



Tarmac is the UK's leading sustainable building materials and solutions company.

With over 150 years of experience, our unique combination of people, technology and assets enables us to collaborate with customers to offer unrivalled choice, innovation and flexibility.

Our safety first culture underpins all of our activities and is instilled into our culture as a matter of routine. We are committed to building a zero harm culture that prioritises people's safety, health and well-being, and targets continuous improvement.

Tarmac is part of CRH, a global building materials group employing over 90,000 people at around 4,000 locations worldwide.

A Fortune 500 company, and constituent member of the FTSE 100 index, CRH operates in 37 countries. The group is the largest building material company in North America, a regional leader in Europe and has a growing presence in Asia.



*Our vision is 'To be our customers' preferred choice for sustainable construction solutions.'*



# PACKED PRODUCTS

Tarmac Building Products is the leading supplier of innovative solutions for house building, commercial property development, civil engineering, heritage restoration products, DIY and home improvement. Our wide ranging Packed Products division is central to this success.

With the most comprehensive packed products portfolio available in the UK, your business will benefit from partnering with an innovative, knowledgeable and flexible supplier, able to offer consolidated loads of a tailored package of products ranging from a simple building sand to the most complex underground grout.

We are committed to adding customer value at every level through utilising the latest EDI trading technology, intelligent stock management, strong regionally focussed account teams that know your market, marketing investment and logistics excellence.

Whether your business involves specialist contracting, trade or retail, or you're looking for a toll manufacture partner, we can adapt and work with you to provide a solution to meet your needs. In short, our business is not just about building products, it's about building relationships and working with our customers every step of the way.

 **118**  
aggregate  
producing sites

**3.3**   
MILLION TONNES  
sand & gravel reserves

**NATIONAL NETWORK**  
of bagging plants 

  
Plans to  
**EXPAND  
OUR PACKED  
OPERATING  
NETWORK**

# SPECIALIST PRODUCTS

We operate three state of the art specialist construction product manufacturing facilities including the only site in the UK capable of expanding perlite. Our specialist products are part of the fabric of some of Britain's most challenging construction projects and historically significant buildings.

Our key strength is our ingenuity, collaborating with designers and contractors to develop bespoke solutions that not only achieve an end result, but improve the programme of work and deliver outstanding and reliable quality. In recent times we have developed the first specialist flooring compound capable of being pumped 52 storeys up The Shard, the compensation grout for Crossrail's most challenging locations and an innovative heritage grout exclusively entrusted for the restoration of St Paul's Cathedral.

Our bespoke formulations underpin an extensive range of 'off the shelf' specialist cementitious construction products, flowing flooring and high performance screed binders, cementitious and bituminous highways solutions, market leading underground grouts and waterstops and lime based heritage restoration products.

Whatever the application, we have a solution. Think performance. Think Tarmac

Limelite  
**pozament**

Our key strength is our Ingenuity, collaborating with designers and contractors to develop bespoke solutions.



# NATIONWIDE NETWORK

## UK COVERAGE

Nationwide network of 20 production and distribution plants, including co-located plants with our internal quarries, enables us to provide an efficient service across the UK.

## DEVELOPING OUR CAPABILITY

Expansion plans have been outlined to further develop the national footprint and production capability of our operating network, with capital investment plans to improve and upgrade existing production facilities.

## CONTINUAL IMPROVEMENT

We are continually investing in new bagging technology to ensure quality consistency and our commitment to the 'Ultimate Manufacturing' framework empowers us to deliver continuous operational improvement



Operational Excellence  
State of the art bagging  
facility at Bawtry  
near Doncaster

Best in Class National  
and Local Service



# SUPPLY ASSURANCE

## INTELLIGENT STOCK MANAGEMENT

Utilising a wealth of experience gained servicing the Trade market for over 20 years, Tarmac's strong financial backing, our 450 million tonnes of sand and gravel reserves and our 118 aggregate producing sites, offers customers complete confidence in our stock availability.

## SALES & OPERATIONS PLANNING

Our S&OP function works in conjunction with our customers to develop demand forecasts and seasonality profiles for each of our products. Each Tarmac customer has a dedicated planning resource, with a focus on real-time monitoring of orders, production and stock availability.

## KEY PERFORMANCE INDICATORS

Tarmac's account team take a proactive approach to order management, contacting customers and maintaining customer stock levels. We provide KPI measurements and

regular reviews to ensure orders are delivered on time, in full.

## QUALITY SYSTEMS

Industry standards have been achieved for all Tarmac operational sites: BS EN ISO 9001 (Quality Management System), BS EN ISO 14001 (Environmental Management System) and BES 6001 Responsible Sourcing of Construction Products.

