

# Brother UK ESG impact report

2023-2024

Paper  
& Card



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# Report introduction

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Welcome to the 2023-2024 Brother UK ESG impact report.

The report is designed to outline Brother UK's ESG aims and achievements, and how they align with the wider group's global objectives.

It has been a year of significant progress towards our Sustainable Development Goals, and we have refined our activity and areas of focus to reflect the evolving ambitions of our organisation, the industry in which we operate and wider society.

In the last year, we have continued to invest in our colleagues and communities, products and policies to ensure all our business activities continue to have a positive impact, locally, nationally and globally.

We will also continue to work with our partners and stakeholders to identify and action the ESG opportunities that can deliver against our shared ambitions, for the benefit of all.





# Sustainable Development Goals (SDGs)

Brother has embraced the United Nations Sustainable Development Goals (SDGs), which have been implemented by organisations around the world with the aim of building a greener, fairer, better world by 2030.

## SUSTAINABLE DEVELOPMENT GOALS



**We have adopted ten of the 17 SDGs as a framework to guide our principle ESG objectives. This ensures we can align our global and local activities for maximum impact.**



# Summary of activity against priority SDGs

## 3 GOOD HEALTH AND WELL-BEING



The well-being of all our colleagues is an ongoing priority and a key aspect of our Organisational Value Proposition.

- Our trained wellbeing ambassadors are embedded across the business, providing peer-to-peer support for all colleagues, wherever and whenever it is needed.
- Quarterly online support sessions delivered by dedicated workplace wellbeing experts, Everymind.
- Counselling services are available for all colleagues and clearly signposted.
- All colleagues and their immediate families can get a second opinion on any medical issues via the Generali Best Doctor service for their peace of mind.
- Our special leave policy allows colleagues to take time out of the business to help them deal with issues in their outside lives.
- Brother UK is a proud patron of the BOSS business supplies charity, which provides financial support to those in need. Any Brother UK colleague, past or present (minimum two years' service) can apply for help.
- Brother UK has retained The Investors in People Platinum Award since 2016, demonstrating our long-term commitment to developing our colleagues.

## 4 QUALITY EDUCATION



We believe we can play an important role supporting young people in our communities to develop the skills they need to achieve their full potential in the world of work. To that end, we work with our partners across a range of projects designed to engage and inspire.

- Supporting the Tameside Means Business network, which works to boost local enterprises and the economy.
- Participating in mock job interviews across local schools, giving valuable experience to young people taking their first steps towards employment.
- Partnering with the Halle Impresarios Project, an initiative designed to inspire teenage and sixth form students' entrepreneurial ambitions.
- Providing tailored work experience placements across a diverse range of roles, prioritising students in our immediate community.

## 5 GENDER EQUALITY



Our work to build a diverse, equitable and inclusive workplace is guided by three overriding principles:

- Everyone to feel welcomed, valued, accepted, respected, and treated equally.
- 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 enthusiastic and engaged members of our regional and local economic development boards, with a drive to deliver rewarding employment opportunities. We want to enable everyone to achieve their full potential and support economic prosperity in our communities

- Members of the Manchester Growth Company Advisory Board.
- Active advocate for the North West Apprentice Ambassador network.
- We host a long-running and popular apprenticeship scheme.

## 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



We put innovative people, products and processes at the heart of everything we do.

- We have refreshed our laser printer range to better meet the requirements of the modern world of work, developing new devices that are ever more energy efficient, quiet, quick, compact and better-connected.
- Flexible subscription and Managed Print Service models of ownership enable users to access the most effective and efficient devices for their needs.
- Industry-leading reliability ratings, dedicated customer support and modular repairs help extend the life span of devices and contribute to the circular economy.
- Our HL-L6410DN and MFC-L6910DN, mono laser printers have been recognised by the iF Design Awards, one of the world's most celebrated industrial design competitions. Brother has been an iF DESIGN AWARD winner for 17 consecutive years, receiving a total of 90 awards for design quality and product innovation.
- Brother was named Best Printer Brand for the 10th consecutive year in the PC Pro awards

## 10 REDUCED INEQUALITIES



To ensure all policies and procedures reflect our priorities as an equitable and inclusive employer, we continuously review, update and apply 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 a Disability Confident employer, empowering and supporting all our managers to ensure the needs of any disabled employees are met at all times. This extends to all our colleague working practices and recruitment processes.

Our in-house learning and development programme has been awarded The Princess Royal training award on multiple occasions, as well as the Learning Tech Award. We take a blended approach to training that enables us tailor career development plans to every colleague's individual needs.



