

PROGRESS



IMPACT

REPORT

APRIL 2025



MARCH 2026

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INTRODUCTION

A MESSAGE FROM SIMON

THE YEAR 2025-26 HAS BEEN A BUSY ONE FOR PROGRESS, IN WHAT HAS BEEN A CHALLENGING ECONOMIC CLIMATE. WE HAVE REMAINED PROFITABLE AND HAVE EXPLORED NEW SECTOR AND PRODUCT AREAS AS WELL AS ONBOARDING NEW STAFF AND SYSTEMS.

Our reporting on Scopes 1, 2 and 3 are now accurate, detailed and digitised to make offsetting and reduction easier to monitor. We conducted an overview of all operating systems and have invested in the development of an end-to-end package that creates a better customer experience, as well as quicker and more joined up communication between our team.

Our ESG reporting and B Corp Submission, is being streamlined and advanced, using the recently onboard Ella AI Platform, giving us the tools and focus to champion sustainable packaging manufacture. Packaging reporting will be a new challenge in 2026 with the PPRW regulations coming into place across European markets. We are working on acylate whereby our clients will have access to accurate and detailed information on the packaging they use and it's sustainability.

V-FORM was launched into the market, championing new production techniques that champion sustainable materials and responsible manufacturing, reducing the need for adhesives and encouraging retirable on materials. This has been taken up by a number of brands and is being scaled through new supply routes.

From a team perspective, we have onboarded new staff and also rewritten our company values and produced a charter with the involvement of all employees. Work in the community continues for connection with local charities, both financially and in time spent. We will rewrite our Staff Handbook this year to ensure all policies and legals are up to date.

2026-27 looks set to be an equally challenging and exciting year for Progress. Our main goals are to fully embed our new working system, to cover all areas of the business and offer much better communication, team work and customer service. We will use the Ella Platform to resubmit to B Corp and to refine and update our ESG goals.

Simon Farrow
MD — Progress Packaging



“OUR MAIN GOALS ARE TO FULLY EMBED OUR NEW WORKING SYSTEM, TO COVER ALL AREAS OF THE BUSINESS, AND TO PROMOTE BETTER COLLABORATION, TEAMWORK, AND CUSTOMER SERVICE.”

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.

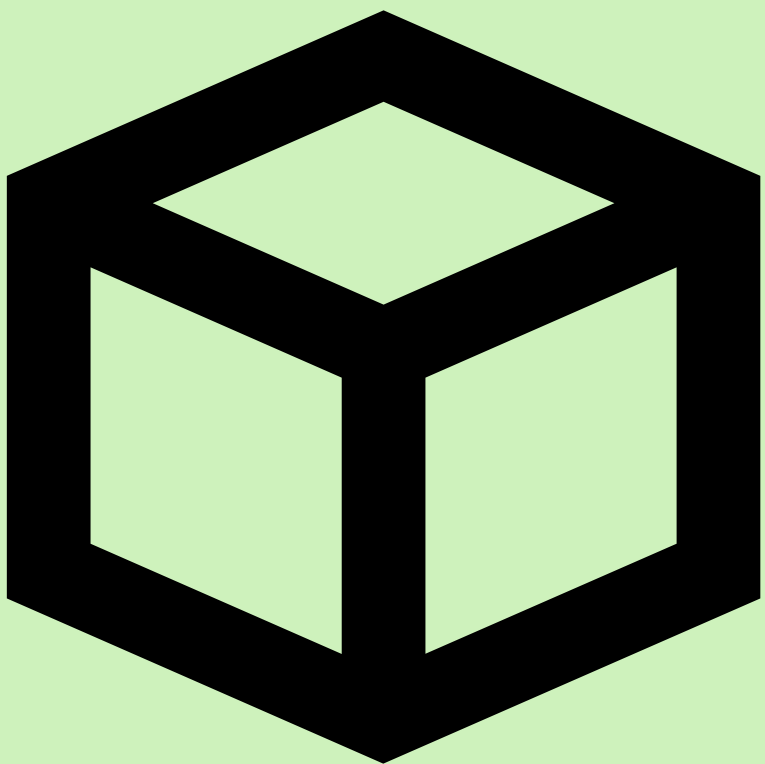
Being both B Corp certified and a B Corp™ Beauty Coalition company we are proudly committed to positive change and minimising our environmental impact.