In addition, this year our sites have achieved BS OHSAS 18001 (Occupational Health and Safety) and ISO 50001 (Energy Management).

To support continued compliance Tarmac operate an internal quality system called the 'Gold standard'. This quality system was introduced in 2012 to meet the continually high standards expected by our customers. All sites are now audited and given a monthly audit score to monitor compliance with the 'Gold Standard'.



All our building materials  
are tested and certified to  
CE mark BS EN standards

# QUALITY MATTERS

Tarmac's building aggregates range, comes with a guarantee to provide you with quality products from a range that has full traceability of the raw materials used.

Sub-standard materials often look the same, however an inferior product will not only lead to a poor quality finish, but extensive and costly maintenance later down the line. By using a high quality product, contractors can avoid future problems such as efflorescence and corrosion of embedded material, slow setting, loss of strength, cracking and staining.

Our building aggregates are produced to two standards BS EN 13139 (aggregates for mortar) and BS EN 12620 (aggregates for concrete).

These CE Mark standards offer you a guarantee that our products are of a superior quality which is especially important in the production of mortar and concrete products.

# INNOVATION

When it comes to innovation, Tarmac is committed to leading the market. We draw upon a wide range of experience and knowledge when developing new products aligned to market, customer and end user needs.

Our pioneering U-Can range of DIY repair products, has empowered DIYers to undertake repairs in their own homes through a clever blend of mix-in-the-packaging products and helpful instructional videos delivered across mobile, tablet and desktop devices.

In 2013 we won the B&Q award for 'product innovation' in recognition of the launch of Wetmix, the only truly ready-to-use patch repair concrete and mortar products bringing increased speed and reduced waste to contractors across the nation.

A year later, we gained a second award for 'supply chain excellence', highlighting our innovative techniques and commitment to outstanding customer service.

In a fast moving industry a collaborative approach to new product development, working side-by side with customers, along with consumer research, ensures we stay at the forefront of new solutions development.



