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A  
GREAT  
WORKING  
DAY.  
DELIVERED.



## EDITO

“Pioneers in delivering sustainably what any workplace needs”. This is the mission statement of Lyreco.

We, all the employees of Lyreco, are highly committed to this mission. And it is not a coincidence if the word **Sustainably** is embedded into it. It does drive our actions every single day.

From launching a marketplace where only sustainable products are available to committing to reduce our CO<sub>2</sub>e impact in our operations, from working with our suppliers to continuously improve the products and their packaging to delivering our customers by bike, we are dedicating our energy to do business more responsibly, day after day.

This report will take you through some of the initiatives we are implementing to keep our effort on making sure that everything we do has a limited impact on the Planet, and a great impact on its People.

To make every day a Great Working Day.

Grégory LIENARD · CEO

**OUR VISION**

# A GREAT WORKING DAY. DELIVERED.

**OUR MISSION**

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



## LYRECO AT A GLANCE



**15**  
product categories

**FAMILY OWNED**  
company since 1926



**40**  
markets across 4 continents



**12,000**  
employees



**10,000**  
products in stock



**19**  
national distribution centres



 <p>GLOBAL COMPACT Membership</p> <p><b>2004</b></p>	 <p>EU ECOLABEL On branded products</p> <p><b>2009</b></p>	 <p>LYRECO Green Tree Label</p>  <p><b>2012</b></p>	 <p>SMETA &amp; BSCI Frameworks for audits</p> <p><b>2013</b></p>	 <p>GLOBAL COMPACT HUMAN RIGHTS Club membership</p>  <p>NORDIC SWAN For cartridges</p> <p><b>2017</b></p>	 <p>FSC Members</p> <p><b>2018</b></p>	 <p>NYDF Endorsement of New York Declaration on Forests</p> <p><b>2019</b></p>	 <p>CIRCULAR ECONOMY Pledge</p>  <p>CDP Driving sustainable economies</p> <p><b>2020</b></p>	 <p>SBTI Science Based Target initiative</p> <p><b>2021</b></p>	 <p>LYRECO Sustainable selection</p> <p><b>2022</b></p>
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## YOUR SUSTAINABLE PARTNER

Each year, we renew our long-term involvement in sustainability by complying to certifications, labels and programmes that allow us to strengthen our commitment towards more responsible practices.



We are ISO 14001 and ISO 9001 certified in the 25 countries we operate.



In 2021, Lyreco has been awarded with the Ecovadis Gold medal, achieving this prestigious sustainability global ranking.

[Read more on lyreco.com](https://www.lyreco.com)





# LYRECO SUSTAINABILITY STRATEGY

We are convinced that as a leader of our industry, we must act to drive progress. This Sustainability Policy is for the entire Group and is driving our decisions & actions in all the countries we operate in. Lyreco's Sustainability strategy is built upon three pillars: Planet, People and Progress. It expresses our desire to reduce the impact of our activity on the planet, to have a positive impact on people and drive progress within our entire value chain.

[Learn more](#)



## 3 PILLARS



## 3 GOALS FOR 2026

90% of our sales come from sustainable products and services.

90% of our employees are proud to work for Lyreco.

We collaborate with our partners to progress sustainably.

# PLANET

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



**Use and sell more sustainable products and services and embrace the circular economy, targeting 90% of our turnover made from sustainable products and services**



**Reduce the impact of our company vehicles, and business travels and compensate the CO<sub>2</sub>e that we can't reduce**



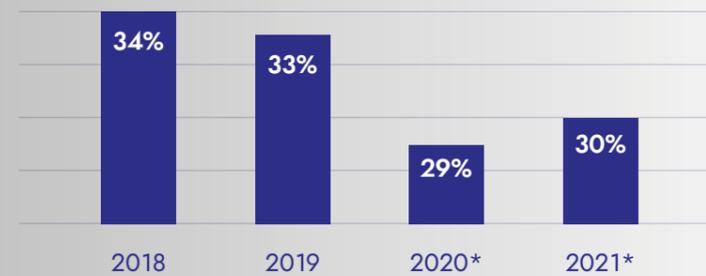
**Reduce the impact of our company facilities, supplying them with 100% renewable energy and compensate the CO<sub>2</sub>e that we can't reduce**



# SUSTAINABLE PRODUCTS AND SERVICES

Lyreco commits to using and selling sustainable products and services. We want to transition from a linear model (take - make - dispose) to a circular economy by offering sustainable alternatives for all products we sell, improving recyclability of both products and packagings and offering waste recycling solutions.

Sales of sustainable products and services share



\*impact of covid period



## LYRECO SUSTAINABLE ASSESSMENT

Our priority is to offer our customers a place they can trust to make sustainable purchases. From 2023, we introduce the Lyreco Sustainable Assessment, a progressive methodology to evaluate the sustainability level of products and services that are sold on Lyreco's platforms.

Based on assessment's results and product characteristics, a product can be selected in Planet, People and/or Community by Lyreco selections.

[Learn more](#)



The Lyreco Sustainable Assessment methodology is currently being assessed by SGS.



**PLANET**  
by Lyreco

Products and services with less impact on the environment.



**PEOPLE AT WORK**  
by Lyreco

Products and services with better impact on people well-being and safety at work.



