

# Delivering a railway fit for the future

Network Rail sustainable development performance 2014/15

## 1. Introduction

In 2014/15 we continued to deliver services that improve Britain's economies, communities and the wider environment. In recognition of this, Network Rail was awarded four (out of five) stars in the 2015 Business in the Community Corporate Responsibility Index.

Network Rail is committed to implementing our Sustainable Development Strategy<sup>1</sup> and developing a suite of Sustainable Development key performance indicators (KPIs) to report against.

This document reports our performance, including against the KPIs that have now been implemented, including the measures explicitly set out in the Delivery Plan.

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<sup>1</sup> [www.networkrail.co.uk/browse%20documents/strategicbusinessplan/cp5/supporting%20documents/transforming%20network%20rail/sustainable%20development%20strategy.pdf](http://www.networkrail.co.uk/browse%20documents/strategicbusinessplan/cp5/supporting%20documents/transforming%20network%20rail/sustainable%20development%20strategy.pdf)

## 2.1 Managing our land

When managing our 40,000 hectares of land assets, we must balance ecological value, consideration for our 22 million lineside neighbours (people who live or work within 0.5km of a line) and the need to manage risk of delay caused by vegetation on the line.

During the severe winter of 2013/14, many trees fell onto the track resulting in train delays and risk of accidents. We assessed vegetation in all areas where trees had fallen and removed trees where the risk of fall was unacceptable. This resulted in public and media scrutiny, and in some cases we needed to suspend work. We have put in place the necessary procedures to balance our biodiversity obligations with those of providing a safe, efficient railway.

Our infrastructure projects are committed to achieve a net increase in the biodiversity on their sites. Six of our projects are pioneering the use of the Department for Food, Environment and Rural Affairs' (DEFRA) system of units to calculate and track gain or loss of biodiversity and have replanted trees in areas including Greenwich and Lambeth, in London.

Fixing defective rails used to be time-consuming and noisy for our lineside neighbours. By adopting lighter, quieter mobile flash butt welders we are preventing them interfering with signalling and telecommunications equipment and we can fix rails in a quarter of the time and with less disturbance to our neighbours

## 2.2 Protecting our environment

### 2.2.1 Environmental incidents

In 2014/15 Network Rail changed its categorisation of environmental incidents in line with the Environment Agency's Common Incident Guidance System (CIGS). The scope of incidents that are included within CIGS is greater than the scope of incidents reported in 2013/14. We are not, therefore, re-reporting 2013/14 data this year as it is not directly comparable with 2014/15 performance.

Network Rail has improved its "close call" system, which enables employees and contractors to report anything that has the potential to cause injury or damage. The vast majority of close calls relate to safety; 3.5 per cent relate to environmental issues. We are now investigating and closing off 66 per cent of environmental close calls within a month, compared to just 25 per cent in 2013/14, as shown in [table 1](#).

Metric	Definition	2013/14	2014/15
Environmental Incidents	Environmental incidents caused by activity of Network Rail or its infrastructure contractors	-	677
	Category 1 (major impact) environmental incidents	-	4
	Category 2 (significant) environmental incidents	-	40
	Category 3 (minor) environmental incidents	-	417
	Category 4 (negligible) environmental incidents	-	216
Environmental Close Calls	Environmental events without environmental impact	3,600	2,530
	Percentage of close calls closed out in within one month of logging	25%	66%

### 2.2.2 Sites of Special Scientific Interest (SSSIs)

Site Management Statements for all SSSIs in England have been assented by Natural England. This enables Network Rail to undertake certain routine activities without the need to inform the regulator, and enables essential maintenance of the railway to continue whilst also meeting legal obligations. In Control Period 4 (CP4; 2009 to 2014) we reported only on the condition of a certain number of SSSIs in England. In Control Period 5 (CP5; 2014 to 2019) we are initially reporting on all SSSIs in England and Scotland. Network Rail aims to report on the SSSIs in Wales in future years.

