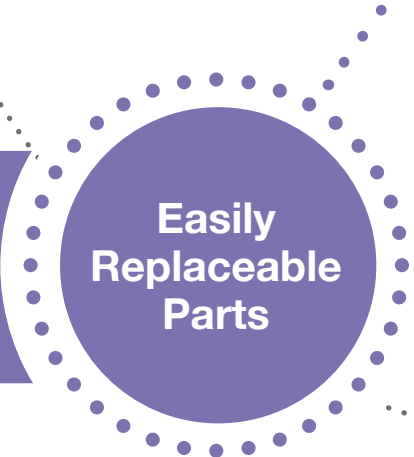
We continue to innovate new ways of introducing recycled material into our products. As of 2018, our filter bags are comprised of 80% recycled material, namely textile offcuts, and an ongoing Research & Development project seeks to introduce an increasing and sustainable quantity of regrind material into our vacuums.



As part of our commitment towards waste electrical and electronic equipment recycling (WEEE), we build products that are easy to disassemble and appropriately recycle.



Our products are designed to be easily and economically serviced throughout their lifecycle. Not only this, but we can still service and provide replacement parts for every product we have ever made.



Looking after







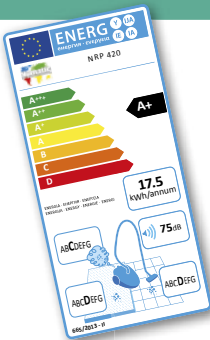
Robust  
and Durable

Independently rated as the U.K's most reliable vacuum brand, our products are built to last. With tried, tested and trusted designs, ongoing innovations, and our commitment to developing sustainable cleaning solutions, our products are there whenever you need them, with the results that you need.



High  
Efficiency

With all product range vacuums A Rated and above, eco-friendly machines across our product ranges deliver maximum efficiency whilst maintaining maximum power, delivering performance you can trust.



Cleaner,  
Safer and  
Healthier  
Environment

Numatic products provide the complete, cleaning solution, for any task, for any user, anywhere. From advanced filtration where you need it most, to our unique MopMatic system for highly effective infection control, to Henry Allergy approved to the highest standard by Allergy UK, our products are there, providing a cleaner, safer and healthier environment.



## INVESTING IN OUR TEAM

Alongside continued investment in products and plant, Numatic is committed to developing and retaining a diverse, highly-skilled and enthusiastic workforce. Employing a team of over 1000 employees, we work hard to equip our staff with the skills they need to undertake, develop and progress in their roles.

We are committed to a policy of equal opportunity and diversity in employment, recognising that it is essential in ensuring the continued success and growth of the business. We commit to select, recruit, train and promote the

best candidates based on suitability for the job; to treat all employees and applicants fairly, regardless of race, sex, marital status, age, nationality, ethnic origin, religious belief, sexual orientation or disability; and to ensure that no employee suffers harassment or intimidation.



Numatic Charity Golf Day



We first started our apprenticeship programme over 20 years ago. Since then, we have invested in a wide-variety of programmes across the business, including:

- Maintenance
- Information Systems
- Production Engineering
- Human Resources
- Research & Development
- Metal Weld/Fabrication
- Injection Moulding
- Business Administration
- Marketing & Media

Programmes range from Level 2 Craft apprenticeships to full degree qualifications. We have also offered advanced apprenticeships in Polymer Science for Injection Moulding Machine Setters, and Leadership and Management.

Apprentices gain experience in a challenging yet rewarding role, achieving recognised qualifications. In turn, investing in apprenticeships enables us to strengthen our support teams, drive forward improvements and increase employee motivation.

Investing in apprenticeships also helps us to address business continuity, particularly in roles where a very specific skill set is required. There is currently a shortage of engineers in the South West; however, through offering comprehensive and value-added apprenticeships, we invest in a highly-skilled workforce for generations to come.

“100% of those that have **successfully** completed **their apprenticeship** with us have been offered a **permanent position.**”

“I now believe that an **apprenticeship** at Numatic is definitely the way to go, it has such a **good working environment**, and everyone is willing to help in everything I do!”



## SUCCESS STORIES

“ I’ve been with Numatic for over fourteen years now. I started out as a 16-year-old apprentice working at Numatic and going to college on a day release basis. Whilst learning, it gave me the opportunity to earn a decent wage. I have now moved into a supervisory position in charge of the Tool Room, with 10 people working under me. I am constantly continuing to develop myself, gaining valuable experience and skills. I would highly recommend taking this route for a career in engineering.”

