



# Building The Future - Our Commitment



# Our business

Durkan create sustainable communities, manage their environmental impact and minimise the future maintenance requirements. We achieve success through the empowerment of our employees, enabling them to fulfil their potential and share in the delivery of our goal to be a leader in urban regeneration throughout London and the south east of England.

For over 45 years Durkan have continued to strengthen this commitment to sustainable development. For Durkan the term 'sustainability' describes how we manage our environmental, social and ethical responsibilities in relation to the everyday management of our business and buildings. We know that to build on our success in the future we must maximise the benefits and reduce the impacts of our business on people, communities, partners and the environment.

Community and environmental considerations are embedded within our operations. By creating innovative and sustainable construction solutions we have a low impact on the environment and create a positive benefit to local environments.



**In the past 5 years we have developed over 4200 new homes in the south east.**

**We currently have over 2880 new homes in development in the south east**

**Durkan Limited have long term relationships with over 90% of clients, a reflection of their satisfaction with our relationship.**

## Our key sustainability objectives are to:

- Create high quality, sustainable buildings
- Ensure that sustainability is rooted within operations of the Durkan Group
- Ensure that employees have the necessary skills and expertise to deliver objectives
- Build long lasting and vibrant communities where residents have the opportunity to lead sustainable lifestyles

### SUSTAINABILITY WORKING GROUP

Durkan's proactive sustainability working group is made up of employees from various departments throughout the company, this ensures that our approach is implemented at an operational level. Our sustainability group leads plans, sets targets, monitors performance and tracks progress on key initiatives such as renewable energy, water conservation, waste reduction, ethical procurement and human resources.

ENVIRONMENTAL DIMENSION	SOCIAL DIMENSION	COMMUNITY DIMENSION	QUALITY DIMENSION
<ul style="list-style-type: none"><li>■ CLIMATE CHANGE</li><li>■ ENERGY</li><li>■ WASTE</li><li>■ ENVIRONMENTAL PERFORMANCE STANDARDS</li></ul>	<ul style="list-style-type: none"><li>■ EMPLOYEES</li><li>■ HEALTH AND SAFETY</li><li>■ TRAINING</li><li>■ LOCAL ECONOMY AND JOB CREATION</li></ul>	<ul style="list-style-type: none"><li>■ COMMUNITY INVESTMENT</li><li>■ CHARITABLE GIVING</li><li>■ SUPPORT FOR SCHOOLS AND COLLEGES</li><li>■ YOUTH CLUBS</li></ul>	<ul style="list-style-type: none"><li>■ CLIENT SATISFACTION</li><li>■ SUPPLY CHAIN MANAGEMENT</li><li>■ ACCREDITATIONS</li><li>■ KEY PERFORMANCE INDICATORS</li></ul>

# Our people

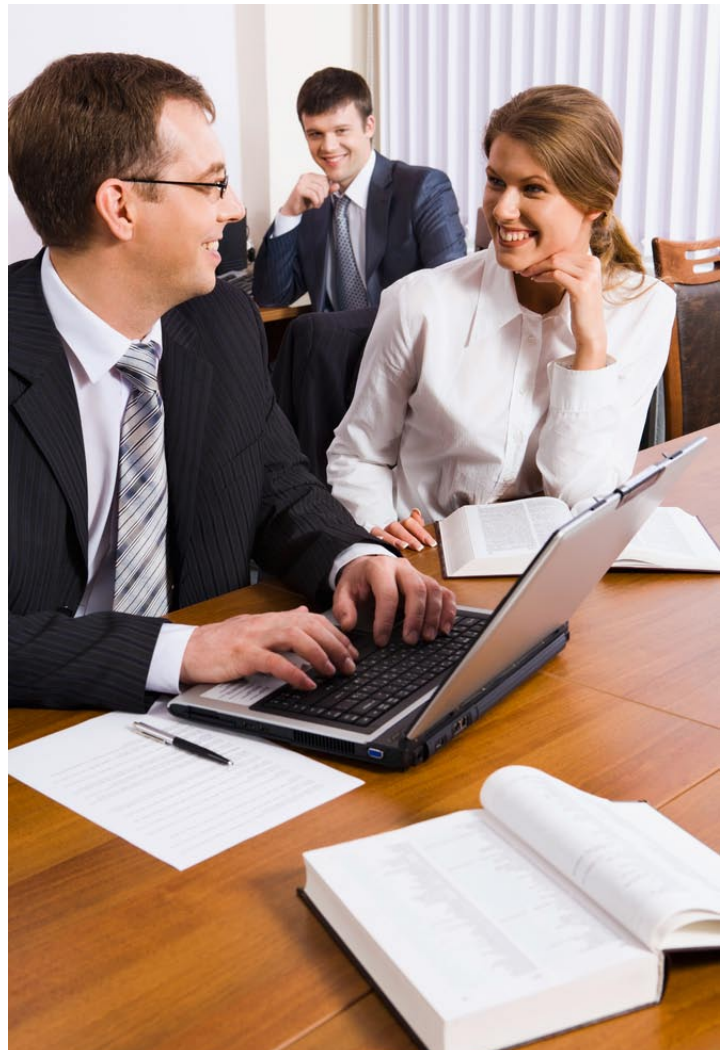
Durkan employs over 250 people in the London and the south east. We depend on them to ensure we remain competitive in the long term. Durkan treats every employee fairly and with respect regardless of their age, colour, disability, ethnic or national origin, material status, nationality, religion, race, sex or sexuality. We reward their efforts, provide personal development opportunities and ensure their health and safety. We have won awards for our high standard of commitment to employees and have gained Investors in People accreditation.