**Table 2** sets out the reporting requirements relating to SSSIs. The regulatory reporting requirements for reporting the condition of SSSIs is different in England and Scotland.

Favourable status is determined following an objective assessment during which it is established that special habitats and features are in a healthy state and are being conserved for the future by appropriate management.

Recovering status is determined following an objective assessment during which it is established that all necessary management measures are in place to address the reasons for unfavourable condition, and that if these measures are sustained, the site will recover over time.

The number of impactable features within SSSI sites that we manage in Scotland is determined by Scottish National Heritage (SNH) and has increased this year as SNH has identified more features. We have internally reviewed the condition of features within our SSSIs in Scotland and assess over 93 per cent as being in a favourable or recovering condition.

Metric	Definition	2013/14	2014/15
Sites of Special Scientific Interest	The proportion of sites in England in favourable or recovering condition	79.2%	78.7%
	The number of impactable features within SSSI sites in Scotland that Network Rail manages	41	54
	The proportion of impactable features within SSSIs in Scotland that Network Rail manages in favourable or recovering condition	82.0%	93.0%*

\* Methodologies used to report waste reused differ across Network Rail. Initiatives are in place to standardise this reporting. These numbers include National Supply Chain data from period 1 and Infrastructure Projects data from period 11, when the breakdown according to the waste hierarchy started to be reported. Network Operations and Property do not currently report waste reused data.

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## 2.3 Natural resources performance

### 2.3.1 Waste

Due to increased volumes of renewals and enhancements to the network, the volume of waste produced has increased as shown in [table 3](#).

Network Rail's waste management performance has improved in 2014/15 and rates of re-use and recycling increased this year, with the percentage of total waste sent to landfill decreasing to 11.6 per cent (from 13.4 per cent in 2013/14). Our data around infrastructure waste production is not, however, comprehensive; we are working to increase the number of contractors that report on this data.

Network Rail is developing a waste strategy that integrates the key activities of design, engineering, environmental management, procurement and supply chain management to integrate the principles of designing out waste, materials, resource efficiency and waste hierarchy. This is intended to achieve both environmental benefits and cost savings.

We are improving our waste data reporting and using a reporting tool, linked to Credit 360, which is a software tool that Network Rail uses to collect, compile and analyse sustainable development data from across our business.

Metric	Definition	Units	2013/14	2014/15
Waste Management	The amount of waste Network Rail and its infrastructure contractors produce and manage	tonnes	3,231,691	4,145,090
	Proportion of waste reused*	%	86.6%	11.0%
	Proportion of waste recycled	%		76.8%
	Proportion of waste recovered	%		0.6%
	Total proportion of waste diverted from landfill	%	86.6%	88.4%
	Proportion of waste sent to landfill	%	13.4%	11.6%
Infrastructure Waste Production	The total amount of waste produced in the course of undertaking infrastructure projects, normalised to amount of spend	tonnes / £100,000	49.5	75.6
* Methodologies used to report waste reused differ across Network Rail. Initiatives are in place to standardise this reporting. These numbers include National Supply Chain data from period 1 and Infrastructure Projects data from period 11, when the breakdown according to the waste hierarchy started to be reported. Network Operations and Property do not currently report waste reused data.				

The Borders Railway project has used innovative design to remove the need for 350,000 tonnes of material. In addition, around 746,000 tonnes of material has been re-used to restore seven adjacent sites. This removed the need for 109,000 individual lorry movements on public roads. The project is on course to divert almost 1.1 million tonnes of material from landfill by its completion – the equivalent of a diversion rate of 98 per cent.

Our Scotland route has dramatically improved its waste management through more effective use of the waste hierarchy, increasing the percentage of waste recycled from 19 per cent to 66 per cent in a year, and delivering almost 30 per cent reduction in associated costs.

