

Corporate Social Responsibility Review 2010



office2office

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office2office

"Good for you. Good for us. Good for everyone."



office2office recognises that its business activities have a material impact on its employees, customers, suppliers, community and the environment. We are committed to being a responsible and ethical business and to ensuring that our good intentions are matched by our actions.

To that end, a number of innovative programmes have been developed under the auspices of a Group-wide trading ethic entitled “Good for you. Good for us. Good for everyone.”

In this document, you will find details of many of these initiatives and our progress towards achieving them. You will also find that we are not perfect – yet. But we are getting there.



“o2o Countrywide” painting by www.kerrybuck.com

Contents

Chief Executive’s foreword	4	In the community	20
About office2office	6	Making a difference	20
In the workplace	8	For the environment	23
Demographics	8	Environmental management	23
Employee development	8	Carbon management	25
Workforce diversity	9	Energy management	26
Staff satisfaction	10	Waste management	28
Health and Safety	11	Our credentials	
In the marketplace	13	Awards and partnerships	30
Supply chain management	13		
Promoting best practice	14		
Recycling services	16		
“Close the loop” initiative	18		





Chief Executive's foreword

I am delighted to introduce the first annual office2office Corporate Social Responsibility Review (CSR). It represents the culmination of a great deal of work that we have undertaken to promote and deliver best practice but it is also just the first step of a long journey.

Everyone in business today has good reason to take CSR seriously. Quite apart from our moral obligation to do so, our customers and shareholders demand it of us.

But too often good intentions and reality are further apart than they should be. That's why we have never published a CSR Review of this kind before. As Chief Executive, I took the view that while there was much to admire in our CSR performance, there was still so much more for us to do.

However, our relative silence should not be confused with inactivity. Quite the reverse; during a recent review meeting in which CSR

was the main focus, a key customer advised us that we should “shout louder” about the many improvements we have made.

So in the spirit of that advice, and after giving due consideration to the significant and often innovative projects we have delivered over the last twelve months, I am pleased to welcome you to our first CSR Review.

In it you will discover that we are still not perfect. I'm not sure that anybody is. But the improvements we have delivered are real and sustainable, and we are committed to doing even better.

Finally, I would like to place on record my thanks to our customers, suppliers and employees for their contribution to the initiatives that are detailed in this document. Without their hard work and commitment we could not have delivered the improvements that our key stakeholders demand of us and that we demand of ourselves. Commercially and ethically, it is the right thing for us to do.

Kind regards,

Simon Moate
Chief Executive Officer



2009 HIGHLIGHTS

- Packaging used for customer deliveries reduced by 30%
- Packaging used for our main catalogues reduced by 89%
- Carbon emissions from our distribution fleet reduced by 2%
- Waste paper and cardboard recycling increased by 32 tonnes (40%)
- Waste plastic recycling increased by 14 tonnes (88%)
- Reported accidents at their lowest ever level
- 75% of customer orders received and processed electronically (up 5% from 2008)
- 2 Green Apple Awards secured
- BOSS Environment Award secured
- “Closed loop” copier paper product developed
- ISO14001 certification achieved for our Basingstoke Distribution Centre



About office2office

office2office is a leading business services group, operating across the UK and Ireland. Its core activities are managed procurement and business critical services, which are marketed under four brands.

Managed procurement

Banner Business Services

Banner Business Services is a leader in the contract supply of business products and services. Banner delivers value to its customers by helping them manage their procurement effectively and thereby reduce their expenditure, whilst ensuring the highest standards of business ethics and environmental sustainability. It operates in the public and corporate sectors.

Accord

Accord is our managed procurement brand for the mid-market sector. It is one of the largest dealers in the UK and provides its customers with a wide range of office and business products, excellent service and strong local support.

Business critical services

AccessPlus (business communication)

AccessPlus specialises in the provision of business communication services. Its proposition spans the end-to-end process, from creative design to fulfilment and response handling, enabling its customers to outsource any or all of these services to a trusted provider.

Banner Document Services (secure document destruction)

Banner Document Services is the Group's trading brand in the secure document destruction market and is a partnership venture with Shred Easy Ltd. This business supports a growing demand for ensuring data security, whilst also maximising recycling opportunities.



Key Performance Indicators

Employees

	2008	2009	2010 Target	Corporate Objective
% of employees participating in the annual Staff Survey	48.5%	81%	90%	100%
Development: "I have opportunities to learn and develop new skills"*	51%	63%	70%	100%
Communication: "I understand what is happening in the Company"	n/a**	80%	90%	100%
Satisfaction: "I think that office2office is a good company to work for"*	66%	81%	90%	100%

Health and Safety

	2008	2009	2010 Target	Corporate Objective
Reported accidents requiring more than three days off work	7	6	0	0
Reported major accidents	0	0	0	0
Fatal accidents	0	0	0	0

Packaging

	2008	2009	2010 Target	Corporate Objective
Paper, cardboard and plastic packaging used for customer deliveries (tonnes)	611	428	375	300
Packaging used for main catalogue mailing (kg)	3,338	363	350	0

Recycling***

	2008	2009	2010 Target	Corporate Objective
Cardboard and paper recycled (tonnes)	81	113	125	200
Plastic recycled (tonnes)	16	30	35	50

CO₂ Emissions

	2008	2009	2010 Target	Corporate Objective
Logistics fleet CO ₂ emissions (tonnes)	4,019	3,928	3,900****	3,000
CO ₂ emissions per corporate fuel card (tonnes)	7.4	6.4	5.8	5
CO ₂ released due to electricity consumption (tonnes) for Manchester, Norwich, Basingstoke and Swindon sites	869	888	850	800
CO ₂ released due to gas consumption (tonnes) for Manchester, Basingstoke and Swindon sites	461	440	420	400

Promoting Best Practice

	2008	2009	2010 Target	Corporate Objective
% of Globe & Tick™ environmentally preferred products in our catalogue	12%	14%	17%	20%
Volume of customer waste paper collected and recycled (tonnes)	316	9,606	13,000	20,000
% of customer orders received electronically, for automatic processing	70%	75%	80%	100%

* The 2008 survey included the option for staff to provide a "neutral" response. This option was removed in 2009. For comparison purposes, "neutral" responses have been taken as positive.

