

Tico Mail Works

Sustainability Report 2016



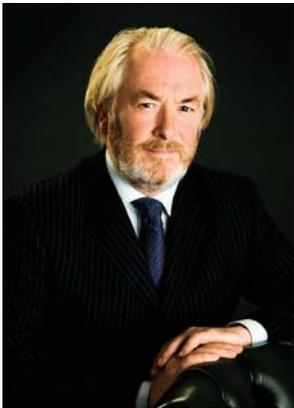
Tico Mail Works

“There are many more SMEs than large firms in existence. In Ireland, for example, more people are currently employed by small and medium firms than by multinationals. The impact of responsible trading in the SME sector should not be understated, and the difference that can be made to society by engagement on the part of SMEs in CSR is very significant.”

Dr. Sheila Killian, Assistant Dean of Research, University of Limerick.

“Corporate Social Responsibility: A Guide with Irish Experiences”

Welcome address from the CEO, Alex Pigot



Tico Mail Works have been in business since 1985, and in that time have gained an excellent reputation for quality, security and professionalism. The company strives to act in a socially responsible manner at all times by ensuring our principles are applied and adhered to.

- Respecting human rights and trading in an ethical and environmentally aware manner are central to the way we conduct our business operations.
- We regard ethical business practice very seriously and fully expect each employee to uphold our ethical business policy in all areas of our operational model.

Our reputation has and always will be for the quality of our work and the high level of data privacy and security we provide. Our operational model has been developed around strict documented Standard Operating Procedures (SOPs), which ensures visible accountability, data integrity and robust security, ensuring quality from start to finish.

Our entire mailing process is open to a full inspection by our clients on request.

There are many practices in our business that reflect our principles some of which are:

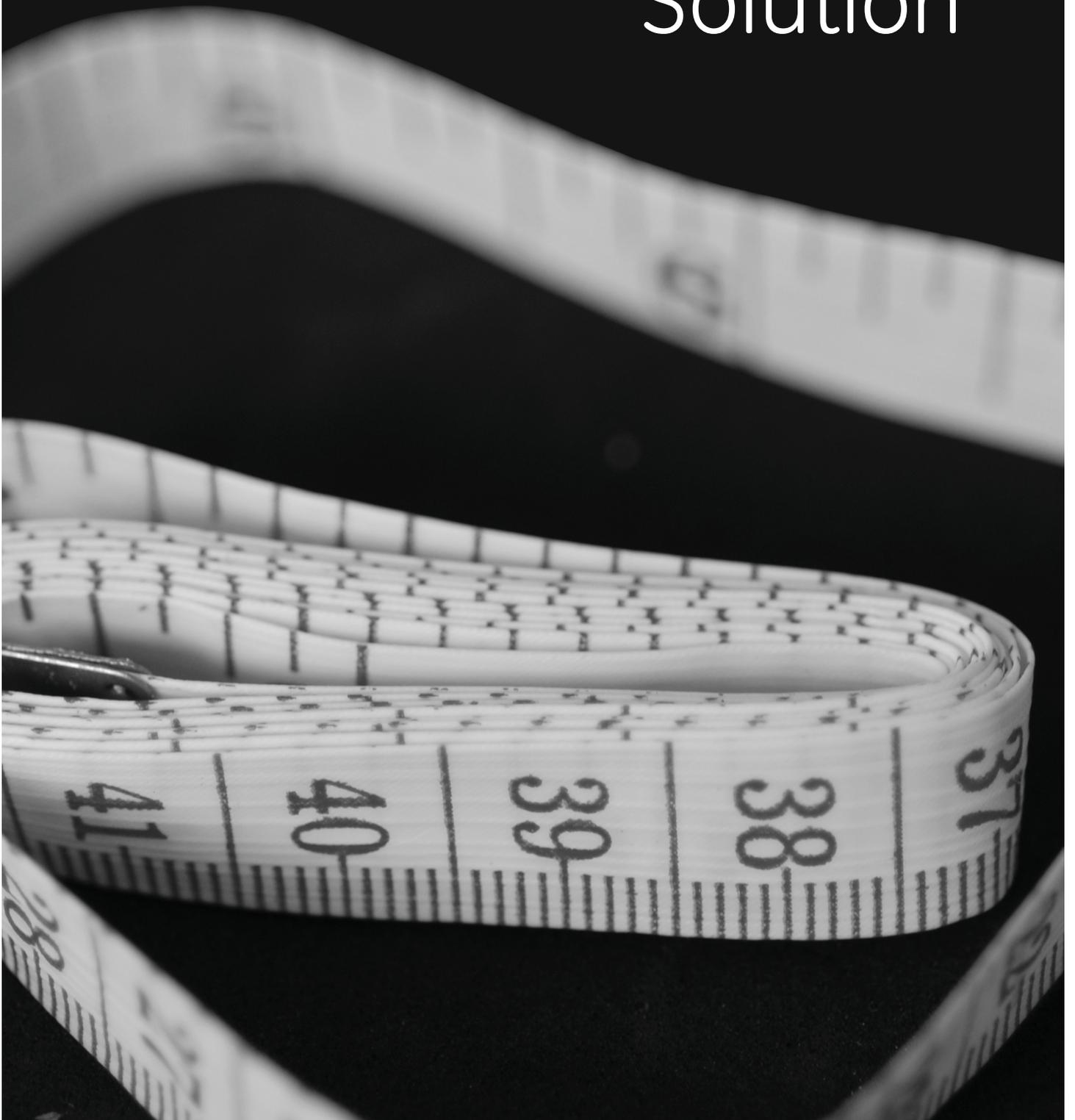
- We have a profit sharing initiative with all our employees - that means when the company does well, all the employees benefit.
- We encourage connections between the staff and the community outside of the company which support the community – for example we run our own fundraising events (breakfast, sponsored events, whip arounds, competitions), these not only support local and international causes but also are great for team morale.
- We constantly try to make the company a place where work is enjoyable and gives satisfaction, and where each member of staff tries to reduce the stress of working by taking full responsibility for his/her actions and looking out for his/her colleagues in the process. The focus of this effort is on our procedures and getting them right.