## 11 SUSTAINABLE CITIES AND COMMUNITIES



We continue to support charity and community groups within the Greater Manchester area, with a focus on three key areas:

**Employability:** To support the personal development of people up to the age of 25 with aspirational activities designed to boost their confidence and provide practical and life skills to support their long-term employability.

**Elderly:** To support community activities that deliver opportunities for the elderly to socialise, maintain their independence and combat isolation.

**The Arts:** To support local community groups that use the arts to support community cohesion and share life skills.

## 12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Our long-term commitment to responsible resource management is just one component of our commitment to responsible corporate citizenship. Alongside our commitment to the UN SDGs and pledge to reduce our scope 1, 2 and 3 emissions globally, we have achieved and maintained numerous environmental accreditations, certifications, legislations and standards, including:

- Zero waste to landfill since 2014.
- Our sites run on 100% renewably sourced energy.
- 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 by our customers is recycled or remanufactured back to its original condition.
- ISO 14001

## 13 CLIMATE ACTION



We are on track to achieve our target of a 65% reduction in global CO2 emissions from 2015 levels by 2030 and aim to have completely removed CO2 emissions from our value chain by 2050.

These targets are recognised and evidence backed by the Science Based Targets Initiative (SBTI), the international initiative designed to help organisations achieve greenhouse gas emission reduction targets.

- We have 10 on-site vehicle charging points and continue to promote the adoption of low carbon emitting vehicles.
- We continue to reduce travel miles by moving business meetings to digital platforms where possible.
- We have a long-term partnership with Cool Earth, the international NGO that funds Indigenous communities to protect endangered rainforests and combat the climate crisis.

## 15 LIFE ON LAND



We published our strategy for sustainable business operations, Environmental Vision 2050 (EV2050), in 2018, which outlines our commitment to responsible energy and resource consumption, and limit ecosystem damage.

- EV2050 recognises that key social issues such as climate change, resource depletion, environmental pollution and the destruction of ecosystems present a critical risk to our business operations and wider society.
- We have partnered with Tameside Greenspace to create and maintain green spaces in our local community through a programme of volunteering and conservation activity.

# Awards and accreditations

Brother UK strives to achieve the highest standards in everything that we do. We welcome external scrutiny as a way to effectively benchmark our performance and demonstrate this commitment to quality to our customers and stakeholders.

## Compliance accreditations

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

## People accreditations

	Date acquired	To
Investors in People Platinum	2016	Current
Current 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





# Key consumption data

In the last year Brother UK delivered reductions in CO2 emissions across scopes 1 and 2, energy consumption and waste.

This was achieved by optimising our Environmental Management System, including improvements to the way we record, monitor and interpret consumption data, as well as effective organisational management and the responsible allocation of resources.

## Our consumption and waste profile

	2023-2024	2023-2024	Actual change	% Change
<b>Vehicle fuel litres</b>	33,440	34,543	1,103	3%
<b>Gas KWH</b>	338,981	374,023	35,042	10%
<b>Electricity KWH</b>	332,387	339,001	6614	2%
<b>Renewable Energy %</b>	100%	100%	0	0
<b>CO2 emissions (scope 1 and 2 in tonnes)</b>	203	220	-17	-8%
<b>Waste produced on site (tonnes)</b>	65	68	-3	-4%

## Our environmental priorities

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. Move business meetings to digital platforms where appropriate to reduce travel miles.
4. Continued investment in the building to increase building efficiency.
5. Continue to raise awareness of our consumable recycling scheme to our customer base, increasing resource circulation.
6. Continue to optimise our supply chain.

# Education

Creating opportunities for young people in our local area is a longstanding commitment for Brother UK, which is an ambition that starts at the very top of our organisation.

In November 2023, we had the honour of hosting Brother's President, Ichiro Sasaki, who made a special point of taking the time to speak with our up-and-coming talent, who will become the business leaders of the future.

Sasaki San was especially keen to listen to the experiences of our younger colleagues and encourage them to aspire to leadership roles in the business. Many of our colleagues hail from our home borough of Tameside in Greater Manchester, a place that is home to a strong and diverse community of working people, but also has its fair share of challenges.



## Supporting schools

A key focus of our work to build prosperous and sustainable communities is to boost employment opportunities for young people up to the age of 25. We do that by delivering a range of inspiring educational activities that support their personal development and help to build their confidence.

That starts in schools, and in the last year, colleagues visited Fairfield High School for Girls, Audenshaw School and Hyde High School to deliver mock interview sessions.

These valuable exercises give students a realistic experience of being interviewed, helping them to prepare for college, apprenticeship and job interviews in the future.



