



Together for a sustainable future

SUSTAINABLE DEVELOPMENT HIGHLIGHTS* 2014/2015

* For more information on Lyreco actions, refer to the Lyreco Sustainable Development report on eco.lyreco.com



I believe that only a sustainable company, with sustainable growth, is able to deliver sustainable solutions."

Hervé MILCENT - Lyreco CEO



eco.lyreco.com

→ SUSTAINABILITY STRATEGY

In early 2012, Lyreco launched a midterm Sustainability strategy named **"Eco Future"**.

The strategy consists of

- 3 guiding principles
- 10 clearly defined commitments
- 9 Key Performance Indicators (KPIs)

"Results in end of 2014"



→ SUSTAINABILITY MANAGEMENT

In 2012, ISO 26000, the guideline for Corporate Social Responsibility, was adopted to provide structure to the sustainability journey of Lyreco.



CONTINUED SUPPORT FOR THE UN GLOBAL COMPACT

Lyreco was the first company in the office supplies industry that supported the UN Global Compact. In 2014, Lyreco celebrated 10 years since joining this initiative.

For more information, go to
www.unglobalcompact.org



PRODUCTS

- Green Products Assessment & Labelling
- Single market for Green Products
- Cradle to Cradle®

CARBON FOOTPRINT

- Lyreco carbon footprint
- Energy steering group
- CO² neutral deliveries
- Hybrid cars for the field sales force



ENVIRONMENT PROTECTION

KEY ACTIONS

→ Green products assessment and labelling

This assessment means that customers are able to buy products safe in the knowledge that the green criteria are the same for any product across all Lyreco countries.

34%
OF THE
SALES

WHY LYRECO'S ASSESSMENT IS RELIABLE?

- It is based on the recognised international ISO standards.
- 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).

() The "Lyreco Green Products Assessment" has been reviewed by SGS CTS Sustainability Services and approved as being in general conformance with the principles of the ISO 14020 standard and the ICC Framework for Environmental Claims*.*



"Green Products"

■ In the catalogue:

Each product is identified with a Green Tree icon. Green Tree Guidelines per section are briefly presented on the section header page.

■ In the webshop:

Products are identified with the same Green Tree icon for consistency. The "Product Details" page has a link enabling the customer to access the "Green Tree Certificate" highlighting the reasons why the product is described as environmentally preferable.

Single market for Green Products

NEW

In 2014, Lyreco joined the technical secretariat of the EU Product Environmental Footprint for the stationery pilot. This pan European initiative is currently the sole one having a clear frame supported by relevant / scientific guidelines, and which applies to a wide range of products.



DELIVERY

- Environmentally friendly vans
- Long distance with natural gas
- Paper storage at regional distribution centres
- Eco driving
- Vans tracking system
- Electronic signature

PACKAGING

- Re-use of boxes
- Packaging for small orders

CONSUMABLES & WASTE

- Voice picking
- After Zero landfill
- European week for waste reduction
- Guide for customers
- New recycling management system

INFRASTRUCTURE

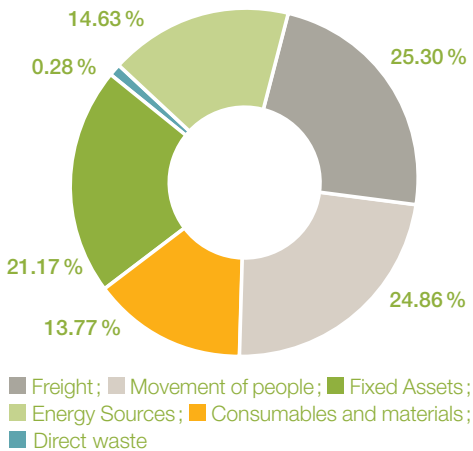
- Lyreco sustainable garden project
- Warehouse roof with solar panels
- Sustainable construction
- Energy savings in the buildings

→ Carbon Footprint

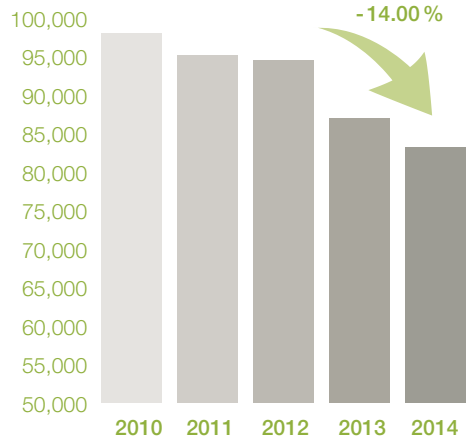
The Lyreco Carbon Footprint Calculator is based on the international standard ISO 14064. It is used with the same way in all the Lyreco countries.

-14%
CO2
EMISSIONS

LYRECO CARBON FOOTPRINT (IN %) - 2014



TOTAL - T CO² EQ.



→ Solar panels for Warehouse

After Benelux in 2014, the UK is about to implement in 2015 a rooftop solar panels system. And with good reason:

- Rooftop solar is a great step toward combating climate change

- Solar panels contribute to the "green economy" and have zero emissions

- Solar power is extremely efficient

The analysis is in progress in other countries, including Germany and Denmark.