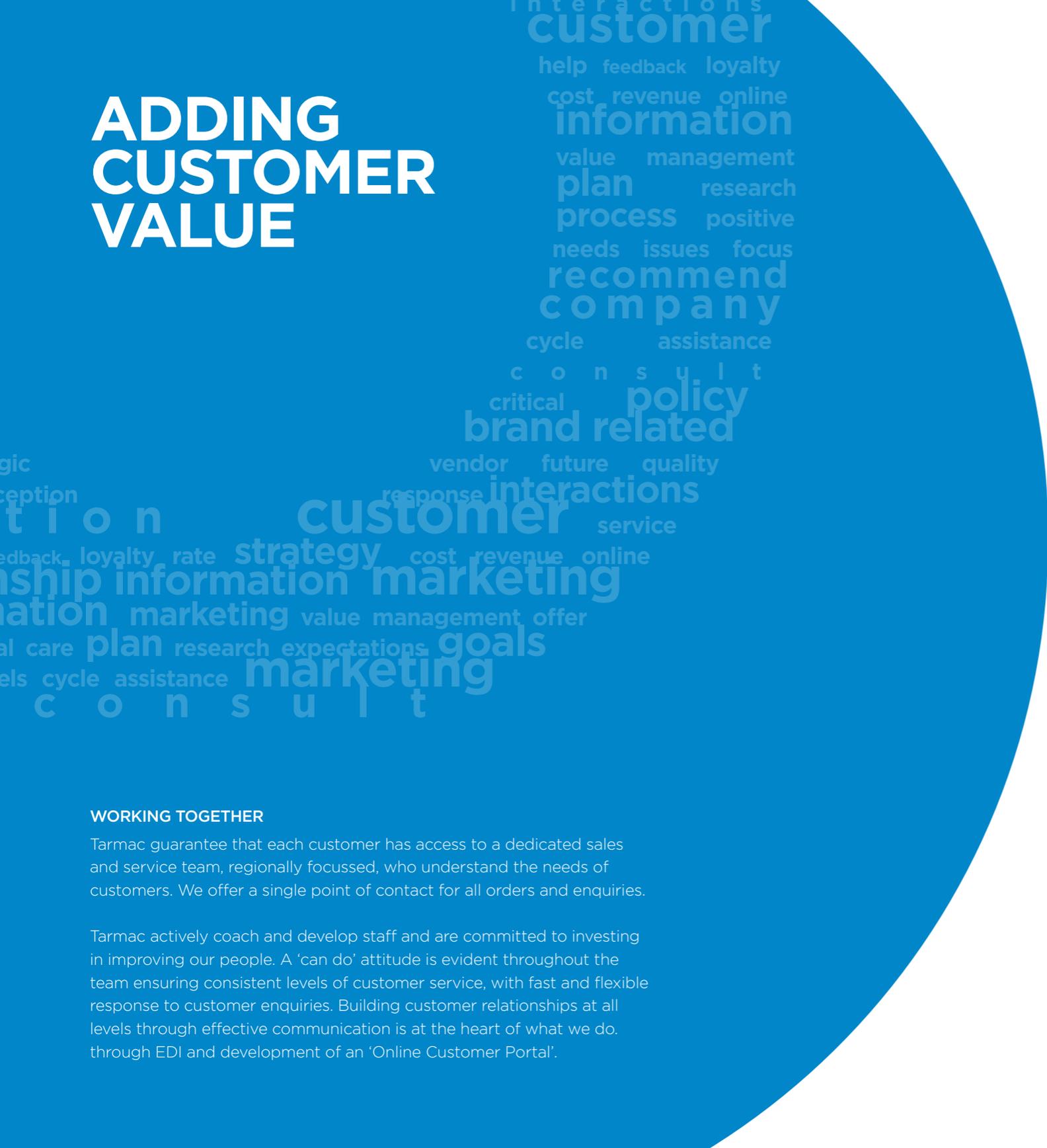
# PROMOTIONAL SUPPORT

Our products aren't just easy to use, they're easy to sell. We offer our stockists a full range of high impact support materials from point of sale materials, to yard banners and posters, not only that, our products are available in attractive, durable, rip resistant poly packaging.

We understand that web activity is more important than ever with many consumers now browsing your website before buying. We have a descriptive text for each of our product range, along with a library of images for you to upload to your website to enhance product listings.



# ADDING CUSTOMER VALUE



## WORKING TOGETHER

Tarmac guarantee that each customer has access to a dedicated sales and service team, regionally focussed, who understand the needs of customers. We offer a single point of contact for all orders and enquiries.

Tarmac actively coach and develop staff and are committed to investing in improving our people. A 'can do' attitude is evident throughout the team ensuring consistent levels of customer service, with fast and flexible response to customer enquiries. Building customer relationships at all levels through effective communication is at the heart of what we do. through EDI and development of an 'Online Customer Portal'.



# SAFETY AND HEALTH

We recognise that the market will continue to grow, which presents challenges to the business in relation to resource and working patterns which have the potential to present additional risks. Therefore we need to refocus our commitment to improving the behaviours of our employees and supply chain partners to achieve and maintain an interdependent safety culture within the workplace.

Our business leaders will deliver a consistent approach to ensuring their commitment to Safety and Health is clearly visible within our operations, by communicating with and supporting our employees and supply chain partners during their visits to site, acting upon any proposed suggestions for improvements to safety and health where practical.

## SAFETY AND HEALTH KEY STRATEGIC AIM

- 70% of employees to be First Aid trained by the end of 2020.
- Directors and Managers to carry out a minimum of 4 Face to Face visits per month on site.
- Every site to have Safety and Health as an integral part of their Performance Improvement Plan.
- All High Potential incidents to be subject to Root Cause Analysis and Director review to identify and share key learning and preventative measures.
- Achieve a 20% reduction in our Total Recordable Frequency Rate (TRCFR) each year from 2013.
- Every site to undergo a cross-business Independent Site Review every three years.
- Include supply chain partners in safety days and in our safety communications.



# SUSTAINABILITY

2014 saw the publication of the Tarmac Sustainability Strategy. This document formally documented and publicised our strategy and priorities to the external market and committed the business to challenging targets to achieve by 2020. This strategy emphasises the importance of adopting a whole life approach and embedding sustainability into everything we do. It also challenged the Business Units to take ownership for its delivery.

## 2014 Achievements

- 3% improvement in CO<sub>2</sub> production associated with our energy usage
- 7% reduction in water usage
- 10% reduction in waste sent to landfill

## SUSTAINABILITY KEY STRATEGIC AIMS



**100%** of operational sites to have risk based water management plans and water inventories by end of 2015



Achieve **ISO 50001** certification at all sites by the end 2015 in addition to retaining ISO 9001 and 14001



**100%** of Construction Solutions products to have carbon footprints by end of 2016



Develop new products and solutions utilising **recycled** materials



**191,000KW** of electricity saved though close monitoring of out of hours energy usage.

**70%** of employees to be First Aid trained by the end of 2020



Achieve **zero waste** to landfill by end of 2020



Reduce transport CO<sub>2</sub> per tonne by **10%** by the end of 2020



Support the Tarmac commitment to reduce mains water abstracted per unit of production by **25%** by end of 2020