**Scott Connett**

After completing his apprenticeship as a Machinist/Technician, Scott progressed to Tool Room Supervisor



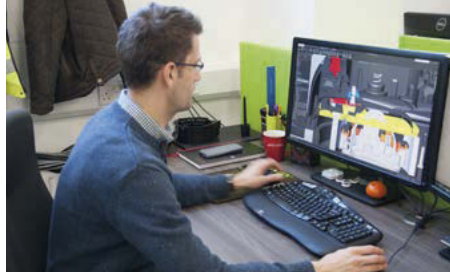
### Other Success Stories – Then & Now



Matt Bright

**Then:** Electronics Apprentice

**Now:** Designer (R&D)



Marcus Aston

**Then:** Apprentice Designer

**Now:** Senior Designer (R&D)



Dan Aston

**Then:** Apprentice Machinist/Technician

**Now:** Tool Room Leading Hand



Ryan Trump

**Then:** Level 3 Apprentice

**Now:** Analyst Programmer



Jon Day

**Then:** Advanced Apprentice

**Now:** Mould Shop Operational Excellence (OpEx) Team

“Many **key staff** throughout the company are former apprentices, many of them have **won awards** at local, regional and national level.”

“I am gaining work experience and recognised qualifications at the same time as earning a good wage. Not only that, but if I pass all of my college courses, I will achieve a Higher National Certificate (HNC). I will also be guaranteed a job at Numatic, with knowledge that is on par with the average engineer. Furthermore, if I achieve high grades on my HNC course, there is also the potential for me to progress to a Higher National Diploma.”

Luke Wells-Burr

Electronics Engineering Apprentice





## PROFESSIONAL DEVELOPMENT

We encourage staff of all levels to develop professionally, regardless of how long they have worked for us. For many of our employees, a career at Numatic is for life, and during this time, we endeavour to provide training opportunities that will build their confidence and skills, and enable them to progress in their role.

**“A career  
at Numatic  
is for life.”**





Opportunities range from accredited courses, to in-house “Toolbox Talks” on a variety of topics, such as Environmental Management, COSHH Awareness and Personal Protective Equipment (PPE).



### Robust Management

Recognising the importance of robust management and its impact on our staff and productivity, we offer a suite of training courses and workshops for those in supervisory and managerial roles. Training includes accredited ILM management programmes, along with more specific courses, such as resilience training, mental health awareness, and coaching and mentoring.

### Training Matrix

To ensure all staff benefit from the training opportunities available to them, we are in the process of developing a training matrix, which identifies training based on role. The document also indicates the knowledge, skills and qualifications employees will need in order to progress in their role.

## HEALTH & WELLBEING

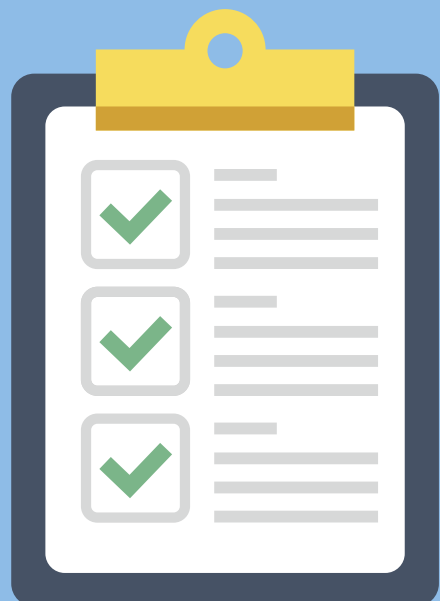
The health and wellbeing of our employees is important to us. We ensure that staff have access to a **comprehensive network of support**, ranging from mandatory screenings to extra help during difficult times, both at work and at home.

### **Personal Protective Equipment (PPE)**

We equip all staff with appropriate PPE for their role, ranging from safety boots to eye goggles. Staff also have access to vending machines that dispense PPE at no cost.

### **Medical Questionnaires**

We take proactive steps to ensure the health, safety and welfare of all employees. Medical questionnaires supplement assessments and screenings, which help us to identify potential areas of special need, and to make appropriate adjustments for our staff.



### Screening

- **Audiology**

We are committed to protecting our staff from any adverse effects of high noise levels. All staff likely to be frequently exposed to noise levels of 86Db or more, or any employees who already suffer from hearing loss or are particularly sensitive to noise, are invited to attend audiometry screenings at regular intervals.



