

PROGRESS
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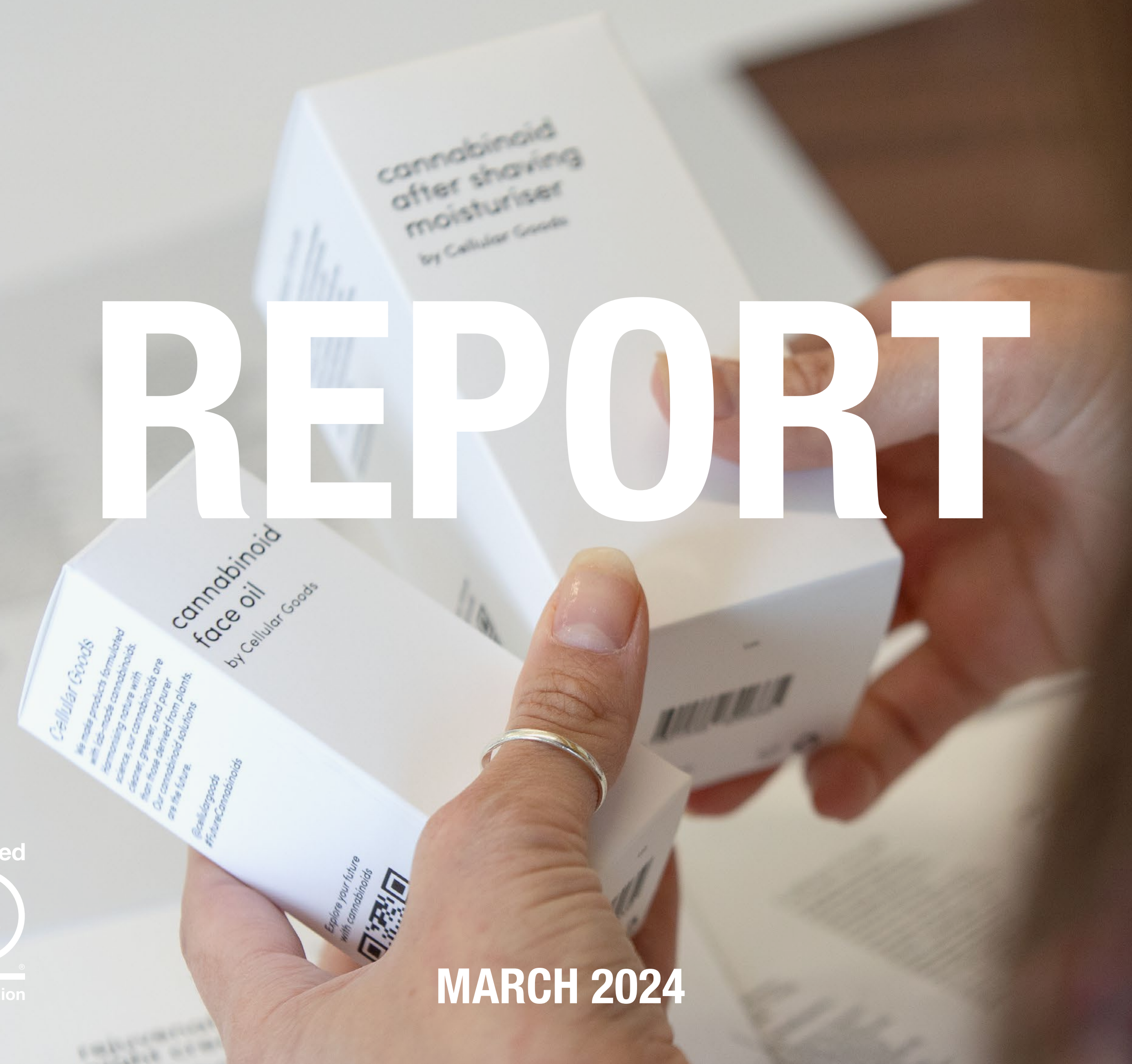
IMPACT

APRIL 2023



REPORT

MARCH 2024



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INTRODUCTION

A MESSAGE FROM SIMON

WE ARE PROUD TO BE PUBLISHING OUR FIRST IMPACT REPORT AS AN ACCREDITED B CORP ORGANISATION FOR THE YEAR 2023-24.

Our journey towards this started back in 2022 when we decided to take an official stock on our interaction with our team, the environment and our local community. As a business, we have always strived to run to the highest of ethical codes and this process gave us the tools to fact check and refine these procedures.

Our B Corp journey has allowed us to formalise and quantify our commitment to both people and the planet as well as providing the baseline for our ongoing efforts to improve in all area of business. As well as providing us with support and direction through the community, our accreditation process has been instrumental in the future planning of Progress Packaging Limited.

Simon Farrow
MD — Progress Packaging

A photograph of Simon Farrow, MD of Progress Packaging, smiling and leaning against a wall. He is wearing a blue button-down shirt and glasses. The background is a blurred indoor setting with a stone wall and some shelves.

“OUR B CORP JOURNEY HAS ALLOWED US TO FORMALISE AND QUANTIFY OUR COMMITMENT TO BOTH PEOPLE AND THE PLANET AS WELL AS PROVIDING THE BASELINE FOR OUR ONGOING EFFORTS TO IMPROVE IN ALL AREA OF BUSINESS.”

MISSION STATEMENT

PROGRESS PACKAGING ARE CREATIVE PACKAGING PARTNERS, WHO CONVERT AMBITIOUS IDEAS INTO FINAL PRODUCTION FOR LUXURY BRANDS.



OUTLOOK

Through professional and well-communicated dealings with customers and suppliers, we look to become valued partners. We aim to grow into existing and new markets that align with our core values and do not compromise on who we are personally or on a corporate level.



EMPLOYEES

We provide an excellent workplace for our employees and create jobs that allow for personal growth and promotion. We aim to increase on an ongoing basis, employee involvement wellbeing and benefits.



RESPONSIBILITY

We act with responsibility to be a force for good for both people and the planet. We encourage and join causes that inspire positive change in our employees, customers, communities, shareholders, and other stakeholders.



SUSTAINABILITY

We drive our business towards a more sustainable future through intelligent decisions on materials and processes.

WHAT WE DO

WE PARTNER WITH THE WORLD'S LEADING DESIGNERS AND LUXURY BRANDS TO PRODUCE PACKAGING THAT REALISES CREATIVE VISION, WORKS COMMERCIALY HARDER AND SUSTAINABLY SMARTER.

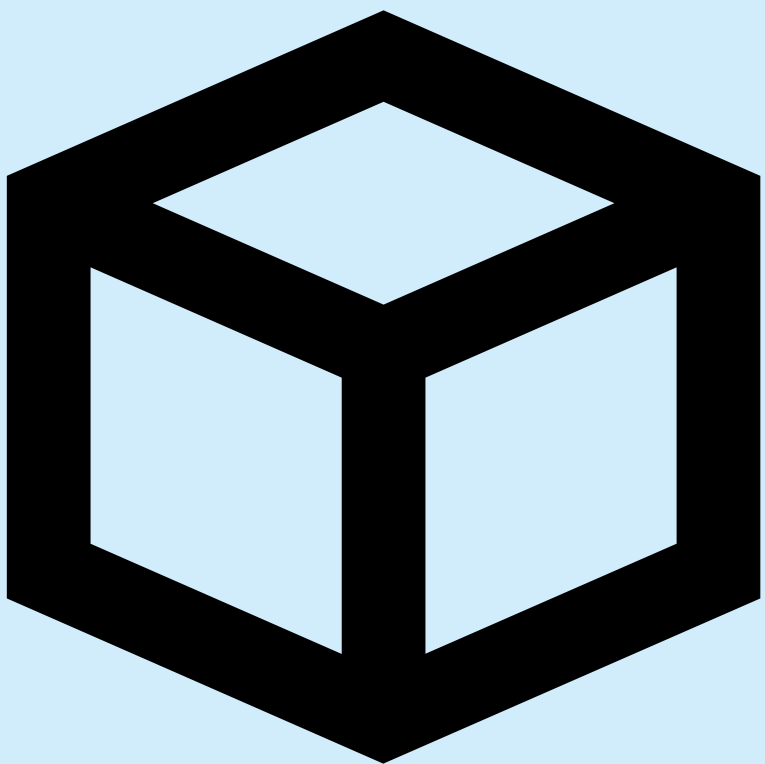
Being both B Corp certified and a B Corp™ Beauty Coalition company we are proudly committed to positive change and minimising our environmental impact.



