

PROGRESS



IMPACT

REPORT

APRIL 2024

Certified



Corporation

MARCH 2025

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INTRODUCTION

A MESSAGE FROM SIMON

SINCE GAINING B CORP ACCREDITATION WE HAVE HAD THE OPPORTUNITY TO GROW FROM THIS AND MONITOR OUR PERFORMANCE IN REAL TERMS.

Year 2024-25 was for us, one of record turnover and profitability in a different marketplace. We added and onboarded additional members to the team, as well as undergoing performance training at management level to ensure good leadership as we progress. Our Net Zero commitment continued with the additional recording and declaration of our Scope 3 emissions, giving us much more traction to target reduction and influence our supply chain.

This year has seen significant research and development in new products, specifically our

registered V-FORM process, allowing for make-up of creative packaging with significant reductions in material, processes and glues. Launched in early 2025, this product combines creativity and sustainability and champions our belief in sustainable production. Our next year will combine this exciting launch, an overhaul of our operating systems to ensure an enhanced customer experience, as well as continued focus on recording and reducing our carbon footprint.

Simon Farrow
MD — Progress Packaging



“OUR NET ZERO COMMITMENT CONTINUED WITH THE ADDITIONAL RECORDING AND DECLARATION OF OUR SCOPE 3 EMISSIONS, THIS GIVES US MUCH MORE TRACTION TO TARGET REDUCTION AND INFLUENCE OUR SUPPLY CHAIN.”

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.

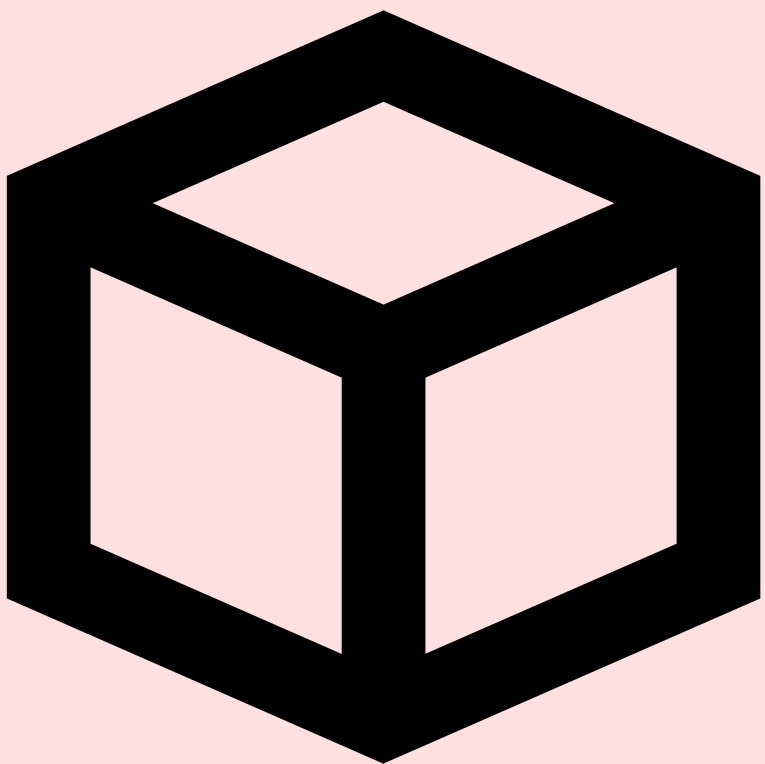
Being both B Corp certified and a B Corp™ Beauty Coalition company we are proudly committed to positive change and minimising our environmental impact.



OUR VALUES

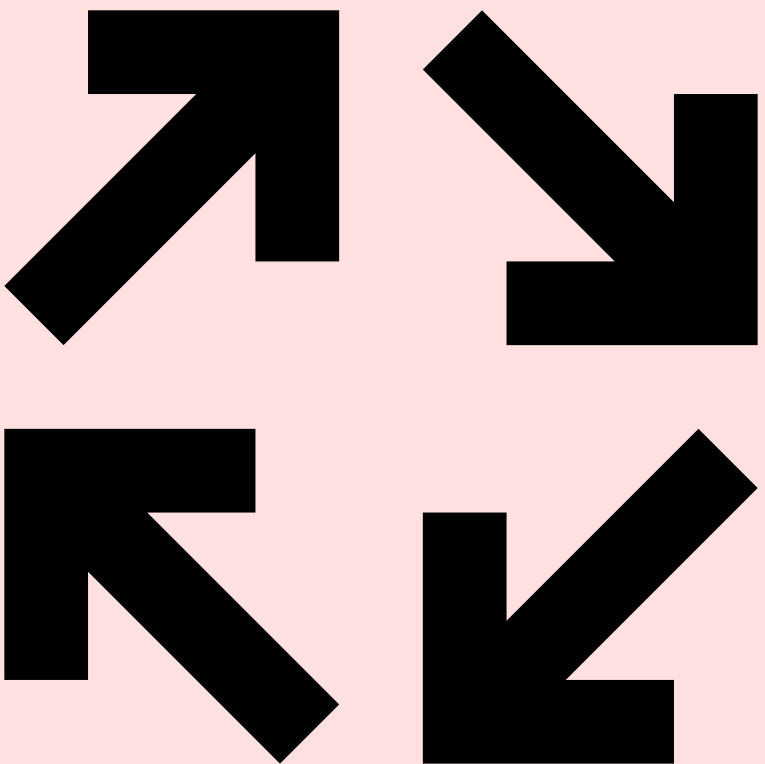
PACKAGING

As inspirational market leaders we passionately seek innovative production solutions.



