

APOGEE

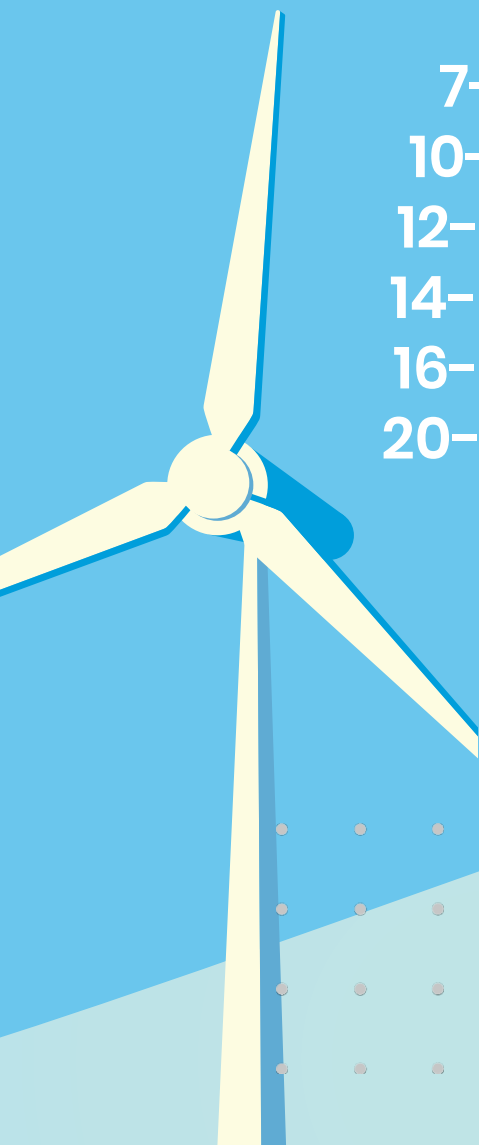
An HP Company

Corporate Responsibility Report 2021



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Scope

Last year, Apogee Corporation published its first ever sustainability report. The report focused mainly on the environmental sustainability performance of the organisation, such as waste, resource efficiency, and carbon management. The report also touched on some of the community and wellbeing campaigns carried out.

For this year, we have broadened the scope of our responsibilities to go beyond environmental sustainability. We have been active in the community, addressing some of the impacts of our operations on the community and making positive contributions wherever we can. We have also taken key steps to collaborate with stakeholders within our value chain, as well as invested heavily in our people - and will continue to do so in the coming years. Apogee have adopted policies to improve employee wellbeing, training and other safeguarding practices.

The organisation have also stepped up on its commitment to achieve Net Zero by 2030. Moreover, our commitment to customer satisfaction has also soared, as we continue to listen and address their needs and expectations. Most often than not, these needs and expectations are centred on Environmental, Social and Governance (ESG) issues. It is for this, and many other reasons that the focus has shifted from sustainability reporting to Corporate Responsibility (CR) reporting.

The scope of this report covers the ESG performance of the business, and excludes financial performance - which is covered in separate reports. The period of this report is from 01/11/2020 to 31/10/2021. Most of the data in this report has been computed independently, but not verified or gone through a rigorous data assurance process.

Corporate Responsibility Team



Message From The CEO

As we accelerate the transformation of our business to become a provider of a broad range of services, spanning from Print to IT, we are keeping our focus on the environmental and social impact of our Company. In 2022, we have undertaken a materiality assessment to determine the current Environmental, Social, and Governance issues (ESG); prioritising the most important from our perspective, as well as from the perspective of our stakeholders, and designing targeted programmes to address them. This approach prevents the risk of 'greenwashing': hand-picking the favourable ESG topics to address, which may have no bearing on the actual impacts from our business.

Apogee has already been doing a lot around corporate responsibility, but we have not had a systematic report of our progress until now. Hence, we are putting in place from this year a Corporate Responsibility Report, which includes our broader ESG topics, as a natural evolution and extension of our Sustainability Report. This is an important step in the direction of building public trust in Apogee, as one of the most sustainable and socially responsible corporations in our industry. By embedding Corporate Responsibility in everything that we do, we will ensure that our Operations, Supply Chain and Services for our Customers adhere to consistent standards and objectives. We expect this to give us a competitive advantage, given the growing focus of our customers in selecting suppliers with clear and well-documented Corporate Responsibility practices. The focus on ESG will also contribute to improve the efficiency of our operations, such as waste management, energy consumption, and its associated emissions.

Recent events such as COP26 and the UK government's ambition to achieve Net Zero by 2050 has thrown ESG issues into sharp focus. By embedding corporate responsibility in everything that we do, we will ensure that we adopt ethical practices throughout our value chain. This Corporate Responsibility Report will demonstrate the approach Apogee has taken to reduce the greenhouse gas emissions of its direct activities, as well as the indirect activities within its value chain. Additionally, it affords us the opportunity to show the many initiatives we have undertaken to improve the quality and welfare of our people, who worked so hard during the recent restrictions imposed by the pandemic to support key sectors such as the NHS.

Inclusivity, integrity, stewardship, and transparency have been core values for Apogee and they are benefitting employees, customers, and the communities where we operate. With the enhanced and broadened focus on ESG we are bringing our Corporate Responsibility to the next level, allowing us to enhance the Apogee brand post-pandemic and beyond.

Aurelio Maruggi, Chief Executive Officer



“By embedding Corporate Responsibility in everything that we do, we will ensure that our Operations, Supply Chain and Services for our Customers adhere to consistent standards and objectives.”



