

# Building on stakeholder feedback on our 2007 Sustainability Report

We sought external perspectives on our sustainability reporting right from the start. Since 2003 we have benefited from the comments of our formal Stakeholder Panel. We are grateful for the comprehensive and balanced, collective and individual comments that the Panel gave on last year's report. We analysed them thoroughly and took all into account when thinking about how to present this year's report. Below we tabulate some of the main comments made along with what we have done.

WHAT WAS SAID	WHAT WE HAVE DONE
An ongoing problem for this industry sector, and one where it can play an important leadership role, is in dealing with bribery and corruption.	Lafarge is adamantly opposed to all forms of bribery and corruption. Our position is set out clearly in our Code of Business Conduct.
The Group should support local managers in implementing the Code of Business Conduct. This could be done with the help of a third party monitoring and reviewing process.	We are doing this. For our externally validated Code of Business Conduct new training program, see page 12.
Lafarge should explain how it promotes human and trade union rights in countries that are considered to have human rights issues. This means both at plant and work site level including sub-contractors and their employees	We are reporting on the progress that we have made towards having a specific human rights policy (page 14), we report specifically for the first time on sub-contractors (pages 24-25), we continue to report on our global partnership with trade unions (page 47).
The Human Rights Policy of the Group should be completed with an independent verification mechanism.	For our progress on this matter and our consultation with the Stakeholder Panel, see page 14.
A commitment to engage at industry and political level to secure regulatory, fiscal and trade measures that enable aggressive progress, yet level the playing field.	We are committed both to progress and to equity in regulation. See pages 20-21 for our public policy approach and positions.
The commitment to supplier audits and reference to Global Compact principles in supplier contracts needs to be taken seriously.	We have made progress on this matter this year communicating our Global Compact commitment to suppliers and amending our standard contracts. See page 24.
It is vital that Lafarge continues to clean up the non standard plants that it acquires.	We make significant investments to assure this is so. Noting this comment, we give full coverage to this issue on pages 40-43 referring to China.
An independent expert with specialist expertise in persistent pollutants should be appointed to the Panel.	As a result of this recommendation and with the advice of WWF we have appointed Dr Frank Rose to the Panel to fulfil this role.
We would like to see more engagement from Lafarge as not only producer / contributor / influencer but also Lafarge as partner and collaborator.	This is an area where we are increasing our already significant engagement and action. See pages 29-31.
In order to position itself more strongly as a global provider of sustainable construction solutions, Lafarge needs to refocus itself on the period in which buildings are in operation.	We recognise the importance of sustainable construction in the battle against climate change. We continue to foster debate, work towards solutions and to incorporate the lessons into our own work. See especially pages 28-35.
WWF calls on Lafarge to do more in developing countries... to reverse the emissions growth trend triggered by growing client demand.	We have worked with WWF on a blue print for a climate friendly cement industry ( <a href="http://assets.panda.org/downloads/englishsummary_lr.pdf">http://assets.panda.org/downloads/englishsummary_lr.pdf</a> ) which was published in 2008 ahead of the Poznan meeting and which addresses how to turn round cement emissions in the developing world. The section on China shows how our investment is contributing to reducing emissions.
New issues are arising with the company's growth in emerging countries, such as education, (how to reach skilled people), but also health, subcontracting, transportation costs, construction.	We are addressing these issues and have set out to give insight into how we work in emerging countries by using the example of China, see pages 40-43.
Ramp up investment in R&D faster to slash average group emissions per tonne.	An increasing proportion of our R&D budgets are focused on sustainability themes and we are embedding sustainability more thoroughly into our R&D processes. See Customers and solutions pages 50-53.
The report should explain which solutions Lafarge will implement in order to meet poor customers' needs.	We describe some of our 'bottom of the pyramid' initiatives on page 51.
More examples of stakeholder dialog at the regional and national level would be useful as evidence that Group-wide good practices are translated effectively at all levels.	We have moved forward significantly here achieving our Ambition on the training package for local stakeholder relationship management in 2008. To see some examples and our plans for further progress go to Global Partnerships, Local Stakeholders pages 54-59.
The Group should change from a strategy which minimizes the risks and ensures licence to operate to a strategy where local communities are involved in sustainable development	Our new package for local stakeholder engagement will help us to reinforce and transfer good practice in this area and to involve local communities more fully still, see page 58.