** Not asked in 2008 survey.

*** For Manchester and Basingstoke.

**** Increased volume of pallet work expected in 2010, which requires larger vehicles; target is to nonetheless achieve a modest reduction in emissions.



In the workplace

We recognise that our employees are vital to our competitive performance. We are committed to providing them with a safe and healthy working environment, where they are supported and encouraged to achieve their full potential.

Employees

office2office currently employs over 1,000 people, upon whose skills, knowledge and experience we rely to carry out our business. We are committed to ensuring that during their employment with office2office, we develop them, satisfy them, recognise their diversity and create a safe and healthy working environment for them.

Demographics

office2office employs people across a broad range of activities. Around 35% of staff are employed in positions that require frequent travel (distribution and sales/account management) whilst 17% are employed in our warehouses. Most of our remaining staff are office-based, with the single largest proportion



Employees by function (2009)

being employed in Customer Service (16% of our total workforce).

Employee development

Employee development is a vital component of our CSR in the workplace policy. We use a

variety of methods to fit the development needs and learning objectives of the individual, such as on the job training, coaching, e-learning modules, project work, guided reading and secondments. We run in-house courses and support our staff in achieving professional qualifications through external specialist training. ‘Job shadowing’ has been introduced to facilitate insight into other roles and increase knowledge across the business.

Staff Survey Result:		KEY PERFORMANCE INDICATOR
“I have opportunities to learn and develop new skills.”		
2008 Result:	51%	
2009 Result:	63%	
2010 Target:	70%	
Corporate Objective:	100%	

Staff are encouraged to take responsibility for identifying ways to contribute to their development and to seek ways of improving their performance. Various performance feedback mechanisms are used across the Group to suit different types of roles.

We encourage every employee to fulfil his or her individual potential, supporting internal career progression where possible. In 2009 there were 20 internal promotions across all functions. In addition, new positions are created where we recognise gaps. In 2009 the new post of Director of Corporate and Social Responsibility and the Environment was created, which is responsible for managing the development of sustainable and responsible policies across the Group.

In 2009, 80% of staff told us that they have received enough training to carry out their duties, up from 62% in 2008. 63% said that

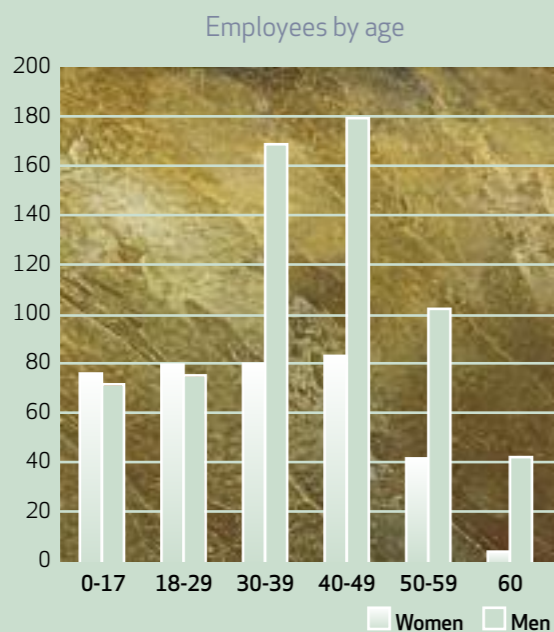
they have opportunities to learn and develop new skills, up from 51% in 2008. 4 in 5 staff agree that they have the chance to use their initiative and abilities, 78% are satisfied with their level of responsibility and 88% know what is expected of them.

Workforce diversity

We aim to make the best use of the skills, knowledge and experience of all staff and their diverse backgrounds, which can be a rich source of competitive advantage.

We are committed to ensuring that all staff work in an environment that is free from discrimination and harassment. To nurture such an environment, we promote the benefits of diversity and equal opportunities across the Group by adopting the following principles, listed below:

- We maintain opposition to any form of less favourable treatment of staff or job applicants on the grounds of race, age, gender, religion/belief, sexual orientation and disability
- We select and promote individuals on the basis of relevant skills, knowledge, abilities, demonstrable experience and potential
- We develop policies and practices that take into account the diverse nature of our workforce, e.g. flexible working arrangements and participation in the Childcare Vouchers scheme. In 2009, 16 members of staff benefited from a tax-efficient method of funding their childcare arrangements, which can offer savings of over £1,000 a year per employee



71% are satisfied with their current job, the same as last year, and 79% feel that their job counts.

Communication

Our aim is to ensure effective engagement with our employees about our activities, contributing to a rewarding and respectful working environment. We produce a regular newsletter ('Together') to keep staff informed of news and current initiatives. The publication highlights employees' work achievements and promotes fundraising events.



Recognising that the true value of communication lies in it being a two-way process, we operate an employee suggestion scheme, called "Have Your Say!" The Group's Chief Executive Officer reviews all suggestions personally, and staff whose suggestions are implemented are rewarded.

As part of having their say, all members of staff are invited to complete an annual online staff questionnaire. The survey is designed to capture employees' views regarding a wide range of

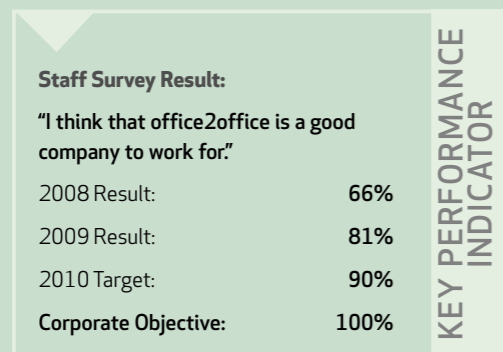


We recognise the value of both proven experience and potential, employing staff aged from 18 to 70+. An increasing number of our staff request to work beyond the mandatory retirement age of 65 and for the most part we have been able to agree to these requests.

We do not collect statistics on religion/beliefs, race, disability or sexual identity.

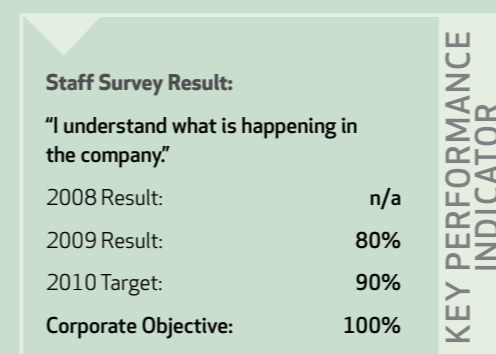
Staff satisfaction

In 2009, 72% of staff told us that they are proud to say that they work for us, up 11% from 2008. Two-thirds would recommend us to their family and friends, up from one-third in the previous year.