OUR VALUES

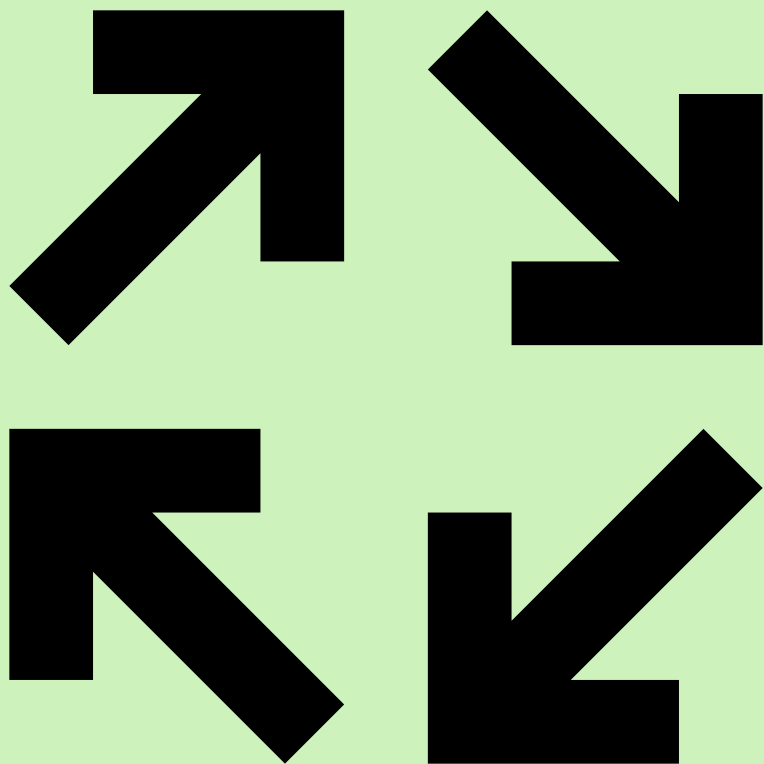
PACKAGING

As inspirational market leaders we passionately seek innovative production solutions.



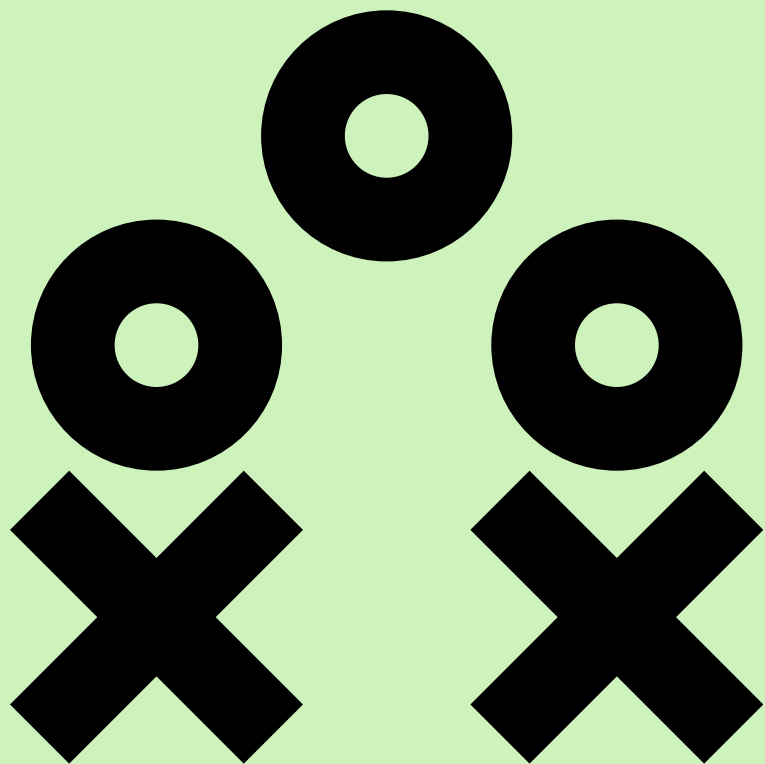
PROCESS

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.