### 2.3.2 Timber

Network Rail has historically encountered challenges in collecting data, particularly from our supply chain, associated with the purchase of sustainably sourced timber and the chain of custody related to it. We are implementing our Responsibly Sourced Timber policy to further improve assurance. We report our performance around responsible timber sourcing in calendar years, to align with World Wildlife Fund (WWF) Global Forest & Trade Network (GFTN) reporting requirements. The figures stated in [table 4](#), therefore, relate to calendar rather than financial years. The most comprehensive volumetric reporting currently relates to timber sleeper and bearer suppliers, and timber merchants with whom we have framework agreements.

The verification of supplier certification claims has yet to be completed, so the stated 2014 certification percentage (in [table 4](#)) is only provisional. The 2014 figures exclude data related to timber fencing materials, furniture and stationery products as these suppliers have not yet started to report reliably. There is an element of construction timber reporting from infrastructure projects included in the 2014 figures. However, this should be treated with caution as it only represents a small proportion (approximately 2 per cent by weight) of the timber used on our infrastructure projects. Improving reporting rates is a priority for the coming year.

Network Rail is developing a procedure to formalise business process for procuring responsibly sourced timber. We will continue to work with our new and existing supply chain partners to improve timber consignment reporting and the proportion of timber that can demonstrate certification and unbroken chain of custody. We are working to more effectively integrate sustainability into our procurement and supply chain management activities, and updating and expanding the scope of our environmental contracts requirements.

Metric	Definition	Units	2013/14	2014/15
Responsible Timber Sourcing	The volume of timber procured by Network Rail and its infrastructure contractors	m3	17,840	14,124
	The % by volume of timber that is sourced responsibly through checked & certified schemes, with chains of custody	%	44.2%	67.6%

## 2.4 Carbon

### 2.4.1 Embodied carbon

Embodied carbon refers to carbon dioxide emitted during the manufacture, transport and construction of building materials, together with end of life emissions.

In 2014/15 we trialled the rail industry toolkit developed by the Rail Safety and Standards Board to measure and reduce embodied carbon on several projects, including alternative embankment stabilisation and footbridge construction methods. We are developing our approach to embedding use of the tool across our business.

Our Northern Hub programme team and supply partners Parsons Brinckerhoff and Mott MacDonald used carbon assessment techniques to inform the design and construction of the Ordsall Chord that will link Manchester Piccadilly and Manchester Victoria stations. The opportunity to save 17,233 tCO<sub>2</sub>e has been identified and implemented. On our Huyton & Roby scheme, between Liverpool and Manchester, the project team anticipates reducing the project's carbon footprint by up to 12 per cent by using lower carbon cement.

### 2.4.2 Performance against scope 1 & 2 non-traction carbon dioxide emissions forecast

Scope 1 emissions are carbon emissions from known sources under Network Rail's operational control and cover use of natural gas, road vehicle fuel, gas oil, Calor Gas and sulphur hexafluoride gas. Scope 2 emissions are carbon emissions generated from electricity use under Network Rail's operational control.

Network Rail's target is to reduce CO<sub>2</sub> emissions during CP5, by 11 per cent against forecast CP4 exit figures. Table 5 sets out the network wide targets and actual performance for CP4 exit and 2014/15. The network wide target was to decrease CO<sub>2</sub> emissions by 4.4 per cent over 2014/15. Network wide emissions have increased by 9.2 per cent this year. Approximately half of this increase is due to a significant increase in the carbon intensity of UK grid electricity in the past year. In England and Wales, shown in table 6, the remaining increase is due to Bristol Temple Meads and Reading stations being brought into the Network Rail managed station portfolio and

additional electricity supplies as a result of network and performance improvement programmes. In Scotland, which is shown in table 7, a significant number of additional supplies have been brought into Scotland's portfolio with the progress of large-scale projects, resulting in additional emissions that were not part of our CP4 exit or CP5 baseline. Whilst energy and carbon reduction initiatives have begun and are programmed to deliver in future years of the control period, the expansion of Network Rail's managed station portfolio, our programme of rail electrification and further enhancements to the network planned through CP5, make achievement of our carbon targets particularly challenging.