About Us

As part of HP Inc., Apogee has a clear objective: to continue to deliver exceptional products and services in the most sustainable way possible, with our people and customers at the heart of everything we do.

With proactive planning, Apogee has effectively navigated its way through the challenges of 2021; keeping employees and customers safe with minimal personal and business impact. Significant headwinds in the global supply chain were managed successfully; with shortages overcome and delays for customers minimised.

Whilst more significant during lockdown periods, Apogee continued to see post-pandemic business reduction in certain areas. With our significant market share in the healthcare industry remaining strong; Apogee has been successful in bringing new services to market, such as Managed IT Services (MITS) and Outsourced Document Services (ODS). By transforming processes such as managing workflows, inbound and outbound mailing, and digitisation of documentation; these services have been particularly helpful to customers incorporating hybrid and remote working into their businesses.

“Apogee continues to benefit from being part of the HP Family, and this has resulted in many business improvements and opportunities for growth – resulting in successful wins and acquisitions of new customers,” says Mark Smyth, Chief Operating Officer.

“In addition, we now very successfully support all HP Managed Print Services customers, across the UK & Ireland. This has been a significant success, and is providing a number of new net growth opportunities.”

Throughout 2021, Apogee invested in many areas – with sustainability being a key priority. After strategically reviewing our locations with the objective of reducing environmental impact through travel; Apogee introduced fully battery electric vehicles (BEV) to replace several traditional internal combustion engine vehicles (ICE) in our fleet. Whilst BEV now represents 11% of the current fleet, Apogee’s plans are to see this transition increase dramatically over 2022 and 2023. Furthermore, low energy consumption LED lighting and overall vastly improved facilities will contribute to our plans toward carbon neutrality.



“Over 2021, we’ve needed to adapt to both organisational change, and customers adapting to change themselves,” Mark adds. “As we start to see some return to normal, we’ve learned the importance of getting back to our best – and it’s so important to recognise the need for continuous improvement.”

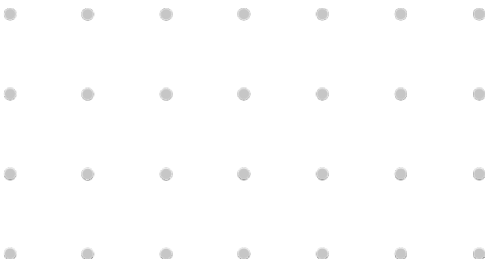
“One of the key pillars of sustainability is community,” he continues, “and we have increased our focus and efforts to make a difference in the communities in which we work.”

To that end, Apogee is utilising an Integrated Management System; which incorporates ISO-9001 for Quality Management, ISO-14001 for Environmental Management, ISO-27001 for Information Security, and ISO-45001 for Health & Safety.

Apogee has also made efforts to significantly increase support for our employees in areas such as mental health and stress awareness; by providing additional flexibility, specific all-employee training programmes, and mental health awareness training to all management and employees.



Mark Smyth, Chief Operating Officer





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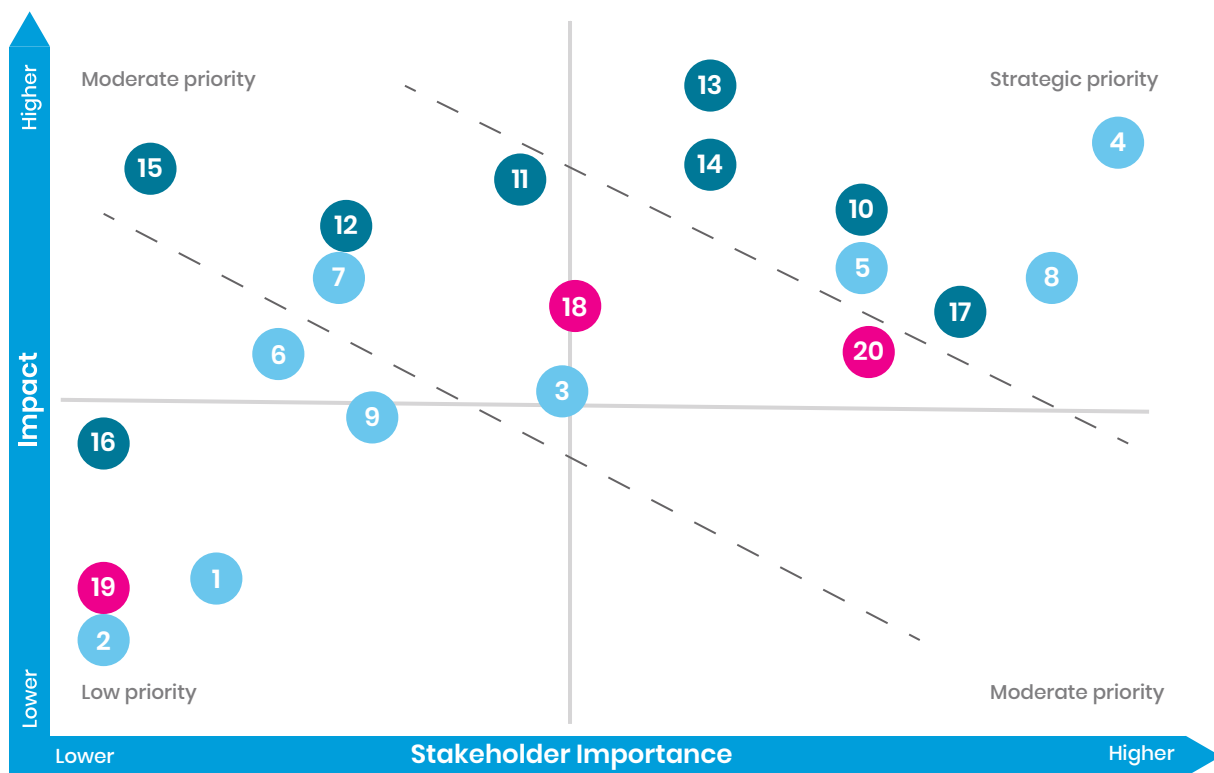
“In the long term, we plan to develop MITS and ODS; while also focusing on our key scope areas, our sustainability strategies with a major focus on local communities, and our Environmental, Social, and Governance – all on our road to achieving Net Zero.”