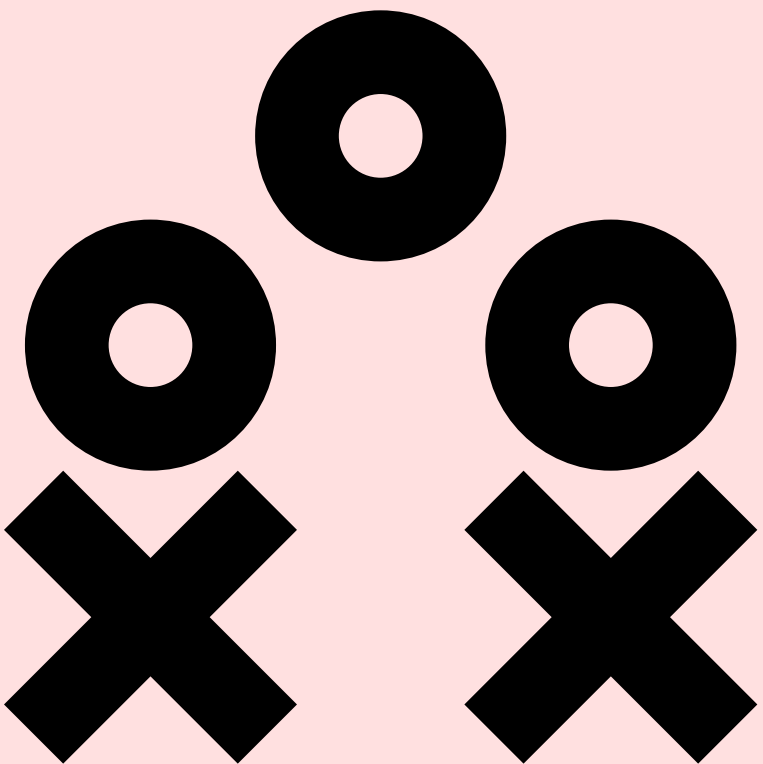
PROCESS

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



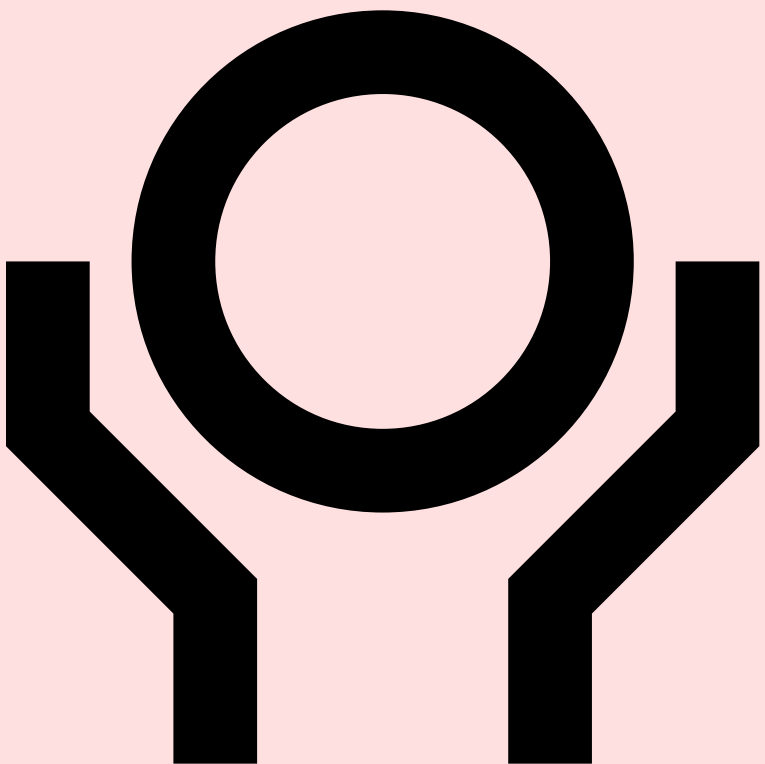
PEOPLE

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.

90%



“CUSTOMER
DELIGHTED WITH
BOXES AND
PRINTS FOR
THEIR 20TH
ANNIVERSARY
EDITION.”



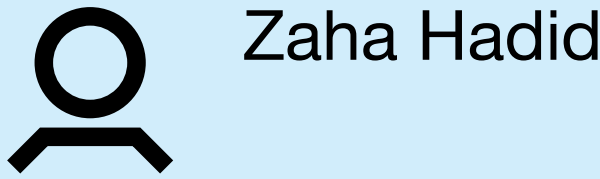
2025:
ONBOARDED SALESFORCE
CRM SYSTEM



2025:
TRAINED & IMPLEMENTED
CUSTOM AI WEBSITE
ASSISTANT




“THEY TURNED
OUT GREAT –
THANKS FOR
YOUR PATIENCE
AND ALL YOUR
HELP ALONG
THE WAY.”



