

# Brother UK ESG impact report

2023-2024



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# Report introduction

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This year's report is shorter than usual as we transition from a locally produced report to a European version to be released in 2023 aligned to group global objectives.

It has been an unusual year as comparable year-on-year data continues to be impacted by numerous global factors including supply chains and working practice change. Much of the true post-pandemic impact may only be seen in years to come when these factors settle.

Acknowledging that much is changing in society and expectations, means that we continue to refine our activity and areas of focus in all we do.

During the last year we have spent a lot of time managing supply chain issues whilst concurrently ensuring our workplace remains relevant.

While uncertainty and change continue in the lives of our customers, partners, colleagues and community, we have continued to invest in our local communities, seeking the most effective ways to deliver value to organisations, groups and causes in need of support.







# Sustainable Development Goals (SDGs).

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Brother are aligned to the United Nations Sustainable Development Goals (SDGs), identifying ten of the seventeen SDGs as our focus for impact. These provide the framework we use to set clear objectives for working responsibly here in the UK and we are now identifying specific targets to work towards.

## SUSTAINABLE DEVELOPMENT GOALS



**These goals are where we feel we can make the biggest impact as a global entity and also in our local markets. It ensures we can align and aggregate our activities for maximum impact.**

# Summary of activity against priority SDGs

## 3 GOOD HEALTH AND WELL-BEING



A key part of our Organisational Value Proposition is the importance of wellbeing amongst our colleagues.

Wellbeing ambassadors bring our overall wellbeing strategy to life right across the business, offering peer-to-peer support for colleagues.

- Quarterly online sessions with dedicated workplace wellbeing experts Everymind.
- Support signposting for all colleagues and provision of counselling where needed.
- All colleagues and their families have access to Generali “Best Doctor”, a second opinion healthcare service.
- Our Special leave policy offers colleagues options to help them navigate times when they may need a little time out of the business to deal with emergencies.
- Proudly, one of the 12 founding members of the BOSS business supplies charity. This means that any Brother UK colleague, past or present (min 2 years) can apply to the charity for financial help if they are ever in need.
- The Investors in People Gold Health and Wellbeing Award recognises that we have a clear wellbeing strategy in place.
- The Investors in People Platinum Award demonstrates our people-focused approach to business and a continued commitment to developing our colleagues.

## 4 QUALITY EDUCATION



Business can play a major part in assisting young people with skills, choices and experiences to help equip them for the world of work. We are active in our local community with employees assisting in multiple engagement projects.

- Supporting the Tameside Digital Skills Programme.
- Participating in mock interviews across local schools.
- Partnering with the Halle Impressarios Project which gives teenage and sixth form students insight into the world of business.
- Providing work experience placements - prioritising families from the business and local schools.

## 5 GENDER EQUALITY



At Brother UK, three over-arching principles will drive our thinking and decision making around building a diverse, equitable and inclusive workplace.

- Everyone to feel welcomed, valued, accepted and respected; plus treated equally.
- We believe that everyone has the right to live without fear or prejudice regardless of race, age, gender, disability, sexual orientation, social class, religion or belief.
- We have a zero-tolerance approach to sexism, racism and other forms of prejudice in the workplace.

## 8 DECENT WORK AND ECONOMIC GROWTH



We are active members on regional and local economic development boards and continue to create and provide strong working opportunities to support better economic growth for our community.

- Representation on the Manchester Growth Company Advisory Board.
- Active member and advocate of North West Apprentice Ambassador network.
- A long running and successful apprenticeship scheme.

## 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Innovative people, products and processes are at the heart of all our activity.

- Overhauled our laser printer line up to meet changing workstyle needs; launching 36 new devices to offer customers more energy efficient, quieter, faster, more compact and better-connected printing.
- Subscription and managed print service models of ownership focus on resource efficiency and the most effective, optimised deployment of devices for users' needs.
- High reliability ratings, dedicated support and modular repairs contribute to extending the life span of devices.
- iF Design Awards for three P-touch label printers (P-touch PD410 / P-touch D460BT / P-touch D610BT) recognising improvements in design quality and product innovation. 2023 marked the 16th consecutive year Brother has been named as an iF DESIGN AWARD winner, receiving a total of 88 awards during that time.
- Brother declared Best Printer Brand for the 10th consecutive year in the PC Pro awards.