Needs & Expectations

We conducted a materiality assessment to identify and prioritise the Environmental, Social, and Governance (ESG) topics that matter most to our organisation and our stakeholders. Material topics, in the context of ESG, are those that are important to stakeholders, which will have significant impact on Apogee's business. This exercise is important to inform Apogee on the important ESG issues that must be factored into our strategy, whilst providing the foundation for future CR reporting.

We worked with an independent consultant to assess the priorities of our stakeholders, using a mix of internal workshops with a wide range of business functions in Apogee; and a strategic set of external stakeholder

groups, to gain both internal and external perspectives. These groups were chosen because they represent the major business influences on Apogee's value proposition and revenue generation. The business functions included in this exercise are the Executive Leadership Team, Marketing, Sales, Facilities, Human Resources, Field Services, Operations, Procurement, Group IT, and Logistics. The external stakeholder groups engaged with include our Parent Company, HP Inc., Clients, Local Governments, Peers, Industry Organisations, Policy Makers, and Regulators.



- | | | | |
|------------------------------------|----------------------------|-------------------------------|--|
| 1 Air pollution | 6 Responsible chemistry | 11 Employee development | 16 Product quality and safety |
| 2 Animal welfare | 7 Responsible sourcing | 12 Equality | 17 Supporting the community |
| 3 Biodiversity and land-use change | 8 Waste and circularity | 13 Health, safety & wellbeing | 18 Corporate governance |
| 4 Carbon/climate change | 9 Water use and treatment | 14 Human rights | 19 Industry collaboration and innovation |
| 5 Energy | 10 Diversity and inclusion | 15 Labour conditions | 20 Supply chain management |

Our People

Our people are critical to our success, which is why we continue to re-imagine our culture and operations to suit the needs to today's rapidly changing marketplace. Our main focus areas for 2021 and into 2022 have been on employee experience, learning and development, wellbeing and equity, diversity and inclusion. This is why Apogee have put so much investment into our learning and development and wellbeing budgets.

In 2021, Apogee employees took part in several training programmes:

4800

hours in HP
Technical

4549

hours in
Compliance
Training

510

hours of
e-learning

504

hours in
Manager
Leadership
Training



“As a business, we have an exciting journey ahead of us and the people agenda will be a critical part of our success. We will continue to make investments in our employees because it’s the right thing to do for both our employees and our business.”

Marion Brooks, Chief People Officer



Apogee launched the **Apogee Learning Academy**, an online learning tool that allows employees to develop their personal and professional skillsets.

Providing podcasts, training resources, and e-books on a number of topics including (but not limited to) software tutorials, sales and marketing techniques, programming, and mental health awareness, The Learning Academy is also available via mobile application - allowing Apogee employees to



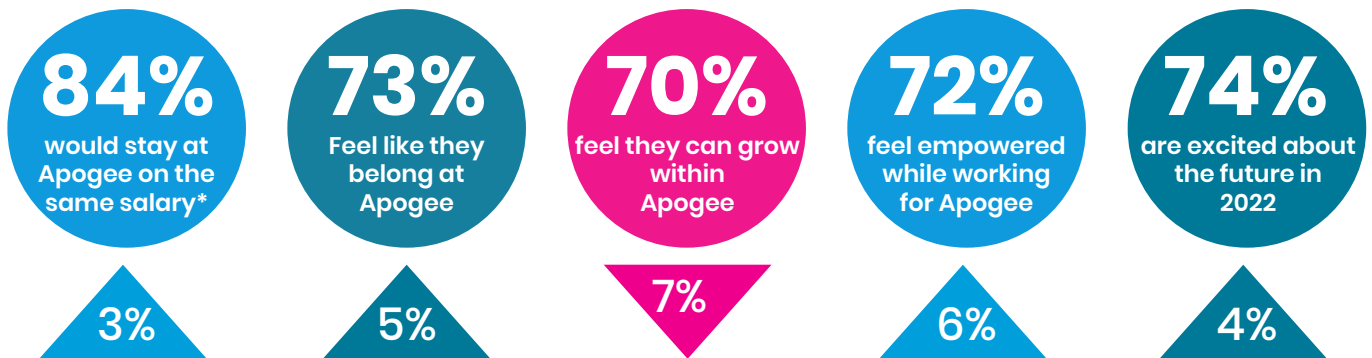
access training whilst outside of the office. Introduced after popular demand, the Learning Academy demonstrates Apogee's commitment to helping employees to take control of their own development.

Marion Brooks, who joined Apogee late in 2021, now heads the People & Culture Department (formerly HR & Payroll), and has been spearheading multiple training programmes to increase awareness around equality, diversity, and inclusion throughout the company – with mental health awareness training being undertaken by over 100 Apogee line managers.