Following an external review of our methodology for calculating carbon emissions and footprint, Network Rail is reviewing its data for the last two years. In our CP5 Delivery Plan it was necessary to forecast our CP4 exit carbon footprint. This turned out to be a significant underestimation, which caused the difference between Delivery Plan and Actual CP4 exit figures. As we continue to improve our understanding of our carbon footprint, this exit figure may change further due to date revisions, and we anticipate publishing re-baselined figures during 2015/16. We will continue to report percentage change against CP4 exit to provide a transparent view of our performance in delivering carbon efficiency.

Network Rail is installing automatic meter reading (AMR) technology on signal boxes, rail crossings, stations and depots. We currently track 86 per cent of our non-traction energy consumption through AMR. This has enabled us to improve data and processes, minimise consumption and improve billing estimates. This has resolved many cases of historical billing inaccuracies, improved data and reduced the resources necessary to manage utility queries. We used AMR to recover £3.2m in overcharges in 2014/15.

We demonstrated a ground-breaking approach solution for bringing the benefits of electric trains to branch lines, where electrification itself is not feasible. We created an independently powered electric multiple unit by adding a lithium battery to a modified class 379 train. This passenger service ran between Harwich International and Manningtree stations and we are now evaluating data on performance.

Table 5: Network wide emissions			
CO2 emissions (tonnes)	CP4 exit	2014/15	% change
Network Rail Scope 1 & 2 CO2 emissions – CP5 Delivery Plan target	258,247	246,840	4.4% reduction
Network Rail Scope 1 & 2 CO2 emissions - Actual	298,450	326,044	9.2% increase

Table 6: England & Wales emissions			
CO2 emissions (tonnes)	CP4 exit	2014/15	% change
Network Rail Scope 1 & 2 CO2 emissions – CP5 Delivery Plan target	227,534	217,621	4.4% reduction
Network Rail Scope 1 & 2 CO2 emissions - Actual	266,294	292,265	9.8% increase

Table 7: Scotland emissions			
CO2 emissions (tonnes)	CP4 exit	2014/15	% change
Network Rail Scope 1 & 2 CO2 emissions – CP5 Delivery Plan target	30,714	29,220	4.9% reduction
Network Rail Scope 1 & 2 CO2 emissions - Actual	32,156	33,780	5.0% increase

N.B. Energy use is translated into carbon emissions through the use of standardised emissions factors. Emissions factors used to compile this data are the most recent (2014) Government conversion factors for company reporting [www.ukconversionfactorscarbonsmart.co.uk](http://www.ukconversionfactorscarbonsmart.co.uk)

### 2.4.3 Other carbon KPIs

Network Rail is committed to reducing its carbon footprint and to keeping up with global best practice in carbon management. Key to this commitment was the change, in October 2014, of our traction electricity contract, meaning that 100 per cent of traction electricity used is from nuclear power, which is a low-carbon source.

This is in line with the criteria laid down by the World Resources Institute (WRI) for 'market-based' calculations in its new guidance on reporting emissions; it has contributed to the annual average carbon emissions factor for traction electricity that we supply to TOCs (market-based) falling to 0.21 tonnes CO<sub>2</sub>/kWh in 2014/15 (from 0.45 tonnes CO<sub>2</sub>/kWh in 2013/14).