You will find more details of what we do and how we work in the report.

Alex Pigot

Chairman & Managing Director

Customised Mailing Solution



Tico Mail Works

What we do

- Mail Pack Assembly (Machine & Manual)
- Personalisation (Laser & Inkjet)
- Data Processing & Management
- Invoice & Statement Printing
- Pick & Pack
- Postcoding Address Data
- Document Scanning Service
- Permission E-Mail Campaigns
- Undeliverable Mail Handling
- Colour Printing
- Electronic Billing
- Plastic Card Printing
- Design
- Kitting and Logistics

We believe that there are a number of key areas where Tico Mail Works has a distinct advantage over our competitors. These are as follows:

- Quality of Service
- Technological Expertise
- TICO Operating Procedures
- Our Clients
- Approval to Offer Postal Discounts
- Trusted by Major Companies
- A Bespoke Geo Based Location and Address Identification System
- Ireland's only Online Change of Address System

Our Operations

Employees:

Full Time Employees: 38

Our Main Operations:

Tico Mail Works has over 30 years' experience in bulk mail production. Our core operations are to produce letters, invoices and statements, to fold and insert them in envelopes and then to prepare them for An Post to deliver.

Our Customers:

We are the approved mailing house for such leading companies as AIB, Hewlett Packard, Vodafone, Royal Bank of Scotland, EBS, Diageo and Super Valu.



Our Location:

Unit T8 Maple Avenue Stillorgan Industrial Park Blackrock Co Dublin A94 RT20 Ireland.

For More Information:

Contact Alex Pigot for further information

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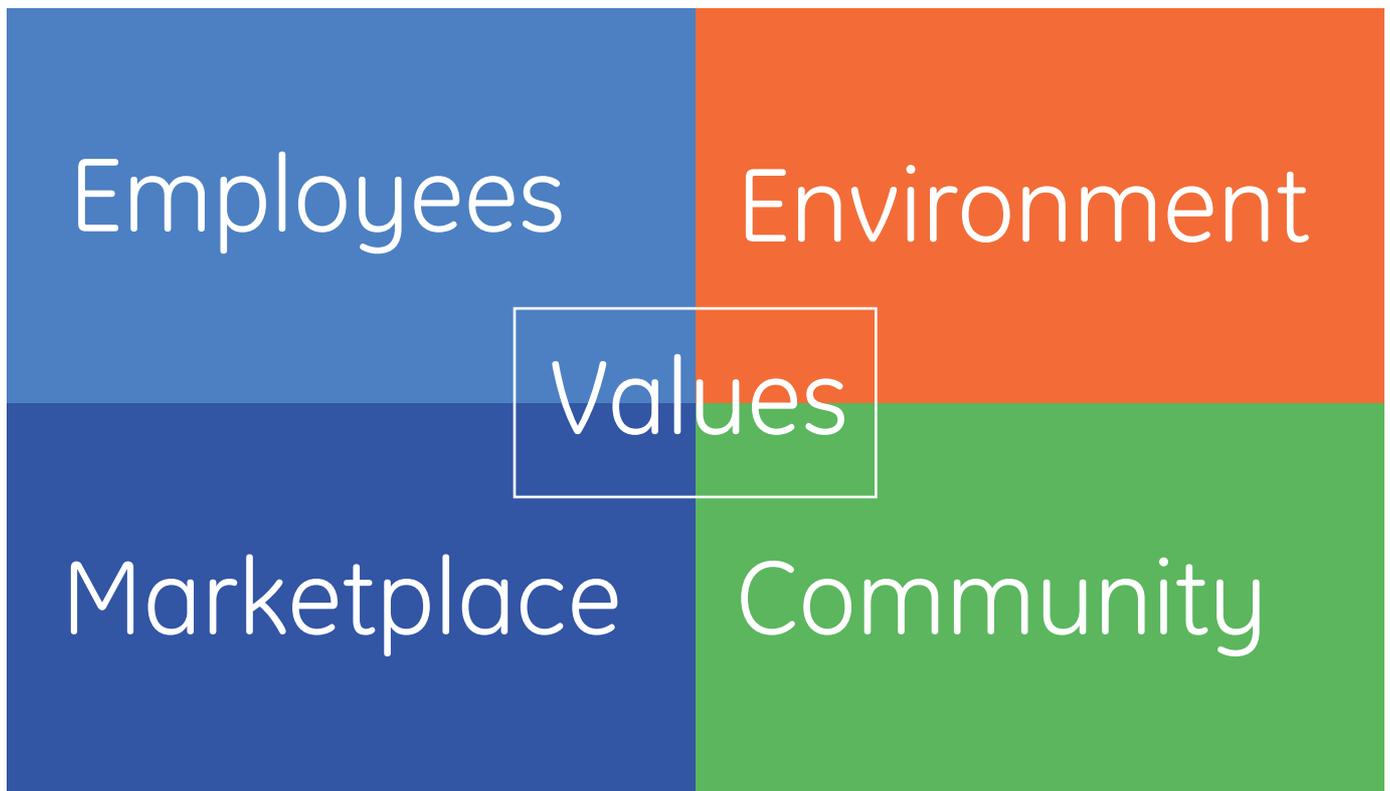
www.ticomailworks.ie

Layout of Report

This report contains our responsible business practices about which we would like to communicate to:

- Our employees
- The environment
- Our marketplace
- The community

These practices are centred on the values according to which we work.



Our Vision and Values Statement



Our vision and values statement

Our guiding vision...

To be the best and most dependable bulk mail production service in Ireland.

We are the best bulk mail production service in Ireland

Our Mission – what helps us to achieve our vision...

- Peace of mind for our customers
- Highly skilled and motivated workforce who are dedicated to quality
- Acting in an ethical and responsible manner
- Competitive pricing for an elite service

