



# WE DO SUSTAINABILITY

UK & IRELAND 2019

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## A WORD FROM THE MANAGING DIRECTOR

I am pleased to confirm the company's continuous support of the United Nations Global Compact 10 principles in the areas of human rights, labour, environment and anti-corruption.

This third edition of the Lyreco UK and Ireland Sustainability Brochure focuses on the approach taken in both countries to re-enforce our position as sustainable business leader in our industry.

We are proudly setting new industry standards and leading the way amongst our competitors.

Over the last 3 years huge progress was made by the company towards achieving Eco-Future targets. For example, Lyreco has installed one of the largest solar panel arrays of it's kind.

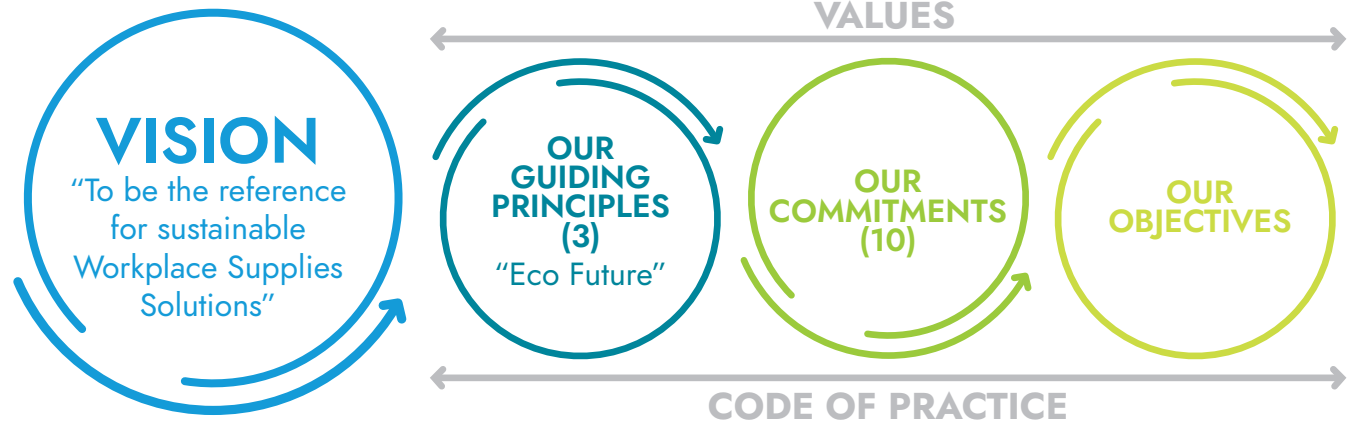
A demonstration to our customers and the local community of our ongoing commitment to our Eco Future Environmental Strategy. However, sustainability is embedded in our day to day business and many more environmental projects have been completed in the last 3 years. We have been making continuous progress on the local approach we've taken to develop Lyreco as a sustainable business in our guiding principles of economic success, environmental protection and social responsibility. Excellent progress has been accomplished and everybody within the company should be proud of what has been achieved.

Sustainability is a journey that Lyreco in the UK and Ireland has embraced in all areas of the business which I am confident lead us to meet all "Eco-Future" goals by 2018.

Peter Hradisky - Managing Director



# ECO FUTURE 2012 - 2018



## OUR STRATEGY IS BUILT ON 3 GUIDING PRINCIPLES:



### ECONOMIC SUCCESS

To build lasting customer relationships by providing practical and efficient solutions for their sustainability challenges and goals.

### ENVIRONMENTAL PROTECTION

To reduce the ecological footprint of our activities and help our customers and suppliers to do the same.

### SOCIAL RESPONSIBILITY

To reinforce our long term relationship with stakeholders focusing on human relationships and employee development



## SOCIAL AUDITING



# ECONOMIC SUCCESS



## MODERN SLAVERY ACT

Worldwide it is estimated that 11.4 million women and girls and 9.5 million men and boys are victims of forced labour. The Modern Slavery Act (MSA) came into force on 26 March 2015. The purpose of the MSA is to ensure that major businesses are open about what they are doing to tackle modern slavery. It sets out provisions for supply chain transparency. To comply with the Modern Slavery Act 2015, Lyreco set up the following:

- Provision of training / awareness for key people in the organisation.
- Update of the internal Code of Ethics, including statements on Modern Slavery Act.
- Lyreco suppliers have signed the Code of Ethics which includes respect for human rights.
- Lyreco suppliers have signed a purchasing agreement that includes compliance with all applicable legislation.
- Lyreco carry out directly or indirectly social compliance audits in manufacturing sites producing Lyreco branded products in developing countries.
- Lyreco "Slavery and Human Traffic statement" was issued in November 2016 and updated in November 2017.

