

**KNAUF**

**SUSTAINABILITY  
REPORT 2024**  
KNAUF UK & IRELAND

**Build on us.**

# 2024 Highlights

**7.2%**  
Emissions  
reduction\*



**3,923**  
Safety  
dialogues



BES 6001  
**Excellent rating**  
for the 10th  
consecutive year



Gold Members  
of the **Supply  
Chain  
Sustainability  
School**



Launched  
**Women  
in Knauf  
group**



Became a  
company  
supporter of  
**The Lighthouse  
Charity**



\*Scope 1 and 2 emissions verified by Planet Mark, for details please see page 10 and 22



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# About Knauf

Knauf began as an idea from two brothers, Karl and Alfons Knauf when they secured the right to mine gypsum deposits in the Schengen community in Germany in 1932. The business expanded into the UK in 1988, when the Knauf Group built a state-of-the-art plasterboard factory in Sittingbourne, Kent. Just two years later a second plant was built in Immingham, North East Lincolnshire. Based on the banks of the River Humber, it has the capability to produce the complete range of Knauf Plasterboards, thermal laminates and foil backed plasterboards. In 2022, we acquired a new plant in Newport. The facility, whilst not fully operational, represents a strategic investment, allowing us to leverage existing capacity elsewhere while being ready to scale production as demand grows. This demonstrates our commitment to operational efficiency and readiness for future opportunities across the market.

Knauf has grown into a global industry leader spanning 90 countries, multiple brands and with more than 41,500 employees worldwide. Through our people and highly automated plants, we produce high-performing solutions ranging from drywall systems, plasters and insulating materials all the way to external thermal insulation composite systems. Whatever your challenge, we are there with you each step of the way to help you to constantly improve how you build.

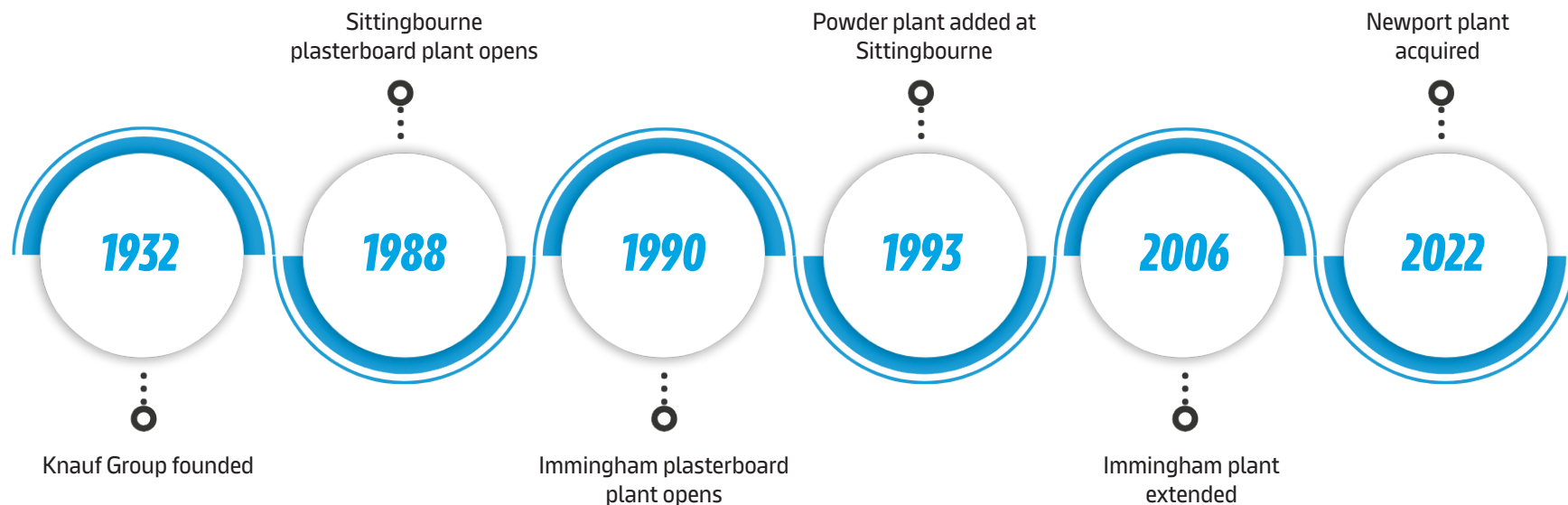
At Knauf, our purpose is clear and ambitious: **'Build on Us.'**

As a global leader in construction materials, Knauf delivers high-performing systems to help build the spaces where we live, learn and care. With robust data, industry-leading technical support, and hands-on guidance, we help reduce risk, ensuring safe, compliant, and efficient builds.