We are committed to delivering to customer expectations

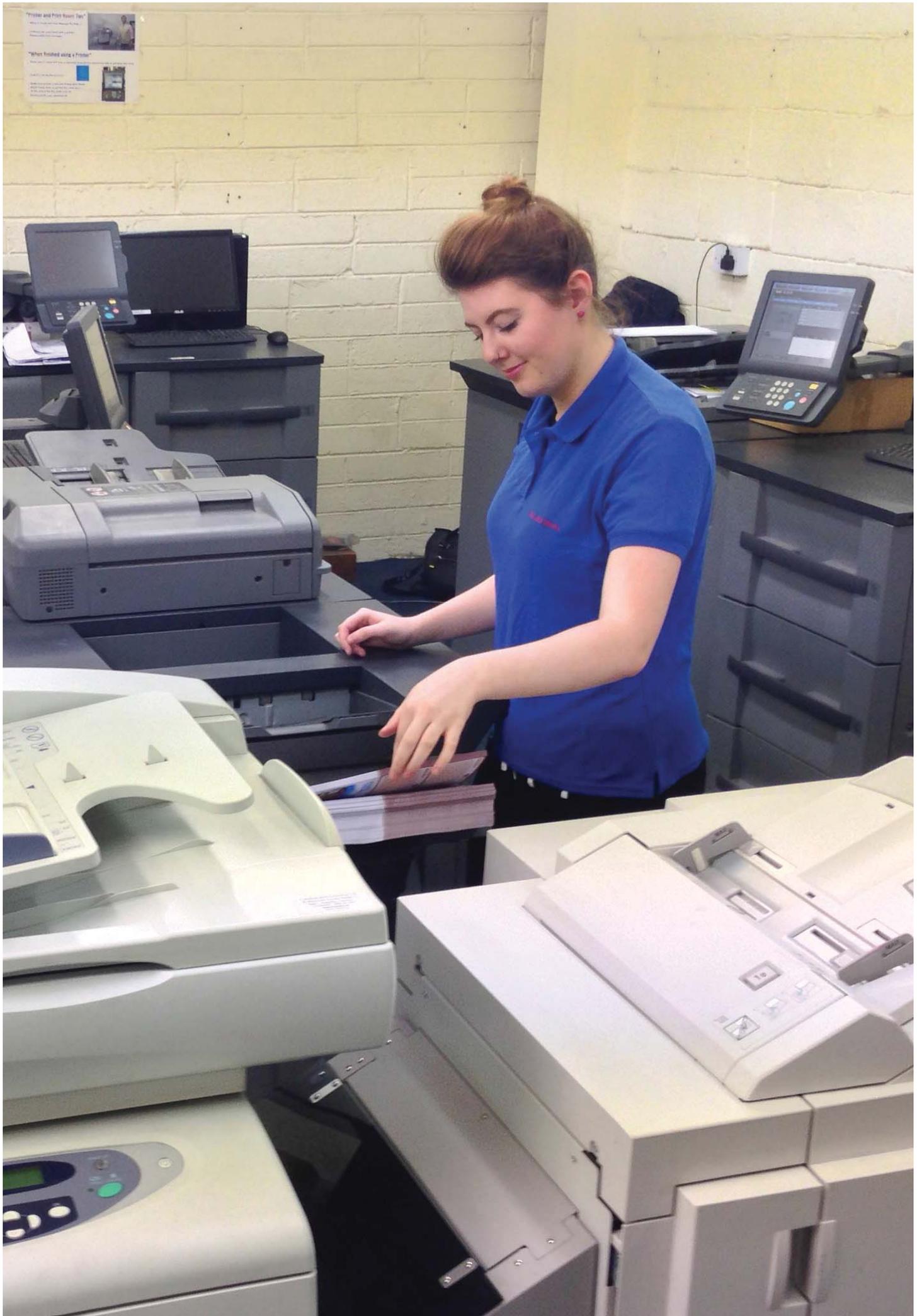
- Assurance to deliver what we say we will
- Efficiency to offer the fairest competitive rates in the business
- Excellence in service and quality
- Innovating to adapt to future needs

The foundation of our success our four pillars

Our Four Pillars – what makes us who we are:

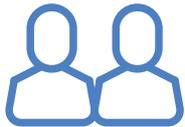
- Our staff
- Our customers
- Our suppliers
- Our community

Our Employees and Workplace Policies



Our Workplace Practices

Tico Mail Works - The Work Environment



The Buddy System

We operate a “Buddy System” in Tico Mail Works whereby we pair up all roles within the organisation. We ensure that at least 2 people are trained in specific areas to cover when needed. This reduces stress when it comes to taking leave (annual, sick, maternity etc). It also ensures minimal impact on production and customer orders.



Profit Sharing

There is a sharing culture within Tico. We provide a profit sharing scheme in which all employees participate. When Tico is doing well, the employees do well too.



Well Designed Work Instruction

Our systems are highly structured with over 40 clear operating procedures. This promotes traceability in our service provision for our customers and ourselves, reduces errors, and improves efficiencies - achieving a high quality for our customers and job satisfaction for ourselves. This clarity also aids good working conditions for employees.



Staff Retention

We have good levels of staff retention. Our staff stay with us; those that leave have a tendency to return after working elsewhere.



Continuity and Job Security - Coping with Seasonality of the Business

The nature of our business means that certain times of the year are very busy while others are very quiet. We continually communicate these forecasts to employees. This workload pattern means that longer hours are required to be worked during the busy periods (September-November and January – June). However, it also means shorter days are available to enjoy the sunshine and to spend more time with family and friends during the summer and over the Christmas period.



Work-Life Balance

We encourage our employees to maintain a good work-life balance. As an employer, we are as flexible as possible to the needs of our employees. While we require that 6 weeks notice is given for annual holidays we recognise that time off for personal reasons at short notice without any objection is essential for a good work life balance. Our buddy system (see above) assures us we can do this effectively. In addition the seasonality of our work load allows those with family commitments to work less hours in holiday periods. Furthermore, we have a 6-month leave of absence programme for employees who wish to take a career break.



Communications

We regularly communicate to all employees both formally and informally about important issues – but particularly regarding forecasted workloads. A chart in the office visually communicates forecasted workloads each month and shows a six month forecast. If there is a particularly slow period we may have to reduce work hours. Not only is this visible from the forecast chart but also we have a company wide staff meeting about the forthcoming workload every 2 months.



Health & Safety

We have appropriate health and safety policies and procedures in place. On-the-job training is provided to all employees for maximum knowledge transfer of safety practices within our facility.

