



# Corporate Responsibility Report FY23

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# Message from CEO



**James Clark**  
Chief Executive Officer

As we navigated the challenges of a rapidly evolving market landscape in FY23, we remained committed to transformation, service excellence, and corporate responsibility – with the ultimate goal of delivering against the unmet needs of our customers. In FY23, Apogee continued on its journey towards becoming a comprehensive Managed Workplace Services provider, while simultaneously strengthening our core Managed Print Services (MPS) business.

## Performance Highlights

Following on from the pandemic period which significantly impacted the business of our customers and Apogee, FY23 marked a significant milestone as we delivered an overall revenue growth of 2% compared to FY22. Internally, we implemented an improvement program to meet the demands of the year, coupled with the exceptional efforts of our employees.

Apogee grew in many areas in 2023, including managed print services (3% growth) and outsourced document services (30% growth). Despite the challenges posed by the post-COVID era, particularly in the Managed Print sector, our resilience, adaptability and investment in new products and services enabled us to grow our overall revenue, as well as continue to focus on being a customer-first company.

## Corporate Responsibility at Apogee

Corporate responsibility lies at the heart of Apogee's operations, guiding us to create positive societal impacts while maximising value creation for all customers and stakeholders. Through adherence to governmental initiatives, community engagement activities, volunteering, and sustainable business practices, we strive to fulfil our responsibilities as a conscientious corporate citizen.

Our Environmental, Social, and Governance (ESG) framework underscores our commitment to sustainability, exemplified by initiatives such as the ACE Line refurbished print devices, the IT Buy Back scheme, and participation with the Print Releaf platform. As an HP Planet Partner, we facilitate the recycling of HP Original and Samsung printer cartridges, ensuring our contribution to waste minimisation efforts. By championing Managed Workplace Services and advocating for sustainable business practices, we aim to foster long-term societal and environmental benefits.

FY23 was a transformative year for Apogee, characterised by strategic growth, a focus on delivering against unmet customer needs, and an unwavering commitment to corporate responsibility.

## Challenges and Opportunities

Adapting to the post-pandemic landscape presented numerous challenges, including the accelerated shift to hybrid work models and the global transition to paperless processes, resulting in a decline in the demand for managed print services. However, amidst these challenges lay opportunities for Apogee. As organisations sought to accelerate their digital transformation, we positioned ourselves as a valuable partner capable of complementing our customers' in-house capabilities or managing entire IT functions. Our strategic response was to understand unmet needs and introduce a new range of services aligned with our customer-first strategy – which is delivering a sustainable long term business into the future.

## Strategic Acquisitions

A pivotal moment for Apogee in FY23 was the acquisition of Argon Business Systems Ltd and Datatron Document Image Archiving Ltd. These strategic acquisitions not only expanded our service portfolio, but also reinforced our commitment to enhancing customer value and service excellence.

***“FY23 was a transformative year for Apogee, characterised by strategic growth, a focus on delivering against unmet customer needs, and an unwavering commitment to corporate responsibility.”***



# Introduction

**Ato Nimoh-Brema CEnv, MIEMA**

Head of Sustainability and Business Assurance

Climate change, advancement in technology and digitisation, rising geopolitical tensions, social instability, and demographic changes are some of the major megatrends identified throughout 2023. The effects of these issues are accelerating exponentially, and require everyone – individuals, businesses, and government organisations in every sector and industry – to act fast, and with clarity on the role they want to play in harnessing the potential of these megatrends to create a more sustainable future for all.

Apogee Corporation is not immune to the effects of these developments. As an organisation, we have witnessed the impact of the recent pandemic on our business, the high cost of energy due to geopolitical issues beyond our influence and control, and the scarcity of essential components in our supply chain.

In a recent materiality assessment, our stakeholders outlined the key areas of importance – with positive climate action remaining one of the principal areas. Most of our clients are committed to Net Zero by 2030, and, as such, expect Apogee to be aligned with the same level of commitment. Our inherent association with paper is a focus point for our stakeholders, as well as our contribution to social value. We also acknowledge the needs of our employees for continual development, better working environment and safety standards, diversity, equality and inclusion. We are committed to meeting these needs and expectations in order to be compliant with applicable legislation, whilst exploring innovative products and solutions to address the ever-changing risks and the opportunities they provide.

Our 2023 Corporate Responsibility Report covers the sustainability performance of our business relating to the environment, our people, our community, and business assurance practices of our governance programme. It excludes financial performance and our approach to commercial and legal due diligence. The reporting period of this report is from 01st November 2022 to 31st October 2023.

Most of the data published in this report has been provided by independent suppliers of Apogee, such as our waste contractors, energy brokers, and external auditors. Some data has been collated internally. We used the emissions factors from the Department for Environment, Food & Rural Affairs (DEFRA) to convert energy consumed within the reporting year to carbon emissions.

For more information and clarity on any aspect of this report, please contact [info@apogeecorp.com](mailto:info@apogeecorp.com).





# About Us

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With 30 years of industry expertise, Apogee has cultivated a long track record of supporting organisations of varied sizes and sectors. Our commitment revolves around streamlining IT needs through a single, convenient point of contact, underpinned by industry-leading service excellence. By managing workplace technology on behalf of our clients, our services not only enable businesses to maximise output, but also inspire employees to work smarter, safer, and more sustainably.

Rooted in a set of core values, Apogee's principles dictate our culture, guiding our interactions with others and shaping our business approach. As an independent subsidiary of HP Inc., we prioritise not only what we do, but how we conduct our business – and as such, our values are relatable, memorable, and attainable. We aim to strengthen our communities, foster lasting relationships with our clients, and create space for wellbeing, diversity, and inclusion.

At the heart of Apogee's philosophy is the belief in bringing technology and innovation to the modern marketplace, building trustful relationships through respect for clients and employees alike. Our objectives centre on aligning initiatives with client priorities, enhancing the customer experience, and fortifying relationships. Apogee's values define our organisational identity, guiding our commitment to empowering every employee across all business facets.

To realise our vision, we actively work towards fostering a high-performance, diverse, inclusive, and engaged workforce. Our core values—Integrity, Passion, Courtesy & Respect, Inclusivity, Knowledge, People, and Flexibility—serve as the pillars of our culture, shaping our actions and interactions.

As a socially and environmentally responsible business, Apogee actively seeks ways to generate positive impact. We view it as our duty to encourage businesses to pursue the sustainable benefits offered by Managed Workplace Services, advocating for long-term gains over the short-term advantages of outright print and IT purchases. Through this commitment, Apogee continues to play a pivotal role in promoting positive change in the corporate landscape.





# Our Partnership with



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. Apogee continues to benefit from being part of the HP family, with a shared objective of conducting business with sustainability at the forefront of all services and solutions.

HP is recognised as one of the world's most sustainable companies. HP continually invests in product development to create the transformative and disruptive technologies of the future – applying rigorous design principles to improve the environmental performance of products across their life cycles. The main design priorities are to increase the use of recycled and renewable materials; practice responsible chemistry; enhance product repairability, reusability, longevity, and recyclability; continually improve product energy efficiency; build in accessibility features; and create solutions to meet challenges in healthcare.

This commitment to sustainability is at the heart of HP's business strategy, with three core focus areas: Climate Action, Human Rights, and Digital Equity. With numerous sustainability accolades – such as being rated among the **top 1% of companies for social and environmental efforts in 2022** by EcoVadis, and placed in the top 10 for clean revenue for the fifth consecutive year by Clean200 in 2023, – HP's dedication to sustainable practices sets the foundation for Apogee's corporate responsibility objectives.



