

Findel Education Limited Communication on Progress

Implementing UN Global Compact
principles throughout our
business and value chain.

13th August 2013



Statement of Continued Support


To our Shareholders/Stakeholders:

I am pleased to confirm that Findel Education reaffirms its support of the ten principles of the United Nations Global Compact in the areas of:-

Human Rights, Labour, Environment & Anti-Corruption

In this annual communication on progress, we describe our actions to continually improve the integration of the Global Compact principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our primary channels of communication.

Yours Sincerely,

A handwritten signature in blue ink, appearing to read 'Tony Hillyer', with a long horizontal stroke extending to the right.

Tony Hillyer
Managing Director

Corporate Social Responsibility Statement

Findel Education strive to purchase both goods and services in a responsible manner, whilst encouraging and supporting our suppliers in doing the same. We are committed to managing all associated environmental impacts, ensuring the fair treatment of those involved in producing the products that we sell and promoting equality throughout our supply chain.

By implementing sustainable management systems that adhere to the requirements of both ISO9001:2008 and ISO14001:2004, we have confidence in our continually improving processes, to deliver superior customer service, without impacting negatively on the world we live in.

Building sustainable supply chains and eradicating impacts on the environment is a long term commitment and to achieve this Findel Education is proud to have an array of dynamic and diverse people within its organisation.

Through the support of effective line management coupled with great opportunities for learning and career progression, our business capability is strong. It is important to us to ensure we encourage all of our people to reach their full potential in everything they do for our business, for our customers, for themselves and for each other.

Policies

Leading our commitment to ISO9001:2008 and ISO14001:2004 sits our Quality and Environmental Policies. These now sit on our CSR website page, in addition to internal availability.

Findel Education is dedicated to the education market. Our aim is very simple – to provide quality products at competitive prices with the highest standards of Customer Service. Findel Education will ensure that its products and service always meet the customer's expectations and comply with any relevant current legislation or regulatory requirements.

The Quality Policy is relevant to our organisational goals and the expectations of our customers.

Specific quality objectives for the products and services will be set and reviewed through management review meetings and through the business planning process. The Board of Directors are committed to ensuring continuous improvement and to achieving agreed quality standards by maintaining an effective Quality Management System that complies with International Standard BS EN ISO 9001:2008.

Continuous improvement will be achieved by regularly evaluating our products, services and internal operations and identifying actions to ensure that all quality objectives are achieved and that nonconformities are prevented. All relevant internal and external suppliers will acknowledge their responsibilities and will fully participate in any activities which lead to the improvement of the quality of products or services.

Compliance with this policy, the supporting quality process flow charts and other documents is mandatory for everyone (except when a deviation is approved by a director following our concession/deviation process).



Findel Education is committed to preventing pollution and to complying with all relevant environmental legislation, regulations and other environmental requirements.

We will regularly evaluate the environmental impact of our activities, products and services and we will take action to continually improve our environmental performance by implementing an Environmental Management System that meets the requirements of ISO 14001.

It is our policy to:

- (a) Minimise the use of energy, water and natural resources
- (b) Minimise waste through prevention, re-use and recycling where possible, with an aim of "zero waste to landfill"
- (c) Dispose of waste safely and legally
- (d) Avoid the use of hazardous materials, where practical
- (e) Work with environmentally responsible suppliers
- (f) Prevent environmental damage and minimise nuisance factors such as noise and air pollution

We will define environmental objectives, targets and improvement actions that are related to this policy and to our significant environmental aspects. We will regularly evaluate progress against these through our 'Management Review' process.

We are committed to providing relevant environmental training and promoting environmental awareness to employees and, where appropriate, to suppliers and to communicating our environmental performance.

We will implement processes to prevent environmental nonconformities and to ensure that we are prepared to deal with potential environmental emergencies.

This policy will be regularly reviewed and updated to take account of organisational priorities and changes, environmental legislation and best practice.



Environmental Objectives and KPIs

A framework showing Environmental Objectives, Targets and Actions has been generated and is available on the company. In addition we now have a set of environmental KPIs showing energy usage, paper and waste. In summary however, our key objectives, in 2012 were to:

1. Reduce gas and electricity by 5% by end of October 2013

Electricity has reduced by 20% Gas has reduced by 24% YTD.

2. Target zero waste to landfill

Two of three sites are now operating zero waste to landfill contracts.