Aurelio Maruggi, CEO at Apogee, says: *“We are experiencing an exciting period of growth at Apogee, and our people are at the heart of this expansion. Our recent investment of £250,000 in employee training and development highlights our commitment to the skills, knowledge, and experience of our employees. In the post-pandemic workplace, people and culture must always be at the fore.”*

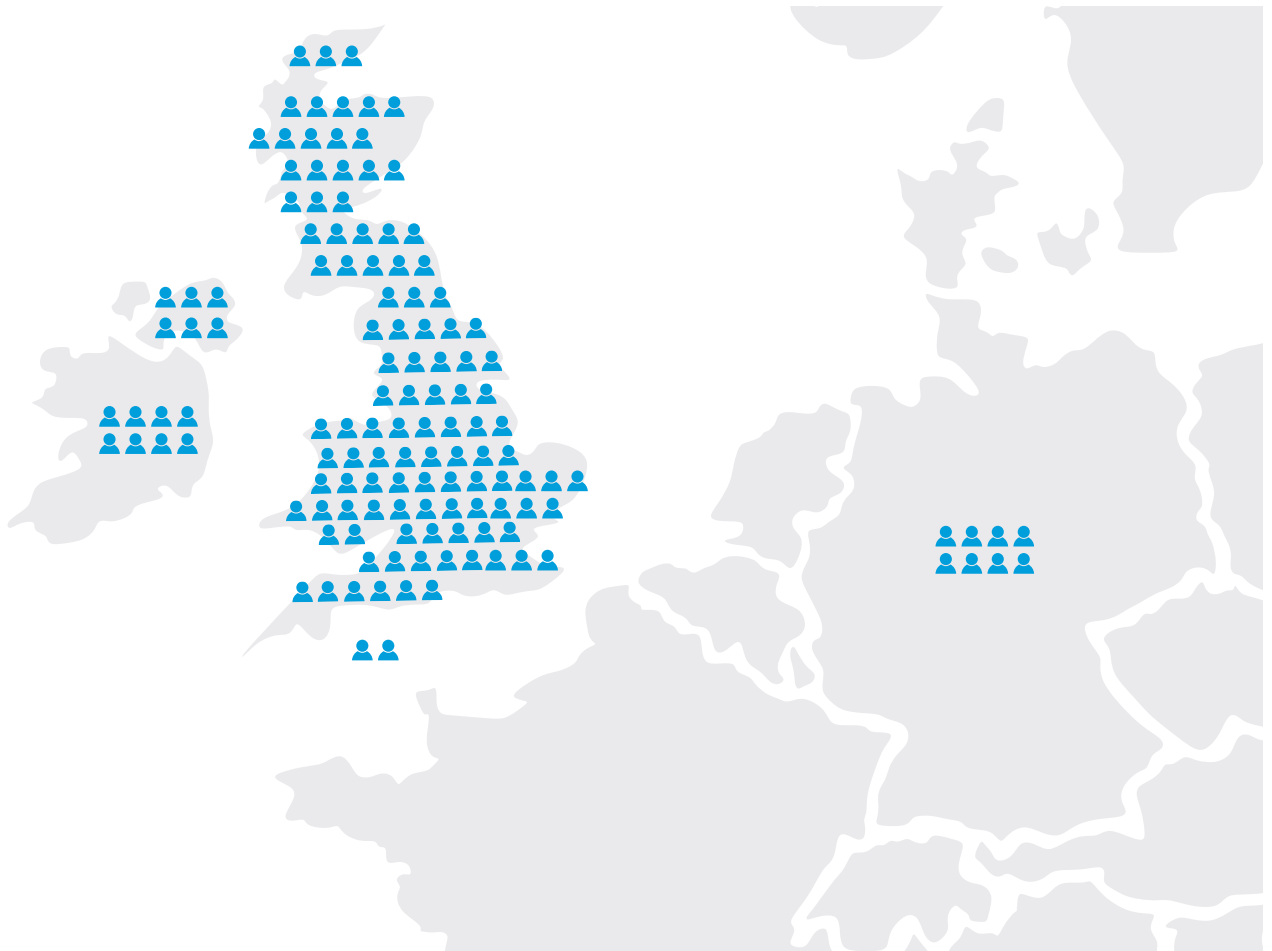
Apogee’s most recent Voice of the Employee Survey found that, of 587 respondents:

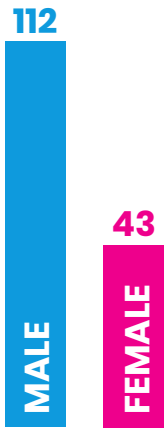
2021 vs 2020



Figures in comparison to last year's.

*84% of employees would stay at Apogee even if the same or similar role at the same salary level was offered at another company.





New Hires
Total = 155



Internal Moves
Total = 39

5%
of employees
got an internal
promotion



Mental Health Training

Compulsory Mental Health training was offered to all managers, due to the success of this, we rolled this out to the whole company.

49% have completed Mental Health training



glassdoor
★★★★★

The incredible work undertaken by the People and Culture function also does not go unnoticed. Apogee has a 4.5-star rating on Glassdoor – well ahead of most the companies in our industry.

Our Customers

Covering a broad customer base, Apogee supports many organisation types across several key sectors. Within the private sector, this ranges from small / medium size professional service providers and manufacturers, all the way up to large corporate retailers. In the public sector, this includes organisations such as primary and secondary schools, universities, hospitals, emergency services, and even the Ministry of Defence.

With digital transformation strategies being accelerated as a necessary response to the pandemic, Apogee customers are currently in the process of redefining their 'workplace of the future'. These strategies commonly include cloud computing / information management, cybersecurity, collaboration, hybrid working, and optimisation of business efficiencies through managed service templates.