REDUCTION IN SCOPE 2
EMISSIONS

9.99%



SUSTAINABLE PRACTICE

INCREASE IN SCOPE 1 EMISSIONS



8.44%

REDUCTION IN SCOPE 2 EMISSIONS



9.99%

INCREASE IN FSC® CERTIFIED PROJECTS

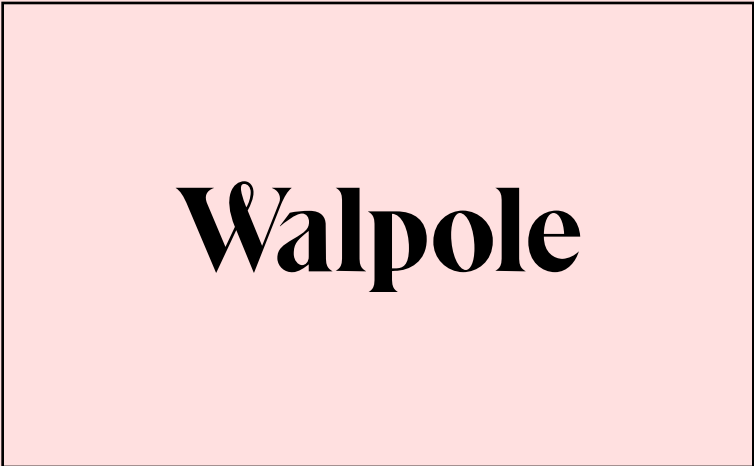


90%

GROUPS JOINED OR CHARTERED

CERTIFICATIONS GAINED

NEW TECHNOLOGIES IMPLEMENTED



Walpole British Luxury Association
Date: 2025



Living Wage Foundation
Date: 2023



B Corp
Date: 2023



Living Wage Accreditation
Date: 2023



Salesforce
Date: 2025



B Corp™ Beauty Coalition
Date: 2023



FSC®
Date: 2014



ISO9001
Date: 2008



Ai Bot
Date: 2025

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 EMPLOYEES ENJOY THE FLEXIBLE WORKING HOURS AND HYBRID WORKING MODEL.

100%

OF EMPLOYEES ARE PROUD TO WORK FOR THIS ORGANISATION.

OUR STAFF ALL FELT THEY HAVE THE TOOLS AND RESOURCES NEEDED TO DO THEIR JOB WELL.

100%

OF EMPLOYEES UNDERSTOOD HOW THEIR OWN WORK AFFECTED THE COMPANIES ESG GOALS.

WE NEED TO WORK TOGETHER TO CREATE VALUES FOR THE COMPANY AND IMPROVE TEAMWORK.

100%

FELT MOTIVATED IN THEIR CURRENT ROLE.

100%

OF EMPLOYEES UNDERSTOOD OUR ORGANISATIONS MISSION.

100%

OF EMPLOYEES WERE SATISFIED WITH LEVELS OF HEALTH AND WELLNESS SUPPORT.

80%

OF EMPLOYEES HAVE BEEN WITH THE COMPANY FOR OVER 5 YEARS.

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 (2023-24)

£2.25M

TURNOVER (2024-25)

£3.04M

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

In March 2025, we started the process of rewriting our **INTERNAL VALUES** as a team, from which we will be publishing our **TEAM CHARTER** in 2025. This will be engrained in our business management to help us maintain a happy, productive and sustainable work place for all employees and stakeholders.

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.

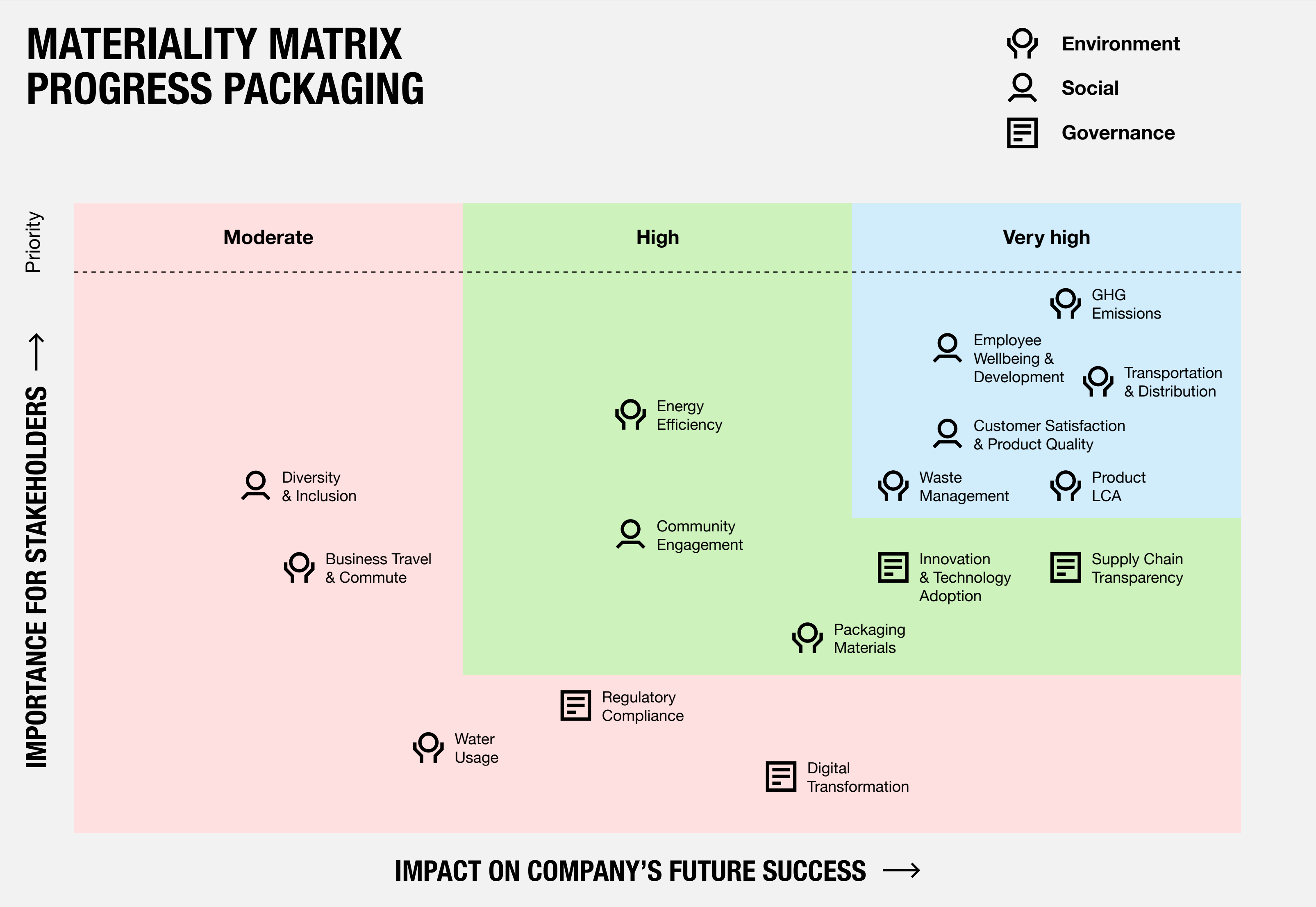
External stakeholders included key suppliers, long-standing customers, and other companies within our industry. Internal stakeholders encompassed employees across all functions and our owners.



