



Sustainability report 2017



URENCO's stakeholder engagement process can be found here:

<https://urencosustainability.com/stakeholder-engagement/>

Reputation review In 2017, we conducted an organisation wide reputation review with global stakeholders, via a third party. This review encompassed a broad range of stakeholders from the four countries in which we operate. It evaluated these stakeholders' needs and their perceptions of URENCO and the issues that are most relevant to our business.

Overall:

- More than **95%** of respondents had a 'good' to 'very good' opinion of URENCO and its business operations.
- **80%** of respondents thought our brand was 'very important' or 'important'.
- More than **88%** rated the quality of URENCO's communications 7/10 or higher overall.
- More than **50%** of stakeholders believed in the Richie education programme's mission to nurture the next generation of scientists and engineers.

We will use the outputs from this process to inform our business activities in the future, as well as the materiality assessment we aim to conduct in 2018.

Recording stakeholder dialogue

Stakeholder group	Type of engagement	Example topics raised by individual stakeholders	Achievements in 2017
Customers/suppliers	<ul style="list-style-type: none"> • Regular contact (including visits to URENCO's sites) • Press/news releases • Social media 	<ul style="list-style-type: none"> • Environmental data • Customer deliveries 	<ul style="list-style-type: none"> • 100% customer delivery record • Regular customer engagement
Employees	<ul style="list-style-type: none"> • HUB App and Intranet • Employee briefings/All Hands meetings/work councils • Employee gatherings and events • CEO blog 	<ul style="list-style-type: none"> • Strategy questions 	<ul style="list-style-type: none"> • 40% of employees volunteered in local community • Employee Survey - see page 18 • Creation of internal news app
Government/politicians/regulators	<ul style="list-style-type: none"> • One to one meetings • Enrichment facility visits 	<ul style="list-style-type: none"> • Investment in local areas • Regulatory compliance • Brexit 	<ul style="list-style-type: none"> • Site visits • Regular political and regulatory meetings • Brexit Working Group
Investors/shareholders/banks/rating agencies	<ul style="list-style-type: none"> • Investor roadshows • Shareholder working groups 	<ul style="list-style-type: none"> • Market conditions • Economic performance 	<ul style="list-style-type: none"> • One to one meetings • Full Year Results presentation held at URENCO's Head Office
Local communities/school children/graduates/apprentices	<ul style="list-style-type: none"> • Local liaison dialogue • Practical and financial support • Richie education programme 	<ul style="list-style-type: none"> • Science education • Sponsorships and donations • URENCO's involvement in the nuclear industry 	<ul style="list-style-type: none"> • Regular council and liaison meetings • Site tours • More than 57,000 students participated in the Richie programme globally
Media/social media	<ul style="list-style-type: none"> • Tours of enrichment facilities • Press and news releases 	<ul style="list-style-type: none"> • Financial results • Potential sale of URENCO 	<ul style="list-style-type: none"> • Local press and radio interviews • Press/news releases issued on website
NGOs	<ul style="list-style-type: none"> • We are members of a number of industry associations (see page 30) 	<ul style="list-style-type: none"> • Political landscape • Public education • Innovation, technology and R&D • Opportunities in new markets 	<ul style="list-style-type: none"> • Sponsored and exhibited at industry events



Further information

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