



# Sustainability Report for 2020 and Our Vision

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**APOGEE**  
An HP Company

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## CEO Statement

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As a leader in innovation, Apogee has ensured the products and services it provides are not only developed with our clients in mind but also to adhere to our wider sustainability objectives. Our organisation has witnessed tremendous growth over recent years and our commitment to the environment through our processes, products, people and services remain as important as ever. Our guiding set of principles and values truly set Apogee apart from our competition and we are proud of the journey we are on and the accomplishments already made.

My vision for Apogee is to become the leading Managed Workplace Services provider ensuring all employees based at home, the office or a hybrid of both can work effectively, efficiently and securely. Our business strategy is targeted to achieve this within five years, using our experience within Managed Print Services combined with our expertise in Outsourced Document Services driving our evolution in the world of Managed IT Services. We will ensure our service and commitment to sustainability is never compromised, and rather take it as an opportunity to drive greater initiatives throughout our business as we embrace any changes throughout the journey.

The business has outlined a number of sustainability programmes to help us meet our objectives and targets. We will continue to review these programmes in line with our values, legislation and other relevant benchmarks. Everyone has a role to play in achieving these objectives. The Executive Leadership Team will continue to demonstrate leadership and commitment by investing in appropriate technology and green products to help accelerate our efforts to achieving net positive by 2030.

However, technology alone will not help us become the true responsible leader that we are if not backed by the right attitudes and behaviour. By being excellent at the basics – turning off lights and equipment when not in use, etc. we can transform this organisation for the better and leave a truly sustainable world for our children and generations to come.



**Aurelio Maruggi**  
CEO of Apogee



***“We will ensure our service and commitment to sustainability is never compromised, and rather take it as an opportunity to drive greater initiatives throughout our business as we embrace any changes throughout the journey.”***

## Sustainability Lead Statement

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The scale and scope of our operations in Apogee Corporation means we have a large environmental footprint from our business activities. Aside from our people, we spend more on fleet and utilities than anything else. Hence, improving these areas will certainly make a positive impact on the environment and the communities we serve. This will also improve overall efficiencies throughout our value chain.

### Ambition and Action

Employee involvement is extremely vital to the success of all sustainability initiatives held at Apogee and this is driven through our Senior Leadership Team who are actively involved in encouraging and partaking in the wider sustainability programme. There is a real passion and desire to decarbonise the organisation and its value chain by 2030. This ambition is supported by a pragmatic action plan and resources to make it happen.

### Holistic Approach

Our Leadership Teams recognise that a holistic approach to sustainability where everyone is responsible for their actions and the impact they individually have on our overall strategy delivers a greater result. With effective communications we ensure all employees are aware of our corporate vision, and through regulatory compliance combined with adopting best practices we are confident in successfully delivering our sustainability agenda. To help drive these initiatives forward Apogee created an 'Improvement Board' which is comprised of representatives from each department who have been formed to create awareness around the many sustainability initiatives that take place throughout the organisation.

### Resilience and Perseverance

The year 2020 was a unique one due to the effects of the global pandemic on our people and the business. However, the organisation maintained its focus in delivering the sustainability programme in line with its core objectives and values. This report highlights the progress made and lessons learnt which would be used as a catalyst to drive forward the sustainability programme for 2021.

My focus is to continue harnessing the strength of this organisation, especially, the people, and the international frameworks in place to deliver the objectives of 2021 whilst laying a strong foundation to develop all the pillars of sustainability.

*A. Nimoh-Brema*

### Ato Nimoh-Brema

Sustainability Lead at Apogee Corporation



***“There is a real passion and ambition to decarbonise the organisation and its value chain by 2030. This ambition is supported by a pragmatic action plan and resources to make this happen.”***

# 1.0 Introduction

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## 1.0 Introduction

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Environmental sustainability in Apogee is not only a moral obligation but a commercial imperative. It is also a key expectation of our stakeholders, which includes our people, the community we operate in, our customers, regulators and suppliers.

As the largest provider of managed print services, document and process technology and outsourced services in the UK and Europe, our impacts are varied and widespread. This is why we are determined to go beyond compliance when addressing the impacts of our operations.