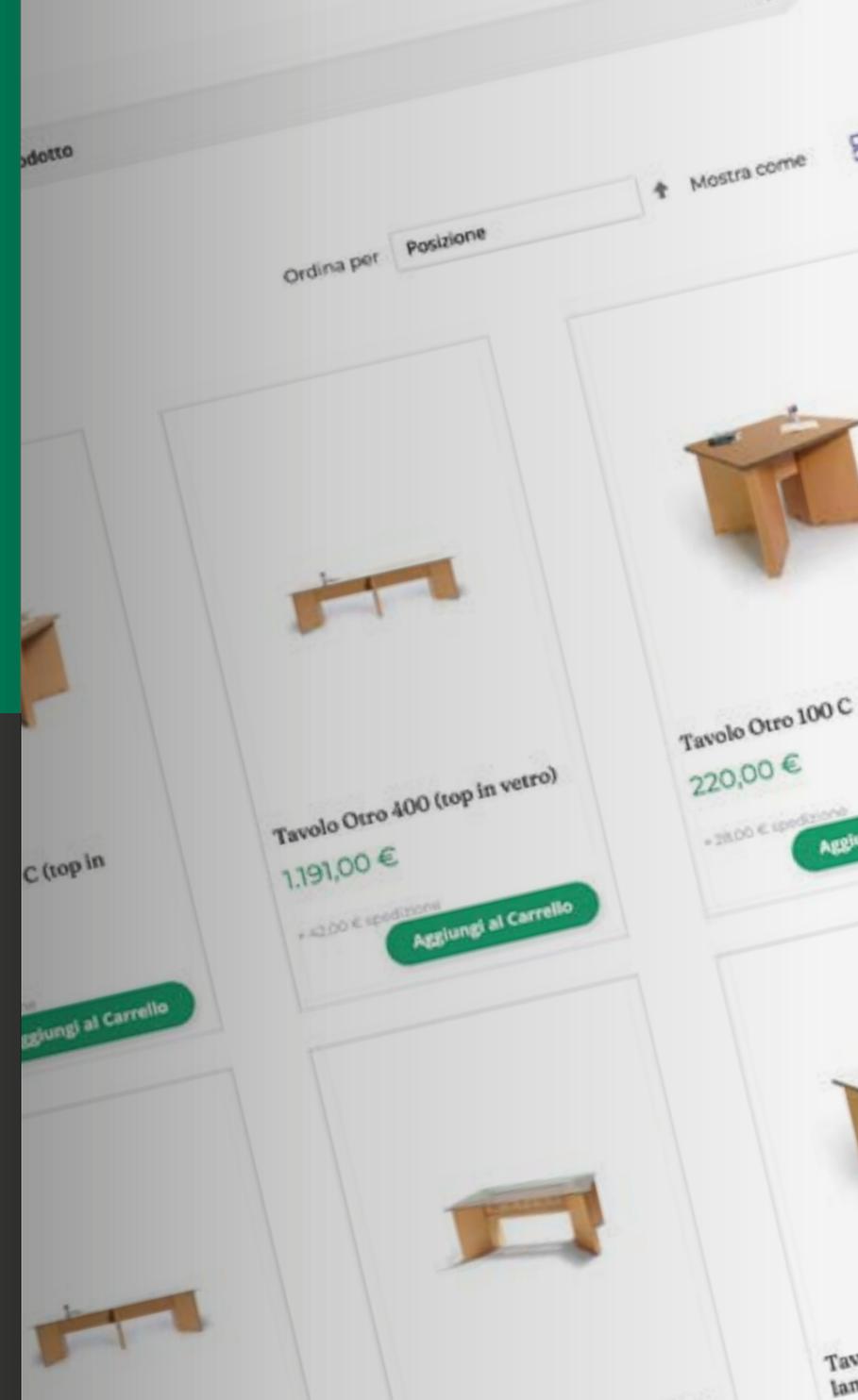
**COMMUNITY**  
by Lyreco

Products and services with better societal impact on local communities.



**At Lyreco, we believe that tomorrow's sustainable workplaces are being built today. Workplaces are being reinvented and we strive to provide our customers with a responsible, innovative, and eco-designed offer that will meet their evolving needs.**

# Sustainable by Lyreco



## A SUSTAINABLE WORKPLACE. DELIVERED.

In 2022, Lyreco is launching in Italy the first B2B marketplace dedicated to sustainable products and services. The mission is clear: accelerating the transition to more sustainable workplaces. To that purpose, Lyreco's sustainable marketplace is based on:

A clear and transparent products and services classification system



A selective sellers assessment process



3 sustainable selection symbols



## A SELECTIVE SELECTION PROCESS

In order to be sold on Sustainable by Lyreco marketplace, each product/service must be:

Sold by a seller assessed as sustainable;

AND provided with a packaging recycled up to 80% of its weight;

AND recyclable or reusable up to 80% of its weight.

In addition to these criteria, all products and services must comply with the requirements to be selected as part of Planet, People at work and/or Community by Lyreco selection.

## A SUSTAINABLE CONCEPT THAT WILL CONTINUOUSLY IMPROVE

Sustainable by Lyreco is a pioneering concept which will develop over time as we learn more about what experience best suits our customers and sellers. 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.