**HP PLANET PARTNERS**

**As a member of the HP Planet Partners Programme**, Apogee is continuing to find new ways to support a more sustainable planet. The Programme allows Apogee's clients with HP Original and Samsung cartridges the opportunity to return empty cartridges to be fully recycled. This programme covers the entire life cycle of the printer cartridges with closed loop recycling that goes on to produce new cartridges from the recycled plastic. The programme adds huge sustainable benefits to Apogee and our clients and most importantly, to our planet, as together it ensures billions of toners are recycled every year.

HP Planet Partners is available in 36 EMEA countries and over 70 countries worldwide. Since its foundation in 1991, **more than 735 million HP ink and toner cartridges have been returned and recycled** (as per 2017). When returned via PPP, no Original HP cartridge ends up in a landfill. To further reduce the environmental impact of printing, HP closes the loop and designs its cartridges to be manufactured from as much recycled content as possible. Nowadays, all HP toner and 80% of HP ink cartridges contain recycled content.

In FY23, Apogee was awarded the **HP Amplify Impact Catalyst 5-Star** accolade in recognition of our commitment to driving significant sustainability progress across Planet, People, Community, and Sustainability as a Business Opportunity. HP's Amplify Impact program aims to accelerate change across the technology industry by educating and empowering HP channel partners to deliver sustainable impact and maximise sustainable business opportunities.

Find out more about HP's commitment to sustainability in the HP Sustainability Report:

 **Go Beyond**



# AMPLIFY

## IMPACT

### HP PARTNER PROGRAM



# Material Issues

From the materiality assessment carried out in 2022, we have identified the strategic priorities of our stakeholders. These are the ESG issues of importance to the immediate and long-term needs of our stakeholders and our organisation. Hence, we have integrated these material issues with our overall business vision and strategy to ensure that the objectives are achieved through business-as-usual activities. This is also important so that we are not distracted by other external and internal factors which may have no strategic benefit to our stakeholders and our organisation.

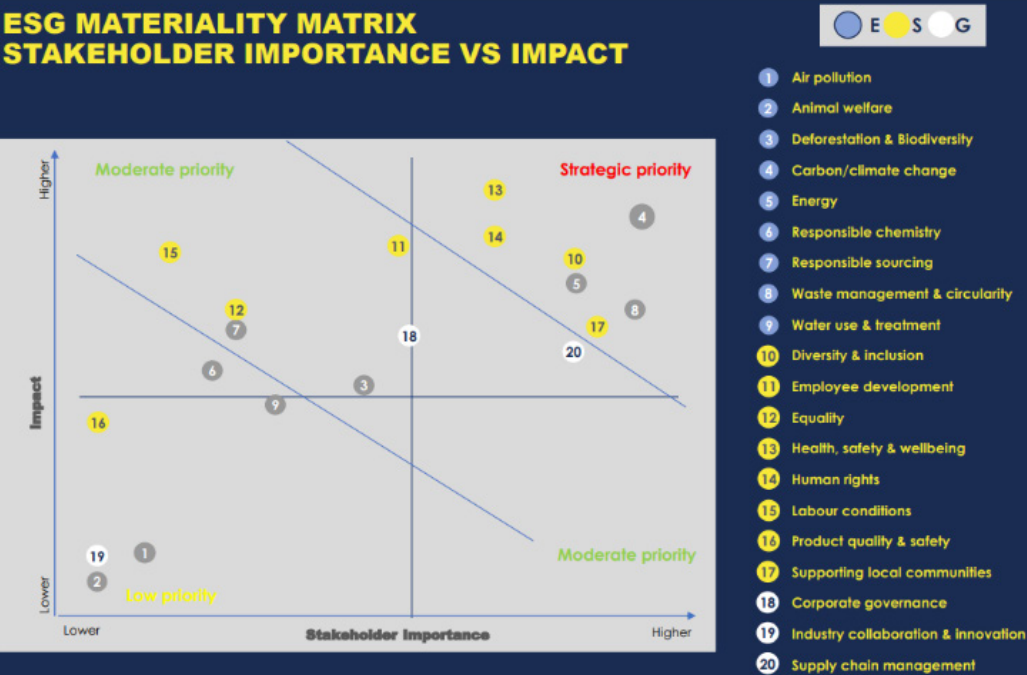
We continue to keep ourselves abreast with the ever-changing landscape of ESG compliance and best practices such as the requirements of the Corporate Sustainability Reporting Directive (CSRD) and Extended Producer Responsibilities (EPR). We also gather ESG insights from internal and external sources such as audits, supply chain assessments, employee surveys, customer engagements, workshops, and other publications. The risks and opportunities presented by these insights are captured in our corporate risk and opportunities register, and are reviewed with our Executive Leadership Team (ELT) for the appropriate actions.

Objectives, targets, actions, and resources are approved by the ELT to improve the material issues identified from the materiality assessment. There are working groups who own various aspects of ESG, with regular updates provided to the ELT. However, from 2024, a new sustainability governance board will be formed to synchronise ESG programmes of the business as we deepen our collaboration with key stakeholders and other interested parties.

ESG remains a very important area for our stakeholders. We have observed a significant increase in ESG questions from some stakeholders. In addition to ESG compliance questions, clients and customers are now looking for real sustainable products and solutions to decarbonise their value chain, eliminate waste, and generate positive social value. Our corporate responsibility strategy, AGENDA ZERO:2030 will ensure that we are well positioned to continually provide value to our stakeholders.

The ESG materiality matrix below shows how the strategic priorities have been determined. Whilst these remain our top priority, the other themes of low and moderate importance are also addressed through business-as-usual activities.

We will conduct another materiality assessment in 2025/26 to determine the new areas of importance to our business and our stakeholders.



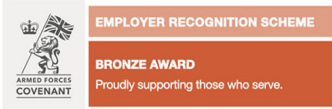
# Our People



**Marion Brooks**  
Chief People Officer

## Equality, Diversity & Inclusion

At Apogee we strive to cultivate a values-based culture focused on equity, diversity, inclusivity, wellbeing and positive employee engagement.



### In 2023 we...

- Partnered with external specialist organisations such as Education People and the University of Kent to provide early careers opportunities
- Achieved a Disability Confident bronze status, which demonstrates our ongoing support of people with disabilities within the workplace
- Achieved the bronze status Armed Forces Covenant award for providing opportunities for military veterans
- Achieved 100% completion for all managers and employees in Equality, Diversity & Inclusion training
- Implemented Equality, Diversity & Inclusion training into our Company induction for both managers and employees
- Held 8 Executive Leadership Back to the Floor sessions to promote a continuous feedback improvement loop
- Achieved an average rating of 4.0 in Glassdoor through proactively assessing all reviews for continuous feedback and improvement
- Achieved an average rating of 4.0 in Glassdoor through proactively assessing all reviews for continuous feedback and improvement
- Provided ongoing awareness days/activities (monthly programme on page 09)
- Improved our metrics in all other aspects of diversity to be able to better report on this in the future

## Learning and Development



**Integrity**  
**100%**

**of employees** completed Integrity at Apogee 2023 & Anti-Corruption 2023  
**Plus, 100% managers** completed Integrity at Apogee Managers 2023



**Leadership Development**  
**60%**  
**of managers**

have participated in our 3 day Apogee leadership programme

**70%**  
**of team leaders**  
have been through the team leader programme

**30%**  
**of managers**  
have been through a bespoke coaching programme



**Health and Safety**  
**100%**  
**of employees**

have completed the required health and safety role specific training e.g. Ladder safety / Fire Warden / First Aider Refresher

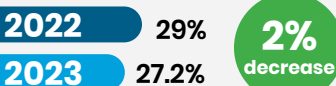


**Mental Health awareness**  
**90%**  
**of managers**

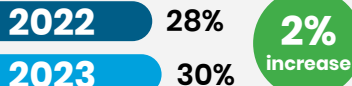
have voluntarily completed Mental Health Awareness Training to date

Mental Health Awareness Training now forms part of our compulsory Induction Training for both managers and employees.