To ensure customer satisfaction, Apogee uses feedback to continually improve and mould our approach to delivering service excellence as a technology and service provider. Consequently, fulfilling the terms of Service-Level Agreements is the minimum that customers have come to expect. Since going above and beyond the brief is a staple of Apogee's project management service, customers have also come to expect keen business insight as a standard, as well as continuous innovation of new and existing services.

In the wake of COVID-19, Apogee had to 'find our feet' again in 2021 – as did many of our customers, who had to make quick purchasing decisions for mobile computing hardware, in order to ensure business continuity. This heavy wave of demand impacted our supply chain's capacity to provide parts and consumables, which in turn impacted our ability to meet SLAs – eventually resulting in a net customer loss of 2% for 2021.

As many Apogee customers came to the realisation that lockdown restrictions were preventing staff from accessing key business devices (like printers); we adapted our ways of working to ensure that we could still communicate and collaborate with them openly. By working with our parent company, HP Inc., we were able to source and provide much-needed laptops; help customers to pend



contractual payments whilst devices were not being used; and divert customer materials to our outsourced document service. These all helped customers to maintain their output to their customers and work colleagues, during a time when people could not easily share data face-to-face.

“Both Apogee and our customers have learned a great deal, and our relationships with our customers are stronger now because of our continued partnerships.”

says Carl Day, Chief Sales Officer.

During the pandemic, we have invested heavily in our sales force to ensure that our customer centricity is elevated to an industry high. Working with education and sales development partners certified by the Institute of Sales such as Consalia, Andy Bounds, and Whiteshod; our sales colleagues are able to engage, communicate, and deliver maximum value for customers like never before.

Furthermore, we have sponsored all of our salespeople to become members of the Institute of Sales Professionals (ISP) – which, following completion of the Sales Ethics exam, means that they will be included on the ISP’s

public register; a demonstration of our commitment to ethics and integrity as central values.

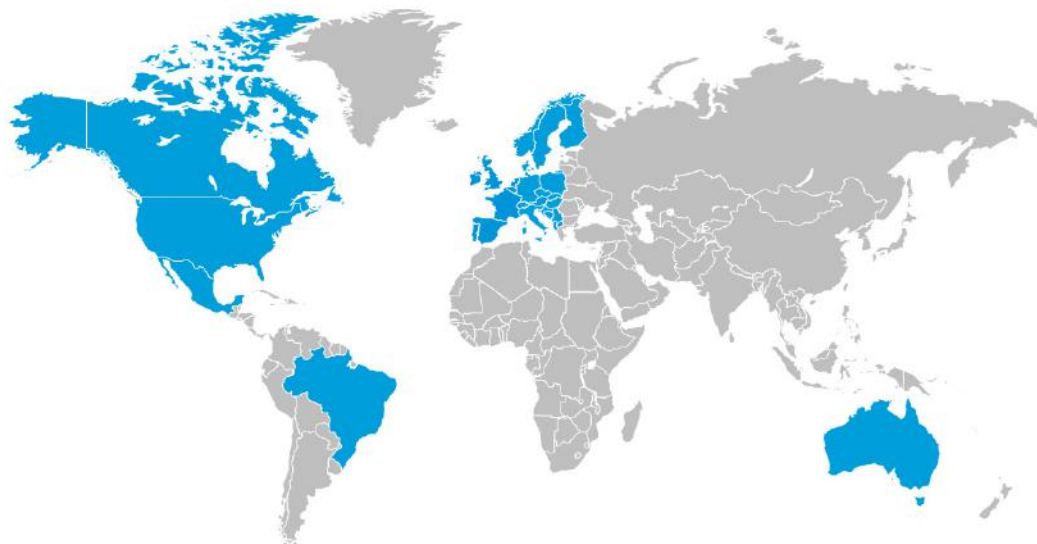
Apogee Global Services

Based in the UK, Apogee currently have in excess of 10,700 clients across 46 countries. Through Apogee’s Global Services – our new strategic arm of the business – more than 167k devices are supported by over 950 Apogee employees, stationed in 24 locations across England, Scotland, Wales, Northern Ireland, the Republic of Ireland, Jersey, and Germany.

Though the extent of which will depend on the country, digital transformation is a worldwide phenomenon – and the interconnectivity that comes with it enables Apogee to maintain an international presence, with business support often being managed across borders through a single contact. Emblematic of this is that a staggering 37% of all service calls made to Apogee are resolved remotely – demonstrating our ability to enable productivity for clients, regardless of physical aspects such as distance or number of locations requiring support.

Apogee continues to work toward our ambitious targets to grow our international client base over the next five years. With our interest in regards to ocean plastics and recycling aligned with those of HP Inc., our international teams will continue to build a consistent culture of sustainable business as they spread out from our base in the UK.

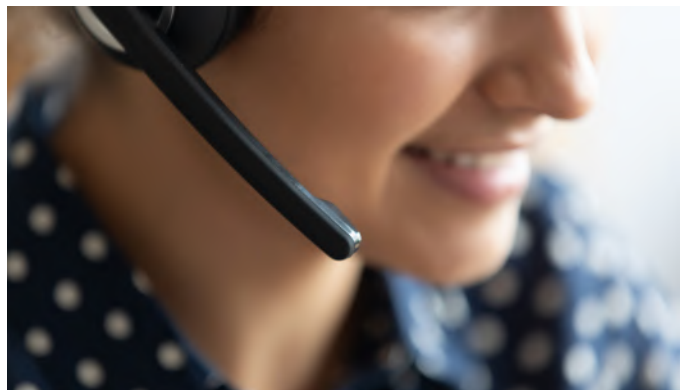
Apogee Global Services – Growth Trajectory



Our Communities

In 2021:

Apogee launched the **Employee Assistance Programme (EAP)**, a free and confidential 24/7 support service for employees and their families, provided by AXA Healthcare.



