



**Our environment**



**Our people**



**Our community**



**Our supply chain**

# Contents

- Our vision for corporate social responsibility** 3
- Our environment** 4
- Our people** 6
- Our communities** 8
- Our supply chain** 10



**Craig Varey**  
**Managing Director**  
**Banner**

Here at Banner, we’re all proud of our company’s distinguished history, which started over 200 years ago as part of Her Majesty’s Stationery Office.

As one of the largest distributors of workplace products, with a stockholding in excess of £50 million and over 350 fleet vehicles making over 18,000 deliveries per day, we recognise we have a duty to operate responsibly.

It’s important to look ahead and design innovative answers to the challenges we face, as a business, within our communities and by our customers. Corporate social responsibility needs to be integral to the way we conduct ourselves, both outwardly and inwardly.

We’re pleased to have a robust CSR strategy in place. This operates across four key pillars, Our Natural Environment, Our Supply Chain, Our Communities and Our People. These help us to deliver social value and impact for our customers, community, suppliers and employees.

We continue to expand on our investments and commitments and look forward to continuing to share this progress with you in the months and years to come.

# Our vision

## Corporate social responsibility

**At Banner we are committed to offering the widest range of workplace products and services. This includes delivering the best possible value and customer experience.**

Our corporate social responsibility framework ensures we can do this, while taking a consistent and impactful approach to the environment, wellbeing in our workplace, the environmental and social governance performance of our supply chains and our role in our local communities.

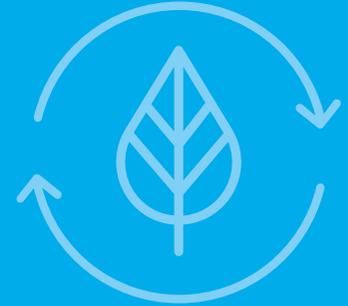
Banner continues to develop our integrated programme that has good governance and solid foundations. With our set targets and performance measures, we will continue to be an accountable and transparent business.

1. Donating products to Micklefield primary school, 2019
2. Raising money for Cancer Research UK, 2018
3. Volunteering for Banner beach clean, Scarborough, July 2019



## Our operational aims:

### Environmental sustainability



### Reflecting changing customer expectations



### Respecting our complex and diverse society





## Our environment Preserve & protect

Discussions about how to better protect the natural environment have moved higher up the public agenda in recent months, but this issue has long been on Banner's radar. From single use plastics to greenhouse gas emissions, more people than ever understand the importance of protecting the environment, and we continue to play our part.

At Banner we believe it is in everyone's interests - our customers, our employees and the global community's - to dedicate our time to finding ways to ensure a more positive environmental impact.

It's the right thing to do. Being protective of our natural environment will help our customers to succeed, deliver better quality workplaces for our people and support our wider communities.



## Our aims: By 2020

To maintain zero waste to landfill

To reduce consumption of single use plastics by



## Our aims: By 2022

To reduce electricity and gas consumption by 30%

To reduce water consumption by 10%



- To reduce waste by 20% by 2022
- To increase biodiversity at our sites
- To reduce greenhouse gas production by 20%



## Our environment Preserve & protect: What we're doing

**We have a large environmental footprint within our direct control and we are committed to driving consistent, positive change.**

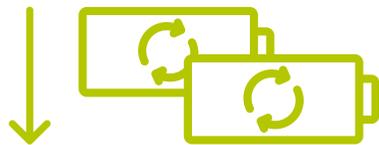
All our warehouse sites across the UK are zero waste to landfill, which means all our waste is recycled.

We **drive down our overall waste** by providing recycling facilities across all our sites, this includes recycling all broken pallets through a dedicated supplier. We're identifying the current waste disposal routes, communicating them to everyone internally and **encouraging innovation to design waste out of our system.**

**Energy efficiency measures**, such as LED lighting, have been introduced and other low energy devices are also being rolled out across our workplace.