**41,500**  
global employees

Founded in  
**1932**

In over  
**90 countries**

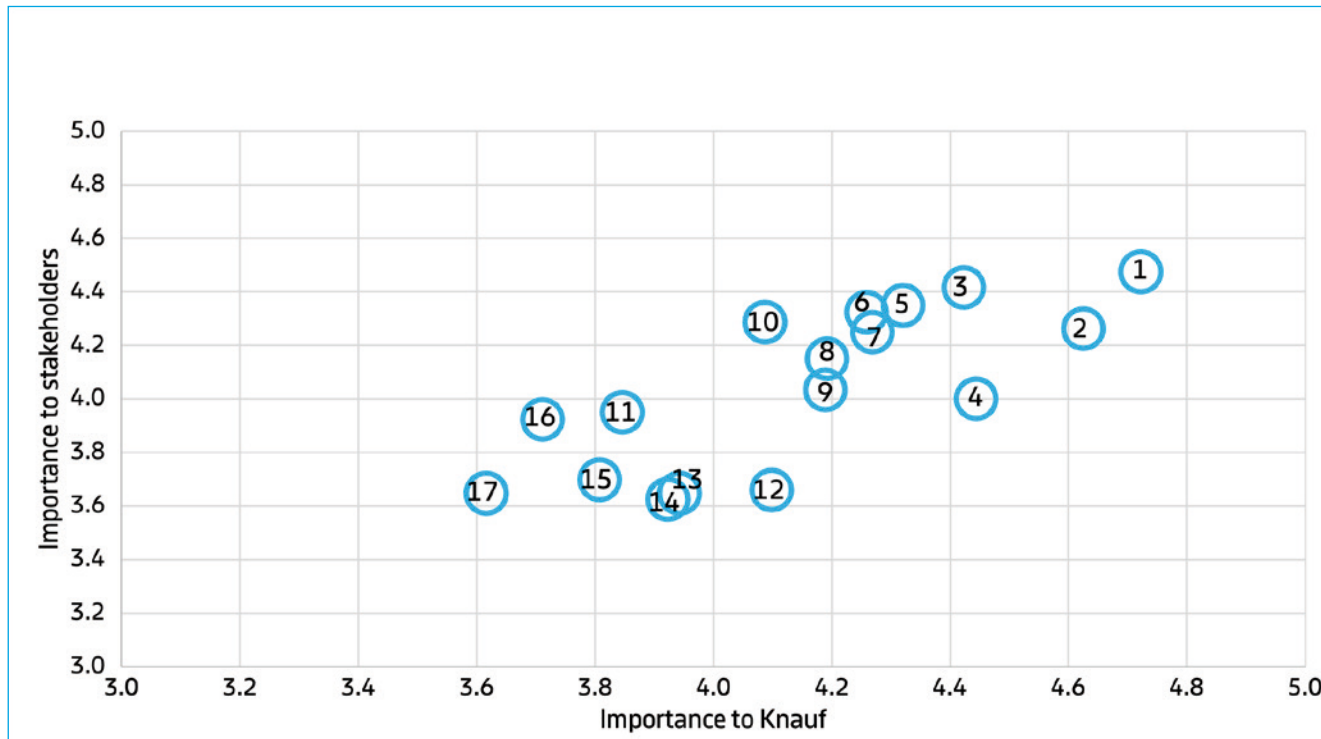


# Our Purpose

<p><b>Brand Values</b></p>	 <p><b>TRUSTWORTHY</b></p>	 <p><b>HANDS-ON</b></p>	 <p><b>HIGH-PERFORMING</b></p>	
<p><b>Brand Benefits</b></p>	<p><i>You can count on us.</i></p>	<p><i>We make things work.</i></p>	<p><i>You achieve the best results with us.</i></p>	
<p><b>Brand Promise</b></p>	<p><b><i>Build on us.</i></b></p>			
<p><b>Our Strategic Priorities</b></p>	<p><b>We want Knauf to stand for being a great employer.</b></p>	<p><b>Value for our customers is core to our decision-making.</b></p>	<p><b>We always operate with the future in mind.</b></p>	<p><b>High performance is our way of operating.</b></p>
<p><b>Our Core Values</b></p>	<p><b>MENSCHLICHKEIT</b> Everything we do, every decision we take, we have the well-being of everyone in society in mind.</p>	<p><b>PARTNERSHIP</b> We act as a team, support and trust each other. We grow together.</p>	<p><b>COMMITMENT</b> We are committed to our work, our colleagues and our community. We take responsibility and always go the extra mile.</p>	<p><b>ENTREPRENEURSHIP</b> Our continued success is driven by a spirit of pioneering, innovation and change. We take initiatives and deliver the best results.</p>

# Materiality Matrix

In 2024, we conducted a materiality assessment with our internal and external stakeholders to find out the materiality of Knauf's impact on the environment and society, and the importance of topics according to our different stakeholder groups.



1. Health and Safety of products and systems
2. Diverse, inclusive and safe employer
3. Circular Economy
4. Regulation, policies and standards
5. Emission production and reduction
6. Data and transparency
7. Responsible sourcing
8. Waste Management
9. Sustainable products and innovation
10. Chemical management
11. Climate change risk management
12. Responsible economic growth
13. Transportation and logistics
14. Water use and conservation
15. Employee Development
16. Biodiversity and Pollution
17. Social value

Health and Safety of our products and systems is rated as the highest level of importance to both Knauf and our stakeholders, followed by Knauf being a diverse, inclusive and safe employer. Circular economy, and emission production and reduction are also areas of high importance, closely followed by data and transparency, and responsible sourcing. The findings from our materiality assessment will help us to prioritise our sustainability focus areas.

# Knauf UK & Ireland **Our People**

**471**  
employees

**18**  
apprentices

**3**  
sites

**4.12/5**  
Gallup  
engagement  
score

**KNAUF**

# The Importance of Sustainability

## A message from our managing director

2024 has been another interesting year at Knauf, where we have continued to embed sustainability within our strategy. As Managing Director of Knauf UK & Ireland, it gives me great pride to be able to make a difference within our organisation and across the industry.

We've seen the continued importance of reducing our impact, through the climate events around the world and the effect it has on people's lives. With 2024 being the warmest year on record globally according to the World Meteorological Organisation<sup>1</sup>, with flooding, droughts, cyclones and wildfires, we're reminded of the urgent need to act. In the UK, we saw an increase in storms which devastated people's lives.

As a society, as we begin to mitigate the effects of our changing climate, having products, systems and services which are designed for our future challenges are critical to our success.

The sense of responsibility falls to manufacturers like us, who can make positive changes in the way we operate. As a family owned business, we understand the importance of responsibly taking our business forward, protecting for our future generations

We know our customers are on their own journeys to reduce carbon, and the important part our products and systems play within their targets. We continue to work with our value chain to understand our impacts and how we can work in partnership to collectively make a change.

Some of our 2024 achievements include:

- 7.2% reduction in Scope 1 and 2 emissions<sup>2</sup>
- Maintaining our BES 6001 'Excellent' rating for the 10th consecutive year

In 2025 we will build on what we have already achieved and continue to embed sustainability within our teams and our supply chains. In what is expected to be a difficult economic climate, we won't lose sight of the challenges and opportunities that sustainability brings with it. Working with our industry, we'll contribute to the systemic challenges that lie ahead to protect future generations.

With safety always at the forefront of our minds, we will continue to support our customers with understanding and adopting the Building Safety Act, implementing sustainability requirements at every stage of the product lifecycle and having documented evidence easily accessible.

As our 2032 goals on emission, waste and water reduction draw ever closer, we will focus our investments in our production and operations to achieve these goals, whilst ensuring we support our customers to achieve their goals.

### Ian Stokes

Managing Director

<sup>1</sup> [State of the Global Climate 2024](#)

<sup>2</sup> Verified by Planet Mark



# The Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) are an urgent call to action to 'achieve a better and more sustainable future for all'. They are 17 interconnected goals that are designed to 'leave no one behind' and be achieved by 2030.

Through our actions, both directly and indirectly, we contribute towards the progress of some SDGs.


Throughout this report you'll see an icon where we believe we are in alignment with an SDG.

## SUSTAINABLE DEVELOPMENT GOALS

<b>1</b> NO POVERTY 	<b>2</b> ZERO HUNGER 	<b>3</b> GOOD HEALTH AND WELL-BEING 	<b>4</b> QUALITY EDUCATION 	<b>5</b> GENDER EQUALITY 	<b>6</b> CLEAN WATER AND SANITATION 
<b>7</b> AFFORDABLE AND CLEAN ENERGY 	<b>8</b> DECENT WORK AND ECONOMIC GROWTH 	<b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE 	<b>10</b> REDUCED INEQUALITIES 	<b>11</b> SUSTAINABLE CITIES AND COMMUNITIES 	<b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION 
<b>13</b> CLIMATE ACTION 	<b>14</b> LIFE BELOW WATER 	<b>15</b> LIFE ON LAND 	<b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS 	<b>17</b> PARTNERSHIPS FOR THE GOALS 	



# Our Goals & Our Progress

	Waste	Circular Economy	Water	Emissions	
<b>Knauf Group - Sustainability Goals</b>	0		-2%	-50%	<b>Net Zero</b>
	Waste to disposal as of <b>2032</b>	Be a leading actor of the circular economy	Water withdrawals yearly	CO <sub>2</sub> e emissions (Scope 1 and 2 on a 2021 baseline) <b>BY 2032</b>	CO <sub>2</sub> e emissions (Scope 1, 2 and 3) <b>BY 2045</b>
<b>2024 - Our Progress</b>	Our waste to disposal increased in 2024 which is disappointing. This is due to some waste streams no longer being able to be recycled by our current providers, which we are working to address as a matter of urgency.	We continued to work with suppliers changing virgin plastic in our packaging to contain at least 30% recycled plastic.  Continued to promote our Knauf Take Back scheme.  12.64% average recycled content in UK produced plasterboards.	Our water use in production decreased 13%, however our water intensity per production tonne increased by 6%. This is due to the change back to natural gypsum (see next paragraph).	Our combined Scope 1 and 2 emissions decreased by 7.54%, however our combined Scope 1 and 2 emissions per tonne of production increased by 2.41% compared to 2023. As part of our long term supply chain security strategy we switched from Flue Gas Desulfurisation (FGD) gypsum back to natural gypsum, which has a higher energy and water demand.	
<b>2025 - Our Next Steps</b>	We will continue to work to the waste hierarchy and work with our recycling partners to establish the best end of life routes for our waste.  We will work with our customers to help them design out waste and reduce waste on site.	We will continue working on increasing the amount of recycled gypsum in our plasterboards.	We have projects and investments in place to optimise water usage.	We have projects and investments in place to improve our production methods to optimise energy usage.  We will continue to investigate switching to lower carbon fuel sources.	