3. Reduce fuel emissions wherever possible.

This has been achieved by looking to source from UK suppliers where possible.
All company cars have CO₂ caps and schemes such as car sharing is encouraged.

A major project has been undertaken to replace current warehouse lighting with more environmentally friendly automated solutions. More projects are also planned in the near future.

We are looking to further build on our successes and are on target to reduce water consumption by nearly 50% . These targets will continue into 2014 as part of our continuous improvement

Environmental Objectives and KPIs cont'd..

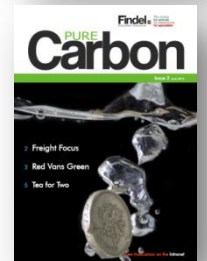
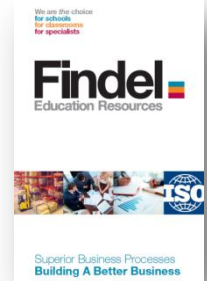
Findel Education continues to look to source environmentally and locally manufactured products possible. We are constantly improving our ranges to include a greater proportion of:

- Recycled Products.
- Fair-trade.
- Environmentally Friendly.
- A rated (energy efficiency rating) appliances.
- Made in the UK – Demonstrating less distance travelled.
- Longer Guarantees on products (some with up to 25 years) .

Findel Education constantly monitors its adherence to applicable directives such as the EU timber regulations, WEEE, etc. Reports are made to the relevant authorities on a regular basis and as part of our ISO14001 commitment all legal requirements are complied with and audited.

Heightening Internal Awareness

1. To support the understanding of Findel Education's Quality and Environmental Management Systems, an internal document entitled 'Superior Business Processes: *Building A Better Business*' was produced and distributed.
2. Pure Carbon – a newly introduced internal quarterly Environmental newsletter which is designed in-house and stored on our Intranet gives regular updates on business environmental progress. It also looks into what is happening inside our supply chain to strengthen our commitments and demonstrates the positive impacts we are having as a result.
3. We have trialled and included in our forthcoming learning and development budgets, courses by The Chartered Institute of Environmental Health (CIEH) on Environmental Awareness to be delivered throughout the business and higher level courses for areas of increased environmental risk. These are in addition to continued individual development plans.



Labour/Human Rights

Supplier Ethical Audits

As part of Findel Education's ongoing commitment to the UNGC labour principles, an agreement has been reached with a third party audit provider. Whilst we have had supply chain data provided through our own audit procedures for many years, we believe by using a third party provider we provide greater transparency throughout our supply chain and customer base.

The audits cover the base code of the ETI to ensure that:-

- Employment is freely chosen
- Freedom of association and the right to collective bargaining are respected.
- Working conditions are safe and hygienic
- Child labour shall not be used
- Living wages are paid
- Working hours are not excessive
- No discrimination is practiced
- Regular employment is provided
- No harsh or inhumane treatment is allowed
- Environment

Audit reports are monitored on a continual basis.

Labour/Human Rights contd..

Employee Engagement & Development

Findel Education Limited ensure that all its employees are aware of all current legislation surrounding employment . A dedicated Leadership & Development team also encourage active employee engagement through training.

A new intranet system is in operation which includes the provision of all HR policies and procedures, every employee has access to this business tool.

Findel Education actively encourage employee engagement which helps the business strengthen its processes. Every employee receives a GAME plan which are defined measurable goals to aid them in their development within the business.

Measurement of outcomes of the above processes are gauged through our employee voice programme. Actions are put in place to remedy any highlighted weaknesses identified by our employees through our continual improvement programme driven by our leadership team.

Anti-Corruption

Employees during on-boarding process within the business are informed of the companies anti-corruption and 'whistle blowing' policy. The company also operate a code of conduct policy which must be adhered to at all times. Additionally, the leadership team and relevant management representatives have completed online courses on the subject through our L&D team.

The companies anti-corruption policy enables employees to raise concerns internally at a high level and to disclose information which the individual believes shows malpractice or impropriety. These could be in relation to the following:

- Financial malpractice or impropriety or fraud
- Failure to comply with a legal obligation or statutes
- Dangers to Health & Safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour

An anti-bribery policy is also supplied by our third part audit company to suppliers before carrying out an ethical audit. Findel Education do not have any anti-bribery cases under investigation.

Our Vision

Our vision: **to be *the* choice for educational resources**

Findel
Education Resources

The choice
for schools
for classrooms
for specialists