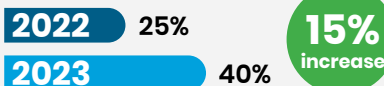
### Gender Pay Gap



### Female Representation



### Board Level Female Representation





## Health & Safety

At Apogee, safety is the cornerstone of our operations. Ensuring the safety of our employees, visitors, customers, and contractors is paramount in everything we do. Over the past 8 months, we have meticulously reviewed our processes and procedures to uphold compliance with ISO 45001 standards, reaffirming our dedication to safety management.

**Our recent initiatives include:**

- Implemented new online safety reporting tool for swift reporting via mobile or laptops, enabling prompt analysis and action by management
- Conducted comprehensive risk assessment reviews across departments to identify and prioritise improvements
- Introduced Apogee Learning Platform for tailored Health & Safety training, including IOSH accredited in-house training
- Established clear internal communication channels with monthly safety meetings at all levels
- Reviewed and enhanced internal audit processes to align with safety regulations and identify emerging risks
- Enhanced employee engagement in safety discussions and meetings through regular reviews with teams.

These initiatives, coupled with the unwavering commitment of employees at all levels, signify a concerted effort towards fostering a safer and more focused working environment for all.

## What we achieved in 2023



Reviewed and updated all site inspections for efficient statutory inspections and timely action closure



Launched online accident/incident reporting tool for streamlined reporting and investigation



Implemented Vulnerable Persons Risk Assessment program



Introduced online Health & Safety platform for document access



Implemented Quarterly Safety Management Reviews



Established Monthly Site Safety Forums



Appointed Safety Representatives for each department



Conducted Focused Improvement Meetings



Completed full Gap analysis and developed new Safety Management System for positive safety culture and effective communication



Introduced Learning Management System for transparent training tracking



Implemented communication program featuring quarterly safety bulletins, Safety Alerts, and Toolbox Talks

## Awareness Days / Campaigns

In 2023, 72% of employees took part in our All Employee Survey and our four key improvement areas were:

Processes & Systems  
Communication

Employee Development  
Salary & Benefits

### February



Chinese New Year

### March

Back to the Floor

Employee Appreciation Day



International Women's Day

Holi Festival

Listening Session - Service

### April

Vaisakhi Celebration

Eid Celebration

Ramadan Celebration

### June



Employee Survey Launch

### July

disability confident

### August

cycle 2 work

### September

Beach Clean Up

MacMillan Coffee Morning

### October

Black History Month

### November

MOVEMBER

## Mental Health & Wellbeing

Our employee assistance programme provides free confidential counselling and related support for all employees in the UK and internationally.

### January



brew monday

### February

time to talk day

### April

Stress Awareness Month 2024

### May

Mental Health Awareness Week Campaign

Mental Health First Aiders – Out of hours support

### June

World WellBeing Week

### October

National Work/Life Balance

All main Apogee sites and functions have a mental health first aider in place to support all employees.



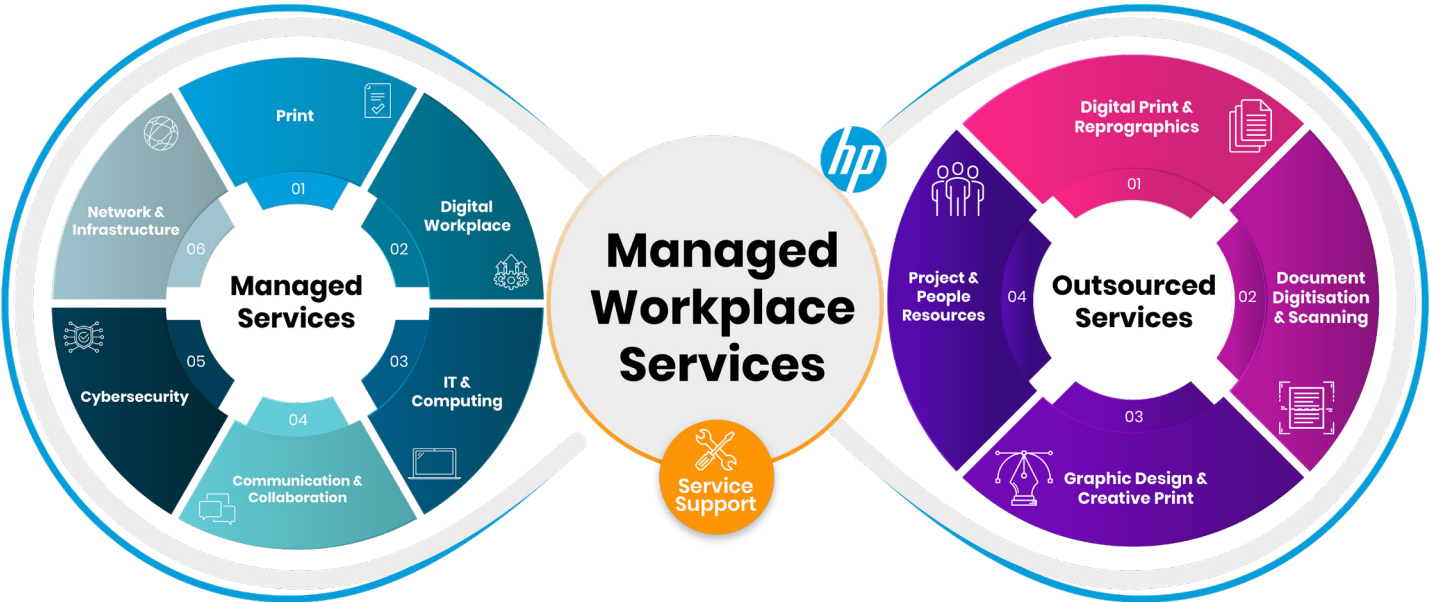
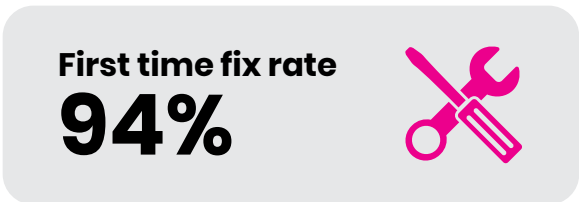
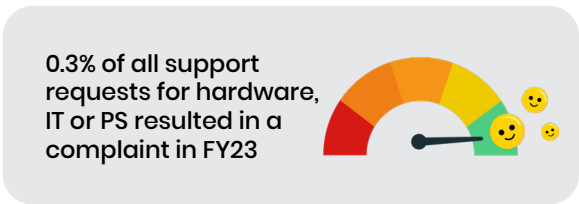
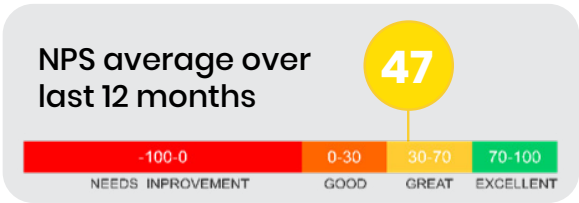
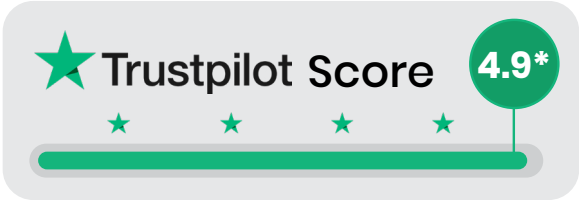
# Our Customers

## What do we do?

In a world of constant change, we're here to help businesses work smarter and work safer, by creating a workplace for your employees to work collaboratively anywhere, anytime, whilst keeping your workforce secure to protect your business. Our Managed Workplace Services focus on **PEOPLE**, **PROCESS** and **TECHNOLOGY**, with the aim to: maximise financial efficiency, enhance customer experience, and reduce environmental impact – all whilst keeping your employees engaged and productive.