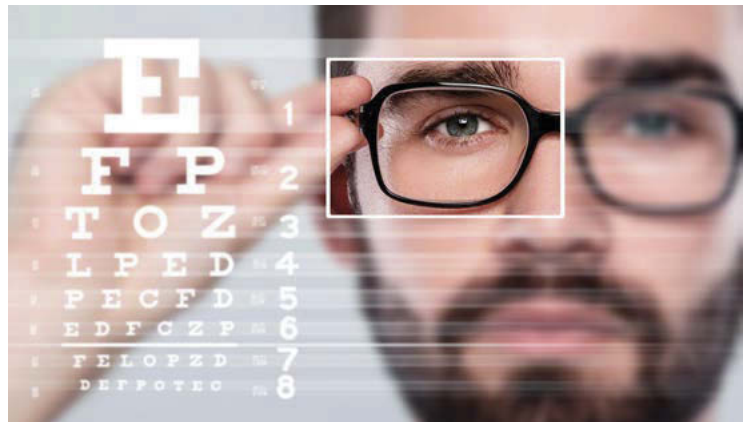
- **Spirometry**

As a protective measure against damage to lung function, all staff at risk are invited to spirometry screening.

“ Screenings enable us to ensure that we are doing all we can to prevent the health of our employees being adversely affected by their work. In identifying any individuals who may be at risk as soon as possible, we are able to identify and implement further precautionary measures throughout our procedures to ensure the health and safety of all staff.”

### Eyesight Tests

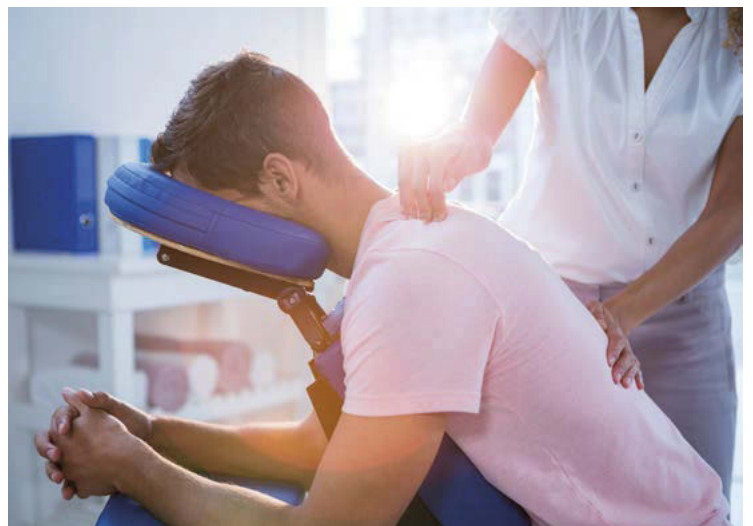
To support staff with the potential impact of frequent display screen equipment (DSE) use on their eyesight, we commit to cover the cost of appropriate eye and eyesight tests for members of staff using DSE regularly. We also commit to provide the member of staff with suitable glasses for work, if required.



### Access to Chiropractor

With many staff lifting and handling heavy objects as part of their role, we have partnered with a local Chiropractic Clinic to provide employees with access to medical support for neck and back pain. All staff have access to 4 fully-funded sessions, with additional funding for a further 4 sessions if required.

To reduce the risk of staff developing these problems to begin with, all staff are required to attend in-house Manual Handling training and refresher sessions.



## HEALTH & WELLBEING

### **Reasonable Adjustments**

We are committed to treating all of our staff equally and take all steps possible to facilitate equal opportunity and diversity across our workforce. This includes committing to make reasonable adjustments for staff and applicants who are considered disabled, and to give special consideration to any member of staff suffering from a temporary disability.





### Mental Health

We recognise the importance of creating a positive environment, in which staff and managers can talk openly and with trust about mental health problems, with access to the appropriate support.

We are currently developing a comprehensive guidance document, which aims to raise awareness of common mental health problems throughout the workplace. The document will provide our managers with guidance on how to recognise potential early signs of distress in their teams, as well as how to approach and provide support to staff.

We are committed to supporting the all-round health and wellbeing of our team inside and outside of the workplace. The development of this document provides a further level of support to those suffering from mental health problems, as well as those supporting those staff.



“ We recognise the **importance** of creating a **positive environment**...” ”

### Lifestyle

Employees have access to external support, including counselling services, and a suite of care for other health and lifestyle matters.

