REPORTING YEAR 2022

Lyreco

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OUR VISION

A GREAT WORKING DAY. DELIVERED.

OUR MISSION

Be a pioneer in delivering sustainably what any workplace needs so its people can focus on what matters most.

A message from our CEO

Since 1926, we have constantly adapted to the evolution of the workplace thanks to our focus on customer experience excellence, strong partnerships with renowned suppliers, and efficient logistics. Our mission is to be pioneer in delivering, sustainably, what any workplace needs, so that its people can focus on what matters most.

We take our role as pioneers seriously and pride ourselves in delivering innovative solutions to improve the life of our customers. Our commitment to more and more sustainable practices is at the heart of our actions, every day.

The priority of all Lyreco employees is to provide all our stakeholders a place they can trust to make sustainable choices, while achieving our ambitious sustainability goals.

We are focusing on reducing our impact on the environment and continuously working together with our suppliers to enhance our products, packaging, and delivery methods. With every pioneering concept, we strive to meet the evolving requirements and needs of our customers around the world.

In this report you will discover some of the many initiatives that we have introduced to ensure that we protect the planet and empower its people, creating a better today and tomorrow.

To make every day a Great Working Day.

Grégory LIENARD · CEO

Lyreco at a glance

25 countries

- Austria, Belgium, Czech & Denmark, France, Finland, Germany, Hungary, Ireland, Italy, Luxembourg, The Netherlands, Norway, Poland, Portugal, Russia, Spain, Sweden, Switzerland, UK
- Hong Kong, Korea, Malaysia, Singapore, Thailand

13 distribution partners in 15 countries

- Canada, United States
- Estonia, Latvia, Lithuania, Romania, Turkey
- Australia, China, India, New Zealand, Taiwan
- Argentina, Brazil, Mexico

Private company

25 countries Europe & Asia

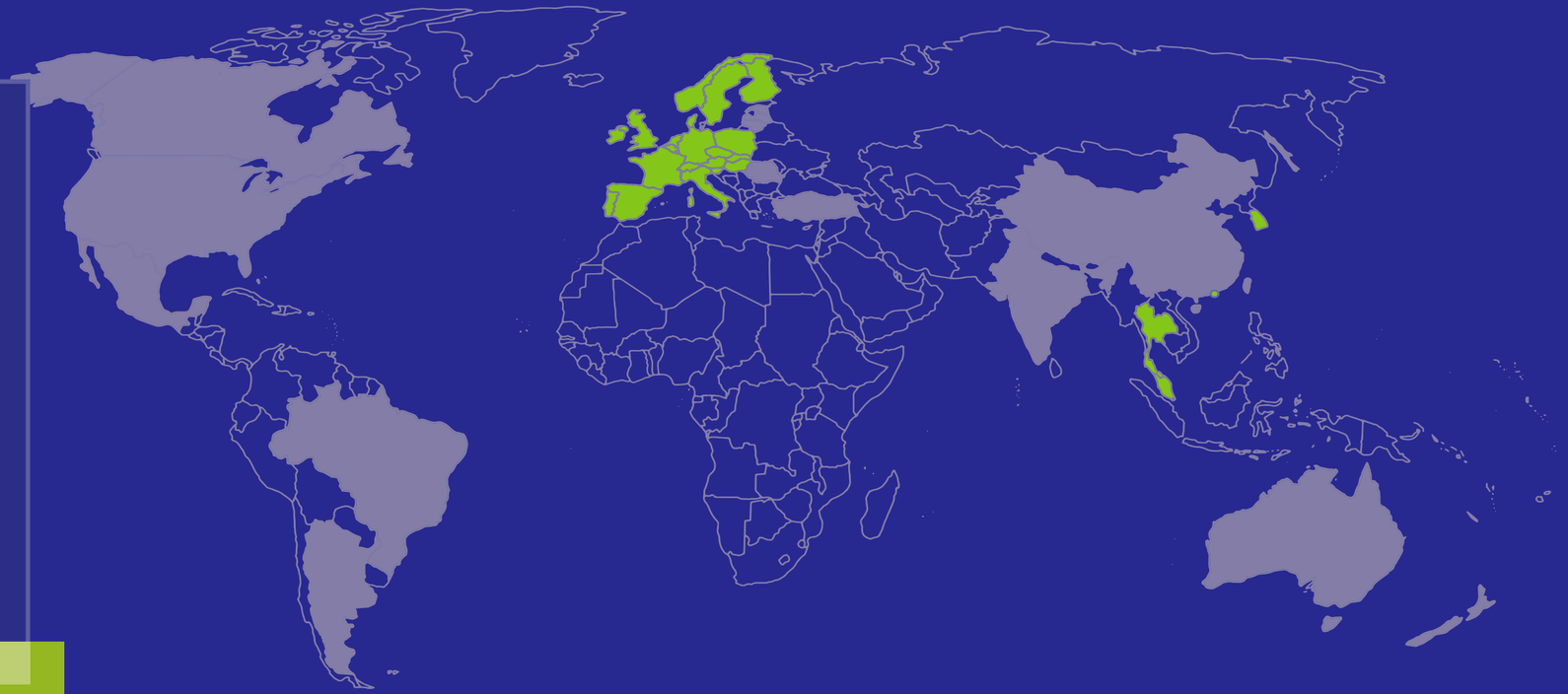
10,500 employees

€ 2,9 billion turnover

99.4% complete orders delivered within one working day

10,000 SKU in stock

15 products categories



At a glance

Our journey

Our sustainability journey

At Lyreco, we are proud to have our own environmental and social ambitions aimed at driving positive, lasting change. We strive to be transparent with our customers, suppliers, and other stakeholders on all the actions we initiate and implement. Trust and clarity are essential to meeting our stakeholders' environmental and social expectations.

We use the internationally recognised standards ISO 9001:2015 and ISO 14001:2015 in all our subsidiaries as part of our Integrated Management System.

Since 2012, we have been measuring the quality of our sustainability management system with Ecovadis. In 2022, Lyreco was awarded an Ecovadis Gold Medal with a score of 73/100, ranking us among the top 2% of companies in our sector.

At the end of 2022, we launched the first version of of "Sustainable Selection" by Lyreco which is a new progressive assessment methodology, clearer and closer to our long-term sustainability strategy aiming at strengthening our current procurement process with more sustainable initiatives, actions, and decisions. It follows the ISO 20400:2017 principles with the final maturity rating of 3/5 by SGS (the world's leading inspection, verification, testing, and certification company).

