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A  
GREAT  
WORKING  
DAY.  
DELIVERED.



## EDITORIAL

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

Everyone at Lyreco is highly committed to this mission, and it is no coincidence that the word “**sustainably**” is embedded into it. It drives our actions, every single day.

From launching a sustainable selection dedicated to products that contribute to the protection of the planet and its people, we are committed to reducing our CO<sub>2</sub>e impact in our operations. We continuously work with our suppliers to improve the products and their packaging, including the delivery to our customers by bike. We are dedicating our energy to doing business more responsibly, day after day.

This report will take you through some of the initiatives we are implementing to ensure that everything we do has a positive impact on the Planet, and a great impact on its People.

To make every day a Great Working Day.

Grégory LIENARD · CEO

A handwritten signature in blue ink that reads "Grégory LIENARD".



**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





GLOBAL  
COMPACT  
Membership

2004



EU  
ECOLABEL  
On branded  
products

2009



LYRECO  
Green Tree  
Label

2012



SMETA  
& BSCI  
Frameworks  
for audits

2013



GLOBAL  
COMPACT  
HUMAN  
RIGHTS  
Club  
membership

2017



NORDIC  
SWAN  
For  
cartridges



FSC  
Members

2018



NYDF  
Endorsement  
of New York  
Declaration  
on Forests

2019



CIRCULAR  
ECONOMY  
Pledge

2020



Driving  
sustainable  
economies

2021



SBTI  
Science Based  
Target initiative



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 an industry leader, we must act to drive progress. This Sustainability Policy is for the entire Group and drives all 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 activities on the planet, having a positive impact on people and driving progress around the world.

[Learn more](#)

3  
PILLARS



# THE GREAT IMPACT

## Sustainability Strategy 2026



# PLANET

## OUR SUSTAINABILITY STRATEGY AMBITION FOR 2026



**We commit to using and selling products and services that contribute to protecting the planet and its people, with a target of 90% of total turnover to be represented by our Sustainable Selection.**



**We embrace our Circular Economy Pledge, by closing the loop in our internal consumption and external selling.**



**We aim to reduce the environmental impact of our company vehicles and business travels and to offset the emissions that we cannot reduce.**



**We take action to reduce the environmental impact of our company facilities and to offset the emissions that we cannot reduce.**



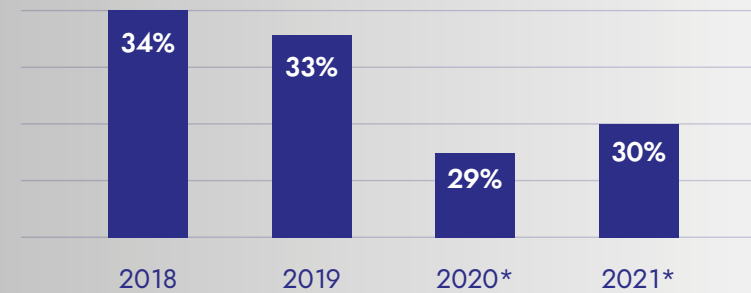




## SUSTAINABLE SELECTION

Lyreco commits to using and selling products and services that contribute to protect the planet and its people. 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 our Green Tree selection



\*impact of covid period







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

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

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

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

## A COMPREHENSIVE, ASSESSED COMMITMENT

Identifying our emission categories throughout our entire value chain allows us to set long-term and short-term emission 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.

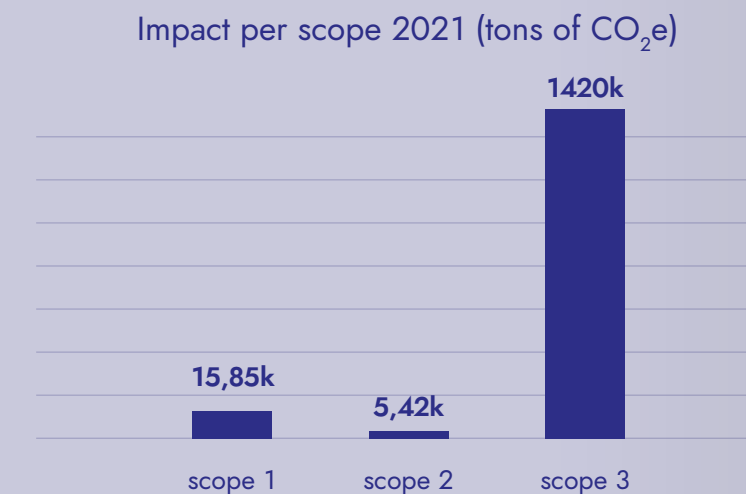
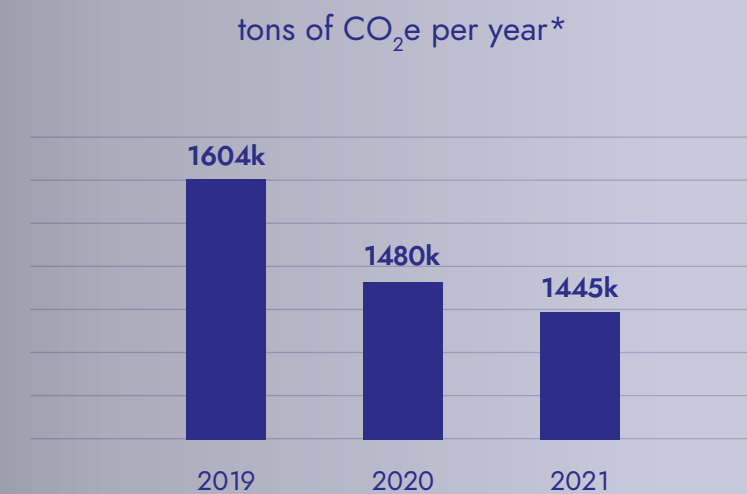


## REDUCING OUR VEHICLES EMISSIONS

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 we complete the CO<sub>2</sub>e accounting of 2021, the emissions from all previous years will be recalculated to include the data from entities that were acquired by Lyreco.