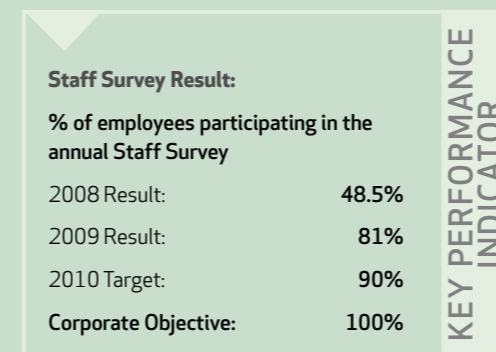
89% of our staff have a good relationship with their immediate manager and 97% report a good relationship with their fellow workers.

In 2009, 80% of staff told us that they understood what is happening in the Company and 63% know more than they did a year ago.



issues and provides us with the opportunity to measure progress towards our employee-related objectives. The results of the survey are discussed at Board level and responsibility for the required corrective actions is assigned to the relevant Directors.

In terms of manager-employee communication, two-thirds feel able to speak up if they disagree with something, 68% of staff believe that they have opportunities to suggest improvements, and 74% say that their manager acts on their feedback.



Health and Safety

office2office is committed to ensuring the health, safety and welfare of its employees and others affected by its business activities. We take proactive steps to ensure that we are aware of the range of Health and Safety legislation relevant to our business and of the standards of proof required to demonstrate compliance.

Group-wide Health and Safety policy

An independent third party was appointed in October 2007 to advise on all relevant statutory requirements and the implementation of a Health and Safety Policy. As a result, a Health and Safety Management System, with procedures to control and monitor Health and Safety performance, has been created.

Awareness and training

All employees receive Health and Safety awareness training. Senior operations managers have been fully trained and hold British Safety Council Level Two certificates in Health and Safety. All senior managers attend monthly Health and Safety meetings, and we have implemented a new monitoring and reporting process.

Over 89% of our employees agree that they feel able to raise any Health and Safety concerns they may have with their manager.

Additional Health and Safety training is provided at our warehouses for all employees, both temporary and permanent. Our Head Office in Norwich formed a Health and Safety Group in 2009, and all four members have since attained the British Safety Council Level One Certificate in Health and Safety at Work.

Auditing

External assessors audit all of our Company sites. All sites have been audited twice. The second audit confirmed that each site had improved considerably and the Group surpassed the industry sector average in the prevention of accidents and ill health. Our Health and Safety Advisor also carries out regular assessments of all our sites and there are Health and Safety Committees at each of our premises.

Risk assessments

Fire, manual handling, display screen equipment and workplace task-specific risk assessments have been conducted at each site. We have also introduced ‘near miss’ reporting to improve safety and prevent accidents. The procedure for reporting accidents has been improved with the implementation of a new online accident form.



“I really enjoy being Chair of the Health and Safety group for our Head Office in Norwich. It’s a big responsibility, but the training we have had gives me the confidence to know I can play my part.”

Robert Sims,
Commercial Team

Accidents

We view the safety and wellbeing of our employees as vital and have implemented a number of initiatives to improve safety at work. There were 6 legally reportable work-related accidents in 2009 within an average workforce of 887 (down from 7 in the previous year). No major accidents were reported and we have never suffered a work-related fatality.

Road safety awareness

We test road and safety awareness before our staff drive any company vehicles. All of our delivery drivers must undertake an internet-based road safety assessment before they are allowed to drive.

Number of reportable work-related accidents requiring 3 or more days off work		KEY PERFORMANCE INDICATOR
2008 Result:	7	
2009 Result:	6	
2010 Target:	0	
Corporate Objective:	0	



In the marketplace

We recognise that business success comes through treating customers and suppliers fairly and with respect. We are committed to promoting best practice in sustainable, ethical and responsible procurement.

Supply chain management

office2office sources from a large supplier base located all over the world. The Group is committed to ensuring that its suppliers maintain ethical and sustainable business practices. We actively encourage our suppliers to implement environmental management systems and will not knowingly source from companies who fail to meet our stringent ethical and environmental criteria.

Ethical Trading Initiative

Like many companies in our industry, we require our suppliers to conform to minimum environmental and ethical standards. But we also take proactive steps to make sure that what they tell us is true. All of our suppliers of own brand products are required to operate in accordance with the Ethical Trading Initiative

Base Code. They are also required to demonstrate a commitment to improve environmental performance, offer products made of materials from sustainable sources and use recycled materials wherever feasible.

We use SGS, the world's leading provider of inspection, verification, testing and certification services, to ensure compliance with the Ethical Trading Initiative Base Code. SGS have audited all suppliers of our own brand products in Asia and will have completed audits on suppliers in the rest of the world by early 2010. The audits are focused on working practices, child labour and health and safety.

In addition, we are a member of SEDEX (the supplier ethical data exchange), a membership organisation for businesses committed to continuous improvement of the ethical performance of their supply chains.

“We source products from countries with diverse cultures and economies, and are committed to doing so ethically. By working with SGS, we’ve established a code and audit process to ensure we live up to our ethical standards of supplier selection, auditing, remediation and training.”

Sue Connor,
Merchandising Director

Back-loading

As a national distributor of office products, we operate a large in-house distribution fleet, which makes deliveries of stock held in our warehouses. Inevitably, at the end of each day our vehicles are relatively empty and their final journey back to the warehouse is non-productive.

To maximise the efficiency of the fleet, we have put in place "back-loading" arrangements with a number of our key suppliers. This means that instead of returning to the warehouse empty, our vehicles call at suppliers to pick up goods that are required to be delivered into stock. As well as reducing costs, this means fewer vehicles on the road and fewer associated environmental impacts.

Promoting best practice

office2office is committed to supporting its customers in their efforts to deliver best practice in sustainable, ethical and responsible procurement. We offer a wide range of sustainable products and services and take care to ensure that we market those services in a responsible manner. We also expect our staff to show integrity in their dealings with customers, with whom we wish to develop long-term strategic relationships.