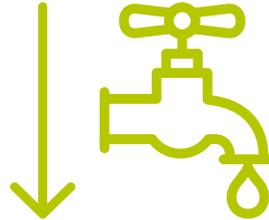
As part of our aim to **reduce single-use plastics by 30% before 2020**, Banner has introduced eco-friendly packaging throughout its warehouses. The new packaging fill of recycled cardboard is used for small pick parcels, of which we deliver 6,000 a week.

[Click here to find out more](#)



We also work with our customers to find **innovative ways to reduce waste, such as our battery, toner and furniture recycling services.**

**Achieving the industry standard certificate, ISO 14000**, demonstrates our commitment to designing and implementing an effective environmental management system.



We are installing **water usage efficiency measures** wherever possible in our operation. We've introduced water meters and run education campaigns to **reduce water usage**. Additionally, we have set ourselves a challenge to reduce dependency on potable water for our toilets and gardens.

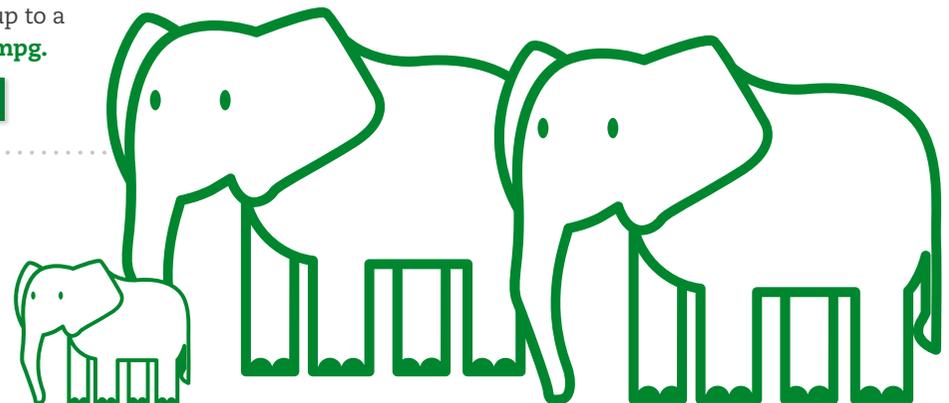
Investing in our delivery fleet is an ongoing focus. During 2019 we began the process of **replacing all our vehicle fleet with the latest fuel and emission efficient diesel engine.**

The expectation is that these vehicles will deliver up to a **7% improvement in mpg.**

[Click here to find out more](#)

By recycling our used or damaged cardboard boxes into shock absorbent netted material, we are currently shredding and recycling over **16,000 cubic square metres** of cardboard per year, which is equivalent to the space needed for **3,200 Asian elephants!**

[Click here to find out more](#)





## Our people Wellbeing and workplace

**We can only create value by ensuring our colleagues are engaged and healthy and working in a good quality environment with access to appropriate training and development.**

Our culture is built on support, respect and tolerance. This helps us to attract and retain people, encourages lower levels of absenteeism, builds higher engagement levels, and ensures better organisational and financial performance.

We understand that wellbeing is a complex blend of the physical, psychological, social and relationship aspects of our employees' working lives, so a series of initiatives are in place and available to our employees. These include:

- Reward schemes including flexible benefits, charity work, staff discounts and health plans
- Enhanced bereavement and sick leave
- Flexible working including home working
- Holiday purchase scheme
- Bike to work scheme



Training underway  
in Normanton

## In 2019 we will also invest further in training by:

Increasing the number of training hours

↑ **25%**

Investing a minimum of

**£200,000**  
in training

### Wellbeing initiatives:

- Reward schemes including flexible benefits, charity work, staff discounts and health plans
- Enhanced bereavement and sick leave
- Flexible working including home working

**Holiday purchase scheme**



**Bike to work scheme**





## Our people

### Wellbeing and workplace: What we're doing

#### Training

We're investing in our people by recruiting the best and training them to be even better. Some of the ways we do this include:

- SkillSoft training and development
- Ongoing appraisals and personal development plans
- Lunch and learn sessions
- Management training
- 300 operational team members trained in 20 different skills using a site skills matrix
- Shop floor to top floor programme, with 95% of our warehouse leaders starting on the shop floor.