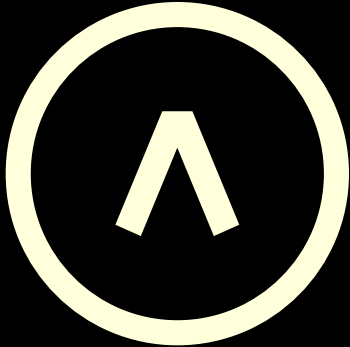


HIGHLIGHTS

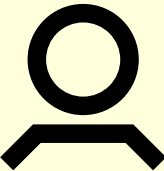
IMPACT HIGHLIGHTS

INCREASED
OUTPUT OF
FSC® APPROVED
SUSTAINABLE
PACKAGING

54%



“THE PACKAGING LOOKS FAB! HAD GREAT FEEDBACK FROM CUSTOMERS AND THE TEAM.”



Oliver Nixon
Jewellery

2026:
IMPLEMENTED HUBSPOT
CRM SYSTEM



2025:
TRAINED & IMPLEMENTED
CUSTOM AI WEBSITE
ASSISTANT



“WE RECEIVED THE BOXES HERE AT THE OFFICE TODAY, LOOK GREAT!”



Robanes

REDUCTION
IN SCOPE 2
EMISSIONS



11.38%

SUSTAINABLE PRACTICE

REDUCTION IN SCOPE 1 EMISSIONS



8.94%

REDUCTION IN SCOPE 2 EMISSIONS



11.38%

INCREASE IN FSC® CERTIFIED PROJECTS



54%

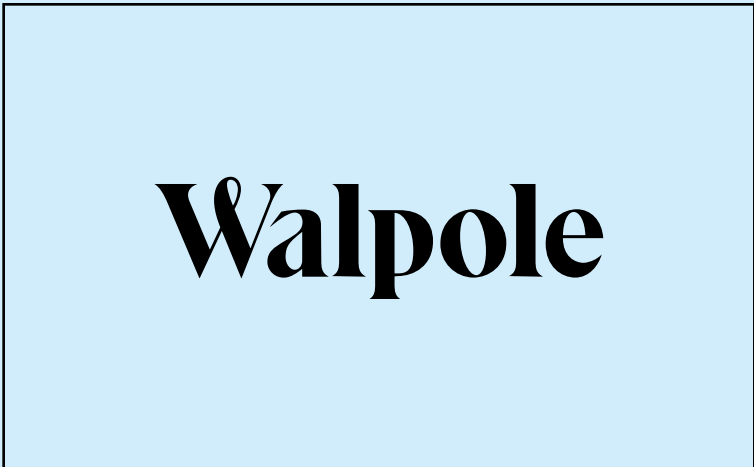
GROUPS JOINED OR CHARTERED

CERTIFICATIONS GAINED

NEW PLATFORMS IMPLEMENTED



West Yorkshire Fair Work Charter
Date: 2025



Walpole British Luxury Association
Date: 2025



B Corp
Date: 2023



Living Wage Accreditation
Date: 2023



Hubspot
Date: 2026



Botpress
Date: 2025



Living Wage Foundation
Date: 2023



B Corp™ Beauty Coalition
Date: 2023



FSC®
Date: 2014



ISO 9001
Date: 2008

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 (2025-26)

£2.44M

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 2026, we revisited our **INTERNAL** and **EXTERNAL VALUES** as a team on a series of coached sessions. This resulted in the production of a new **TEAM CHARTER**. This is ingrained in our business 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 Ella (formally 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.