We also have in place:

- A Safety Statement
- A health & safety Officer
- Trained first aiders



Dressed for Work

We provide work wear for ALL our employees, t-shirts in the summer and fleeces for winter (though with Irish weather, staff can wear their fleeces and t-shirts whenever they like!)



Workplace Discrimination¹

For an organisation with 38 employees, we are proud to have

- A multi-national workforce with 6 nationalities
- A similar number of religious backgrounds are represented
- An almost even split between male and female employees

Our policy is to continue to ensure that no person is discriminated against based on any of the nine grounds outlined in The Employment Equality Act, 1998 and the Equal Status Act, 2001. This includes in our recruitment and our daily practices.



Training and Development

we are a small company, with a flat organisational structure. However, we have many practices in place focused on the training and development possibilities within the organisation such as:

- Annual reviews
- Each year we give each employee a formal opportunity to express their wishes as to what direction they wish their career to take and what they would like to achieve for themselves
- Supported training and up skilling
- We offer support and fund training for employees that is relevant to the job



Other Policies and Practices

Other policies, practices and documentation that we have in place include:

- IT & security policy
- Employee handbook
- Exit interviews
- ISO 9001
- ISO 27001



¹ *Discrimination is described in the Acts as the treatment of a person in a less favourable way than another person is, has been or would be treated. The nine grounds are gender, civil status; family status; age; disability; race; sexual orientation; religious belief; and membership of the Traveller Community.

Our Environmental Practices and Policies

Our Environmental Practices

Tico Mail Works - Environmental Practices & Policies



Environmental Policy

We have developed a comprehensive Environmental Policy based on key industry recommendations made by the Federation of European Direct and Interactive Marketing (FEDMA).



The Paper We Source

All of the paper that we use is FSC certified – i.e. paper which (a) comes from managed forests where when trees are felled for paper production more trees are planted to replace them ensuring a constant sustainable and renewed supply of paper from the same forest area. (b) comes from recycled sources i.e. paper which has already been used and is then collected (rather than being sent to landfill) and reprocessed to make recycled paper.



Energy - Energy Consumption

We have reduced our energy consumption over the last few years. We have recently undertaken an audit to assess our energy usage in the organisation. Although energy costs have increased over the last 5 years, we have managed to reduce our consumption in the same period so that the effect has been less than a 10% increase in our costs. By keeping these costs at a minimum, we can remain a competitive and sustainable business while at the same time reducing carbon footprint of our products and operations.



Waste Minimisation Practices

We are continuously improving our waste practices through waste minimisation strategies. All pallets are returned to the supplier or collection by pallet re-use companies. Recycling is well managed within the organisation. For maximum data security and client confidentiality all our paper waste is shredded on site - and is then sent for recycling to produce recycled paper. All our cardboard is baled and also sent for recycling. We are currently looking at new opportunities to treat our waste streams as a resource, through the SMILE Resource Exchange.

smile :-)
Resource Exchange



Supply Chain & Transport

We try to strike a balance between our customer requirements and the cost to the environment. We have centralised our collections and deliveries by logistics companies which has enabled us to cut costs and reduce the associated environmental impact by ensuring minimal usage of these services.

We offer the bike to work scheme to all employees.



Communication

We will publish our sustainability report publicly on our website, as well as communicating this to other relevant parties within our marketplace and business community.

New Services Project

Tico Mail Works - Hybrid Mail Solutions

Our newest service offers streamed mailing for our customers. Hybrid mailing enables customers to send their mail directly to us from their PCs rather than print these documents at their own printer, fold and envelope and post them. In turn, this will:

- Reduce energy costs - our equipment is designed for high volumes and efficiency
- Save time and additional documentation- there is no need to process any additional documentation to process orders
- Save transport impacts – our consolidated shipments keep transport requirements to a minimum
- Save toner - our equipment is designed for efficient use of toner

Our Marketplace Practices



Our Marketplace Practices

Our Policies - Promoting Transparency



Sales and Advertising

- We are honest and open in all our business dealings and advertising
- Everything we declare that we can do, we are fully able to deliver
- All services and our complaints procedure are itemised on our website



Our Ethical Purchasing Policy

- We partner with suppliers to provide a unified and excellent service to our clients and focus on building long term relationships with them
- We actively achieve our environmental commitment to only buy paper which comes from resources where trees, grown for paper, are replaced as and when they are cut down, and/or recycled paper
- We have always and will continue to give a commitment to the development of long-term partnerships with our suppliers in keeping with our well-established ethical and environmental values



Customer Feedback and Communication

- We have an on-going feedback process with our customers
- We check in with them regularly to ensure everything is going well
- We ask them regularly if there is anything we can do better