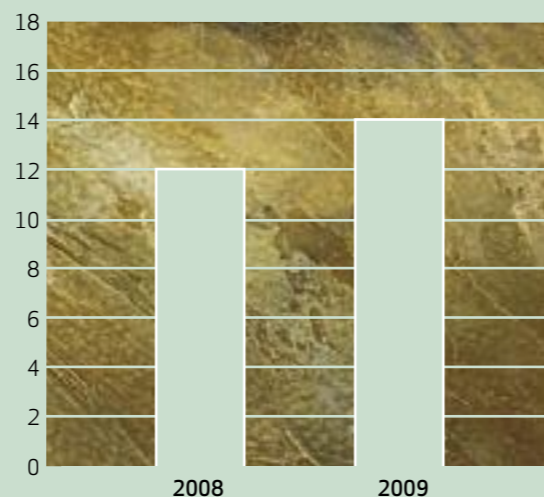
Globe & Tick™ products

The Globe & Tick™ range offers a quick and easy way to make an environmental product choice. Our Globe & Tick™ accreditation scheme makes it easy to select genuinely 'green' alternatives, which have been stringently assessed. Since its launch 15 years ago, the range has been expanded and now features over 1,100



products, which equates to 17% of our total product line. From paper to cleaning supplies, the range includes products for all areas of the workplace.

% of Globe & Tick™ products in our catalogue



% of Globe & Tick™ environmentally preferred products in our catalogue

2008 Result:	12%
2009 Result:	14%
2010 Target:	17%
Corporate Objective:	20%

KEY PERFORMANCE INDICATOR



The independent environmental scientist Dr Jane Powell developed the office2office assessment criteria. Every product awarded the coveted Globe & Tick™ symbol is comprehensively assessed against these criteria. In 2009 we were awarded a Green Apple Award for our Globe & Tick™ range.

Green Guide

The Green Guide, now in its 6th edition, also secured a Green Apple Award in 2009. It includes details of our range of Globe & Tick™ products as well as information about



"It isn't just about catalogues and brochures. We're working to improve our exhibition stands too. We already use elements made from recycled CDs and we will be looking for other innovations in 2010."

Anne Patton,
Marketing Manager



sustainable services and in-house environmental initiatives. By offering the Green Guide online we reduce the number of paper catalogues we produce, thereby minimising consumption and distribution costs.

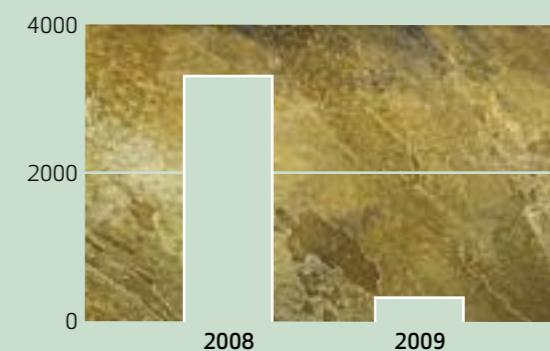
The Green Guide provides information to help customers improve their environmental performance. The 2009 guide outlined the principles of sustainable procurement such as consolidating deliveries, eliminating unnecessary returns and reducing the frequency of low value orders. Encouraging our customers to purchase more sustainably brings environmental benefits to all parties, and results in lower costs.

Catalogues and brochures

The pages of the Green Guide and our main catalogues are printed on paper made from 100% recovered waste. Any surplus catalogues are always recycled and wherever possible we promote the use of electronic catalogues.

In 2009 we significantly reduced the amount of packaging used to mail our main catalogues. In 2008, the Banner and Accord main catalogues combined used 3,338 kg of 100% paper padded

Kgs of packaging used in catalogue mailing

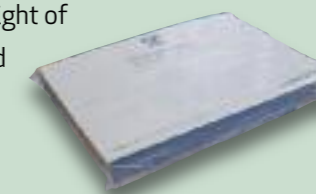


Packaging used for main catalogue mailing

2008 Result:	3,338kg
2009 Result:	363kg
2010 Target:	350kg
Corporate Objective:	0kg

KEY PERFORMANCE INDICATOR

bags, all recyclable. In 2009, the Banner and Accord main catalogues combined used 363 kg of polyethylene film, all recyclable; a 90% decrease in the weight of packaging used and transported during delivery.



In addition, our marketing brochures are made available online and are printed digitally in small print runs.

Green OPTIMISA™



Our Green OPTIMISA™ system is designed to measure the environmental impacts of our customer’s purchasing and identify key opportunities for improvement. It works by evaluating and analysing the transactional data associated with a customer’s contract, and applying it to known environmental metrics. The system was awarded a Green Apple Award in 2009.



Recycling services

office2office recognises that merely being a supplier is no longer enough. It is equally critical to support customers in ensuring that the product is disposed of responsibly after it has been used and recycled wherever possible. To this end, we now offer an extensive range of disposal and recycling services for customers looking to manage their responsibilities efficiently and securely.

Secure document destruction and recycling

Banner Document Services provides a secure destruction, disposal and recycling service. Confidential documents are shredded on the



customer’s own premises, eliminating any risk of the documents being lost at a later stage. The declassified materials are taken to secure facilities where they are recycled for manufacture into paper products.

Banner Document Services utilises a fleet of Urban Shredders, which are amongst the most advanced mobile shredding vehicles in the UK. They are designed to deliver cost efficiency, reduced CO₂ emissions and other environmental benefits.



For customers who require it, an off-site shredding service is also available.



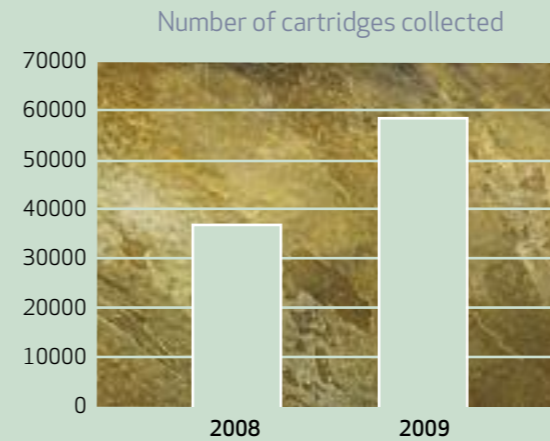
Volume of customer waste collected and recycled (tonnes)		KEY PERFORMANCE INDICATOR
2008 Result:	316	
2009 Result:	9,606	
2010 Target:	13,000	
Corporate Objective:	20,000	

“Banner Document Services really is about much more than just being secure. Recycling as much of our customers’ waste as possible is an integral part of what we do.”

