

## The Corporate Responsibility Index 2012

The CR Index aims to challenge and support companies to integrate responsible business practice throughout their organisations. This ranking represents progress on a journey towards more responsible and sustainable business. While participating companies are at different stages, they all have in common a commitment to transparently improving their impact in society and the environment.

Company Name	Industry Sector	Coverage	Year-on-Year
<b>PLATINUM PLUS</b>			
Anglian Water	Gas, Water & Multiutilities	National	R
<b>BT Group</b>	Telecommunications	National	R
<b>The Co-operative Group</b>	General Retailers	National	R
<b>EDF Energy</b>	Electricity	UK Only	R
<b>Heineken UK</b>	Food & Beverage Producers	UK Only	R
<b>Kingfisher</b>	General Retailers	National	R
<b>KPMG</b>	Accountants & Consultants	UK Only	R
<b>Marks &amp; Spencer</b>	General Retailers	National	R
<b>Northumbrian Water Group</b>	Gas, Water & Multiutilities	National	R
<b>PwC</b>	Accountants & Consultants	UK Only	R
<b>J Sainsbury</b>	Food & Drug Retailers	National	R
Tata Consultancy Services	Accountants & Consultants	Global	R
<b>Unilever</b>	Household & Personal Goods	Global	R
<b>United Utilities</b>	Gas, Water & Multiutilities	National	R
Wates Group	Construction & Materials	National	R

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<b>PLATINUM</b>			
<b>Alliance Boots</b>	Food & Drug Retailers	Global	R
<b>Anglo American</b>	Mining	Global	=
Ausgrid	Electricity	Australia	R
Australian Broadcasting Corporation	Media & Entertainment	Australia	R
<b>British Broadcasting Corporation</b>	Media & Entertainment	Global	R
<b>BSkyB</b>	Media & Entertainment	National	=
Capgemini UK	Accountants & Consultants	UK only	R
<b>Carillion</b>	Support Services	Global	R
<b>Centrica</b>	Electricity	Global	R
Costain Group	Construction & Materials	Global	R
The Crown Estate***	Real Estate Investment & Services	National	↗
<b>Deloitte</b>	Accountants & Consultants	UK only	R
Diageo Australia	Beverages	Australia	R
Ernst & Young	Accountants & Consultants	UK Only	↗
<b>F&amp;C Asset Management plc</b>	Financial Services	Global	↗
Hallmark Cards	General Retailers	UK Only	=
<b>Heathrow Airport Limited</b>	Travel & Leisure	National	↗
Home Retail Group	General Retailers	National	R
Jaguar Land Rover	Automobiles & Parts	Global	↗
John Laing plc	Equity Investment Instruments	UK Only	↗
John Lewis Partnership	General Retailers	National	R
Legal & General Group	Insurance	Global	R
<b>Lloyds Banking Group</b>	Banks	National	R
The Midcounties Co-operative	General Retailers	National	↗
<b>National Grid</b>	Gas, Water & Multiutilities	Global	↗
<b>Pearson</b>	Media & Entertainment	Global	R
Places for People	Real Estate Investment & Services	National	↗
Premier Farnell	Support Services	Global	=
Provident Financial	Financial Services	National	=
<b>Reed Elsevier</b>	Media & Entertainment	Global	↗
Royal Mail Group	Industrial Transportation	National	↗
RSA Insurance Group	Financial Services	Global	=
<b>RWE npower</b>	Electricity	National	R
<b>Tesco</b>	Food & Drug Retailers	Global	R
Thames Water	Gas, Water & Multiutilities	National	=
Toyota Motor Manufacturing (UK)	Automobiles & Parts	UK Only	=
Unipart Biscuits	Food Producers	Global	R
<b>Unipart Group</b>	Diversified Industrials	Global	R
Veolia Environmental Services (UK)*	Support Services	UK only	↗
<b>Veolia Water UK</b>	Gas, Water & Multiutilities	UK only	R
<b>WH Smith</b>	General Retailers	Global	R
Whitbread	Travel & Leisure	National	↗