# ENVIRONMENTAL PROTECTION

## GREEN PRODUCT ASSESSMENT



Since January 2014, Lyreco have been assessing green products (products with environmental credentials) through ISO 14020 standard, which is at the highest level of the ISO Environmental Claims series. It is in line with the International Chamber of Commerce advertising practices, which give recommendations to prevent green washing. The assessment method has been approved by SGS\* (the worldwide auditing company) who recognise it as "best in class" in terms of green claims checking.

### IN THE CATALOGUE:

- Green products are identified with a Green Tree

### LOGO IN THE WEBSHOP:

- Green products are identified with the same Green Tree logo
- On the product documentation a "Green Tree Certificate" is downloadable with detail of the product green credentials.



## GREEN PRODUCTS SALES

UK



IRELAND



## FSC CHAIN OF CUSTODY CERTIFICATION



### WHAT IS THE FOREST STEWARDSHIP COUNCIL (FSC)?

The Forest Stewardship Council (FSC) is an international, non-governmental organization dedicated to promoting responsible management of the world's forests.

Wood is a renewable resource; when forests are well-managed with consideration for the environment, the wildlife and the people who live and work in them.

FSC has developed a system of forest certification and product labelling that allows consumers to identify wood and wood-based products from these forests.

FSC Chain of Custody certification, from forest to end-user, ensures that FSC materials and products have been checked at every stage of processing so that customers purchasing FSC labelled products can be confident that they are genuinely FSC certified.

Lyreco can offer this credential for a large range of products.



# CARBON FOOTPRINT REDUCTION

## LYRECO TONNES CO<sup>2</sup>/£m TURNOVER

UK



IRELAND



### UK

In the last 3 years, Lyreco has worked hard to fulfil its Eco-Future carbon reduction commitments (see graph). Our most significant reduction has been on energy sources due to the installation of the solar PV in our National Distribution Centre (from 2,453 tons of CO<sub>2</sub> in 2014 to 857 tons in 2017). In distribution, the implementation, management and monitoring of the GPS tracking system on the delivery vans led to a 10% reduction on fuel/delivery in the last 4 years. On movement of employees, renewal of more efficient fleet and key changes on car policy have resulted in a reduction of 17% of CO<sub>2</sub> emissions. Overall we have met our Eco-Future target with a 23% reduction of CO<sub>2</sub> emissions / turnover from 2010 figures.

### IRELAND

In Ireland in the last 3 years, we have achieved a staggering 30% reduction in our carbon footprint. Business in Ireland has increased significantly allowing us to make efficiencies mainly in logistics. In the last 3 years, the main area of reduction has been freight with an excellent reduction on fuel / delivery due to route optimisation. Additionally, the replacement of LED lighting in the Distribution Centre has contributed significantly to the overall reduction. By the end of 2017 our operations in Ireland have achieved a 40% reduction of CO<sub>2</sub> / £m turnover since 2010 which is twice the target expected by the end of 2017.

## UK AND IRELAND CO<sup>2</sup> DATA ( t CO<sup>2</sup> eq)

	UK		IRELAND	
	2016	2017	2016	2017
Energy Sources	870	857	147	101
Freight	6,054	6,317	258	266
Movement of people	2,546	2,283	353	350
Consumables and Materials	1,524	1,520	82	89
Direct Waste	53	67	4	2
Fixed Assets	4,068	4,259	218	230
<b>Total - t CO<sup>2</sup> eq</b>	<b>15,114</b>	<b>15,303</b>	<b>1,061</b>	<b>1,039</b>
<b>Tonnes CO<sup>2</sup> per (£ / €)1M Turnover</b>	<b>62.55</b>	<b>59.07</b>	<b>55.84</b>	<b>50.68</b>



# ENVIRONMENTAL PROTECTION

# ENVIRONMENTAL PROTECTION



## LYRECO UK SOLAR PV PROJECT

At the end of 2013, it was clear that it would be very challenging for the company to meet the group commitments on carbon footprint reduction by the end of the eco-future policy in 2017. In December 2013, the company had fallen behind the target reduction with a significant gap (2.5% achieved by 9% expected) with no big projects in the pipeline. Other facts to consider were having a 15 year-old National Distribution Centre with a 55,000 m2 roof area needing repairs and an annual site electricity cost of £280K. These were the main facts that triggered the solar PV project. A period of research, feasibility study and tendering started in mid-2014 until the project started in July 2015 when we were ready to install a 13,860 solar panel PV system on our National Distribution Centre roof! The project, which would save £50,000 from Lyreco's energy costs, would be installed by Evo Energy and funded by Guinness Asset Management.

### 2017 STATISTICS

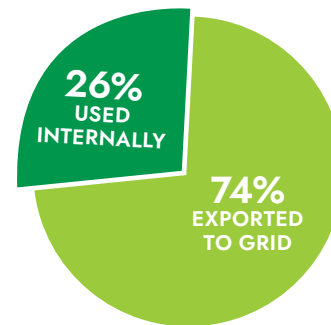


Below is the link 'URL' to the Lyreco ECO site where you can view details of the Solar Panels.