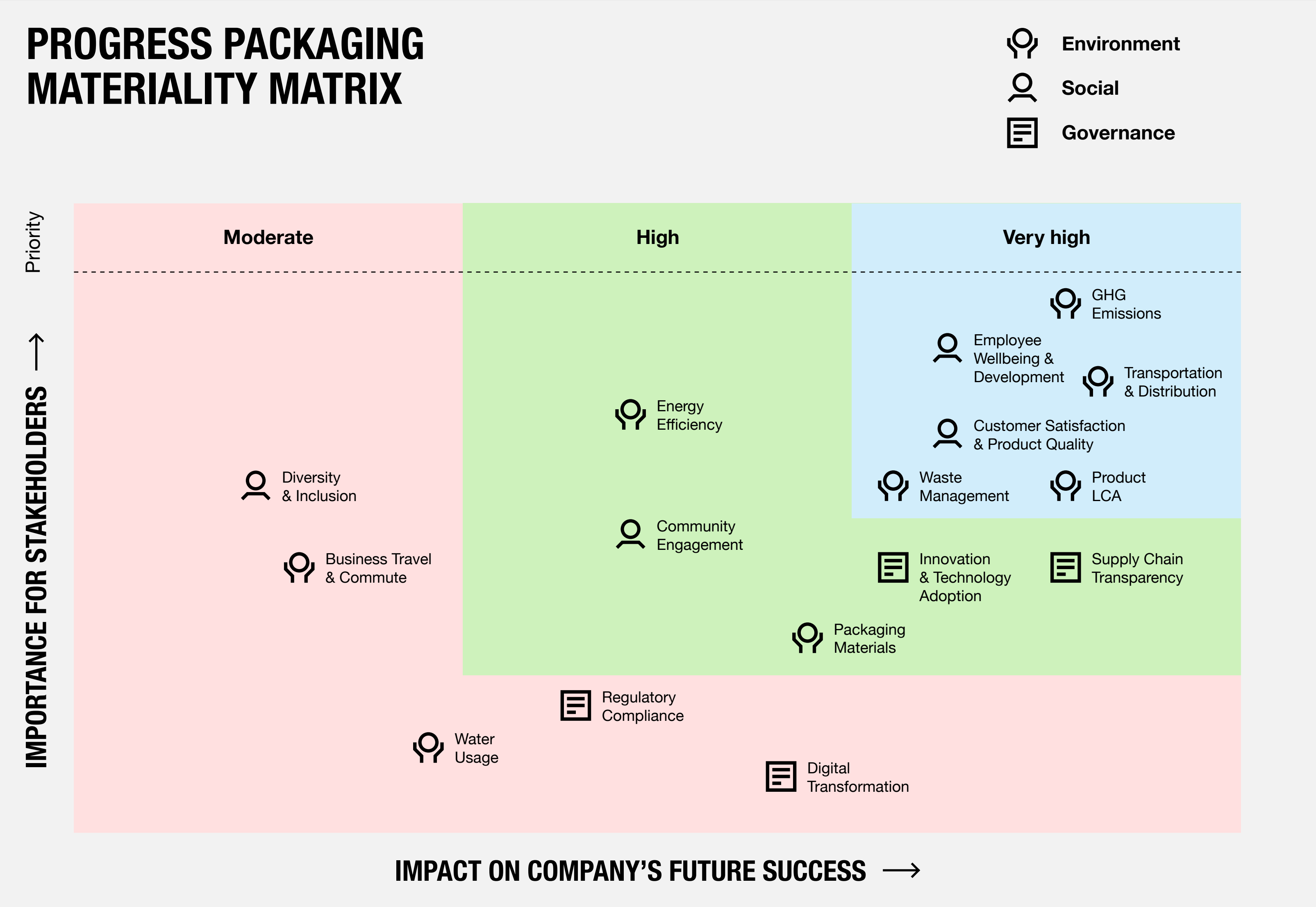
External stakeholders included key suppliers, long-standing customers, and other companies within our industry. Internal stakeholders encompassed employees across all functions and our owners.



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 informed our sustainability strategy, which we will complete in 2026. This strategy will serve as a blueprint for us to become an industry leader in sustainability.



ACTION TAKEN FROM MATERIALITY ASSESSMENT 2025-26

CUSTOMER SATISFACTION



After experimenting with various CRMs in 2025, we fully committed to an integrated, HubSpot-based system. This has enabled us to deliver a fully digitised customer experience, while also significantly improving the employee experience. We are continuing to develop the platform, with plans to introduce PPRW reporting and the ability to capture and store customer satisfaction online.

SUPPLY CHAIN TRANSPARENCY



In this financial year, we drilled down further on our Scope 3 reporting, asking our supply base for increasingly granular detail. 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.

REGULATORY COMPLIANCE



In 2026, we will be resubmitting to B Corp, along the lines of their updated specifications. This will be via the new Ai powered CSR tool, Ella. In addition we are working on integration to our CRM for a PPRW reporting process and a Portal system, to offer clients full visibility on orders.

Our Materiality Report has focused 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.

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’ help guides across our site to promote this in 2025-26.

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.

During 2025, we launched our trademarked V-FORM product which is created using 90% less glue and negates the need for overwrapping paper on board products. In 2026, we expanded our supply base on this product to make it a more cost effective and attractive offering.



SUSTAINABILITY PARTNER

BACK IN 2022 WE ASSIGNED ELLA (FORMALLY 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 2026 AND BEYOND.”