# MONITORING CO<sub>2</sub>e IMPACT

## GREENHOUSE GAS (GHG) ACCOUNTING - A NEW WAY OF MEASURING

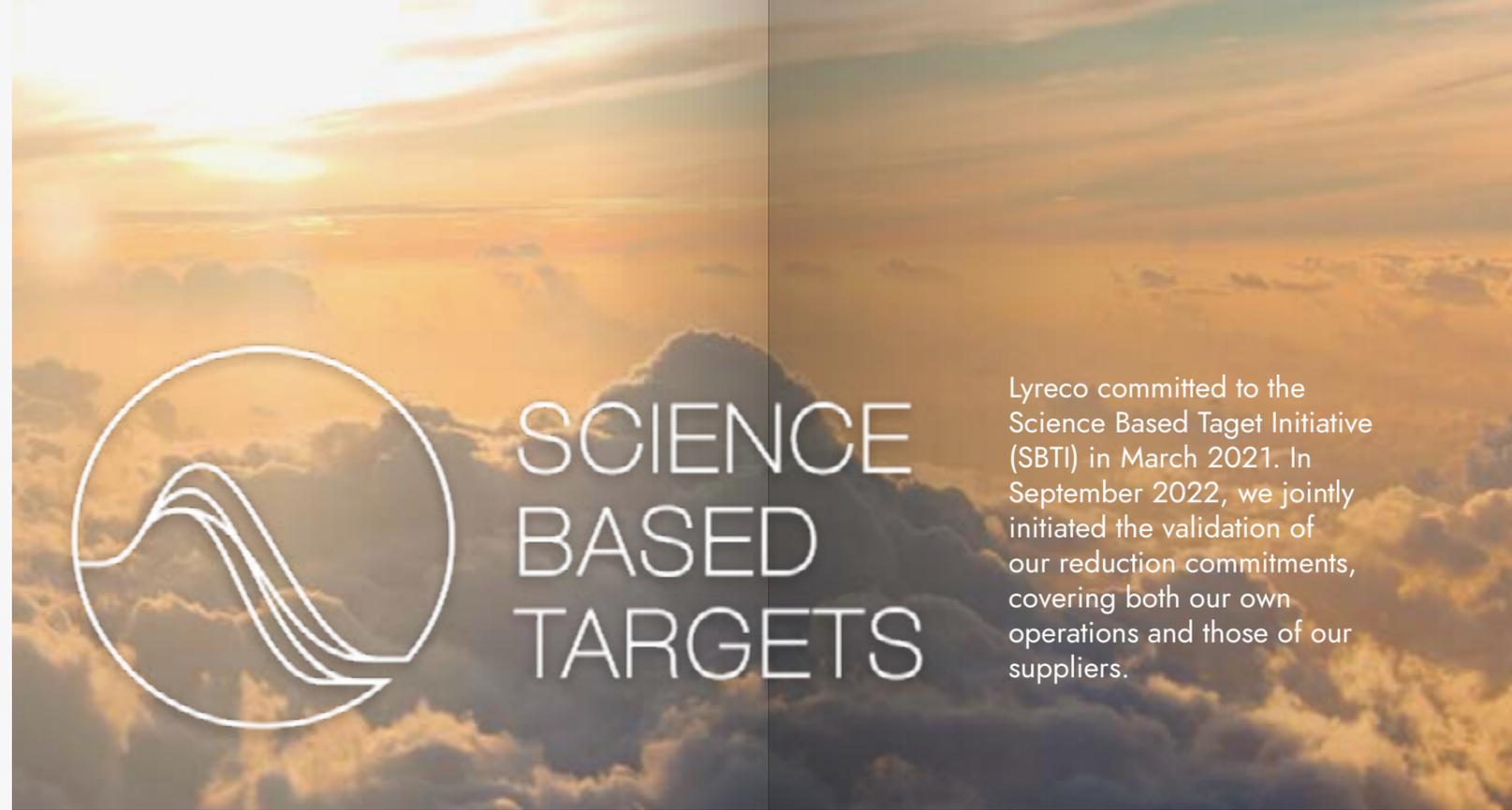
It is a moral imperative and an integrated part of our Sustainability Strategy that we actively reduce our environmental footprint. In order to do so, we need to understand its composition. An in-depth understanding informs and qualifies our prioritization, actions, and investments and is simultaneously needed to meet the increasing expectations from stakeholders.

Consequently, we have changed our carbon accounting methodology to one that complies with the GHG Protocol, a scientifically acknowledged and internationally recognized carbon emissions calculation standard.

## A COMPREHENSIVE, ASSESSED COMMITMENT

Having identified our emission categories throughout our entire value chain enables us to set long-term and short-term carbon emissions reduction targets.

[Learn more](#)



# SCIENCE BASED TARGETS

Lyreco committed to the Science Based Target Initiative (SBTI) in March 2021. In September 2022, we jointly initiated the validation of our reduction commitments, covering both our own operations and those of our suppliers.