Table 8: Carbon reduction commitment footprint (t CO <sub>2</sub> e is metric tonnes of CO <sub>2</sub> emissions)				
Metric	Definition	Units	2013/14	2014/15
Carbon footprint - influence	Network Rail's selected scope 3 carbon emissions*	t CO <sub>2</sub> e	22,110	25,095
Carbon reduction commitment (CRC) footprint	The total carbon emissions from Network Rail-managed properties that come under the CRC Regulation	t CO <sub>2</sub> e	176,120	Available by end July 2015
Infrastructure Contractor Emissions	The total amount of carbon dioxide produced in the course of undertaking infrastructure projects, normalised to amount of spend	t CO <sub>2</sub> e / £100,000	2.53	213
Electricity from renewable self-generation	Total amount of energy generated from renewable technologies	kWh	1,297,125	**744,565
Carbon intensity of electricity, traction and non-traction	The annual average carbon emissions factor for our non-traction electricity (market and location based)	t CO <sub>2</sub> e / kWh	0.45	0.49
	The annual average carbon emissions factor for traction electricity we supply to train operating companies (market-based)	t CO <sub>2</sub> e / kWh	0.45	0.21
	The annual average carbon emissions factor for traction electricity we supply to train operating companies (location-based)	t CO <sub>2</sub> e / kWh	0.45	0.49
<p>* Scope 3 carbon emissions are an optional reporting category that allows for the treatment of all other indirect emissions. They are a consequence of our activities, but not from sources under Network Rail's operational control. The scope emissions under "carbon reduction – influence" are:</p> <ul style="list-style-type: none"> <li>• transmission and distribution losses in the grid for the energy we use</li> <li>• business travel by rail, by air and by London taxi</li> <li>• aviation fuel used for our helicopter services</li> </ul> <p>** Our data for renewable self-generation in 2014/15 does not currently include the data from our largest renewable project, Blackfriars solar bridge in London (from September 2014 onwards). This data is currently being obtained and will be added to this table and restated in the 2016 Annual Return. The figure that we state in this table is anticipated to increase significantly.</p>				

# 3. Weather resilience and climate change adaptation

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We enhanced our weather resilience and climate change programme in response to problems caused by the severe weather of 2013/14. In 2014/15 we published eight route weather resilience and climate change adaptation plans, which explain how weather can affect the railway, the potential impact of changes in our climate, and what we are doing to mitigate the impacts of weather and climate change on our infrastructure.

The programme has also supported an update to the rail's industry's process for working together during times of extreme weather, advice on lineside vegetation management and a trial to remotely monitor the condition of our embankments and manage the risk of landslides.

We are involved in forums that are finding solutions to flood risk in the south west of England; for example, in Exeter, Dawlish, the Somerset Levels, Plymouth and at Cowley Bridge Junction. We are also researching how changes to rainfall could affect the risk of river erosion of materials at our bridges, so we can better manager these assets.

## 4. Social impact

Social impact performance is consistent or improving across all performance indicators, as shown in tables 9 to 12. With improved data systems and a revised social impact strategy in 2015/16 we look forward to continuing to drive improved performance and positive impact across Network Rail's key social impact focus areas.

Network Rail has reviewed its social impact; that is how its operations, activities and decisions impact our employees and suppliers, rail passengers, communities and other stakeholder groups, and has identified the ten key 'focus areas' through which we are now driving activity and will report against in future years.

Our partnership with Samaritans works to keep communities safe. Almost five per cent of suicides take place on the railway. We've launched a learning tool on Suicide Prevention and Support on the Railway (<https://nspsglearningtool.co.uk>) which is being used by our employees, our industry partners and colleagues including the British Transport Police and in the National Health Service. The tool has contributed to an annual increase of almost 50 per cent in "lifesaving interventions" made by our employees and our industry partners; that is, direct actions that have prevented the tragedy of a suicide.

When young people get onto our track, there is danger to them and disruption to us. There were more than 1,000 such incidents in 2013/14. Our Rail Life team explains how to stay safe around our network to young people and schools. In 2014/15 we partnered with the Football League Trust and 10 football clubs, including Leeds United and Portsmouth FC, to communicate key facts about railway safety to young people.

We continued to inspire tomorrow's workforce by working with students aged 11 to 18 on careers guidance and science, technology, engineering and maths projects lasting between a few hours and eight weeks. In 2014/15 we ran programmes in Leicestershire, Glasgow, London and other areas.

We revised our approach to volunteering so that a wider range of charities and community projects can benefit from the five days of volunteer time that each of our people can contribute each year. The number of employees participating in volunteering and the hours of volunteer leave donated in 2014/15 both increased from 2013/14, as shown in 9. In 2014/15, over 40 per cent of our volunteers' time was spent with projects that enabled them to be a caring neighbour, such as hospices and charities for disabled and homeless people. Volunteers also used their technical skills to support railway heritage and gardening, vegetation and wildlife projects.

