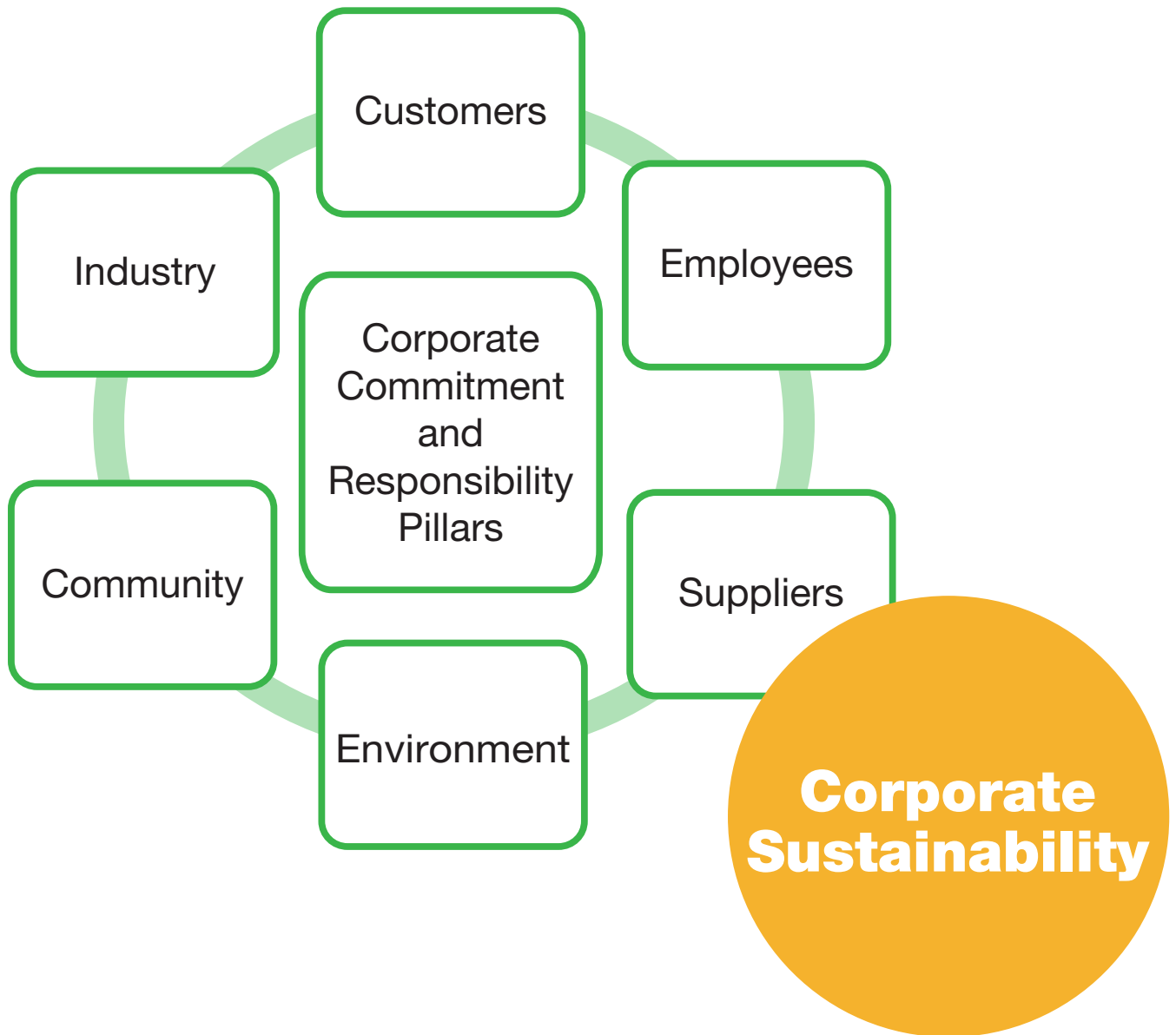


# Corporate Sustainability at Encompass



## **Citizenship matters**

Encompass is a marketing and print services provider to major brands and organisations in the UK. Our vision of corporate sustainability begins with sound business principles and practices. It extends to providing solutions to improve the business performance of our clients today and helping them to transform to new ways of working that contribute to sustainable marketing and operations for tomorrow. It also includes supporting the communities in which we operate by giving back time, expertise and resources.

