



Corporate social responsibility 2023




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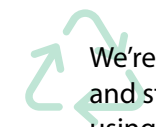
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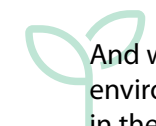
Introduction

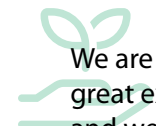
Viking cares passionately about what we do, how we do it and the impact this has on the communities around us, our people and our customers.

We demonstrate this passion through our key themes linked to the 6 principles in the RAJA Group Corporate Social Responsibility policy which forms the core of our corporate social responsibility ethos.

 We're passionate about people and put them at the heart of everything we do. That means supporting employees to live healthy lives, promoting well-being and creating inclusive, fairly paid working environments which support the communities to which we belong.

 We're passionate about sustainability and strive to create a positive impact by using sustainable resources, products and encouraging biodiversity.

 And we're passionate about the environment and climate – not just in the places we work, but the whole planet. That is why we are reducing our consumption and our footprint by investing in energy-saving measures and reducing our waste.

 We are also passionate about creating great experiences for our customers and we are proud to be able to support them on their own CSR journeys with sustainable products and services.

With a culture of continuous improvement there is always more to do in these areas.

But we are committed to listening to our people, our communities and our partners and will take action to raise our own standards and the standards of everyone we work with to deliver on our promises and make our world a better place.

Christa Furter
Managing Director
Viking Europe



RAJA Group Corporate Social Responsibility Policy

The RAJA Group, composed of 26 subsidiaries in 19 countries, has become the European leader in multi-channel distribution, packaging supplies and equipment, office supplies and furniture, handling and storage equipment and hygiene and maintenance products. The RAJA Group offers more than 250,000 products, delivered in 24 to 48 hours, of which more than 86% are manufactured in Europe and more than 97% of the suppliers are European. In this regard, it has the ambition to act on its European ecosystem to promote Corporate Social Responsibility among its employees/managers, its customers, its suppliers, its financial partners and in the voluntary sector.

Corporate Social Responsibility (CSR) is a strategic issue for the RAJA Group, as its President, Danièle Kapel-Marcovici affirms her commitment, that of the Executive Committee and that of the Board of Directors in this area:

"I have always considered that the role of the company is not only economic, but also social, environmental, and societal. It is with this conviction that I created the RAJA-Danièle Marcovici Foundation in 2006, with the ambition to defend women's rights, to fight against violence, to support education, social inclusion, the professional integration and financial independence of women in the world."

For this we commit to:

1. Fight global warming by decarbonizing our products and activities

- Working in partnership with our suppliers to continue decarbonizing the products we distribute
- By taking actions to measure and reduce CO₂ emissions from all our activities, e.g : storage and transport of goods, employee travel and digital activities
- By raising our employees' awareness through the implementation of an energy efficiency plan in the group
- By constantly monitoring products and technologies that emit less CO₂, to reference and disseminate them

2. Continue to develop products always more innovative and ecofriendly

- By working in partnership with our suppliers and in collaboration with our customers to propose more innovative and always more ecofriendly products
- By continuing to obtain numerous national and international awards rewarding our capacity for responsible innovation (distributed products and websites)
- By making our customers and suppliers aware of logistics solutions and services to reduce the impact of our products and services on the environment
- By monitoring innovations in CSR products and services: via media and specialized trade shows

3. Develop our responsible and ethical purchasing

(to better meet, among other things, the CSR expectations of our customers)

- By integrating CSR and ethical criteria into the listing, selection, and contracts with our suppliers
- By regularly evaluating the CSR and ethical practices of our suppliers
- By retaining the most responsible suppliers in our subsidiaries over the long term
- By regularly training our buyers in CSR
- By encouraging our suppliers, employees, and other stakeholders to meet our customers' CSR expectations
- Integrating responses to our customers' CSR expectations into the customer experience

4. Preserving the environment on our sites and in our activities

(in addition to fight against climate warming)

- By preventing and reducing the environmental impact of our various activities (managerial, operational and support functions), and by sharing best practices
- By reducing our consumption of fossil energy, water, and materials but also the production of waste, emissions of pollutants in the environment, noise and the artificialization of soils where possible and by encouraging renewable energies, waste recovery, increased product life and reuse

5. Acting on social and societal equity daily

- Acting daily to prevent and combat discrimination & harassment and ensure equity between women and men throughout their career
- Promoting quality of life and safety in the workplace by promoting social dialogue, and by training all employees to carry out their mission in optimal conditions
- Preventing occupational hazards and implementing actions to eliminate or reduce them
- Supporting and participating in the projects of the RAJA-Danièle Marcovici Foundation-Action for Women and participating directly in local unions/ associations in order to make our voice heard towards politics

6. Contribute to reach the sustainable development goals

- By acting daily to respect the 10 principles of the Global Compact to which RAJA subscribed in 2020
- By joining the CSR Europe network to be able to be pro-active and to act at the best on these objectives on a European scale
- By having the CSR approach of our European subsidiaries evaluated by an independent third party company
- By complying with European and national CSR requirements in the countries where we operate
- By placing ethics and anti-corruption at the heart of our business model
- Raising CSR awareness and training for our people and helping them achieve our ambitious goals

Danièle Kapel-Marcovici
RAJA Group President and CEO




Promotion of CSR initiatives

Membership to the United Nations Global Compact

Launched in 2000, the Global Compact is a United Nations initiative aimed at encouraging companies around the world to adopt a socially responsible attitude by committing to integrate and promote several principles relating to human rights, to international standards of work, the environment, and the fight against corruption.

By joining the United Nations Global Compact in 2020, RAJA is committed to promoting this international initiative and the 10 principles that flow from it:

Human rights

- Support and respect the protection of internationally proclaimed human rights
- Make sure that they are not complicit in human rights abuses

International standards of work

- Uphold the freedom of association and recognize the right to collective bargaining
- Contribute to the elimination of all forms of forced and compulsory labour
- Contribute to the effective abolition of child labour
- Contribute to the elimination of all discrimination in employment and occupation

Environment

- Support a precautionary approach to environmental challenges
- Undertake initiatives to promote greater environmental responsibility
- Encourage the development and diffusion of environmentally friendly technologies

Fight against corruption

- Work against corruption in all its forms, including extortion and bribery

The 10 principles of the United Nations Global Compact are derived from:

- The Universal Declaration of Human Rights
- The International Labour Organisation Declaration on Fundamental Principles and Rights at Work
- The Rio Declaration on Environment and Development
- The United Nations Convention against Corruption



CSR overview

We're an organisation centred on strong core values, championed by colleagues at every level.

For Viking, corporate social responsibility means taking care of **people**, the **environment**, the **products** we purchase, and the wider **community**; we commit to upholding the highest ethical, social, and environmental standards in the conduct of our business.



Our values



Integrity

We earn the trust and confidence of employees, customers, suppliers, and shareholders by being open, honest, and sincere in all that we do.



Innovation

With a culture of creativity and a thirst for intelligent risk-taking, we aspire to do what has never been done.



Accountability

We are responsible for achieving and sustaining unprecedented results that create extraordinary value for our shareholders and stakeholders through personal commitment, sensible thrift, collaboration, and shared leadership.



Teamwork

We subordinate our personal needs or agendas for the greater benefit of our team.



Respect

We treat others the way we want to be treated.



Our targets

By 2025, we're committed to:

€150,000

We will **DOUBLE** our charitable giving against our current levels and broaden fundraising across our European business.

3,000 hours

This is how much of our time will be dedicated to volunteering in our communities across Europe.

Double the amount

of **sustainable product sales** we offer from 20% to 40% of our stock.

40% reduction

in **our carbon** emissions versus our 2019 reported emissions.

These four goals are inspired by the United Nations' 17 sustainable development goals.

Goal 3:

Good Health & Well-being

Vaccinate your family to protect them and improve public health.

Goal 4:

Quality Education

Help children in your community to read.

Goal 8

Decent Work and Economic Growth

Buy from green companies that are equal opportunities employers.

Goal 12

Responsible Production & Consumption

Ensure sustainable consumption and production patterns.

Goal 13

Climate Action

Take urgent action to combat climate change and its impacts.

Goal 15

Life on Land

Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss.

How will we achieve them?