As an independent subsidiary of HP, Apogee combines its thirty years of experience with the advantage of being part of one of the world's most secure, sustainable, and innovative companies. Combining the latest technology and workplace services with our market-leading customer support, our clients can take control of their digital journey, driving business and employee efficiencies, whilst aligning to ESG goals.

Our portfolio of products and services is always evolving in line with the growing demands of our customers, alongside the continuous innovation in technology. The below graphic highlights our key service categories that meet our customer's needs:



In 2023, Apogee conducted a number of research projects to help better understand our customers and the landscape in which our services are offered. The major findings suggested there is a notable disconnect between employees and employers, with different factors being 'at fault'.

Over a third (35%) of employees are having their productivity stunted by insufficient, slow, and unreliable technology – yet over a quarter (27%) of CIOs say home distractions are the culprit. Recent research, which surveyed over 200 chief information security officers (CISOs) and 200 employees across SMB organisations and the public sector, highlights the impact unreliable workplace technology is having on employee performance and collaboration. A further 21% of employees say that a lack of team connection and collaboration opportunities when working from home is hindering their productivity.

Whilst trying to combat the ongoing issues of managing a hybrid workforce, businesses are also trying to maintain stringent control of their spending in the cost of living crisis, encourage more sustainable practices, and improve their efficiency and productivity.

In a challenging environment with rising expectations, Apogee is focused on providing services and technology that provide peace of mind to our customers, removing some of their existing burdens. From meeting room collaboration solutions, to cyber security consultancy, to a full managed desktop experience, the customer remains front of mind in all we do. Utilising research and industry analytics, we are able to identify gaps and common problem areas to help customers achieve their digital transformation goals, and maximise their own customer experience.

## Delivering Service Excellence

Apogee is a customer-first organisation, and therefore everything we do is with the client in mind. Our service delivery is our key differentiator and we're continuously looking at ways to maintain and improve the service our customers receive.

Over the last 12 months we have made significant progress in many areas including the introduction of the consumables management function, providing dedicated resources to deal with day-to-day consumables and toner queries, Client Portal support, and providing interim support on excess consumables.

However, our business intelligence on our end-to-end consumables management has provided the broadest impact on the service delivery – both internally and to our customers. We now have full Power BI licensing that has allowed us to combine, visualise, and publish data to our key stakeholders and core users across the organisation. Daily refreshable reports ensure the data we use is up-to-date and accurate, minimising any errors.

Continuing to focus on our customers first has resulted in delivering service excellence, which is proven with our Trustpilot score of 4.9\* – joint first against 30 manufacturers and dealers in the UK, where ratings were available. We also have an average Net Promoter Score of 47 over the past year, which is equal to Apple at 47. That is a huge testament to the work we all do in supporting our customers throughout the customer journey.





## Case Studies



**Michael Rutherford, Business Operations Manager at McCambridge Duffy, commented:**

*"We've been on a transformative journey over the last five or so years, and I don't think we would have reached this point today had we not cooperated so closely with the Apogee team."*

*We knew we had to accelerate digitisation across the business to continue meeting the needs of our growing client base and also our staff, but our legacy infrastructure was holding us back. It started with a project to streamline our printing processes, and now virtually everything we touch is an Apogee solution."*

McCambridge Duffy, a leading UK insolvency firm, has partnered with managed workplace services (MWS) provider Apogee Corporation to boost workplace efficiencies and modernise its IT infrastructure. Since the collaboration began, the firm has already reduced a large proportion of its yearly operating costs by almost half a million pounds.

Apogee digitised the operations at McCambridge Duffy with the implementation of its Managed IT Services and Digital Document Service. Prior to engaging the MWS provider, the firm was suffering from up to two IT outages a month, costing approximately £31,000, which have been reduced to zero. Additionally, as a business heavily reliant on paper-based documents, the yearly costs associated with postage accumulating to £60,000 have been cut down to £8,400.

Alongside cost savings, McCambridge Duffy has also benefitted from improved efficiency across its workforce. Client caseloads have almost doubled from 5,000 to 9,500 without needing to increase headcount, and a meeting of creditors appointment now takes just 7 days to process, down from 45, an 80% reduction.



**John Edmonds, Account Director at Fisco UK, commented:**

*"These client success stories are coming thick and fast following our partnership with Apogee. The service excellence provided by Apogee's dedicated teams have completely eliminated unnecessary touch points, giving our clients consistent access to quick, efficient, and reliable support. And of course, the HP association provides further assurance that we can rely on Apogee to deliver every time."*

Facilities management company, Fisco UK, has partnered with Managed Workplace Services (MWS) provider, Apogee Corporation, to expand its IT offering and provide a more integrated and automated solutions portfolio to its client base. Through the partnership, the firm has successfully boosted machinery uptime for its clients by 28% compared to its previous MWS supplier.

The partnership, which is part of Apogee's Affinity Partnership Programme, sees Fisco UK incorporate Managed Print Services (MPS), Managed IT Services (MITS), and Outsourced Document Services (ODS) into its expansive client offering.

A strategic cost-reduction business with clients in industries spanning manufacturing, professional services, warehousing, logistics, and more, Fisco UK turned to Apogee to strengthen and streamline its services. Previous supplier arrangements had resulted in poor IT management and a lack of cost transparency. Apogee was selected as a MWS partner for its long-standing reputation of service excellence, along with its strategic alignment with the company's ethos of competitive pricing, customer-centric support, and automated efficiencies.

# Our Communities

## Volunteering Highlights



### Communigrow, Kent

On 30th June 2023, a team of Apogee volunteers immersed themselves in the work of Communigrow, a Kent-based charity committed to **promoting sustainable, local produce**.

The team not only gained insights into organic growing techniques, but also contributed to renovating Communigrow's visitor centre, aligning with Apogee's dedication to supporting the local community and sustainability.



### Holme Farm, Surrey

A group of Apogee volunteers visited Holme Farm in North Surrey on 3rd July 2023, supporting the development of a community hub spanning eight acres. The team actively contributed to the project by **clearing space for rare orchids, watering newly planted fruit trees, and weeding the allotment; fostering health, wellbeing, and community support**.



### Apogee's Beach Clean-Ups, Kent and Lincolnshire

On Thursday 14th and Friday 15th September 2023, Apogee joined The Great British Beach Clean, partnering with the Marine Conservation Society. Removing 49kg of litter from Folkestone and Cleethorpes beaches, Apogee's efforts provided **crucial data on prevalent beach litter, particularly plastic and polystyrene items**. **A total of 863 such items were removed**, showcasing Apogee's commitment to coastal conservation.



### Green Synergy Volunteering Day, Lincolnshire

In October 2023, a number of Apogee employees volunteered at local gardening and horticulture charity Green Synergy, located near Apogee's National Operations Centre in Lincoln. The team engaged in various tasks such as **cutting back vegetation, establishing a new coppice area, and fence maintenance**.

Overall, Apogee employees spent a total of 248 hours volunteering in FY23 across various activities.



## Charity Support

### CHRISTMAS ADVENT CALENDAR

December 2022

#### Apogee Christmas Charity Advent Calendar

Throughout December 2022, Apogee employees were encouraged to enter the Christmas Charity Advent Calendar raffle, held in support of Action for Children UK.



December 2023

#### Christmas Jumper Day

Apogee employees supported the annual Save the Children UK Christmas Jumper Day observance.



May 2023

#### Charity Football Matches

The Apogee Charity Football Matches had employees go head-to-head on Tuesday 9th and Thursday 18th May in support of Barts Charity. Held at Lincoln LNER Stadium and Maidstone Gallagher Stadium, the teams played two full-time football matches while spectators were encouraged to donate to this worthy cause.