GLOBAL COMPACT

Lyreco becomes the first company in the office supply industry to join the UN Global Compact.

from **2004**

EU ECOLABEL on branded products

Lyreco starts to apply the EU Ecolabel to its own brand products.

from **2009**

LYRECO GREEN TREE LABEL

Lyreco implements its unique Green Products Assessment Methodology and its own Green Tree label.

ecovadis

Ecovadis measures the quality of Lyreco's sustainability management system, focusing on Environment, Labour & Human Rights, Ethics, and Sustainable Procurement.

from **2012**

SMETA & BSCI for audits

Lyreco selects SMETA and BSCI as validated standards for the social accountability audits of the factories that manufacture Lyreco branded products.

from **2013**

NORDIC SWAN for cartridges

Lyreco selects the Nordic Swan label for its remanufactured toner cartridges.

from **2017**

FSC International Members

As member of the Forest Stewardship Council (FSC), Lyreco understands the importance of responsible forestry management.

from **2018**

Endorsement of NYDF

Lyreco endorses the New York Declaration on Forests, which aims to halve deforestation by 2020 and end it by 2030.

from **2019**

LYRECO CIRCULAR ECONOMY Pledge

Lyreco launches its CE pledge, committing to more sustainable production practices, use and reuse of workplace products.

CDP

Lyreco employs CDP global environmental impact disclosure system.

from **2020**

SBTi

Lyreco commits to the Science-Based Targets initiative (SBTi) to define its new CO_2 reduction targets.

from **2021**

LYRECO SUSTAINABLE SELECTION

Lyreco's sustainable procurement process is following the ISO 20400 principles validated by SGS.

from **2022**

Lyreco

Our strategy and Sustainable Development Goals

Our sustainability ambition is aligned to the Sustainable Development Goals (SDGs) that we consider strategic for us in our effort to contribute to a better world for all stakeholders.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

First and foremost, we take immense pride in our range of products that contribute to the protection of the planet and its people. Our focus on sustainable and recyclable office supplies empowers our customers to make environmentally responsible choices. This is evidenced in our catalogue as we highlight the products with higher sustainability performance.

We also embrace the circular economy by providing collection services.

By offering these alternatives, we actively contribute to SDG 12: Responsible Consumption and Production.

See section Lyreco Sustainable Selection methodology
—
See section Circular economy

13 CLIMATE ACTION

Climate action is a priority within our sustainability strategy. As a global company committed to the Science Based Targets initiative (SBTi), we are taking important climate actions within our supply chain and operations. We invest in energy efficiency measures, gradually switching some our vehicles to low-emission vehicles and optimising the use of our machines and facilities to reduce consumptions. Additionally, solar panels have been installed in France, Benelux, the UK, Switzerland and Malaysia. All our countries are assessed and certified for meeting the ISO 14001:2015 on environmental management, ensuring a continuous improvement year after year.

These actions result in tangible reductions in our greenhouse gas emissions and reflect our commitment to SDG 13: Climate Action and our dedication to mitigating climate change.

See section Planet

17 PARTNERSHIPS FOR THE GOALS

Collaboration is key to driving sustainable change, and we have been actively forging partnerships with our suppliers and NGOs. These alliances amplify our collective efforts and enable us to develop innovative solutions that address pressing sustainability challenges. By joining forces, we contribute to SDG 17: Partnerships for the Goals and accelerate progress toward a more sustainable future.

We will continue to lead by example, as the pioneers we want to be, inspiring others to embrace sustainable practices in alignment with the Sustainable Development Goals.

See section Progress

Sustainable Development Goals

Strategy on Planet

Our ambition

In order to reduce our impact on the planet, by 2026 we will:

Use and sell products and services that contribute to protecting the planet and its people, with a target of 90% of total turnover to be represented by our Sustainable Selection products.

Embrace the circular economy, by closing the loop in our internal consumption and external selling.

Reduce the environmental impact of our company vehicles and business travel and switch our vehicles to low emissions vehicles. The emissions we cannot reduce will be offset by financing climate action.

Reduce the environmental impact of our company facilities and offset the emissions we cannot reduce by financing climate actions.

Planet

Greenhouse gas accounting

Since 2011, we have measured our greenhouse gas emissions and since 2019 we are applying the Greenhouse Gas (GHG) Protocol, an international standard for managing and measuring emissions.

We record all scopes of emissions: from purchasing and transporting goods to delivery and estimated end-of-life of products, as well as all facilities, including office buildings, regional and national distribution centres.

GHG Protocol: Scopes and categories

Scope 1
Direct GHG emissions

Emissions associated with fuel combustion in the fleet vehicles we own, on-site boilers or furnaces, and refrigerants.

Scope 2
Indirect GHG emissions

Emissions from energy generated off-site and consumed by Lyreco:

- Electricity
- Steam
- Heat or cooling

Scope 3
Other indirect GHG emissions

Scope 3 emissions are a consequence of the activities of Lyreco but occur from sources not owned or controlled by the company. They are classified in 15 categories.

*Scope 3 categories that are in bold are accounted by Lyreco.

1 · **Purchased goods and services**
2 · **Capital goods**
3 · **Fuel and energy related activities (not included in scope 1 or scope 2)**
4 · **Upstream transportation and distribution**
5 · **Waste generated in operations**
6 · **Business travel**
7 · **Employee commuting**
8 · **Upstream leased assets**
9 · **Downstream transportation and distribution**
10 · Processing of sold products
11 · Use of sold products
12 · **End-of-life treatment of sold products**
13 · Downstream leased assets
14 · Franchises
15 · **Investments**

Lyreco

Ongoing focus

In scope 3, we account for 11 of the 15 categories of emissions. We only excluded four categories because they are not applicable or negligeable (processing of sold products, use of sold products, downstream leased assets, and franchises). With 5.7 being the average number of scope 3 categories reported by companies according to the World Resource Institute (2021), we are proud to take a pioneering lead.

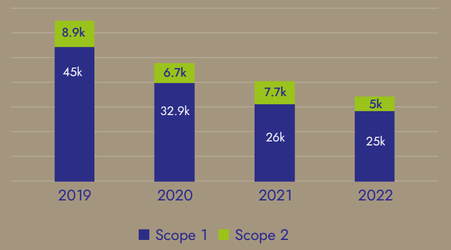
Our GHG accounting methodology is continuously being improved with the participation of internal and external consultants and experts.

We are proud to have continued to decrease our scope 1 and scope 2 greenhouse gas emissions in 2022.