All Apogee employees have access to the online portal for AXA, where they are able to find information and guidance on an extensive assortment of practical, medical and well-being topics.

As part of the EAP programme with AXA Healthcare, Apogee launched a partnership with **PureGym** in April – enabling employees and their families to purchase an annual membership for up to 50% off.

Now in 2022, Apogee partnership with PureGym has come to an end, but have come to similar arrangements with Nuffield Health and Hussle.



Apogee signed up to the **Cycle2Work Scheme with Halfords**, which gives employees the capability to get their hands on a brand new bicycle up to the value of £1,000.

This scheme gives Apogee employees the freedom to make positive changes to their quality of life – whether they lack access to their own mode of transport; wish to exercise more frequently, or simply wish to cut down on their carbon footprint.

Apogee partnered with **The Marine Conservation Society** in support of **The Great British Beach Clean** – bringing 33 Apogee employees to two beach cleans in Whitstable, Kent, and Paull, Humberside.

Taking place over 17th-26th September, Apogee employees collected over 40kg of litter across both beaches. This ranged from fishing materials to syringes and needles, as well as 1900 pieces of plastic bags and bottles, and 470 sanitary products consisting of wet wipes and cotton bud sticks – all of which was disposed of responsibly by the Marine Conservation Society.

Apogee's effort was beneficial to the MCS's valuable conservation work, helping toward a more sustainable future for our coastline.



During the summer of 2021, Apogee completed the **'Around the World' Challenge** to raise money for the charity **TeensUnite** – recording kilometres travelled through a personalised fundraising portal until the team reached or exceeded 40,075km: the equatorial circumference of the Earth.

Using the mobile application Strava to record kilometres travelled by walking, running, swimming or cycling; the Apogee team ended up collectively travelling 41,183km between 119 people, raising over £7221 for the charity. TeensUnite supports people aged 13-24 who are fighting cancer – a disease that is diagnosed in 2,555 teens and young adults in the UK each year.



The 2021 edition of **Apogee's Christmas Charity Event Calendar** raised over £4770 for **Rethink Mental Illness**, with donations from 255 employees. Over 30 lucky winners received gifts and vouchers as part of the campaign, all kindly donated by our suppliers and partners.

Rethink Mental Illness use their extensive network of local groups and services, expert information and successful campaigning to improve the lives of people severely affected by mental illness.



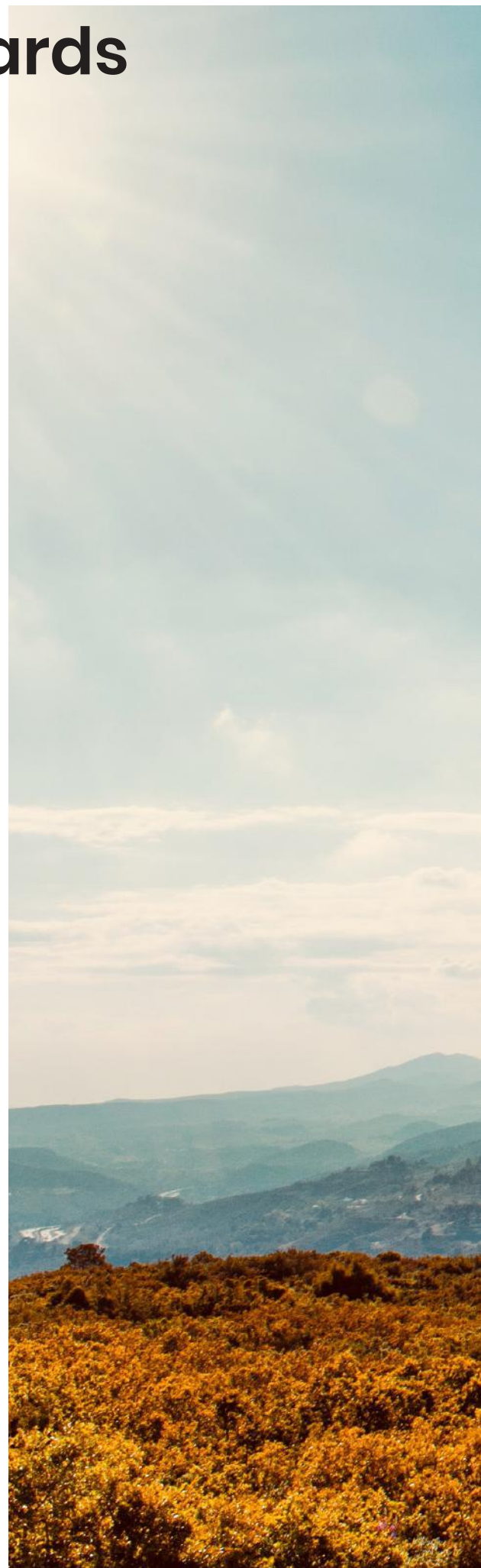
£12,042.93
total raised
in 2021!

Our Business Standards

We have implemented a number of policies and standards to help manage our compliance obligations to local, national, and global issues which can impact our business. Some of these are modern slavery, human trafficking, anti-bribery, corruption, and recently, corporate criminal offence. The risk to most of these issues are deep within our supply chain. Hence, in 2021, we reviewed our approach to supply chain management in order to improve governance around social, ethical, data security, and environmental practices across our business and our supply chain. As a result, a new department has been created to manage supply chain risks, and to collaborate with key suppliers to improve standards and resilience to current and emerging issues for our mutual benefit.

