

SUSTAINABILITY



REPORT 2021



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SUS TAIN ABI LITY



REPORT 2021



Being a market leader in workplace solutions comes with the responsibility to pave the way. Sustainability is no exception and Lyreco has always been committed to respect the people, protect the planet and support our customers in their own commitments.

Over the past 2 years, we continued and accelerated on our efforts around a single mission; being pioneers in delivering sustainably what any workplace needs so its people can focus on what matters most.

This report will tell you more about the initiatives we have taken and the results we are having. It will never be enough and we are already working on new initiatives to keep on delivering a Great Working Day to you, every day, and sustainably.

Grégory LIENARD · CEO

A handwritten signature in dark blue ink, reading "Grégory LIENARD". The signature is written in a cursive style.



A GREAT WORKING DAY. DELIVERED.

OUR VISION

OUR MISSION

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

Lyreco at a glance:



Privately-owned
company



25
Countries in
Europe and Asia



17
Additional markets
through our
partner network



11,000
Employees

YOUR SUSTAINABLE PARTNER



GLOBAL
COMPACT

2004



EU
ECOLABEL

onbranded products

2009



GREEN
TREE
LABEL

ecovadis
Business Sustainability Ratings

2012



SMETA
& BSCI
for audits

2013



EU
PEF
Pilot

2014



GREAT
PEOPLE
SURVEY
2021

Our people say it best!

In 2021, 91% of our employees describe Lyreco as a socially and environmentally responsible organisation.*

*Source: 2021 GPS survey on 10,000 Lyreco employees





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.



HUMAN RIGHTS club



NORDIC SWAN for cartridges

2017



FSC members

2018



EU PEF

assessment using



Endorsement of NYDF

2019



CIRCULAR ECONOMY Pledge



SBTI

2020



In 2020, Lyreco has been awarded with the Ecovadis Platinum medal, achieving the top 1% of this prestigious sustainability global ranking.

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

SUSTAINABLE DEVELOPMENT GOALS



THE GLOBAL 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 10 Global Compact principles. We decided to focus on the 4 Sustainable Development Goals that correspond to our core activities and commitments.

[Learn more](#)



8 DECENT WORK AND ECONOMIC GROWTH



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

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Promoting more sustainable products and solutions to our customers worldwide is one of Lyreco's major commitments and has been for many years.

13 CLIMATE ACTION



Reducing CO2 emission across the entire value chain is a priority to mitigate our environmental impact and contribute to our customers' own objectives.

4 QUALITY EDUCATION



Education is a long-term commitment and a cause supported across all Lyreco subsidiaries through our Lyreco For Education Program.

SUSTAINABLE PRODUCTS AND SERVICES

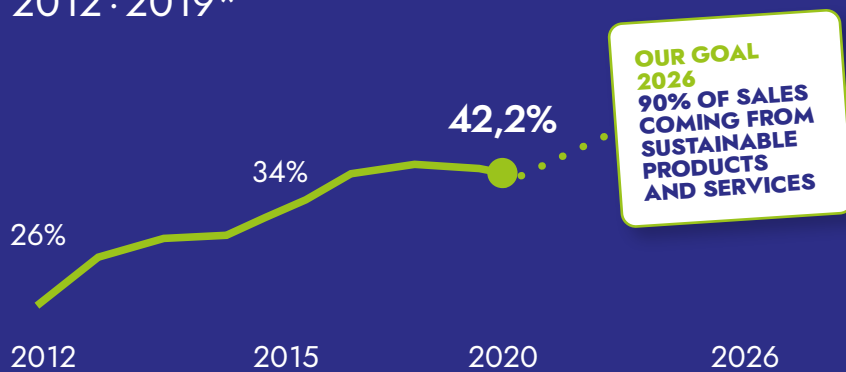
12 RESPONSIBLE CONSUMPTION AND PRODUCTION



In our activities, the biggest impact on environment comes from the products. It is a priority in our strategy to increase year after year the share of sustainable products in our offer.

% OF SALES MADE BY SUSTAINABLE PRODUCTS

2012 · 2019*



*Calculated on common range of products (excluding locally referenced products)



It takes a whole team to lower our environmental impact; in order to increase the proportion of sustainable products and services, it is fundamental to imply not only our marketing teams, but also all supply chain actors all along the product lifecycle to make a difference.