### **Our Citizenship strategy:**

#### **1. The way we do business**

- Compliance and robust corporate governance
- Improving the customer experience
- Environmental and social risk management
- Managing our supply chain
- Respecting human rights
- Diversity and our people
- Promoting health, safety and welfare in the workplace

#### **2. Contributing to growth**

- Direct economic contribution
- Supporting growth today
- Helping our clients work sustainably tomorrow

#### **3. Supporting our communities**

- Investing in our communities
- Managing our impact on the environment



**We maintain integrity in the way that we govern and manage our business. This covers a broad agenda, from improving the customer experience and complying with relevant regulations and industry standards, to managing the wider social and environmental impacts of our operations.**

## 1. The way we do business

### Compliance and robust corporate governance

- Dedicated focus on governance programmes at Business Owner/Director level
- Key part of the management agenda which is reported and recorded on a monthly basis

### Improving the customer experience

- Introduction of new online systems to make it easier for customers to work with Encompass
- Customer survey programme
- Provide a pro-active service to our clients at all times
- Provide on-going training for our clients on new technology, artworking and studio improvements and print training

### Environmental and social risk management

- Growing number of referrals to the Management team responsible
- Planned training and coaching for 10 colleagues in key functions across Encompass

### Managing our supply chain

- Documented new procurement standards that are reviewed and measured regularly
- Purchasing Manager appointed as a dedicated role to manage supply base
- All suppliers formally screened using a strict criteria which includes CSR, environmental and quality standard compliance

### Respecting human rights

- On going employee training and appraisals.
- Employ a dedicated Human Resource and Welfare Manager

### Diversity and our people

- Remained committed to providing Director level support for diversity and inclusion

### Promoting health, safety and welfare in the workplace

- A key part of the management team agenda which is reported and actioned on a monthly basis



**We believe that running a strong profitable business, which creates jobs and supports enterprise, is one of the most important ways in which we help our communities. We are investing in tomorrow by financing our own development and exploring innovative solutions to future challenges.**

## 2. Contributing to growth

### Direct economic contribution

- Continual employment of new staff in line with our business strategy and growth
- Contribution to increased revenues to our suppliers on an ongoing basis

### Supporting growth today

- Supported over 100 supplier organisations on an on going basis
- Provided cost saving initiatives totalling £0.75 millions to customers

### Helping our clients work sustainably tomorrow

- Redesigned new print formats to reduce material wastage and cost for our clients
- Work closely with clients and suppliers to design the most sustainable products using the most sustainable materials
- Transferring suitable communications to online formats to reduce environmental and cost impact
- Designing postal and delivery schedules to be the most environmentally and cost efficient
- Working closely with raw material providers to identify new innovations and production methods



**We seek out opportunities to contribute to the communities in which we operate above and beyond what we do as a business. This includes working through charitable partnerships and giving back time, energy and resources.**

### 3. Supporting our communities

#### Investing in our communities

- Purchase and planting of new trees nationally with the Woodland Trust in partnership with Veolia Water UK  
[www.woodlandtrust.org.uk](http://www.woodlandtrust.org.uk)
- Lian Britchford (Business owner) is a founding member and key contributor of Modern Muse – a dedicated programme to inspire, inform, invigorate and motivate young women and girls about business and entrepreneurship  
[www.modernmuse.co.uk](http://www.modernmuse.co.uk)
- Lian Britchford (Business owner) is an active member and a regular speaker at the East Midlands Women's Ambassadors programme – A network of inspirational entrepreneurs help to encourage women to get into business  
[www.emda.org.uk](http://www.emda.org.uk)
- Lian Britchford is also a regular contributor to The Young Enterprise Innovation Awards, providing motivation and support for young people in the region.  
[www.guth.org.uk/newsevents/news/2011/05/10/a-standing-ovation-](http://www.guth.org.uk/newsevents/news/2011/05/10/a-standing-ovation-)

#### Managing our impact on the environment

- Developing products and services alongside clients and suppliers that reduce impacts on the environment
- Proactively following and consistently measuring against our environmental policy
- Managing and reducing our carbon footprint
- Only working with suppliers conforming to the industry leading environmental accreditations

# Contacting us

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