A new supplier onboarding and assessment platform has been provided to help achieve this aim. All existing suppliers are being evaluated to ensure they meet the minimum standard requirements of Apogee, in order to be confirmed as an approved supplier of the business. The vetting process involves a desktop review of the practices of suppliers in relation to: how they manage health and safety of their people; their environmental impacts; quality assurance; customer satisfaction of their products and services; pay and remuneration of their people; their approach to preventing modern slavery, bribery, corruption, corporate criminal offence, and many more. A compliance score is awarded for each criteria, and any supplier who falls below the required standard is given the opportunity to improve their standards.

A supplier code of conduct is being developed for all suppliers to adopt. In addition to the desktop evaluation of compliance, we review ongoing compliance during quarterly business reviews, held with key suppliers. At the moment, we have no direct supplier from a non-EU country, hence, the current process in place is sufficient for the nature of our supply chain. However, we do realise the need to step up our due-diligence processes to cover suppliers who deal with sub-contractors from non-EU countries and non-regulated markets.





All existing suppliers are being evaluated to ensure they meet the minimum standard requirements of Apogee, in order to be confirmed as an approved supplier of the business.

Our Environment

Preventing the risk of Greenwashing

Sustainability maturity is sometimes seen as a race, instead of a journey. Hence, there is the tendency for organisations to attach unverified claims to a product or service in order to be perceived as sustainable. Whilst this is not an ethical practice by any measure, we lose sight of the real reason for pursuing a sustainable business. At Apogee, we do realise this risk, hence, are committed to report our sustainability performance with accuracy, integrity and transparency, in line with our values.

Leadership Commitment

Apogee have made significant improvements in reducing its operational impacts on the environment and its value chain. The commitment from the Executive Leadership Team (ELT) is testament to this success. For example, in FY21, the ELT approved a budget specifically to promote sustainability programmes in Apogee. This major step is helping to bring to life many initiatives that have been discussed and being developed in the pipeline. Some of these initiatives include waste reduction, resource efficiency,

greenhouse gas reduction, and elimination of hazardous substances used in the operation. Sustainability is now a live agenda item on most of the ELT meetings, and a whole session is devoted to discussing sustainability improvement every quarter.

Net Zero and Greenhouse Gas (GHG) Reduction

Apogee declared its intention to be Net Zero by 2030, by eliminating all direct GHG emissions (scope 1&2) and indirect GHG emissions (Scope 3) from its value chain, based on its 2019 emissions. From the 2019 energy assessment carried out for compliance to the Energy Savings Opportunities Scheme (ESOS), the organisation is already aware of its scope 1&2 emissions, but not for its scope 3 emissions. Hence, a project has commenced to assess the emissions from all indirect business activities in 2019. We are working closely with Green Elements on our scope 3 emissions. Afterwards, this will be aligned with the Science Based Targets Initiatives to ensure our greenhouse gas targets are in line with the 1.5 degrees limit determined at the 2015 Paris Agreement.

Our Journey To Net Zero

2025

Achieve Carbon Neutrality:

- 100% of Company Fleet will be Electric Vehicles (EVs) or Alternative Fuel Vehicles (AFVs) by 2025
- At least 50% of Grey Fleet (employees vehicle used for business travel) will be EVs or AFVs by 2025
- 100% of Buildings Energy (electricity, gas and heating oil) will be from renewable sources by 2025

2030

Achieve Net Zero:

- Zero emissions from indirect business activities, especially with our supply chain by 2030
- Maintain zero emissions from buildings energy
- Maintain zero emissions from fleet energy

Achieve Zero Waste

- 100% of waste from Apogee will be Reused or recycled by 2030
- Zero waste will be sent to incineration by 2030
- Zero waste to landfills by 2030 (achieved)
- Carbon Offsetting and Insetting Plant at least a million trees by 2030

The main GHGs that Apogee generates from our direct business operations are carbon dioxide and nitrous oxide. These are from fleet fuel, (mainly diesel and petrol), and from buildings energy, mainly natural gas, electricity, and heating oil (red diesel). GHGs from fleet fuel accounts for about 83% of total emissions, whilst GHGs from buildings fuel accounts for 17%.

In 2021, we implemented various initiatives to reduce the GHG emissions of the business. Some of these include fleet transformation, where more than 100 fuel/emissions inefficient company vehicles were replaced with more fuel/emissions efficient ones, including a number of battery electric vehicles and a variety of hybrid vehicles. The business is on course to replacing about 30% of its fleet with battery electric vehicles and hybrid vehicles by the end of 2022.

Property rationalisation was another initiative implemented in 2021. The business removed

all legacy assets from its property portfolio, and restructured the operational regions to operate from fewer offices with improved facilities. This resulted in a reduction in energy use and GHG emissions, and the elimination of the use of natural gas for heating in any office.

Moreover, following on from lessons learned from the pandemic, the business has introduced a number of flexible working plans which have reduced business travel, fleet fuel, and the associated GHG emissions quite significantly. A number of behavioural change programmes such as the 'Apogee Switch Off' campaign have also made a difference.

PrintReleaf

Beginning in 2019, Apogee's partnership with **PrintReleaf** has seen enormous engagement this year. The world's first platform of its kind, PrintReleaf automatically converts your paper footprint into reforested trees – meaning that you actively replant trees as you print.