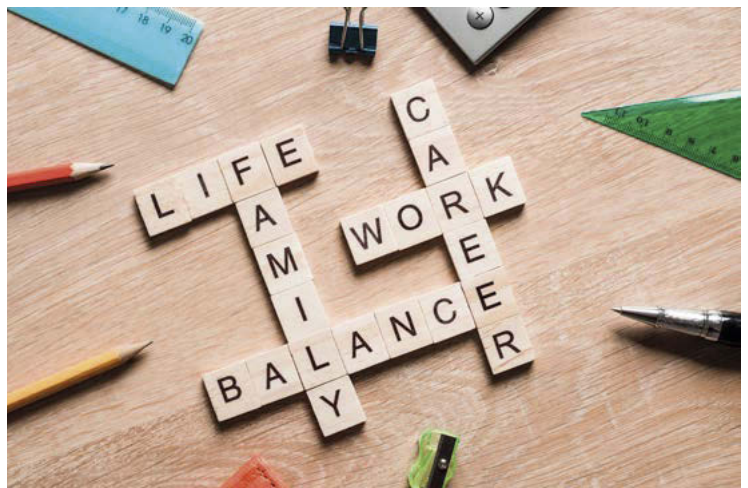
We encourage staff to live a healthy and balanced lifestyle, offering discounted gym membership and a Cycle to Work programme.

To reduce the pressures on working parents, we offer childcare vouchers through a salary sacrifice scheme, with potential annual savings of up to £1000.



### Flexible Working

We do all we can to support our staff in maintaining an appropriate work-life balance. This includes accommodating flexible working requests, and offering phased-return to support staff returning from long-term illness.



## EMPLOYEE VOICE

### Works Council

We established a Numatic Works Council in 2006. Our Works Council meets regularly and represents employees from all areas of our workforce.

**Mission Statement:** We are an approachable voice for the people, and change is not beyond us. Working together to make a difference for a better quality work-life for the **Company**, for the **People**.

“ The aim of the Works Council is to be the voice of all employees. Councillors take any issues, concerns and requirement suggestions to the Management Team on behalf of all employees, including proposals; changes to work patterns, areas, and conditions; pension updates, and employee welfare.”

**Tracy Chamberlain**  
Chair of Works Council



### Trade Unions

The interests of our employees are our top priority. We work closely with the GMB Union on behalf of our employees, particularly in respect to pay and conditions. Any of our staff can opt to become a member of the GMB, or any other union, at any time.

### Communications

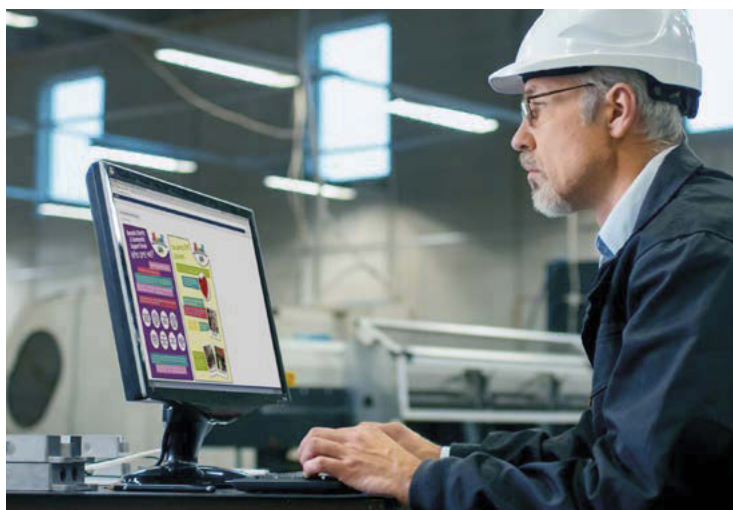
As our most important asset, we are committed to ensuring that staff are kept well informed of all news, updates, and changes across the business. Information, ranging from our environmental performance, through to current charity initiatives, are cascaded to all staff.

The Numatic Intranet provides staff with access to the latest company news, job vacancies, employee resources, and health and safety guidance.

For those staff with less opportunity to access a computer, noticeboards and information screens are positioned throughout our site.

Key communications are also shared with employees as part of their wage packet, with previous examples including our Zero Waste to Landfill achievement and health and safety reminders for on and off site.

“As our most important asset, we are committed to ensuring that staff are kept well informed.”



All staff have access to the company Numatic Intranet



TV screens around our site display health and safety and other important information

Wage slip information



“ Supporting where support is needed most.”

## SUPPORTING THE COMMUNITY



As one of the largest employers in the area, we make it our duty to support those in our local community as well as further afield.