Tom Wilford
Founder & CEO — Ella



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.
- Grace March was enrolled in a **BUSINESS MANAGEMENT COURSE** as Leeds Beckett University and also completed **FIRST AID TRAINING**.

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 ISO 9001, 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 £516,309 from £335,940 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**

**54% =
£516,309**



OUR PLANET

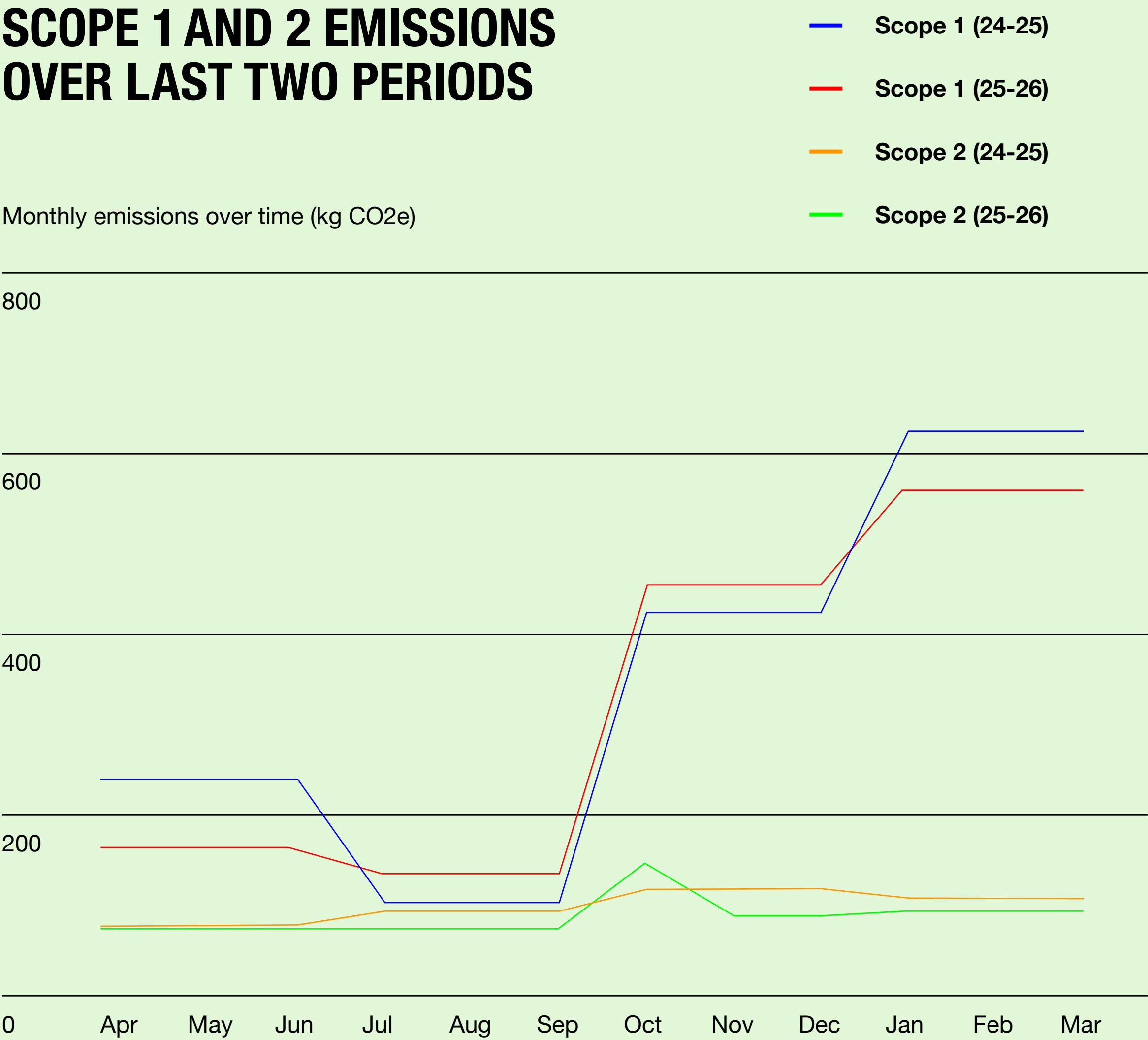
OUR PLANET: ENERGY SURVEY

2025-26 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 149%, accounting for Purchased Goods and Services (Category 1) and Capital Goods (Category 2), as we now take full account of our emissions. Our underlying operating processes remain largely unchanged; however, our reporting is now significantly more detailed and granular, which accounts for the increase.