Emily Bennett,
BDS Sales and Marketing Manager

Toner cartridge recycling

office2office offers a free collection and recycling service that provides a simple solution for cartridge waste disposal. This saves the raw materials – and in particular oil - needed to manufacture new ones. The used cartridges are used to produce our envisage range, which includes remanufactured and re-filled options for a wide range of popular laser and inkjet printers.



Number of used printer cartridges collected from customers for recycling		KEY PERFORMANCE INDICATOR
2008 Result:	37,621	
2009 Result:	58,786	
2010 Target:	60,000	
Corporate Objective:	65,000	

Electrical and electronic waste

Electrical and electronic waste are the fastest growing waste streams in the UK and Ireland. Both manufacturers and users have a legal obligation to ensure that as much Waste

Electrical and Electronic Equipment (WEEE) is recycled as possible.

office2office offers a secure collection and recycling service for electrical and electronic waste. We work with customers to develop an inventory of equipment to be disposed of, provide a quote which covers the safe collection and transport of the items, their disposal or recycling under the required legislation and full certification showing exactly what has been disposed of and how.



Furniture recycling

We can arrange for redundant furniture to be collected from our customer’s premises. Wherever possible we ensure it is either reused (by organisations such as charities) or recycled. If neither option is possible, we dispose of it responsibly.



Battery recycling

In line with UK regulations, a take-back battery recycling service for portable waste batteries is available for use by our customers.



“Close the loop” initiative

office2office is one of the largest distributors of copier paper in the UK. In addition, it offers a secure document destruction service to help customers manage their waste paper responsibly. What if we could go even further, by turning that waste paper back into copier paper so our customers could use it again? The “close the loop” initiative enables us to do exactly that.

Our vision

Our vision is to be more than just a supplier of paper. We want to close the loop from supplying the paper to recycling it into a new product... and then supplying that paper again.

It works like this. First, our customers purchase paper from office2office and use it to create documents. After a period of time, which may be minutes, weeks, months or even years, the documents’ useful life comes to an end and they are set aside for collection and secure destruction.

Our Banner Document Services business performs the destruction service, primarily through on-site shredding vehicles.

These unique vehicles are manned by security cleared personnel and incorporate large bespoke shredders, suitable for destroying a range of different materials.

After the waste paper has been shredded, the customer is provided with a Certificate of Destruction and the waste material is baled at one of our secure baling centres. It is then transported to a specialist mill partner to be turned into paper.

The mill turns the waste material into pulp and washes it repeatedly to improve brightness and to remove contamination such as ink particles, filler compounds, plastic and metal content. Of the material collected, plastics and metals are recycled separately, whilst the remaining

“sludge” waste is burnt to provide a fuel source for the mill.

Next, the cleansed pulp is pumped through to the paper machine for manufacture into recycled copier paper. The pulp is rolled out, dried and manufactured into recycled copier paper; and this paper is then wrapped specifically for office2office, for re-sale to its customers.

This vision is now a reality. In February 2010, office2office took delivery of the first trial production of 16,000 boxes of copier paper that was made entirely from baled shredded paper supplied by Banner Document Services; all of it securely shredded documents collected from its UK customers. This paper has since been used successfully by one of our key customers who supplied

us with much of the waste from which it was made.



Next steps

office2office intends to roll out its “close the loop” copier paper solution during 2010. We are evaluating the results of the trial and determining the most appropriate approach to producing a mass volume grade that incorporates waste paper collected from our customers. In addition, we are looking into the possibilities of extending this initiative into other products and waste streams.



“Close the loop is a great idea made real. It is one of the most exciting initiatives we have ever embarked upon, providing us and our customers with a unique opportunity - tangible environmental benefit we can all participate in”.

Jason Groves,
Director of Corporate and Social Responsibility and the Environment



In the community

We recognise that how we recruit, purchase and invest can impact the communities in which we operate. We support charitable and community organisations with donations of office supplies and fundraising.

Making a difference

We recognise that our business is part of a wider community, and that we have a responsibility to support it. We seek opportunities to help local businesses and charitable organisations and encourage our staff to do likewise.

Work experience placements

We offer work experience placements to students and understand the importance of leaving young people with a positive impression



when they engage with commerce. We ensure that they have the chance to engage in meaningful activities during their time with our organisation. We encourage the students to express their views and opinions and have utilised some of their ideas, especially in marketing.

Community links

We proactively seek opportunities to engage with our local community in ways that are mutually beneficial. In November 2009, for example, we took the decision to develop our corporate Christmas card in conjunction with a local school, rather than through a marketing agency.



A competition was run in conjunction with Lakenham Primary School, which is located in

the centre of Norwich. Lakenham Primary School is a community school and 41% of its pupils are entitled to free school meals, while 13% of pupils speak English as a second language. We gave a donation of £200 to the school in appreciation of its involvement in this project. We also awarded individual prizes to the children for the winning designs. We have also supported the school by donating office supplies and raffle prizes.

Voluntary work

Many of our employees give their personal time, knowledge and experience to a wide range of community organisations, from children's football clubs to acting as a governor of their local school. Some 53% of the respondents to our annual employee survey said that they would be interested in sharing their time, skills and resources in support of the local community. We are currently investigating ways to facilitate these wishes.

Local businesses

We support local businesses when outsourcing support services. It is our policy to give preference to local businesses for the provision of support services such as catering, cleaning and recruitment, in order to support enterprise

and employment within the areas in which we operate.

In Norwich, we use local companies Café 67 for all of our catering requirements and Cocoabeans Recruitment to find the best employees in the area.

Donations

We donate office products to a number of charities and schools, rather than throw away or re-sell excess stock. In 2009, the following organisations received donations of this kind:

Charities

- Emmaus
- Cash for Kids
- SAFE
- Poetry Society
- Elim International Missions
- Link International

Schools

- Lakenham Primary School, Norwich
- Browick Road Infant School, Wymondham
- Camberwell Park, Manchester
- Marnel Junior School, Basingstoke
- Maple Ridge School, Basingstoke
- Vyne School, Basingstoke
- Weedon Bec Primary School, Basingstoke
- Stepping Stones Playgroup, Belfast

The fantastic effort of our staff to raise money for good causes has prompted us to create a Charity Committee in 2010. This Committee is run by the staff and is intended to ensure that our efforts are co-ordinated and deliver the maximum benefit. It has the full support of the office2office Board.