[SOLAR PANEL DOCUMENT](#)

Below is the link 'URL' to the Drone footage of Lyreco UK headquarters.

[LYRECO SOLAR PD](#)



## BATTERY STORAGE SYSTEM

**Lyreco UK the first commercial and industrial sites in the UK, to utilise large scale battery storage in conjunction with rooftop solar PV.**

Following on from the solar PV system installed in 2015, in 2017 Lyreco installed a half Megawatt of Tesla batteries. At present, Lyreco is able to charge the battery system during the day using Solar PV and utilise the stored electricity during peak demand periods. This will help reduce our own demand on the grid, especially during winter, and consequently reduce our bills. We have become a virtual power station, and the National Grid can call upon our reserves of electricity to help smooth out the peaks of demand for fossil fuel power station usage, alongside many other future virtual power stations.



Additionally 6 electric car charging points have been installed in the car park for the use of staff and visitors.



# SOLAR PV SYSTEM INSTALLATION

## SEPTEMBER 2015

- Installation of scaffolding staircase and walkways
- Set up of GoPro cameras to create a time-lapse video of the project
- Complete roof repairs – treat cut edge corrosion
- First delivery of solar panels
- Installation of netting to cover skylights
- Cable trays installed in Area 1 and 2

## OCTOBER 2015

- Groundwork for cabling begins
- Panels lifted onto roof via truck mounted forklift
- Completed solar panel fittings to Area 1 and 2

## NOVEMBER 2015

- Delivery of the two 4.6 tonne inverters for the PV system
- Completed solar panel fittings to Area 3
- Completed solar panel fittings to Area 4
- DC cabling installed between inverters and string boxes on the roof

## DECEMBER 2015

- Construction of transformer platform
- Completed solar panel fittings to Area 6
- Delivery of 10.4 tonne transformer
- Completed solar panel fittings to Area 5
- Last solar panel fitted on 16th December 2015

**26<sup>TH</sup> JANUARY 2016**  
SOLAR PANELS BECAME LIVE!



# ENERGY MANAGEMENT

## WISE ENERGY STEERING GROUP

By the end of 2014 Lyreco UK achieved 31% electricity reduction in the National Distribution Centre and Head Office. As the company had no more large energy efficiency projects in the pipeline, we required better energy consumption monitoring and analysis. As a result, an energy steering group was set up in January 2015. The steering group is chaired by the Quality, Safety and Sustainability Manager and includes members of the energy users and the providers: Building Services, NDC, Distribution, Finance and Facilities. In order to increase energy efficiency in the company, the steering group develops the following activity:

- Setting up annual energy KPI's.
- Determine annual activity plan.
- Electricity / gas monitoring at all sites.
- Establish current energy practices / settings in the business.
- Identify most cost efficient energy devices.
- Place capital investment for energy projects.
- Carry out energy audits.
- Report energy consumption / energy savings at regular intervals.

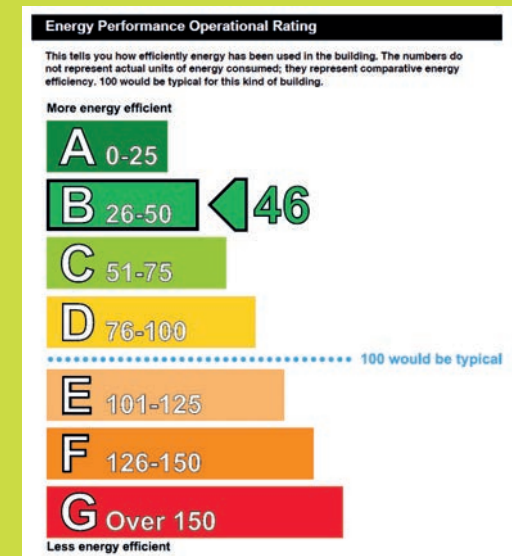
The steering committee meets once a month and the basic approach is: illustrated in the diagram.