Over the last year we have separated materials bought and now quantify them using industry standard figures, via the Ella Emission Manager. During 2025-26, 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)	2024-25	2025-26	Change YOY
Purchased goods and services (1)	16,770	41,756	149.00%
Capital goods (2)	15,165	1,148	-92.43%
Waste generated in operations (5)	204.84	189	-7.92%
Business travel (6)	1,599	1,397	-12.63%
Employee commuting (7)	5,211	2,858	-45.16%
Downstream transportation / distribution (9)	44,289	58,424	31.92%
Total Scope 3:	83,239	105,771	27.07%

SUMMARY



- Scope 1 emissions reduced 8.94% from 4,148.88 kg CO2e in 2024-25 to 3,778.02 kg CO2e in 2025-26.
- Scope 2 emissions reduced 11.38% from 772.53 kg CO2e in 2024-25 to 684.62 kg CO2e in 2025-26.
- Scope 3 emissions increased 27.7% from 83,239 kg CO2e in 2024-25 to 105,771 kg CO2e in 2025-26.

RENEWABLE ENERGY PRODUCED

- 11196.8kWh 2025
- 8848.66kWh 2026 (8 months to date)



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.

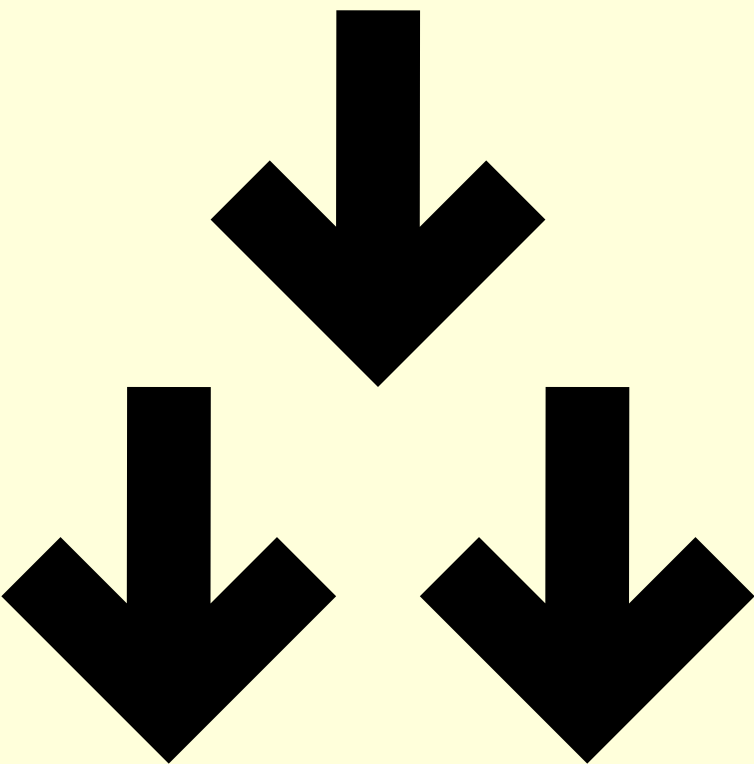
WORK FROM HOME

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

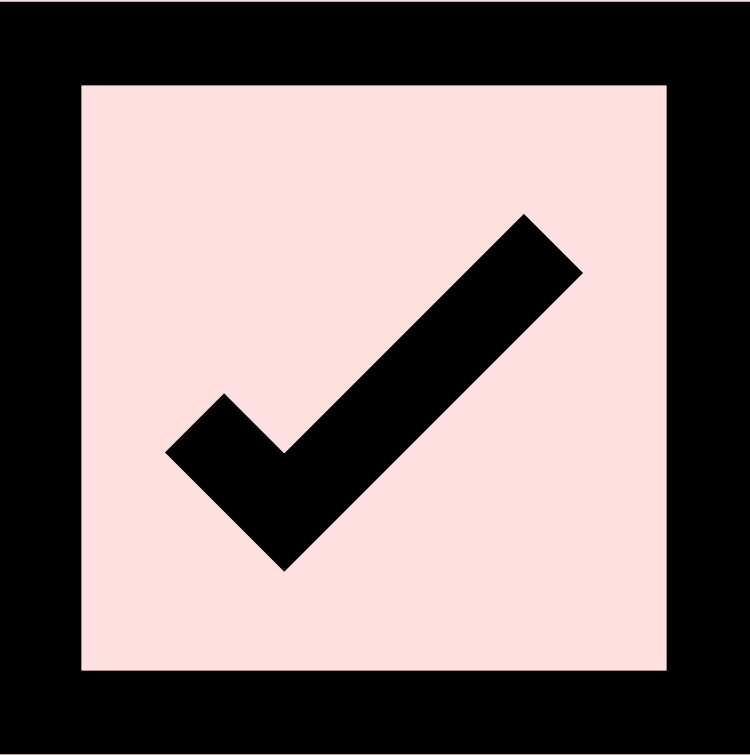
All of our staff commute in to our office, due to its rural location and poor access to public passport. We have however replaced 75% of our fleet with electric or hybrid vehicles this year, with a view to reducing GHG output.