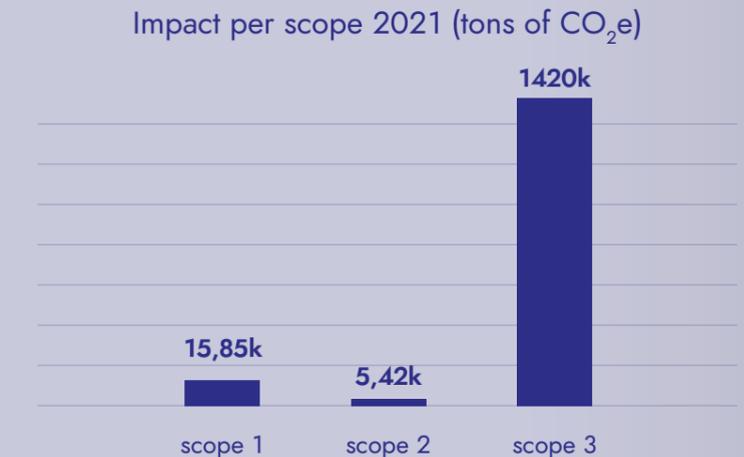
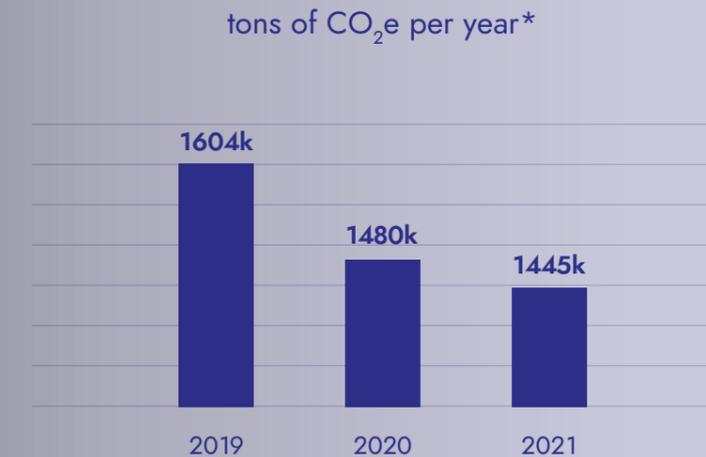


## REDUCING OUR VEHICLES EMISSIONS

As delivering goods is the core business model of Lyreco, we are continuously innovating and reducing our CO<sub>2</sub>e impact thanks to route optimization and low emissions vehicles. With our new sustainability strategy, we will accelerate the transition by using environmentally preferable vehicles in our company fleet (trucks, vans, cars) before end of 2026.

All the emissions that were not reduced thanks to optimization or use of environmentally preferable vehicles will be compensated.

\* When completing the CO<sub>2</sub>e accounting of 2022, the emissions from all previous years will be recalculated to include the data from entities that were acquired by Lyreco.





# SCOPES

**Greenhouse gas protocol defines Scopes 1, 2 3 as the following:**



## SCOPE 1

Direct emissions from owned or controlled sources



## SCOPE 2

Indirect emissions from the generation of purchased energy



## SCOPE 3

All indirect emissions (not included in scope 2) that occur in the value chain of the reporting company, including both upstream and downstream emissions

**For Lyreco, the scopes include for example:**

### Our operations:

Fuels consumed onsite for stationary combustion (domestic fuel, natural gas, biogas, LPG)

Fuels consumed by owned fleet (diesel, gasoline, LPG)

### Upstream:

Purchased electricity

Purchased steam, heat and refrigeration

### Upstream and downstream:

Business travels

End of life of products

Products and Services



# LOCAL INITIATIVES



## LYRECO SWITZERLAND USES REUSABLE DELIVERY BOXES

Lyreco Switzerland delivery boxes are now completely manufactured with recycling 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 to save 120 tons of packaging material every year.



## LYRECO FINLAND GOES ELECTRIC

In 2021, Finland replaced their own delivery vans with electric vans, and from April 1st, 2022, the cars of the Senior Management Team, when needing to be replaced, are replaced – one by one - with electric vehicles. This will apply to all Lyreco Finland cars from the beginning of 2023.



## LYRECO GERMANY - OPTIMIZATION OF CARBON FOOTPRINT THROUGH ÖKOPROFIT

In 2022, Lyreco Germany led a Bike Leasing project with Ökoprofit, an organization that helps companies to optimize their carbon footprint. This initiative led to an expansion of bicycle stands, putting a roof over them and installing lockers for the batteries.





PLANET



### LYRECO THAILAND HAS INITIATED PLASTIC REVOLVING COMMITMENTS

Lyreco Thailand collected LDPE and LLDPE plastics, reaching 400 kilograms within 2 weeks.

All waste was then handled to our partner Suez Circular Polymer to help bring this plastic back into the new production process. They came out as a plastic pellet and enter a second life cycle, in accordance with Lyreco's Circular Economy Pledge.

## LOCAL INITIATIVES



### LYRECO WISE'S\* GARDEN PROJECT

Starting in 2014 with help from the Shropshire Wildlife Trust, the garden continues to grow with new sustainable initiatives being introduced to support the CSR initiatives and the United Nations Sustainable Development Goals of Lyreco WISE.

Eco-Garden reflects Lyreco WISE's commitment to Biodiversity Protection, the Circular Economy, Employee Wellbeing and Organisational Partnerships.

\* Wales, Ireland, Scotland, England

It is structured according 6 pillars: hedge planting, employee wellbeing, wildflowers areas, path construction, pond, and insect hotel.



# PEOPLE

We commit to offering our employees a continuously better quality of life at work as well as taking care of the communities we operate in.

**We commit to support Lyreco employees' development and to provide more than a job, but a career.**

**We aim to provide a safe and empowering working life for all our employees.**

**We take action to make a positive impact on the communities of the countries we operate in and to support education thanks to our global Lyreco for Education program.**

Exposing talents to internal mobility, putting a priority on learning & development by creating a Lyreco academy, contributing to safe jobs, funding sustainable programs, and encouraging our employees to get involved in our local communities are some examples of how we go from words to action.





# GREAT PEOPLE SURVEY

**Lyreco People are the driving force behind all our actions and activities. We commit to offering them a work environment in which they can thrive as well as the best opportunities to grow and evolve.**

We make it a point of honor to listen to our employees and take action to improve their work life. That is why each year, we conduct a Great People Survey (GPS) all around the 25 countries we operate in.