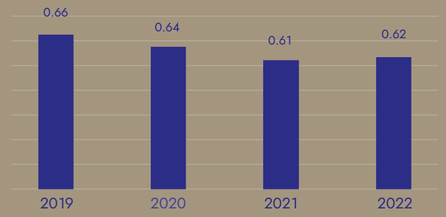
Our commitment to SBTi

The Science Based Targets initiative (SBTi) is a global organisation that helps companies set science-based climate targets to reduce greenhouse gas emissions. In 2022, Lyreco Group submitted its reduction targets to SBTi. On the date of publication of this report, we are in phase 3 of the application process. This means that SBTi is scrutinising our climate targets and strategies to ensure that they are science-based and ambitious enough to contribute to the Paris Agreement's goal of keeping global warming below 1.5°C.

Scope 1 and 2 emissions over the years (in tonnes CO_2e)



Scope 3 emissions divided by sales (kg CO_2e/€)



We have consistently achieved progress in reducing our scope 3 emissions over the years, emphasising the alignment of our sustainability initiatives with our strategic objectives. To ensure a meaningful comparison, we calculate the sum of scope 3 emissions in relation to our sales, reflecting our commitment to simultaneously fostering business growth and mitigating indirect emissions.

However, we observed a slight increase in our scope 3 emissions intensity in 2022 compared to the previous year. This increase is partially explained by the rise of business travels after the lift of COVID restrictions (+83% CO_2e compared to 2021).

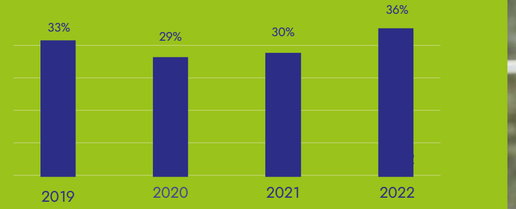
Our initiatives

Lyreco Sustainable Selection methodology

Our sustainability strategy is driven by our own ambitions to reduce our impact on the planet and the legal requirements that we are expected to meet as a distributor. We recognise the importance of offering a diverse selection of products that meet sustainable criteria, addressing not only the product itself but its packaging and end-of-life impact.

To meet their evolving needs and better serve our customers in selecting products that contribute to the protection of the planet and its people, we are transitioning from the Lyreco Green Tree to the Lyreco Sustainable Selection. Sustainable Selection has more rigorous and stricter requirements and is based on a progressive assessment methodology.

Our pioneering goal is to make it easier for our customers to make sustainable choices with confidence. Lyreco Sustainable Selection will continuously improve in order to meet the ever-changing needs and requirements, and increase our maturity level of sustainability.



*Since we recently launched our new Sustainable Selection assessment methodology, we do not have historical sales data. This chart considers Green Tree sales share.

This new assessment methodology is carried out in two successive steps in which three mandatory criteria are required from our suppliers and products to pass the overall assessment.

Step 1: Supplier assessment

The supplier assessment is the first mandatory criteria defined by Lyreco which is based on the Environmental, Social, and Governance (ESG) standard.

Step 2: Product assessment

To successfully complete the product assessment, the product must meet two mandatory criteria defined by Lyreco:

- A minimum 80% of the product packaging is made of recyclable materials; AND
- A minimum 80% of the product material is made of recyclable materials or the product can be reused or refurbished.

If the above three mandatory criteria are met, the products will be further assessed and assigned up to three of the following Sustainable Selection icons:

PLANET
by Lyreco
Products focusing on environmental contribution.

PEOPLE AT WORK
by Lyreco
Products contributing to the well-being and safety of people at work.

COMMUNITY
by Lyreco
Products contributing to improving societal impact on local communities.

The Lyreco sustainable procurement process follows the ISO 20400:2017 principles validated by SGS.

Planet

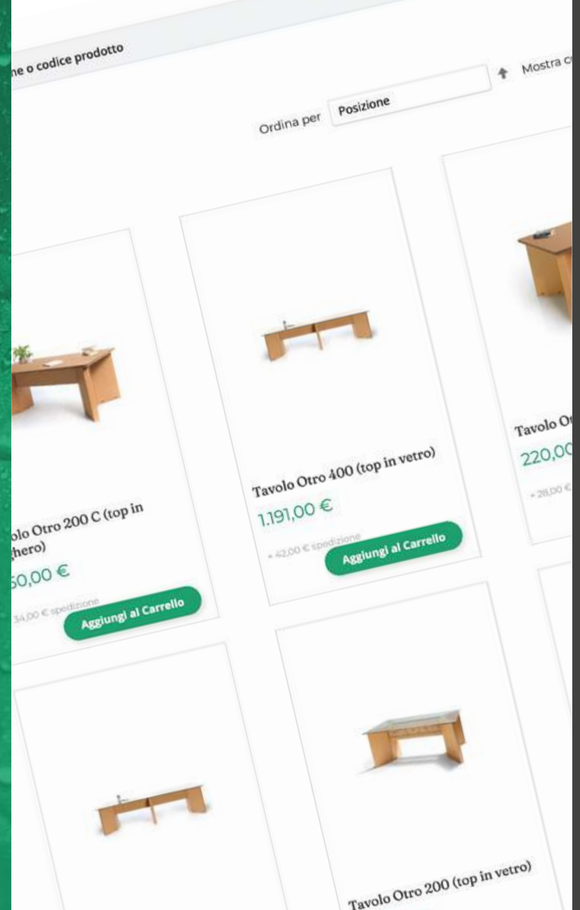
Sustainable by Lyreco

Our marketplace

In October 2022, we pioneered a B2B digital marketplace in Italy dedicated to products and services sold by selected sellers that contribute to the protection of the planet, the well-being and safety of people at work, and the support of local communities.

Known as Sustainable by Lyreco, it is an exciting new platform that facilitates the interaction between sellers and eco-conscious customers with the aim to accelerate the transition to more sustainable workplaces.

We currently offer 3,000 products from 30 different sellers that are fully compliant with our sustainability requirements, complementing our offering on Lyreco's existing ecommerce platforms.



Reducing the carbon impact of Standard FSC paper in the Benelux

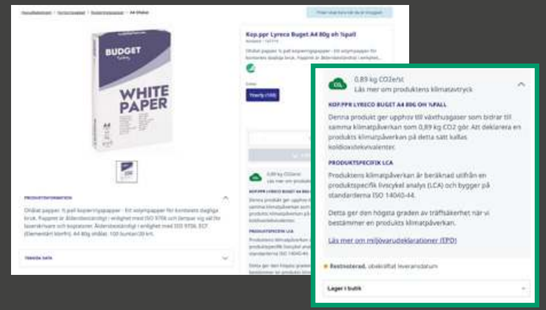
In Lyreco Benelux, the ream of Standard FSC paper has a CO_2 impact almost five times lower than the market average. To achieve such performance, Benelux selected a production location closer to the customer market to decrease significantly the impact of transportation. Additionnally, the selected mill produces 95.6% of its energy on site, of which 89.3% comes from biomass. After optimising the production process of paper, the remaining CO_2 is offset through the financing of wind energy farms in Turkey.