OUR VALUES

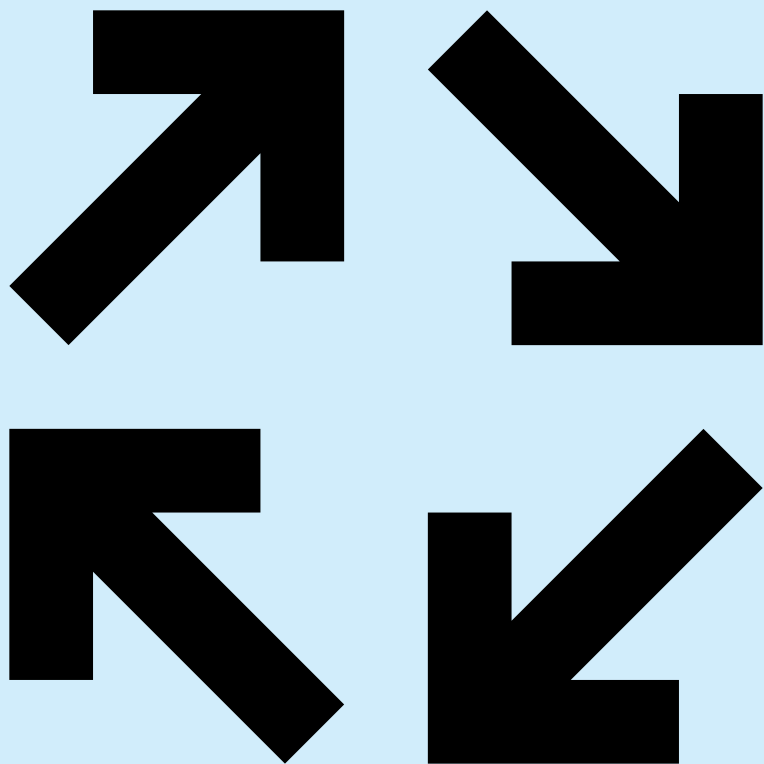
PACKAGING

As inspirational market leaders we passionately seek innovative production solutions.



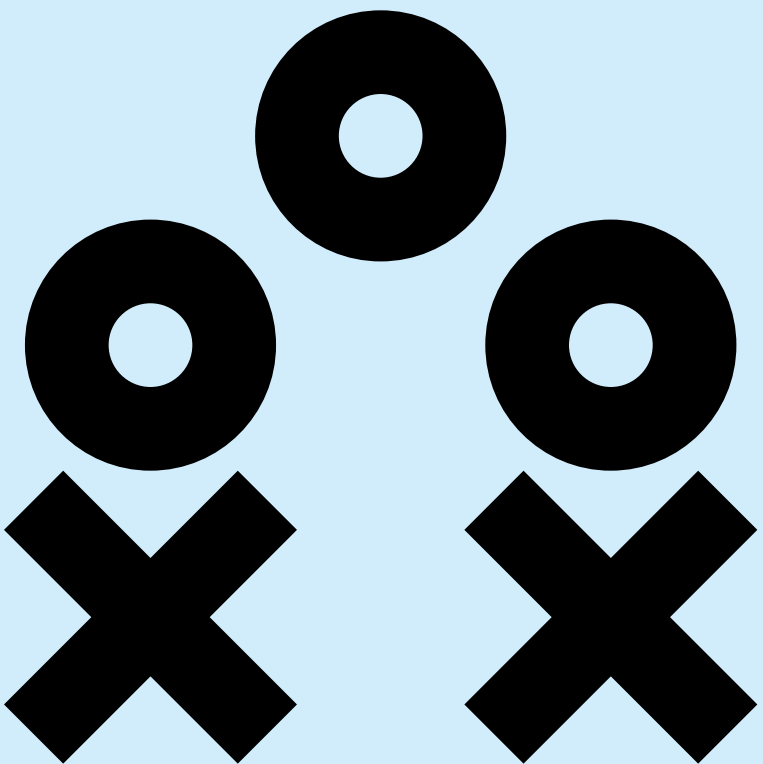
PROCESS

Honesty, integrity and professionalism runs transparently through our entire approach.



PEOPLE

We work respectfully together as partners with our customers, suppliers and the communities around us.



PLANET

We take a responsible and sustainable approach to reduce our environmental footprint.



HIGHLIGHTS

IMPACT HIGHLIGHTS

INCREASED
OUTPUT OF
FSC® APPROVED
SUSTAINABLE
PACKAGING.

▲

£182,000

“THANK YOU
SO MUCH FOR
ALL THE SAMPLES,
WE ARE VERY
HAPPY WITH
THE PRODUCTS,
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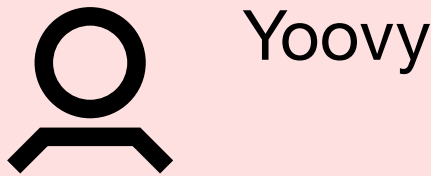


2023:
MEMBER OF B CORP™
BEAUTY COALITION



2023:
ACCREDITED LIVING WAGE
EMPLOYER

“JUST WANTED
TO SAY THANKS
FOR THE
PACKAGING
WHICH LANDED
YESTERDAY —
LOOKS GREAT!”