MATERIALITY MATRIX

MOVING FORWARD, WE WILL UPDATE OUR MATERIALITY ASSESSMENT EVERY 2 TO 3 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 2025. This strategy will serve as a blueprint for us to become an industry leader in sustainability.






ACTION TAKEN FROM MATERIALITY ASSESSMENT 2024-25

REDUCTION
IN WASTE
MANAGEMENT

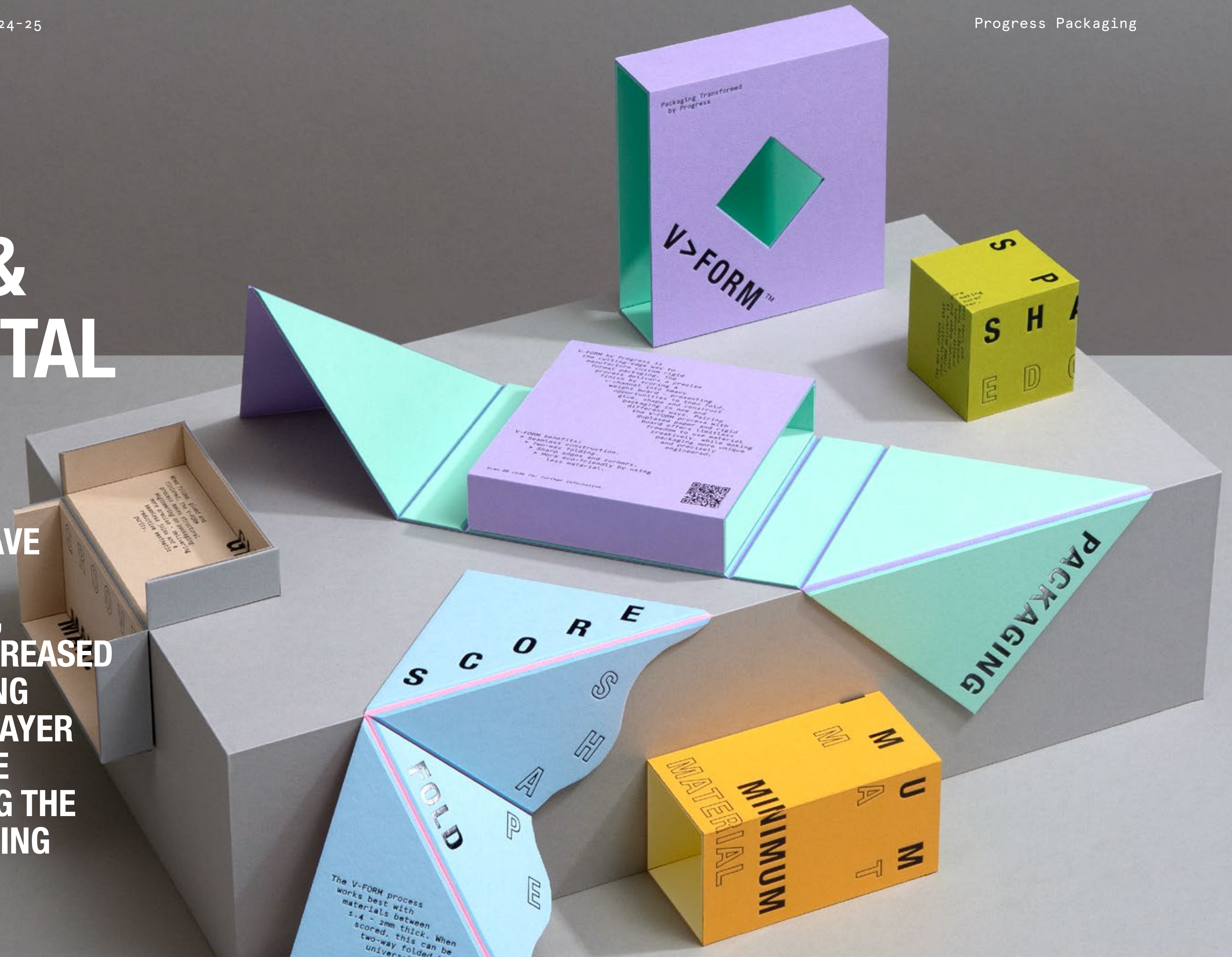
51.4%



CUSTOMER SATISFACTION	SUPPLY CHAIN TRANSPARENCY	WASTE MANAGEMENT	
<div></div> <p>In 2025 we onboarded our new CRM, tailored from the Salesforce platform. This was customised to match our processes and created a more collaborative and efficient workflow to give our customers quicker and more concise information. A tailored database now means we can respond to our client’s needs and take responsibility for data security and marketing preferences.</p>	<div></div> <p>In this financial year, we collected and reported our first full set of data on Scope 3 emissions from our supply chain. We now monitor all loads, distances and volumes delivered as well as mode of transport. This allows us to produce much more accurate figures on emissions to enable us to offset with confidence and full disclosure.</p>	<div></div> <p>During 2024-25, we have made our data collection much more accurate than in previously years. We now report on our own usage, not for the building as a whole, where fellow tenants create their own waste. This, along with our efforts to create a paper free work environment at home and in the office, saw reductions of 51.4% from 791kg in the previous to 376kg. The bulk of this waste is now paper or board packing materials that are clearly separated for collection and appropriate recycling.</p>	<p>Our Materiality Report in 2024 highlighted areas that we have focused on to produce our roadmap for sustainability. Key for us has been getting an accurate and honest figure for our emissions in order to offset and plan to reduce. This has been done with the addition of accurate Scope 3 data</p> <p>Our growth strategy has been written enshrining development and promotion of sustainable packaging solutions. We have all but eliminated plastic in packaging across our range and we are actively launching ‘How to Guides’ across our site to promote this in 2025-26.</p> <p>All Scope 3 data is now collected and reported, we have ongoing plans to push our supply base for more accurate figures and collection of data to continue to refine this.</p> <p>Throughout 2024-25, we have been working on a major launch of our trademarked V-FORM products which is created using 90% less glue and negates the need for overwrapping paper on board products.</p>