Learn more on our Benelux page

Highlighting the product carbon footprint in Sweden

Since September 2022, Lyreco Sweden displays the climate footprint of its 45,000 products on its e-commerce platform. Lyreco Sweden is one of the first in the industry to map the climate impact of its entire product range, through environmental product declarations, calculations, and general data. The result has given a good fact base that helps them prioritise and work with local reduction strategies for the climate, through the selection and eco-design of products.

Learn more on our Swedish page



Embracing the circular economy

In another pioneering move, Lyreco has been implementing services of collection and recycling of used products for years.

At least 45% of our countries collect used cartridges and toners, over 35% collect used batteries and paper, including cardboard. Other used products that are collected are: plastics (mainly PET), glass, aluminium cans, packaging materials, electrical and electronic equipment, different kinds of PPE (including single use PPE), light bulbs, medical waste (like masks used during COVID), furniture, Nespresso capsules and machines.

Where Lyreco owns the delivery vehicles, this service is based on reverse logistics: the delivery drivers collect the used items on their daily delivery route, hence there are no extra vans on the roads.

Germany

Lyreco Germany offers a collection service for used occupational safety products (work and safety clothing, safety shoes, helmets, earmuffs, goggles and masks without filter containers) with partner GAIA circulair to ensure that they are recycled and become part of a sustainable circular economy. Valuable materials and components are recycled and upcycled into new car upholstery, bags, textile protection mats, socks.

Learn more on our German page

France

Since 2022, on top of its existing services of collection and recycling of masks, electronic waste, cartridges and toners, batteries, disposable cups, light bulbs and fluorescent tubes, Lyreco France offers a collection and recycling service for paper waste. In 2022, 26.5 tonnes of paper have been collected from customers. With partner Fellowes, this paper waste is recycled into Lyreco archive boxes, truly closing the loop on the circular economy.

Learn more on our French page

Switzerland

Lyreco Switzerland's delivery boxes are completely manufactured with recycled materials. More than 70% of the boxes are given back to the drivers so that they can be recycled. The sturdy ones are reused up to eight times before being recycled (again), which allows Lyreco Switzerland to save 120 tonnes of packaging material every year.

Learn more on our Swiss page

Reducing the impact of our company vehicles

As delivering goods is a core business of Lyreco, we are continuously innovating and reducing our GHG impact thanks to route optimisation and low-emission vehicles.

Switching our owned company vehicles, to low-emission vehicles plays an important role in our sustainability ambitions.

To achieve this ambition, Lyreco countries each have a local action plan adapted to their local context.

Finland

In 2021, Lyreco Finland replaced its own delivery vans with electric vans. Additionally, employees are provided with the opportunity to charge their electric vehicles at no cost during office hours.

France

In Lyreco France, B100 biofuel is used since June 2022 by one of the transportation partners for long distance transports. B100 emits 60% less greenhouse gases than diesel, and releases up to 80% less fine particles, saving 100 tonnes of CO_2e per year. Lyreco France also relies on intermodal delivery, including an electric barge on the Seine and cargo bikes. Thanks to the numerous projects launched across the logistics sites, CO_2e emissions per delivery have reduced by 15.7% from 2019 to 2022.

Learn more on our French page

Poland

Lyreco Poland saved 573,920 litres of water and 7.42 tonnes of GHG emissions in 2022 by switching to manual washing of the Lyreco Poland fleet.

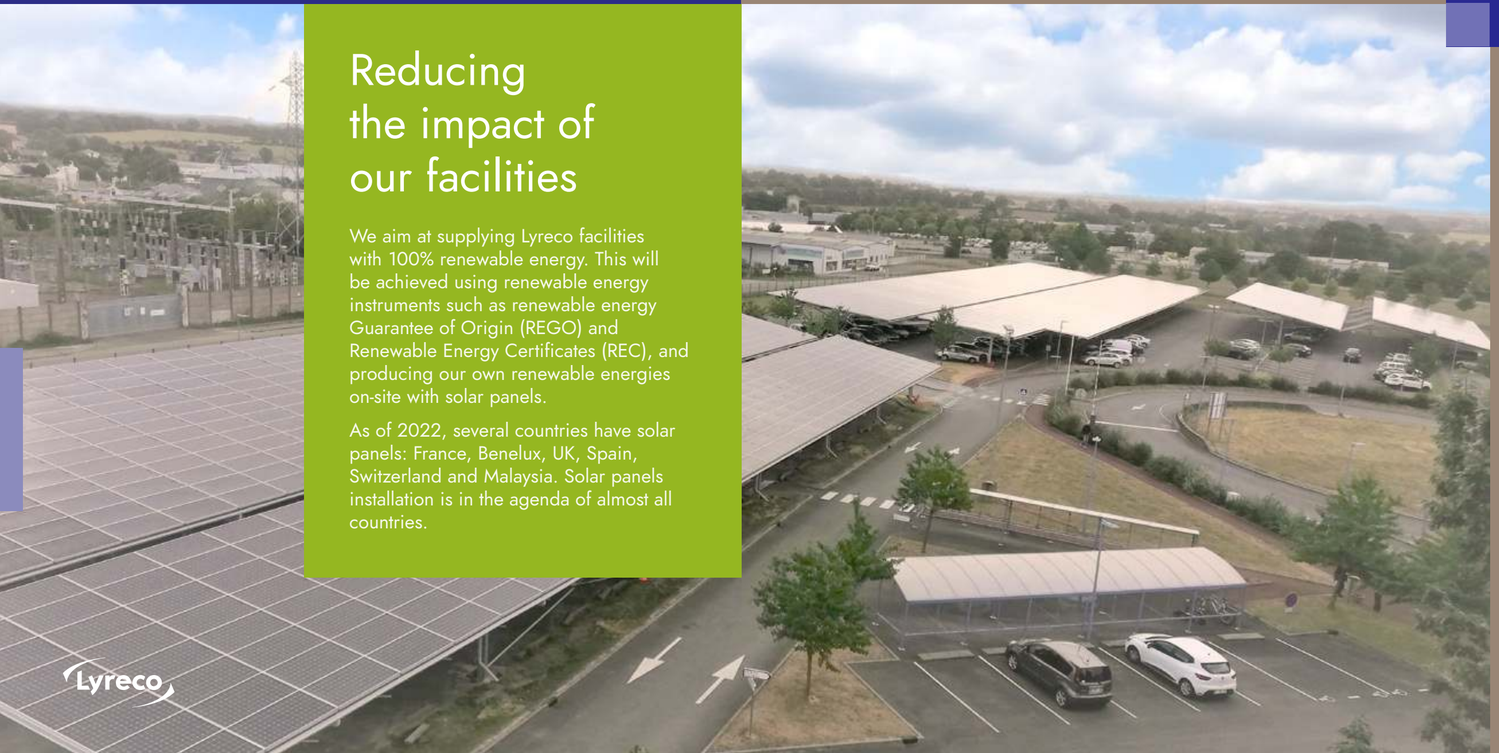
Spain

In 2022, Lyreco Spain started using its first electric vehicle to deliver parcels. In early 2023, we are planning a pilot test for the orders of a university. This vehicle has a fixed battery that does not need a special charging point and can be charged in all conventional sockets.

