

Performance in 2020

During 2020, our focus on colleague safety and our Employer of Choice programme ensured that we were able to support colleagues throughout the global pandemic. Everyone played a part during the crisis with our values of Service, Relationships and in particular Teamwork coming to the fore. We delivered record levels of safety and continued to make very good progress against our Employer of Choice metrics.

Improvement in Lost Time Accidents rate

26%

In addition, our Working Days Lost rate improved by 23% in 2020 to 8.46 (2019: 10.99). 2020 was our safest ever year.

Total full-time headcount

44,500

44,500 colleagues in 83 countries (2019: 42,933, 2018: 39,480). Estimated 25% or 11,147 are female.

Board diversity

50%

50% of Board members are female (2019: 43%).

Senior leadership diversity

30%

30% of senior leaders are female (2019: 28%).

Colleague retention rate

88.6%

Our colleague retention rate for 2020 was 88.6% up 1.7% (2019: 86.9%), on a rolling 12-month basis.

New online training content launched

c.650

In 2020, our in-house team developed c.650 pieces of new learning content. Online learning: 77% increase in views of items on U+ to 3.2m (2019: 1.8m).

Graduates and apprentices

680

Our talent pipeline had over 330 graduates and over 350 apprentices in 2020.

Glassdoor Company rating

4.1

In 2020 our rating on Glassdoor was 4.1 out of 5 (average score 3.5). Best Places to Work 2020 – 18th overall.