#### Safety

We are pleased to hold OHSAS18001 accreditation, but we also recognise that managers and employees are vital to our health and safety. **We believe strongly that everyone has a legal duty to co-operate in safety related matters** and we make compliance with our safety procedures a condition of employment for everyone.

#### Diversity, inclusion and equal opportunities

As an **equal opportunity employer**, Banner is committed to observing employment legislation and the promotion of equality of opportunity.

Banner is a Disability Confident Employer, which means **we are committed to recruiting, retaining and developing disabled people** and those with health conditions.

**All employees and job applicants are given equal opportunity** irrespective of their sex, sexuality, culture, race, religion, nationality, ethnic or national origin, colour, disability, age and any other factor.

**We are committed to treating all our colleagues equally and fairly** and in line with the Government's commitment to tackle gender inequality, Banner will publish data showing the pay gap between our male and female employees.

We're investing in our people by recruiting the best and **training them to be even better.**

[Click here to find out more](#)





## Our community Respect & Relationships

Banner is committed to an active and inclusive engagement with our local communities. We work both locally and with the wider purpose of helping those less fortunate than ourselves. This includes donating products to schools, local food banks and rape alarms to a women's refuge centre.

We have signed long leases on our major warehouses, which means we can recruit the best people from our local communities and provide stable employment. We focus on the creation of full-time roles and continue to build a reputation as a preferred employer and an aspirational place to work.

Delivering Banner notebooks, pens and pencils to support a project with a Primary School in Bradford



Banner  
**evolution**  
Our community

### Our aims: By 2019

[Click here to see our progress](#)

Donate 3,000 hours to not-for-profit organisations

Increase monetary and non-monetary donations by

↑20%

## We're making a difference by:



Encouraging managers to take on apprentices, who can use 20% of their working week for training and education arranged by Banner

Employing 20 Banner apprentices as of the end of March 2019, and this number continues to grow

20+

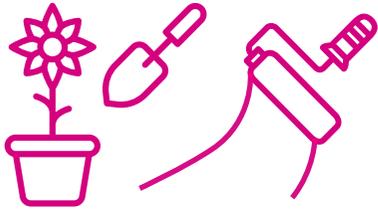


Creating opportunities for disadvantaged people, including those who have been unemployed for a long time, and helping them back into stable employment



## Our community Respect & Relationships: What we're doing

At Banner every member of staff is given paid holiday each year to support their local community.



Projects our people have been involved in include the **gardening and landscaping of Abbeyfield Care Home grounds**, the **decoration and cleaning of a new location for Rutland House School**, and a partnership with Barnsley Hospice.

We provide classroom activities and talks to schools across the UK, supported by our vendor partners, offering insights into areas such as electronics, engineering, manufacturing and distribution.

We encourage, organise and support Banner staff to give their time to a range of worthwhile causes. Teams have taken part in challenges, such as a Tough Mudder for Yorkshire Air Ambulance, completed a Total Warrior event for the Children's Heart Surgery Fund, supported Yorkshire Air Ambulance at the Tour de Yorkshire and helped distribute warm clothes, hot food and drink, blankets and sleeping bags to homeless people in Leeds. We also donate to most of the fundraising events our teams take part in.

[Click here to find out more](#)

Our STEPS to Work scheme is in partnership with local schools, colleges and universities. We provide work experience placements for students and where appropriate, pay them a living wage during their time with us.

The Banner Beach Clean saw over **65 Banner people** help to reduce the amount of plastic waste and pollution reaching our oceans. We're also aiming to make a difference to the lives of children across the UK by raising **£10,000** for our national charity partner for 2019/20, the NSPCC.