## TRAINING

Employee fulfilment is a key commitment for Durkan and we regularly appraise staff performance and achievement. We offer training opportunities to all our staff members across all sectors and disciplines to increase their general well-being as well as providing them with the skills and tools necessary to pursue their chosen careers to the best of their abilities.

We communicate with our employees on a regular basis, primarily through staff newsletters, email and noticeboards. Durkan has an annual staff conference which provides an overall strategic review of our business and future ambitions. The conference offers a great opportunity for all Durkan employees to highlight any issues and concerns and can help determine training needs for the coming year.

Durkan also supports training programmes run by colleges, housing associations and local authorities. In the last year Durkan provided over 60 construction training placements in all sectors of the construction trade. We have a deep commitment to training all staff, with particular emphasis on under-represented groups such as women, ethnic minorities and older workers. In the past 8 years we and have trained over 200 women in the industry.





- Durkan have received the ROSPA Gold Award for the past 3 years
- Between January 2007 and December 2008 Durkan had no major injuries on sites
- In 2008 Durkan carried out Tool Box Talks on a wide variety of subjects to just over 2400 site workers

**Durkan have gained Investors in People accreditation**

**Over 200 women in the past 8 years have been trained by Durkan**

**Our in-house magazine "Safety Matters" is issued quarterly to all staff and all subcontractors on our approved list (over 1000)**

#### **HEALTH AND SAFETY**

Health and safety is an integral part of our culture at all levels of the company and it is the first item for all director board meetings. Our commitment to safety is exemplified through our leadership whereby the Director of Health, Safety and Environmental (HS&E) Management reports directly to the Chief Executive. Over the past 5 years Durkan have introduced a range of initiatives to reduce risks on site. These include and the 'Put Safety First' campaign introduced in 2004, the '5 Steps to a Safer Site' campaign launched in 2006 and the 'Take Five' campaign in 2008.

The Take Five campaign is about communicating and cooperating together to make our sites safer and healthier. Durkan promote the initiative, demonstrating that good worker involvement including respect, trust, co-operation and joint problem solving will make a difference – promoting safer workplaces for the benefit of staff and worker alike.



# Our environment

- We are committed to achieving the Code for Sustainable Homes level 4 for all future UK housing developments
- Between February and June 2008 a total of 280 tonnes of Durkans site waste was recycled
- 99% of developments are on brownfield land
- A Durkan refurbishment project was the first ever to receive an 'Excellent' Eco Homes rating in the United Kingdom



The environment is not an isolated consideration to Durkan. It is fundamental to everything we do. Durkan continue to reduce our environmental impact at every stage of our construction processes. Our buildings are sustainable, innovative and designed for comfortable living. We can now build homes that can meet any Code for Sustainable Homes level using affordable and replicable solutions. Our commitment to providing clients with sustainable and creative solutions benefits not only local residents but also the wider community.

## Staff Engagement

Over the past year we have put significant effort into reducing our direct carbon dioxide emissions, associated with the running of our offices and construction sites, and emissions associated with our car fleet. Engagement with staff through poster campaigns, training and newsletters have all helped to reinforce the simple actions can be taken by staff to reduce energy and water use such as switching off lights, and increase recycling.