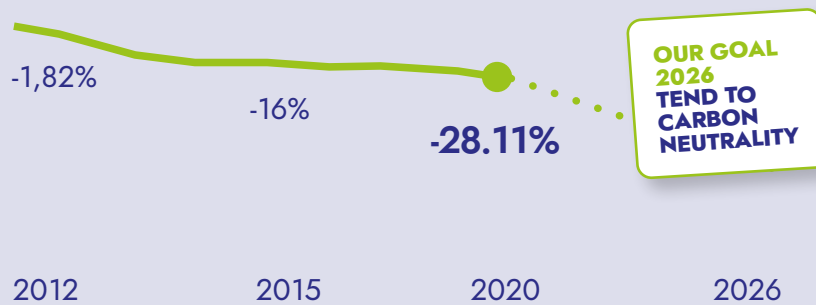
Juraj Nemjo · Lyreco Group Marketing director

[Discover our green products on lyreco.com](https://www.lyreco.com)



Since 2010, we have been monitoring our CO2 impact, and taken action to decrease our emissions. In 2020, we took one step further, and made carbon reduction a central goal in our 2026 strategy.

REDUCTION OF CO2 EMISSIONS VS 2010 (IN TONS) *



-11% CO2 emissions in 2020 VS 2019*

*Source: Lyreco Carbon Footprint Calculator



To execute our 2026 strategy, we partnered with Ecochain to create valid CO2 accounting, covering all the activities in Lyreco, Scandinavia. The first steps have shown us that our main area of improvement is related to the products we distribute. Next step is to apply the calculation methodology worldwide and to initiate new and ambitious CO2 reduction programs.

Gro Kardel · Lyreco Scandinavian Quality and Sustainability manager, Carbon Neutrality leader

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



In 2020, we committed to achieve 5 Circular Economy goals by 2025. This first year of execution was a time of testing and learning, delivering limited progress. Moving forward, we will continue to strive to leverage these commitments, in order to accelerate the expansion of sustainable solutions for our employees, our customers and our industry.

GOAL 2025

PROGRESS 2020

**OUR GOAL 2026
ZERO WASTE WORKPLACES FOR ALL**



No single-use plastics in our offices



Plastic cups banned from **70%** of our headquarters.



Plastic bottles removed or recycled in **50%** of our headquarters.



A full range of recycle-ready items

Definition of **product criteria** to integrate in our product selection.



End-of-life collection

In development:
7 new collection & recycling services.

3 new collection and re-use services.



Circular packaging for all products

In development:
Responsible Supplier Packaging Policy.
2 re-usable packaging solutions.



Develop a Circular Economy standard for the workplace industry

Benchmark of trusted third parties and existing or upcoming standards.

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

ETHICS AND SUSTAINABILITY IN THE SUPPLY CHAIN

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



As a leading distributor of workplace supplies and solutions across the world, Lyreco has a special responsibility to implement an audit process to ensure our suppliers have a business conduct that is socially, ethically, environmentally and legally compliant.

5 Areas covered by our suppliers CSR evaluation:

- 1 · Environmental characteristics of the products,
- 2 · CSR organisation and governance,
- 3 · Environmental Management System,
- 4 · Health & Safety Management System,
- 5 · Social Accountability, Supply Chains and Business Ethics

19 Awareness actions and programs organized in 2020*

*Events or meetings organized with suppliers around CSR in all Lyreco countries.

A WORLDWIDE CERTIFIED PROCESS



Trust and clarity are essential to meet our customers' environmental expectations and requirements for the highest quality. The Lyreco Group uses the recognised international standards ISO 9001 and ISO 14001 across its 15 subsidiaries in 25 countries for its Integrated Management System.

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



We strongly believe that Lyreco People are the driving force behind the greatest customer experience and the best service rate for all our clients. And we make it a point of honour to ensure that they evolve and grow.

In 2020, we launched a worldwide Great People Survey to implicate all our people in shaping the future of Lyreco to make it an even greater company to work for.

THE GREAT PEOPLE SURVEY



**OUR GOAL
2026
HAVING 90%
OF OUR STAFF
PROUD TO WORK
AT LYRECO**



Ensuring Employee Excellence every day at Lyreco is our ambition. We want to enable our employee to have a career and a development that suits them and make them feel proud to work for Lyreco.

Claudia Campos · Group People and Culture director

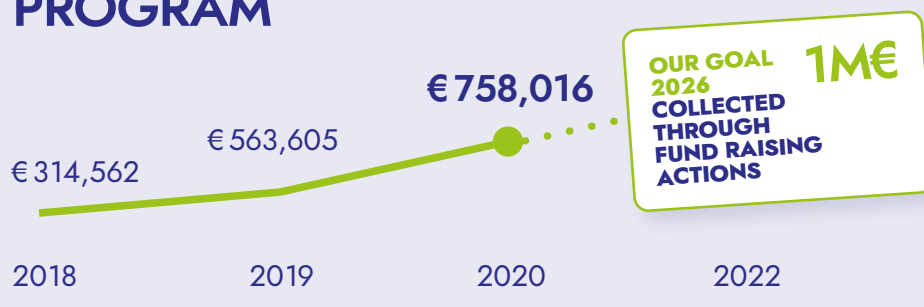
[Learn more on lyreco.com](https://www.lyreco.com)



As a worldwide company it is our duty to commit to the local and worldwide community we belong to. We, at Lyreco, take part in initiatives dedicated to help people from local communities to access to better living and environmental conditions.