We will:

- Promote quality of life and safety in the workplace by promoting social dialogue, and by training all employees to carry out their mission in optimal conditions.
- Coordinate a Europe-wide approach to charitable giving and donate surplus stock to charitable causes.
- Seek to add donation facilities for customers when they make purchases on our Viking websites.
- Launch the ability for our contract customers to give a percentage of revenue to a charitable fund.
- Improve the measurement and recording of our voluntary activity.
- Support each employee to donate three hours per year to a cause.
- Review our existing sustainable product mix and focus on product categories where we can make the biggest improvements.
- Source renewable electricity.
- Install electric charge points.
- Work with landlords to install solar panels at our warehouse sites.
- Convert all site lighting to LED.
- Motion detectors for warehouse lighting and HVAC.
- Full electric MHE fleet.
- Procure consumable supplies from local suppliers.
- Replace centralised hot water tank with a packaged air source heat pump tank.
- Optimise control system and PIR settings, together with operating hours.
- Installation of air curtains.
- Installation of a co-generation heat and power plant.



People

Health, Safety, and Well-being

Our number one goal is that everyone leaves their place of work free from harm every day. We are committed to a safe and healthy workplace being a fundamental right.

Our Safety Management System is certified and regularly audited for compliance to ISO 45001. In order to be successful in certification to ISO45001, it has to be evidenced that health and safety has a strong presence amongst leaders at both board and management level, as well as the consultation and participation of all employees.

Safety within the business is a focus for all. Compliance Representatives have opened up cross function communication with distribution centres and office-based colleagues. In addition to involving each other, they actively speak with colleagues to determine the level of awareness on various safety topics to create projects to educate any gaps in knowledge, thereby making it a truly reflective agenda on the current state of play.

Our contractors are also vetted on their safety and competence in working practices before approval to attend site. Insurances and a RAMS (Risk Assessment and Method Statement) must be signed off and approved before any work commences on site.

All colleagues are encouraged to speak openly with regards to health and safety, and concerns, feedback, or ideas are all welcome to create the safest workplace possible.

Health and safety in the UK and IE is led by the Health and Safety Manager, supported by the Logistics Director UKIE and Managing Director Viking UK & Ireland. The department is committed to driving a positive health and safety culture at Viking and has, within the last two years, raised the safety profile within the organisation, encouraging all employees to be a part of the continuous improvement of health and safety within the workplace.

The UKIE business is a member of the Parcel Carriers Safety Association (PSCA) and the British Safety Council (BSC), providing a forum to increase knowledge and raise awareness on any changes to legislation that may affect our organisation.

In 2022, Viking Office UK Limited became members of RoSPA (Royal Society for Prevention of Accidents) and in 2023, were awarded a Silver Award for their Safety Management on their first submission. The RoSPA Health and Safety Awards is the largest occupational health and safety awards programme in the UK. For over 65 years, the Awards have almost 2,000 entries every year, covering nearly 50 countries and a reach of over seven million employees. The programme recognises organisations' commitment to continuous improvement in the prevention of accidents and ill health at work, looking at entrants' overarching health and safety management systems, including practices such as leadership and workforce involvement.



People policies

We are dedicated to supporting both our colleagues and the communities in which we operate. This dedication is highlighted through a number of policies and recognised in our Silver accreditation from Investors in People.

Equality

We are committed to being a fair and ethical employer. With our Equality Policy, we ensure a working environment where:

- Every colleague, customer, supplier, and guest is free from any form of discrimination.
- We recruit, develop, promote, and reward on merit.

- We promote a diverse workforce, which reflects the communities we operate in.
- Colleagues can achieve the right balance between home and work life.

Harassment and bullying are not tolerated.



Equal opportunities

As an equal opportunities employer, we support our colleagues with issues such as equality, discrimination, bullying, victimisation, or harassment. There are several steps we use to promote and clarify our discrimination policy with colleagues.

- Our Code of Ethical Behaviour handbook
- Code of Ethics within the colleague induction programme
- A hotline for reporting violations
- Training and development through our internal Learning and Development team

Modern slavery

We are compliant with the UK Modern Slavery Act 2015.

This compliance extends to our supplier network. Our supplier guiding principles lead our business partners within the manufacturing, assembly, and distribution operations.

We only work with reputable suppliers and manufacturers who source through fair and honest dealings, and the correct working conditions.

We further manage compliance through a monitoring system which measures the progress and achievements of our vendor compliance policies and programs.

Diversity and Inclusion

We want to ensure that colleagues achieve a good work life balance. No one should have to worry about trading between their caring obligations and their job requirements and we accommodate flexible working arrangements wherever possible.

This includes:

- Maternity, paternity, and adoption leave
- Parental leave to spend time with young children
- Career breaks
- Flexible working



We are Investors in People

Viking has been re-awarded a Silver accreditation from Investors in People, demonstrating our commitment to the welfare, rights, and continuous improvement of our employees.

Our in-house Learning and Development team supports all the individual personal and development needs and promotes a catalogue of scheduled training courses.



Labour & Human Rights KPIs

KPI Description	UK	DE	NL	AU	BE	CH	IE	RO
Number of employees	365	250	515	57	3	1	2	324
Number of operational facilities certified to ISO 45001 social or human rights management standards	1	1	0	0				0
Number of operational facilities complying with the Global Compact or another standard relating to the management of social or human rights	3	1	1	1				1
Percentage of employees with health cover	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Percentage of employees holding shares in the company	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Percentage of part-time employees at the end of the year	12.30%	22.80%	27.60%	52.60%	0.00%	0.00%	0.00%	13.60%
Number of part-time employees	45	57	142	30	0	0	0	44
Number of part-time contracts refused	0	0	0	0	0	0	0	0
The percentage of employees benefiting from remote work compared to the number of jobs that can be done remotely	100.00%	0.00%	72.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Percentage of employees benefiting from a profit-sharing scheme-100%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Proportion of total workforce at all sites covered by formal collective agreements on working conditions	100.00%	100.00%	100.00%	100.00%	100.00%	0.00%	100.00%	100.00%
Number of confirmed diversity and inclusion incidents	0	0	0	0	0	0	0	0
Percentage of employees trained/aware of diversity and inclusion issues	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Percentage of disabled employees	1%	18.40%	1.00%	1.80%	0.00%	0.00%	0.00%	0.00%
Percentage of disabled employees in positions of responsibility ***	0.00%	25.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Percentage of employees aged 50 or over	42.50%	51.60%	25.40%	17.50%	66.70%	0.00%	50.00%	0.30%
Percentage of employees aged 25 or under	0.80%	6.00%	6.40%	21.10%	0.00%	0.00%	0.00%	32.70%
Percentage of women in the workforce	40.30%	44.40%	54.60%	86.00%	33.30%	0.00%	100.00%	84.30%
Percentage of women in management teams**	33.30%	12.50%	31.00%	33.30%	100.00%	0.00%	0.00%	75.00%
Percentage of employees benefiting from an individual performance review and personalised career plan	81.00%	97.00%	94.00%	96.00%	100.00%	0.00%	100.00%	97.00%
Budget allocated to training	€ 85.000	€ 40.000	€ 63.000	€ 5.500	0	0	0	€ 42.000