ADVOCACY FOR SOCIAL & ENVIRONMENTAL PROGRESS

THROUGHOUT 2024-25, WE HAVE BEEN WORKING ON OUR NEW REGISTERED BRAND, V-FORM, WHICH SEEKS TO PROVIDE INCREASED CREATIVITY WITHIN PACKAGING STRUCTURES USING SINGLE LAYER BOARDS WHILST AT THE SAME TIME, DRASTICALLY REDUCING THE NEED FOR GLUES AND WRAPPING PAPERS.



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 PACKAGING CONTINUE TO LEAD WITH PURPOSE, EMBEDDING SUSTAINABILITY DEEPER INTO THEIR OPERATIONS AND CULTURE YEAR AFTER YEAR. THEIR MOMENTUM SINCE ACHIEVING B CORP CERTIFICATION HAS BEEN NOTHING SHORT OF INSPIRING, AND WE’RE PROUD TO SUPPORT THEIR ONGOING JOURNEY TO DELIVER IMPACT ACROSS PEOPLE, PLANET, AND PROFIT IN 2025 AND BEYOND.”

Tom Wilford
CEO — Futureproof



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.

42 AVERAGE AGE.

2/3 MANAGEMENT TEAM ARE FEMALE.

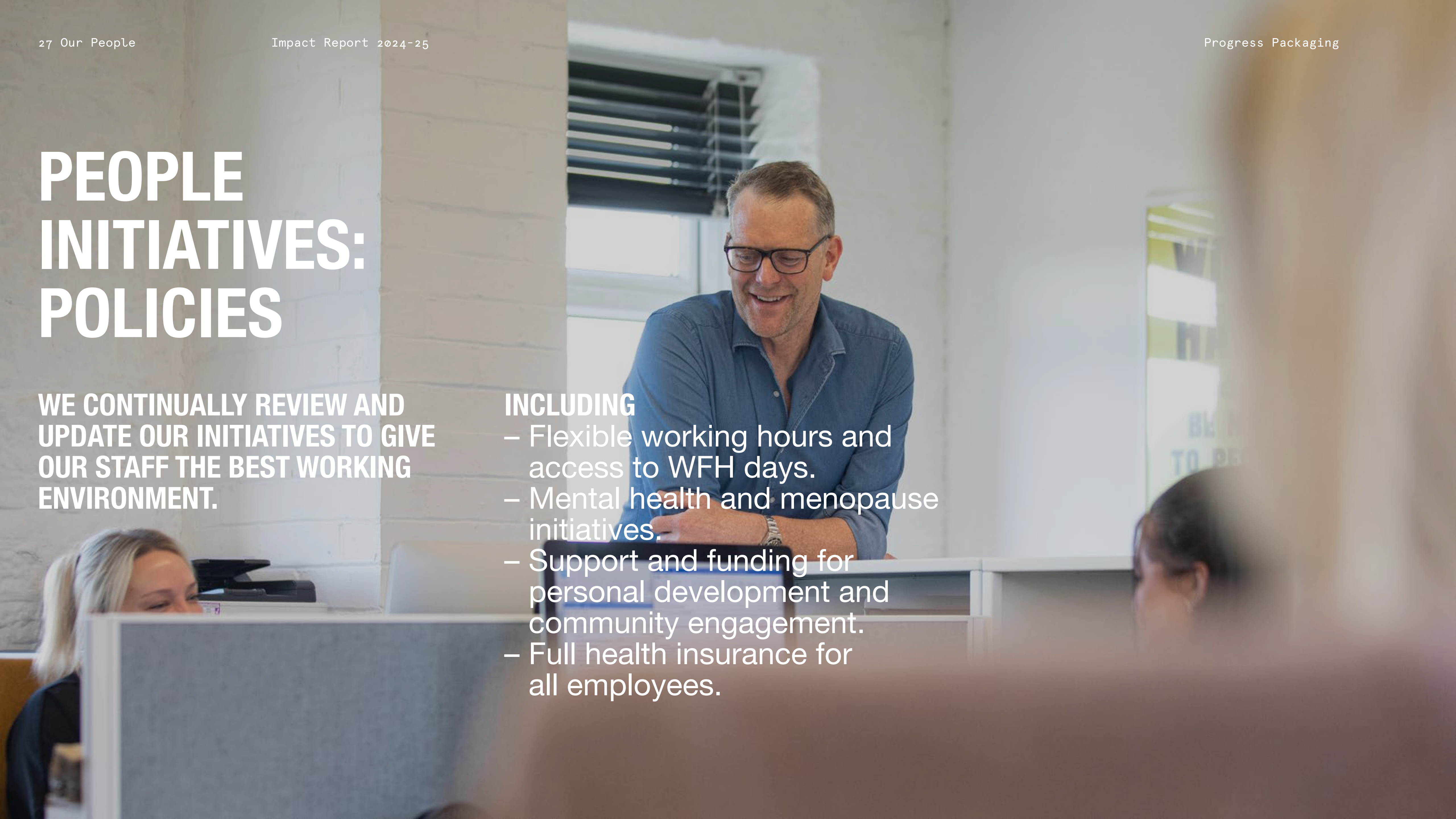
75% OF EMPLOYEES HAVE WORKED AT PROGRESS PACKAGING FOR OVER FIVE YEARS.