# SCOPES

**GHG 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 THAILAND HAS INITIATED PLASTIC REVOLVING COMMITMENTS



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

All waste was then handled by 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.

The Eco-Garden reflects Lyreco WISE's commitment to Biodiversity Protection, the Circular Economy, Employee Well-being and Organisational Partnerships. It is structured according to 6 pillars: hedge planting, employee well-being, wildflowers areas, path construction, pond, and insect hotel.

\* Wales, Ireland, Scotland, England



# PEOPLE

We commit to offering our employees a better quality of life at work and to having a positive impact in the countries that we operate in.

**We commit to supporting Lyreco employee development and to providing more than a job, a career.**

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

**We support education around the world 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.

Our target: by 2026, to be seen as a great workplace with 90% of our employees proud to work for Lyreco.







# 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 selected 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 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 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.



# PIAONEERS

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.



# PROGRESS

## OUR SUSTAINABILITY STRATEGY AMBITIONS FOR 2026



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



**We make an impact by implementing ethical frameworks in all our activities and ensure that our partners adopt sustainable practices.**



**We communicate our experience of sustainable initiatives and best practices for all stakeholders (Ecovadis, ISO 26000).**







# 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

We are prioritising three SDGs:

[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

We have reviewed this commitment by identifying four categories of SDGs for Lyreco:

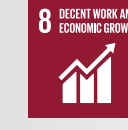
1. SDGs that imply a direct impact of Lyreco activities and should be strategic priorities for Lyreco.
2. SDGs that imply a direct impact and that should be a basis for Lyreco day-to-day activities.
3. SDGs that imply a minor direct impact of Lyreco activities.
4. SDGs that imply an indirect impact of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

[Read our 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 have made it easy for any stakeholder to inform us thanks to our “Raise Your Concern” tool. This alert tool is available to anyone who wishes to report an unethical behaviour to our compliance teams, allowing Lyreco to act.

[Click here to access the Raise Your Concern tool](#)

→ Extract from 2019 Code of ethics Communication campaign.





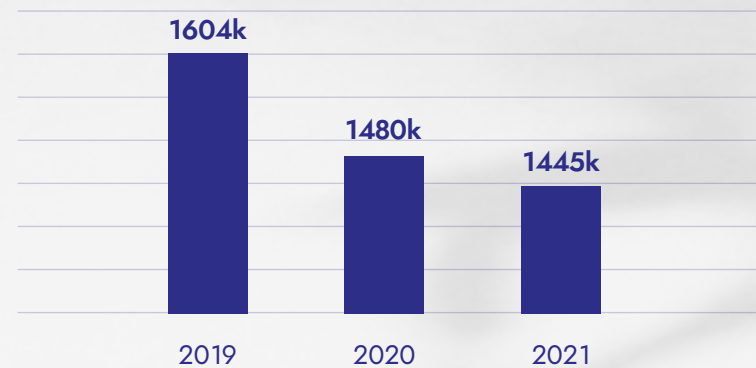


### 2021 Great People Survey results

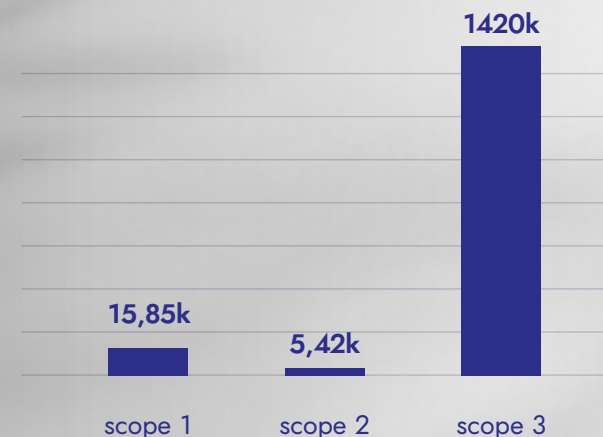
- 84%** of Lyreco employees responded to the 2021 GPS survey.
- 94%** overall positive response of Lyreco employees considering that Lyreco actively participates on sustainability by developing responsible products and services.
- 91%** overall positive response of Lyreco employees considering that Lyreco is a socially and environmentally responsible organisation.
- 86%** of employees are proud to work for Lyreco.
- 79%** overall feeling of well-being.
- 89%** feel that the organization values diversity and that is accepti of diverse backgrounds and ways of thinking.
- 6.57%** absenteeism.
- 20.6%** turnover.



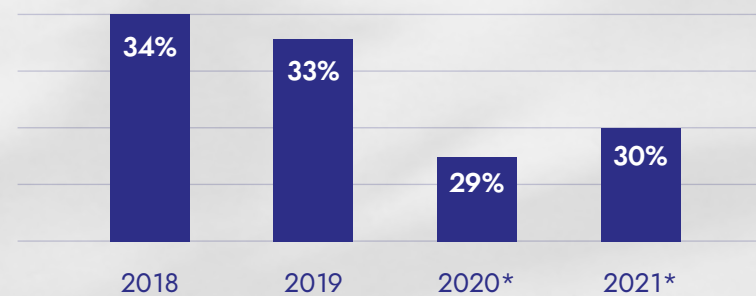
### Tons of CO2 per year



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



### Sales of Green Tree products



\*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, selecting our products with contribution to the environment, developing and empowering people, and collaborating with our partners to progress. Together.

Maxime Chabaud  
Lyreco Group Strategy Director





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