**In 2008 two of Durkans projects were finalists in the 'Sustainable Housing Awards'**

**Skip segregation is employed on all Durkan sites**

**Employees are encouraged to choose more fuel-efficient vehicles**



## Energy – Committed to building homes that use less energy

We consistently strive to reduce energy use, explore alternative fuels and substitute materials. Durkan are committed to the Code for Sustainable Homes level 4 for all future housing developments, this includes Cyril Smith House in Enfield, where we are utilising new technologies such as geothermal piles which will provide energy for under-floor heating and photovoltaic panels which will provide electrical energy for lighting and power.

### Sustainable Housing Awards

Our commitment to sustainability on all our projects is one of the reasons why in 2008 Durkan were finalists for two Inside Housing 'Sustainable Housing Awards'. At our Holborn Mansion project Durkan included a state-of-the-art energy efficiency system to rival the capital's newest developments. As well as solar panel heating for hot water and wind turbine generated electricity the revamped apartments are also installed with the latest thermal insulation technologies which promise to reduce annual carbon emissions dramatically.

At our refurbishment project in Rotherhithe, Durkan created spacious homes with high standards of energy efficiency. The highest annual residents fuel bill has changed from £613 to £334. A reduction of 45% - in properties that have increased in size by 26%.

### Waste - Waste Reduction from design to disposal

All of our current sites have a site waste management system in place. The aim of each plan is to achieve the highest possible rates of re-use and recycling of materials to prevent unnecessary disposal at landfill sites. The plan allows us to monitor our waste streams and compile data on our recycling performance. Skip segregation is employed on all Durkan sites. We have developed 3 methods of recycling waste dependent on the size of the site.

### Transport – Durkan have found numerous ways to reduce car use for employees and residents

Durkan encourage employees eligible for company vehicles to choose more fuel-efficient vehicles with various incentives. A range of our current projects also include car clubs to reduce carbon emissions associated with car use such as Sudbury Heights in Ealing and Popham Road in Islington.



# Our community commitment



Our largest ever regeneration project is at Clapham Park Estate in south west London. Durkan's involvement is taking place over a five year period and includes the refurbishment of 537 existing homes for affordable housing and the creation of a further 229 new homes for private sale and shared ownership. A new school, additional retail outlets, community centre and central park will also be created as part of the wider redevelopment of Clapham Park.

Durkan's impact and influence extends well beyond our construction operations. The materials we use and the jobs we provide contribute to a better society for all, while we work with residents and partners to improve local communities. We support many social initiatives in housing, education, culture and sport by collaborating with private, public and community-based partners.

## Before Construction

Residents needs and wants are always a key focus even before work commences on site. We use a range of techniques including newsletters and regular meetings to enter in to a genuine dialogue with those who can affect or may be affected by our developments.

At our Strongbridge Road project in Harrow we are in partnership with client Metropolitan Housing Association. Before Durkan started construction a family fun day was arranged inviting residents to become more informed of the new development. A barbeque, steel band and face painting for children were arranged whilst a competition was held to give residents the opportunity to name the 8 new blocks to be built. Durkan have also offered residents of the estate placements to work as trainees at the site.

## During Construction

Durkan seek to minimise disruption during construction, and we sign all UK sites up to the voluntary Considerate Constructors Scheme (CCS) which independently audits site performance. Our CCS site audit scores continue to exceed the benchmark for all projects registered with the scheme and Durkan are now Associate Members of the scheme.

## After Construction

Many of Durkan's current projects will benefit local communities for years to come. These include community centres, hostels, care homes and play areas. At Arlington House in Camden Durkan Limited are providing an art gallery, exhibition space, a museum and dance studios and a training centre.

Durkan Limited is an industry leader in providing affordable housing solutions and offer varieties of tenure to suit all sections of the community. Our developments are regenerating some of the most deprived areas in the South East and we currently have projects in 6 of the most deprived local authorities in the UK. At many of these schemes we work with the local communities to build long-term skills.



**Our developments are regenerating some of the most deprived areas in the South East**

**Residents needs and wants are always a key focus even before work commences on site**

**For over 5 years Durkan have been working with the Hertfordshire care leavers team**

At Durkans new build project of 260 apartments in Greenwich Wharf Durkan received a CCS score of 36 in February 2009 compared to the national average of 31.8 for a new build public development.