REDUCTION IN SCOPE 1
EMISSIONS

V

63%

SUSTAINABLE PRACTICE

REDUCTION IN SCOPE 1 EMISSIONS



63%

REDUCTION IN SCOPE 2 EMISSIONS



61%

INCREASE IN FSC® CERTIFIED PROJECTS

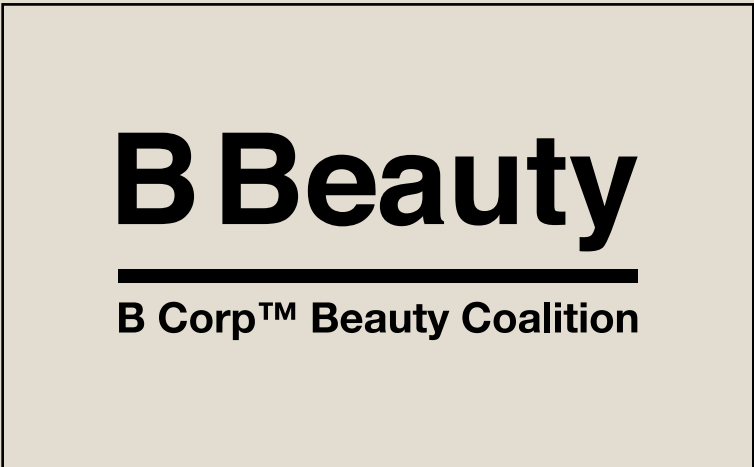


9%

GROUPS JOINED OR CHARTERED



Living Wage Foundation
Date: 2023



B Corp™ Beauty Coalition
Date: 2023

CERTIFICATIONS GAINED



B Corp
Date: 2023



Living Wage Accreditation
Date: 2023



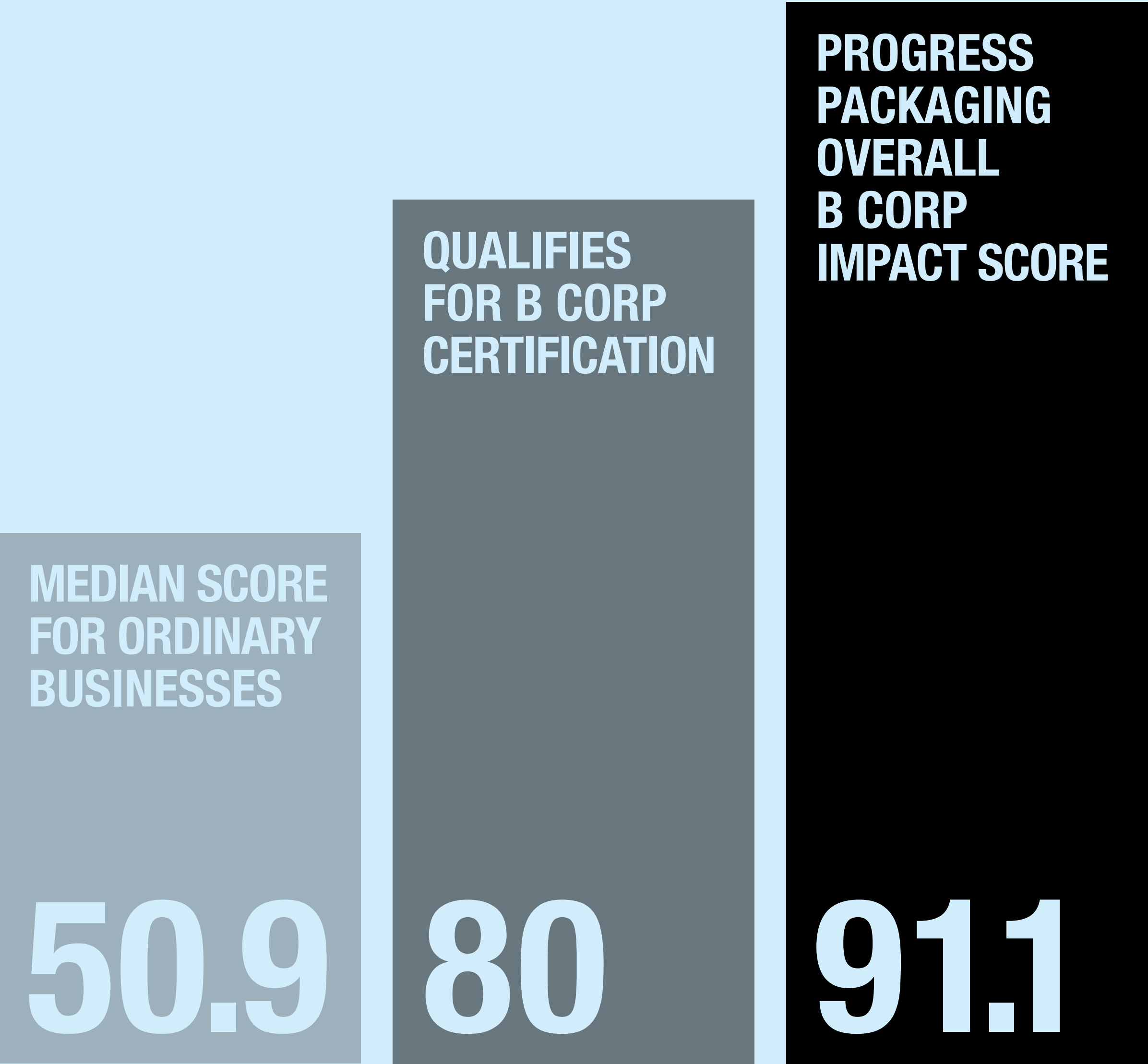
FSC®
Date: 2014



ISO9001
Date: 2008

OVERALL B IMPACT SCORE

**BASED ON THE B IMPACT
ASSESSMENT, PROGRESS PACKAGING
LIMITED EARNED AN OVERALL
SCORE OF 91.1. THE MEDIAN SCORE
FOR ORDINARY BUSINESSES
WHO COMPLETE THE ASSESSMENT
IS CURRENTLY 50.9.**



OVERALL B IMPACT SCORE

CUSTOMERS	ENVIRONMENT	COMMUNITY	WORKERS	GOVERNANCE
Customers evaluates a company's stewardship of its customers through the quality of its products and services, ethical marketing, data privacy and security, and feedback channels. In addition, this section recognizes products or services that are designed to address a particular social problem for or through its customers, such as health or educational products, arts and media products, serving underserved customers/clients, and services that improve the social impact of other businesses or organizations.	Environment evaluates a company's overall environmental management practices as well as its impact on the air, climate, water, land, and biodiversity. This includes the direct impact of a company's operations and, when applicable its supply chain and distribution channels. This section also recognizes companies with environmentally innovative production processes and those that sell products or services that have a positive environmental impact. Some examples might include products and services that create renewable energy, reduce consumption or waste, conserve land or wildlife, provide less toxic alternatives to the market, or educate people about environmental problems.	Community evaluates a company's engagement with and impact on the communities in which it operates, hires from, and sources from. Topics include diversity, equity and inclusion, economic impact, civic engagement, charitable giving, and supply chain management. In addition, this section recognizes business models that are designed to address specific community-oriented problems, such as poverty alleviation through fair trade sourcing or distribution via micro-enterprises, producer cooperative models, locally focused economic development, and formal charitable giving commitments.	Workers evaluates a company's contributions to its employees' financial security, health and safety, wellness, career development, and engagement and satisfaction. In addition, this section recognizes business models designed to benefit workers, such as companies that are at least 40% owned by non-executive employees and those that have workforce development programs to support individuals with barriers to employment.	Governance evaluates a company's overall mission, engagement around its social/environmental impact, ethics, and transparency. This section also evaluates the ability of a company to protect their mission and formally consider stakeholders in decision making through their corporate structure (e.g. benefit corporation) or corporate governing documents.
CUSTOMER STEWARDSHIP3.8	ENVIRONMENTAL MANAGEMENT6.1 AIR & CLIMATE6.2 WATER1.7 LAND & LIFE8.1 LAND/WILDLIFE CONSERVATION1.2	DIVERSITY, EQUITY & INCLUSION4.4 ECONOMIC IMPACT1.8 CIVIC ENGAGEMENT & GIVING2.9 SUPPLY CHAIN MANAGEMENT5.4	FINANCIAL SECURITY10.1 HEALTH, WELLNESS & SAFETY6.6 CAREER DEVELOPMENT4.4 ENGAGEMENT & SATISFACTION5.0	MISSION & ENGAGEMENT3.3 ETHICS & TRANSPARENCY5.2 MISSION LOCKED7.5

3.8

24.3

14.6

32.6

16

EMPLOYEE SATISFACTION

AT PROGRESS PACKAGING, WE ARE COMMITTED TO TRANSPARENCY AND FAIRNESS IN OUR PAY STRUCTURE.

Our dedication to monitoring the pay gap within our team is unwavering. Our team composition includes only one male, Simon, who is one of our two founders, ensuring equitable contribution and reimbursement at this level.

As a proud **LIVING WAGE EMPLOYER**, we strive to maintain salaries that are not only fair but also reflective of the positions and industry standards. The difference between the lowest and highest reimbursements within our company is less than 4x. Additionally, every team member is entitled to a performance-based bonus, ensuring that our compensation system is both equitable and motivating.



OUR FINANCIALS

FINANCIAL ACCOUNTS

OUR FINANCIAL ACCOUNTS ARE
COLLATED BY OUR IN-HOUSE
ACCOUNTS DEPARTMENT, AUDITED
BY BHP ACCOUNTANTS ANNUALLY
AND ARE PUBLISHED BY COMPANIES
HOUSE.

We share our performance against targets and budgets, both at monthly management meetings and quarterly, where we share all data with our team. All employees have access to live accounting data and order book, giving them visibility on the company’s performance.

TURNOVER (2022-23)

£2.56M

TURNOVER (2023-24)

£2.25M

OUR COMPANY

MANAGEMENT TEAM

PROGRESS PACKAGING LIMITED WAS FOUNDED IN 1997 AND IS A PRIVATELY OWNED COMPANY, WITH MAJORITY SHAREHOLDERS BEING SIMON AND ADELE FARROW. IN 2023, GILL BURNS JOINED THE BOARD OF DIRECTORS AFTER 10 YEARS WITH THE COMPANY. THE MANAGEMENT TEAM IS COMPLETED BY FRANCES CHAPPELL-COWLING WHO RUNS THE FINANCIAL ASPECTS OF THE ORGANISATION.

SIMON FARROW
Managing Director

Simon started the business in 1997 from a spare bedroom, looking to respond to the need for creative packaging within the design industry. He has navigated the company through a number of face changes and responded to market changes over the years. Being now firmly established in the luxury packaging sector, much of Simon's focus has been on the operational side of the business, aligning our ethics and practices with the most sustainable and responsible ones available and more recently of course, the push for B Corp Certification.

GILL BURNS
Director

Gill is Progress through and through, having worked her way through the various roles in the office. Today she runs the office function as well being an Account Director, managing many of our key accounts whilst socialising in the beauty and fragrance sectors.

FRANCES CHAPPELL-COWLING
Financial Controller

Fran has been at Progress since almost day one, becoming it's first employee in 1999. After starting in an admin role, Fran has worked through most of the roles of the company with her eye for system and detail finally dovetailing into all things financial. Fran established all our operating and quality procedures before handing these over to focus full time on the financial control of the business and the accurate mapping and reduction of our GHG output

BUSINESS ETHICS

POLICIES

Our **HUMAN RIGHTS POLICY** and **MODERN SLAVERY POLICY** are shared and agreed with our team and our supply base. This is published on our website and core to our sourcing strategy.

Our **EMPLOYEE HANDBOOK** includes our commitments to ethics across all areas of business including anti bribery, ethical marketing, anti corruption, processes for grievances and concerns, as well as whistle blowing.

We protect our customer's information through application of our **PRIVACY POLICY** and **DATA PROTECTION POLICY** — both of which are published on our website.

Balancing people planet and profit are ingrained in our business approach both internally in terms of HR, as well as externally with our selection of suppliers and processes. The same approach is then applied to our customer relations and to the community at large, with all major management decisions being taken with all three areas in mind.