Reducing the impact of our facilities

We aim at supplying Lyreco facilities with 100% renewable energy. This will be achieved using renewable energy instruments such as renewable energy Guarantee of Origin (REGO) and Renewable Energy Certificates (REC), and producing our own renewable energies on-site with solar panels.

As of 2022, several countries have solar panels: France, Benelux, UK, Spain, Switzerland and Malaysia. Solar panels installation is in the agenda of almost all countries.



France

Lyreco France is assessed and certified as meeting the requirements of ISO 50001:2018 in energy management and is continuously taking action to reduce the impact of its facilities. In 2022, Lyreco France completed the installation of solar panels on the parking lots of its two national distribution centres, producing almost 2 GWh per year. In Digoin, one of the two national distribution centres, biomass is used to heat the warehouse, saving up to 500 tonnes of CO_2e.

Slovakia

Lyreco Central Europe reduced its gas and electricity consumption by 35% and 5%, respectively, compared to 2021 in the office in Pezinok. LED lighting, motion sensor installation, switching off the conveyor during lunch time, are some examples of actions undertaken to achieve such savings.

Spain and Portugal

Following an Energy Audit performed every four years, Lyreco Spain and Portugal implemented an action plan that has reduced the energy consumption (kw/parcel) by 44.8% compared to 2008. Among others, the head office and national distribution centre of Spain and Portugal are now supplied with 100% renewable electricity, and solar panels will be installed in 2023 to produce their own energy and shared with the local community.

UK and Ireland

In 2022, the 13,860 solar panels of Lyreco UK and Ireland produced 3.16 million kWh. That's the most electricity they have generated since they went live in 2016.

Strategy on People

Our ambition

More than a job, a career; we commit to supporting our employees' development.

We take action to provide a safe and empowering work-life for all our employees.

We take action to make a positive impact by acting locally where we operate to support education as a priority and collaborating with local authorities to create partnerships that link to employment, e.g. Lyreco for Education (LFE).

By 2026, we aim to be seen as a great workplace with 90% of our employees proud to work for Lyreco.

People

Great People Survey

With the aim of ensuring that our people feel that they truly are an important part of the organisation, we have developed a standardised survey for all Lyreco subsidiaries, the Great People Survey (GPS).

This year 6,205 respondents took part (excluding France), which is roughly 60% of our workforce. We were delighted to learn that:

95% of our people consider Lyreco is a company that promotes sustainability by developing products and services that contribute to protecting the planet and its people.

92% have an overall positive perception of Lyreco being an environmentally and socially responsible organisation throughout the countries in which we operate.

72% consider Lyreco a place of belonging, where they are proud to work.

For 2026, our goal is to have 90% of our people be proud to work for Lyreco.

Finally, in a market where 40% of employees indicate a willingness to consider leaving their jobs, we take pride in the fact that at 20.6% we are considerably below this mark.

These results demonstrate our dedication to providing a safe and nurturing work environment that values our employees' overall well-being and encourages a pioneering spirit.

To ensure we improve our employees' satisfaction year after year, each subsidiary created local action plans with actions directly aligned to the dimensions defined in the survey.

More than a job a career

At Lyreco, the People pillar is driven by strong local initiatives, but we also support our people with centrally developed talent and performance management processes that are applied in all countries.

Internal mobility

We are committed to supporting our people to grow throughout their careers and to ensuring regular developmental opportunities including international assignments. From short-term temporary projects to permanent transfers or long-term assignments, Lyreco mobility programmes offer employees the opportunity to grow both personally and professionally whilst supporting the global footprint of the company. It is a vote of confidence on both sides.

Employee testimony

This year we invited Anders Storm Vestergaard to share his experience going from an internship to a managerial role. His professional journey has involved more than promotions, as he also had the chance to work in different offices. Now based in Brussels, Belgium, he shared the following:

> From an internship in Denmark to a managerial role at Group level, I have been given the opportunity to grow.
>
> Anders Storm Vestergaard

"My journey at Lyreco started in Denmark, as a marketing assistant intern. From day one, I was provided with the framework for success and empowered by being given responsibility. Thus, I had the opportunity to grow and expand my knowledge outside of my position and take on new responsibilities such as event planning, social media, corporate websites, etc.

After some time in the company, I was encouraged to apply for a position at Lyreco Group. Not only was I hired as Group Digital Communications Manager, but Lyreco took care of the relocation to ensure a smooth transition.

Working in an international environment in both Belgium and France gave me the opportunity to work together with people from different cultures around the world. These collaborations have improved my ability to resolve crises, enhanced my leadership and project management skills, and prepared me for any future challenges.

Thanks to Lyreco's mobility programme, I have acquired invaluable experiences that I will carry with me for the rest of my professional and personal life."

Lyreco

PIONEERS

Lyreco Pioneers programme

This year we launched the Lyreco Pioneers programme, which offers our people the opportunity to challenge themselves and gain skills. It also fosters an intrapreneurial spirit, enhancing internal collaboration and networking, while providing innovative ideas for the company to implement.

Two challenges

Two challenges were set to inspire our people to team up and develop pioneering ideas:

What new products or services would you develop to reduce Lyreco's impact on the environment or help our customers make more sustainable choices?

What innovative technological solutions would you create that will simplify the customer experience or create efficiencies in our internal operations?

We received 261 entries from 25 countries, which were assessed by a jury of experts. Six teams were selected to take part in the incubation programme, receiving coaching for three months from our external partner Schoolab on all aspects of turning an idea into reality using design thinking. Following their pitches to a panel of internal and external jury members, one initiative stood out. The winning idea was to create a sustainable dashboard where our customers can see the CO_2e impact of the products they purchase, as well as set targets and employ strategies to reduce their emissions.