#### **Support for Schools**

Most of Durkans sites are based close to primary schools. Durkan regularly collaborate with head teachers to convey health and safety awareness to young children. Durkan provide a video display and talk to over 200 children at a time about playing safely close to construction sites, and the dangers within. To reinforce the 'play safe' message each child is presented with a pencil case and safety activity book.

#### **Support for Colleges**

Durkan continue to mentor students at various colleges and academy's about career opportunities in construction. Students receive professional advice from Durkan staff and have the opportunity to visit our sites to see construction in operation. Where possible Durkan provide construction skills to students through on site training.

#### **Sponsorship**

Durkan are consistently involved in community initiatives and continue to set up various bursaries. For over 5 years Durkan have been working with the Hertfordshire care leavers team to help young car leavers study at University. The Durkan bursary has helped over twenty young people so far and grants are awarded annually at the Hertfordshire Children and Care Leavers Award Ceremony. Durkan also set up a bursary to help disadvantaged residents to find employment at our project in East Dulwich.

# Our quality commitment

The number of long-term partnerships in which Durkan is involved, many as preferred supplier, is testament to our high quality standards. Durkan's procedures ensure that all work completed on our sites meet and exceed the quality aspirations of our clients.



## NHBC Recognition

Durkan's on-going commitment to quality control has recently been recognised by housing warranty and insurance provider NHBC. We received a major refund in recognition of our excellent build quality controls. This refund has been achieved due to no claims at all being registered against the homes built by Durkan.

Durkan build innovative and sustainable homes that are comfortable in summer, warm in winter and economical to run for both clients and residents. However, to achieve ever higher standards, the quality control team at Durkan has developed a number of unique procedures that go above and beyond the ISO 9001 accreditation.

Using client, resident and staff feedback we continue to revise and improve our quality standards and can draw on our experience of hundreds of different projects whilst retaining a crucial local perspective.



**Durkan have received recognition from the NHBC for our excellent build quality controls**

**Durkan have long term relationships with over 90% of clients**

**Durkan continue to receive above average scores in the Considerate Constructors Scheme**

# highlights

“Durkan have benefited Octavia by providing quality, eco-efficient office space and special care homes at James Hill House. Durkan employ a high level of co-operation. It would be hard to fault their ability and level of service.”

**David Woods, Octavia Housing & Care**

“Durkan were extremely considerate during the construction of Birch Court. Durkan is a quality outfit with expert professionals. The project caused minimum disruption to the hospital and was completed on time and within budget, I am very impressed with Durkans approach.”

**Malcolm Lynch, QEII Hospital**

“We were delighted to work with Durkan on the refurbishment of one of our most historic estates at Rotherhithe. The project ran smoothly, gaining recognition from the Housing Forum and the National Home Improvement Agency, as well as generating excellent levels of resident satisfaction.”

**Sandy Allcock, Affinity Sutton Group**

“Durkan was very aware of the needs of a workschool and liaised closely with us to keep informed, to keep the children safe and to make things as painless as possible during the project.”

**Evelyn Pittman, Tetherdown Primary School**

## Staying Safe On Site:

Durkan have won the health and safety **ROSPA Gold Award for the past 3 years**

## Recycling Waste:

**280 tonnes**

of Durkans site waste was recycled between February and June 2008

## Sustainable Development:

**99%**

of developments are on brownfield land

## High Customer Satisfaction:

Durkan have long term relationships with over

**90%** of clients



## Considerate Construction:

Durkan continue to receive **above average** scores in the Considerate Constructors Scheme

## Employee Investment:

In 2008 Durkan gained the prestigious **Investors in People** accreditation

## Quality in Construction

Durkan have received recognition from the NHBC for our excellent build quality controls years

## Sustainable Construction:

In 2008 two of Durkans projects were finalists in the **Sustainable Housing Awards**

Durkan Limited  
214-224 High Street  
Waltham Cross  
Hertfordshire  
EN8 7DR



Tel: 01992 781 400  
Fax: 01992 781 500

[www.durkan.co.uk](http://www.durkan.co.uk)  
[info@durkan.co.uk](mailto:info@durkan.co.uk)

This document is part of a restricted print run and we encourage all our contacts to view this document in electronic form, available on the Durkan website.



printed on enviromentaly friendly paper