### Our Vision

The vision of Environmental Sustainability in Apogee is to create a net positive impact on the environment and for stakeholders within our value chain, whilst providing leadership on sustainability for the managed print services industry in Europe. We realise that to achieve our vision, we need strong commitment from everyone; reliable and accurate data to point us in the right direction; adopt appropriate technology and embrace an all-inclusive culture on our journey.





**2.0 FY:20  
Objectives**

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2.0 FY:20 Objectives

We set out our objectives to reduce operational impacts on the environment and society by integrating environmental sustainability into every aspect of our business strategy, enabling us to operate as 'Business as Usual'.

To this end, we have outlined our strategic objectives as follows:



***Maintain strong compliance to environmental laws and regulation;***



***Promote broader ownership of environmental sustainability through engagement and training;***



***Collaborate with customers and suppliers for mutual benefit;***



***Exploit existing and new technologies; and***



***Anticipate and respond to emerging environmental issues.***





# 3.0 FY:20 Targets and Performance

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3.0 FY:20 Targets and Performance

Objective & Target	FY:19 Performance	FY:20 Performance	Remarks
Reduce total waste by <b>5%</b>	<b>357</b> tons generated	<b>306</b> tons generated	<b>14%</b> reduction
Divert <b>90%</b> of total waste from landfills	<b>96%</b> diverted from landfills	<b>100%</b> diverted from landfills	All waste diverted from landfills through recycling and waste to waste
Establish a baseline for waste reused	No baseline established	<b>12,000</b> old machines refurbished for reuse <b>4000</b> machine parts harvested for reuse	New baseline for waste reuse now established
Reduce electricity, gas and heating oil by <b>5%</b>	<b>2,127,809</b> KWh	<b>1,721,822</b> KWh	<b>19%</b> reduction
Reduce fleet fuel by <b>5%</b>	<b>8,488,513</b> KWh	<b>4,498,020</b> KWh	<b>47%</b> reduction
Promote reforestation by planting <b>5000</b> trees with our clients	<b>165</b> trees planted	<b>1105</b> planted	<b>595%</b> increase but target not met

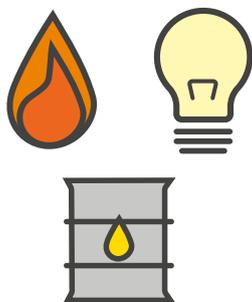
**14%**  
reduction in  
waste



**47%**  
reduction in  
fleet fuel



**19%**  
reduction in  
electricity, gas  
and heating oil



**595%**  
increase in  
trees planted



# 4.0 Assessing FY:20 performance against our strategic objectives

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4.0 Assessing FY:20 performance against our strategic objectives

**4.1 Maintain strong compliance to environmental laws and regulation;**

We maintain an up-to-date environmental legal register hosted by The Compliance People. This contains all applicable environmental laws and legislation relevant to the scope of our operations and the legal jurisdictions that we operate in.