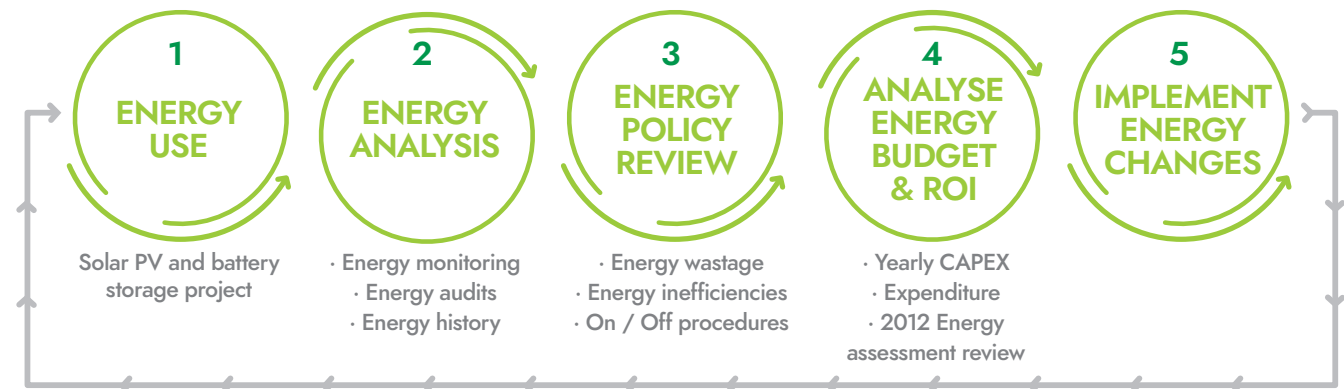
## ENERGY PERFORMANCE CERTIFICATE

In order to look for more energy saving opportunities, in 2016 we undertook an external energy assessment in the National distribution Centre and Head Office. In addition to the assessment an Energy Performance Certificate for the whole site was requested.

This certificate indicates how much energy is being used to operate the building and it is compared to a benchmark that represents performance indicative of all buildings of this type.



## LYRECO ENERGY PLANNING





## TELFORD OFFICE LED'S

During 2016 and 2017, we completed the installation of LEDs in our Head Office. The new 563 fittings, which are 16 KW in total, replaced the existing 62 KW lighting, saving a significant amount of the electricity consumption for our Telford site. We receive a £12,000 saving giving only a 3 year payback! Also, the longevity of LEDs compared to conventional florescent lighting will mean maintenance hours will be greatly reduced.

## TELFORD ELECTRICITY CONSUMPTION TREND 2012 - 2017



## DUBLIN LED'S

At the end of 2016, our Building Services team initiated a project to improve the energy efficiency at our Dublin Distribution Centre. The biggest cost and usage of electricity identified within the building was lighting which was due to the outdated fittings in place which were consuming 450 W each! In February 2017, after switching to LED fittings with occupancy and lux level settings, the electricity consumption from lighting in the distribution centre was reduced from 35.5 kW to 5.29 kW! As a result, 2017 electricity consumption in Dublin was reduced by 24%.

## DUBLIN ELECTRICITY CONSUMPTION TREND 2016 - 2017



## LED'S IN CAR PARK

In 2015, Lyreco carried out extensive research and trialling for the most efficient external LED lighting. In the past 2 years, car park and perimeter road lighting have been replaced by LEDs. As well as the cost saving of converting, there is also the saving on electricity, which has a knock on effect to the CO2 emissions emitted by the site. After the conversion, we have seen a 60% reduction in electricity use by the car park lighting! 66 lamp fittings in the car park were changed from their original 250W bulb to a 100W LED which has led to a 60% saving in running costs.



# DISTRIBUTION ACTIVITY



Since the introduction of the Tom Tom Tracking and Telematics system in 2014, we have been working with drivers to gradually improve awareness of driving styles and to improve their overall scores in terms of speeding, idling and harsh manoeuvring which has in turn led to an overall improvement in Optidrive scores. We have seen the team improve from an average score of 7.5 out of 10 to 8.1 in 2015 to the current level in 2017 of 8.7. In order to support the continued improvement and maintenance of the optidrive scores, in 2016 we also introduced a countrywide best practice for Managers to follow in terms of feedback and discussion on areas of improvement for drivers.

From 2015 to 2017, 188 vehicles on the fleet were replaced, meaning that the average age of the fleet is now less than two years old.

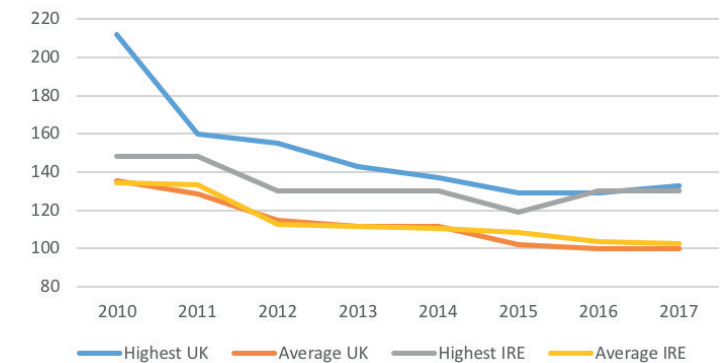
We continue to monitor and assess all alternative technology vehicles on the market and since mid 2016, all vehicles introduced into the fleet have been at euro-6 standard and are fitted with forward facing cameras in order to help us further improve the safety of our drivers.

## CAR FLEET ACTIVITY AND RESULT

Lyreco car fleet is evolving continuously. Our aim is sourcing the most efficient cars with a reduced impact on the environment. Following strict guidelines from Lyreco group, our highest and average car emissions must be continuously reduced. Below is a table showing the reduction of CO2 emissions from Lyreco car fleet for UK and Ireland.

Through encouraging sales representatives to reduce the number of journeys by using video conferencing, telephone conference and Skype, in 2017 we achieved a reduction of 11% on fuel, equivalent to 270 tonnes of CO2.