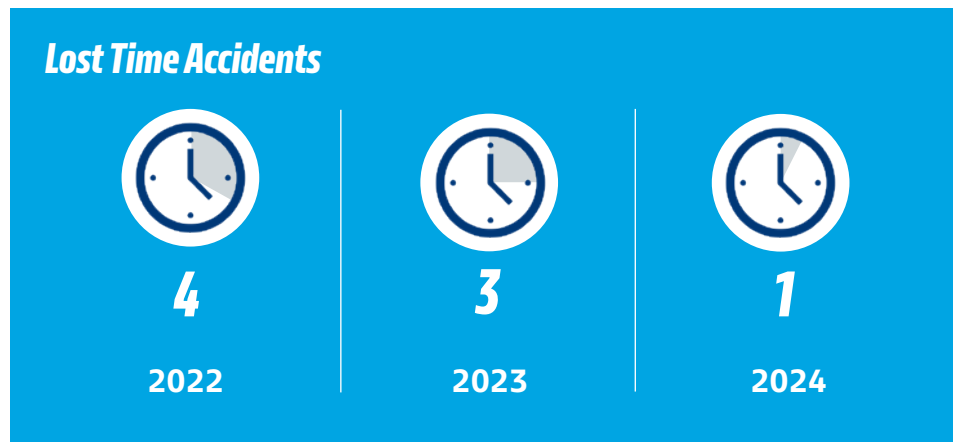
# Safety

We participate in a Safety Day every year in June, a day dedicated to safety initiatives. In 2024, we marked the day by stopping production for an important talk from our Managing Director, Ian Stokes, followed by a call with our regional colleagues from across Europe.

Talks from mental health charities raised the important topic of mental health, followed by a number of group sessions covering different topics, from forklift awareness, safety demonstrations, safety dialogue discussions, and a hazard spotting session in our wellbeing garden.

A fish and chip lunch was then provided to teams at our Sittingbourne site to mark the achievement of 1 year without a lost time accident, a testament to the safety culture at Knauf.

Safety dialogues, launched in 2023 mark the continuous conversations about safety, raising a potential hazard to keep each other safe, and allow situations to be rectified before they cause an accident, as well as marking 'good moves' as examples of good safety behaviour.



<sup>1</sup>At the Immingham site



- 5** GENDER EQUALITY 
- 8** DECENT WORK AND ECONOMIC GROWTH 
- 12** RESPONSIBLE CONSUMPTION AND PRODUCTION 

# Supporting Our Colleagues

Knauf is pleased to be able to offer employees a range of services and support, which are now consolidated on the Knauf Futures Hub. The platform includes discounts, links to policies and resources, and peer-to-peer recognitions. Colleagues also have access to Nudge, a financial wellbeing platform allowing them to feel more in control of their finances.

We also offer:

- Health care through Westfield Health
- Cycle to Work scheme
- Tech scheme
- 3 paid volunteer days
- Independent pension advice
- An additional day off for your birthday
- Elder care support service
- A generous product allowance
- Holiday trading
- Company sick pay
- Option to Give As You Earn
- Tusker salary sacrifice car scheme
- Enhanced maternity and paternity
- Agile working
- Mental health support and resources

We measure our employee engagement with the globally recognised Gallup Q12+ survey and scored 4.16/5 for satisfaction with Knauf as a place to work, and 4.12 /5 overall engagement. Our teams collaborate to develop actionable plans aimed at implementing meaningful improvements for the upcoming year, and we aim to increase our engagement score again in 2025.

**4.12/5**  
Gallup engagement score

**58%**  
Fully electric vehicles  
chosen by our employees  
with Tusker



# Employee Learning and Development

Knauf is committed to the learning and development of employees and this is achieved through providing an extensive library of courses on topics such as Health & Safety, environmental protection, compliance, mental health awareness, and performance management. Courses are available in a variety of formats to suit different learning styles, and our colleagues can create learning pathways personalised to their learning journey, available on an in-house Learning Management System provided by Docebo, called 'BuildU' which is available to all employees across the business.

**4,708**  
courses completed

**3,052<sup>1</sup>**  
hours training

**6.5<sup>1</sup>**  
hours training per full  
time equivalent



<sup>1</sup> Based on planned course time and number of current employees

# Competency

Competency is a defining element of the Building Safety Act (2022), ensuring that everyone in the construction industry is competent in their role. This covers everyone in the value chain, from designers, to contractors, to distributors and manufacturers.

Knauf understands the importance of this, and are building the competency of our own colleagues as well as increasing competency throughout the industry by offering a range of training, education and Continuous Professional Development (CPD).

Not only is this a need for compliance with the Building Safety Act, but our industry is suffering a skills crisis, with the Finishes and Interiors Sector (FIS) reporting that over 61% of their members were reporting skills shortages, especially in drylining, ceiling fixing and plastering<sup>1</sup>.

Knauf has been developing its organisational capability in line with the Building Safety Act, in having policies, procedures, systems and resources in place to meet the Acts requirement. As testament to this, Knauf achieved Code for Construction Product Information (CCPI) certification for all non-load-bearing partition systems in 2024.

Throughout 2024, Knauf continued to educate colleagues internally through a series of webinar training and hands-on training in the training schools.

For our customers, our training schools at Sittingbourne, Kent and Immingham, North East Lincolnshire, offer a range of hands-on courses.

To educate the next generation and encourage more school leavers and apprentices into the industry, we have attended school and college events, to demonstrate apprenticeship routes, as well as practical demonstrations of our Airless Finish spray applied alternative to traditional plastering.



**200**

Participants trained

**340**

Hours of internal staff training

**400**

Attendees to demonstrations

**11**

College visits/demonstrations



<sup>1</sup>Labour Shortages - FIS

# Supporting Skills



## Sheppey College:

Sheppey College, part of the East Kent College Group, visited Sittingbourne's Training Zone across three separate sessions. On just the fifth day of their NVQ program, over 40 attendees participated in hands-on training, over the course of three days.

In a fun and full on day, during their first practical training, they completed a Knauf product and system overview covering:

- Products and systems.
- Technical overview/ industry changes.
- Fire test standards.
- Wet products and best practice.
- Practical (taping and Jointing).
- Practical (Airless Finish).
- Factory Tour (seeing the inner workings).

James Simpson, Training Lead South, states: 'With an aging workforce in construction, offering as much knowledge to the next generation couldn't be more important.'



## Kite College:

Students from Kite college, an independent specialist training provider for young people aged 16-25 with complex learning difficulties, came into to the Learning zone at Sittingbourne, taking part in a product and system workshop.

The workshops were split into 2 different groups, with a mixture of abilities, and studying different courses within the college. The students enjoyed both a theory, and practical session, led by Training Lead South, James Simpson.



# Supply Chain Engagement

The Supply Chain Sustainability School is an online platform for the construction industry, to deliver skills and knowledge as well as driving change within our supply chain.

We are pleased to announce, that through the collaborative action of many colleagues from different departments working in partnership we achieved GOLD level membership with the school in 2024, which recognises our commitment to working with our supply chains on sustainability issues, increasing our colleague's knowledge and competence, and prioritising sustainability as a business issue. We are proud to have reached the highest possible level and will work to maintain this.