Carbon and Energy Performance

Carbon and Energy Measure	2020	2021	Comments
Total energy use covering electricity, gas and transport	6,219,842 kWh	5,337,486 kWh	14% decrease in total energy use ▼
Total emissions generated through combustion of gas	31.19 tCO ₂ e	0.00 tCO ₂ e	100% decrease in emissions from gas ▼
Total emissions generated through combustion on heating oil	92.83 tCO ₂ e	63.50 tCO ₂ e	32% decrease in emissions from heating oil ▼
Total emissions generated through use of purchased electricity	0.00 tCO ₂ e	0.00 tCO ₂ e	100% of grid electricity used is from renewable sources
Total emissions generated through use of fleet fuel	1,068.52 tCO ₂ e	1,038.64 tCO ₂ e	3% decrease in fleet emissions ▼
Total gross emissions	1,192.54 tCO ₂ e	1,102.14 tCO ₂ e	8% decrease in total emissions ▼
Total square foot	179,063 Sq. ft.	149,225 Sq. ft.	17% decrease in floor space ▼
Number of vehicles in fleet	437	272	38% decrease in business vehicles ▼
Number of locations	27	17	37% decrease ▼
Intensity ratio (total gross emissions)	0.00666 tCO ₂ e per Sq. ft.	0.00738 tCO ₂ e per Sq. ft.	11% increase ▲

War on Waste

Resource and waste streams	FY20 (tonnes)	FY21 (tonnes)	Comments
End of life printers refurbished and reused	681	449	36% decrease ▼
Printer parts harvested for reuse	5	4	20% decrease ▼
Toners and cartridges reused	24	10	58% decrease ▼
Toners and cartridges recycled	17	3	82% decrease ▼
Cardboard and paper recycled	110	92	16% decrease ▼
Metal cables recycled	5	1.4	72% decrease ▼
Wooden pallets recycled	66	42	37% decrease ▼
Plastic packaging (Low density 95/5) recycled	8	10	23% increase ▲
Polystyrene (briquettes) recycled	8	7	4% decrease ▼
Waste Electrical and Electronic Equipment recycled	61	75	22% increase ▲
Dry Mixed Recycling (office waste)	1	3	115% increase ▲
General waste (waste to MRF)	31	14	54% decrease ▼
Hazardous waste (aerosol cans and oily rags)	0.017	0	100% decrease ▼
Waste to landfills	0	0	100% decrease ▼

In 2021, Apogee introduced a circular economy initiative called 'War on Waste'. The main objective of this initiative is to remove the notion of 'waste' and treat every operational item as a resource that can be reused in Apogee, or by another business. The War on Waste initiative is underpinned by the top three processes on the waste hierarchy. These are Prevention, Preparing for Reuse, and Recycling. With this initiative, Apogee aims to maintain zero waste to landfill, and gradually replace all non-reusable and non-recyclable items with more sustainable alternatives. There is only one operational item that is non-recyclable, and

as a result, is disposed of through a Material Recovery Facility (MRF). This is the Expandable Polystyrene (EPS) that comes with most print packaging. We have started working with our waste management and resource efficiency partner, Mitie, to find industries who need this item for their operations. This is the short-term solution. However, we are also pursuing the ultimate solution to eliminate this item from our business. We have started engaging with our suppliers to either stop using this item in their packaging, or finding more sustainable alternatives.

We have also identified a number of operational items that, although can be recycled, can be effectively eliminated or replaced with more sustainable alternatives. A good example is single use wooden pallets. These generate the most waste on our sites and also the most costly waste stream to collect. By working with our suppliers to adopt reusable pallets, this waste stream can be eliminated, a win-win situation for all parties. Another example is metal cables from most printer packaging. These are mainly European power cables that have no use in the UK whatsoever, but are included with the printers. Again, this can be removed from our waste stream.

We are implementing a sustainable procurement policy & standard to guide suppliers on our requirements. This will also be used internally in Apogee, by anyone responsible for procuring goods and services for the business.

The War on Waste initiative is not only limited to the elimination of waste. It also focuses on improving operational efficiencies, and seeks to eliminate all non-value added activities. Hence, in 2021, we consolidated all waste management services into one managed service with Mitie. This has improved overall compliance to waste regulations, and our joint focus on resource efficiency has helped find better sustainable solutions to managing our waste. Since introducing the War on Waste initiative, we have seen a steady decline in total waste generated. Although the pandemic has influenced this to some degree, we have seen a conscious effort by most people in Apogee to recycle more, although there is some improvement to be made with waste segregation in the offices.

Resource Efficiency and Waste Management Performance

Summary of resource and waste streams	FY20 (tonnes)	FY21 (tonnes)	Comments
Total waste generated	306	247	19% decrease ▼
Total items reused	709	463	35% decrease ▼
Total waste recycled	275	232	16% decrease ▼
Total waste sent for recovery	31	14	54% decrease ▼
Total waste sent to landfills	0	0	100% of waste diverted from landfills



Conclusion

Apogee Corporation has responded very well to the challenges presented by the pandemic. Like most organisations adjusting to the realities of a post-pandemic era, it is important to remain relevant to its stakeholders – and growth opportunities provided by MITS and ODS are steps in the right direction.

The process of planning and producing our first CR report has been quite a learning curve for the organisation; highlighting key strengths that need to be harnessed to create opportunities for our value chain. Likewise, we have identified areas for improvement: community engagement is one area where we can leverage our strength to make a positive impact. We also recognise the need to adopt appropriate reporting frameworks to use for future CR reports, as well as an independent verification process to assure our data.

However, as with any learning curve Apogee face, we have turned the corner – and continue our CR journey on an upward trajectory; for our environment, our people, and our communities.



Ato Nimoh-Brema, Head of Sustainability & Business Assurance

The report was compiled by Apogee Marketing with contributions from the following:
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“We continue our CSR journey on an upward trajectory; for our environment, our people, and our communities.”

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