PEOPLE INITIATIVES: POLICIES

**WE CONTINUALLY REVIEW AND
UPDATE OUR INITIATIVES 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.
- Full health insurance for all employees.



PEOPLE INITIATIVES: TRAINING

WE STARTED THE PROCESS OF COLLECTIVELY RE WRITING OUR TEAM VALUES HAVING ENGAGED SLICK PIVOT, A SPECIALIST AGENCY. ALL EMPLOYEES PARTICIPATED IN THIS PROCESS AND WE WORKED ON TEAM ETHICS, CONFLICT RESOLUTION AND ROUTES FOR PROGRESSION.

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

- Simon Farrow completed a **BUSINESS BOOST LEADERSHIP COURSE** at Leeds Beckett University and has retained a business mentor.

BENEFITS

- All of our staff have the option to join the company pension scheme, or to have payments direct into their own private pensions.
- 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.

All our suppliers signed up to our **VALUES** statement along with our **CODE OF ETHICS** which include policies on **HUMAN RIGHTS**, **MODERN SLAVERY** and **DATA PROTECTION** (these are reviewed annually).

We are now working with our supply base to get full and 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 £335,940 from £182,000 in 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.**



**90% =
£335,940**

OUR PLANET

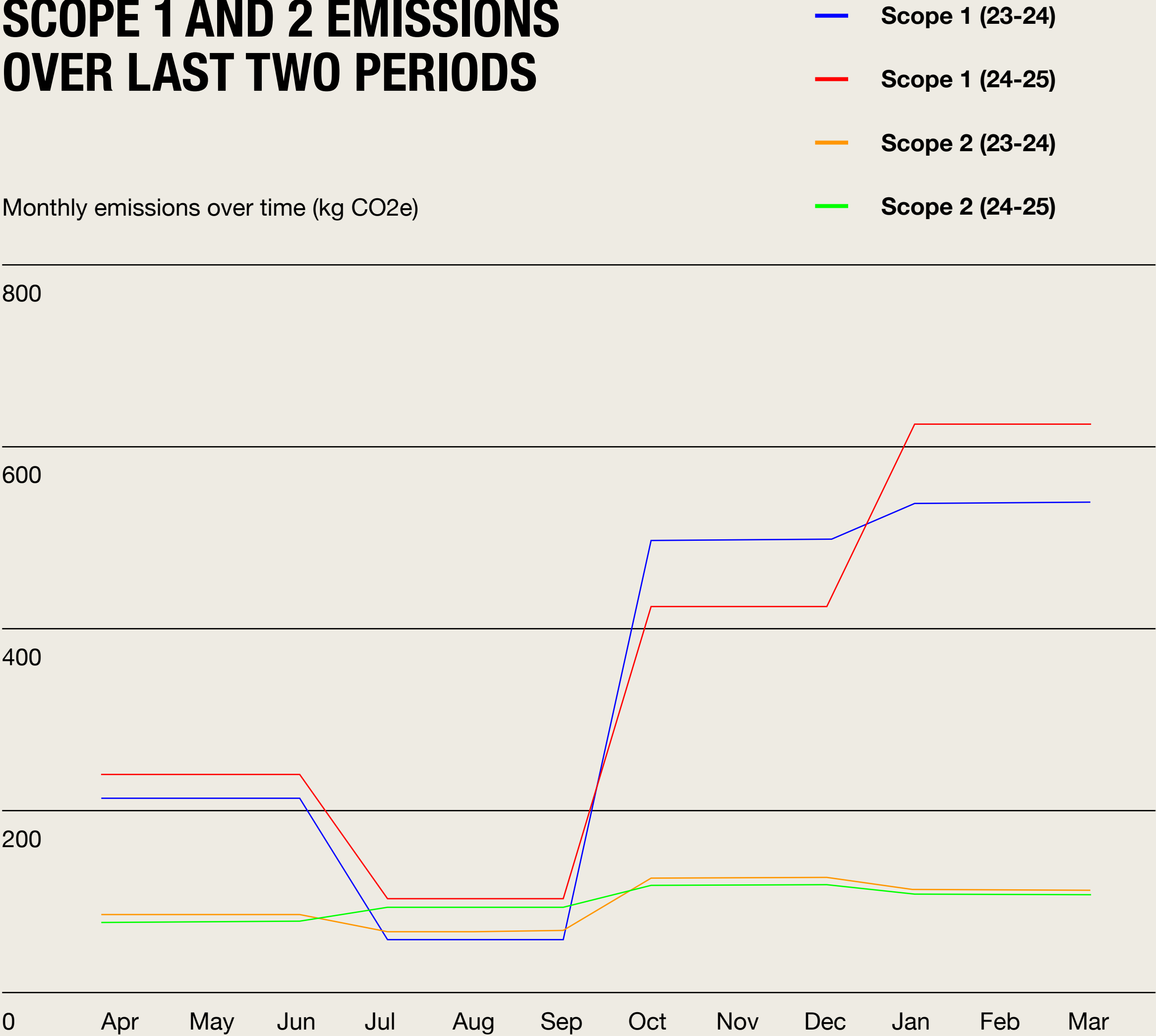
OUR PLANET: ENERGY SURVEY

2024-25 SHOWED THE BENEFITS OF ACTION TAKEN OVER THE LAST 18 MONTHS TO REDUCE THE EMISSIONS IN OUR OPERATION ACROSS SCOPES 1 AND 2.

This year also reflected the first full year of our solar panels being in use showing substantial savings. We now record, publish and offset all of our Scope 3 data, giving a much more detailed appraisal of our footprint for which we are accountable.

SCOPE 1 AND 2 EMISSIONS OVER LAST TWO PERIODS

Monthly emissions over time (kg CO2e)



OUR PLANET: EMISSIONS

In contrast, our Scope 3 emissions have grown by 157%, accounting for Purchased Goods and Services (Category 1) and Capital Goods (Category 2), as we now take full account of our emissions.