# Knauf Step Challenge

Following the success of the 2023 Knauf Step Challenge to celebrate National Walking Month, the event was held again in 2024, with a charity fundraising event to incentivise teams.

96 participants across 16 teams hit the tarmac during May, stepping 42 million steps and raising £550 for CRASH - Construction Industry in the process.

Fun fact: When temperatures were above average for the year, teams walked an extra 300,000 steps a day. When the weather was below average for the year, it was 300,000 steps less a day.

Congratulations to team 'Walk It, Wing it, Win it, Wallop' who were the winning team for 2024!

**1,354,838**

*Daily steps*

**96**

*Colleagues*



# Westlands School National Apprenticeship Week

During National Apprenticeship Week, Knauf visited The Westlands School, located in the local community near to our Sittingbourne factory. Across a number of visits, the People Team presented to two year groups, with over 300 students in each assembly. Real-life stories of Knauf's current apprenticeships were shared, shedding light on the diverse range of departments within Knauf, and speaking about the time and dedication involved as well as the 'earn and learn' benefits they offer.

By engaging with young people early on, and showing them the pathways and opportunities offered by Knauf, we hope to encourage more young people into our industry and promote more diversity within our sector.



Westlands  
SCHOOL



Apprenticeships  
National Apprenticeship Week  
5<sup>th</sup> to 11<sup>th</sup> February 2024

18

Apprentices employed by  
Knauf UK & Ireland

1

New apprentice in 2024



# Gender Pay Gap

At Knauf, we are committed to fostering a diverse and inclusive workplace. While we recognise progress has been made, we acknowledge there is still work to do to close the gender pay gap, which reflects the distribution of men and women across different levels of our predominantly male workforce. Achieving balanced representation across all levels remains a key focus for us.

## Key Insights from 2024

**Representation:** Women make up 32% of Band A (lowest quartile), primarily in administrative and support roles. Representation of women in higher bands is lower: Band B (9.2%), Band C (2.2%), and Band D (14.7%). While we've seen growth in Band C due to internal promotions, Band D our highest pay quartile, saw a decline, with three senior female leaders leaving, including one from our Senior Leadership Team (SLT).

## Pay Gap:

- Mean pay gap increased from 3.21% to 15.3%.
- Median pay gap increased from 3.98% to 5.9%.

This was driven by women departing and more senior roles being filled by men.

## Bonus Gap:

- Mean bonus gap rose from -9.59% to 38.6%.
- Median bonus gap rose from -37.21% to 63.5%.

In 23/24, 98% of both men and women received bonuses. Men receive higher bonuses, as there is a greater number of men in all quartiles. While the largest portion of our women are in the lower quartile bands with smaller bonuses.

**Driving Diversity:** We're focused on increasing diversity in leadership and operational roles, reflecting the communities we serve and fostering innovation through diverse perspectives.

**Flexible Work Practices:** Agile working and 16 weeks of fully paid maternity leave, are just some of the ways we're supporting this.

**Fair Pay:** We exceed the voluntary Living Wage and benchmark salaries internally and externally to ensure fairness, equality and competitiveness.

**Building Talent:** Expanding apprenticeships and growing talent from within are key to creating a more diverse workforce.

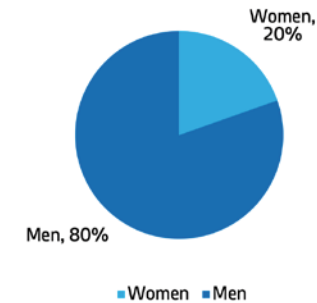
**Purpose-Driven Culture:** Our purpose, "Make Tomorrow a Home for All of Us," drives our commitment to inclusion and equity.

We know systemic challenges remain, particularly in manufacturing and construction, but we're committed to making meaningful progress. By increasing diversity in leadership and across our plants and fostering an inclusive culture, we aim to close the gender pay gap and build a workplace where everyone can thrive.

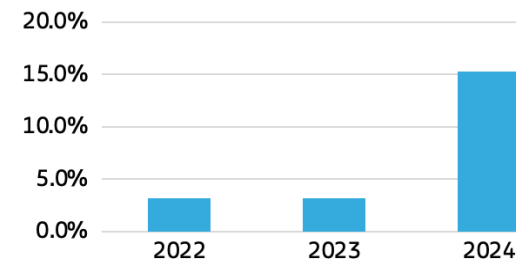
**20%**  
Women in our  
workforce

**14.3%**  
Of Women in leadership  
roles

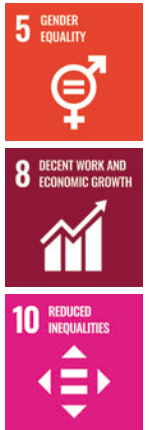
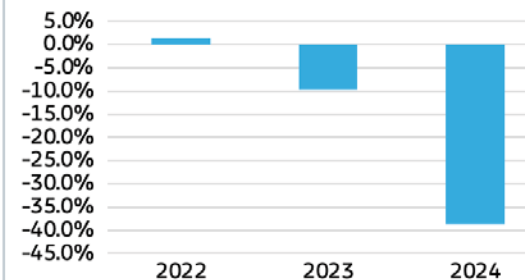
## Proportion of Men And Women at Knauf UK & I 2024



## Mean Pay Gap



## Mean Bonus Pay Gap



# Women in Knauf

On 8<sup>th</sup> March 2024, International Womens Day, we saw the launch of WinK (Women in Knauf) along with the Menopause and Fertility policies.

WinK is a group aimed at fostering gender diversity and inclusivity within the Knauf organisation. Through network, collaboration and skill development, the group aims to create an inclusive environment where women feel empowered to contribute to the success of Knauf UK & Ireland. WinK aligns with the activities of the Construction Inclusion Coalition, which Knauf were a founding partner in 2023.

On International Womens Day, guest speakers included Sophie Cartledge from Hormones on the Blink, Anna Fountain from AXA Health, and a special visit from a spiritual psychic medium, Miss Spirit London. Colleagues took part in a clothing collection for SATEDA, a domestic abuse charity based in Sittingbourne, and colleagues from our Immingham plant raised funds for a women’s refuge in Grimsby.

In August we invited SATEDA in to deliver an impactful talk for WinK. By spreading awareness about the signs of domestic abuse, SATEDA hope to empower and create safer communities.

In October for Breast Cancer Awareness month, Coppafeel were invited to talk about breast health awareness.



# Supporting Local Projects

In August 2024, Training Lead South, James Simpson and Technical Manager Chris Lee led a team of volunteers from Knauf to support a local sea cadets project.

Sheppey Sea Cadets Headquarters, located near to the Sittingbourne site, initially were looking at support for materials, however James and Chris visited the site offered their services when they realised the site was in need of help. The duo organised support from colleagues who used their volunteer days to help with the 3 day project, using:

- 72 sheets of plasterboard (3000mm)
- 90 lengths of Stud
- 50 lengths of U-channel
- 4000 screws
- And all the jointing materials to go with it!

Andrew Willmore (Captain and Vice Chairman) praised the help given:

“We now are undergoing a programme of refurbishment, funded mainly by grants and the kind help of volunteer labour and materials.

We planned to renew the teaching block in 2025 but because of the kind help of Knauf, particularly James Simpson and Chris Lee we were able to bring this forward.

Now thanks to Knauf we have three new classrooms and a room to install our state-of-the-art ships simulator, plus a spacious storeroom”.