Lyreco  
WANTS TO  
HEAR  
YOU



## Great People Survey

### 2021 RESULTS

**84%** of Lyreco employees responded to the 2021 GPS survey

**94%** overall positive response of Lyreco employees considering that Lyreco actively participates on sustainability by developing green products and services

**91%** overall positive response of Lyreco employees considering that Lyreco is a socially and environmentally responsible organisation

**86%** of employees are proud to work for Lyreco\*

\*In 2026, our goal is to reach 90% of employees that are proud to work for Lyreco.



### PROVIDING A SAFE WORKPLACE

Our main focus when it comes to our people is their safety. We make sure the work environment of all Lyreco employees corresponds to well-being and safety criteria that are expected from a responsible employer.

In 2021, absenteeism reached **6.57%** at Lyreco.

In a market where 40%\* of employees indicate that they would consider leaving their jobs, Lyreco stands at **20.6%**

According to GPS, **79%** of employees say they have a general sense of well-being at work and **89%** feel that the organisation values diversity and accepts diverse backgrounds and ways of thinking

\*All data come from Kincentric consulting, responsible for Lyreco 2021 GPS.



# LYRECO PIONEERS PROGRAM

At Lyreco, we believe that Innovation and Sustainability are inextricably linked. Many of the new ideas, technologies and start-ups in the B2B world are tackling the need for companies to address their impact on the environment. It is a key part of our role to support and promote solutions that can help Lyreco and its customers reduce their impact and become more resilient in the future.

In 2021, Lyreco Innovation launched Lyreco Pioneers, an internal entrepreneurial program that seeks to mobilise every one of our 12,000 employees to provide solutions to key challenges.



## RESULTS

### 2 main challenges:

- What new products or services can you imagine that will either reduce Lyreco's impact on the environment or help our customers make more sustainable choices.
- What innovative technological solutions could you create that will simplify our customer's experience or create efficiencies in our internal operations.

**261 entries from across Lyreco 25 countries**

**1 jury of experts including a customer**

**6 teams chosen to integrate the incubation program**

**1 pitch per team**

**1 winning idea**



The winning idea was to create a Sustainable Dashboard - where our customers can see the impact (CO<sub>2</sub>e emissions) of the products they buy from us. The dashboard will also enable them to set targets and employ strategies to reduce their emissions.

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

Lyreco Innovation will continue to work closely with Sustainability to support and enable innovations.



# Lyreco for education

## RESULTS

### DIRECT BENEFICIARIES



**10,934 students (5,368 girls; 976 children with disabilities) aged 6-15 years, enrolled in**



**8 primary and 18 lower secondary schools in targeted provinces**



**92 teachers and house parents**

### INDIRECT BENEFICIARIES



**18,522 School Support Committee members, students, parents and family members.**



To ensure the development of this project Lyreco works in partnership with the non-governmental organisation CARE.



## LYRECO FOR EDUCATION CAMBODIA

# STANDING UP AGAINST SEXUAL HARASSMENT AT SCHOOL

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 Ratanak Kiri province.

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

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

[Read more](#)





### MICRO BUSINESS CAMPAIGN



With microbusinesses making up a third of employment across the UK & Ireland, Lyreco wants to support microbusinesses in their development and growth, whilst also giving a small but valuable boost to the local economy.

Launched in 2022, the Lyreco Goodness Microbusiness Support Programme will back ambitious microbusinesses that align with Lyreco CSR 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](#)



## LOCAL INITIATIVES



### CHARITY FOR UKRAINE

In 2022, Lyreco has raised 20,322€ from 322 employees' donations to help Ukraine. Through our NGO partner Care, these donations helped to provide food, water, hygiene kits, cash and wellbeing support to vulnerable people in Ukraine.

# PROGRESS

We take action to set an ethical framework in all our activities and encourage our employees and partners to adopt sustainable practices. We make sure we involve all our partners to issue the best initiatives, actions and decisions possible.

**We actively listen to customers and suppliers to progress**

**We share our journey towards sustainability and embark our partners with us**

**We take action to set an ethical framework in all our activities**

**We nudge our employees and partners to adopt sustainable practices**

By listening, acting, and transparently communicating what we do and how we do it, we create and foster an ethical way of working, not only within Lyreco but for everyone who comes into partnership with us.





# SUSTAINABLE DEVELOPMENT GOALS

In 2015, the United Nations have defined 17 Sustainable Development Goals (SDGs) that provide a blueprint for governments, NGOs, companies and citizens. They address the global challenges we face, including those related to poverty, inequality, climate change, environmental degradation, peace and justice.

As a player in the distribution of products and solutions for the working environment, we commit to the Global Compact principles.

## 3 STRATEGIC SDGS

The 3 strategic direct impact SDGs are the ones Lyreco commits to in priority.

[Learn more](#)

### PRIORITY

# 1

**Our ambition:**  
Ensure sustainable consumption and production patterns.



### PRIORITY

# 2

**Our ambition:**  
Take urgent action to combat climate change and its impacts.



### PRIORITY

# 3

**Our ambition:**  
Strengthen the means of implementation and revitalize the global partnership for sustainable development.



## A NEW FOCUS

In 2022, we have reviewed this commitment by identifying 4 categories of SDGs for Lyreco:

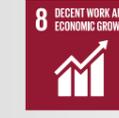
1. SDGs that imply a direct impact of Lyreco activities and should be strategic priorities for Lyreco.
2. SDGs that imply a direct impact and that should be a basis for Lyreco day-to-day activities.
3. SDGs that imply a minor direct impact of Lyreco activities.
4. SDGs that imply an indirect impact of Lyreco activities.