Lyreco Pioneers will now become an annual programme, a landmark moment in the Lyreco calendar and a chance for everyone at Lyreco to be part of the creation of pioneering solutions to our most important challenges.

13.8 hours of training per employee in 2022

Learning and development

In 2022, we launched the Great Lyders programme, a leadership training tailor-made for Lyreco managers which defines what it means to be a leader at Lyreco and equips and empowers our managers to become pioneering leaders.

The eight-day course features roleplay, exercises and inspirational content, allowing Lyreco managers to take a step back, develop their leadership skills, identify their strengths, and share their experiences. In 2022, 39 managers in Lyreco Management took part in the course.

The Great Lyders programme is currently being rolled out in all Lyreco countries with the aim to have all managers benefit from the training by the end of 2024.

Lyreco delivers wellness

In Singapore, Malaysia, Hong Kong, Korea and Thailand, the strategic focus is to deliver wellness and wellfare to customers through pantry and lounge services, lifestyle workshops, employee healthiness seminars, etc.

In Korea, the lounge service contributes to 30% of business with over 130 customers enjoying the offering. In Hong Kong, wellness services represent 9% of business with over 500 customers.

Health and safety

With the health and safety of our people being our priority, 99% of our sites have an Employee Health and Safety Risk assessment and 83% have a Management-Worker Health & Safety committee to make sure our employees have a voice. Local-led actions have resulted in a 48% decrease in lost time injury (LTI) frequency and a 32% reduction in lost time injury (LTI) severity compared to 2020. Additionally, Germany, Singapore, Malaysia, Thailand, UK, Ireland, Spain, and Portugal are assessed and certified as meeting the requirements of ISO 45001:2018 in occupational health and safety.

Respectful working practices

Lyreco France was recognised as Top Employer for the twelfth consecutive year in 2022 with the auditor highlighting strengths such as the innovative recruitment process, the strong company culture through the diffusion of the Code of Ethics, the Lyreco For Education programme, and the partnership with a local charity linked to the employement of young people struggling to find work.

Lyreco Thailand was recognised as a Top Employer for the third consecutive year thanks to the significant talent programmes that were rolled out, improving retention, culture and driving an employee engagement score of 91%.

At the beginning of the COVID pandemic, Lyreco Central Europe (Czechia, Austria, Slovakia and Hungary) established an assistance programme for its employees, providing a 24/7 hotline for psychological counselling, which has received excellent feedback. To help reduce the stigma around mental health and raise awareness of the importance of mental health, Lyreco Central Europe has also introduced monthly webinars for its employees, and is encouraging senior leaders to talk openly about mental well-being. Lyreco Poland has implemented a similar programme.

Diversity and Inclusion

"We are embarking on a journey toward a more diverse and inclusive workplace."

Women compose 38% of our workforce worldwide. 30.5% of women are in manager positions and 32.3% in top executive positions.
We are proud of this approach, which is atypical in our industry, and recognise the importance of female leaders in the workplace.

In 2020, Lyreco UK and Ireland launched its Diversity, Inclusion & Belonging Scheme (DIBS) with the objective to improve the way they measure, grow, and support their diverse workforce.
The scheme focuses on six key areas: religion, disability, sexual orientation, gender, marital status, and ethnicity. The DIBS team comprises of representatives of each of these areas. They volunteer to serve as advocates and a resource group and ensure safe spaces and representation for all the people. This initiative has won The Boss Industry Awards in the category Diversity and Inclusion two years in a row.

Learn more on our British and Irish page

Acting locally and globally

Charity for Ukraine:
In 2022, Lyreco raised € 20,322 from employee, supplier and customer donations to help Ukraine. Through our NGO partner Care, these donations helped provide food, water, hygiene kits, cash and well-being support to vulnerable people in the country.

Micro business support programme:

Launched in 2022 by Lyreco UK and Ireland, the Lyreco Goodness Microbusiness Support Programme backs ambitious social enterprises and microbusinesses that align with Lyreco Sustainability and Environmental credentials and those that provide products and services in a similar field, namely PPE, hygiene, catering supplies, office furniture, IT and workplace technology, and general office supplies.

Learn more on our British and Irish page

Lyreco for education

in partnership with care

Developing education where it is most needed in the world

Since its creation 15 years ago, the Lyreco For Education programme raises funds to give children living in poor conditions in Bangladesh, Vietnam, Brazil, Togo, Madagascar, and Cambodia better access to education.

Each project has been developed in partnership with an international NGO focusing on children's education. Since 2014 we have been collaborating with CARE. Every three-year project is designed based on local particularities and needs and includes a specific action plan based on objectives that respond to local challenges.

For example, from January 2019 to December 2022, we raised € 1 million to directly support 11,000 children and teenagers enrolled in primary and secondary schools in North-Eastern Cambodia.

The Lyreco For Education programme also gives our employees and stakeholders the opportunity to engage in fund raising to promote equal education. This spirit of helping others is an important part of the Lyreco company culture.

Lyreco

Standing up against sexual harassment at school

When students experience sexual harassment at school, it can undermine their sense of personal dignity and safety, disrupt their education, and interfere with their ability to reach their full potential in life.

In early 2022, with support from Lyreco, the Gender-Based Violence and Prevention from Sexual Harassment, Exploitation and Abuse (PSHEA) training was delivered to 23 teachers and house parent-teachers in 12 lower secondary schools in the Ratanakiri province in Cambodia. The training highlighted how important it is for students to be aware of the effects of sexual harassment and have knowledge and access to tools and methods so that they can stand up for themselves and their peers.

In addition to the training programme, this initiative also helped the schools to organise the "16 days ending violence" campaign and an International Women's Day celebration aimed at promoting child protection from sexual harassment.

Student feedback on the programme was very positive with many commenting that it had helped them to better understand and manage this issue.

Strategy on Progress

Our ambition

In Lyreco, when we are talking about the Progress pillar, we are referring to our collaboration with our stakeholders, governance, and how we operate sustainably to achieve our goals. We have developed the following ambitions as part of our Great Impact sustainability strategy:

We actively listen to our customers and work with our suppliers to make progress.

We implement ethical frameworks in all our activities and ensure we work with partners sharing the same ambitions and concerns.

We communicate our experience of sustainable initiatives and best practices to all stakeholders (through Ecovadis, Carbon Disclosure Project, ISO 26000).

Progress

Our initiatives

As pioneers in our industry, we know that achieving positive, lasting change requires listening. Throughout our history, we have encouraged our people, our customers, and all our stakeholders to share their voice.