Fundraising

We encourage our employees to find ways to raise money for worthy causes and their response has been tremendous! Here are just some of the fundraising activities that we undertook in 2009.

Norwich

Staff in Norwich held an event to raise money for Macmillan Cancer Support. They also raised funds for other charities including Breast Cancer Care and local charity, Keeping Abreast. Cake sales are a popular way for staff in Norwich to raise funds for good causes and to enjoy a sweet treat at the same time, with the majority of the cakes baked by staff members. Dress down days are also used to raise money for charity, with staff paying a fee for coming to work in casual clothes. Most recently money was raised for victims of the Haiti earthquake, with office2office matching all funds raised.

Manchester

Staff in our Manchester Distribution Centre chose Cash for Kids as their local charity and Camberwell Park as their chosen school.

We held several events in conjunction with Cash for Kids to raise money for Harley Slack. Harley is a four year old boy who was admitted to Royal Manchester Children’s Hospital with Meningitis B. His arms were amputated below the elbow and both his legs at the knee.

“I love dressing up (or down!) for a good cause!”

*Tina Henry,
Pricing Executive and fundraiser par excellence!*

Regular stationery donations are given to Camberwell Park, a specialist support school with places for 91 pupils between the ages of 2 - 11 years who have a wide range of learning difficulties and disabilities.

Employees also raised money for other charities, supporting Jeans for Genes Day and the Poppy Appeal (amongst others).

Basingstoke

Basingstoke staff supported Wear It Pink day, raising money for Breast Cancer Care, as did employees across the Group. Employees supported two local schools and held a vote in late 2009 to nominate a charity to support in 2010. Piam Brown Ward, a children’s oncology ward, was selected and planning for new fundraising events is underway!

Belfast

In May, colleagues from the Belfast office ran the Belfast City Relay Marathon to raise funds for the Northern Ireland Children’s Hospice. They also donated over £2,500 of stock to Elim International Missions and the local Stepping Stones Playgroup.

Swindon

Employees at AccessPlus held a number of fundraising events in 2009. Staff decided to nominate the NSPCC as their national charity for 2009 and also held an event in aid of Macmillan Cancer Support.

Staff at Accord held a variety of events including a Charity Football Match, proceeds from which were donated to Children In Need.



For the environment

We recognise the business benefits of integrating comprehensive environmental strategy into our operations. We are committed to minimising the environmental impacts of our business.

Environmental management

The impact of office2office trading activities on the environment has been assessed, and an Environmental Management system implemented which is certified to the international standard ISO 14001:2004. Our Head Office in Norwich and our National Distribution Centres in Manchester and Basingstoke are certified to ISO 14001:2004. AccessPlus and Accord, both based in Swindon, are also certified.

A key corporate focus is to reduce the resources used by the Group in its day-to-day operations, particularly with regards to paper, packaging and water.

Paper

office2office has made a significant investment in supporting the growth of electronic trading, which is key to reducing the amount of paper used in the “purchase to payment” process.

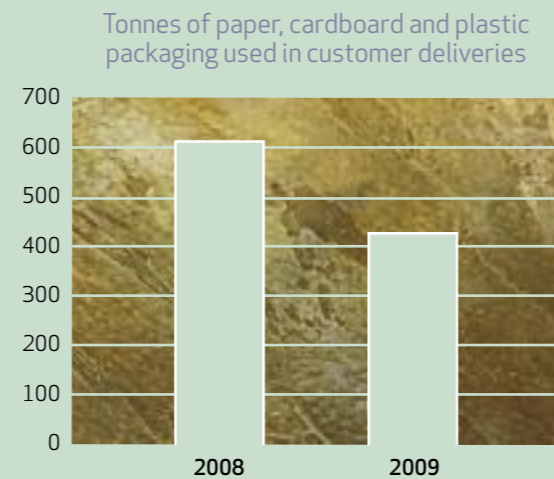


In 2009, 75% of the customer orders received by office2office were sent to us through an e-commerce platform compared to 70% in 2008. All of these orders are processed automatically unless (in rare instances) there is a problem with the order that requires human intervention. In addition, we now invoice many of our customers electronically.



% of customer orders received electronically, for automatic processing		KEY PERFORMANCE INDICATOR
2008 Result:	70%	
2009 Result:	75%	
2010 Target:	80%	
Corporate Objective:	100%	

right amount of packaging; no more and no less to ensure safe transit. We are also currently trialling a new re-usable delivery box that could reduce the amount of packaging required by up to 75%. As a result of these initiatives, we reduced the amount of packaging used in customer deliveries by 30% in 2009.



We promote the benefits of ordering online in our main catalogues and on our websites. In 2009 we saved an estimated 2,000,000 sheets of paper through electronic trading. In addition, electronic trading links are now in place with many of our key suppliers. In 2009, we raised 1,602,467 purchase orders electronically compared to 1,508,957 in 2008.

Packaging

We minimise the packaging used in customer deliveries. Our system uses detailed volumetric data to ensure that our deliveries use just the

Packaging used for customer deliveries (tonnes)		KEY PERFORMANCE INDICATOR
2008 Result:	611	
2009 Result:	428	
2010 Target:	375	
Corporate Objective:	300	

“I’m pleased that we’ve reduced our use of packaging. But there’s still more that we can do in this area. We’re working on it.”



Mike Weston,
Operations Director

Water

In order to minimise our water consumption, we have fitted self-closing taps in toilets in some of our locations. We aim to implement efficient use of water through the use of low volume cisterns and other such water saving devices.

Carbon management

Reducing the rate of climate change is an acknowledged global priority and office2office is committed to playing its part. We have implemented a programme of initiatives to reduce our carbon emissions, focusing primarily on the impact of our delivery fleet and other business-related travel.

Supply chain fleet



The CO₂ emissions and fuel consumption of our delivery fleet of 180 vehicles are monitored regularly. The Group has carried out research to improve data calculation methods in order to reduce carbon emissions. Our supply chain fleet is now almost entirely diesel.