Average and highest cars CO2 emissions



## EURO EMISSIONS STANDARDS

European emission standards first came into force in 1992, with Euro 1 standards becoming law. This initial standard ensured that diesel cars emitted no more than 780mg/km of nitrogen oxide, while the maximum for petrol engines was 490mg/km. This moved on to Euro 2 in 1997, Euro 3 in 2000, Euro 4 in 2005 and Euro 5 in 2009. Under the new Euro 6 standards, the maximum level for NOx in diesel models is 80mg/km, compared to 60mg/km in petrol cars. Table below shows the progress of Lyreco car fleet towards achieving 100% Euro 6 vehicles.

EURO ENGINE STANDARD ON FLEET	2015	2016	2017
Euro 4	5.2%	0.2%	0%
Euro 5	94.4%	66.6%	37.0%
Euro 6	0.4%	33.2%	63.0%

## NESPRESSO COFFEE CAPSULES RECYCLING

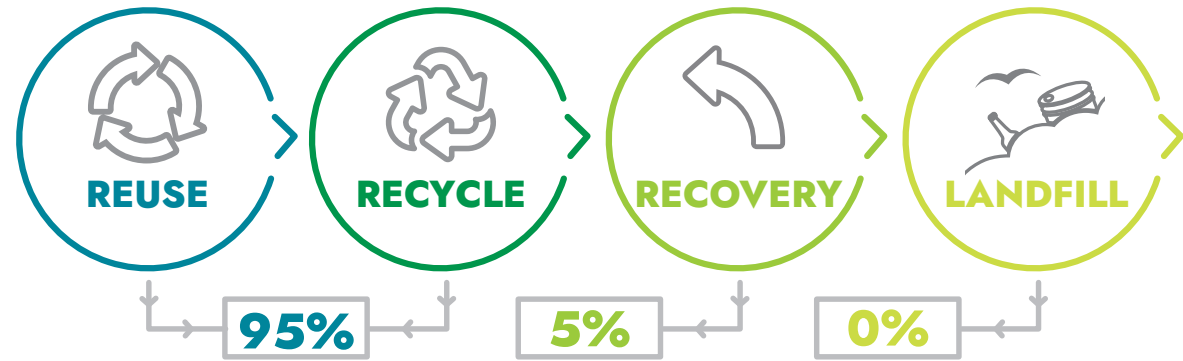


Nespresso have very high standards on sustainability and they requested their suppliers and distributors to adhere to the same commitments. Lyreco is the only Nespresso B2B distributor in Ireland and we were requested to provide customers with a sustainability solution for the treatment of used coffee capsules. Through the support of NISP (National Industrial Symbiosis Programme) in NI, Lyreco sourced a solution with coffee grounds going through an anaerobic digestion process producing electricity and fertilizers and the rest of the packaging being recycled or recovered for waste for energy. In 2017, Lyreco collected and recycled more than 16 tons of coffee capsules. This is another example of Lyreco's commitment to environmental protection.

## OTHER RECYCLING SERVICES AVAILABLE TO CUSTOMERS

- Toners and Ink Cartridges
- 15L Water Bottles
- Confidential Shredding
- Batteries

## DID YOU KNOW THAT ALL LYRECO SITES HAVE ACHIEVED ZERO LANDFILL



## WASTE MANAGEMENT

### FOOD WASTE

All our food waste from our Telford site is sent to an anaerobic digester to produce energy and fertiliser. On average, 1 tonne of food waste produces 360 kWh of electricity. Since the start of the scheme in March 2012, we have donated over 75 tonnes, which equates to 27,000 kWh of electricity. This is equivalent to:

- 8 years of electricity usage for an average household!
- Running a desktop computer for 4,500 days straight!
- Cooking 324,000 microwave meals!





## LYRECO APIARY

In May 2016, Lyreco UK installed two beehives outside the Telford Head Office to expand our involvement in biodiversity protection.

The apiary is managed by Darran Hall, a member of the Shropshire Bee Keepers Association. Halls Shropshire Honey provides us with our Lyreco honey and by the end of 2017, we extracted 169 lbs which was sold internally to raise money for Lyreco for Education.

## SUPPORTING LOCAL BIODIVERSITY PROJECTS

Lyreco has been supporting local biodiversity projects, through the environmental network BESST. In 2016, a Shelter Wildlife Together campaign run by "Friends of Apley Woods" collected egg shells from our canteen.

These were cleaned, crushed and used in gardens as environmentally friendly slug repellent.

Additionally, donations of refuse material (pallets, pallet toppers, cardboard tubes) supported various projects.



“Our thanks to Lyreco for their continued support for the Shelter Wildlife Together project. The project has now been adopted at 6 Shropshire sites - business, community and schools working together for the benefit of wildlife. Recycling refuse into refuge.”

**JULIE BURROUGHS** - Public Relations Officer at Friends of Apley Woods



## WOODLAND TRUST



We have chosen to raise funds for Woodland Trust because it is the UK's largest woodland conservation charity.

