

CORPORATE SOCIAL RESPONSIBILITY

Wood Mitchell seeks to achieve business success through professional, fair, ethical, legal and sustainable business practices. The health and safety of employees, visitors and those living or working in the local community, the protection of the environment and the development of effective relationships with stakeholders in the business remain top priorities.

The ultimate responsibility for CSR rests with the Managing Director and the company allocates resources according to the risk attached to the specific areas.

The Company Rulebook contains advice on many aspects of procedure including our policies and approach and forms part of the induction of all new employees.

THE WAY WE DO BUSINESS

Our mission is to be recognised as a progressive organisation, providing product at the right price to the very highest levels of quality and service.

The skills and the approach of our people are our defining product. Our Company will build a profitable and progressive future with pride as print producers and suppliers by focussing on three areas of excellence:

1. **Quality.** We will continue to develop our techniques and to monitor all processes to ensure that the quality of our products and services consistently meets ISO 9001 and is acceptable to our customers.
2. **Customer Service.** We will work to expand our range of products and increase the service element so that we become the supplier of choice for our customers. We will measure and improve our customer satisfaction ratings.
3. **Manufacturing Efficiency.** We will strip out all unnecessary effort and acquire continuous improvement skills. Our goal in all changes is to reduce our costs of production. We will respect the environment.

We will support the development of our people at all levels and ensure that training, which increases the value added component of our products, is provided.

In dealings with all our stakeholders and as we pursue our mission, we will act at all times in a manner which is professional, fair, ethical, legal and sustainable.

ENVIRONMENT

OVERVIEW

We operate from a location in Stoke-on-Trent in a factory built on the site of the Garden Festival. The Stoke-on-Trent National Garden Festival was the second of Britain's National Garden Festivals on a site reclaimed from land formerly occupied by the Shelton Bar steelworks.

The reclamation cost £5 million; the reclaimers of the Festival site had to contend with highly contaminated and mine shafted land, and it is remarkable that such a high quality clean up was accomplished in such a short time.

A community employment scheme ran alongside the work. Around 300,000 trees were planted, and it is said these were mostly planted by a small team of old men, ex-steelworkers. Not knowing how trees should be planted, the men planted them in what seemed at the time like disarray. It later transpired that this ad-hoc method of planting resulted in planted woodland that very closely matched natural-growth woodland, with trees of different types and ages growing alongside each other.



The image shows the twin buildings constructed to house our company. We are proud of the legacy that this site brings to us and work hard to ensure that our impact on this location is reduced as much as we can.

Resource usage

Our greatest input is paper and we work with our customers for a common goal of reducing the impact that this usage has on the environment.

The company is accredited to the FSC standard. The Trademark of the Forest Stewardship Council (FSC) indicates that the wood used to make the paper comes from a forest which is well managed according to strict environmental, social and economic standards. Therefore by specifying papers with an FSC label the customer is supporting the growth of responsible forest management worldwide.

We will encourage our customers to source FSC papers and Carbon Balanced paper.

Energy and resource usage

Printing is carried out on large items of machinery which necessarily use electricity. Modern machinery and capacitor installation can improve the rates of use of electricity but cannot eliminate it. The company regularly updates its equipment and therefore benefits from energy improvements as developed by the manufacturers. Other electricity uses such as lighting and IT infrastructure are minimised where possible. A combination of a modern factory and fast acting doors within the goods received area help to reduce the use of gas for our heating requirements and there is only one area in the factory where air conditioning is used.



Emissions

We will measure and seek to reduce our own carbon emissions.

International environmental quality standards

The company is certified to ISO 14001, the internationally recognised environmental standard.

Environmental penalties

There were none during the year.

POLICY

Through working with both customers and suppliers, Wood Mitchell Printers Ltd, recognises its work has the potential to have an impact on the natural and built environment and, as such, the quality of life for those living within the locality of company activities.

In order to ensure that all company activities are managed in a way that will prevent, control or minimise any real or potential impacts on the environment, Wood Mitchell Printers Ltd is committed to the development, implementation and maintenance of a documented Environmental Management System (EMS) for all of its business activities located at Festival Park, Stoke-on-Trent.

Through the EMS and the conduct of its business, led by the Managing Director, Wood Mitchell Printers Ltd is committed to continually improving its environmental performance and will:

- Maintain an ISO 14001 certified environmental management system
- Prevent pollution wherever possible and practicable, by the use of non-polluting techniques and practices
- Comply with all relevant environmental legislation, regulations and other requirements
- Set and review at least annually, environmental objectives and targets in order to ensure continual improvement of the EMS
- Conserve and utilise resources in a sustainable manner, using recyclable and re-useable products wherever possible.
- Update and improve procedures in light of new knowledge and understanding.

- Communicate the Wood Mitchell Printers Ltd Environmental Policy to all persons working on behalf of the company, the public, partners, contractors and suppliers.

This policy will be implemented within the framework of an environmental management system designed to meet the requirements of BS EN ISO 14001:2004, to which the company has been certified. It is the responsibility of all employees to implement this policy together with their collective and individual responsibilities.