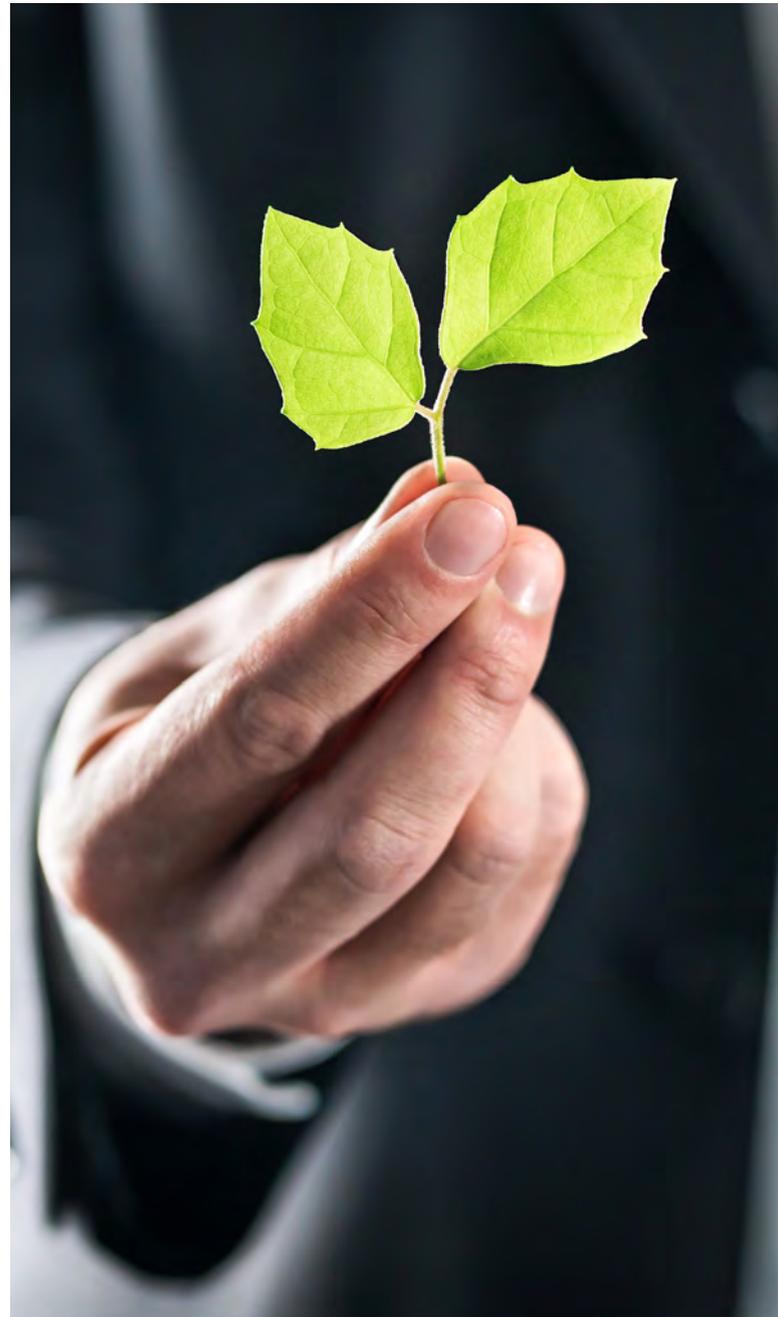
Actions to ensure compliance are carried out regularly, and they are reviewed and evaluated by the QHSE & Sustainability Manager. These are also reviewed by external auditors for complete assurance.

Apogee Corporation is compliant to the new Streamlined Energy and Carbon Reporting (**SECR**) legislation. **We have successfully maintained our compliance with ESOS and SECR during 2020.** We also complied with all voluntary schemes and frameworks that the business has adopted such as ISO 14001:2015 and the Forest Stewardship Council Chain of Custody Certification (FSC COC).

**Who are the Compliance People?**

The Compliance People have been helping organisations manage their environment, health & safety and quality related compliance obligations for more than 25 years.

Through their social enterprise model, they deliver professional environment, health & safety and quality compliance services in a competitive marketplace.



THE  
COMPLIANCE  
PEOPLE

## **4.2 Promote broader ownership of environmental sustainability through engagement and training;**

In 2020 we established the Improvement Board which is made of senior managers, directors, department heads and frontline employees to promote ownership and engagement with environmental sustainability in the business.

The Improvement Board reports to the Compliance Council, which is also made up a cross-functional leaders from the Executive Leadership Team and other departments.

A number of working groups have been initiated by the Improvement Board to look into some of the improvement themes of the business. We also delivered a couple of behavioural awareness campaigns to promote good environmental stewardship with employees. An environmental sustainability training module was launched in 2020 and will be rolled out from 2021.



### 4.3 Collaborate with customers and suppliers for mutual benefit;

Helping our clients to reduce the environmental impacts associated with print and paper use is one of our top priorities. Hence, we have developed suitable solutions to prevent unnecessary printing.

#### How PrintReleaf can help you achieve your sustainability goals

Through a combination of secure hardware, software and technical support we help our customers improve print, security and confidentiality. Our innovative products and services improve business operations and creates collaborations, whilst decreasing travel and ultimately carbon footprint.

We are leading the way in software advancements in print, document management and cloud solutions, which includes our latest offering Apogee Cloud Print and Apogee's Remote Management Application (ARMA).