MATERIALITY ASSESSMENT

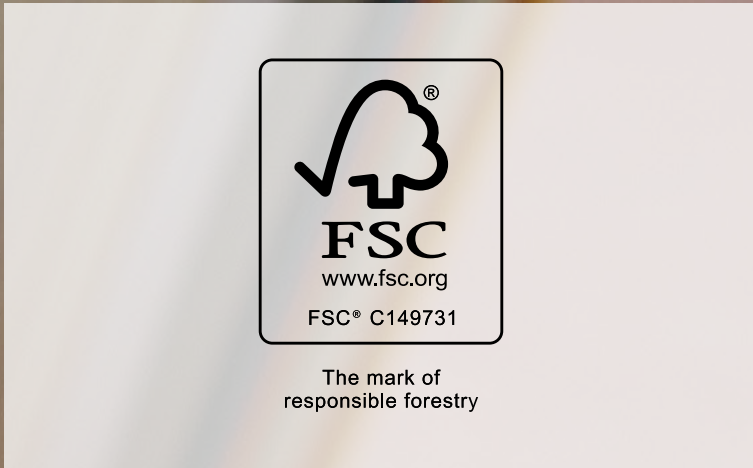
MATERIALITY ASSESSMENT

AS PART OF OUR ONGOING BUSINESS OPERATIONS, WE CONDUCTED OUR INAUGURAL MATERIALITY ASSESSMENT TO REFINE OUR UNDERSTANDING OF KEY PRIORITY ISSUES BASED ON SUSTAINABILITY RISKS, OPPORTUNITIES, AND IMPACTS.

Our goal is to align these issues with stakeholder expectations, considering how we respond to the impacts on our business success, as well as our effects on the economy, environment, and society.

In 2024, we collaborated with Futureproof, our Sustainability Partner, to carry out the assessment using their Materiality methodology. We engaged both internal and external stakeholders through interviews, focus groups, and surveys to analyse our company’s impact on society and the environment, as well as our enterprise value.

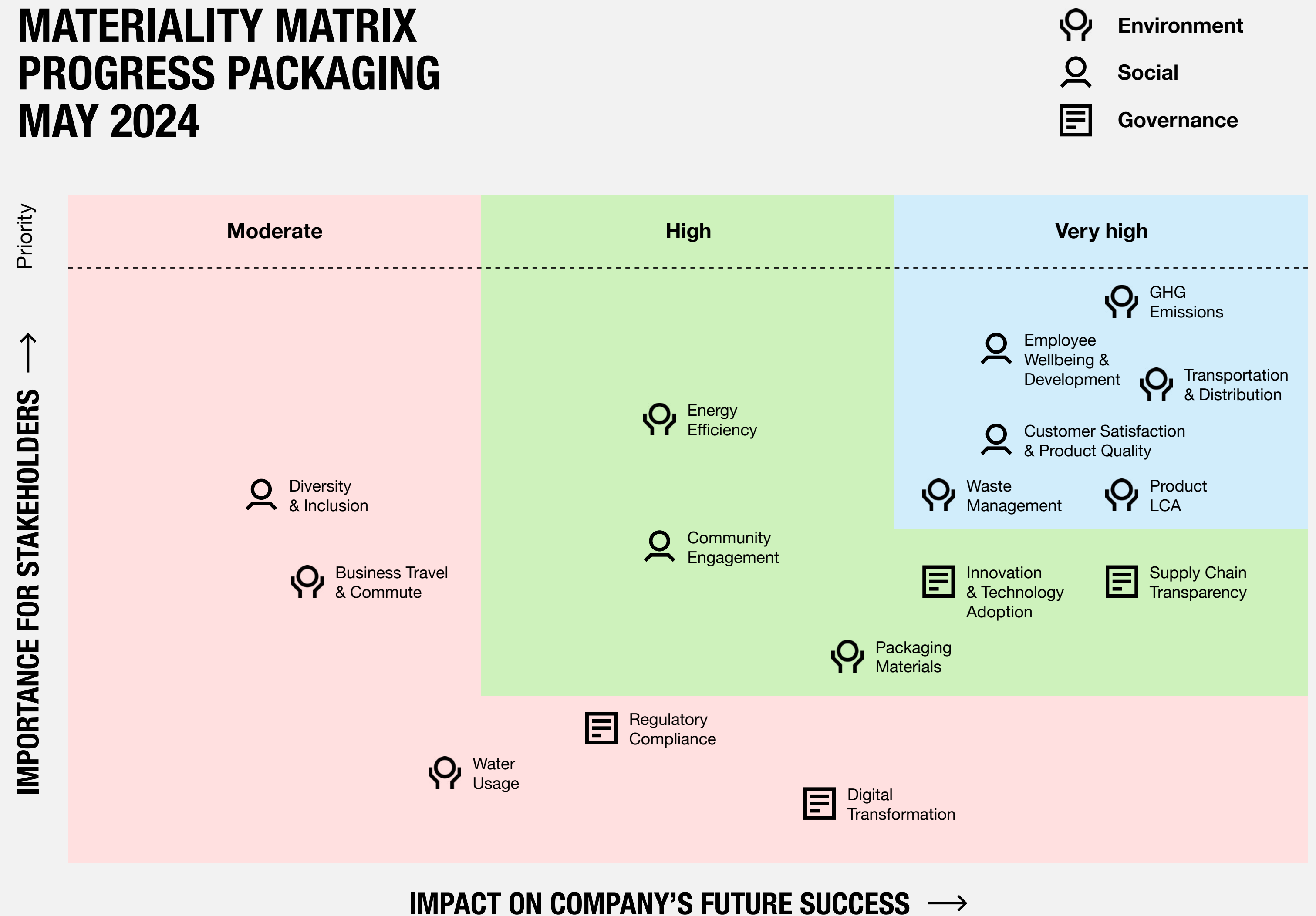
External stakeholders included key suppliers, long-standing customers, and other companies within our industry. Internal stakeholders encompassed employees across all functions and our owners.



MATERIALITY MATRIX

MOVING FORWARD, WE WILL UPDATE OUR MATERIALITY ASSESSMENT EVERY TWO TO THREE YEARS TO ENSURE WE CONTINUOUSLY ADDRESS THE MOST MATERIAL ISSUES WITHIN OUR SECTOR.

The issues are illustrated in our Materiality Matrix. These findings and rankings will inform our sustainability strategy, which we aim to complete in 2024. This strategy will serve as a blueprint for us to become an industry leader in sustainability.



ADVOCACY FOR SOCIAL & ENVIRONMENTAL PROGRESS

OUR WEBSITE WAS RE-LAUNCHED
IN 2023 WITH A NEW INSIGHTS
SECTION. IN THIS AREA WE ARE
SEEKING TO BECOME INDUSTRY
LEADERS IN PROVIDING INFORMATION
FOR SUSTAINABLE DECISION-MAKING
IN PACKAGING.

As well as championing specific processes and material that fits this criteria, the whole of our site has been re-written giving clarity on the materials used and their benefits or otherwise.



B Beauty

B Corp™ Beauty Coalition

In 2023 Progress joined the B Corp™ Beauty Coalition as its only packaging point of reference to help guide and advise on best sustainable practice on packaging.

SUSTAINABILITY PARTNER

BACK IN 2022 WE ASSIGNED FUTUREPROOF AS OUR SUSTAINABILITY PARTNER AS WE INVESTED IN OUR SUSTAINABILITY EFFORTS.

Over this period we have worked with them on our B Corp journey, driving us to over 91 BIA points in the assessment via their tools and resources.

Their platform ensures we can stay on top of our emissions, our suppliers ESG credentials, all key ESG metrics and we work closely together to keep setting ambitious targets to take the packaging industry forward when it comes to sustainability.

“PROGRESS CONTINUE TO PUSH THE BOUNDARIES WHEN IT COMES TO BALANCING PEOPLE, PLANET AND PROFIT. OVER THE LAST TWO YEARS WE HAVE SEEN THEM GROW FROM STRENGTH TO STRENGTH IN THIS SPACE. THEIR RECENT B CORP CERTIFICATION IS TESTAMENT TO THEIR EFFORTS, AND WE’RE EXCITED FOR THEIR CONTINUED EFFORTS THROUGHOUT 2024 AND BEYOND.”

Tom Wilford
CEO — Futureproof



BIA ASSESSMENT POINTS



91.1

OUR PEOPLE

OUR PEOPLE

AT PROGRESS OUR PEOPLE ARE EVERYTHING, WE HAVE AN EXPERIENCED AND ENGAGED TEAM WHO WORK AT THE HIGHEST LEVELS OF THE CREATIVE PACKAGING INDUSTRY.