[Click here to find out more](#)

1. Volunteering for Banner beach clean, Scarborough, July 2019
2. Tough Mudder 2018, raising money for Children's Heart Surgery Foundation
3. NSPCC partnership launch 2019





## Our supply chain Trust & transparency

Our approach to supply chain management goes beyond the requirements of our ISO accreditations and represents a commitment to continually review our entire supply chain and undertake risk led assessments.

### Our aims: By 2021

[Click here to see our progress](#)

Establish a comprehensive database of the ethical credentials of our entire range and supplier base



Double the number of environmental and ethically sourced product ranges

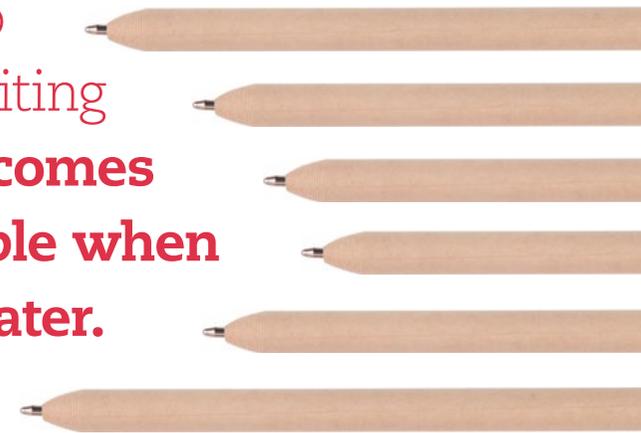
## Our supply chain Trust & transparency: What we're doing

Our supply chain is highly complex, and it is the most significant part of our environmental footprint and social impact. Ensuring the right levels of control is vitally important.

The **standard of goods is not the sole responsibility of our suppliers**, and we do not accept products that have been produced illegally, unethically, are counterfeit or of inferior quality.

We work to gain a thorough understanding of our extended supply chain, including how our suppliers operate and ensuring all products meet appropriate standards. We will **risk assess all our products** on the origins of the manufacturer, the location of the distributor, the category of product and the volume we take.

...we helped one of our banking customers to develop a writing pen that becomes biodegradable when placed in water.





## Our supply chain Trust & transparency: What we're doing

### Tackling modern slavery

Banner is **committed to eradicating modern slavery** throughout its supply chains, in line with our disclosure obligations under the Modern Slavery Act 2015.

We insist that Far East manufacturers of our private label products have been **audited to SEDEX standards**, including confirmation that they comply with the Ethical Trading Initiative (ETI) Base Code.

We also employ staff in the Far East China to visit factories unannounced to **conduct snap inspections of working conditions** and report any issues to our merchandising team. We insist that any required **corrective action is undertaken** promptly and effectively, or we will no longer use the factory in question.

We include specific prohibitions against the use of forced, compulsory or trafficked labour.

All our suppliers are subject to our **Anti-Slavery Policy**, which has been built into their contracts with Banner. As part of our contracting process, we include specific prohibitions against the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude, whether adults or children. It is **mandatory for all suppliers to sign this commitment**, which is contractually binding.



### Responsible sourcing

At Banner our preference for **suppliers who offer high environmental and ethical trading standards** goes alongside a continual drive to source sustainable and ethical product ranges.

3000 of our products carry a recognised eco label. We evaluate sustainable products by:

- Product lifecycle
- Product accreditations
- Company accreditations
- Product sourcing data

We offer Ecolabel cleaning products, which have to pass strict tests, on biodegradability, packaging to in-use ratio and performance, to achieve accreditation. We recently introduced Clover Eco five-litre containers, which reduce packaging waste by dispensing more product with less packaging.

Other ranges include biodegradable plastic cutlery, recycled plastic desktop and filing products, and a **new copier paper from the Woodland Trust**, which is produced using energy from waste material and involves no carbon dioxide emissions from fossil fuels.

Banner currently offers over **3000** products that are **50% recycled**.

[Click here to find out more](#)



# With Banner you can...

...be confident of a forward-thinking, ambitious approach to:



**Environmental protection**



**Active support of communities**



**Improving health and wellbeing**



**Responsible supply chain management**