KPI Description	UK	DE	NL	AU	BE	CH	IE	RO
Number of employees	365	250	515	57	3	1	2	324
Percentage of payroll allocated to training	0.50%	0.50%	0.30%	0.30%	0.00%	0.00%	0.00%	0.90%
Number of courses available	1586	1585	1587	1587	1585	1585	1585	1627
"Number of salary promotions **** excluding new hires"	185	179	515	48****	3	0	0	242****
Percentage of executives*	0.80%	0.40%	1.20%	0.00%	0.00%	0.00%	0.00%	0.00%
Percentage of non-executives	99.20%	99.60%	98.80%	100.00%	100.00%	100.00%	100.00%	100.00%
Percentage executive Women*	0.00%	0.00%	50.00%					
Percentage executive Men*	100.00%	100.00%	50.00%					
Number of employees trained	365	250	515	57	3	1	2	324
Percentage of employees trained	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Total number of hours of training provided	604	95	4337	44	17	1	1	8096
Average number of training hours per non-executive employee	2	0,4	8	1	6	1	1	25
Percentage of total workforce at all sites who have received career-related or skills development training	25.50%	3.20%	38.60%	8.80%	100.00%	0.00%	0.00%	76.20%
Percentage of total workforce in all locations who have received periodic appraisal and career development interviews	81.00%	97.00%	94.00%	96.00%	100.00%	0.00%	100.00%	97.00%
Number of accidents at work	23	7	0	0	0	0	0	0
Number of accidents at work with lost time > 24h	4	7	0	0	0	0	0	0
Number of employees trained/aware of health and safety issues	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
"Frequency rate of accidents at work. Lost-time accident severity rate for employees -> (total number of days lost due to accidents at work) x 1,000 / total number of hours worked"	6.01	2,97	0	0	0	0	0	0
"Severity rate of accidents at work Lost-time accident frequency for employees -> (total number of lost-time accidents) x 1,000,000 / total number of hours worked throughout the company"	57.48	104	0	0	0	0	0	0
Percentage of operational sites for which an occupational health and safety risk assessment has been carried out	100.00%	100.00%	100.00%	100.00%				100.00%
Number of employees who benefited from the "staff referrals" bonus	2	1	6	1	0	0	0	22
Percentage of employees who have benefited from the "staff referrals" bonus	0,50%	0,40%	1.16%	0,50%	0	0	0	7,75%
Percentage of employees that can participate in Employee Assistance Programm	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	

* Executives = Viking European Management Team

** Management Team = any manager who has at least 1 direct report

*** Anybody who has at least 1 direct report

**** excludes new hires

***** 20 representatives across 3 sites

Your Business Partner in Europe



The RAJA Group, the European leader in B2B e-commerce, offers you the widest choice for your business needs.

Find out more on vikingoffice.eu and RAJA-group.com



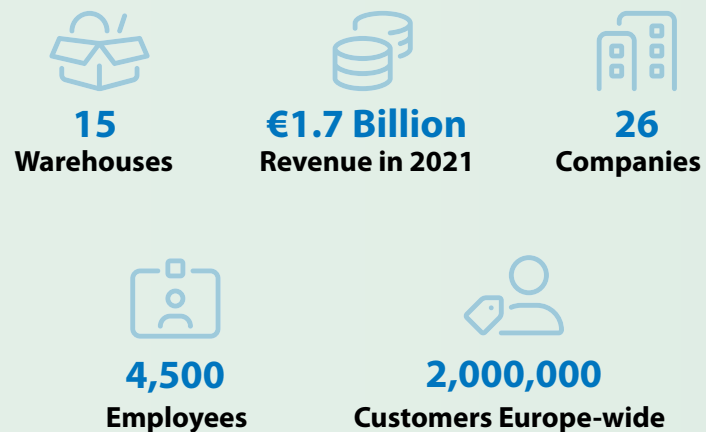
- RAJA
- Viking
- JPG
- MONDOFFICE
- Kalamazoo
- UDOBAR
- Welcome Office
- bernard
- morplan
- cenpac



Since it was founded in 1954, the RAJA Group has grown ambitiously in the service of its customers, and has established itself as the leader in the distribution of supplies and equipment to businesses in Europe.

We are firm in our ambition to be a "one-stop-shop" for European companies: a single professional contact for all packaging, office supplies and industrial equipment needs.

Danièle Kapel-Marcovici
Danièle Kapel-Marcovici
 President of the RAJA Group



Standing together, made simple!



The RAJA-Danièle Marcovici Foundation, a solidarity-based approach to fight injustice against women.

Founded in 2006 by Danièle Kapel-Marcovici, President of the RAJA Group, the RAJA-Danièle Marcovici Foundation works towards improving living conditions of women throughout the world. The Foundation supports associations that defend women's rights and strengthens the essential role women play in four key areas:



Fight against violence, defending women's rights



Women's education and leadership



Training, professional development and financial independence



Role of women in the protection of the environment and the fight against climate change

Our Corporate Social Responsibility

People, sustainability, climate – these are not just words for us.



DEKRA Certified
 ✓ ISO 9001
 ✓ ISO 14001
 ✓ ISO 45001

All our operational sites are independently certified by DEKRA, to international management systems standards ISO9001, ISO14001 and ISO45001 for quality assurance, environment and health and safety as part of our integrated management system. This is supported by a programme of targeted and monitored initiatives and a culture of continuous improvement.



Community & charity

We are passionate about community and charity work and support both national and local projects every year.

We have dedicated Community & Charity Committees across Europe, each dedicated to a specific region. Each year, employees can vote in a national “chosen charity” to support over the next 12 months.

Not only that, we are taking part in fundraising activities, from cake sales to marathons.

The Well-Being Programme is driven by a team of dedicated volunteers who are Viking employees. Their responsibility is to organise and execute projects in alignment with its Mission and Vision.

Mission

Our mission is to empower Viking employees to improve and maintain their well-being through diverse, sustainable choices and to create a culture of wellness in our community. We understand that well-being is deeply personal, therefore we offer a wide array of choices through targeted initiatives that aim to enhance employee satisfaction, foster a healthy work-life balance, and reduce stress.

Vision

Through constant events centred around Corporate and Environmental Responsibility, Mind & Body, and Entertainment/Fun, it is our vision to create a work environment that promotes and sustains the well-being of our employees and of our community.



Our community initiatives across Europe

Employees volunteer to take part in these activities, and are allocated time away from their work to be involved. Not only does this benefit the charities and local causes, it's also great for the individuals, often learning new skills, growing in confidence, and getting the feel-good-factor for giving something back!

Shoe box of Joy

Objective

The initiative “Shoe Box of Joy” is designed to spread warmth and happiness during the festive season by providing Christmas presents to 192 children facing challenging circumstances, including orphans and Ukrainian refugees in Cluj. This is an annual recurrent activity, very close to our hearts.

Each employee is given the opportunity to select a child from a list and curate a personalized Christmas gift, considering the child's expressed wishes, often communicated through letters to Santa, copies of which are received by our Well Being team.



Charity football tournament for Loros

Viking colleagues took part in a charity football tournament supporting a local hospice centre in Leicester. They deliver free high-quality, compassionate care and support to terminally ill patients, their family, and caregivers, and is tailored to each individual's circumstances.

Greenhouse gas management

Greenhouse gases

At Viking, we have been calculating our greenhouse gas footprint for many years in order to monitor and reduce our carbon emissions. With an engaged calculation and evaluation of GHG data, the way forward and goal is clear. We have to reduce our usage of fossil energy by:

- reducing the energy usage
- being more efficient per output
- using alternative and renewable energy, as well as
- working with our upstream and downstream partners on the journey for more GHG transparency and lower GHG emissions.

Energy Consumption & GHGs	UKIE*			BNL-DACH**			RO**
	2022	2021	2020	2022	2021	2020	2022
Scope 1	392	900	1238	675	1160	1145	33
Scope 2 (market-based)	0	3	201				
Scope 2 (location-based)	858	1337	1821	1559	1736	1902	107
Scope 3	3039	5018	5661	5012	4426	5185	14
Total CO2e Tonnes	3431	5921	7100	7245	7322	8232	154
	1)	2)	2)	3)	4)	4)	5)

Caveats:
 1) Homeworking excluded in 2022. 2) Includes homeworking, gas, electricity, waste, and water. 3) 552t travel and 4460t distribution, No compensation taken into account. 4) Excluding travel, No compensation taken into account. 5) Administration location without logistic operation.
 *2020 and 2021 UKIE GHG footprints ISO 14064-1:2006 by SGS. 2022 UKIE footprint is part of the RAJA Group footprint consolidated by GCI.
 ** 2022 BNL-DACH and RO footprints are part of the RAJA Group footprint consolidated by GCI.

Carbon neutral deliveries

Since 2014 in BNL-DACH and 2020 in the UK and Ireland, we have purchased carbon offset certificates to compensate the emissions created by the transport of goods from our warehouses to customers. This enables us to provide carbon neutral deliveries to our customers. This initiative continues with investment in projects supporting wind energy in Namibia, afforestation in Uruguay, and safe water access in Uganda. While focusing on climate change, our projects also generate multiple economic and health co-benefits, associated with the United Nations Sustainable Development Goals.