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 Ella. Figures are recorded monthly and analysed annually before we pick the partner funds we want to offset with.



PROJECTS INVESTED IN 2025-26



Project name	Technology	Amount	% of target	Cost (£)
Katingan REDD+ Forest Protection	REDD+	103.00 t	93.64%	£1,305.60
Planboo Tachibana Biochar Project in Ghana	Artisanal Biochar	7.00 t	6.36%	£1,027.40
			Total:	£2,333.00

OUR CUSTOMERS

WHAT OUR CUSTOMERS SAY

“SUPER HAPPY – THE PACKAGING LOOKS FAB! HAD GREAT FEEDBACK FROM CUSTOMERS AND THE TEAM.”

 Oliver Nixon
Jewellery

“I RECEIVED FEEDBACK FROM OUR INTERNAL TESTERS FOR THE KIDS’ CARDS. THE CHILDREN LOVED THE PACKAGING, DESCRIBING IT AS ‘SHINY AND FANCY’ – THANKS AGAIN, GREAT WORK.”

 N26

“LOVE THE MAILER – LOOKS FAB! WE’RE LOOKING FORWARD TO SEEING THEM LANDING WITH TALENT AND PRESS TODAY – THANKS SO MUCH FOR ALL YOUR HARD WORK, WE CAN’T WAIT TO SEE THEM IN CONTENT.”

 Trinny London

“WE RECEIVED THE BOXES HERE AT THE OFFICE TODAY, LOOK GREAT! PALLETS ARRIVED TOO SO WILL GET LOADED AND SHIPPED OFF TO CUSTOMER.”

 Robanes

“ALL ARRIVED AND VERY HAPPY! THANK YOU SO MUCH.”

 Mackintosh

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.

52% 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

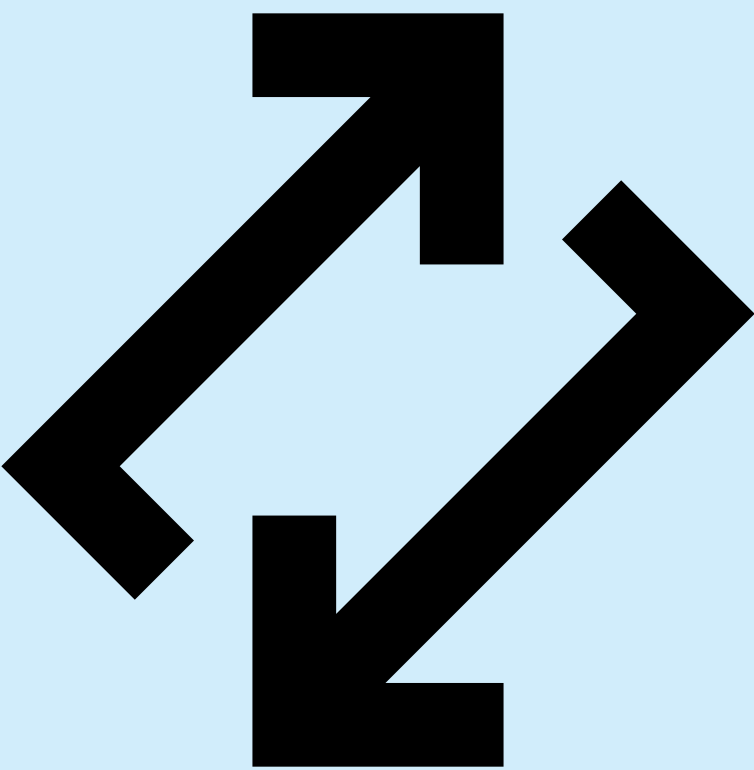


52%

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.