NEW





LYRECO PEOPLE

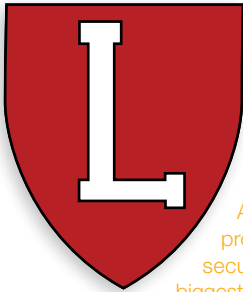
- ▼ Lyreco University
- ▼ Lyreco Campus
- ▼ Health & Safety

COMMUNITY

- ▼ Lyreco For Education
- ▼ Volunteering programme
- ▼ Diversity Charter
- ▼ Support to local communities

SOCIAL RESPONSIBILITY

KEY ACTIONS



→ Lyreco University & Lyreco Campus

In 2009 Lyreco launched an internal talent development programme called **Lyreco University**.

Aiming to implement a dedicated process in the subsidiaries to secure the development of the biggest local talents.

Based on the success of the first years of the programme, it is now mandatory for all subsidiaries employing a minimum of 300 people. 2013 so saw the start of a new university programme for our 4 Asian subsidiaries.



In 2010 **Lyreco Campus** was launched.

It is aimed at the continued development of the best talents coming out of the local Lyreco Universities.

Lyreco Campus involves bringing the absolute best talents from each subsidiary to the EDHEC international business for a two week intensive training programme.

→ Lyreco For Education

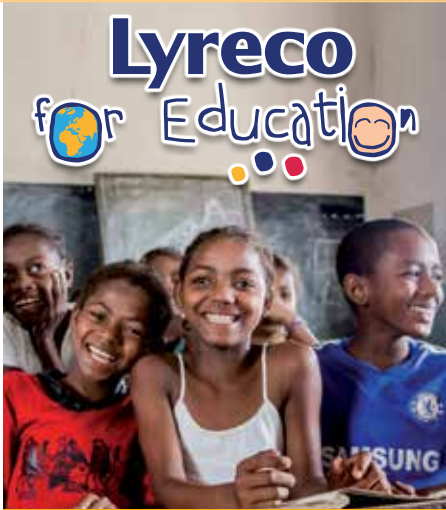
For 8 years now, Lyreco has been running a charity programme called “Lyreco For Education” and has supported the education of children in developing countries.

TOGO 2011-2014 — **COLLECTED 1,200,000 €**

The 4 year project in Togo enabled to support **62,000 children** – thanks to the **1,200,000 €** collected.

MADAGASCAR 2015-2018 — **NEW**

Madagascar is the 6th poorest country in the world and is frequently hit by cyclones. This is why LFE will lead a 4-year project, with the NGO CARE, to give **17,000 children** access to education and to support **32 schools** in the area of vatomandry.





CUSTOMERS

- Customer event: "We Upcycle"
- Sustainable customer awards
- Recycling services to customers
- Electronic invoicing service (e-biller)

MARKETPLACE

- Supplier sustainability involvement programme
- Supplier sustainability assessment
- CSR organisations

ECONOMIC SUCCESS

KEY ACTIONS

→ Supplier Sustainability involvement Programme

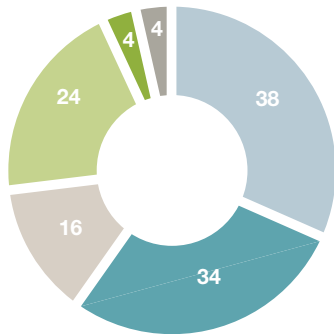
100%
 FACTORIES
 AUDITED

In 2014, Lyreco completed its supplier auditing programme – to ensure that 100% of factories producing Lyreco branded products, in developing countries, are duly checked. In particular, the social compliancy audit is now a mandatory requirement during the selection and tender processes.

THE KEY PRINCIPLES OF THE PROGRAMME ARE AS FOLLOWS :

- Before a supplier is eligible for a formal audit, it must have signed Lyreco Business Supplier Agreement (BSA) and Code of Ethics;
- The audit is carried out annually;
- The audited areas focus on labour, health and safety, environment, management systems, ethics and compliance with the law;
- Depending on the results of the audit, there are 3 options:
 - **Option 1 :** the factory is validated if it is compliant;
 - **Option 2 :** the factory is blacklisted in case of major issues and no effective progress;
 - **Option 3 :** the factory is supported if issues are found, but if at the same time there is a strong willingness to improve.
- The results of the audits are on the agenda and reviewed at the Sustainability meeting with the Lyreco Group Management team.

NUMBER OF CHECKS PER AREA :



■ Labour; ■ Health & Safety; ■ Environment;
 ■ Management Systems; ■ Ethics; ■ Compliance With The Law.

→ Supplier Sustainability Assessment

NEW

To go one step further, Lyreco needed to better assess the sustainability level of all the suppliers.

In 2014, the decision was made to set up a formal and structured "Supplier Sustainability Assessment" and in early 2015 all the group suppliers were invited to participate in the process.

The categories that are assessed are as follows: Products, Sustainability Organisation, Environment, Health & Safety, Social Accountability, Supply Chain Management & Business Conducts.



→ AWARDS & RECOGNITIONS IN 2014 & EARLY 2015

It seems that we are still going the right way...

February 2014

1. RECYCLING AWARD

June 2014

2. SOCIAL ENTERPRISE AWARDS

October 2014

3. BOSS AWARD

December, 2014

4. ECO FLEET AWARD

January 2015

5. IMPROVEMENT of WORKING CONDITIONS

February 2015

6. TOP EMPLOYER

2



1



4



3



5



6