Wind energy in Namibia

60% of Namibia's national electricity is imported, mainly from fossil fuel plants. The domestic supply is almost entirely reliant on hydropower. As Namibia is largely desert land, this makes the country vulnerable to external shocks like drought and import tariffs. The project is located in the Karas region, which is an area with some of the highest wind speeds. The project will install 5 wind turbines. Once installed, the turbines will deliver 36,700 MWh of clean electricity. Based on average annual consumption, the project will sustainably meet the electricity needs of just under 23,000 Namibians every year.



Forest plantation in Uruguay

Uruguay's economy is based primarily on the use of natural resources, with 86.6% of the total surface area being used for agriculture, livestock, and forestry. According to the World Conservation Monitoring Centre, Uruguay has 659 known species of amphibians, birds, mammals, and reptiles, of which 2.3% are endemic and 5.6% are threatened. This afforestation project is located in the Cerro Chato/Valentines and Regis/Garao regions of Uruguay. This is a livestock-forest-environmental project, and its main activity is to establish a forest for obtaining high-value timber products and for sequestering carbon dioxide from the atmosphere. The forest comprises a total of 21,298 ha of land, which was previously used for grazing for more than 50 years. The project will mainly plant Eucalyptus trees over a 5 year period.



Clean drinking water in Uganda

Over 20 million people in Uganda do not have access to clean drinking water, which has negative health, social, economic, and ecological impacts. Health issues include malnutrition and lung infections, with water-borne diarrheal disease being the leading cause of death for children under the age of five. The issue is compounded as boiling contaminated drinking water and buying bottled water is expensive. Boiling water has also led to increased deforestation as the fuel usually comes from primarily non-sustainably harvested wood. Furthermore, it increases CO₂ emissions and indoor air pollution. The focus of the project is to support around 200 local communities, schools, and refugee camps throughout Uganda with safe access to clean drinking water through the distribution of locally manufactured ceramic water filters. The filters reliably remove microbes and pathogens from contaminated water so that it no longer needs to be boiled.



Consolidating supply

We work with our customers to identify opportunities to consolidate orders, which leads to fewer deliveries and lower CO₂ emissions. This consolidation can take a number of shapes and can be as simple as bundling existing orders into fewer, larger deliveries or putting in a minimum order threshold to prevent lots of small orders.

stop shop solution', allowing customers to consolidate the supply of office products, IT consumables, furniture, print, janitorial supplies, and thousands of other business products. This brings with it benefits beyond a reduced carbon footprint through fewer deliveries, as it also reduces administration time and costs (fewer suppliers to deal with) and can also lead to product cost reductions through bulk order discounts.

Through the breadth of our business offering, we can also become a 'one-

Packaging reduction

Filling boxes

We have introduced several initiatives to help the environment. Filling boxes is a very simple method that allows us to use less packaging and customers to use less space. It allows for more space in our vehicles, reducing the number of journeys and vehicle emissions.

To maximise box fill, we have:

- Developed a wider range of carton sizes, increasing the box fill rate.
- Increased the products allocated to post bags, thereby using fewer cartons each day.

- Adapted supply chain systems to consolidate customer orders automatically for picking and delivery and reducing on-road mileage.
- Full case reduction which consolidates two streams of pick pack into a single carton.
- Optimised carton percentage fill to reduce carton usage.

Recycled post bags

We use post bags that are made with at least 92% recycled plastic and 'peelable' labels to improve levels of re-use and recycling when products are too small for cardboard boxes.

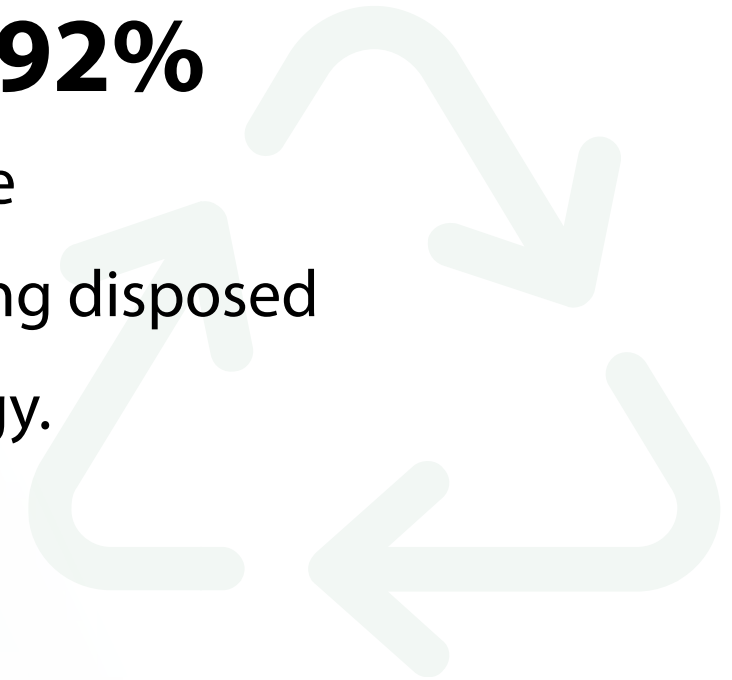


Transit packaging

All our products come in different sizes, therefore so do all our boxes – which are either Forest Stewardship Council (FSC) certified fibre or recycled cardboard. Our warehouses use sophisticated Savoye Jivaro lidding machines to ensure boxes are cut down to the correct size for the products packed inside it, eliminating additional filling materials and reducing the empty space in shipping boxes.

Waste management

In 2022, we recycled **92%** of our waste, with the remaining **8%** being disposed of via waste-to-energy.



We send **zero** waste to landfills.

Viking's Own Brand assortment

High quality should not cost a fortune

For more than 30 years, our Own Brands have been the **go-to choice** for our customers seeking a **wide selection of office essentials**.

To make life easier, we are happy to announce that we are **simplifying our Own Brand portfolio**. Our customers can now find their familiar and valued products under the following three main brands: **Viking**®, **RAJA**, and **Realspace**®.



Viking®

A straightforward offer, which consists of three main brands: Viking, RAJA, and Realspace

Viking®

The Viking® brand offers our business customers a wide range of everyday, trustworthy, workplace products to support their daily operations. Responsibly and sustainably sourced from certified suppliers, our business customers can trust Viking® brand products. It offers customers a wide choice of products comparable to the leading brands, but at a lower price point, providing them more value for money.

RAJA

The RAJA brand helps our customer in optimising their logistics with a wide selection of warehousing and packaging solutions. A genuine seal of quality and creativity, the RAJA trademark offers high-quality products that are sustainably sourced, paying attention to the country of origin and method of production.

realspace®

The Realspace® brand offers our business customers a range of workspace products that will enable them to create a healthy, welcoming working environment. The Realspace® brand offers 3-year, quality guaranteed products delivered within 48 hours. Designed to compete with the equivalent brand leading products, the Realspace® assortment offers more functionality, design, or quality per price band, offering business customers great value workspace solutions.

RAJA



realspace®

Own Brand responsibility

Elevating impact through our Own Brand. Our commitment to CSR is centred around our three focus areas:

- Social Compliance
- Safety and Quality
- Plastic Reduction



Our targets



Social Compliance

Our dedication to social compliance is not just a commitment; it's our way of creating a positive impact and upholding the values we hold dear.

We currently audit 69% of our in-scope suppliers. Our target is to increase this to 75% by the end of 2024. 86% of our Own Brand Suppliers have signed up to our Supplier Code of Conduct. We aim to reach 95% by the end of 2024.



Safety and Quality

We are winning the trust of our customers in our brands by delivering on a promise that exceeds their expectations through reliable and safe products.



Plastic Reduction

We are reducing products with plastic packaging as a part of our rebranding project. We are also working to gather more data on plastics in products in order to set more improvement targets.

Plastic reduction

In our commitment to reduce plastic in our Own Brand products, Viking is actively engaged in the assessment phase to establish clear, measurable Key Performance Indicators (KPIs) for the future. While we work on these targets, our team is proactively taking steps to minimise plastic use, with a specific focus on reducing plastic packaging.

As an integral aspect of our ongoing rebranding project, we have taken decisive steps to reduce plastic packaging. Many items that were previously packaged in plastic have been transitioned to more sustainable carton boxes.

Key objectives

In our continuous pursuit of sustainability, data collection is a paramount challenge we address.