### Fundraising Initiatives

Each year we support numerous good causes, be it through fundraising initiatives or donations towards prize draws. In April 2018, we introduced a new focus group to support this work. The Numatic Charity & Community Support Group meets each month to identify future initiatives, and to help promote the worthy causes supported by Numatic and our staff.

In 2017, our fundraising efforts supported national charities including the British Heart Foundation, NSPCC and MIND, as well as more local causes, including Yeovil Freewheelers, Dorset Air Ambulance and Frenchay Hospital.

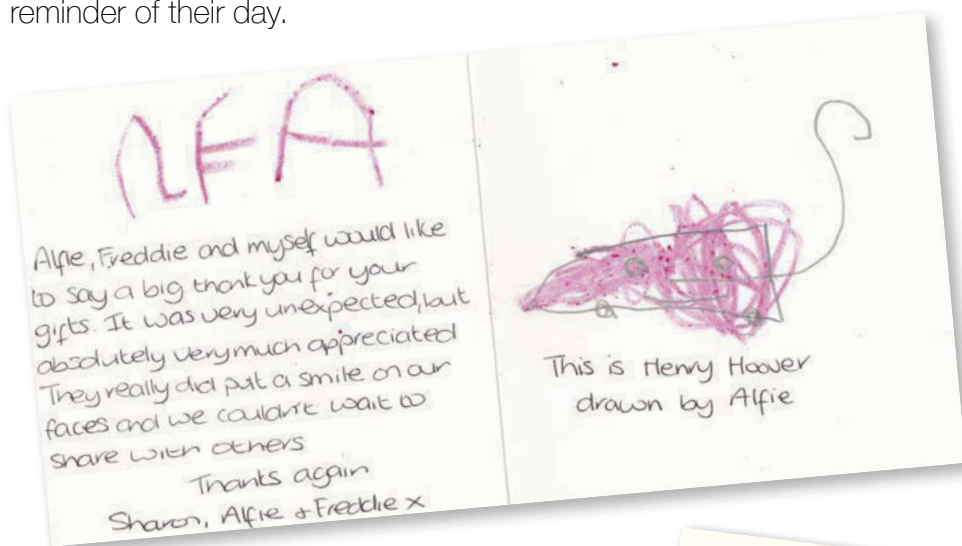


Charity Christmas Jumper Day



### Henry's Biggest Fans

Last year, we collaborated with Dreams & Wishes, Make a Wish Foundation and Rays of Sunshine to help make the dreams of some of Henry's biggest fans come true. Welcoming them to Henry HQ, we give them the full VIP experience, including a Henry tour and a personalised gift to take away as a lasting reminder of their day.



### Inspiring the Next Generation

Through visits to local schools, site visits, and our apprenticeship programme, we endeavour to inspire the next generation. Opening their eyes to the careers available right on their doorstep, we open our doors to a skilled workforce for generations to come.