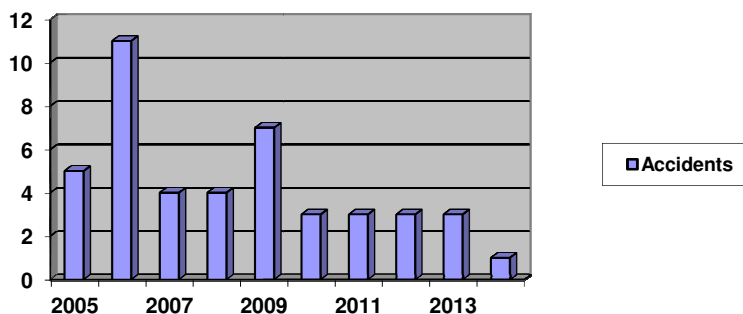
HEALTH & SAFETY

OVERVIEW

Health & Safety on the factory site is of primary importance to make sure that all employees can carry out their daily duties in the certain knowledge that everything is being done to make sure that all equipment and procedures are checked and risk assessed.

The Health & Safety group is headed up by the Production Manager and reports directly to the Managing Director. The group contains representatives from all production and non-production areas in the company, therefore giving all employees a contact in their own department. They therefore have significant internal technical expertise and also have support from an external consultant who is brought in to assist with Health & Safety matters outside our competence.

All accidents are reported and recorded whether of a reportable nature or not. The company tracks the number of incidents experienced per year.



We have had two reportable accidents in 9 years.

Procedures exist to ensure contractors follow safe working practices and integrate their working arrangements with those of the company. The safety training required by contractors is identified and their safety, supervision and performance monitored. All incidents involving contractors are notified and

investigated as if they involved employees. Contractors who fail to maintain the necessary standards are dismissed.

POLICY

The Directors of Wood Mitchell Printers Ltd, Festival Way, Festival Park, Stoke-on-Trent, Staffs, ST1 5TH ('the Company'), are committed to ensuring compliance with all relevant statutory requirements and to continually improve health & safety standards throughout all their printing operations, recognising this as an integral part of good business practice.

This shall be achieved through the ongoing process of risk assessment, by ensuring that all machinery, plant, work equipment and materials are safe to use and well maintained and by the provision of information, instruction, training and supervision of all employees, in order to ensure their competency to undertake their work safely.

We recognise the need for all employees to accept ownership of health and safety and to work as a team to ensure high standards of health and safety are maintained at all times.

This policy sets out the Company's organisation and arrangements to ensure effective health and safety risk management.

STAKEHOLDERS

EMPLOYEES

The Company Rulebook containing the commitment to training, equal opportunities and diversity policies provide employees with reassurance on how they will be treated and guides employment policy and practice in the business. The employment standards ensure that the company complies with employment laws, regulations, industry standards and local practices.

Consultation and communication

Good communications with our employees is a priority and largely this objective is met through single site working and a rolling shift pattern which means that all employees can talk to management as the need arises. Beyond this there are more formal meetings where individual department representatives meet to discuss items with management as required.

Furthermore some employees are members of the Unite union and therefore have an alternative route for discussion of grievances.

Working hours

Any overtime worked, which might bring the total hours by those who voluntarily worked to more than 48 hours in any week, is not on a regular or contractual basis.

Training and development

The company recognises the importance of training and development of all employees for ensuring safe methods of working, achieving higher standards of performance, introducing new technology and work practices, helping individuals to perform the demanding roles created by flat organisational structures.

The investment in formal and off-the-job training and development ranges from initiatives to meet specific business needs to individual programmes aimed at the longer-term development of managers.

Planned on-the-job training is significant in all departments and focuses on raising safety standards and performance and enhancing skills in the workplace.

CUSTOMERS

Quality is a key feature in our relationship with our customers encompassing manufacture, delivery, price and service. Quality reduces waste throughout the supply chain, improving efficiency and reducing adverse impacts on the environment.

Confidence in our own quality is supported by the use of colour monitoring process controls which ensure a close adherence to any previous copy or colour standards such as ISO 12647-2 thus providing a consistency of product.

Post press camera based monitoring technologies ensure that parts of jobs are correctly ordered in the finished product to provide further confidence in the integrity of the product.

The most important element in the quality of the product is the experience and application of employees. Wood Mitchell is fortunate to have a workforce that is stable and has many years of experience in producing print of the highest quality.

SUPPLIERS

The single largest item purchased by the company for the manufacturing process is paper. The company continues to follow a strategy of buying more from fewer suppliers and has developed relationships with paper suppliers who help us to source this at a lower overall cost.

Increasing margin pressures require the company to closely monitor all buying decisions.

COMMUNITY

The company aims to ensure that its operations play a responsible and responsive role in the local community. The relationship with the city of Stoke-on-Trent has existed since the company started in 1904 and we are proud of our links with the community.

SUMMARY OF OBJECTIVES

- We recognise the needs and aspirations of our stakeholders and their role in society
- We are totally customer-focused - to ensure that our products and procedures enhance *their* competitive position and social responsibilities
- We work with all the legislative standards of the printing industry and encourage and educate our clients in their use
- We have an open and honest dialogue with customers, staff and suppliers – and are instrumental in creating strategic networks, partnerships and alliances
- We promote the opportunities for adopting lean manufacturing principles to minimise waste (of raw material resources, energy and spoilage), challenging the status quo and questioning 'business as usual' in legacy processes and practices
- We respect equality and diversity in all our business dealings and functions – in employment, training, strategy, operations, planning, supply chain, finance, HR and Health & Safety activities, sales and marketing, management development
- We encourage the use of materials from sustainable resources and work to minimise the risk of pollution
- We meet deliveries on time, every time, to the required quality and standard
- We work within a culture for shared responsibility and continuous improvement