Metric	Definition	2013/14	2014/15
Volunteer leave	Total number of employees participating in volunteering	752	815
	Hours volunteer leave donated by Network Rail employees	7,518	10,997
	Monetised value* of leave donated by Network Rail employees (£s)	110,139	161,106

\* calculated from average salary rate

The contribution that our employees make to our Charity of Choice, which this year is CLIC Sargent, continues to grow through payroll giving, charity fundraising and in-kind giving, as shown in table 10. This year the contribution was over £1.8 million. In September, we raised the awareness of almost 3 million people to the charity's Childhood Cancer Awareness month by installing a large gold ribbon at King's Cross station in London.

Other charities raised over £780,000 through collections at our managed stations. Network Rail became founding members of the Fundraising Standards Board's Railway Industry Charity Cash Collection Forum which shares knowledge and drives a consistent approach to managing charity collections at stations across the country.

Metric	Definition	2013/14	2014/15
Charitable investment	Sum of the monetised investment in Charity of Choice (2013/14 Action for Children, 2014/15 CLIC Sargent) through donations, fundraising, volunteering time, value of gifts in kind and leverage such as payroll giving (£s)	1,251,110	1,838,909
	Total charitable donations made by travelling public, at Network Rail managed stations (£s)	390,153	784,237*
* Figure based on collections during 2014/15 for which data was received by 28 May 2015. Additional data is anticipated and will be added to this total			

We recruited 204 new apprentices in 2014/15 and now directly employ a total of 591 apprentices, as shown in 11. We estimate that there are several thousand more apprentices and trainees involved throughout our supply chain, for example on our Birmingham New Street and London Bridge station redevelopments, on Crossrail and at Railway Engineering Academies at Coleg y Cymoedd in south Wales and Newcastle College Gateshead

Metric	Definition	2013/14	2014/15
Network Rail Apprentices	Number of new Network Rail Apprentices	207	204
	Total number of Network Rail Apprentices	603	591

Our Communications team records all public contacts into our 24 hour helpline and email and postal addresses. Since 22 September 2014, specific complaints and compliments have been determined. The number of these that are related to environmental issues, including nuisance such as noise, are described in table 12.

Metric	Definition	2013/14	2014/15
Complaints and Compliments	Number of contacts about Network Rail's management of environmental issues, including nuisance such as noise		21,429
	The number of contacts about Network Rail's management of environmental issues that are complaints (NB data collected since 22/9/14)		2,297
	The number of contacts about Network Rail's management of environmental issues that are compliments (NB data collected since 22/9/14)		11

### 5.1 Business process

We are implementing an ISO 14001 compliant environmental management system across those parts of our business that do not already have an externally verified system in place.