Before launching our new marketplace Sustainable by Lyreco, we launched a three-month test phase with 16 Italian customers. With the feedback we collected from them and the sellers through face-to-face meetings and surveys, we updated and improved the platform to successfully launch it to all our customers in Italy. As we roll out Sustainable by Lyreco to all our markets, we will continue to cooperate for impact.

GROUP SUPPLIER DAY 2022

GREATER. **SUSTAINABLY**. DELIVERED.

Every year, we hosts the Group Supplier Day to share Lyreco's perspectives and projects and to reward some of our suppliers. The evaluation is based on four criteria of equal importance: sustainability performance, logistics, competitiveness, and category management.

The suppliers that were recognised on 4th April 2022 are:

GREENSPEED
Best supplier in the **Life@work** category

CEP OFFICE SOLUTIONS
Best supplier in the **Office** category

ARMOR
Best supplier in the **Tech & Print** category

TESA
Best supplier in the **Industrial** category

As a prize, thanks to our partnership with Ecotree, trees were planted in their names.

Group Supplier webinar

In July 2022, we held a Group Supplier webinar which was attended by close to 300 suppliers, partners, and colleagues.

We shared the new structure of the Group Product and Service department and their mantra of 'co-creating reasons for customers to ONLY shop with Lyreco', inviting all our suppliers to join us in using our joint scale for good, and in continuing to deliver more GREAT, sustainable working days for the communities and the customers we so proudly serve together.

Making an impact

Our Sustainable Procurement Policy

The Sustainable Procurement Policy of Lyreco, inspired by the requirements of ISO 20400:2017, is a risk-based approach to ensuring the most ethical, sustainable, and responsible supply chains in our marketplace.

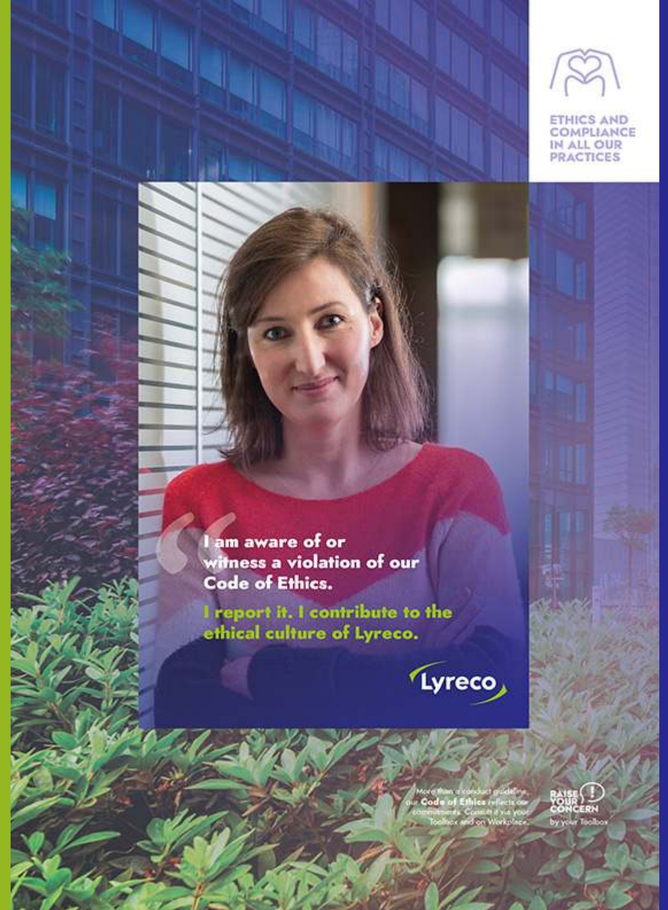
Through this policy, standing as a common global frame of reference for Lyreco spanning all our suppliers, we commit to the following for both direct and indirect purchases:

Selecting products and services with low carbon impact, reducing plastics in packaging, promoting recyclability, and having recognised certifications.

Working with suppliers having advanced social and societal practices such as their working conditions, safety, diversity and inclusion, and the most minimal environmental impact.

Working with suppliers that have market leading procurement practices focused on their ethics, their own risk management, and long-term plans to further advance their position.

It is through this focus that in conjunction with all our supplier partners, we can continue to ensure that 'every working day, is a GREAT working day, sustainably delivered, together'.



Our Code of Ethics

Our Code of Ethics sets a framework for conducting our business, both internally and externally, and is built upon the principles of integrity, neutrality, fair competition, equity, and compliance. In 2022, a dedicated employee e-learning module was rolled out in more countries and a communication campaign was launched to increase employee awareness.

Read our Code of Ethics

We expect our suppliers to respect the same ethical requirements that we do, and to conduct their activities in accordance with our Suppliers Code of Ethics, which was amended slightly in 2022 to integrate more animal welfare aspects.

Read our Suppliers Code of Ethics

In line with our legal duty with regards to the Sapin 2 Anti-Corruption law, we continued to implement and follow up on the eight measures and procedures that are required under the law:

1 · A code of conduct

2 · An internal warning device

3 · A mapping of corruption risks

4 · Third party assessment procedures

5 · Accounting control procedures

6 · Training of managers and staff

7 · A disciplinary system

8 · A control and evaluation mechanism

We continuously review our codes and practices to meet our high ethical standards. Our people are encouraged to report unethical behaviour through our internal alert tool "Raise your concern". Additionally, in 2022 we initiated an internal audit programme to assess the effectiveness of our Code of Ethics procedures.

Supplier audits

Since 2011, Lyreco audits its suppliers on social accountability, with environmental aspects being added in 2016. The supplier auditing programme covers Lyreco branded products manufactured in "risk countries" (*):

- Either sourced at the group or local level
- Either directly or indirectly imported

(*) Risk countries as identified by the international and well-known Business Social Compliance Initiative.

The audited areas focus on labour, health and safety, environment, management systems, ethics, and compliance with the law. Lyreco uses Sedex and BSCI as social compliance standards for auditing factories.

In line with its legal duty, in September 2022 Lyreco issued in its fifth Vigilance Plan in which all the indicators and status are outlined. In 2022, 93% of factories producing Lyreco branded products in risky countries were audited. The plans also include:

- The scope of the analysis and investigations (e.g., own branded group and common products, Intersafe Safety Business Unit, specific local activities such Branding Solution in Sweden or Asian Hub Flow, which is specific to Asian countries).
- The outcomes of the integration of companies acquired by Lyreco the previous years (i.e., Deskright in Singapore, Staples in six European markets and, Intersafe).

Meeting sustainability standards

In 2022, Lyreco as a group was awarded the Ecovadis Gold Medal, having achieved the same score as the previous year. We are maintaining our sustainability system and keeping our position in the top 2% of the companies in our sector, which is aligned to our efforts to be pioneers.