Along with our new partnership with PrintReleaf. ARMA technology accurately measure client's paper consumption, which can incorporate PrintReleaf to provide a live dashboard of client's reforestation. Combined, they create a live and measurable re-balancing of printing impacts through reforestation projects in some of the most deforested regions around the world.



ARMA technology accurately measures a client's paper consumption

This is integrated into PrintReleaf's platform to provide a live dashboard

Figures from the dashboard are used to Releaf forests around the world

The dashboard can then be used to measure the client's cumulative environmental impact

**Find out more about PrintReleaf**

These are some of the mutual benefits gained through collaboration with some of our clients:

## Yorkshire Building Society

The Yorkshire Building Society is the third largest building society in the UK with its headquarters in Bradford, West Yorkshire, England. Collectively the group employs 3,300 staff throughout the UK and services 3 million members.

**1,096,807**

User Deleted Prints



**113**

Trees Saved



**4,055,260**

Gallons of Water Saved



**856,883**

System Deleted Prints



**3,743**

Equivalent Reams of Paper



**CO<sub>2</sub>**  
**50,782**  
CO2 Saved

**£11,248.58**

Commercial Savings

**£££**

## Investec Bank

Investec Limited originated in 1974 and have since grown to provide financial products and services to a select client base in two key markets in South Africa and the UK, as well as other countries around the globe. Today the corporation employs over 8,000 people.

**129,852**

User Deleted Prints



**13**

Trees Saved



**456,720**

Gallons of Water Saved



**213,024**

System Deleted Prints



**415**

Equivalent Reams of Paper



**CO<sub>2</sub>**  
**5,736**  
CO2 Saved

**£5,145.78**

Commercial Savings

**£££**

#### 4.4 Utilise existing and new technologies;

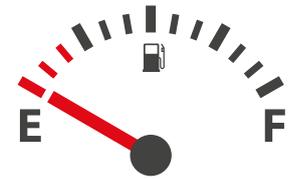
We do realise the massive opportunities that exist within our fleet and fleet fuel, which represents 72% of total energy used in 2020. Although we reduced our fleet fuel consumption by 47% in 2020, it was mainly due to travel restrictions imposed by the global pandemic. We conducted a pilot study to determine the suitable alternative fuel vehicles for our business activities. As a result, four electric vehicles and six hybrid vehicles were adopted by the Executive Leadership Team in 2020.

There is a plan to roll out more alternative fuel vehicles and electric vehicles throughout the business from 2021 to 2025. We switched all purchased electricity to renewable sources, hence we produced zero carbon emissions from purchased electricity. In 2020, we started to roll out LED light replacement, which started with our largest operational site in Lincoln. We also started investigation into Buildings Energy Management Systems (BEMS) for our larger sites as well as solar power and efficient boiler systems for our key operational sites.

#### 4.5 Anticipate and respond to emerging environmental issues;

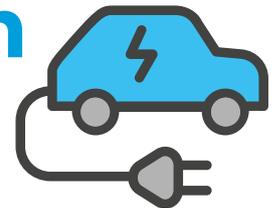
The establishment of the Improvement Board in 2020 provided the required stimulus in realising the environmental sustainability vision of the business. A materiality survey has been agreed by the board to take place in 2021 to understand the key sustainability issues of our stakeholders, especially within a global pandemic. This will help inform how we shape our long-term strategy.

**47%**



reduction in fleet fuel

**Between 2021-25**



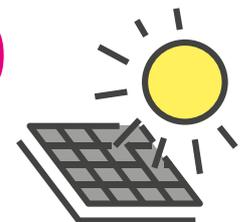
we plan to roll out more alternative fuel vehicles and electric vehicles throughout the business

**In 2020**



we introduced a mass roll out of LED light replacements throughout the business

**In 2020**



we started investigation into Buildings Energy Management Systems (BEMS) as well as solar power and efficient boiler systems

A photograph of a potted tree with a thick, gnarled white trunk and dense green foliage. The tree is planted in a simple, white, cylindrical pot. The background is a dark grey, textured wall. The floor is made of light-colored wooden planks.