### DIRECT IMPACT

#### 1 · STRATEGIC



#### 2 · BASIC



#### 3 · MINOR



#### 4 · INDIRECT IMPACT





# LYRECO CODE OF ETHICS

## SETTING THE ETHICAL FRAME AMONG OUR EMPLOYEES AND STAKEHOLDERS

Our code of ethics is understood and used by all Lyreco stakeholders. It sets a frame to the way we do business and to all the interactions among Lyreco employees and with stakeholders. It is intended to point out the principles of integrity, neutrality, fair-play, equity and compliance expected by Lyreco.

[Check out Lyreco code of ethics](#)

## A MANDATORY COMMITMENT FROM OUR SUPPLIERS

We expect our suppliers to respect the same ethical requirements and conduct their activities in accordance with our Suppliers Code of Ethics, to implement the policies and procedures necessary to comply with applicable laws and regulations, and to ensure that these commitments are followed up with all their partner.

[Read our Suppliers code of ethics](#)



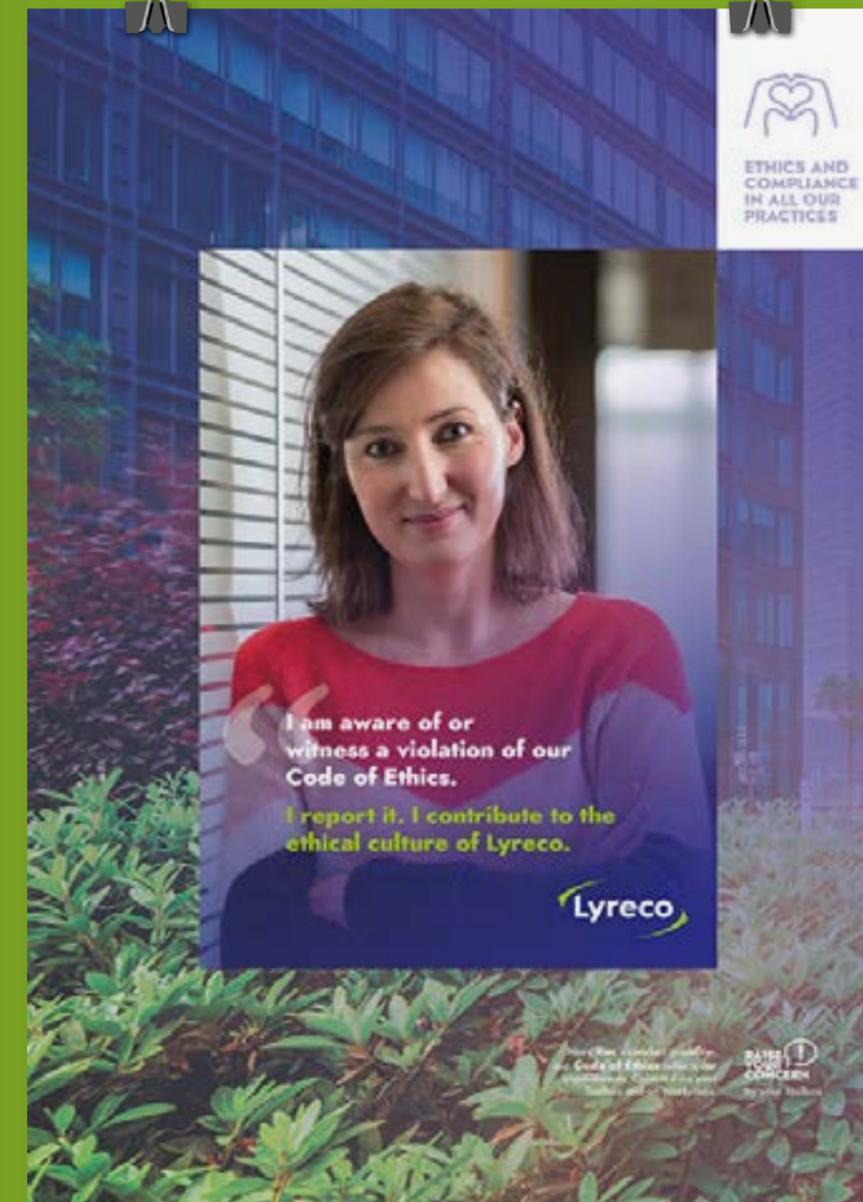
# RAISE YOUR CONCERN

## RAISE YOUR CONCERN

In case of any doubt, we make easy for any stakeholder to inform us thanks to our “Raise your concern” tool. This alert tool is available to anyone who wish to report an unethical behavior to our compliance teams, allowing Lyreco to take action.

[Access to the Raise your Concern tool](#)

→ Extract from 2019 Code of ethics Communication campaign.





# GROUP SUPPLIER DAY 2022

GREATER. **SUSTAINABLY.** DELIVERED.



## ACKNOWLEDGING OUR STAKEHOLDERS

Every year, Lyreco hosts the Group Suppliers day, the occasion to share Lyreco's perspectives and projects and also to reward some of our suppliers. The last one took place on April 4th, 2022, near Brussels.

The evaluation is based on 4 criteria of equal importance: sustainability performance, logistics, competitiveness, and category management.

As a price and thanks to a partnership with Eco tree, trees were planted in their names.