This is the second year we submitted information for the Carbon Disclosure Project (CDP), which is a voluntary action from Lyreco, ensuring transparency and tracking progress against sustainability ambitions.

ISO 14001:2015 and ISO 9001:2015
All countries are assessed and certified as meeting the requirements of ISO 14001:2015 and ISO 9001:2015.

ISO 45001:2018
Of our countries 35% are assessed and certified as meeting the requirements of ISO 45001:2018 on occupational health and safety management system.

ISO 26000:2021
Although Lyreco as a group is aligned to ISO 26000:2021, we have two subsidiaries, Lyreco Norway and Lyreco Sweden, that have been audited on their conformity by RISE Research Institute of Sweden.

ISO 27001:2013
A pioneer experience in information security has been carried out in the UK, which is the first country in our group to have been assessed and certified as meeting the requirement of ISO 27001:2013.

2022 Key performance indicators

PLANET

Sustainable offer

36% sales of Green Tree products and services

45% of countries with services of collection and recycling of used cartridges and toners

35% of countries with services of collection and recycling of batteries

35% of countries with services of collection and recycling of paper

Environment

48,444.07 MWh total energy consumption - Electricity and heating

32,684.29 MWh total renewable energy consumption - Electricity and heating

32% countries with solar panels

30,640 tonnes CO_2e GHG emissions from company operations (Scope 1 and 2 2022)

38 tonnes total weight of hazardous waste - E-waste and batteries

6,229 tonnes total weight of non-hazardous waste - Cardboard, coffee capsules, food waste, glass, paper, plastic, wood, mixed waste, and concrete

100% of countries ISO 14001:2015 certified on environmental management

4% of countries ISO 50001:2015 certified in energy management

PEOPLE

Employees training

13.8 hours of training per employee in 2022 (excluding Germany, Lyreco Management Amsterdam, and Gdansk)

5% absence rate

21.1% staff turnover

Voice of employees

72% of employees are proud to work for Lyreco

72% of countries with employee representatives or employee representative body

50% of countries with collective agreement

Health & Safety

99% of sites have an Employee Health and Safety Risk assessment

83% of countries with a Management Worker Health and Safety committee

32% of countries ISO 45001:2018 certified in occupational health and safety

4.0 lost time injury (LTI) frequency

0.7 lost time injury (LTI) severity

Diversity and Inclusion

38% of women employed in relation to the whole organisation

32.3% of women in top executive positions

30.5% of women in manager positions

Lyreco For Education

Since the beginning of the programme in 2008

3M€ raised

115,000 children enrolled

328 schools supported

498 teachers trained

60 school facilities

6 countries supported since 2008

PROGRESS

Ethics

82.2% of suppliers have signed the Supplier Code of Ethics

0 confirmed corruption incidents

1 confirmed information security incidents

Lyreco

A closing message from our sustainability director

At Lyreco, we are aware that taking action to contribute to the protection of our planet and people requires the commitment of everyone and we must act to drive progress in sustainability with our entire supply chain.

Each year, we improve our long-term involvement in sustainability aiming at strengthening our involvement toward more responsible practices and ensuring we work with partners who, at least, share our concerns and ambitions.

We are pioneers in our industry in many areas of our sustainable approach to development.

Starting from the environmental area where we are launching the Sustainable Selection by Lyreco, which is a new progressive assessment methodology. It is clearer and closer to our long-term sustainability strategy aiming at strengthening the current procurement process at Lyreco with more sustainable initiatives, actions and decision.

We launched the pioneering B2B marketplace Sustainable by Lyreco dedicated to products and services that contribute to the protection of the planet and its people, introducing it first in the Italian market. We are integrating this new approach across a changing environment which requires us to consider each aspect of the purchasing process, from logistics to payment, including more and more targeted solutions to fit our customers' needs.

Up to the Lyreco Pioneers programme, giving all Lyreco employees the opportunity to conceive innovative new products or services that will reduce Lyreco's impact on the environment and help customers make more sustainable choices.

Robert Daniluk · Group sustainability director

And his team: Pia Dubar, CO_2 Program manager | Luiza Medeiros De Lucena, Sustainability project manager | Alfonso Mendoza, Sustainability Product and Process specialist | Agnieszka Pochyluk, CO_2 specialist.

Discover the sustainablility team

The achievement of our sustainability ambitions is being brought to life by our great local Sustainability colleagues. Discover the team!

Edward An, L&D and QSS Manager - Lyreco Korea | Alex Ang, MIS & QSS Manager - Lyreco SIMA (Malaysia) | Simon Woo, Information System Manager - Lyreco SIMA (Singapore) | Michèle Brinkmann, Governance Manager - Lyreco Germany | Olaf Dubbert, Head of Operational Services IS, Quality, Sales - Lyreco Germany | Andrew Bryers, Head of Sustainability - Lyreco UK & Ireland | Chloe Andrews, Customer Sustainability Manager - Lyreco UK & Ireland | Diane Buggenhout, QSE Manager - Lyreco Benelux | Jose Duran, Project manager - Lyreco Benelux | Oscar Breure, Director Cat. Man. & Marketing - Intersafe | Aini Chong, Head of product sustainability - Lyreco Management | Marta Flores Pallares, QSS Manager - Lyreco Iberia | Maria del Mar Salinas Ramirez, Community Impact Project Manager - Lyreco Management | Tone Haugen-Flermoe, Sustainability & Communication Director - Lyreco Norway | Anette Gutterød, CSR coordinator - Lyreco Norway | Patricia Janetkova, QSS Manager - Lyreco Central Europe (Austria, Czech, Slovakia and Hungary) | Johanna Jigmo-Linde, Sustainability & Quality Director - Lyreco Sweden | Jere Jokinen, Sustainability & Quality Manager - Lyreco Finland | Karine Kaczmarczyk, QSS manager - Lyreco France | Maxime Nalepa, Sustainability project manager - Lyreco France | Gro Kardel, ESG Manager - Lyreco Denmark | Victor Sebastian Bjarnesen, Sustainability Advisor & Quality Coordinator - Lyreco Denmark | Ewa Marta Luszpianko, Business Service Director - Lyreco Italy | Valentina Zanni, Compliance & Sustainability manager - Lyreco Italy | Roberta Elhagh, Sustainability assistant - Lyreco Italy | Stephan Nueesch, QSS Manager - Lyreco Switzerland | Tina Kempf, Head of Sustainability management - Lyreco Switzerland | Andrew Wong, IS, E-business & QSS Manager - Lyreco Hong Kong | Tomasz Wozniakowski, Compliance & Sustainability Manager - Lyreco Poland.

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