£306

£300

12

£1.2K

TOTAL VALUE OF FOOD DONATED TO THE WELCOME CENTRE.

TOTAL DONATION TO PROVIDE 60 MEAL VOUCHERS FOR INDIVIDUALS IN NEED AT HUDDERSFIELD MISSION.

CHARITY VOLUNTEERING DAYS COMPLETED FOR NORTHORPE HALL.

VALUE OF XMAS HAMPER PACKAGING SUPPLIED TO NORTHORPE HALL.



The Welcome Centre
Providing food and additional resources to those in financial crisis.

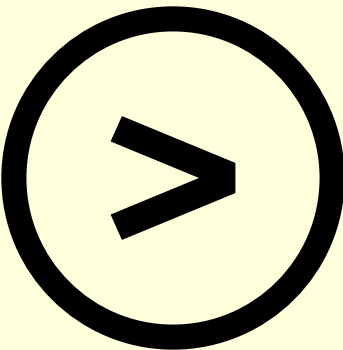
Huddersfield Mission
Helping those struggling with multiple and complex needs.

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

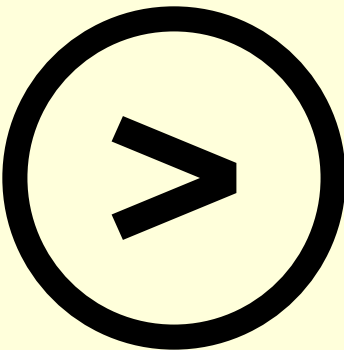
NEXT STEPS

01
COMPLETE INTEGRATION OF END-TO-END DIGITAL SYSTEMS TO ENSURE BEST EXPERIENCE FOR ALL STAKEHOLDERS, INTERNAL AND EXTERNAL.

02
MONITOR ROLL OUT OF OUR NEW TEAM CHARTER AND VALUES TO ENSURE THIS IS IMPLEMENTED IN PRACTICE.

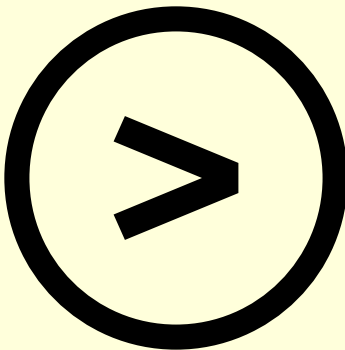


03
INVESTIGATE THE REQUIREMENTS FOR THE EU PPRW PACKAGING REGULATIONS AND CREATE A SYSTEM THAT GIVES OUR CLIENTS THE INFORMATION THEY NEED TO REPORT ON PACKAGING USAGE.



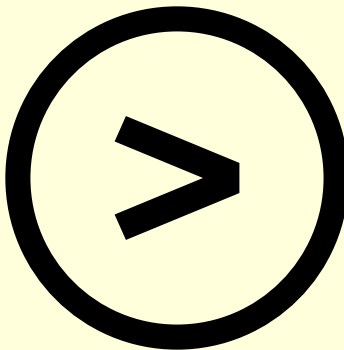
04
RE SUBMIT FOR B CORP ACCREDITATION IN LINE WITH THEIR LATEST REQUIREMENTS.

05
ON BOARD THE ELLA DIGITAL PLATFORM TO MANAGE THIS AS A LIVE PROJECT AND GIVE TEAM MEMBERS MORE OWNERSHIP.



06
PROMOTE SUSTAINABLE PACKAGING SOLUTIONS, ESPECIALLY OUR NEW V-FORM RANGE.

07
BUILD A LIBRARY OF SPECIFICATION SHEETS ON SUITABLE MATERIALS TO GIVE CLIENTS VISIBILITY AND TOOLS TO MAKE APPROPRIATE DECISIONS.



Progress Packaging
The Mill, 150 Penistone Road,
Huddersfield HD8 8JQ.
United Kingdom

+44 (0)1484 608 600
contact@progresspackaging.co.uk
progresspackaging.co.uk

Designed by: [Design Project](#)

PROGRESS