All work carried out by the trust partially offsets the sales of paper products.

“The Woodland Trust are extremely grateful that Lyreco chose to donate funds to the Loch Arkaig appeal. In December we purchased 2,500 acres of magnificent but degraded ancient Caledonian pinewood on the shores of Loch Arkaig in the Highlands of Scotland, but the restoration of this site is going to take around 20 years using specialist equipment and cost around £4Million. It is obvious that Lyreco take their environmental protection responsibility very seriously which is one of the reasons we value them as a supplier.”

**PHIL SHIPWAY** - Appeals Manager at the Woodland Trust.

## WORLD ENVIRONMENT DAY

Lyreco set up a car share scheme, webshop promotion on green products, a quiz competition and a stand giving out free energy saving products. The funds from a dress down day were donated to the Woodland Trust.

A bee stand was set up during lunchtime for our bee keeper, Darran Hall, to bring in example hives and local Shropshire honey to purchase, we also ran a quiz competition.

Lyreco organised visits for staff to the on-site beehives with our bee keeper and a photo competition was run to encourage staff to connect to nature. Also, a barbecue was held in our Eco Garden with a stand providing 'bee friendly' flower seeds.

Alongside this and a dress down day, we raised £207 for the Woodland Trust.



## PATH AND SEATING AREA EXCAVATION

The excavations for the path and seating area was completed by a mini digger hired through Speedy, a Lyreco corporate customer who provided continuous support throughout the development stages.

## BARK AREA

To encourage the growth of biodiversity, we installed a bark seating area composed of natural wood. We wanted to provide the garden with a variety of different picnic areas with different shapes and different materials.

## POND AREA

The pond was excavated alongside the path and picnic areas. Different terraces are inbuilt at different depths to encourage a variety of wildlife growth. The initial plan was to use a synthetic pond liner, however after a long spell of rain, water retained well. In addition, we are planning water harvesting from the building in order to top up the pond when required. An adjacent viewing platform derives from inverter packaging from our solar PV project.

## WILDFLOWER MEADOW

Local green hay straw was distributed to encourage biodiversity growth and also will feature habitats for various fauna.

## PATH MATERIAL

The path membrane is composed of old conveyor belts from the NDC. The specifications were perfect for controlling plant growth and this adds to the 'sustainable' element of the garden.

Wood for the path borders was donated by Northern Case Supplies, who collected, re-used and recycled NDC pallets. At Lyreco, we always analyse the waste hierarchy and strive to improve efficiency on waste disposal.

The path is composed of Welsh plum slate which has been sourced from a nearby quarry to ensure that only localised materials are present in the garden.



# LYRECO ECO GARDEN

Lyreco has developed a very comprehensive plan on Environmental Protection which includes Biodiversity Protection. As part of this programme and in partnership with Shropshire Wildlife Trust and BESST, Lyreco have developed a sustainable 'eco' garden.

### THE AIMS OF THE PROJECT ARE:

- Engagement of employees and schools in biodiversity protection.
- Creation of a green space on site to support local biodiversity
- Extend Lyreco's reputation as a sustainable business.



## HEDGE PLANTING

In November 2014, our first activity involved planting an assortment of plants to help create a vibrant area outside Lyreco Head Office. With the guidance of the Shropshire Wildlife Trust, volunteers spent one morning planting more than 500 units of Blackthorn, Dogwood, Guelder Rose, Hawthorn, Hazel, Holly, Field Maple and disease resistant elms (registered as part of a national trial).

Trees were donated by the ALCOA 10 million trees initiative.



# SOCIAL RESPONSIBILITY

## PROCESS OF GETTING OHSAS 18001 ACCREDITATION

OHSAS 18001 is the internationally recognised standard for occupational health and safety management systems. This standard has strict requirements for how companies manage health and safety in the workplace.



## HEALTH AND SAFETY MANAGEMENT

The company regards the promotion of good health and safety practices as a fundamental right of our employees at all levels throughout the organisation. All our activities are carried out with full regards to health and safety legislation. We aim to design safety into our processes to prevent injury or risk to health or well-being.



## RISK MANAGEMENT AND SAFE SYSTEMS OF WORK

In order to improve the company safety standards and reduce risk, Lyreco has worked on its risk management programme to extend it to all areas of business. Risk assessments are kept alive on the system and reviewed whenever required.

COSHH assessments have been re-designed and stricter controls have been set up in order to manage the use of chemicals in the business.

Risk assessments are carried out for all new company drivers.

When there is certain level of risk linked to a working process, a Safe Systems Of Work is set up for the activity to be carried out in a safe manner.

Personnel of all areas are trained and refreshed annually on their relevant SSOW's and our internal audits check that this is well managed in all areas of the organisation.

## HEALTH AND SAFETY TRAINING / AWARENESS

Lyreco is aware of the business benefits of having a comprehensive health and safety training programme.