Our Policies - Promoting Transparency

Our CSR Policy

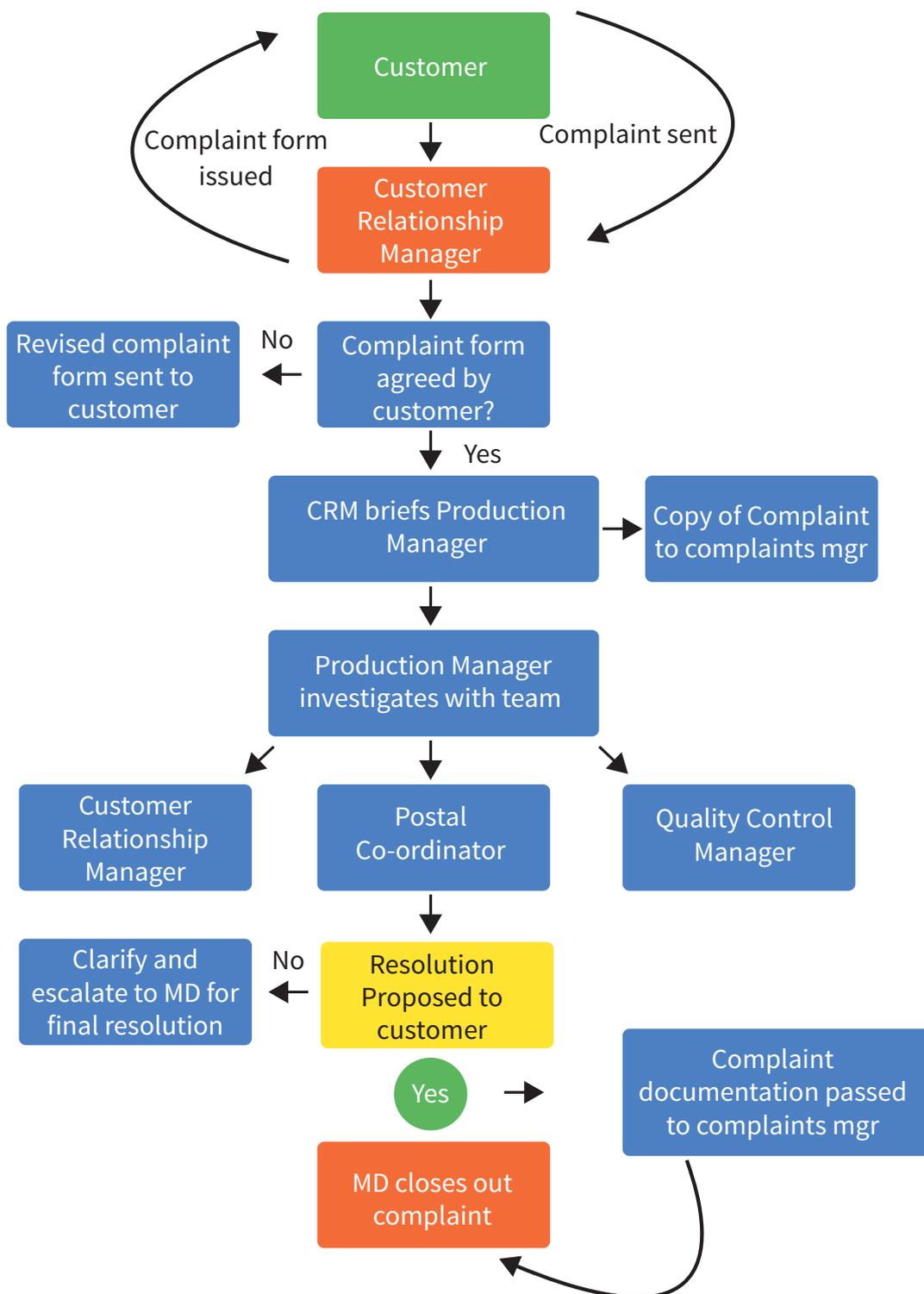
We strive to provide an inclusive, warm and welcoming work environment where stress levels are managed and we do this by our commitment to respect the economic, social, cultural, political and civil rights of everyone involved in our operations as follows:

- To always, comply with all human rights legislation.
- To never discriminate.
- To never tolerate any form of harassment in the workplace.
- To provide the highest level of health and safety in the workplace and create a healthy and safe work environment for each employee.
- To give employees fair remuneration for work carried out.
- To always ensure that Tico Mail Works working hours and remuneration are fair and comparable to those offered by similar companies.
- To actively educate and train employees and allow for continued personal development.
- To continually provide employees with equal opportunities regardless of their gender, age, marital status, sexual orientation, disability, race, religion or national origin.
- To always continue to treat our suppliers in a fair, just and ethical manner.