### GREENSPEED

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

### CEP

Best supplier in the **Office** category

### ARMOR

Best supplier in the **Tech&print** category

### TESA

Best supplier in the **Industrial** category



## GOING FURTHER WITH OUR STAKEHOLDERS

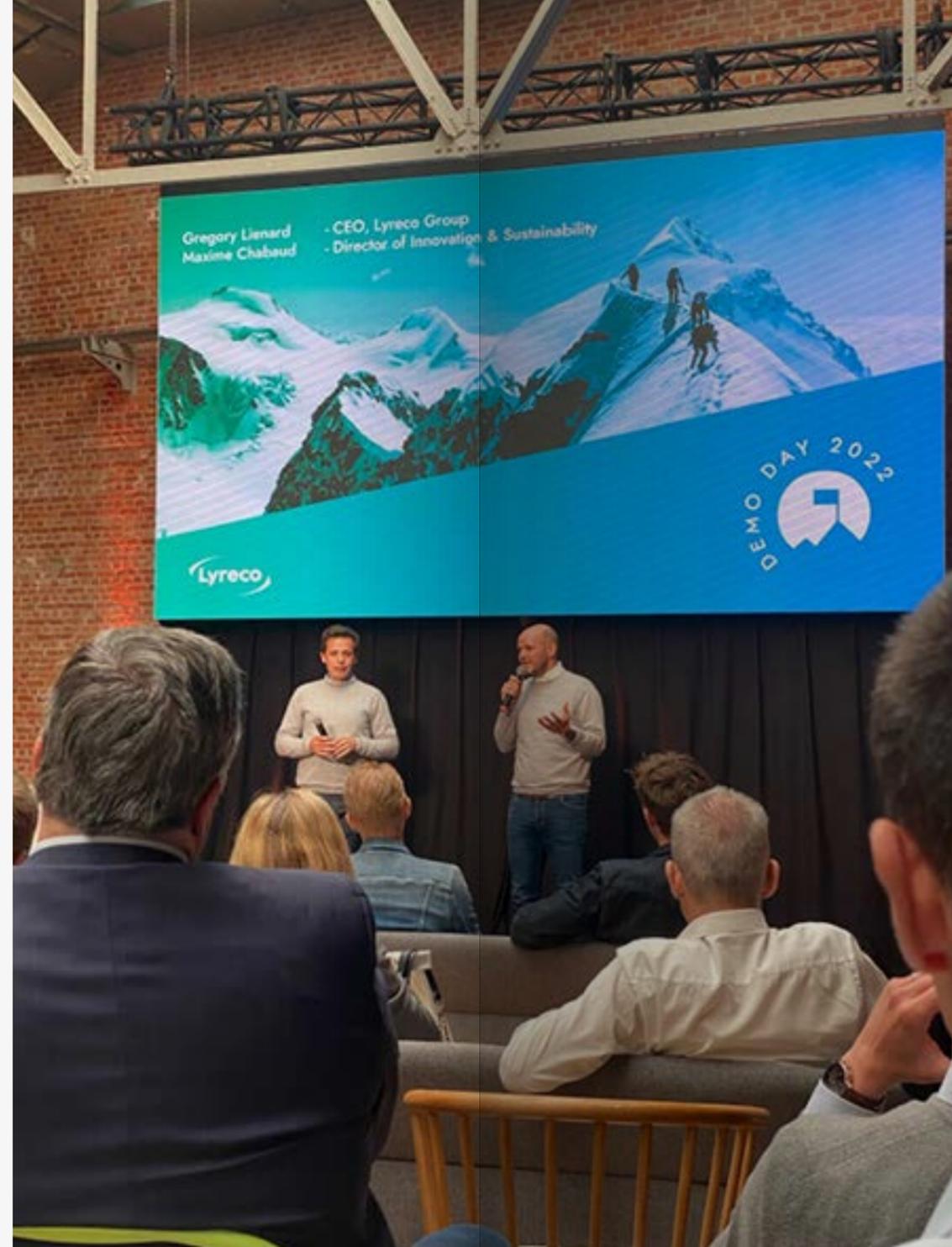


### DEMO DAYS

On April 27th, Lyreco hosted its first Demo Day in Brussels as part of its new intrapreneur program “Lyreco Pioneers”. The event was an opportunity for 6 shortlisted teams to pitch their innovative ideas to a panel of internal and external judges in front of a live and online audience.

The event is in line with Lyreco’s desire to foster an intrapreneurial spirit among its employees. It is also an opportunity to include external stakeholders, such as Schoolab innovation agency, invited customers, as well as members of the jury, composed of both Lyreco staff and the representative of LVMH.

[Learn more](#)



# Sustainable by Lyreco

### MARKETPLACE TESTING PHASE

In July 2022, Lyreco started a test phase with 16 Italian customers on Sustainable by Lyreco, the first B2B marketplace dedicated to sustainable products and services.

For 3 months, the Lyreco project teams collected the feedbacks from the users involved (customers and sellers) to update and improve the platform and its content.

All along this journey, a close cooperation between Lyreco and its stakeholders through surveys and direct face to face meetings allowed the marketplace to be fully functional and open to all Lyreco Italian customers.





## LVMH x LYRECO DEMO DAYS

**7 questions to Marie Duchemin,  
Sourcing Category Manager for  
Workplaces Services and HR at  
Sourcing Coordination Division  
supporting the 75 Maisons of LVMH**

### **How would you describe your partnership with Lyreco?**

LVMH and Lyreco have been partners for more than 15 years. Since I work with Lyreco, we are taking mutual benefits from the relationship we are building together on a basis of mutual trust. We put in place a privileged partnership with regular meetings to better understand our mutual organizations, new products and projects on both sides.

On LVMH side, we also promote Lyreco each time we considered it useful to help increase its market share within LVMH.