March - April 2023

#### Easter Charity Raffle

Apogee employees took part in an Easter Charity Raffle throughout March and April to help raise money for Stroke Association UK.



August - September 2023

#### Apogee's Active Challenge

The 'Apogee Active Challenge' saw employees run, walk, swim, and cycle to cover a huge 31,714.3 km in support of Teens Unite charity.



September 2023

#### Macmillan Coffee Morning

Apogee employees were invited to take part in a charity raffle, as well as hosting their own team coffee mornings to raise money for Macmillan Cancer Support.

**A grand total of £12,071.15 was raised for charity in FY23**

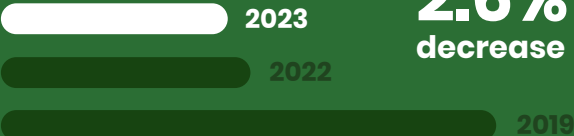
# Our Environment

Environmental management in Apogee has been integrated into every aspect of our business operations to promote a culture of zero tolerance to waste and pollution. This is driven by our values and our desire to go beyond compliance and commercial considerations to do the right thing for the environment, our people, and the community.

We started working on a comprehensive corporate responsibility strategy – AGENDA ZERO:2030, which sets out our approach to eliminate all adverse impacts of our business operations on the environment, our people, and the community, whilst promoting positive changes throughout our value chain.



Total energy used in 2023



Total waste produced in 2023 was **317.6 tonnes**

45% increase compared to 2022 which is still in line with our projections

25% decrease compared to 2019



In 2023, approximately... **5,364 end-of-life printers** were collected from our clients, at the end of their lease, and sold as second-hand printers



We harvested about... **6,601 parts from old printers** which were beyond economic repair and reused them to repair and upgrade other printers in the field.

## Our environment at a glance...



Apogee is committed to achieving Net Zero by 2030



Carbon emissions from fleet fuel in 2023 was 22.5% less than 2022



Apogee is now certified to ISO 50001 Energy Management standard



In 2023, we replaced 15% of company fleet with electric and hybrid vehicles



We continued to source all our electricity supply from renewable sources in 2023



We collected and refilled more than 1,200 empty ink toners for reuse through our partners



We installed a urinal flushing system called 'Cistermiser'. This device, installed in some of our men's toilets, has saved about 50,000 litres of water annually



For every 8,333 paper prints that we make, a tree is planted in a managed forest around the world to offset the impact of paper use via the PrintReleaf scheme.



We continue to manage the waste from our business through 'War on Waste' - the circular economy initiative we launched in 2021.

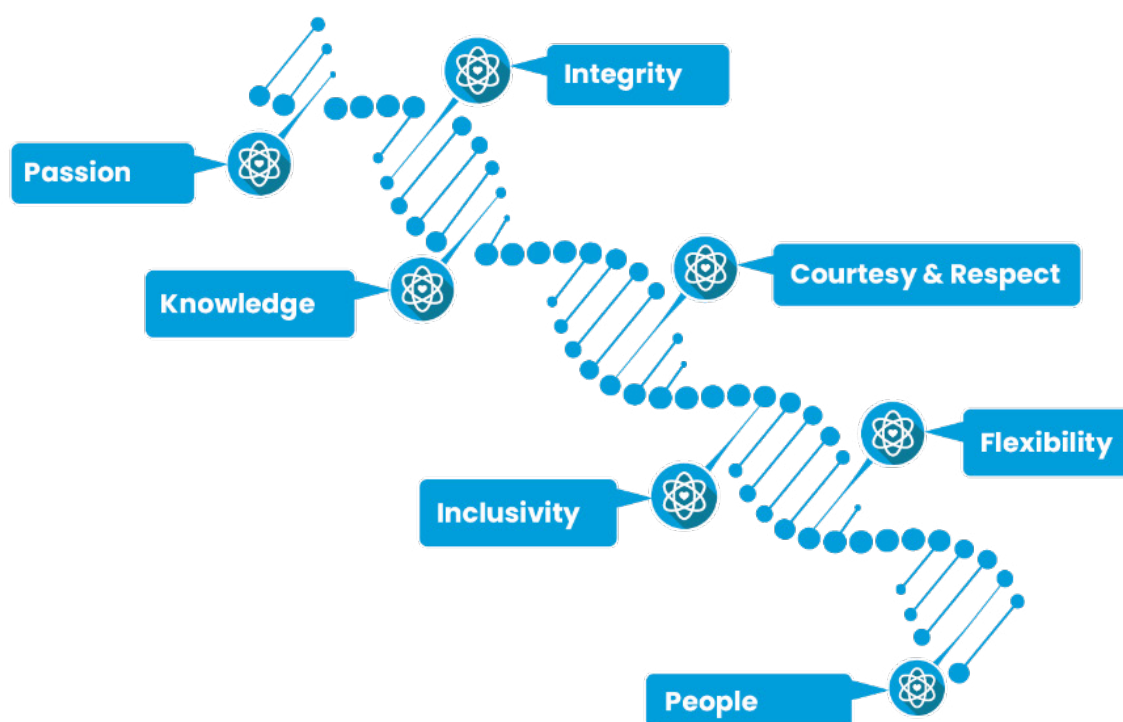
For more details on Our Environment', see page 20

# Compliance and Ethics

Trust is a very precious asset in business and every meaningful relationship, as it takes a long time to build, and it can be easily lost. Our customers, employees, and other stakeholders trust us to deliver the best products and services continuously, in a responsible manner – by being compliant with applicable legislation, and regulations and adopting ethical standards in our business. That is why we are committed to operating with integrity, passion, knowledge, courtesy and respect, inclusivity, and flexibility to safeguard our people, our customers, the environment, our communities, and our reputation. These values have defined our approach to responsible business conduct, which we have defined through our wide-ranging business policies and standards.

## Our Values

The ELT and management team are committed to operating a business that creates value for all stakeholders by operating transparently under the below set of values:



## Our Business Policies and Standards

Our business policies and standards are written and implemented at corporate level and are applicable to all Apogee jurisdictions. The specific requirements of the different legal jurisdictions are incorporated in the relevant policies which are also available in German and can be accessed by the public on our website: [www.apogee.com](http://www.apogee.com) or by writing to [info@apogeecorp.com](mailto:info@apogeecorp.com).

All employees have access to the policies and standards of the business through My Workplace – a HR Information System that was recently implemented to improve efficiency and ensure robust processes for meeting our governance requirements. This system is also used to deliver training to employees on policies related to their roles and responsibilities. In addition, managers and employees are required to complete annual mandatory compliance refresher training. This includes Integrity at Work, Anti-Bribery and Corruption, and many more. All managers and employees completed various compliance training in FY23.



## Supply Chain Compliance and Management

Visibility of compliance in our supply chain is very important to us in the sourcing, procurement, conversion, and logistics management of the goods and services we use in the delivery of our business objectives. We work closely with new and existing suppliers to ensure they comply with our codes of conduct in areas covering health and safety practices, environmental sustainability, information security, quality assurance, and many more. Through our supply chain onboarding and vetting platform, we have classified our suppliers into various risk levels based on an initial assessment. In this way, we can tailor the compliance requirements to specific groups based on their risk profile rather than a standard approach to all suppliers regardless of their size and complexity. Regular reviews are carried out with key suppliers such as quarterly business reviews (QBRs). Emerging risks are discussed and actioned during these meetings. The QBRs also offer opportunities to collaborate with suppliers to find solutions to address mutual issues. For example, we worked with our partner for end-of-life printers to reuse some of the wooden pallets from our operations which were going to be sent to incineration plants. This has created a positive closed-loop solution for our wood waste and has also reduced the cost of the company from purchasing new pallets for their collections: a win-win solution.