Company Name	Industry Sector	Coverage	Year-on-Year
<b>GOLD</b>			
BAM Construct UK	Construction & Materials	National	=
<b>Barclays</b>	Banks	Global	=
Brakes Group	Support Services	UK Only	↗
<b>Camelot UK Lotteries</b>	Media & Entertainment	National	=
CSC	Support Services	UK Only	↗
Dairy Crest Group**	Food Producers	National	N
e2v technologies	Electronic & Electrical Equipment	Global	N
Eversheds	Legal	Global	=

Company Name	Industry Sector	Coverage	Year-on-Year
G4S UK & Ireland Region	Support Services	UK Only	↗
Gentoo Group	Construction & Materials	National	N
<b>The Go-Ahead Group</b>	Travel & Leisure	Global	↗
Imperial Tobacco Group	Tobacco	Global	=
Kelda Group	Gas, Water & Multiutilities	National	↘
Kier Group	Construction & Materials	National	↗
Manchester Airport	Travel & Leisure	National	↗
Marshalls	Construction & Materials	National	=
MITIE Group	Support Services	National	=
Morrison****	Construction & Materials	National	↗
Northern Rail	Travel & Leisure	National	↗
<b>Serco Group</b>	Support Services	Global	=
Sodexo	Support Services	UK Only	=
Speedy Hire	Support Services	UK Only	↗
VocaLink	Banks	National	↗
Willmott Dixon	Construction & Materials	National	=
<b>Zurich Financial Services</b>	Financial Services	UK Only	=

Company Name	Industry Sector	Coverage	Year-on-Year
<b>SILVER</b>			
<b>3i Group</b>	Financial Services	Global	=
AESSEAL	Industrial Engineering	UK Only	N
Balfour Beatty	Construction & Materials	Global	N
Brother UK	Electronic & Electrical Equipment	UK Only	N
Capital Shopping Centres Group	Real Estate Investment Trusts	National	=
Elior UK	Support Services	National	=
ENERGEX	Electricity	Australia	=
FirstGroup	Travel & Leisure	Global	=
Fujitsu UK & Ireland	Software & Computer Services	UK Only	N
InterContinental Hotels Group	Travel & Leisure	Global	=
Irwin Mitchell	Legal	National	=
Magnox	Electricity	National	=
Morgan Sindall	Construction & Materials	National	↗
NHBC	Financial Services	National	N
Pace	Technology Hardware & Equipment	Global	N
<b>Rentokil Initial</b>	Support Services	Global	=
Royal London Mutual Insurance Society	Financial Services	National	↗
Siemens	Electronic & Electrical Equipment	UK Only	↗

Company Name	Industry Sector	Coverage	Year-on-Year
<b>BRONZE</b>			
The Clancy Group	Construction & Materials	National	N
DTZ	Real Estate Investment & Services	UK Only	=
Greggs	Food & Drug Retailers	National	N
Miller Construction UK	Construction & Materials	National	N
Ricoh UK	Technology Hardware & Equipment	UK Only	N
State Street Corporation	Financial Services	Global	=
Teachers Credit Union	Financial Services	Australia	N

### The table explained

Performance bands: Companies listed alphabetically by band, based on overall Index score: Platinum (≥95%); Gold (≥90%); Silver (≥80%); Bronze (≥70%)

Please note: In addition to completing the online survey, Platinum Plus achievers have been evaluated on the extent to which the business strategy is underpinned by their commitment to long-term sustainability. The Platinum Plus process is currently under review, as part of the general 10 year anniversary review of the CR Index. As such, Platinum Plus was not offered to CR Index 2012 participants.

### Key

**Companies in bold** have participated in the CR Index since launching in 2002

\* Most Improved

\*\* Best New Entrant

\*\*\*Best New Entrant 2011

\*\*\*\*Most Improved 2011

### Year on year:

↗ Improved in banding

= Maintained previous banding

↘ Dropped in banding

R Retained - have carried over the score from previous submissions

N New entry to the ranking

### Coverage:

Global – multinational companies reporting on 100% of their global business operations.

National – UK companies reporting on 100% of their business operations

UK only – multinationals companies reporting on UK operations only

Australia – Companies reporting on Australian operations