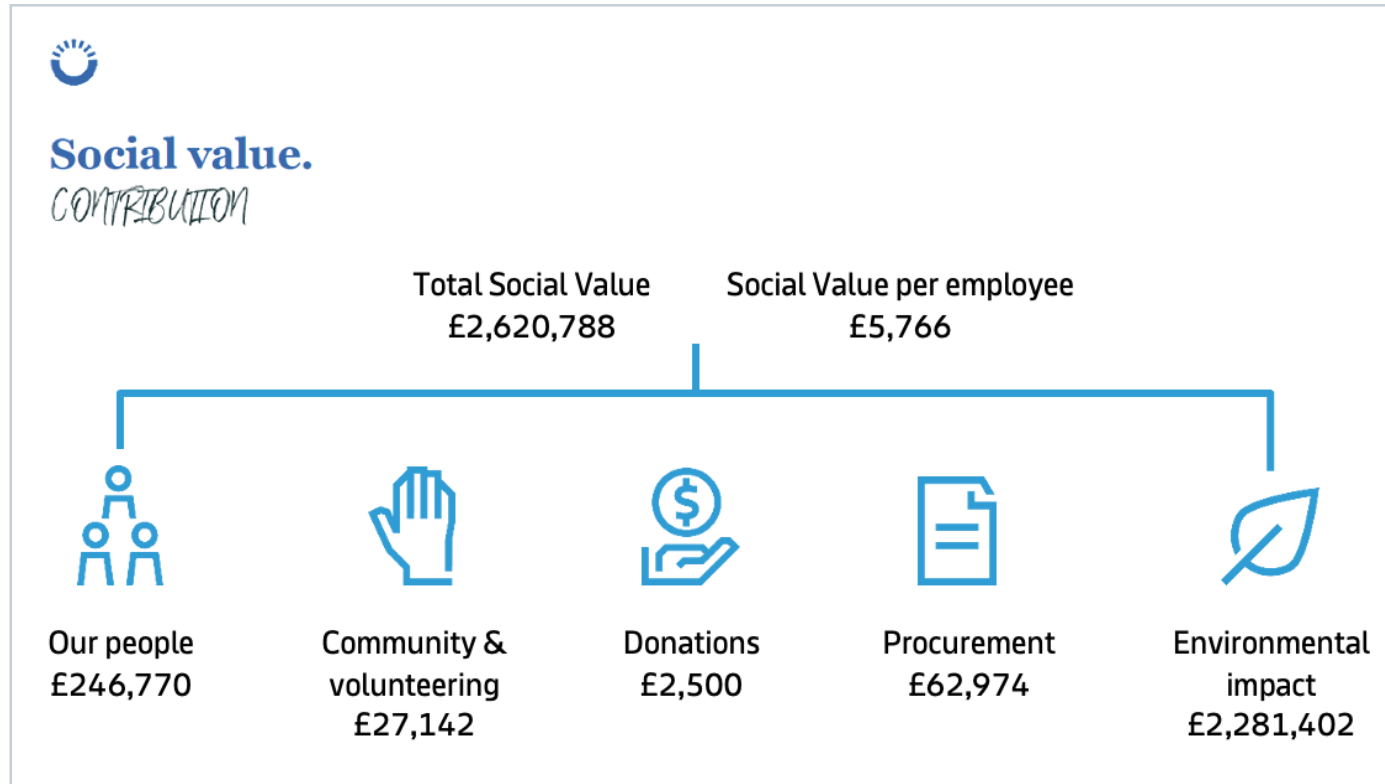


# Social Value

As part of our Planet Mark verification, we have been measured as achieving **£2,620,788** social value in 2024.

We achieved this through:

- Training opportunities
- Apprenticeships
- Equality, diversity & inclusion training
- Mental health campaigns
- School & college visits
- Supporting people into work
- Work placements
- Volunteering
- Cycle to work programme
- Electric vehicle programme
- Donations



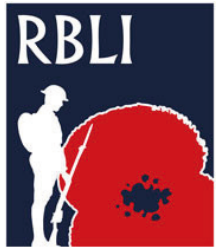
## What is social value?

Companies like Knauf create value outside of profit, making a positive contribution to society, for the economy, the community, or the environment. It is usually measured in monetary terms.

# Causes we support



Knauf has been a proud corporate patron of CRASH since 1998. CRASH works on homelessness and hospice projects, and between April 2023–March 2024, Knauf provided help on 44 projects, through corporate donations, fundraising, and volunteering.



Our work with the Royal British Legion (RBLI) supports veterans and people with disabilities across the UK. The RBLI provides us with fulfilment, signage, and FSC certified wooden pallet services.



In 2023 we started working with Recipro, a social enterprise who sell donated building materials at highly discounted prices to charities, schools, and the local community, to reduce waste and support those at need.



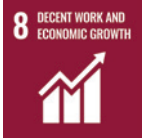
Knauf is also pleased to support Bounce Back, a social enterprise that works with people inside and outside of prison, supporting them to change the direction of their lives to reduce reoffending. Knauf has provided training, and materials to support Bounce Back in their ongoing partnership.



In December, our colleagues spread some festive cheer with Save the Children Christmas jumper day, raising £234.



In September, the Macmillan Coffee Morning raised over £670 with our colleagues enjoying a cuppa and some cake, as well as a raffle with prizes donated from suppliers and colleagues.



# New Partnership with the Lighthouse Charity

We were delighted to become an official company supporter of the [Lighthouse Construction Industry Charity](#). The partnership underscores our commitment to nurturing a positive impact within the construction sector by championing the wellbeing and mental health of industry professionals.

The Lighthouse Charity is the UK's only charity that is 100% dedicated to the emotional, physical and financial wellbeing of construction workers and their families. Its mission is to 'improve workforce welfare and wellbeing for this generation and the next.' By becoming a company supporter, we aim to contribute to the charity's vital mission of promoting better mental health and wellbeing across the construction community.

The collaboration gets to the heart of our value 'Menschlichkeit' meaning humanity in German. It represents our stance on ensuring everyone is treated with justice, integrity and respect. By becoming a company supporter of the charity, Knauf play a part in the continuation and extension of its crucial services.



# Community Days

We provide all of our colleagues 3 paid volunteer days per year to help out in the community and make a difference outside of their normal work responsibilities. We continue to be inspired by how our colleagues choose to spend their days and are pleased to share a few of their stories.



“I used some of my volunteer days when I spent three weeks volunteering in childcare in Arusha, Tanzania. My main responsibilities included teaching English and Maths. My decision to volunteer in Africa was driven by wanting to experience their culture and way of life. During my time I gained valuable insights into the Tanzanian culture and learned more about myself. I felt so grateful, and it was very rewarding being able to help children that needed support.”

**Kyra Spiller, Project Specification Executive**



“I spent 3 days at Buttercups Goat Sanctuary, my days were spent mucking out, filling the hay mangers, grooming, making breakfast, and of course plenty of cuddles and interactions with the goats.”

**Mandy Hinshelwood, Warehouse Coordinator**



I had the pleasure of speaking at the Open University’s Elevating Equity event, about Gen-Z in the workplace. It was great day exploring early careers, the challenges for both those new in the workforce and those who manage them, and how businesses of all shapes and sizes are having to adapt to digital natives’ expectations.”

**Patrick Cantellow, Digital Marketing Manager**



# Community Days

We provide all of our colleagues 3 paid volunteer days per year to help out in the community and make a difference outside of their normal work responsibilities. We continue to be inspired by how our colleagues choose to spend their days and are pleased to share a few of their stories.