Internal training is key, as we trade on our industry experience and this is passed through experience of colleagues as well as working closely with our production partners. Keeping our team engaged and excited about their roles is essential to communicate with our external partners.

WE REGULARLY SURVEY OUR STAFF TO LEARN FROM THEM AND IMPROVE OUR WORKPLACE. THEY LISTED AS POSITIVES:

- THE FLEXIBILITY OF OUR WORKING MODEL.
- THE TRUST AND RESPONSIBILITY GIVEN AS WELL AS THE CREATIVE ENVIRONMENT AND JOB ROLES.

100% OF OUR STAFF STATED THAT THEY WERE PROUD TO WORK FOR THIS ORIGINATION AND UNDERSTOOD ITS OBJECTIVES.



8

FULL TIME MEMBERS OF STAFF. WE ARE A LIVING WAGE EMPLOYER.

100%

OF STAFF RECEIVED DISCRETIONARY OR PERFORMANCE RELATED BONUSES LAST YEAR.

100%

OF STAFF ARE OFFICE BASED BUT ENJOY A HYBRID MODEL OFFERING WFH AS WELL AS FLEXIBLE HOURS.

85%

FEMALE EMPLOYEES.

37

AVERAGE AGE.

2/3

MANAGEMENT TEAM ARE FEMALE.

80%

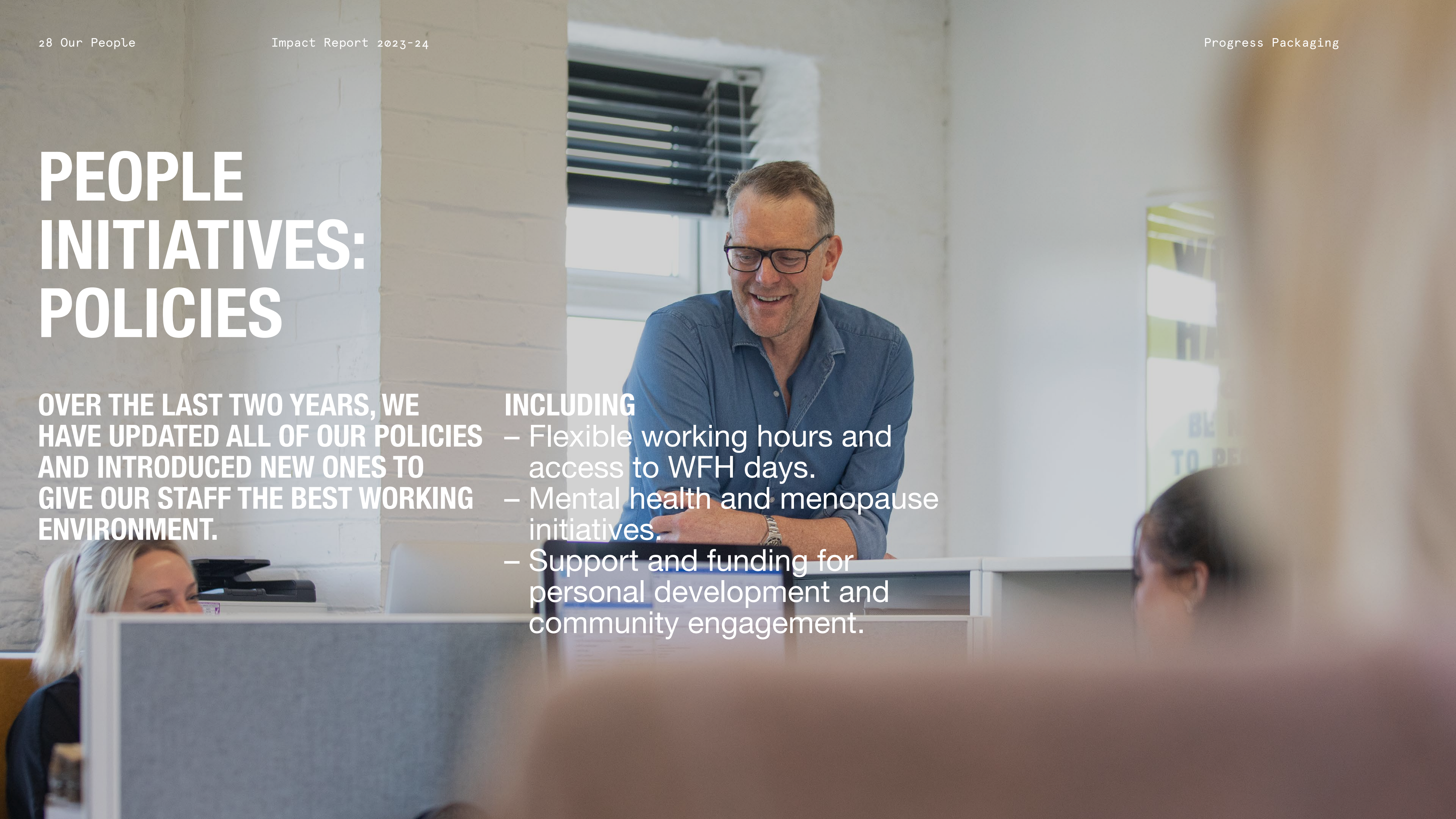
OF EMPLOYEES HAVE WORKED AT PROGRESS PACKAGING FOR OVER FIVE YEARS.

PEOPLE INITIATIVES: POLICIES

OVER THE LAST TWO YEARS, WE
HAVE UPDATED ALL OF OUR POLICIES
AND INTRODUCED NEW ONES TO
GIVE OUR STAFF THE BEST WORKING
ENVIRONMENT.

INCLUDING

- Flexible working hours and access to WFH days.
- Mental health and menopause initiatives.
- Support and funding for personal development and community engagement.



PEOPLE INITIATIVES: TRAINING

**AT PROGRESS WE BELIEVE
PASSIONATELY IN PERSONAL
DEVELOPMENT, FUNDING AND
ALLOWING TIME FOR EMPLOYEES
TO PURSUE THEIR FURTHER
EDUCATION IN EITHER JOB RELATED
OR OTHER FIELDS.**

TRAINING/DEVELOPMENT

- Gill Burns completed the **HELP TO GROW BUSINESS** course at Sheffield Hallam University course that helps individuals perform at the highest levels of management, as well as introducing them to local and national peer groups and ongoing training.
- Grace Marsh and Zara Carter both completed **MENTAL HEALTH FIRST AID** courses.
- Lucy Layton-Carr completed a **LEVEL 3 WORKPLACE PSYCHOLOGY** course.
- Zara Carter is studying for an **AAT LEVEL 1 ACCOUNTS** course and hopes to complete in 2024-25.

BENEFITS

- All of our staff have the option to join the company pension scheme, or to have payments direct into their own private pensions.
- In 2023-24, all our employees were given full health cover and death in service benefits.
- All employees have access to a gym membership scheme paid for by the company.

OUR SUPPLY CHAIN

SUPPLY CHAIN MANAGEMENT

MANAGING THE QUALITY AND ETHICS OF OUR SUPPLY CHAIN IS KEY TO OUR OFFERING AT PROGRESS PACKAGING.

We have developed multiple long-term relationships with suppliers who innovate, promote and support sustainable production methods. We aim to offer our client the most responsible and planet focused products, produced in ethically focused factories that align with our own values.

In 2023, we re-wrote the company's **VALUES** statement along with our **CODE OF ETHICS** which include policies on **HUMAN RIGHTS**, **MODERN SLAVERY** and **DATA PROTECTION**.

We are currently working with our supply base to get accurate figures in order to calculate and offset our Scope 3 emissions.

100%

OF OUR SUPPLY
BASE HAVE
SIGNED UP TO
OUR SUPPLIER
CODE OF ETHICS
AND VALUES.



SUPPLY CHAIN MEMBERSHIP

OUR MEMBERSHIP OF TRADE BODIES SUCH AS ISO9001, FSC® AND B CORP ALLOW US TO TARGET AND ALIGN WITH OUR SUPPLY BASE.

We actively target new suppliers with alignment and these are good indicators along with assessment of working practice and production capabilities.

We increased our output of FSC® approved sustainable packaging to £182,000 in 2023-24 from £167,000 the previous year. This is a trend we will look to continue by prioritising FSC® approval on all paper and board based suppliers.

Many of our suppliers are international and we run both virtual and physical audits on the ground, as well as using organisations such as Sedex, to track and assess suppliers ESG credentials.