## Going Beyond Compliance – Sustainable Procurement

Sustainable procurement integrates environmental, social, and economic considerations into our purchasing processes to promote sustainability and responsible business practices. Although we have been focusing on supply chain compliance and bringing our suppliers in line with our code of conduct, we realise the need to look beyond compliance in our engagement with our suppliers. We have seen good progress and tangible benefits from the few collaborations held. As we step up our actions to be Net-Zero by 2030, we will be working closely with our suppliers to align our strategies. For this reason and many more, we will be partnering with a supply chain engagement specialist to help us design the appropriate programme to work with our suppliers to use more sustainable materials and reduce our ecological footprint. Sustainable procurement will also help us to change our purchasing habits as we embrace more local products and services to promote the local economy and contribute to a positive social value.





## Modern Slavery

Apogee are committed to ensuring that there are no forms of slavery, servitude, forced labour, or human trafficking practices in our business and supply chains. Our Modern Slavery Policy reflects our commitment to acting ethically and with integrity in all our business partnerships and relationships, implementing and enforcing effective systems and controls to ensure slavery and human trafficking does not take place anywhere in our business and in our supply chains. Accompanying this is our Whistleblower Policy, which provides a process for reporting any suspected slavery or human trafficking practices. There were no modern slavery and human trafficking incidents or breaches in 2023.

## Confidential Reporting

Our Whistleblower Policy empowers our employees, contractors, casual workers, suppliers, and business partners to anonymously report actual and suspected breach of standards to the business without fear of victimisation. We treat any report with the utmost seriousness, and it is reviewed and, where necessary, investigated. If substantiated, actions and countermeasures are implemented.

## Data Protection and Privacy

At Apogee, we take the protection of our stakeholders' data and privacy very seriously. Besides this being a legal obligation, we are committed to maintaining the trust that our customers have placed in us to manage and process their data in the discharge of our services to them. We will continue to uphold this trust and enhance the reputation we have carved for ourselves in the industry – as a responsible organisation of choice for our stakeholders.

The business has implemented an information security management system aligned to the requirements of ISO 27001. Data Protection and Privacy is managed within this framework. We carry out internal audits of this framework regularly to ensure the controls implemented are robust and effective in detecting and managing known and emerging risks. Vulnerabilities detected in the controls are investigated and addressed by the information security focus group. This group is chaired by the Chief Information Officer (CIO), Head of Sustainability and Business Assurance, Head of IT, and the IT Manager for Outsourced Document Services (ODS) who meet monthly to review operational security risks and improvements. More inspection routines will be implemented from 2024, especially within our supply





chain and third-party operations. In addition to the internal audits, we are also assessed by independent, external verifiers from ISO certification bodies and key clients. These audits are an in-depth assessment of our controls and overall governance in managing data security risks. Feedback and opportunities for improvement are logged into our risk and opportunities register, and addressed by the relevant functions of the organisation.

A Data Protection Officer (DPO) has been appointed to ensure continuous compliance with data protection laws, advising on data protection matters, and monitoring data protection strategies to safeguard the organisation’s data privacy rights. Our DPO, who is also the Head of Legal, works with key stakeholders in the business to ensure the data protection controls are integrated into business-as-usual activities.

Communicating transparently and meeting the requirements of the data protection and privacy laws of every country and territory we operate in is of the utmost importance to us.

## Cyber Security

Cyber security in Apogee involves a cross-functional approach to protecting our computer systems, networks, and data from digital attacks. Everyone in Apogee is aware of their role and responsibilities in safeguarding the organisation’s systems. Cyber threats are becoming more sophisticated as hackers identify and exploit new routes into systems to compromise operations or information systems. Our shift to digital technologies, interconnected devices, artificial intelligence, and remote working has increased the need for secure access to our systems.

Our ongoing certification to international standards- such as ISO 27001, Cyber Essentials and Cyber Essentials Plus has helped to identify, manage, and reduce risks to our information assets, thereby enhancing our cyber security posture. We continue to focus our priorities to support emerging and current needs, including remote work and business resilience through our business continuity and disaster recovery arrangements. We always endeavour to tailor our cyber security measures to business and customer needs to ensure we defend against cyber-attacks with proactive, focused, industry-relevant threat intelligence. We will continue to promote cyber security training to all stakeholders to deepen knowledge and build a resilient business.

## Voluntary Standards

Apogee has implemented several voluntary standards to provide a framework to operate efficiently, improve compliance, maintain quality of service, manage risks and opportunities, improve security, and enhance customer satisfaction.

 Certificate Number: 00145	 Certificate Number: 00146	 Certificate Number: 12284	 Certificate Number: 12284	 Certificate Number: 12284
ISO 9001	ISO 14001	ISO 27001	ISO 45001	ISO 50001

The business also extended ISO 9001 and ISO 14001 to all international sites in the Republic of Ireland, Germany, and Jersey. We maintained our CHAS certification.

### All ISO certifications maintained in 2023. New certification gained.

In 2023, we passed all our ISO audits and maintained our certifications. We gained certification to ISO 50001 for energy management, to help us reduce our energy consumption and be compliant with ESOS. ISO 50001 is also a strategic tool to accelerate our journey to Net-Zero.



We also disclosed our climate change and water security performance to the Carbon Disclosure Project (CDP) and scored ‘C’ for climate change and ‘D’ for water security.

# Conclusion

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The 2023 Corporate Responsibility report highlights our commitment to environmental responsibility, social equity, and economic prosperity. Through our efforts in reducing carbon emissions, conserving resources, and fostering community engagement, we have made significant strides towards a more sustainable future. However, we acknowledge that there is still much work to be done. By continuing to prioritise sustainability in all aspects of our operations, we are dedicated to creating a positive impact for generations to come. Together, we can build a world that is resilient, equitable, and thriving for all.

**James Clark**

Chief Executive Officer





# Appendix

## Our Environment

Environmental management in Apogee has been integrated into every aspect of our business operations to promote a culture of zero tolerance to waste and pollution. This is driven by our values and our desire to go beyond compliance and commercial considerations to do the right thing for the environment, our people, and the community.

We started working on a comprehensive corporate responsibility strategy – AGENDA ZERO:2030, which sets out our approach to eliminate all adverse impacts of our business operations on the environment, our people and the community whilst promoting positive changes throughout our value chain.

## Energy Consumption and Carbon Emissions

Carbon emissions from energy use remains the most significant environmental impact of our business. Fleet alone accounts for more than 70% of total energy consumption. As a result, we have made fleet transformation the focus of our environmental strategy. The Executive Leadership Team (ELT) are committed to reducing this impact through a variety of initiatives such as replacing current company fleet with more fuel-efficient vehicles and adopting alternative fuel vehicles such as electric vehicles and hybrids. In 2023, we replaced 15% of company fleet with electric and hybrid vehicles. The fleet strategy has been reviewed to ensure a level of pragmatism is adopted in transforming the current fleet to a zero-emissions fleet. This is essential to ensure that the transformation is conducted in line with other business commitments and external factors such as legislation and supply chain constraints. Hence, operational vehicles will be prioritised over non-operational vehicles for the transformation. Leased vehicles which are due for renewal will be replaced with the best available vehicles for energy efficiency, which are economical, and practical for the user and the type of work assigned.

Carbon emissions from fleet fuel in 2023 was 22.5% less than 2022. This also represents 70% decrease from the 2019 baseline. Other initiatives outlined for

continuous reduction in fleet fuel include installing telematics to provide tailored behavioural training to drivers, and taking company car drivers through eco-driving training.

Buildings energy from the use of electricity, gas, and heating oil accounts for about 30% of total energy used in 2023. Reducing buildings energy is also a priority for the business. We continued to source all our electricity supply from renewable sources in 2023. Other initiatives employed in 2023 were mainly centred on behavioural change such as switching off lights and electronic devices when they are not in use. Two major campaigns were carried out in Christmas and Easter, just before the break, to switch off all non-essential electrical and electronic devices. In addition to this, the business continued to replace all Compact Fluorescent Lamps (CFLs) with Light-Emitting Diode (LED) lamps and rolled this to the remaining offices and newly acquired offices in 2023. Passive Infrared (PIR) sensors were installed in most of our offices. These initiatives contributed to 34% reduction in buildings energy when compared with the 2019 baseline.