# 5.0 FY:21 Programme

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We will continue to work on our strategic objectives which are as follows and improve upon the benchmarks established in 2020:

**5.1 Objectives**

Maintain strong compliance to environmental laws and regulation;

- a. Promote broader ownership of environmental sustainability through engagement and training
- b. Collaborate with customers and suppliers for mutual benefit;
- c. Exploit existing and new technologies; and
- d. Anticipate and respond to emerging environmental issues

**5.2 Targets**

- a. Reduce 2020 total waste by 5%
- b. Increase 2020 waste reuse by 5%
- c. Recycle 95% of total waste generated
- d. Reduce 2019 buildings energy (electricity, gas & heating oil) by 5%
- e. Reduce 2019 fleet energy by 5%
- f. Plant 3000 trees through PrintReleaf

**TARGETS:**

**Reduce 2020 total waste by 5%**



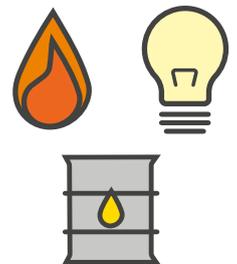
**Increase 2020 waste reuse by 5%**



**Recycle 95% of total waste generated**



**Reduce 2019 buildings energy by 5%**



**Reduce 2019 fleet energy by 5%**



**Plant 3000 trees through PrintReleaf**





# People, Planet, Productivity

## Apogee raised £3726 for Crisis UK in December of 2020

With 34 lucky winners from 1st–24th December, together Apogee raised over £3700 for Crisis. The donation went towards helping those most vulnerable during the festive period, providing them with a Christmas dinner, gifts, and a place to stay. The efforts of the Apogee team will also enable Crisis to work with thousands of homeless people throughout 2021, providing vital help so that they can rebuild their lives and are supported out of homelessness for good. Richard Lee, Director of Fundraising at



Crisis UK added, "We're extremely grateful to everyone who gave their support at Christmas. With your help, we were able to give people a Crisis Christmas with friendship and support, food and crucial advice. Christmas is just the beginning – now we'll be working with people throughout the year, helping them to leave homelessness behind for good."



## New Employee Assistance Program with AXA

After reviewing the current benefits provided to our employees and looking at ways we can better support our staff, The Executive Leadership Team has launched an Employee Assistance Programme (EAP), through which all employees will be provided with free help and support with home and work life worries.

Given the severe toll the pandemic has taken on many of us, Apogee have contracted with AXA Health, who are on hand 24/7 to provide a confidential counselling and advice service for employees and their family.

The service offers 24/7 advice and support and the opportunity to discuss concerns ranging from your mental health, financial or physical wellbeing to work related challenges. Employees also have access to information on a wide range of topics through an online portal.

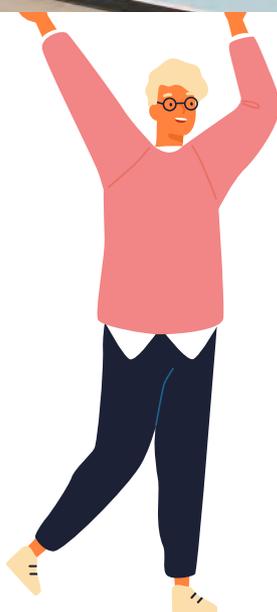
With anxiety and mental health cases on the rise, it is important to take advantage of the help and information that's available in the workplace and to take the opportunity to talk to someone about any problems and concerns.



Apogee's Employee Assistance Programme

**Proud to support the **

Apogee are extremely proud to have been supporting our NHS throughout the pandemic. Most recently, our team completed an array of different graphics installations at London Westfield's new vaccination centre.



## Apogee Challenge44 Team

Apogee raised £3944 for The Prince's Trust, by reaching their 444 mile target to complete Challenge44, with all of the proceeds going towards supporting young individuals across the UK on their journey to finding new exciting career opportunities. In total the team of 12 accumulated over 1376 miles across the four days.

### About The Prince's Trust:

The Prince's Trust believe that every young person should have the chance to embrace exciting opportunities whilst helping them find the tools and confidence to start their career. The Trust are open to young people aged 11 to 30 from all over the UK – no matter if they have been facing some serious issues such as homelessness or if they've been in trouble with the law. If they're willing to aim high – the Trust are here for them. As well as returning £1.4 billion in value to society through the help of young people over the last 10 years alone, the Trust also work with delivery partners across the UK to offer hundreds of free courses, grants and mentoring opportunities to inspire young people to build their confidence and start a career.