**INCREASED
OUTPUT OF
FSC® APPROVED
SUSTAINABLE
PACKAGING.**



£182,000

OUR PLANET

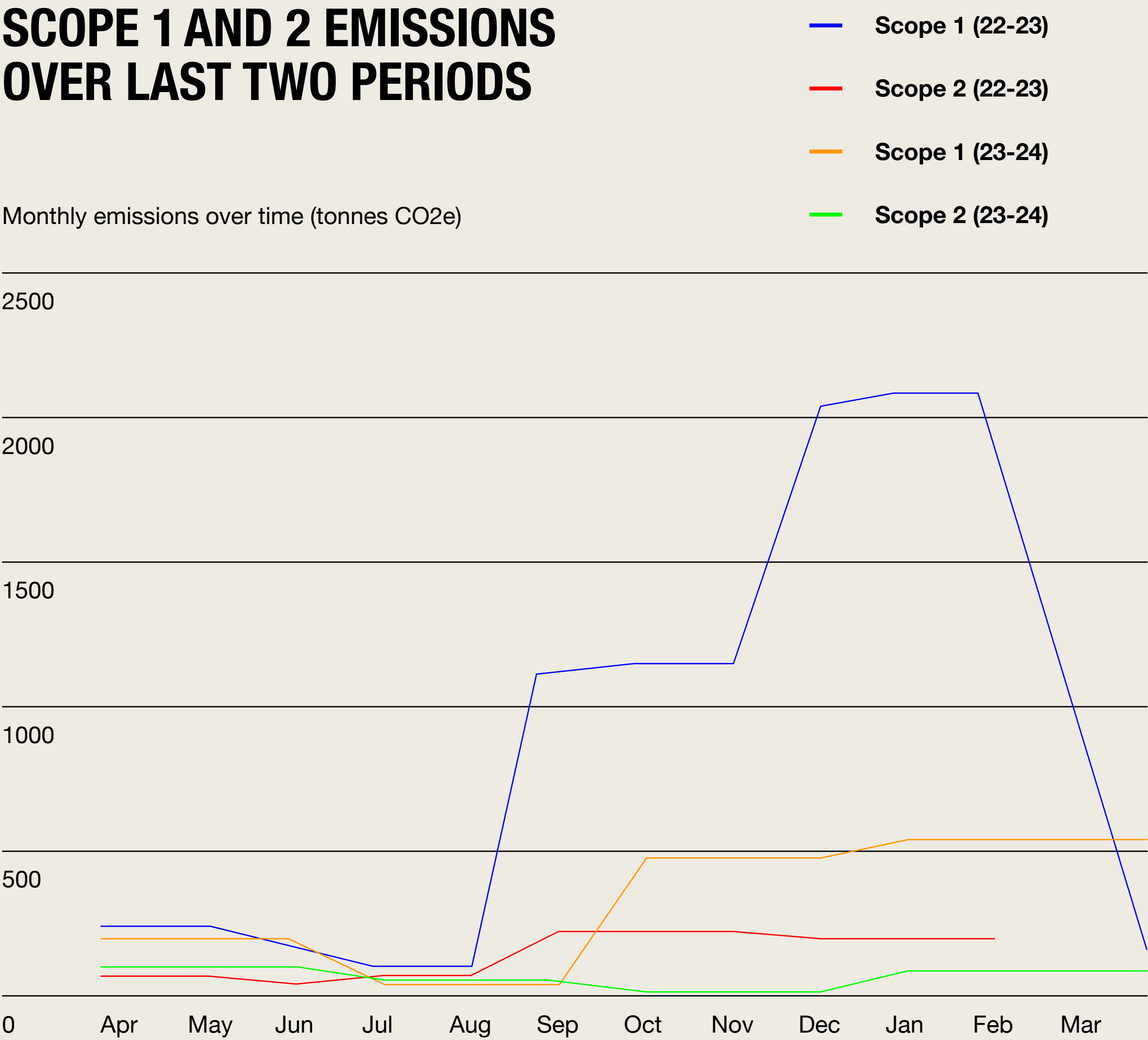
OUR PLANET: ENERGY SURVEY

2023-24 SHOWED THE BENEFITS OF ACTION TAKEN OVER THE LAST 18 MONTHS TO REDUCE THE EMISSIONS IN OUR OPERATION ACROSS SCOPES 1 AND 2.

A complete energy survey was conducted and action taken on new boilers, repairs to windows and roof as well as a major fit of solar panels. Policies were increased across the business covering waste disposal, energy efficient vehicles and responsible working practice.

SCOPE 1 AND 2 EMISSIONS OVER LAST TWO PERIODS

Monthly emissions over time (tonnes CO2e)



OUR PLANET: EMISSIONS

In contrast, our Scope 3 emissions have grown by 6x, accounting for Purchased Goods and Services (Category 1) and Capital Goods (Category 2), as we strive to take full account of our emissions.

Over the last year we have amended all our accounting procedures to separate material bought and to quantify them using industry standard figures, via the Futureproof Emission Manager.

In 2023-24, we will look to capture even more data points with regards to delivery and transportation of our products, which currently isn't captured within our Scope 3 outputs and obtaining accurate figures to declare and offset.

As a third party supplier, much of this information is available only from our supply base and we are introducing new reporting methods in order to gain a full picture and work towards our ambitions of becoming a certified SBTi Net Zero company.

SCOPE 3 EMISSIONS

Scope 3 Category (kg CO2e)	2022-23	2023-24	Change YOY
Purchased goods and services (1)		26,050.08	N/A
Capital goods (2)		1,723.44	N/A
Waste generated in operations (5)	130.94	193.74	48%
Business travel (6)	1,269.35	1,592.76	25%
Employee commuting (7)	3,376.14	4,209.06	25%
Total Scope 3:	4,776.43	33,769.08	607%

SUMMARY



- Scope 1 Emissions reduced 63% from 10.34 tonnes in 2022-23 to 3.80 tonnes in 2023-24.
- Scope 2 Emissions reduced 61% from 1.50 tonnes in 2022-23 to 0.59 tonnes in 2023-24.
- Scope 3 missions increased 607% from 4.78 tonnes in 2022-23 to 3.77 tonnes in 2023-24.

RENEWABLE ENERGY PRODUCED

- 11.57kwh/ 9.792MWH renewable energy generated from solar panels installed May 2023.
- Solar saved 12.11t of C02 – equivalent to 6.73 trees being planted.



HOW WE REDUCE

WASTE MANAGEMENT

As an administrative office, our waste output is low but we have changed collection partners to allow us to segregate recycled from general waste. This is echoed internally in the building, offering staff the appropriate bins in which to ensure the minimum impact on the environment.

MATERIALS

In 2023, we reassessed all our own packaging and this is now created from FSC® certified materials, that are fully sustainable and biodegradable. Protective packaging has been addressed, with the purchase of an in-house shredding machine that turns waste postal boxes in to loose fill. In specifying work for our clients, sustainability and material choice are at the forefront of our conversations, allowing informed decisions.

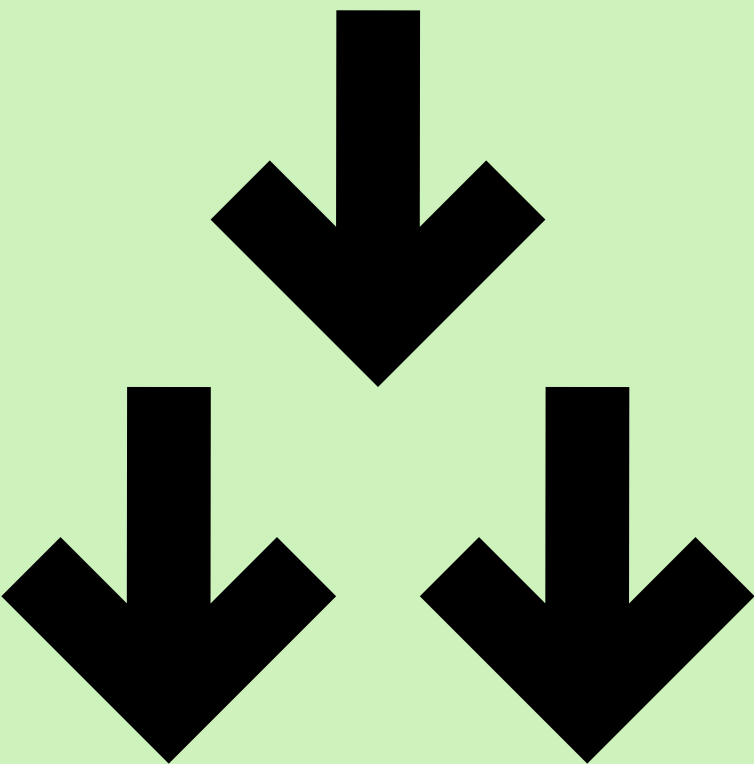
WORK FROM HOME

All our staff work at least one day a week from home, to reduce commutes and to allow a work-life balance. Company policies in best practice of sustainable working have been circulated to all employees and data is traced monthly.