Our current efforts concentrate on two key objectives: first, identifying the percentage of products still using plastic packaging and their potential for removal; second, collecting data on the types of plastics in our products to eliminate the most harmful variants.

We have recently directed our attention to specific product categories, successfully reducing plastic from their packaging. These include writing instruments, toner cartridges, and general office supplies.



Social compliance

Social compliance: making it fair for everyone

When it comes to our Own Brand range of goods, our responsibility extends further to ensure our company values are upheld in our supply chain.

We systematically conduct a variety of internal and independent audits to certify that our set of high standards are met. This guarantees that when a customer receives the final article, they can be sure that the parties involved in its delivery were treated with respect.

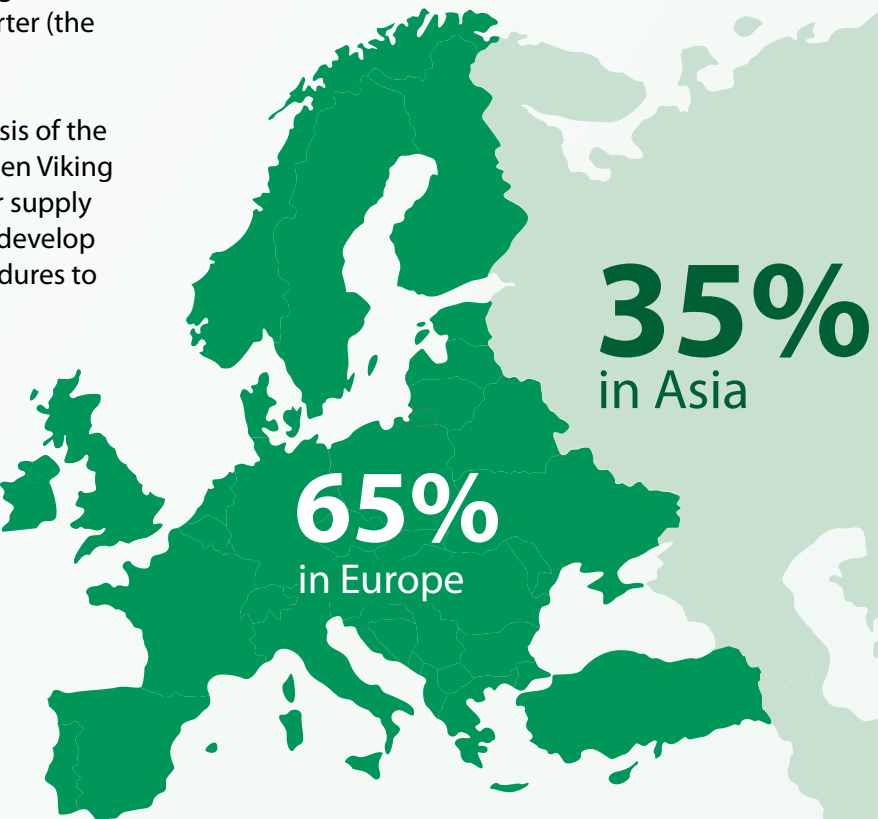
Master Purchase Agreement and the RAJA Charter

We expect our supply partners to adopt responsible labour practices and management systems to meet and exceed the principles set out in our Master Purchase Agreement and RAJA Group's Responsible Purchasing and Sustainable Development Charter (the RAJA Charter).

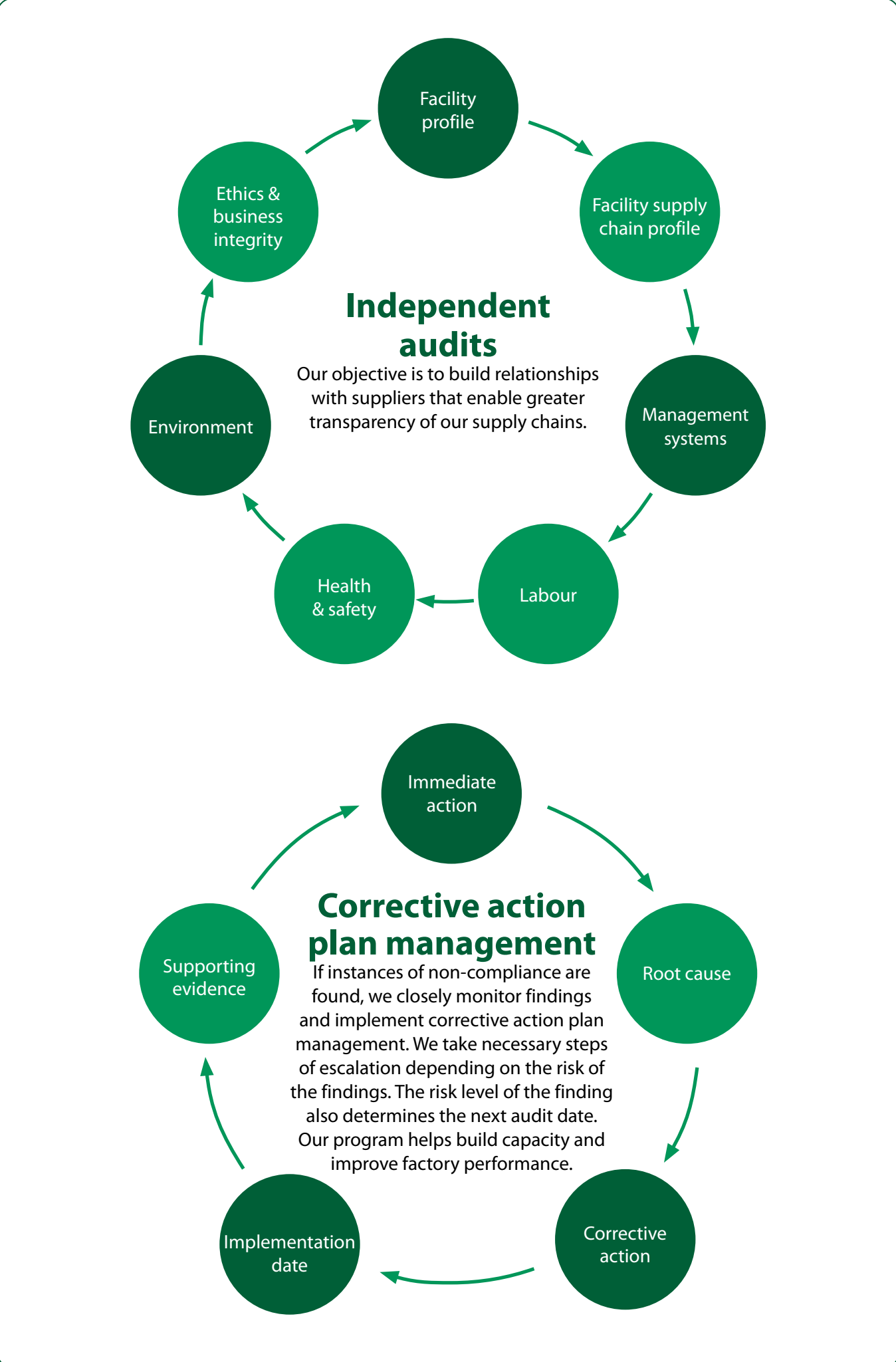
The RAJA Charter forms the basis of the contractual agreements between Viking and its vendors. We require our supply network to have in place or to develop and apply the necessary procedures to

fulfil the RAJA Charter's Supplier Code of Conduct expectations across three core dimensions: Economic, Social and Environmental. The Social Dimension requires suppliers to promote the Respect for Human Rights and International Labour Organisation (ILO) Conventions in key areas, including:

- Elimination of forced and compulsory labour
- Abolition of child labour
- Protection of health and safety at work
- Compliance with all applicable laws regarding wages, benefits and working hours
- Elimination of discrimination and fair treatment in the workplace
- Freedom of association and the right to collective bargaining



Our Own Brand products are sourced through a combination of:



Own Brand ink & toner

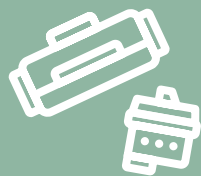
Long-standing commitment of Viking to the environment is guided by the Company's environmental ethos to be, buy, sell, and tell.

Viking toner cartridges reflect our commitment to minimise any negative environmental impact generated from our own activities and products.