# Training & Internships

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### Training

At Apogee we are extremely enthusiastic about incorporating training and development into work life. We strive to make the workplace the best it can be whilst offering both mandatory and optional courses for employees to take part in. Throughout 2020 a total of 253 field based engineers sat and passed 5523 external online training courses in an array of different subject areas. While 2020 put a stop to face to face training and development, Apogee still managed to have 17 of their engineers complete training on HP's wide (plan) printers. 21 engineers also completed classroom based courses in the early part of the year.

Internally, Apogee have their own training and development platform named 'Brainshark' which held a total of 17 courses on the system in 2020. Many were companywide compliance training as well as compulsory training courses dependant on the department the employees work in. Across the 17 training courses held on the internal Brainshark platform, collectively they were viewed 11,809 times which is a fantastic statistic, demonstrating how key training and development is within the business.



As well as our extensive internal & external training programme and internships, the Sales teams at Apogee have recently begun on their 'Sales Development Journey' whereby we are already starting to see the benefits this is delivering to their behaviours and mind-set. The 'Sales Development Programme' is focused on developing individual capabilities and their approach to sales. It will evolve into a new sales ethos and philosophy which many of us are excited to see develop throughout the business. As well as learning more about our clients and their ideals, along with key mind-sets, practices and behaviours, the sales team will also strengthen their ability and deliver a real competitive edge over our like-minded organisations within the Managed Workplace Service industry.

Over the past few years the environment within sales has been exposed to rapid and disruptive change. The Covid-19 pandemic made an appearance at the start of 2020 and organisations all over the world had no option but to adapt to a digital dependence, with many businesses taking unexpected setbacks because of it. As a result of this new digital era, many companies just like Apogee are moving towards a coaching model within their Sales Department in which managers facilitate problem solving and encourage their team's development by asking questions and offering support and guidance rather than a command type approach.



## SALES DEVELOPMENT

Working out what motivates individuals, and how their personal goals can be connected with business growth aspirations is key to allowing them to 'co-create' strategies in order to win more new business and deliver exceptional customer experiences. As well as being an important strategic initiative, the new Sales Development programme comes with lots of fun for Apogee's sales teams.

***"I found the training a game changer and we should all adapt this MINDSET into our professional and personal lives. By listening / reflecting and having plan / objective - ultimately creates a roadmap for success. I was also surprised how mentally rewarding the training was - as it is human nature to overthink things..."***  
**- Sales Manager**

### Internships

The Employability Points Scheme rewards students for their active engagement with co-curricular activities, by offering experiences of work. For each co-curricular activity completed, students can claim 'Employability Points', which can be cashed-in for the chance to apply for exclusive internships, work placements, training and more. Apogee are on that list, therefore students are able to apply for work placements/internships with us.

Apogee advertise department specific roles (finance, marketing, HR, IT etc.) with The University of Kent. When students have gained enough points, they can apply for these roles, which are usually 12 week paid internships, however, they can be extended.

We took on two interns, last year in the Finance Department, with roles consisting of an Accounts Administrator and a Management Accounts Assistant. The interns were given projects to work on and on-the-job training with their mentor, who was supplied by us. Their internships have been extended, salaries increased and we are hoping to make full time offers at the end of their internship.

We have confirmed that we will take on another six interns from June so we have advertised two finance roles already with The University of Kent.





As a leader in innovation, to make our vision possible, we need to work closer than ever before with supply chain and partners, ensuring our products and services are driven with sustainability at the forefront. We have witnessed tremendous growth and progression at Apogee over recent years and we have become increasingly able to work directly and openly with our suppliers to ensure a collaborative and united approach which together, aligns towards a wider sustainability goal.

This report not only highlights some of the incredible achievements we have made as an organisation over the past few years, but also illustrates our objectives and visions for not only 2021, but beyond. We are looking forward to continuing to share our milestones with you.

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**Sustainability Report produced by Apogee Corporation**

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