Internally we have a Logistics Trainer who delivers the IOSH Managing Safely course, all MHE training, ADR awareness training, and "train the trainers course" to managers and supervisors. Externally, the following training is provided: first aiders, use of extinguishers, use of evacuation chair, ADR awareness, H&S responsibilities for Managers and Team Leaders.

In 2017 we introduced a new H&S communication on incidents/accidents.

The aim is to raise awareness of internal accidents and avoid repetition.



In the next 12 weeks we will be working on the migration to the new ISO 45001:2018

## IOSH MANAGING SAFELY COURSE



"IOSH Managing Safely" is a 4 day Health and Safety course for Managers and Supervisors in any sector and any organisation. It's designed to get management up to speed on the practical actions they need to take to handle health and safety in their teams. Importantly, it brings home just why health and safety is such an essential part of their day today job.

In 2013 our internal Logistics Trainer achieved all necessary qualifications to deliver "IOSH Managing Safely" to internal staff. Since then he has trained 72 managers and supervisors in Logistics.

This is another example to show Lyreco's commitment to Health and Safety training.

## EFFECTIVE SOFTWARE H&S ONLINE MANAGEMENT TOOL

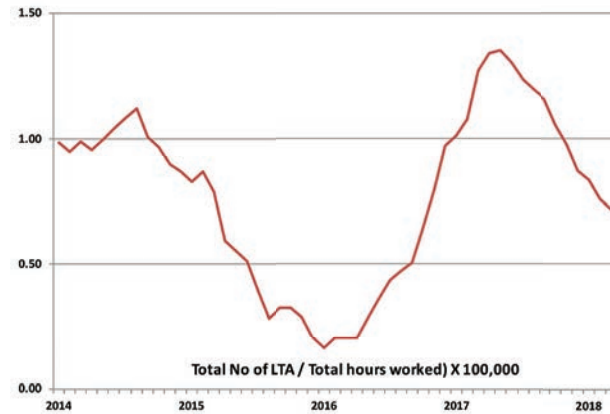
In 2017 Lyreco UK introduced Effective Software to improve the H&S internal management and monitoring. The online system provides a suite of safety management tools which can be opened up to the entire organisation to easily identify, track and actively manage risk across the business. In 2017 the following modules were set up: Incident / accident, risk management and audits. In 2018 the system will be extended to the 2 following modules: Training and Contractor Control.



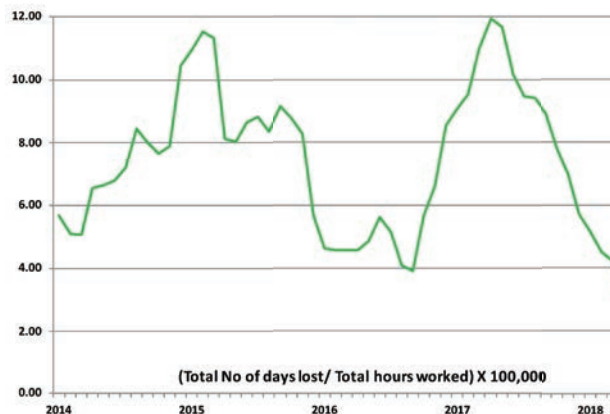
**LYRECO UK**  
Total Incident Frequency Rate (TIFR)



**LYRECO UK**  
Lost Time Injury Frequency Rate (LTIFR)



**LYRECO UK**  
Lost Time Injury Severity Rate (LTISR)



# SOCIAL RESPONSIBILITY



## HEALTH AND SAFETY ACCIDENT HISTORY

UK 2017

124  
Total  
Accidents

IRELAND 2017

8  
Total  
Accidents



## LYRECO WORKING IN PARTNERSHIP WITH BETTER PATHWAYS

In early 2015, Lyreco engaged working with Better Pathways, a social enterprise company. "Social enterprises are businesses that trade to tackle social problems, improve communities, people's life chances, or the environment. They make their money from selling goods and services in the open market, but they reinvest their profits back into the business or the local community. And so when they profit, society profits."

One in four of us will struggle with mental health at some point. "Good work" and the right help makes all the difference in getting back on track and that's what Better Pathways (positive about mental health since 1963) can help with. Better Pathways makes a difference by creating opportunities for people experiencing mental health issues. Currently, Better Pathways provides packing services to Lyreco by placing together various products into a comfort pack and repacking security tags into the sizes our customers require.



# LOCAL CHARITIES



## SUPPORTING THE LOCAL BUSINESS COMMUNITY (BESST)



The Business Environmental Support Scheme for Telford (BESST) is a partnership between key local private businesses and the public sector. Its role is to assist businesses to improve their environmental performance, in order to boost competitiveness and reduce their impact on the environment. Launched in 2001 and being a nationally recognized environmental network, BESST has created a platform for businesses to meet, learn and share best practice. Lyreco has been a Steering Committee member since 2004 and we are very proud to support local businesses.