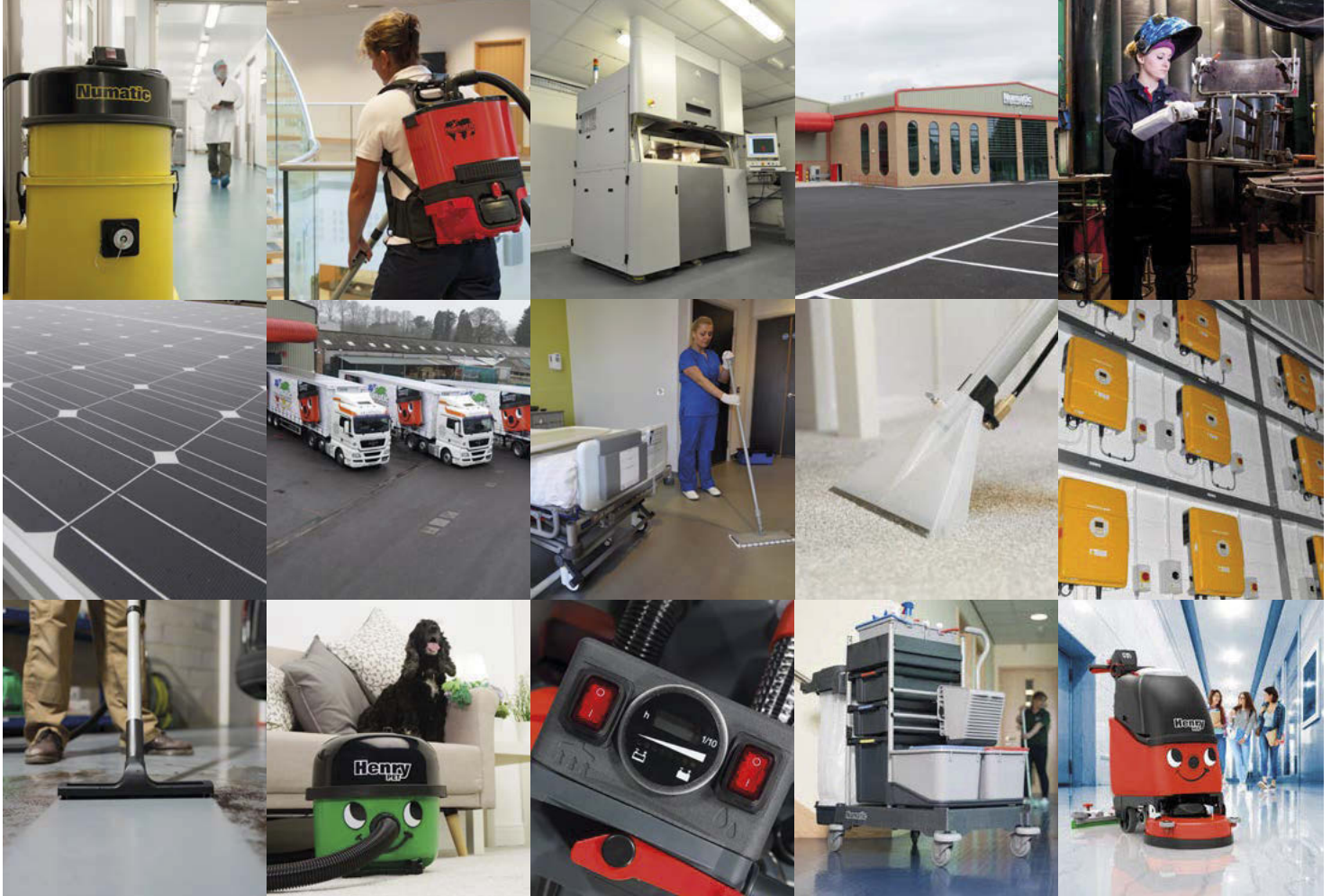
“ We do all we can to bring **a smile** to the faces of **all Henry's fans**, whether through site visits, gifts including the Henry Adventures storybooks, or even Henrys to use as plant pots! ”







Productivity  
 Power  
 Efficacy  
 Professional  
 Adaptability  
 Innovation  
 Efficiency  
 Convenience  
 Versatility  
 Flexibility  
 Capability  
**Performance** YOU CAN **Trust**  
 Serviceability  
 Usability  
 Simplicity  
 Reliability  
 User-friendly  
 Durability  
 Sustainability  
 Quality



Dotted lines for writing notes.

**Head Office**  
**Numatic International Limited**  
Chard, Somerset TA20 2GB UNITED KINGDOM

Tel: 01460 68600 [www.numatic.co.uk](http://www.numatic.co.uk)

**Numatic International S.A.S**  
13/17 rue du Valengelier  
EAE la Tuilerie, 77500 Chelles  
FRANCE

Tel: 01 64 72 61 61  
[www.numatic.fr](http://www.numatic.fr)

**Numatic International (Pty.) Ltd.**  
16th & Pharmaceutical Roads  
Midrand, Gauteng, S.A. 1685  
SOUTH AFRICA

Tel: 0861 686 284  
[www.numatic.co.za](http://www.numatic.co.za)

**Numatic International GMBH**  
Fränkische Straße 15-19,  
30455 Hannover  
DEUTSCHLAND

Tel: 05 11 98 42 16 0  
[www.numatic.de](http://www.numatic.de)

**Numatic International**  
**Schweiz AG.**  
Sihlbruggstraße 142  
6340 Baar  
SCHWEIZ

Tel: 041 768 07 60  
[www.numatic.ch](http://www.numatic.ch)

**Numatic International ULDA**  
Rua da Boa Viagem, 177  
4470 - 210 Moreira Maia  
PORTUGAL

Tel: 351 220 047 700  
[www.numatic.pt](http://www.numatic.pt)

**Numatic International BV**  
BeNeLux Distribution  
Numatic International BV  
Postbus 101  
2400 AC Alphen aan den Rijn  
NEDERLAND

Tel: 0172 467 999  
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