Start printing with our green solutions to make a positive environmental impact



8 million tonnes of plastic end up in our oceans each year.



More than 400 million empty ink and toner cartridges are thrown away every year – that's 1 million cartridges per day or 11 cartridges per second. The majority of these end up in landfills, which are the biggest contributor to soil pollution. A cartridge that ends up in landfill can take up to 1,000 years to decompose.



All plastic is made from oil
Oil is a non-renewable resource. Recycling your printer cartridges will save 42 million litres of oil in just seven months.



Reusing cartridges saves an average of over 0.9 kg of metal and plastic waste from being deposited in landfills.

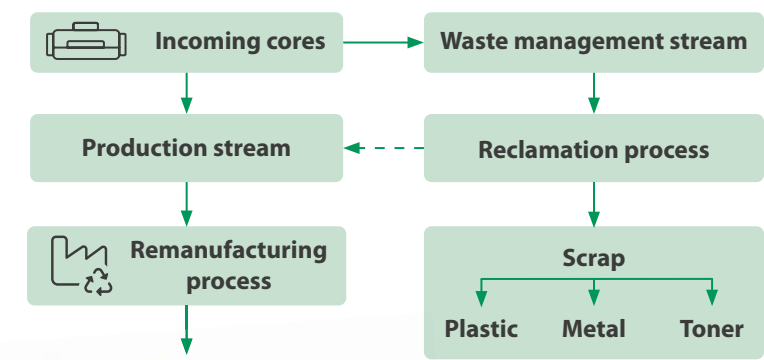
Viking toner cartridges play an important role in our environmental strategy:

- Viking toner cartridges are remanufactured. This means that they have been given a second life. As a result, the use of natural resources (such as oil) and new materials has been minimised. In addition, waste production has been limited and recycling increased.
- Viking toner cartridges use 79% less new materials than the brand equivalent. Viking takes sustainability very seriously. We don't just look at our own operations – we work together with partners, suppliers and customers to ensure that our entire supply chain operates as sustainably as possible.
- Viking offers an empty cartridge return program to recycle your empty toner cartridges.
- Our toner cartridges are packed in 100% recyclable boxes.

Waste hierarchy



Production of a green cartridge



- 100% remanufactured, therefore inherently environmentally sustainable
- Engineered to perform equal to or better than brands
- 100% IP compliant
- Covered by a 3 year warranty



Safety and quality

We ensure conformity to relevant quality, safety, and regulatory requirements, while also ensuring expectations – whether implied by customers or stated in merchandising specifications – have been met and documented.

We are winning the trust of our customers in our brands by delivering on a promise that exceeds their expectations through reliable and safe products.

Quality assurance seal

Once a product passes product testing, it receives a 100% Quality Assured icon. All Own Brand products with a 100% Quality Assured icon have been quality assured through either an independent third party laboratory test, or internal testing. This is dependent on the complexity, risk of the product, attribute, member state, or European requirements.



Own Brand paper range

Green is not just a colour

Viking offers a complete range of office paper in a wide variety of sizes, colours and formats. Viking papers cater to various printing and copying needs, whether for everyday use or for producing high-quality brochures and documents.

All our Viking core range papers are certified.



The environmental



80 gsm

500 sheets

Recycled

choice!



Vendors

At Viking, we are committed to working with hundreds of vendors to deliver sustainable products, services and expertise our customers need to grow their business.

We have a diverse portfolio of vendors offering over 8,000 products spanning across multiple categories.

The following pages showcase just a few great examples of sustainable products from our vendor assortment.

Environmental & social product attributes

Before publishing the environmental or social attribute of a product, the claim is assessed against strict criteria by independent consultants Newleaf Sustainability Practice.

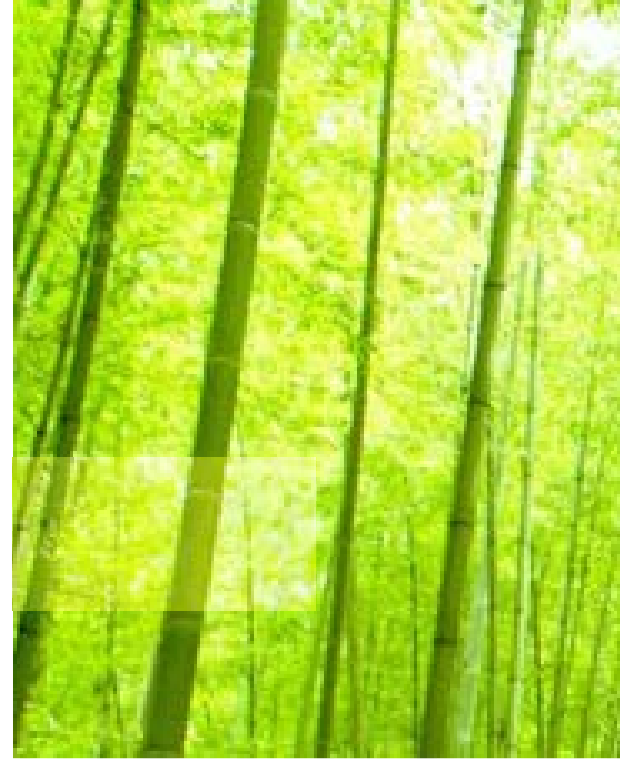
In 2020, we published our commitment to double the amount of products with claims in our assortment from 20% to 40% (% of sales of core lines). In 2022, we increased the sales share to 24%, and in 2023 we continued to increase it to 29.3%.

Look out for the following claims in our catalogues and online



Our categories





STRONG SMART SUSTAINABLE

Lexmark product lifecycle supports the circular economy.

**Better for the environment.
Better for you.**

Lexmark products are designed to have minimal effects on the environment throughout the entire product lifecycle and supports the circular economy via design, manufacturing, distribution and end-of-life programmes.



Better for the environment

Lexmark products not only last longer, but also involve fewer deliveries to customer locations and require fewer interventions on the devices—all contributing to the circular economy.

Better for you

You can refresh devices less often and help saving on energy needed to produce and transport devices as well as reducing the number of raw materials used.

[Learn more](#)



PRODUCED
IN PORTUGAL BY
THE NAVIGATOR
COMPANY

WE GO EASY ON THE PLANET

Going green is aligning economic activities with sustainability. That is, to produce more with less, to increase productivity and reduce waste. To be eco-friendly and eco-efficient.

DISCOVERY™
Eco-efficient Paper

OUR FOREST AND PRODUCTS MITIGATE THE GREENHOUSE EFFECT

- > They stock the equivalent to **6,1M tonnes of CO₂ /year** => emissions of 1,7M car trips around the world.
- > The ***Eucalyptus globulus* tree's photosynthesis is especially efficient.** It captures CO₂ and releases oxygen all year round.

DISCOVERY IS A LIGHTWEIGHT PAPER. IT NATURALLY USES LESS RESOURCES

- > It causes up to 12% less waste (70 g.m⁻² reams vs regular 80 g.m⁻²).
- > It will save fuel, as Discovery represents up to 12% less weight to transport.
- > It uses ***Eucalyptus globulus*** dense fibres, which allow us to use 40% less wood than pine to produce the same amount of paper.



IN A NEW WORLD, SUSTAINABILITY DOESN'T COMPROMISE PERFORMANCE





Perfect for office work: tesa® ecoLogo products

ecoLogo® Packaging Tapes

tesapack® Eco & Ultra Strong

- Backing material made of 70% post-consumer-recycled PET bottles
- Solvent-free
- Core made of 100% cardboard
- Can be disposed with the carton without endangering the cardboard recycling process (INGEDE-Method 12)



tesapack® Paper Standard / Strong / Ultra Strong

- Up to 60% bio-based materials
- Paper from certified sustainable sources
- Core made of 100% cardboard
- tesa® Paper Ultra Strong with fiberglass reinforced kraft paper
- Can be disposed with the carton without endangering the cardboard recycling process (INGEDE-Method 12)



ecoLogo® Office film

tesafilm® Eco & Crystal

- 90% Recycled content: UL2809 certified (ECVP Environmental Claim Validation Procedure)
- Solvent-free
- Core made of 100% recycled plastic
- Packaging: up to 100% recycled cardboard
- Can be disposed with the carton without endangering the cardboard recycling process (INGEDE-Method 12)



ecoLogo® Glue Roller

tesa® Roller Permanent Gluing and Correction

- Solvent-free
- Housing: 100% recycled plastic
- Refill: 61% recycled plastic (without tape)
- Packaging: 80% recycled cardboard



Let's stick together in a more sustainable way!