Over the last year we have separated materials bought and now quantify them using industry standard figures, via the Futureproof Emission Manager. During 2024-25, we recorded all our footprint relating to carriers and delivery systems to give a much more accurate carbon footprint for the organisation as a third party supplier.

SCOPE 3 EMISSIONS

Scope 3 Category (kg CO2e)	2023-24	2024-25	Change YOY
Purchased goods and services (1)	26.050	16.770	-35.62%
Capital goods (2)	1.723	15.165	779.93%
Waste generated in operations (5)	434	204.84	-52.83%
Business travel (6)	1.631	1.599	-1.96%
Employee commuting (7)	4.325	5.211	20.49%
Downstream transportation / distribution (9)		44.289	New measure
Total Scope 3:	38.848	89.423	130.19%

SUMMARY



- Scope 1 emissions increased 8.44% from 3826.05 kg CO2e in 2023-24 to 4148.88 kg CO2e in 2024-25.
- Scope 2 emissions reduced 9.99% from 858.24 kg CO2e in 2023-24 to 772.53 kg CO2e in 2024-25.
- Scope 3 emissions increased 130.19% from 38.848 kg CO2e in 2023-24 to 89.423 kg CO2e in 2024-25.

RENEWABLE ENERGY PRODUCED

- 45% increase in solar energy generated, 9.65kw/h, CO2 reduction of 22.98t.

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

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.

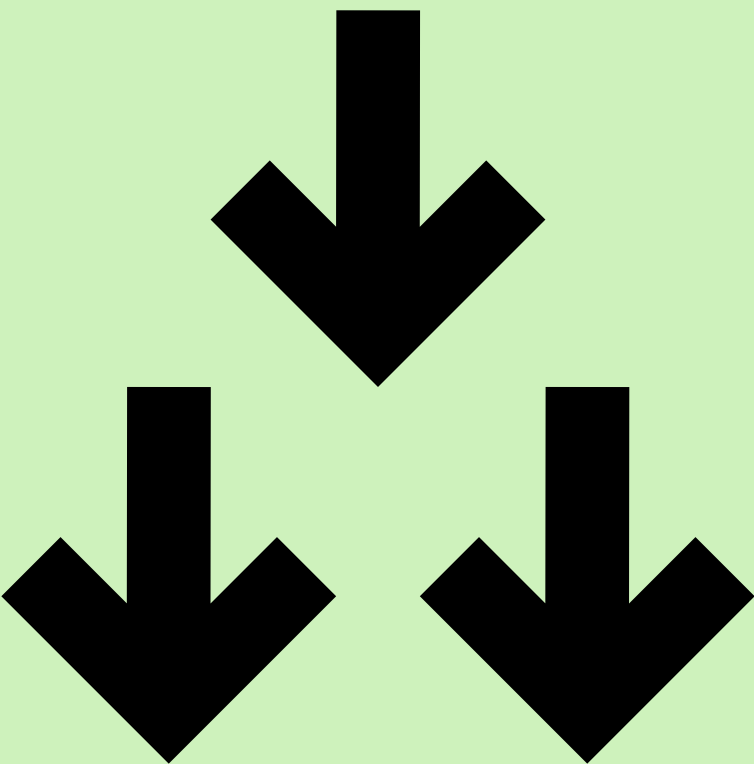
WORK FROM HOME

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

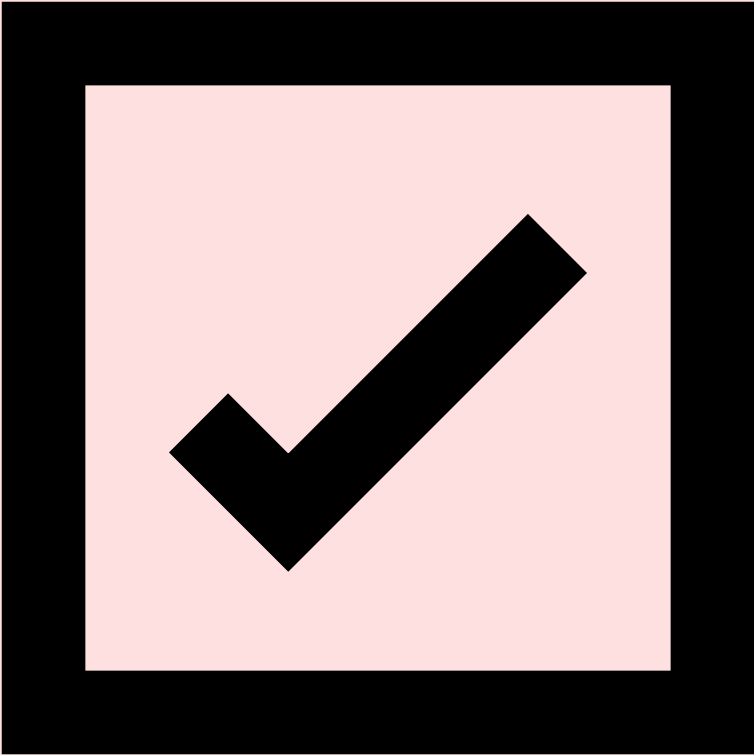
All of our staff commute in to our office, due to its rural location and poor access to public passport. We have however replaced 75% of our fleet with electric or hybrid vehicles this year, with a view to reducing GHG output.