“Our flat organisational structure allows us to maintain a level of highly skilled technical workforce. In turn the lack of management layers keeps our overheads low”

Our Code of Practice for Complaints

Our Code of Practice for handling customer complaints relating to postal and our professional services, is publicly available on our website and summarised below



Our Networks & Business Organisations



Federation of European Direct and Interactive Marketing (FEDMA)

The Federation of European Direct and Interactive Marketing (FEDMA) is a Europe wide representative group of the direct marketing industries in the 27 member states. As such it is well placed to provide the industry, especially the postal and printing sectors, with key industry recommendations. In 2008 Alex Pigot, Chief Executive of Tico Mail Works, was instrumental in writing the environmental policy for FEDMA and is the current Chairman of their Environmental Committee located in Brussels. This policy forms part of Tico's own environmental policy.



Business in the Community Ireland (BITCI)

We recently connected with Business in the Community Ireland, Ireland's Network for Responsible Business, who work with the largest companies in Ireland to help them develop, manage and measure their corporate social responsibility (CSR) and sustainability strategies.

BITC's vision is to make Ireland the most responsible place to do business. We are working closely with them in the development of their service to smaller companies like ourselves. This sustainability report is the first step.



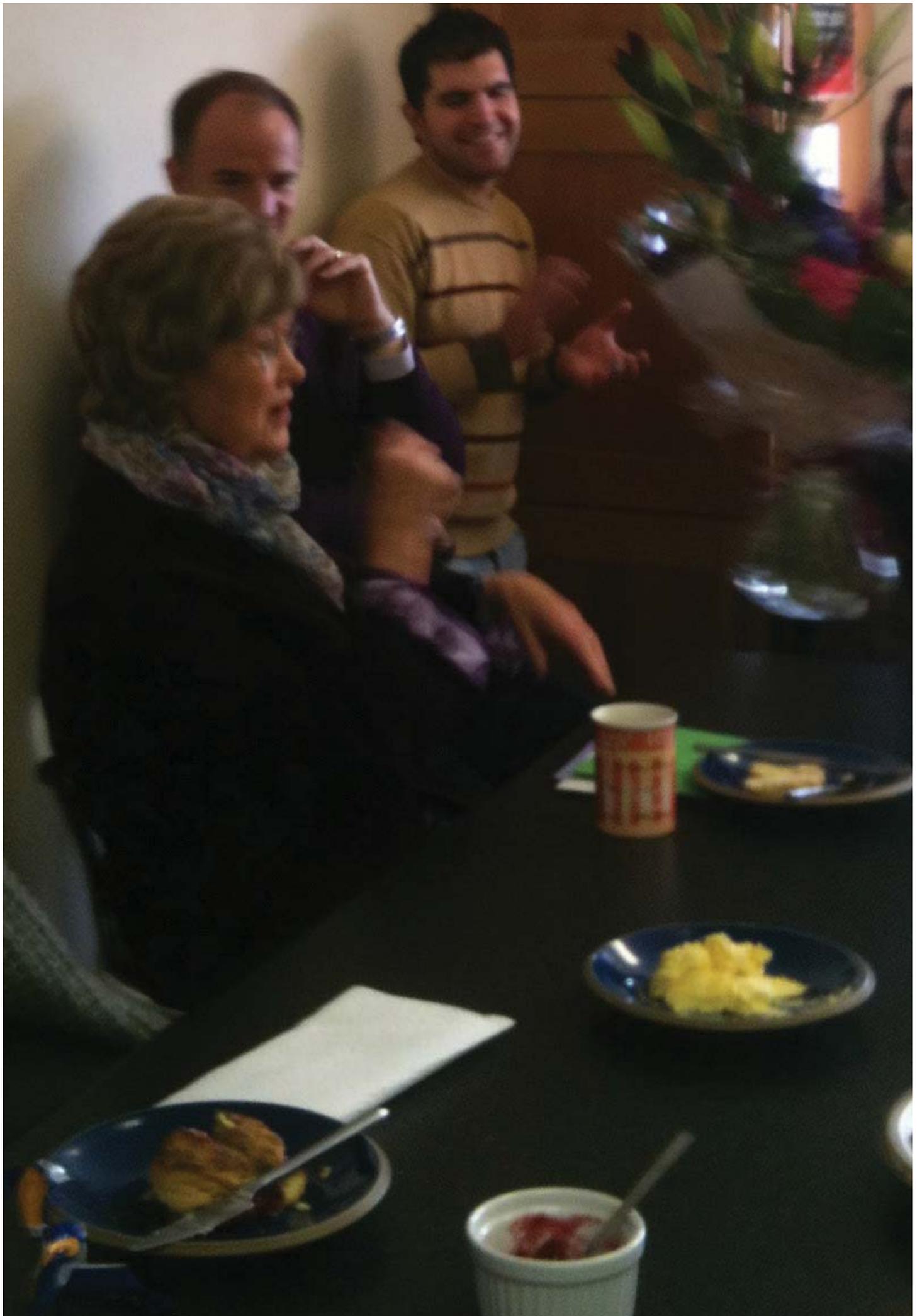
Irish Government Postcode Project Board

Our Chief Executive was a member of the Irish government's postcode project board and, working for our sister company, GO Code Ltd, recently put together and chaired the consortium, which won (in October 2013) the tender for the design, introduction, dissemination and maintenance for the next 10 years of the Irish postcode system.

Other Networks



Community Involvement



Community Involvement



Employment

- We recognise the importance of just and sustainable employment as part of a work/life balance
- Our sustainable business practices will help ensure the survival and continuation of our business and long-term employment of our staff
- We currently provide 38 full-time positions



Community Engagement

We are involved in some ad-hoc and some targeted community projects on an ongoing basis, many of which are of significant importance to our employees.

These include

- Engagement with Saoirse, who provide short term refuge accommodation for women and children suffering domestic abuse, and a 24 hour helpline providing support and a listening non-judgemental ear
- We are involved in St. Vincent de Paul's Christmas annual hamper packing
- We sponsor Pearse Street Rangers Under 12's Football team



Tico Mail Works Quarterly Coffee Mornings

- We run our very own fund-raising coffee morning approximately every 3 months
- Everyone in the company gets involved in these fun events, which also raise money for various charities e.g. Irish Cancer Society, ISPCC etc



Supply Chain

- We source almost everything that we purchase through local Irish suppliers
- We try to avoid using more distant suppliers, as a local supply chain is more transparent and manageable and it ensures that our products and services are delivered efficiently