Several initiatives have been identified to reduce buildings energy. Some of these are: replacing oil boilers in our warehouses with radiant heaters, installing Buildings Energy Management Systems (BEMS) in our larger offices, seasonal reset of the temperatures in our Data Centres, replacing inefficient air-conditioning systems with more efficient ones, installing and monitoring of submeters together with the BEMS to improve energy efficiency. Extensive investigations have been planned to explore the viability of installing solar photovoltaic power on the roofs of some of our larger sites.

In 2023, Apogee decided to implement an Energy Management System (EMS) which is aligned to BS EN ISO 50001:2018. This standard outlines the energy management processes considered to be the current best practice globally. It provides a shortlist of activities for establishing policies, processes, procedures, and specific energy-tasks to meet an organisation's energy objectives. We adopted this standard to help our business reduce its energy consumption, and to be compliant with the Energy Savings Obligations Scheme (ESOS). Apogee is now certified to ISO 50001 standard. The key requirement for maintaining this certification is to demonstrate reduction in energy consumption and improvement in the EMS. These drivers will also accelerate our activities to Net-Zero and help us to maintain this status.

## Net Zero by 2030

Apogee is still committed to achieving Net Zero by 2030, despite the UK government's recent announcement to extend the ban on internal combustion vehicles by 5 years, from 2030 to 2035. We are on course to reducing all our emissions for scope 1, 2 and 3 to zero by 2030. This target is based on our 2019 baseline. However, we are setting another post-pandemic baseline, focused on 2022 greenhouse gas emissions for scope 1, 2 and 3. This will help us measure progress against pre and post-pandemic.

## Carbon Offsetting

Carbon offsetting is part of our Net Zero strategy. However, this will be considered for any residue emissions which cannot be eliminated organically through direct carbon reduction initiatives. The business is looking into certified carbon offsetting programmes to adopt when offsetting becomes a viable option.

Apogee have partnered with PrintReleaf, an organisation that automates environmental offsets for paper and fibre-based materials, through global certified reforestation and carbon offsets scheme. We use PrintReleaf to offset the paper and fibre-based materials that we use. This does not include carbon offset at the moment. Hence, for every 8,333 paper prints that we make, a tree is planted in a managed forest around the world to offset the impact of paper use. This solution is also offered to all existing and prospective clients of Apogee so they can offset the impact of paper and fibre-based materials they use.

Apogee also offers a more comprehensive offsetting solution – the HP Carbon Neutral Service – for our clients who wish to decarbonise their value chain from emissions associated with their printing and IT work. This offsetting scheme has been verified in accordance with The Carbon Neutral Protocol.

## Greenhouse Gas (GHG) Accounting and Data Assurance

In 2023, Apogee partnered with SWEEP, an organisation that creates software solutions for businesses to take control of their climate journey. From tracking and reducing emissions, to contributing to exciting climate projects around the world, our partnership with SWEEP has provided more clarity and assurance on our emissions

reduction journey. We are reviewing our emissions data for scope 1 and scope 2, and accounting for scope 3 emissions for 2022. This will be the new baseline for our GHG emissions.

In addition, we will be considering independent GHG data verification from 2024 or will adopt a reputable standard, such as ISO 14064, for this purpose. Moreover, we will be aligning our GHG emissions reduction with the Science Based Targets Initiatives (SBTi) to ensure our GHG emissions targets are in line with the 1.5 degrees limit determined at the 2015 Paris Agreement.

## AGENDA ZERO:2030

We have outlined a detailed plan of our Net Zero journey in our corporate responsibility strategy – AGENDA ZERO:2030 – which will be the main strategy for driving Net Zero and other sustainability objectives of the 'Social' and 'Governance' pillars. The strategy is being reviewed to align with other commitments of the business and will be shared with key stakeholders when completed.

## Long-Term Carbon and Energy Targets

The main objective for carbon and energy is to reduce the consumption of energy throughout the value chain of the business and achieve Net Zero by 2030. This includes the following:

- Zero emissions from buildings energy by 2030.
- Zero emissions from fleet energy by 2030.
- Replace 100% of company fleet with alternative fuel vehicles by 2030.
- Replace 100% of buildings energy with renewable energy by 2030.

## Energy Consumption Performance (KWh)

The table below is a summary of energy consumption performance against the 2019 baseline:

Carbon and Energy Measure	2019 (Baseline)	2020	2021	2022	2023	Comments
Total energy consumption from electricity, gas, heating oil and transport – diesel and petrol	12,696,470	6,219,842	5,337,486	5,109,392	4,979,084	2.6% decrease in total energy used in 2023. This represents a 61% decrease from the baseline (2019)

## Carbon Emissions Performance (tCO<sub>2</sub>e)

The table below is a summary of carbon emissions performance against the 2019 baseline:

Scope of Emissions	2019 (Baseline)	2020	2021	2022	2023	Comments
Scope 1 Emissions	2662.11	1,192.54	1,102.14	962.07	826.48	These are direct emissions from the use of gas, heating oil, petrol, and diesel. 14% reduction in 2023 when compared with 2022, but 69% reduction when compared with the 2019 baseline.
Scope 2 Emissions	373.03	0.00	0.00	0.00	221.737	These are emissions from purchased electricity. All purchased electricity from 2020 are from renewable sources, hence, zero emissions under market-based factors*. However, in 2023, we recorded emissions under location-based factors* as well, which was 40% lower than the 2019 baseline.
Scope 3 Emissions	Not measured	Not measured	Not measured	Not measured	Not measured	Work is ongoing to calculate scope 3 emissions for the new 2022 baseline.

\*There are two methods of reporting the emissions related to electricity consumption, these are called location and market-based reporting which are defined via the Greenhouse Gas Protocol. The location-based method reveals what the company is physically putting into the air, and the market-based approach shows emissions the company is responsible for through its purchasing decisions, such as a renewable energy contract.



## Waste and Resource Efficiency

The majority of waste produced in Apogee is mainly from packaging waste passed down from suppliers when we purchase hardware, parts, and other consumables. Other sources of waste include waste electrical and electronic equipment (WEEE), household waste from food purchased by employees, sanitary waste, hazardous waste, and occasional waste from office clearance such as furniture.

We continue to manage the waste from our business through 'War on Waste', the circular economy initiative we launched in 2021. The ultimate objective of this initiative is to remove the notion of 'waste' and treat every by-product of our operations as a resource that can be used again at the end of its use within the business. This initiative ensures that we use the top three processes of the waste hierarchy to process waste. The waste hierarchy is a framework which has been used in UK policy and legislation since the 1990s. The concept is simple, with waste prevention at the top of the waste hierarchy (the preferred option) and disposal at the bottom (the worst option). In between, in order of preference, is preparing for reuse, recycling, and recovery. The following is how we adopted the hierarchy to process waste generated in 2023:

### Waste Prevention

Waste prevention includes reducing the quantity of waste generated, reducing the content of harmful substances, or reducing the adverse impacts on environment and human health. This remains the main focus of our zero-waste strategy by reducing waste, eliminating hazardous substances from our operations, and using fewer materials where possible to keep products in use longer.