### **How were you involved in Lyreco Demo Days and why was it important for you?**

As LVMH is an important client of Lyreco, we were invited to the event. I took the most of the Demo Days through actively participating to this event. Sustainability and innovation are part of the fundamental pillars for leaders such as LVMH, and Lyreco is able to answer to this demand. As a customer, it is a must for us to contribute to the development of these high priorities as part of our partnership. It is an important commitment for LVMH.

### **How did it go?**

It was a successful event perfectly hosted and orchestrated.

Each team was passionate and so firmly believed in their respective projects so that each speech was a journey.

It was a fascinating way to unlock the innovation potential of each Lyreco's employee.

It was also interesting to understand how Lyreco's employees see their company in the coming years.

### **Why do you think this project won?**

The Sustainable Dashboard gives solutions to multiple questions and shows that we have common subjects to address.

From a customer point of view, this project gives us means to increase the amount of sustainable products and services in our global purchase.

### **Did you change your opinion on Lyreco after attending this event?**

I am relieved in the fact that Lyreco is an innovative and sustainable partner.

It also became obvious to me that the co-construction of a project is important to get the complete picture in order to benefit to each other.

### **What is your view on innovation in the workplace?**

While technology pushes us to be more virtual, crises have raised issues but also created opportunities implying settling new priorities. Consequently, the office has been turned upside down these last years.

Innovation is an obvious solution to change the world of work and to fit together all the new values of the workplace to improve wellbeing at the office.

From my point of view, it is the time for innovation to play a key role in the workplace.

### **How do you see your future with Lyreco?**

We expect our suppliers to provide appropriate quality of service, high quality product, price efficiency, international footprint and Corporate Social Responsibility initiative into their business strategies.

If Lyreco is able to meet these expectations, the long story between LVMH and Lyreco will continue.



### 2021 Great People Survey results

**84%** of Lyreco employees responded to the 2021 GPS survey

**94%** overall positive response of Lyreco employees considering that Lyreco actively participates on sustainability by developing responsible products and services

**91%** overall positive response of Lyreco employees considering that Lyreco is a socially and environmentally responsible organisation

**86%** of employees are proud to work for Lyreco

**79%** overall feeling of wellbeing

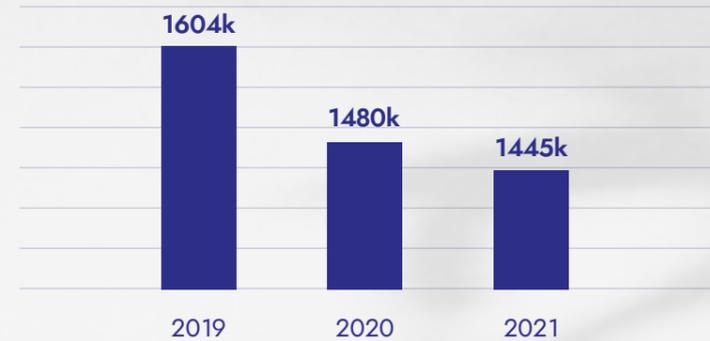
**89%** feel that the organization values diversity and that is accepti of diverse backgrounds and ways of thinking

**6.57%** absenteeism

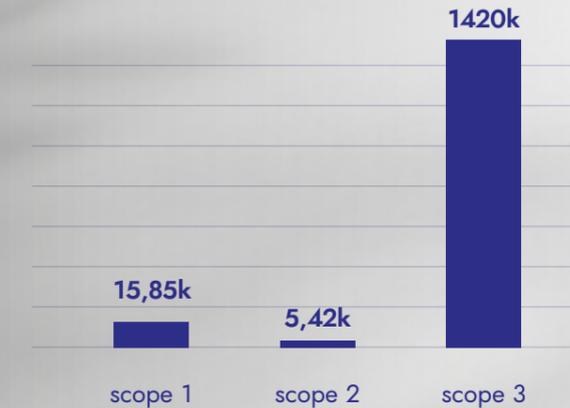
**20.6%** turnover



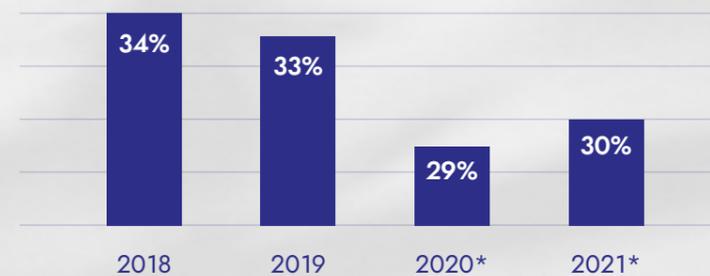
### Tons of CO2 per year



### Impact per scope 2021 (tons of CO<sub>2</sub>e)



### Sales of sustainable products and services share



\*impact of covid period



The scope of this report, excludes Elacin, Intersafe Netherlands and Lyreco Advantage



## CONCLUSION

Because sustainability has been a priority for years at Lyreco, because our stakeholders are more and more demanding, our 2026 strategy gives sustainability a key role in our journey towards progress.

By releasing this new sustainability strategy, we are committing to limiting the impact of our activities on the Planet, supporting Lyreco People and also local communities, and communicating regularly on our Progress.

Our roadmap is clear and we are now ready to take another step towards achieving our goals of reducing our CO<sub>2</sub>e emissions, selling more sustainable products and services, developing and empowering people, and collaborating with our partners to progress. Together.

Maxime Chabaud  
Lyreco Group Strategy Director



[lyreco.com](http://lyreco.com)