Large goods vehicles (LGVs)

We have 30 large goods vehicles (LGVs) and use ‘double deck’ trailers to optimise the number of journeys for transporting stock. Our ‘double deck’ trailers enable us to carry twice the load of a standard trailer. In 2009 we introduced trailers with aerodynamic curved tops for improved fuel efficiency.

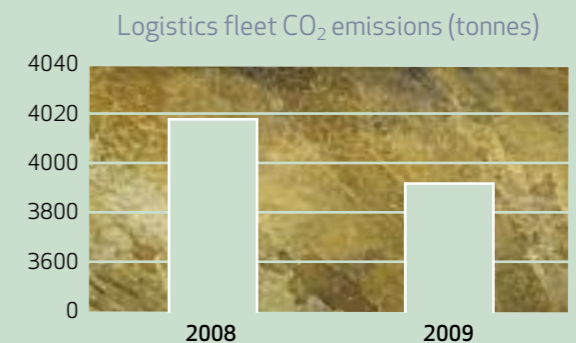
Van fleet

There has been a general cutback in the number of vehicles on the road and a move towards a ‘greener’, more fuel-efficient fleet.

20 ‘stop-start’ new technology Mercedes Sprinters were introduced in 2008 with an expected reduction in fuel use of 15%. We replaced approximately 50 of our 4 year-old Ford Transits throughout 2009 with Iveco Dailys. These comply with Euro 5 emissions so are considerably better than the existing Euro 4 vans. We have changed models to a medium wheelbase from long which will give us better fuel economy by approximately 20%. Compared to a like for like comparison with the Mercedes ‘stop-start’ technology, the Iveco Daily uses 10% less fuel.

Route planning technology

Our new delivery routing software (‘Truckstop’) makes journeys more efficient. As a direct result, the vehicle fleet has been reduced by 10% in 2009.



Logistics fleet CO₂ emissions (tonnes)		KEY PERFORMANCE INDICATOR
2008 Result:	4,019	
2009 Result:	3,928	
2010 Target:	3,900	
Corporate Objective:	3,000	

“Receiving the BOSS Federation Award for our logistics improvements was a proud moment for the Logistics department, in recognition of the changes that we have made to become more fuel efficient and reduce the impact on the environment.”

Matt Stacey,
National Distribution Manager

In 2010, it is expected that a greater proportion of the deliveries made by the logistics fleet will be palletised. This will require larger vehicles; nonetheless, our target is to achieve a modest reduction in CO₂ emissions in 2010.

Other business travel

In 2009 we changed our company car policy to achieve lower CO₂ emissions. We’ve now standardised on a single brand of diesel powered car that offers the lowest CO₂ emissions across its range. Our company car scheme encourages staff to select new vehicles with a CO₂ emission level below 136g/km.

In addition, we encourage the use of video conferencing to reduce the need for business travel. Video conferencing facilities are now installed at all of our main sites, enabling face-to-face meetings to take place without the time, cost and environmental impacts associated with travelling to a single location.

CO₂ emissions per corporate fuel card



“It’s only a modest increase in electricity consumption, but it’s still a disappointment after all the work we’ve put in to reduce it. We can and will do better.”

We are currently exploring other ways to reduce the need for business travel, including integrated desktop solutions for real-time information sharing, collaboration, and virtual meetings through multi-channel communication facilities.

As a result of these initiatives, we were able to reduce the CO₂ emitted by each of our employees carrying a company fuel card from 7.4 tonnes in 2008 to 6.4 tonnes in 2009.

Jason Groves,
Director of Corporate and Social Responsibility and the Environment

CO ₂ emissions per corporate fuel card (tonnes)		KEY PERFORMANCE INDICATOR
2008 Result:	7.4	
2009 Result:	6.4	
2010 Target:	5.8	
Corporate Objective:	5	

Following a recent reorganisation of our regionally-based account management team, we expect to improve the position further in 2010.

Energy management

office2office measures monthly gas and electricity consumption at all Banner Business Services and Accord sites in an effort to reduce cost and usage. Banner has switched to a provider of renewable energy in some of its locations, and is investigating the use of alternative power sources by installing equipment to measure wind and solar power.

Consumption

In our National Distribution Centre in Manchester we have installed an air source heat pump, which converts air drawn from the atmosphere into a heat source.

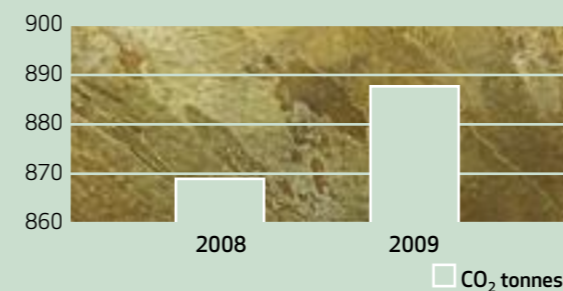


This is used to heat the radiators, cutting down on the amount of gas we use. We have also fitted monitors to measure wind speeds and solar energy, with a view to installing a wind turbine and solar panels in the future. The monitoring programme has been provided as part of a Carbon Trust loan to improve energy efficiencies as a contribution to reducing carbon emissions.

Electricity

Despite initiatives in 2009 the overall consumption of electricity across our main sites rose slightly, causing the associated CO₂ emissions to increase. In 2008 we released 869 tonnes, rising to 888 tonnes in 2009. Much of this increase was caused by a change in the lighting system used in our Head Office, which

CO₂ released as a result of electricity consumption in our Manchester, Basingstoke, Norwich and Swindon sites



CO₂ released as a result of electricity consumption (tonnes)

2008 Result:	869
2009 Result:	888
2010 Target:	850
Corporate Objective:	800

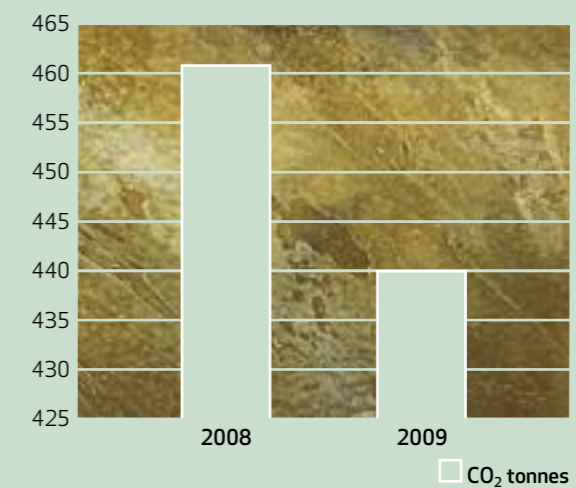
KEY PERFORMANCE INDICATOR

was largely beyond our control; we are confident that the measures described above will reverse this trend in 2010.