TRAVEL

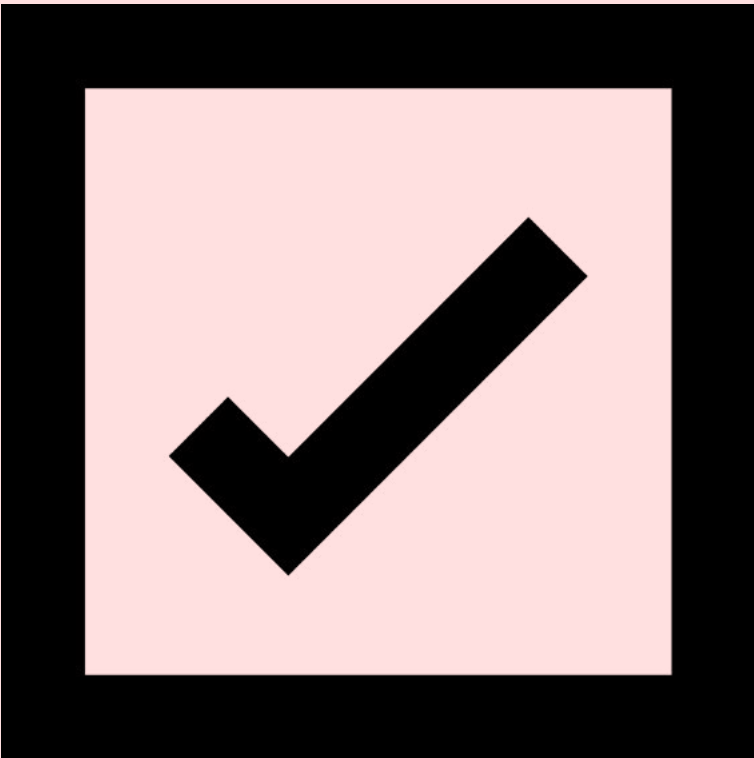
All of our staff commute in to our office, due to its rural location and poor access to public passport. We have however replaced 75% of our fleet with electric or hybrid vehicles this year, with a view to reducing GHG output.

Our business requires close contact with customers and we achieve this through on line meetings as well as face to face. Where possible, we travel by train with much of our client base being London based. Road travel is kept to a minimum as is any by air.



HOW WE OFFSET

We offset 100% of our GHG output through Patch.io, a solution partner of Futureproof. Figures are recorded monthly and analysed annually before we pick the partner funds we want to offset with.



PROJECTS INVESTED IN 2022/23

Project name	Volume of credits	Cost per tonne	Registry ID	Description
Malawi High-efficiency Cookstoves	22 tonnes CO2e	£7.40	VCS2372	Distributing improved cookstoves to displace open-fire cooking – with lasting environmental, social, and economic benefits in Malawi.
Fortaleza Ituxi REDD+ Forest Protection	22 tonnes CO2e	£9.80	VCS1654	Improving forest surveillance and implementing activities that result in climate, community, and biodiversity benefits in Lábrea, Brazil.
Total:	44 tonnes CO2e	£8.60		

OUR CUSTOMERS

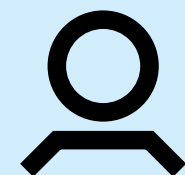
WHAT OUR CUSTOMERS SAY

“THE BOXES WERE RECEIVED AND ARE BEING PACKED UP TO BE SENT TO HARRODS AS WE SPEAK. THE WHOLE TEAM IS REALLY IMPRESSED WITH THEM! THANK YOU SO MUCH FOR ALL OF YOUR HELP WITH THIS PROJECT, I REALLY APPRECIATE YOUR PROMPT AND PROACTIVE COMMUNICATION.”



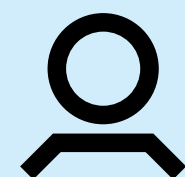
Champo

“THANK YOU DEEPLY FOR YOUR PROMPT SUPPORT TO US.”



N26

“JUST WANTED TO SAY THANKS FOR THE PACKAGING WHICH LANDED YESTERDAY — LOOKS GREAT!”



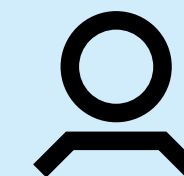
Yoovy

“ORDER ARRIVED WELL AND ALL IN GOOD SHAPE. WE’VE ASSEMBLED A TEST AND GOES TOGETHER NICELY, HOLDING EVERYTHING SNUG, AS WITH THE SAMPLE. THE INSTRUCTIONS YOU HAVE SENT OVER ARE GREAT SO THANKS FOR THOSE CLIPS! THANKS AGAIN FOR ALL YOUR EFFORTS IN GETTING THESE TO US EARLIER THAN EXPECTED.”



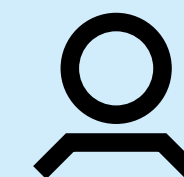
Anordain

“THANK YOU SO MUCH FOR ALL THE SAMPLES, WE ARE VERY HAPPY WITH THE PRODUCTS, THEY LOOK INCREDIBLE!”



Mercedes Benz

“ONCE AGAIN, WE ARE REALLY DELIGHTED WITH THE QUALITY OF THESE BAGS AND HAVE HAD SO MANY COMPLIMENTS ON THEM. HOPING TO WORK WITH YOU AGAIN NEXT YEAR.”



J Adams & Co

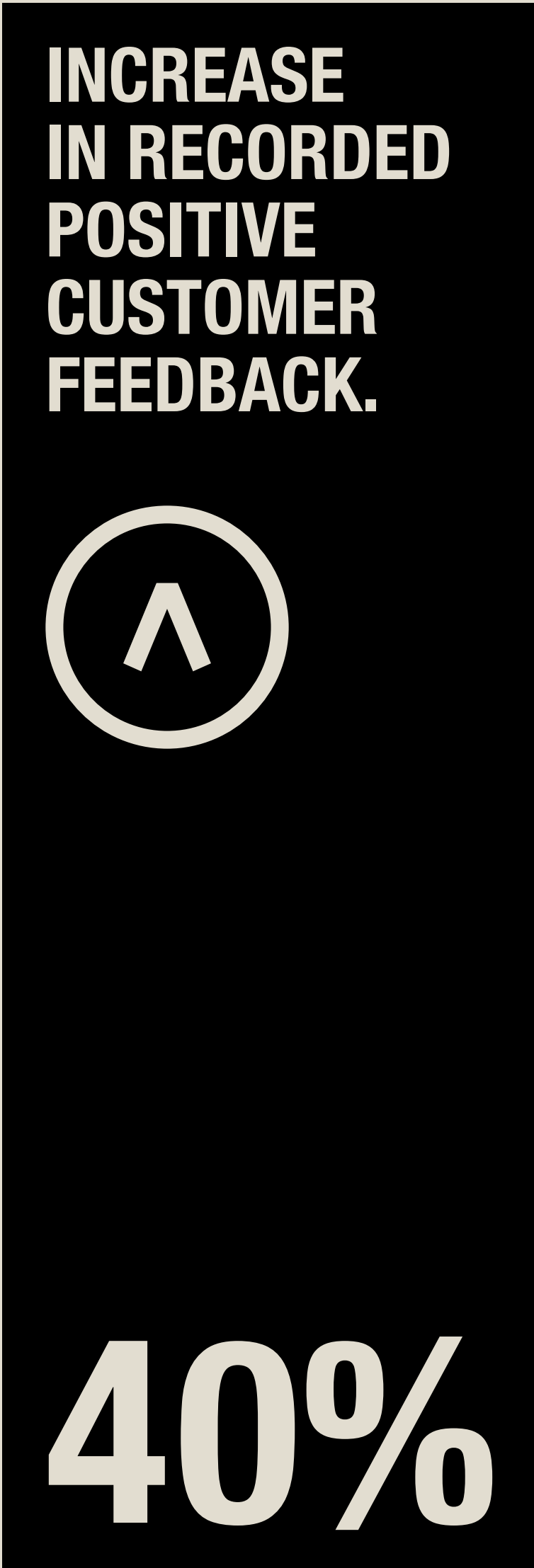
MONITORING CUSTOMER SATISFACTION

We monitor the satisfaction of our customers primarily with personal contact from our account handlers. All relevant feedback is posted on our platform and shared with staff.