“One of my hobbies is restoring vintage tractors, which I did with my step-father before he passed away from bowel cancer in 2016. During lockdown my son and I restored and updated the tractor my step-fathers father bought new in 1964 as a tribute to him, and a way for me to pass on my knowledge and love of this work to my son. We took part of the Fisherstown Tractor and Truck Run to raise money for Breast Cancer Ireland, and a local cancer support center known as the Cuisle Centre. In 2023 this event raised just over €40,000 with 2024 raising €52,660. For the past 5 years I have volunteered on the Monday after the run to drive the tractors back to their yards.”

**Dennis Meredith, Area Sales Manager (Ireland)**



“The Bus Shelter project is a charity ran by a couple who provide support for homeless and vulnerable people, having done for the past 8 years or so. Every day a handful of volunteers help serve warm food to those that need it and somewhere warm to sit and chat for a few hours. They also act as a food bank and clothing donations. The few hours I spent there were certainly an eye opener and the work there is endless.”

**Donna Mills, Technical Support Officer**



# Supporting our Local Community

During 2024, Knauf proudly supported a local under 13's football team, Lordswood Blacks by delivering both home and away kits for 15 players. This was greatly appreciated by the club.

Ben Miller, coach of Lordswood Blacks (under 13) said:

*"We cannot thank Knauf enough for their contribution to the Lordswood U13s Team. All at the Club are very grateful and it has enabled us to provide the Team with their Home and Away Kits. This was a huge relief to the U13 management team when the sponsorship was secured. Lordswood as a club rely on their sponsors to keep the club going and it's thanks to Businesses in the local area that make this happen. Thank you to all at Knauf".*



- 3 GOOD HEALTH AND WELL-BEING
- 11 SUSTAINABLE CITIES AND COMMUNITIES
- 13 CLIMATE ACTION
- 17 PARTNERSHIPS FOR THE GOALS

# Sustainability Champions

Founded in 2021, the sustainability champions are a voluntary group of colleagues from around the business, representing different functions such as production, commercial, technical and marketing. We work on projects or issues around the business, with a mission statement of 'A cross-functional team, championing change to build a more sustainable Knauf.'

In 2024 some of our activities included:

- Production of a mental health awareness video
- Promotion and participation in Earth Hour in March
- 30 days wild
- Investigation into our paper use (and subsequent reduction)
- Christmas clothing for charity raising £550 for the Lighthouse Club



# Logistics

We use a variety of transport options working in partnership with our network of hauliers, including BioLNG trucks, diesel trucks, and train transport.

Our 2024 carbon emissions includes a calculation of 6.7% of our total shipments being delivered by BioLNG, and increase on 2023's deliveries. With an average emission saving of 86% compared to diesel, this saved 257,636kg of carbon.

Our rail deliveries to Scotland increased, with our average load size and distance travelled by rail increasing year on year. Due to more deliveries travelling by train, as well as customer variations and order variations, our load size and distance travelled per load by road decreased in 2024 compared to 2023.

We are pleased that our carbon emissions as a proportion of delivered product decreased in 2024 and are at their lowest point in the last five years.

In 2025 we will switch to a new reporting system, which will increase the accuracy of our logistics data going forward.

**6.7%**

of deliveries by BioLNG

**7.8%**

of deliveries made by train

	<b>Haulage Carbon Emissions</b> (All transport modes) (kgCO2e/Tonne Delivered)	<b>Load Size</b> (Road haulage only) (Tonnes)	<b>Distance travelled per load</b> (Road haulage only) (Km)
2022	8.77	26.73	263.12
2023	8.41	26.61	264.82
2024	8.02	26.45	253.84

<sup>1</sup> Government conversion factors for company reporting of greenhouse gas emissions - GOV.UK ([www.gov.uk](http://www.gov.uk))



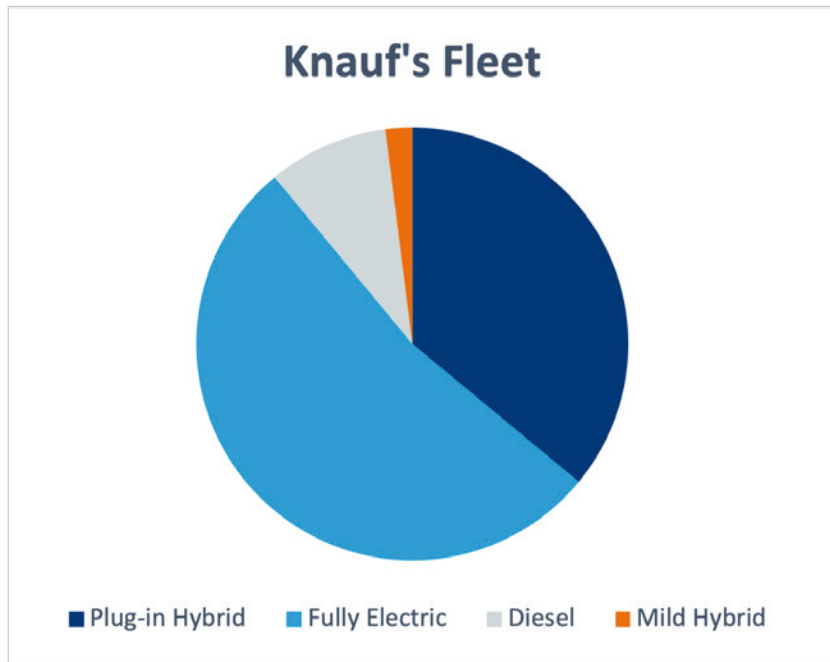
# Company Car Fleet

Company vehicles are provided to our field based teams to support their role in visiting customers.

Drivers can only order hybrid or electric, as part of our commitment to reduce fossil fuel vehicles. The exception to this is our Technical instructors and pool vans (total of 5) which we are investigating suitable options for their renewal in 2026.

Our company fleet is increasing in electric and hybrid vehicles as well as reducing the amount of diesel vehicles that we have.

**91%**  
*electric or hybrid*



# The Circular Economy

As well as natural gypsum, we also include recycled gypsum in our production. We work with reprocessors like Countrystyle Recycling, located opposite our Sittingbourne plant, as well as reprocessors located in the North of England near our Immingham plant.

Our reprocessors process plasterboard from our scrap production as well as construction sites, back into gypsum that we use in the production of new boards.