Choosing tesa means you get high-quality adhesive power as well as more sustainable solutions. For your Office and your home.

Look out for the tesa® ecoLogo – 13 years of commitment to more sustainability

- Eco-sourced raw materials
- Solvent-free coating process
- Resource-friendly production
- Packaging made from bio-based or recycled material
- Non-toxic ingredients
- Re-fill/Re-use of products

tesa® ecoLogo is your trustworthy sign for more sustainability.





Our Environmental promise...

Serving at the intersection of Family, Innovation, Quality, and Care

We believe that financial, social, and environmental factors must all receive consideration in a manner that respects people in and outside of our company including communities of which they are a part, locally, nationally, and internationally. We recognise that best practices with respect to sustainability are constantly evolving.

Fellowes is committed to being diligent in understanding current best practices and making decisions that emphasise our commitment and responsibility to be good stewards of our environment and communities.



Fellowes Design for the Environment framework is focused on:

- Designing for the circular economy
- Responsible material sourcing
- Optimising recycled content and recyclability of product and packaging
- Carbon emission reduction

We are committed to achieving and maintaining appropriate sustainable product certifications:

104
products

SCS Indoor Advantage™

40+
products

BIFMA LEVEL®

200+
products

FSC® (C009687)

Since January 2021 we have been planting trees to help offset our CO₂ emissions.

118,184
trees planted

in partnership with



29,557 tonnes
CO₂ captured



Fellowes is targeting the **removal of all single use plastic** from our packaging for Europe in **2024**

Fellowes has invested in onsite renewable energy at our global Headquarters. To date this equates to:

CO₂ emission saved
2,331,349 kg

Equivalent trees planted
38,800

Fellowes has committed to **Carbon Disclosure Project (CDP)** from **2023**



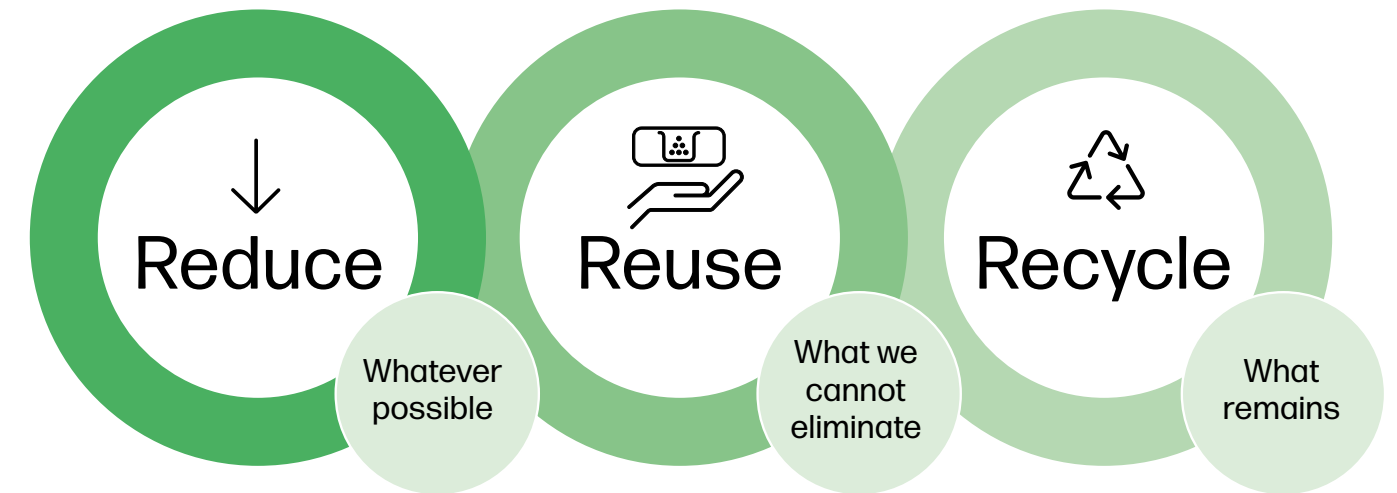
SUSTAINABILITY IS AT THE HEART OF HP AND ESSENTIAL TO OUR BUSINESS MODEL

Continuously engineering better products so we can do more for the environment

We design with our planet in mind

When it comes to climate change, businesses have the responsibility to pioneer sustainability initiatives—and to make a difference on a global scale.

You're already making choices at home that protect the environment. By choosing and recycling HP products in the office, you can make an even bigger difference.



See these principles in the design of our products, including:¹



The HP LaserJet Tank Toner Reload Kit
90% less waste,² 75% less plastic³



HP EvoCycle Toner Cartridges
76% reused and recycled⁴—closed-loop plastic⁵ is 100% recycled material from returned HP cartridges with no additional new plastic



HP TerraJet Toner Cartridges
Recycled plastic in cartridge, less plastic in cartridge and packaging, less energy use when printing⁶

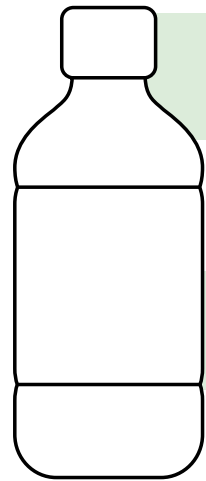


HP Papers
Deforestation-free since 2016, recycled or certified since 2020⁷

Sustainability initiatives for HP supplies

Responsible resource management and industry-leading programs

Recycling



1 million post-consumer plastic PET bottles

(equivalent) are used to create new HP cartridges each day.⁸

1,298 tonnes

of ocean-bound plastics used in HP products⁹—preventing this material from reaching waterways and oceans.



Nearly 1 billion cartridges have been returned by customers through the HP Planet Partners program, keeping plastic out of landfills.¹⁰

Conservation



HP committed to plant 1 million trees in 2022 in partnership with Dr. Jane Goodall and the Jane Goodall Institute's "Jane's Green Hope" campaign and the Arbor Day Foundation.⁹



\$80M USD pledged to support World Wildlife Fund (WWF) to address the potential impacts on forests from printing with HP printers.⁹

Eco-labels

HP voluntarily designs and tests its printing systems¹¹ to meet eco-label emission guidelines.



Leadership



Named one of the 100 Most Sustainable Corporations in the World for the 7th year in a row.



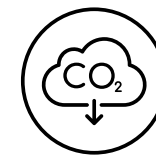
Recognized by Newsweek as the #1 most responsible company in America for the 3rd straight year.



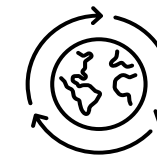
Recognized for the third consecutive year for HP's unwavering commitment to business integrity.

ORIGINAL HP SUPPLIES SUSTAINABILITY

Together, we make a bigger difference



Achieve carbon neutrality for supplies¹²



75% circularity for all products and packaging¹³

Counteract deforestation for non-HP paper used in our products and print services¹⁴

¹ Availability of products and programs varies by country.

² HP calculation based on aftermarket supplies waste consumption with HP LaserJet M208, M209, M211 and MFP M232, M233, M234, M236 printers using Original HP Black LaserJet Toner Cartridge 134A/X, 135A/X, 136A/X, and 137A/X.

³ Calculated by comparing weight of the plastic in HP Neverstop Laser 103/143 A/AD and HP LaserJet NS 108 A/AD Toner Reload Kit and its packaging.

⁴ Weight percentage where toner and components considered by HP to be critical to print quality (cleaning blade, imaging drum, developer blade, developing roller, and charge roller) are excluded: 36% reused, 40% recycled. Total: 76% reused/recycled. Absolute weight percentage excluding toner: 21% reused, 24% recycled. Total: 45% reused/recycled.

⁵ HP uses cartridges returned through HP Planet Partners to make HP EvoCycle Toner Cartridges. Program availability varies. For details, see hp.com/hprecycle.