## 10 REDUCED INEQUALITIES



To ensure our policies and procedures reflect who we are as an equitable and inclusive company, we have reviewed, updated, and introduced new, policies including:

- Diversity, Equality and Inclusion Policy.
- Maternity and Pregnant Parent Policy.
- Paternity and Non-Pregnant Parent Policy.
- Special Leave Policy.
- Grievance Policy and Procedure.
- Bullying and Harassment.

We are also a Disability Confident employer, offering adjustments to recruitment processes and colleague working practices, as well as working daily with managers to ensure they think holistically around the needs of any disabled employees.

Our longstanding learning and development programme has won The Princess Royal training award multiple times, as well as the Learning Tech Award. Offering a blended approach to training we are able to design bespoke development plans for all of our colleagues.

## 11 SUSTAINABLE CITIES AND COMMUNITIES



Centred around our three key areas of: employability, the elderly and the arts, we continue to support charity and community groups within the Greater Manchester area.

**Employability:** To support people up to the age of 25 with personal development, bridge the aspirations attainment gap, boost their confidence and enable them to gain practical and life skills to support long term employability.

- Provide colleagues for mock interviews.
- Employer engagement day (career journey and insights).
- Apprentice ambassadors.
- 2 apprentices studying business administration.
- Adult apprenticeships.

**Elderly:** To support community activities, giving a pathway for the elderly to socialise and play a positive role in their community, not become isolated and have the support needed to maintain an independent lifestyle.

- Providing Christmas dinners for elderly visitors at Grafton House.

**The Arts:** To support local community groups looking to expand knowledge and life skills.

- Sponsorship of the Halle and Halle Impresarios.

## 12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Long-standing commitment to ESG initiatives is just part of our long-term credible corporate citizenship journey, alongside UN SDGs and targeting reductions across our scope 1, 2 and 3 emissions globally, we're proud to have achieved and maintained many well-recognised environmental accreditations and certifications.

- Zero waste to landfill since 2008.
- WEEE, RoHS, REACH, waste packaging, waste battery directives.
- ISOs: 9001, 45001, 14001.

We run our sites on 100% green energy and also have dedicated recycling technology centres in Slovakia and the UK, which stop 1,500 tonnes of material from ending up in landfill every year. Every Brother cartridge returned is recycled or remanufactured back to original condition.

## 13 CLIMATE ACTION



Much of the Brother group's CO2 output comes from our production environments, however we're committed to reducing our local impact. We're continuously identifying improvements to our processes and how we can monitor and report on these.

- Achieved Queen's Award for Enterprise and Sustainable Development (2018-2023), awarded for commercially successful products, services and management that benefit the environment, society and the economy.
- Upgraded to ten on-site electric car chargers and continue to promote the adoption of low carbon emitting vehicles.
- Continue to move business meetings to digital platforms to reduce travel miles.
- Silver certification Ecovadis – safe contractor.
- As part of a global initiative, we support our partners Cool Earth to protect communities, halt deforestation of rainforests and limit climate change.

## 15 LIFE ON LAND



The Brother Group Environmental Vision 2050 recognises the key social issues of climate change, resource depletion, environmental pollution, and destruction of the ecosystem as business risks for the Brother Group. We're committed to solving these issues over the long term as a company that uses energy and resources to provide products using bio-based items such as paper, thread and cloth.

- Our partnership with the Tameside Greenspace team further serves to maintain and provide more sustainable areas within our local community, making a positive impact on our woodland and greenspace areas, wildlife and inclusion volunteers. The days are designed to benefit local greenspaces for the community and for wildlife – with tasks ranging from cutting back vegetation to pond clearing. Days like these are aligned with our biodiversity conservation activity as part of our 2030 environmental vision.