Since 2008 we have been committed to providing children all around the world a better access to education through our Lyreco For Education Program. From 2018 to 2022, we raised funds to help Cambodian children with new infrastructures, trainings and school supplies.

CUMULATED COLLECTED FUNDS FOR CAMBODIA PROGRAM



Since 2010, thanks to Lyreco's support, CARE has developed education projects in Brazil, Madagascar and now Cambodia. Our common objective is to provide better quality education to increase student enrollment over the long term. Together, we have already achieved a lot !

Nathalie Rosselot · Corporate Partnership director, Care France

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

A FEW LOCAL INITIATIVES

TOWARDS ZERO WASTE WORKPLACES



UNITED KINGDOM

In line with our 2025 Circular Economy Pledge, Lyreco UK is partnering with Loop, a global reuse platform – as the first business to business organization to offer a sustainable, circular shopping cycle. In this trial, Hand Soap and Hand Sanitizers will be sold in a reusable packaging, in an aim to reduce packaging waste across the supply chain.

[Learn more](#)



FRANCE

In 2020 Lyreco France has been working on end-of-life and recycling alternatives for single-use masks, through the collection of used items and by re-thinking the composition of the mask itself in a unique and innovative way.

[Learn more](#)

PROUD LYRECO PEOPLE

THAILAND

For the first year, Lyreco Thailand received the Top Employer accreditation, underlining our dedication for a better world of work through excellence in HR policies and people practices.

[Learn more](#)





ON THE ROAD TO ZERO EMISSION

SWITZERLAND

Since 2012, Lyreco Switzerland reduced its CO2 emissions by 30%, partly by committing to low emission deliveries in urban city center. Since 2017, Lyreco delivers its Swiss clients in 3 cities with electric rickshaws, and since January 2021, 2 cities are covered with electric vans.

THE AIM: propose a low delivery solution in all major Swiss cities by 2023.

GERMANY

When it comes to responsibility, you must check the whole chain to make sure you enhance sustainability at every level. Lyreco Germany has decided to source its electricity exclusively from renewable sources. In February 2021, E.ON Energie Deutschland GmbH certified that the entire energy requirement of Lyreco Germany facilities in 2020 was covered with 100% natural electricity from renewable energies. This certificate confirms Lyreco's continued commitment to climate change.



WANT TO KNOW MORE?

Click on the picture to download our infographic about how to use electricity to lower your impact

[Learn more](#)

OUR RESULTS AT A GLANCE



CO2 IMPACT

CO2 emissions vs 2010*

2012	2013	2014	2015	2016	2017	2018	2019	2020
-1,82%	-6,4%	-14%	-16%	-16%	-18%	-17%	-19,3%	-28,11%

*Source: Lyreco Carbon Footprint Calculator

-3% CO2 emissions per delivery

-11% CO2 emissions in 2020 VS 2019

Carbon neutrality to be reached for 2026



SUSTAINABLE PRODUCTS AND SERVICES

Green products sales*

2012	2013	2014	2015	2016	2017	2018	2019	2020
26%	31,6%	34,2%	34%	36%	42%	44,5%	42,6%	42,20%

*Share of green products sales VS Lyreco own brand products sale

90% of total sales made by sustainable products and services for 2026

COMMUNITY

Lyreco For Education funds collected*



2018	2019	2020	TOTAL
314 562€	249 043€	194 411€	758 016 €

*For 2018-2022 Lyreco For Education Cambodia program

758 016€ collected from 2018 to 2020

1m€ to be collected for 2022



PEOPLE

Turnover

12,34% of employees leaving in a given period of time

Absenteism

2,51% of missed workday compared to average number of employees and total workdays



LYRECO GOVERNANCE

19 awareness actions and programs

Events or meetings organized with suppliers around CSR in all Lyreco countries

2 areas covered with a risk management approach

Quality and Environment



We feel energized by the achievements of last year. We would like to thank all our colleagues, customers and partners. Thanks to all of you, Lyreco becomes every year a company with a better impact on the planet and its people. We will continue to help companies to transition to more sustainable workplaces, relying on innovative products and services

Maxime Chabaud · Group Sustainability and Innovation director

Scope of the reporting:
All Lyreco subsidiaries without Intersafe and Deskrigh



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