As well as information gleaned from our close relationships with clients, we send pulse surveys to all first-time customers on job completion, to encourage feedback.

We also send more robust questionnaires to top customers over the course of the year, to ensure we are supplying the correct levels of service. All feedback is analysed and acted on by the management team.

40% increase in recorded positive customer feedback. This is recorded on our ISO Platform and shared with staff and suppliers.



SHARING CUSTOMER SATISFACTION

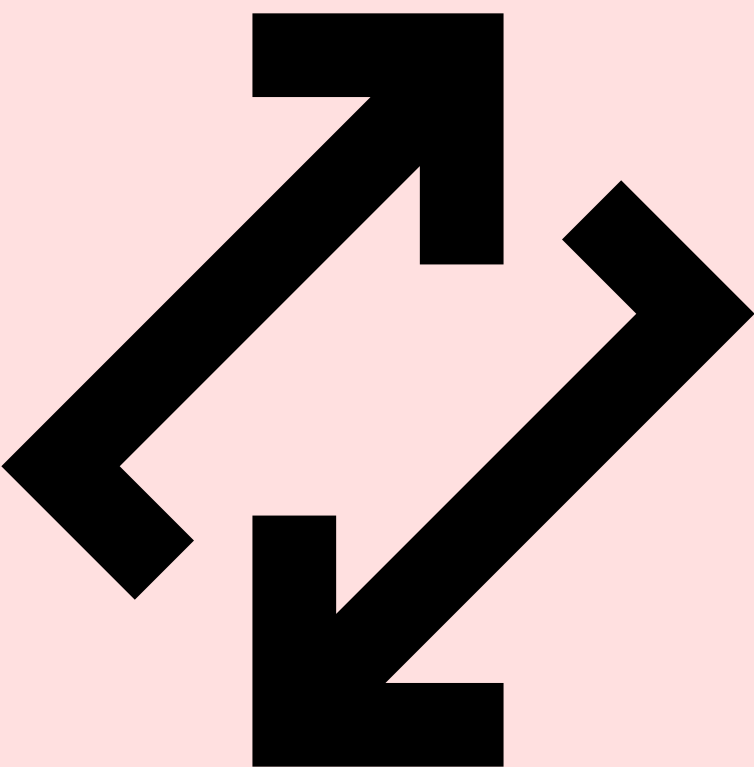
EXTERNALLY
Shared with our suppliers when we have received appropriate feedback. We make it our aim to report back positive feedback as well as any negative comments, to ensure that quality is continually being monitored and improved.

INTERNALLY
Using our team, management and sales meetings as well as on our Quality Platform, Activ, where all positive comments are shared and attributed to the handler of that job.

OUR COMMUNITY

PHILANTHROPY STATEMENT

WE SEEK TO USE OUR BUSINESS AND ITS ASSETS, BOTH HUMAN AND FINANCIAL, TO SUPPORT, ENCOURAGE AND JOIN CAUSES THAT INSPIRE POSITIVE CHANGE IN OUR ENVIRONMENT, COMMUNITIES, AND BENEFIT OTHER STAKEHOLDERS.

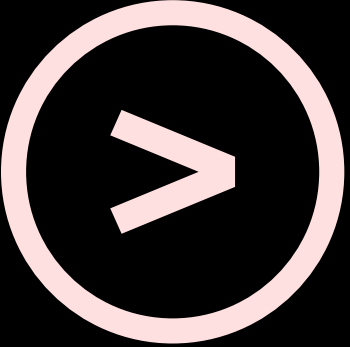


WE AIM TO USE OUR BUSINESS AS A FORCE FOR GOOD AND TO BE AN INDUSTRY LEADER IN HOW OUR SECTOR CAN IMPLEMENT AND ENCOURAGE POSITIVE CHANGE.



WE ENCOURAGE EMPLOYEE VOLUNTEERING AND SKILL SHARING AS WELL AS MAKING COMPANY DONATIONS AND MATCHED EMPLOYEE GIVING. ALL CHARITIES ARE CHOSEN BY OUR TEAM AND ARE FULLY SCREENED/ MONITORED ON AN ONGOING BASIS.

**DAYS DONATED
BY EMPLOYEES
TO THE LOCAL
COMMUNITY.**



20

CHARITY PARTNERSHIPS SUPPORTED IN THE COMMUNITY

WE SUPPORT CHARITIES CLOSE TO OUR HEART.

50

TREES PLANTED IN THE NORTH YORKSHIRE AREA WITH WHITE ROSE FOREST.



White Rose Forest
Working with landowners and communities to plant and protect trees in West Yorkshire.

£3,150

TOTAL RAISED AND DONATED IN 2023-24, WITH WHITE ROSE FOREST BEING ONE OF OUR CHOSEN CHARITIES. WE ALSO DONATED TO WELLCOME TRUST AND TEN THOUSAND DAFFODILS.



Wellcome Trust
Supporting discovery research into life, health and wellbeing.



Ten Thousand Daffodils
Charity fundraising project that creates beautiful art installations.

CHARITY PARTNERSHIPS SUPPORTED IN THE COMMUNITY

WE SUPPORT CHARITIES CLOSE TO OUR HEART.

12

DAYS ASSISTING NORTHORPE HALL IN MARKETING AND CREATION OF REVENUE STREAMS.



Northorpe Hall
Charitable Trust supporting children, young people and any adult involved in their wellbeing.

430

MIXED FOREST TREES PLANTED IN THE HOLME VALLEY AREA.



River Holme Connections
A local charity aiming to improve the River Holme, its surrounding areas and wildlife.

8

DAYS DONATED TO RIVER HOLME CONNECTIONS IN TREE PLANTING, RIVER CLEARANCE AND EDUCATIONAL OUTREACH.



EDUCATIONAL PROJECTS FOR RIVER HOLME CONNECTIONS, BASED ON AWARENESS OF THE CORRECT USE OF DRAINS IN ORDER TO PROTECT STREAMS AND RIVER TRIBUTARIES.

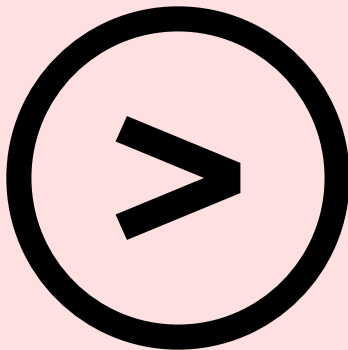


SUPPORT OF PACKAGING MATERIAL TO PROMOTE CHARITY ORGANISATIONS GIVEN IN THE FORM OF CARRIER BAGS AND E-COMMERCE BOXES TO MANCHESTER YOUNG PEOPLES THEATRE AND BE KIND FOR HONEY, WHO CAMPAIGN FOR PREVENTION OF YOUTH SUICIDE.

NEXT STEPS

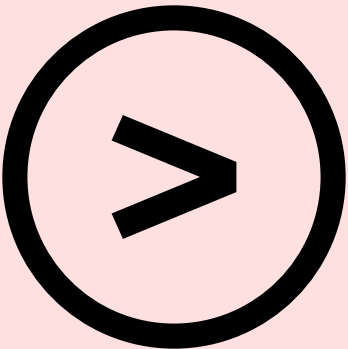
01

TAKE FINDINGS FROM THE MATERIALITY ASSESSMENT TO PRODUCE A SUSTAINABILITY STRATEGY THAT HAS US LOOKING TOWARDS THE NEXT 3-5 YEARS.



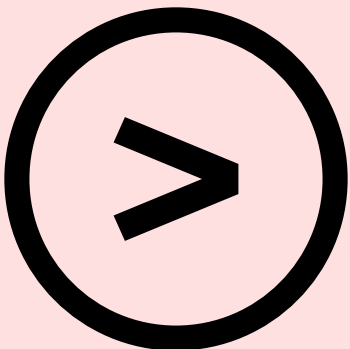
02

PRODUCE A STRATEGY FOR GROWTH THAT ENSHRINES SUSTAINABILITY.



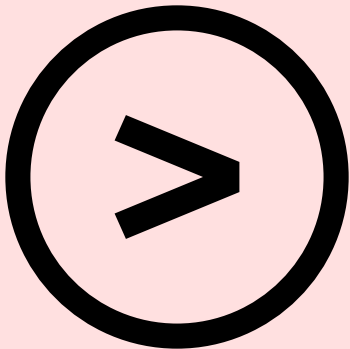
03

CAPTURE DISTRIBUTION AND TRANSPORT DATA OF ALL OF OUR PRODUCTS GOING FORWARD.



04

PRIORITISE DEVELOPMENT OF NEW SUSTAINABLE PRODUCTS.



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Designed by: [Design Project](#)

PROGRESS