## Opportunity and experience

In 2023, we revived our work experience programme, which was forced to take a break during the pandemic. We welcomed local students into our head office to give them a taste of work in departments including sales, marketing, finance, service and legal.

The programme aims to provide a valuable and enlightening experience for young people - giving them the opportunity to develop their communication abilities, gain practical skills in a business setting and put what they have learnt in the classroom into practice. It also helps their CVs to stand out to other employers.

We also engage local schools through our membership of the Enterprise Advisor Network, which sees Brother UK colleagues visit schools to share our professional experiences.



## Encouraging enterprise

One of the highlights of the year is always the Halle Impresarios event, where we mentor a team of pupils who compete with other schools to create a business plan for an imagined concert at Manchester's Bridgewater Hall.

It's a great way to unleash their entrepreneurial potential and develop their business skills, including budgeting, marketing and presenting. The exercise simulates the thrills and pressures of running a real-life event.

So, it's been another busy year for Brother UK as we continue our work to inspire and empower young people in our community.

**Wait until you see what we have planned for 2025!**



# Community and charity

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Even as a global organisation, we'll always strive to make a positive impact on our doorstep in Greater Manchester.

It's something we work on all year round, but there are some special times of the year where we always make that extra effort.

At Christmas, for example, we've worked with volunteering group Action Together for more than five years to help provide gifts for children in the local community through the Tameside Toy appeal.

In 2023, the Appeal made sure that more than 1,000 children and young people received a gift on Christmas Day.

We also donated 50 Easter eggs to preschool pupils at the Leap Children and Family Centre, a non-profit charity that provides services to local families in the local area.

## The elderly

We also support older people in our communities that can suffer from isolation and loneliness, which is why we are longstanding supporters of the Grafton Centre, a lively community hub in Hyde.

Colleagues at Brother UK volunteered to help serve Christmas lunches to the local elderly people who use the centre. This event is a highlight of the social year, with dinner, drinks and plenty of Christmas cheer. We even helped with the washing up!

We also donated one of our QL label printers to Willow Wood Hospice, which provides specialist palliative care for patients with life limiting illnesses, to raffle at their fundraising Grand Ball, which raised more than £25,000.

## The arts

We're a corporate partner to Guide Bridge Theatre in Audenshaw, an amateur theatre powered by volunteers that provides inclusive and collaborative performance arts and community events.

We're lucky to have this wonderful resource in our community and we've been backing the theatre for the last months. With our support, it can keep on giving children and adults the opportunity to explore their creative passions.





## The environment

A team of Brother volunteers also joined in Tameside Conservation Days, coming together with the local community to help conserve the borough's wildlife and traditional landscape.

They could find themselves doing anything from hedge laying and coppicing to fencing, cutting back vegetation, pond clearing, waymarking and balsam bashing.

It's all about protecting local green spaces for benefit of the community and for wildlife, which is perfectly aligned with our Environmental Vision 2050.

## Acting local, going global

Brother UK is an enthusiastic supporter of Brother Group's global Golden Ring Project, which brings together all our colleagues around the world to raise awareness and funds for new cancer treatments, scholarships for young doctors and more. This year, colleagues raised more than £1,000 for The Christie, a specialist cancer hospital located in Manchester, through a range of activities including a raffle and bingo.

We're especially proud of Carolyn Genders, Senior inventory planner, along with a team made up of our Brother Europe colleagues, completed a 13 mile walk in aid of cancer research.

To round off a fabulous few days of fund raising, our BUK admin team, Debbie Grimshaw, Jo Ellis, Courtney Green and Sarah Roles came together to take part in the Colour Run Obstacle Rush on 17th June, raising vital funds to support The Christie Charity and we are really proud to say that with everyone's support, we raised £1,054 for such a worthy cause!







# Summary

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At Brother UK, we recognise we have a duty to act responsibly and have positive impact on the planet and its people. We are a large part of the communities we serve and feel a deep responsibility to all our stakeholders, from our colleagues to our customers, supply chains and the wider print industry.

As we continue to play a leading role in creating a more sustainable print sector, we have identified four areas of future focus:

1. Achieving the 10 Sustainable Development Goals identified in our global group policies.
2. Reducing greenhouse gas emissions using the industry standard Scope 1-3 model.
3. Creating new circular economy business models.
4. Increasing collection rates to support the recycling and remanufacturing of used hardware and consumables.

At Brother UK, we acknowledge our duty to operate responsibly and have positive impact on the planet and its people.

# brother

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This report focuses on the corporate responsibility activities at Brother UK Ltd between 1<sup>st</sup> April 2023 and 31<sup>st</sup> March 2024.

This is Brother UK's 14<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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