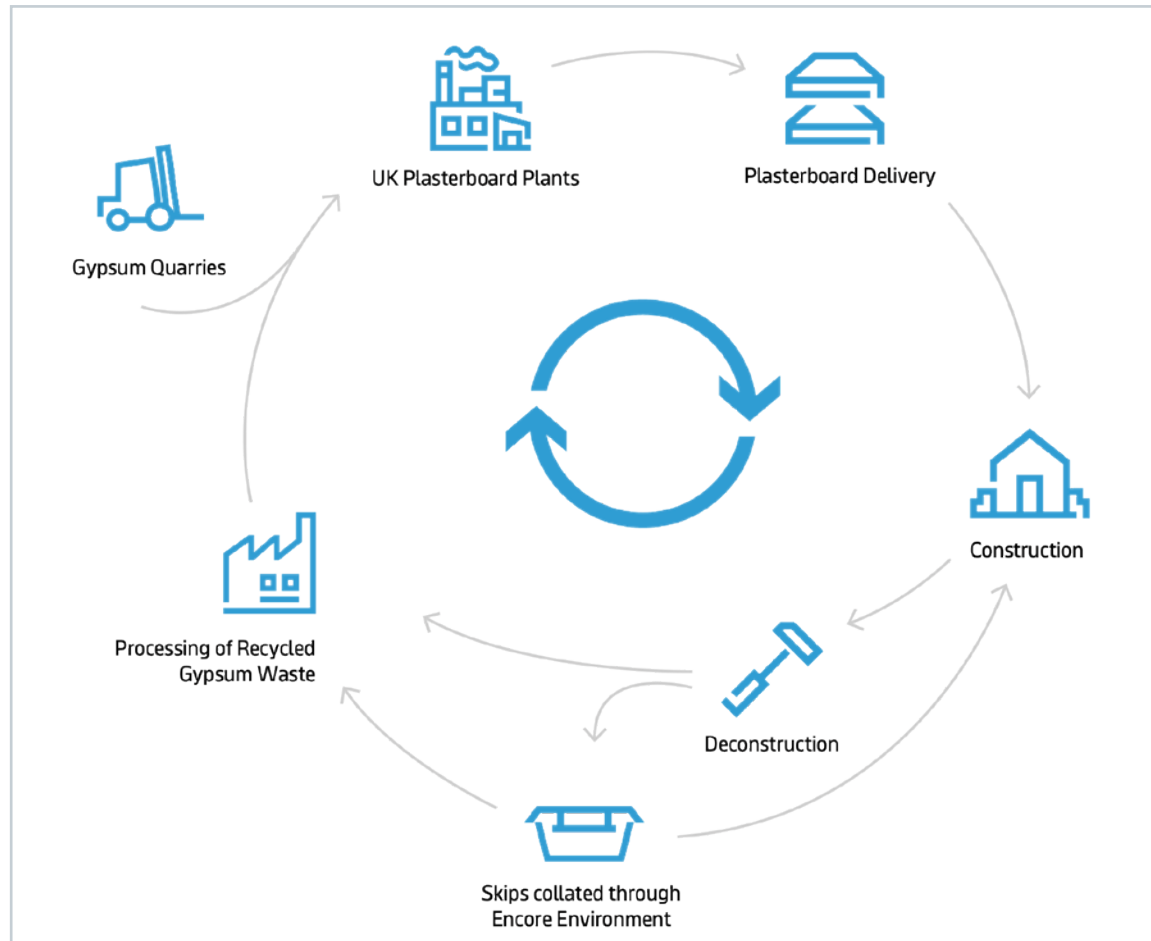
The paper backing used for the front and back of the plasterboard is also made from recycled paper.

In Sittingbourne, we benefit from being part of the 'Kemsley Square Mile', a group of manufacturers located within one square mile of each other who have worked together since 1990's on an example of industrial symbiosis; using each others waste or byproducts to become a raw material or input.

We continually aim to increase the recycled content in our boards, however this can be affected by many things; quality and availability of recycled gypsum, and technical limits.

## 12.64%

Average recycled content in our plasterboards<sup>1</sup>



<sup>1</sup>2024 average by mass for all UK produced plasterboards, recycled gypsum & paper

# Knauf Plasterboard Take Back Scheme

We were pleased to launch the Knauf Plasterboard Take Back Scheme in 2023, delivered by our partner Encore Environment, who collaborate with a nationwide network of vetted recycling companies who can provide a total waste management service with additional social value, enhanced reporting and the opportunity to design out waste from the outset – allowing our customers to make the best-informed decisions.



ENCORE  
environment

Encore Environment is a waste management consultancy social enterprise, providing total waste management, data and customised solutions to support the construction industry move to zero waste. Their in-house BREEAM assessors offer a unique service with BREEAM compliant data as standard, alongside their extensive nationwide network of vetted waste processors. Encore Environment is ISO 14001 accredited and have recently gained their B-corp status, awarded for high standards of social and environmental performance, accountability and transparency.

Working in partnership with Knauf, they can advise on the data to allow you to make the best-informed decisions in terms of cost, carbon and waste impact, right from the design stage.



Our scheme goes beyond the waste handling process by incorporating comprehensive reporting on both volume and embodied carbon. Highlighted waste hotspots support waste reduction in future projects and substantiates sustainability claims.

Encore's ProjectDIVERT and Waste Wise Kids programmes create additional social value for projects, by supporting education of local children and providing alternative waste disposal routes. These initiatives can be evidenced in a bespoke project social value impact report providing a social enterprise spend value for the project and visual examples of the partnership in terms of carbon saving comparisons.

**Find out more and register your site at**

<https://www.knauf.co.uk/our-services/knauf-take-back-scheme>



# Packaging

As one of the first in our industry to start transitioning to plastic packaging containing recycled content, we are still working on switching over more products to reduce the amount of virgin plastic used.

In 2024, we successfully trialled and changed our Airless Finish bags over to contain recycled content, which completed our ready-mixed jointing and finishing range.

Our pallet hoods, and shrink wrap also now contain at least 30% recycled content.

In 2025, we are continuing to assess our packaging under the waste hierarchy to make improvements while retaining the safety, quality and ability to transport our products.



# Case Study – West Coventry Academy

## Knauf contributes to net zero carbon in operation school

Architect: **Stride Treglown**

Main Contractor: **Bowmer and Kirkland (B & K)**

Subcontractor: **MFP LTD**

Products used: **Knauf Plasterboard, AQUAPANEL® Indoor, 50mm Acoustic C Stud, AQUAPANEL®, MF Ceiling**

West Coventry Academy, one of the government’s flagship net zero carbon in operation school projects utilised Knauf products, amongst them AQUAPANEL® and Performance Plasterboard, all of which were installed on a timber frame. The £38 million rebuild of West Coventry Academy includes an entirely new school building, sports centre, and outdoor sports pitches. Alongside a new main entrance on Tile Hill Lane. All with the intent of improving the secondary school and sixth form.

The work initially started with a three-year research journey by contractor Bowmer and Kirkland which enabled them to fully understand the Department for Education (DfE)’s requirements and how they could best achieve that.

Knauf products were used in the new swimming pool facilities with AQUAPANEL® playing a key role. Gavin Dungan, the Architect from Stride Treglown, explains why Knauf products were specified. “We decided to use AQUAPANEL® because it performs incredibly well in areas that experience high moisture. Its properties ensure that it is moisture and water resistant, and its excellent dimensional stability means it does not warp, swell, or degrade when exposed to high levels of humidity or direct water contact.”

“Additionally, because it is incredibly durable and can withstand impact, we won’t see any damage within the swimming pool area. This is ideal given how heavy the footfall is expected to be there. The swimming pool area will remain stable over a long period of time and thus maintenance and repair costs will be reduced over time.”

Further adding to the moisture resistance of the facility was the use of Knauf Moisture Panel. This was used in all the toilets and shower areas of the school and the swimming pool.

As Gavin explains: “Moisture panel was chosen because of its enhanced levels of moisture performance, ensuring mould growth is kept to a minimum, and preventing the interior from getting damp and rotting. This was incredibly important not only to ensure the safety of the school but also to keep the school as environmentally friendly as possible.”

Given the high traffic nature of the school, it was vital the interior was built to withstand the wear and tear of school life. Knauf Wallboard and Performance Plus were used in the corridors to maximise long term durability.

For the full case study visit: <https://knauf.com/en-GB/case-studies/knauf-gypsum/west-coventry-academy>

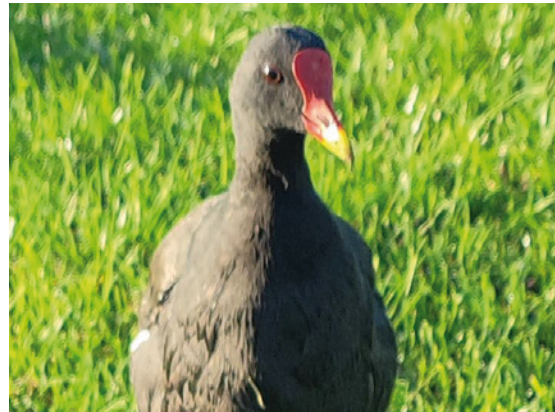


# Biodiversity

We understand the importance of improving the biodiversity of the sites that we operate on. Our Knauf Groups have protocols for the restoration of areas where mining has taken place, including natural rehabilitation, renaturation, and recultivation measures to recover the original flora and fauna.