## TELFORD CRISIS SUPPORT



During 2015 to 2017, Lyreco has continued to support Telford Crisis Network with numerous campaigns and contributions.



### NOVEMBER 2015

Lyreco donated 400 x 1 litre skimmed UHT milk which helped with stock shortage at the time.



### DECEMBER 2015

For Christmas in 2015, Telford Crisis Network ran a food parcel scheme to send Christmas meals to vulnerable families across Telford. For this, Lyreco contributed all the potatoes for the food parcels which totalled a weight of 420 kg (nearly half a tonne!).



### FEBRUARY 2017

A donation of cornflakes and sugar was given when there was a shortage!



### MARCH 2015

We donated 169 boxes of cornflakes to the food bank to be sent out as part of food parcels.

### OCTOBER 2016

Lyreco donated a trolley full of tins and jars of food to Telford Crisis Support which were all part of their wish list.

### MAY 2017

Chocolate activity packs were donated to distribute to vulnerable families around the borough.



## CHRISTMAS CAMPAIGNS

Every year, QSS run Christmas sustainability campaigns to help charities and schemes in need of support. In 2015, the focus was on local community and how we can help the people where we live.

Through a football scratch card competition and a donation of money from our dress down day, we managed to raise **£180** which was converted into toys, clothes and food for vulnerable adults and children this Christmas.

### CHRISTMAS SMILE CAMPAIGN

The funds helped donate to the Christmas Smile Campaign who needed toys, winter clothes, colouring books and chocolate gifts which will ensure that a child or adult could open at least one Christmas present this year. The gifts were wrapped by a volunteer group at the smile campaign headquarters and given to families in Telford.

### TELFORD CRISIS NETWORK

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# LOCAL CHARITIES



### CHRISTMAS CARDS, TUBS AND TINS

The final campaign was to collect Christmas cards and plastic tubs / metal tins to recycle as we have done in previous years. In 2015, we managed to raise **£145!**

### ACTION FOR CHILDREN CAMPAIGN

In 2017, a campaign was organised via the charity steering group to donate to Action for Children.

This is a children's charity committed to helping vulnerable and neglected children and young people, and their families, throughout the UK.

Children's toys and gifts were collected at Head Office and delivered to Shrewsbury, where they were distributed to schemes for disabled children.

## THANK YOU FOR ALL YOUR SUPPORT!

# Lyreco for education

The Lyreco For Education program raises funds from the 16 subsidiaries of the group to give children living in poor conditions better access to education. In 2015, we started a 4-year project in Madagascar with NGO CARE. The aim is to support 32 schools and to give better access to education for 17,000 children, in the area of Vatomandry. This area was badly hit by the cyclone Giovana in 2012 resulting in major damages for many schools.

## THE PROJECT IS BUILT AROUND 4 OBJECTIVES:

- To rebuild and renovate school facilities with 26 cyclone resistant classrooms.
- To improve the quality of education by training 128 teachers and equipping 32 schools.
- To increase the awareness and involvement of parents regarding the importance of school, then to help them to save and manage money
- To focus on disaster prevention for future cyclones.

Lyreco focus on three main ways of raising money for LFE; marketing operations with our customers and suppliers, internal events and donations.

- In 2015, we raised £35,997
- In 2016, we raised £44,759
- In 2017, we raised £44,758



## CHARITY STEERING GROUP

As part of our Corporate Social Responsibility.

In 2015, we expanded our support to include local communities where we operate. This has ultimately led to the development of a Charity Steering Group which has involvement from HR, Logistics, Customer Services, Marketing, Sales, NDC and QSS.

The concept behind the committee is to manage any opportunities for Lyreco to support new community projects, campaigns or initiatives as long as they meet the criteria in the application.

By the end of 2017, a total of 62 applications were submitted (54 for UK, 6 for Ireland and 2 overseas). Around 30% of the applications received were successful and validated by the Senior Management Team.

## CHARITIES



BBC Children in Need has been part of the Lyreco calendar for the last 15 years providing a night of fun and festivities for colleagues and their families.

Many staff gave their time to take calls on appeal night, where we collected a Lyreco record breaking amount of money and raised approximately £3000 as a business.

# AWARDS

Lyreco win several awards in environment categories

• **WINNER**

Winner of the **BESST** sustainable business award in carbon energy management.

• **6 YEAR WINNER**

**BOSS** environment and sustainability award.

• **WINNER 2016**

Winner of the **GREEN APPLE SILVER** award 2016 for environmental best practice

• **WINNER 2016**

Winner of the environment / Sustainability **SHD LOGISTICS AWARD 2016**.  
 "Zero Landfill and it's reduction in electricity consumption by 39% is impressive and the overall approach is highly comprehensive." - The Judges

• **WINNER 2016**

Winner of the **SMART SOLAR AWARD** in the commercial roof top installation category.





[ECO.LYRECO.CO.UK](http://ECO.LYRECO.CO.UK) | [ECO.LYRECO.IE](http://ECO.LYRECO.IE)