Our procurement processes for purchasing products and services ensures that zero or minimal waste is imported into the business. We review all waste streams regularly and challenge existing suppliers to replace less sustainable items and packaging with more sustainable alternatives. We have eliminated many hazardous substances from our operations, and we are committed to ensuring that none of the chemicals used in our operations are carcinogenic. To this end, we only collaborate with suppliers who are compliant to the Restriction of Hazardous Substances (RoHS) Legislation, and the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) Legislation or their equivalents in the European Union and other jurisdictions. Total waste produced in 2023 was 317.6 tonnes. This represents a 45% increase in total waste

produced in 2023 compared with waste produced in 2022. However, this represents a 25% decrease on the 2019 baseline, which is in line with our projections. The increase in total waste is also in line with slight increase in business growth, observed in 2023 although still below pre-Covid levels.

The main items of waste that we want to eliminate from our business are wood waste from single use pallets, European power cables, Expandable Polystyrene or Low-Density Polyethylene (LDPE-4), and plastic packaging. We are working with our suppliers, most of whom are Original Equipment Manufacturers (OEMs) to re-engineer this out of their packaging or replace with more sustainable alternatives.

### Preparing for Reuse

For all the items that we are unable to eliminate from source, we reuse them either in our operations or by another organisation in a different industry through our waste partner. Reuse involves checking, cleaning, repairing, and refurbishing whole items or spare parts for reuse. We refurbish whole printers for reuse and harvest parts of old printers for reuse as spare parts in existing printers. In 2023, approximately 5,364 end-of-life printers were collected from our clients, at the end of their lease, and sold as second-hand printers. Some of these printers are refurbished, upgraded, and sold to new and existing clients. This is the 'Apogee Circular Economy' (ACE) range, which is becoming popular with sustainability-minded clients. In 2023, we sold 1,041 ACE Line devices.

Moreover, we harvested about 6,601 parts from old printers which were beyond economic repair and reused them to repair and upgrade other printers in the field. We also collected and refilled more than 1,200 empty ink toners for reuse through our partners – CR Solution GmbH and The Red Box.

### Recycling

All items that cannot be eliminated or reused are recycled into new products. Excluding expandable polystyrene (LDPE-4), all packaging waste is recycled. This includes wooden pallets, power cables, paper and cardboards, plastic packaging, polystyrene (LDPE-6), empty aerosol cans, oily rags, and printer shells. Used toners and cartridges which cannot be reused are recycled into amazing products such as plastic chairs and production moulds for other industries.

The below table shows how recycled waste collected from Apogee is processed into useful inputs for consumers and other industries. It also shows the current strategy to improve the processing through reuse, minimisation, or complete elimination. About 84% of total waste is recycled every year.

Waste Stream	Current Processing Route	Industries which use our waste as their raw materials	Secondary Product from Recycling	Future Strategy
Wooden pallet waste from single use pallets	Recycling and incineration	Power generation plants and wood chip firms	Energy	Eliminate wood waste by working with OEMs to adopt durable reusable pallets.
Cardboard and Paper	Recycling	Remanufacturing industries that use cardboards and corrugated boards	New boxes, and packaging paper	Working with OEMs to use more sustainable cardboard, such as recycled cardboard and paper or produced with FSC wood from certified forests.
Polystyrene (LDPE-6)	Recycling	Remanufacturing industries	Flowerpots, photo frames and more	Working with OEMs to eliminate or replace reusable packaging.
Electric power cables and plugs	Recycling	Remanufacturing industries	Copper cathode and plastic polymers	Working with OEMs to eliminate unwanted electric power cables (such as Euro cables and plugs) from devices bound for the UK.
Plastic packaging sheets	Recycling	Remanufacturing industries	Bin bags for use in NHS and local council curbside recycling sacks	Working with OEMs to eliminate this single use packaging and either replace them with biodegradable substitutes or other sustainable substitutes.
Waste electrical and electronic equipment (WEEE)	Recycling – through the HP Planet Partner Recycling Programme.	Remanufacturing industries	New metal compounds and plastic polymers as raw materials by other industries.	Refurbish all devices at the end of their lifecycle for reuse.
Empty toner and cartridges	Recycling & Repurposing through the HP Planet Partner Recycling Programme and other third parties.	Remanufacturing industries	New, refilled print toners, plastic chairs	Working with OEMs to reuse more empty toner containers
Dry mixed recycling	Recycling and Incineration Remanufacturing industries	Recycling and reprocessing	Paper & cardboard packaging, plastic bottles, metal cans, etc.	Banning single-use plastics, encouraging reuse and waste minimisation. Encouraging proper waste segregation at site
General Waste	Incineration	Power generation plants	Fuel for energy from Waste or refuse derived fuel.	Encouraging proper waste segregation at site.

## Other Recovery

Recovery includes incineration with energy recovery, gasification, and pyrolysis (used for organic waste) which produces energy and anaerobic digestion and composting (also used for organic waste). At Apogee, we only send general waste and sanitary waste to other recovery. This and other hazardous waste accounts for about 16% of total waste generated. We are working with our waste management partner to find innovative ways to remove the items in this waste stream from the business.

## Disposal

Disposals include the landfilling of waste and the incineration of waste where energy is not recovered. Apogee has a live objective to divert all waste from landfills. This has been achieved since 2020, and has been maintained in line with our long-term strategy: AGENDA ZERO:2030.

## Long-Term Waste Targets

The main objective for waste is to eliminate the notion of waste throughout the value chain of the business and treat every output of our business as a resource that can be used within our business, or as inputs for other industries. The following are the targets for 2030:

- Zero waste by 2030
- Zero waste to incineration by 2030
- Zero waste to landfills by 2030 (achieved)
- 100% of waste reused or recycled by 2030.

## Waste and Resource Efficiency Performance (tonnes)

The table below is a summary of waste and resource efficiency performance against the 2019 baseline:

Waste Performance Indicator	2019 (Baseline)	2020	2021	2022	2023	Comments
Total waste produced.	420	306	247	219	317	Fluctuations in waste produced from 2019 directly reflects changes in business volumes.
End-of-Life items reused.	832	709	463	409	338	These are printers sold to the second-hand market, Printer parts harvested for reuse, and ink toners refilled for reuse.
Waste recycled.	389	275	232	187	283	An average of 84% of total waste is recycled annually.
Waste reformed - incineration.	31	31	14	32	35	An average of 16% of total waste is sent to material recovery including incineration.
Waste to landfill.	14	0	0	0	0	Zero waste to landfill achieved and maintained since 2020.



## Water and Sewage

Apogee's water consumption is very low. Water is not a direct input in our operations, except for domestic purposes such as drinking, cleaning, and washing. However, the business encourages all employees to reduce water consumption and report leakages to Facilities. Recent office refurbishment at the three largest sites in the business has seen an upgrade in facilities and infrastructure, which includes efficient taps, and a urinal flushing system called 'Cistermiser'. This device, installed in some of our men's toilets, has saved about 50,000 litres of water annually.

The business has a consent to discharge trade effluent from washing of printer panels. The conditions of the consent are checked annually by the regulator, and we have been compliant to the conditions of the permit.

We are reviewing our water consumption data, and we will soon establish a water baseline, with key performance indicators to measure water consumption and how efficient the usage is.

## Biodiversity and Heritage

Biodiversity is the variety of all living things and their interactions. Biodiversity changes over time as extinction occurs and new species evolve naturally and from human activities. At Apogee, we are aware of how the direct and indirect activities of our business operations can impact species and their ecosystems. Although our direct impact on biodiversity is low, due to our operations being centred in urban areas, there may be indirect impacts from our supply chain. As part of our sustainable procurement programme, where the objective is 'going beyond compliance', we will be working with our suppliers to improve their practices in order to protect the flora and fauna within their value chain to maintain resilient and sustainable ecosystems.

Although we reuse and recycle plastics from packaging and ink toners, we are aware of how the use of plastics contributes to the global impact of plastics on marine life. This is why we have partnered with the Marine Conservation Society to clean some of the beaches near our business operations to help reduce the impact of ocean-bound plastic on the marine life. Since the exercise started in 2021, we have removed more than 300kg of plastic waste from our beaches which could have harmed marine life.