Gas

Conversely, CO₂ emissions as a result of gas consumption fell from 461 tonnes in 2008 to 440 tonnes in 2009. This measurement includes data from all of our main sites where gas is consumed.

CO₂ emissions due to gas consumption in our Manchester, Basingstoke and Swindon sites



CO₂ released as a result of gas consumption (tonnes)

2008 Result:	461
2009 Result:	440
2010 Target:	420
Corporate Objective:	400

KEY PERFORMANCE INDICATOR

Technology

We use equipment with energy saving features wherever possible. We also encourage staff to turn PCs, printers and photocopiers off at the end of each day and are moving towards the use of multifunction machines, which will reduce our environmental impact. Our in-house IT policy means all equipment is re-used wherever possible. At the end of its useful life, we arrange for it to be recycled. In addition, we ensure that old office furniture is re-used or recycled.



89.5% of staff agree there are opportunities to recycle at work.



Lighting

Motion sensor lights have been installed in areas not in continuous use, such as meeting rooms, toilets and offices, to reduce energy consumption. We expect to see a reduction in CO₂ emissions at our National Distribution Centre in Manchester from 70 tonnes to 20 tonnes per annum, due to a major refit of warehouse lighting combined with the motion sensor lighting.

Waste management

recycle office2office is committed to managing its waste responsibly, recycling it wherever possible. Recycling centres have been installed within our Distribution Centres and similar facilities are available in our offices, allowing staff to recycle paper, confidential documents, cardboard, plastics, cans, plastic cups and toner/inkjet cartridges.

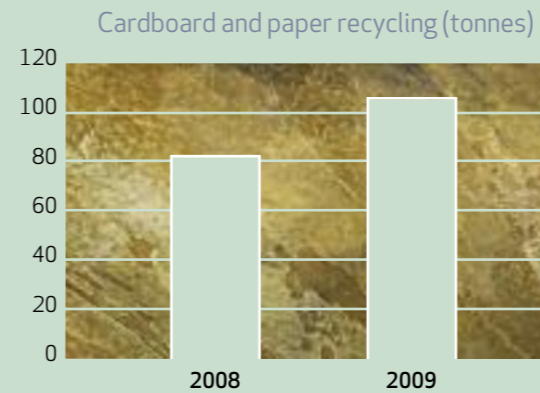


Recycling

Our National Distribution Centre in Manchester has been used to develop best practice in recycling. We worked closely with the Environment Agency, who audited our site in 2009 and made a number of recommendations to improve its performance.

Since that time, eleven recycling centres within the Manchester complex have been installed and desk bins have been removed so everything is segregated into waste streams. All paper, confidential documents, plastics, cans and plastic cups are recycled. Any packaging that cannot be re-used is compacted and sold, generating an annual income of over £30,000 with a third of this revenue going to charity.

As a direct result of these initiatives, we recycled 113 tonnes of cardboard and 30 tonnes of plastic in 2009 compared to 81 tonnes of cardboard and 16 tonnes of plastic in 2008.



KEY PERFORMANCE INDICATOR	
Cardboard and paper recycling (tonnes)	
2008 Result:	81
2009 Result:	113
2010 Target:	125
Corporate Objective:	200
Plastic recycling (tonnes)	
2008 Result:	16
2009 Result:	30
2010 Target:	35
Corporate Objective:	50
Manchester and Basingstoke only	

Packaging

We recycle the packaging we receive from our suppliers whenever possible. office2office is a member of the Valpak packaging compliance scheme. Membership proves that we honour our obligation to minimise our use of packaging, ensures we use recyclable despatch packaging and we meet the recycling targets set for packaging. We encourage suppliers to minimise incoming transit packaging.





Our credentials

office2office works with a number of other organisations to promote and deliver best practice. Here are just some of them.

May Day Network

office2office is a member of the May Day Network. The May Day Network is a joint venture between the Carbon Trust and Business in the Community, set up to support businesses taking action on climate change. Each year we pledge to improve our environmental performance and make a contribution towards reducing our carbon emissions.

Waste Watch

We are proud to be a corporate supporter of Waste Watch, a UK environmental charity. This leading national organisation works with community organisations and Government to encourage waste minimisation and recycling. An office2office representative serves on the

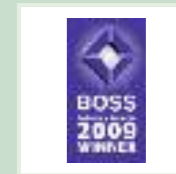
Board of Trustees sharing her own knowledge and ideas to drive the charity forward, helping Waste Watch make a difference towards a more sustainable future.

Recycle-more

We are a corporate sponsor of recycle-more.co.uk, the one-stop recycling information centre that provides guidance and advice for businesses, schools and individuals. Within our main Banner and Accord catalogues we promote the services of recycle-more to our customers.

FTSE4Good Index

We were awarded entry to FTSE4Good Index in 2007. Launched in 2001, the Index is based on five main criteria: environmental, social and



stakeholder, human rights, supply chain labour standards and countering bribery.

Supplier Ethical Data Exchange (SEDEX)

office2office is a member of the Supplier Ethical Data Exchange (SEDEX) and has category B membership. SEDEX is a membership organisation for businesses committed to continuous improvement of the ethical performance of their supply chains.

BOSS (British Office Supplies and Services) Federation

office2office is a member of the BOSS Federation, the trade association that serves the UK office supplies and services industry. BOSS promotes ethical and sustainable

business practices and office2office has successfully retained its Environment Certificate in every year since 1996. In addition, office2office secured the BOSS Environment Award in 2009 for its initiatives to improve the environmental performance of its distribution fleet.

Green Apple Award 2009 – Green OPTIMISA™

Green Apple Awards are organised by the Green Organisation; an independent, non-political, non-activist, non-profit environmental group dedicated to promoting environmental best practice. A second Green Apple Award was awarded for our Green Guide 2009-2010.



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