

## Investors in People Commitment



# Teamwork delivers...

We remain committed to our traditional values and culture, with their emphasis on teamwork and shared success. We want staff to feel part of the business, valued for their supporting role and free to contribute ideas and opinions in order to improve and strengthen the team. We will endeavour to set the industry standard for friendly and professional customer service, retaining our independence whilst maintaining strong supplier partnerships.

We recognise the need to minimise the impact of our business on the environment and are committed to integrating ISO14001 into our business activity and to continuing compliance with the standard. We endorse the principles of sustainable forestry and ensure that the timber used in virgin fibre range comes from well managed, sustainable softwood forests with effective replanting programmes. We will continue to support this initiative through our chain of custody certification, offering a range of FSC and PEFC certified virgin and recycled fibre products.

Continued investment in people and systems will help us to maximise profitable growth and build a secure future. We will consider acquisitions that complement and assist that growth. We will strive for continual improvement in every area of the business in order to meet the challenges ahead.

**The Board of Directors**  
**January 2010**