



Corporate Social Responsibility – Our Commitment:

UOE's CSR programme is split into **3 areas**:

- Environmental
- Charity & Community
- Health, Welfare & Safety

The CSR programme is reviewed regularly by both the board of management as well as project leaders within the group.

Environmental

We are proud of our environmental focus. We first produced an Environmental Policy back in 2000 (about 4 years ahead of most organisations). Please see our environmental Statement for further information on our environmental standards and policies.

Below are a few key ways in which we are going even greener:

- Carbon Smart Accreditation – we have developed our environmental programme in partnership with Carbon Smart. Our objective is simply to go beyond the processes and checks of ISO14001 and instead have adopted a 3 year programme to reduce our carbon output which is audited externally by independent assessment annually. We are aiming to reduce our emissions by a further 25% over the next 3 years (our carbon emission has already dropped by c.25% vs last year due to work already achieved). For more information on Carbon Smart please visit www.carbonsmart.com
- Supplier Audit – we require all suppliers to submit evidence of their green and CSR credentials. We have over 3000 items in our range that meet a globally recognised standard. Each one is indicated and detailed on our website when you are shopping.
- Fully 'Green' Core List – we are committed to working with clients to create a list of core items which all have a green accreditation so as to ensure they are as green as they can be.
- Alternative Fuel Vehicles – we are shortly beginning a trial of electric trucks and currently have LPG vehicles and bicycles on fleet in London.
- QuickDrop – our 90 minute delivery service is fully certified by Carbon Neutral as meeting neutral emission. It uses zero additional packaging and has the shortest distance from pick to delivery of any office supplier company.
- Main Warehouse – Pick to Light – we have done away with all warehouse paperwork at our main distribution centre (75,000 items every night – that's a lot of paper!) The system now means we can pick entire orders without producing any picking notes – it is all done using a digital read out – the UK's first.
- Right size box – all goods are packed into the right size box designated by computer. (So no massive box with just a pack of pens in it!) We hand pack small and delicate items. All boxes are min. 50% recycled content and fully recyclable. All mini packs are plastic which is min.50% recycled content and fully recyclable and biodegradable. All delicates are wrapped in Jiffy Bags or heat shrunk plastic carriers within a cardboard box.
- Reusable Plastic Boxes to replace cardboard – currently we are testing replacing all cardboard boxes with reusable totes (which would be collected by our drivers on next delivery).

- Back-Filling our Vans & Trucks – our vans/trucks are used both ways to/from our warehouses. The same driver who delivers will take away any items you wish to return (no wasted mileage) and any empty toner you have too. 40-tonne trucks stop en-route back to main warehouse to collect stock from suppliers. Almost all suppliers now delivery to our main warehouse is plastic reusable totes rather than cardboard outer packs – reducing waste, reducing time in breaking open boxes and improving pricing which we pass on to our customers.

Charity & Community

UOE has supported the GOSH (Great Ormond Street Hospital) Appeal since 1999 and makes donations from revenues generated from the recycling of toner and inkjet cartridges. UOE also works with schools and colleges in the local communities in which it operates to provide subsidised and free of charge printing and stationery to support events and after-schools clubs. Working with other office supplies dealers across the UK, UOE has also supported Graeme Chapman MBE to raise in excess of £500,000 for Children in Need and more recently Institute for Cancer Research.

Health, Welfare & Safety

The welfare of our team is fundamental to the success of our business. We believe in the essentials of a safe, friendly and fun working environment which encourages a healthy lifestyle and promotes safety in the workplace.

Beyond the normal health and safety requirements we have adopted initiatives such as “beat smoking together” (where we provide support, encouragement and paid time off for NHS stop smoking counselling). This has seen our number of smokers drop to just 14% of employees (from a previous level of 19%) and our walk to work, car pooling, company Oyster Cards and corporate mopeds has seen a large reduction in drive-to-work miles by our office and field based personnel.