

RESPONSIBLE BUSINESS

AT

**THE CONSORTIUM FOR PURCHASING AND
DISTRIBUTION LTD.**

2008



Welcome to our second Responsible Business report.

I am delighted with the progress we have made over the last year or so. The values we apply to the way we do things, and the people we recruit, mean that we can deliver on our ambitious responsible business agenda in genuinely practical ways.

In an increasingly challenging economic climate, we remain committed to improving our understanding of the impact we make on society and will continue to manage that impact in a responsible manner. We believe that, not only is this the right thing to do, it is also commercially sensible.

In 2007 we became members of Business in the Community, with their help we have accelerated our progress on the Responsible Business agenda in 2008.

This report provides insight into our policies, thinking and achievements over the last year and our plans for the future.

Melanie Teal
Chief Executive
October 2008



What we mean by Responsible Business?

For me, Sustainability is the outcome of being a responsible business. In everything we do with our customers, suppliers and employees, the community and the world at large, we aim to be responsible, caring and understanding. We believe that, not only is this the right way to behave, it is also commercially sensible. The long term sustainability of our business depends on it.

In terms of managing and reporting on our performance, we have found it useful to group our activities into 5 categories:

Organisation

Sourcing

Environment

Customers and Community

Employees

Organisation

Values

Be Brave,
Innovate and inspire
Be caring and understanding
Be Yourself
“One Winning Team”

Which means:

Our employees feel able to share new ideas, shout when they think something isn't right, and seek to inspire customers and suppliers to trade with us and their colleagues to deliver of their best.

We highlight the importance of caring and understanding about the impact we each have on our customers, suppliers and colleagues.

We encourage everyone to be themselves, not to feel they have to put their “Consortium head” on when they come to work.

We trust in our recruitment process to ensure we recruit the right people. Once they join us we want 100% from them – warts and all!

Departmental team spirit within The Consortium is very strong, sometimes that means people can forget they are working for the larger Consortium team. Hence we reinforce the view that together, we are “one winning team”.

Accredited Standard

ISO 9001:2000
OHSAS 18001
ISO 14001
Investors in People
Customer Contact Association (CCA)

Codes of Conduct

Ethical Trading Initiative
UN Global Compact
Chartered Institute of Purchasing and Supply
British Educational supplies Association

Commitment

UN Global Compact
UN “Caring for Climate”
Business in the Community
Beacon South West

Sourcing

Supplier Induction	Designed to improve communication and understanding. Will help build a platform for long term relationships
Global Sourcing	Committed to Global Sourcing Principles which incorporate the Ethical Trading Initiative and UN Global Compact principles
TACV Programme embedded	To ensure sourcing decisions are based on the total cost of acquisition and responsible business measurement, not just price
Development of sustainable products	Launch of new 'Pea Green Things' brand – www.peagreenthings.co.uk



Environment



Carbon Footprint

We successfully measured our carbon footprint for Scope 1 and 2 emissions for our 2006-7 financial year – 494 Tonnes CO₂ and have set targets to reduce the key drivers – electricity and gas usage.

In 2008 we have identified the key Scope 3 drivers being our outsourced distribution (391 tonnes) and staff travel to work (133 tonnes) and are actively managing these down.

Waste Management

We switched to 100% recycled and recyclable packaging. We introduced lo-tack labels in order that we can re-use returned product more often. We continue to work with our suppliers to reduce waste packaging and continue to monitor box fill levels to reduce the amount of packaging added at order fulfilment stage – **In 2008, we reduced the number of air filled pouches used in our boxes by 3.5million!**



Energy Use

We now source only Green Electricity from renewable sources. We have purchased solar panels for heating hot water which should reduce our gas usage in 2008/9 by 10%. We have also installed motion sensors, in certain office areas, to control lighting.

Behaviour

Our sustainability group ran a poster campaign to increase awareness and change behaviour on recycling and leaving equipment on standby. The current focus is on turning lights off in unused offices.

Pollution

No incidents were recorded and ongoing risk assessments have helped us to improve our handling of liquids

Awards

Winner of the Wiltshire Business of the Year Environmental Award 2007

Customers & Community



Customer Acquisition & Retention Active customer base increased by 3.5% to 32,000
Core customer retention remained steady at 80%
Sales revenues increased by 6.2%

Customer Satisfaction Surveys Target score 4 out of 5 across 12 Categories
2007/8 Results = 4.24
2006/7 Results = 4.19
2005/6 Results = 4.05

Customer Newsletter Issues 5 and 6 were published during the year. The themes were Sustainability and “Out and About”.



Business in the Community

BITC Cares Programme – 3 teams of employees participated in refurbishment projects for social care charities in the local area.

Employees are now able to take up to 3 days paid leave per year to support BITC or other “approved” community projects.

Critchell School

Our long term commitment to this Special School continued in 2008.

Cancer Research UK

We continued to support our nominated charity through a variety of events and initiatives.

Build Africa



Our new nominated Charity has been adopted with gusto, with a whole host of fund raising events already completed and planned. £5000 has been raised in the first

Local Schools

HR staff hosted a careers visit for a 5th year.
One of our Directors supported Year 10 students getting to grips with Business Finance.



Overseas Relationships

We continued to support a longstanding relationship with the Da Vinci School in the Netherlands through the provision of work experience placements for their 6th form students

Redundant Stock

Goods were donated to a number of charities supporting schools and orphanages overseas.

Employees

Induction	All new starters undertake a comprehensive, tailored induction programme
Training & Development	The organisation is committed to supporting appropriate professional development. We believe in “growing our own” where we can. In 2008, 19 of our 53 vacancies were filled by internal applicants – an excellent demonstration of the quality of our employees and their desire to progress.
Communications	A combination of weekly, quarterly and annual briefings ensure that our employees are well informed and contribute to the development of the business.
Employee of the Year	Chosen from among the winners of our employee of the month competition. Nominations can come from anyone in the company and be for anything from being generally helpful to going above and beyond the call of duty. Employees vote for up to three of the nominees, the winner is the nominee with the greatest number of votes.
Newsletter	2 editions of our staff newsletter were produced in the year
Value Management	Our annual survey of employee values and perceptions was carried out in December 2007. Our score improved to 3.6 out of 5 which benchmarks us in the top 10% of IIP accredited companies in the UK
Consultation	10% of employees choose to belong to a union. Our internal communications policy ensures we properly consult with our staff and follow clear procedures when implementing change.
Diversity in the workplace	Over 50% of our senior management team are female -many of them have progressed through the organisation. Around 1/3 of our staff make use of flexible working arrangements.
Health and Safety	Following our accreditation to ISO 18001 we have an active Health & Safety working group. Practical measures and targets have been established to clearly identify trends in accidents and near-misses.
Welfare	The on-site canteen was refurbished and re-launched in 2007.
	A building-wide refurbishment programme was completed in 2008 (despite a significant flood in January).
 All Staff Bonus	2008 saw the introduction of a company-wide bonus scheme based on company profitability. We met our profit targets and will be paying out a 3% bonus in October.