# Awards and accreditations

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Brother UK continues to pursue high standards of excellence in all that we do. External assessment is something we consider to be the benchmark for our own performance and to instill confidence in our customers and wider stakeholders.

Below we have listed the major accreditations that we have been successful in achieving following rigorous external review:

## Compliance accreditations

	Date acquired	To
ISO 9001	04/02/2005	Current
ISO 14001	04/02/2005	Current
ISO 45001	04/01/2012	Current

## External awards

	Date acquired	To
Queen's Award for Enterprise: Sustainable Development	2018	2023

## People accreditations

	Date acquired	To
Investors in People Platinum	2016	In place until next full review in 2025
Investors in People Gold Health and Wellbeing Award	2016	In place until next full review in 2025
Investors in People Gold We invest in apprenticeships	2020	2023
Investor in Sales	Since 2018	Current

We have also received numerous industry awards recognising our product innovation, culture and approach to doing business.





**INVESTORS IN PEOPLE®**  
 We invest in people Platinum

**INVESTORS IN PEOPLE®**  
 We invest in apprentices



# Key consumption data

The year-on-year measurements of our consumption data have been distorted due to the COVID-19 pandemic along with the introduction of more stringent reporting methods. Examples of influencing factors are: -

- Global supply chain issues have been resolved and Brother UK's operation is now back to full strength, hence the increase in the transportation CO<sub>2</sub> figures.
- Electricity consumption has increased year on year as we continue to reduce our carbon footprint by promoting the uptake of electric vehicles on fleet. To meet the growing demand, we have installed ten EV charging points on site.
- Brother UK's operation is now back to full strength, explaining the increase in waste figures compared to 2021/22.

The table below highlights our consumption and waste profile

	Current year	Previous year	Actual change	% Change
<b>Gas KWH</b>	374,023	390,421	-16,398	-4%
<b>Electricity KWH</b>	339,001	324,571	+14,430	+4%
<b>Renewable Energy %</b>	100%	100%	0	0
<b>Transportation CO<sub>2</sub></b>	85,536	44,645	+40,891	+92%
<b>Waste produced on site (tonnes)</b>	68	66	+2	+3%

## Priorities moving forward include: -

1. Continued dialogue with our channel partners around stockholding levels and ordering optimisation; to reduce road miles and double-handling of goods.
2. Continue to promote the adoption of low carbon emitting vehicles.
3. Moving business meetings to digital platforms where appropriate to reduce travel miles.
4. Continued investment in the building to increase building efficiency.
5. Investments in circular economy business models to prolong product lifecycles and reduce waste.
6. Work to reduce carbon emissions throughout our supply chain.





# Summary

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We continue to see significant change in the world and it's key that enterprises like Brother UK do their bit in minimising their impact on the planet whilst maximising the impact we can make in our local communities.

## Future focus

1. Impacting the ten Sustainable Development Goals highlighted by our global group policies.
2. Reducing greenhouse gas emissions using the Scope 1-3 model.
3. Creating new circular economy business models.
4. Increasing collection rates (recycling/remanufacturing) for hardware and consumable items.
5. To further impact our local community and region focusing on employability, the elderly and the arts.



# brother

at your side

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 Brother UK Ltd

 Brother UK

This report focuses on the corporate responsibility activities at Brother UK Ltd between 1<sup>st</sup> April 2022 and 31<sup>st</sup> March 2023.

This is Brother UK's 13<sup>th</sup> annual Community engagement report. The purpose of the report is to provide our customers and other stakeholders with an update on our social and environmental activities, progress, performance and goals. We have not sought external assurance.

We welcome any feedback at [CSR@brother-uk.com](mailto:CSR@brother-uk.com)

Further information can be found at [www.brother.co.uk/sustainability](http://www.brother.co.uk/sustainability) or by calling our Manchester office on 0161 330 6531.

Information about the global Brother Group can be found at [www.brother.com](http://www.brother.com)

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