⁶ Recycled plastic: see hp.com/TerraJet/plasticreductions. Plastic reduction in cartridge and in packaging calculated based on cartridge and packaging weight compared to predecessors. See hp.com/TerraJet/plasticreductions. HP calculations based on normalized ENERGY STAR[®] TEC data of HP print systems which use TerraJet Toner Cartridges compared to predecessors. See hp.com/TerraJet/energysaving.

⁷ HP brand paper and paper-based packaging for home and office printers and supplies, PCs, and displays are derived from certified and recycled sources, with a preference for FSC certification. Packaging is the box that comes with the product and all paper-based materials inside the box.

⁸ Based on HP's internal analysis. Average water bottle weight of 8.3 grams, HP ink supplies production, and 365 days a year, on average. HP is using the average water bottle weight of 8.3 grams as documented by the International Water Bottle Association in 2021 confirmed by LCA. See bottledwater.org/environmental-footprint/.

⁹ See HP Sustainable Impact Report 2021: hp.com/us-en/hp-information/sustainable-impact.html.

¹⁰ HP Planet Partners Program availability varies. For more information, visit hp.com/hprecycle.

¹¹ An HP printing system consists of HP printer, paper and Original HP supply. Blue Angel DE-UZ 219 emissions criteria or earlier versions applicable when printing system launched.

¹² Absolute reduction of Scope 1, 2, and 3 GHG emissions compared to 2019. Excludes non-HP paper consumed during product use.

¹³ Percentage of HP's total annual product and packaging content, by weight, that will come from recycled and renewable materials and reused products and parts by 2030.

¹⁴ Fiber by weight will be 1) certified to rigorous third-party standards, 2) recycled, or 3) balanced by forest restoration, protection, and other initiatives through HP's Forest Positive Framework.

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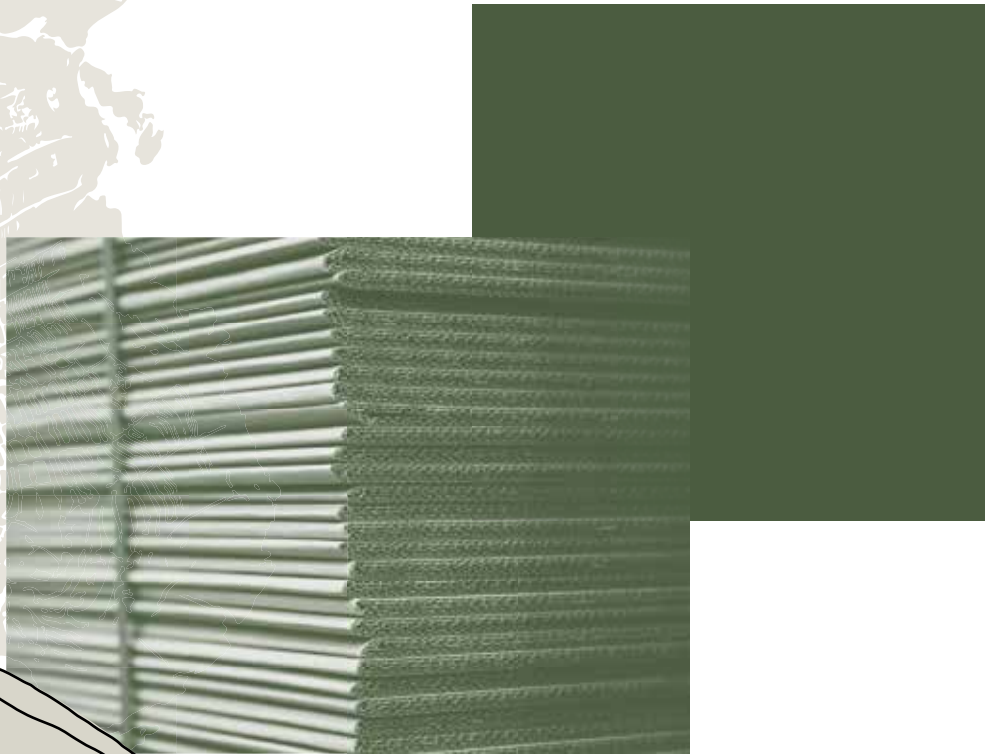
4AA8-2395ENW, March 2023, Rev. 1



Bisley is committed to creating a green, sustainable environment for all, reducing our environmental footprint, as well as supporting the health and wellbeing of our staff and communities. We work to encapsulate all of the UN's Sustainable Development Goals (SDGs) into our Company's operations.

We recognise the environmental harms that are associated with unsustainable processes and use of non-re-cyclable materials. We are committed to adapting our business model to ensure that the very best practices are followed, ensuring Bisley is on a pathway to a greener and more circular future.

Our long-term aim is to operate in a more sustainable way, reducing the overall environmental impact of the business. Bisley will strive to reduce travel, waste and energy consumption, utilising a regular audit of operations to ensure our carbon footprint decreases, while adapting current working practices can present challenges. We're also working to reduce our overall footprint which will lead to more efficient working practices and creates a more circular business model. We are also aware of the importance of people, and we aim to ensure that we are valuing individuals and supporting the community in everything we do.



Environment

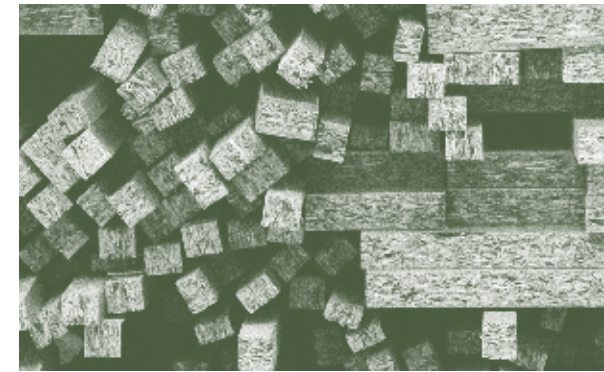
- Our initial 2025 goal of reducing Scope 1 and 2 emissions by 25% has already been surpassed.
- We've reduced Scope 1 and 2 emissions by over 46% since 2018.
- Our new target will be updated to 70% by 2030.
- 100% of our general and wood waste this year has been recycled or diverted from landfill.
- We aim to become zero to landfill by 2030.

Society/Community

- We support a range of causes and charities, such as the Salvation Army, Newport U3A, Bullies Out, and the Newport Dragons Rugby Team.

Staff

- We have provided over 30% of employees with NVQs and degrees.
- We have established an Employee Ownership Trust, whereby the employees have been gifted 51% of the shares in the Company.
- We have continued our ongoing trend of providing a transparent business to our customers.
- We maintain certification for ISO14001, 45001, 9001, 27001, and accreditations including SafeContractor.



Bisley has provided over £105,000 worth of charitable donations to causes both locally and overseas.





OUR SUSTAINABILITY FOCUS AREAS

Although the organisation is very much focused on Economic, Environmental, and Social aspects for its sustainability, it concentrates on the following elements:



RESPONSIBLE SOURCING

- An overall Supply Chain closer to the factory.
- Have more ESG conscious suppliers.
- An increased selection of Certified raw materials.



PRODUCT STEWARDSHIP

- Increased Recycled & Recyclable materials for product & packaging components.
- Increased Product Lifetime, but also increased circularity of the product components at the end of life.



RESPONSIBLE MANUFACTURING

- Improve the Manufacturing practices to reduce waste and lower emissions.
- Increase the usage of Renewable energy or Biofuel cogeneration to reduce the environmental impact of the operations.



SOCIAL PRACTICES

- Continuous development of our employees to improve their capabilities.
- Support our employees and their closest family members in Education and Health initiatives.
- Support institutions, such as the Esmoriz Firefighters

PRODUCT LEVELS OF ACHIEVEMENT



Cradle to Cradle Certified® Silver certificate, which means that it has a **Material Reutilisation Score greater than 50**, as per explanation in the following site: www.c2ccertified.org



Cradle to Cradle Certified® Bronze certificate, which means that it has a **Material Reutilisation Score greater than 35**, as per explanation in the following site: www.c2ccertified.org

C2C CERTIFIED PRODUCT COLLECTION

Our aim is to assist our partners, customers, and end users in fulfilling their sustainability commitments.



Whiteboards



Trio Boards



Cork Boards



Lockable Boards



Easels



Mobile Boards

Visit **vikingoffice.eu**
viking-direct.co.uk