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 2024-25

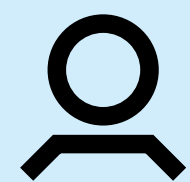


Project name	Technology	Volume (tCO2e)	% of annual footprint	Cost (£)
SunCulture Solar Water Pumps	Solar	43 tCO2e	50.00%	£1,088.11
IESI-Trinity Timber Ridge Landfill Carbon Project	Landfill Gas Capture	42 tCO2e	50.00%	£448.85
Total:	£1,536.96			

OUR CUSTOMERS

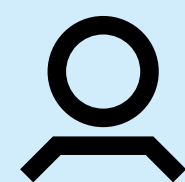
WHAT OUR CUSTOMERS SAY

“THE HANGER TAGS WERE A HUGE SUCCESS – THANK YOU FOR ALL YOUR HELP WITH THEM. WE WILL DO THESE AGAIN; I AM REVIEWING PLANS FOR 2025 AND WILL BE IN TOUCH WHEN I HAVE MORE DETAILS.”



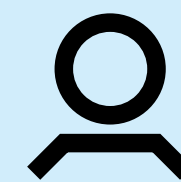
COS

“THEY TURNED OUT GREAT – THANKS FOR YOUR PATIENCE AND ALL YOUR HELP ALONG THE WAY. THE FEEDBACK FROM STAFF I NOTICED SO FAR IS VERY POSITIVE TOO.”



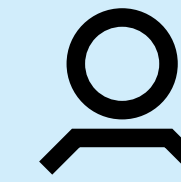
Zaha Hadid

“WE ARE ONSITE IN CANNES NOW AND JUST WANTED TO SEND A BIG THANK YOU FOR HELPING WITH THE JURY WALLETS AGAIN THIS YEAR. EVERYTHING ARRIVED ON TIME, AND WE’VE NOW BEGUN HANDING THEM OUT TO JURORS. THEY LOOK REALLY CLASSY AND SLEEK, AND WE’RE VERY APPRECIATIVE OF YOU AND YOUR TEAM’S EFFORTS PUT INTO THESE.”



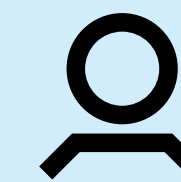
Cannes Lions

“CUSTOMER DELIGHTED WITH BOXES AND PRINTS FOR THEIR 20TH ANNIVERSARY EDITION.”



Rapha

“MASSIVE THANKS AGAIN TO THE TEAM FOR THE PATIENCE, SUPPORT AND QUALITY DELIVERED ON THIS JOB AND THROUGHOUT THE VERY DRAWN-OUT PROJECT! WE GOT THERE IN THE END!”



Matter

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.

49% 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.

INCREASE
IN RECORDED
POSITIVE
CUSTOMER
FEEDBACK.

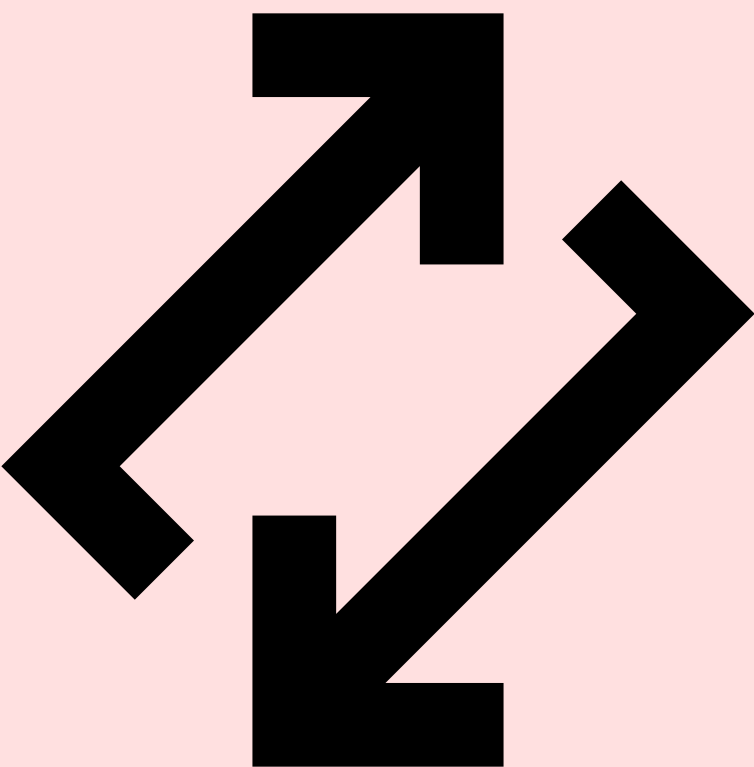


49%

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.

>

18

CHARITY PARTNERSHIPS SUPPORTED IN THE COMMUNITY

WE SUPPORT CHARITIES CLOSE
TO OUR HEART.

£1,000

WORTH OF CARRIER BAGS
DONATED TO WHITE ROSE FOREST
FOR EVENTS AND PROMOTION.



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

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

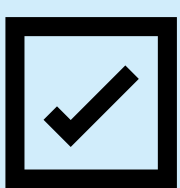
MIXED FOREST TREES PLANTED IN THE HOLME VALLEY AREA.



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

5

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 WHITE ROSE FOREST, FOR PROMOTIONAL AND EDUCATIONAL EVENTS.

NEXT STEPS

01

CONDUCT ROBUST APPRAISALS OF ALL OPERATING SYSTEMS TO ENSURE OPTIMAL PERFORMANCE, CLIENT SERVICE, & MANAGEABLE WORKLOADS FOR EMPLOYEES.



02

INVESTIGATE ANY SOFTWARE SOLUTIONS WE NEED TO PLUG THE GAPS IN OUR SYSTEM TO ENSURE GOOD CUSTOMER EXPERIENCE.



03

PRODUCE A GROWTH STRATEGY THAT ENSHRINES SUSTAINABILITY.

04

PRIORITISE DEVELOPMENT OF NEW SUSTAINABLE PRODUCTS.



05

LAUNCH V-FORM, OUR SUSTAINABLE NEW PACKAGING FORMAT.

06

REWRITE OUR TEAM VALUES & CREATE A CHARTER FOR ALL EMPLOYEES.



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PROGRESS