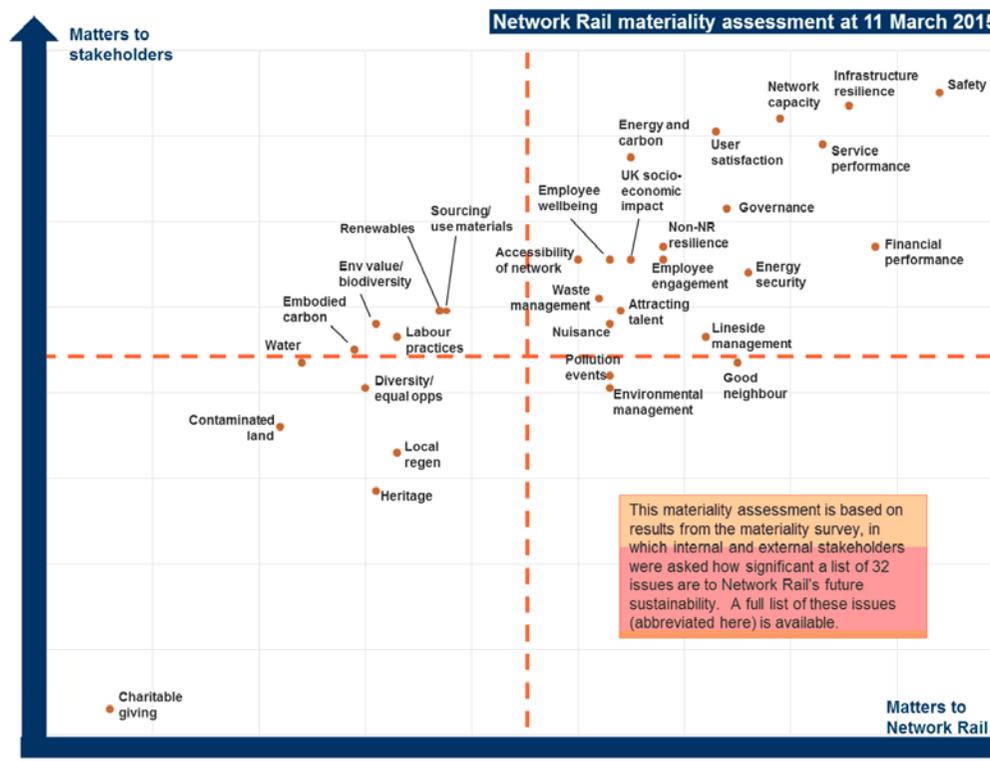
People from across our business have worked together to produce an integrated plan to deliver each of the priorities of our Sustainable Development Strategy. Progress in implementing the plan is reported every four weeks. We report sustainable development data to Network Rail board’s safety, health and environment (SHE) committee. We also report key data and progress to the executive committee, and to the board directly through the safety, technical and engineering group’s director.

### 5.2 Materiality

It is important to understand how our stakeholders perceive the relative importance of the sustainable development challenges we face. This is known as “materiality”. We asked internal and 28 external stakeholders how important they considered 32 different issues to Network Rail’s future sustainability. From the responses we prepared a materiality assessment:

This materiality assessment is being used to inform our corporate reporting and our approach to sustainability within the long term planning process for Control Period 6.

Network Rail’s Annual Return 2015 and Annual Report 2015 reports performance and progress in relation to some of the issues included in our materiality assessment, including safety, employee engagement, employee wellbeing and diversity.



### 5.3 Value

The Rail Delivery Group has identified that the rail industry and its supply chain in Britain employ 212,000 people, generating £9.3bn of gross value added (GVA) a year. The sector returns £3.9bn a year in tax to the Exchequer, offsetting nearly all of the £4bn that it receives in government funding. The sector provides benefits worth up to £13bn a year to its passenger and freight users. Rail freight takes 7.6m journeys from our roads and Britain's businesses are saving £1bn a year (£2.7m a day) by transporting goods by rail.

Improvements to the rail network improve the economic prospects of local areas. Work began on East West Rail between Cambridge and Oxford and on the Northern Hub, which is expected to bring £4bn of wider benefits to the region. Major programmes underway include Borders Railway, Crossrail, Thameslink and the electrification of routes including Great Western and in the north east of England. In 2014/15, Nottingham and Reading stations were improved and reopened, as were the Ipswich and North Doncaster Chords. We opened a new station at Pye Corner near Newport. Rail links have been reinstated between Swindon and Kemble, in Loughborough and between Manchester and Burnley.

When purchasing goods, services and works, we always seek to achieve better value for money. Our national supply chain department delivered £76m of validated savings in 2014/15. Other value for money savings come from improvements achieved through more effective specification of requirements, improved quality, better delivery and other benefits delivered through the whole life of goods and services procured.

Reclassification to the public sector has enabled us to consider how we generate value through our supply chain spend. Over 57 per cent of our direct suppliers are small and medium enterprises and around 15 per cent of our spend is with them. We are paying invoices more quickly in order to cascade liquidity through the supply chain.

## 6. External verification

The tables included within this document are also published within the Sustainable Development section of our Annual Return 2015. This data was externally verified by Bureau Veritas Certification UK Ltd.