In the UK, for our Sittingbourne and Immingham production sites, we have created a biodiversity action plan in accordance with the Chartered Institute of Ecology and Environmental Management (CIEEM) guidelines and BS 42020:2013.

In 2024, we conducted an ecological baseline survey to identify the habitats and species present, with the next step to create a site management plan for each location.



# Compliance

We are pleased to be recognised in the UK by numerous certification and accreditation bodies for our products and processes, as well as following policies across a broad range of topics across our supply chain.

The Environmental and Energy Management Systems at both of our operational production sites are certified to ISO 14001 and ISO 50001 respectively. These internationally recognised ISO standards show that we are taking proactive measures to minimise our environmental footprint (through energy reduction, efficient use of resources, and reduction of waste), comply with legal requirements, and achieve our environmental objectives, demonstrating our commitment to sustainability.

Our ISO 9001 certified Quality Management System recognises our commitment to product quality and customer service, and our ISO 45001 certified Occupational Health and Safety Management system underlines our commitment to the wellbeing of our employees.

We also hold BES 6001 certification for responsible sourcing, demonstrating our supply chain management and product stewardship.

View our latest certification: [Our certification - Knauf](#)

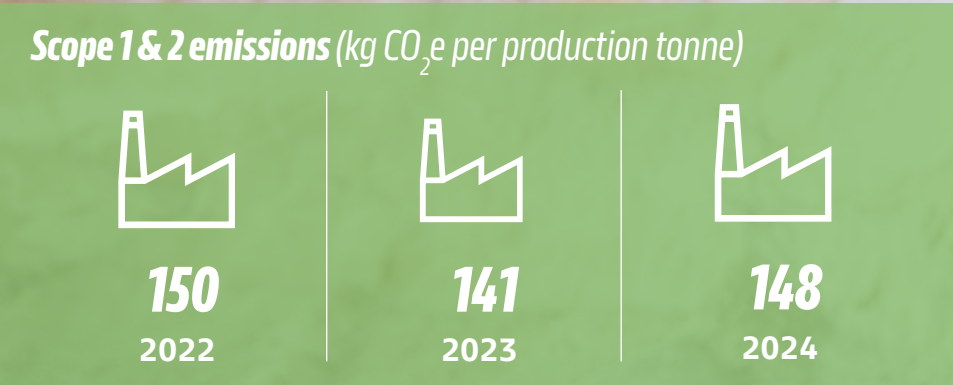
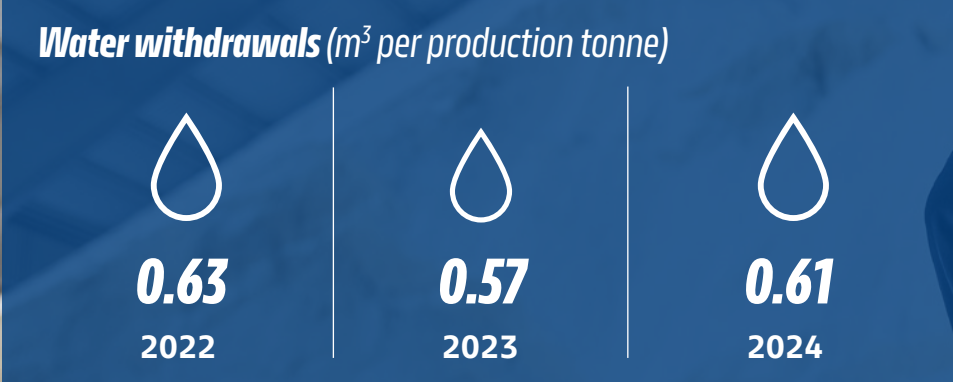
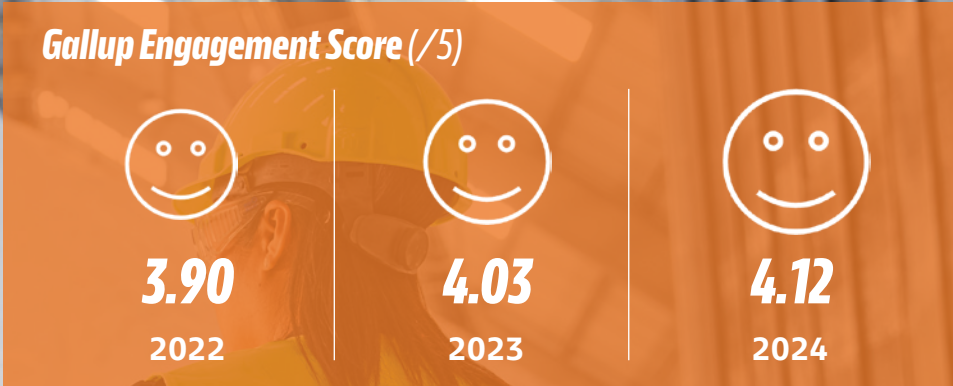
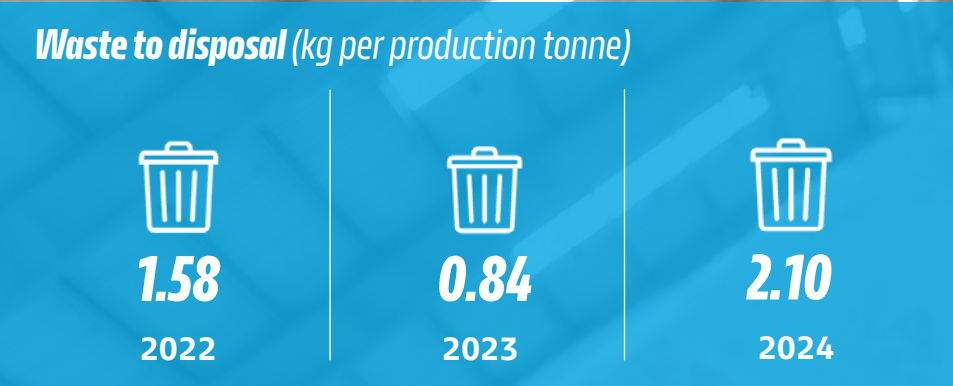
## You can find our most up to date policies on:

- Real Living Wage
- Social Responsibility & Business Ethics Policy
- Supplier Code of Conduct
- Modern Day Slavery Statement
- Sustainability Policy
- Energy Statement
- Safety & Wellbeing
- Environmental Policy

At our website: [Our Policies - Knauf](#)



# Three-year progress snapshot





### Customer Service

UK: 0800 521 050  
Eire: 01 4620739  
cservice@knauf.com

### Technical Service

0800 521050 (option 2)  
technical-uk@knauf.com

### Addresses

Knauf  
Kemsley Fields Business Park  
Sittingbourne  
Kent  
ME9 8SR

Knauf  
87 Broomhill Road  
Tallaght  
Dublin 24  
D24 WR85

### Website

knauf.com

### Email

technical-uk@knauf.com

### SOCIAL MEDIA

 KnaufUK  
 @Knauf\_UK  
 Knauf UK & Ireland  
 @Knauf\_UK

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For any queries about this report, please contact:

**Becky Broadbent**  
Sustainability Proposition Manager  
sustainabilityUKI@knauf.com

**Build on us.**