- The suppliers in Ireland which we use and would recommend include Bryan S Ryan (for printers), An Post (for mailing service), Xerox Ireland (paper), Pitney Bowes Ireland (Packing machines) and Trimfold Envelopes (manufacturing in Ireland since 1971)



The use of local suppliers ensures that our products and services are delivered efficiently to our customers



Community Involvement

International Project - Addressing the Unaddressed (ATU)

Due to our CEO's background in the mail industry and as a member of the United Nations affiliated Universal Postal Union Addressing Group, he became involved in their "Addressing the World – An Address for Everyone" initiative in 2010. There are 7 billion people on the planet. But only 3 billion of them have an address! In response, the organisation Addressing the Unaddressed (ATU) was co-founded by him. It is a not-for-profit organisation which gives postal addresses to people who live in unplanned settlements in India.

Why is this work important

This will allow the dweller to

- Have a full address to use in normal daily life
- Receive postal items directly (rather than communally)

- Apply for and receive identity cards, including voter's card and bank accounts with their full address which helps them identify themselves when applying for services from schools, hospital, utilities, local authorities and banks

In addition, the unique address identifier facilitates accurate data processing involved in census taking, social impact assessment and planning by NGOs working in the community.

How ATU operates

ATU employs staff from within the community and works closely with the NGOs already working in the community. ATU works with the local authority, the utilities and the banks to improve the identity of the dwellers.

Identifies geo coordinates of dwellings

Creates a unique identifier for that dwelling

Affixes a sign to the door frame

Details entered into a database

Secure access given to relevant bodies

A Note on Sustainability Reporting

This Sustainability Report was completed by Business in the Community Ireland. We want to encourage SMEs to use their responsible and sustainable achievements to competitive advantage, thus standing a better chance of survival and success. This report is a collection of the responsible and sustainable practices in place in this company. This is not a certified or audited qualification to say that this company has reached a certain standard. The aim is for the company to leverage the good things they do to improve their company's competitiveness.

Sustainability & Corporate Social Responsibility in SMEs

Corporate Social Responsibility (CSR) is not a new concept in European SMEs. It is estimated that around half of all SMEs are engaged in various activities within their communities. These include charitable donations to community projects, sponsorship for local football teams, working with non-profit organisations, and doing pro-bono work.

Expectations for sustainability come from your customers, your employees, government bodies, and other businesses with which you interact. Many people think that social responsibility or corporate social responsibility is about large companies making extravagant donations to charities. Of course, what you are able to do is dependent on your size and budget, but it is mostly about running your business in a sustainable and responsible way. It is also about building relationships with your employees, suppliers, customers, and the

community. What is in your Sustainability Report will be personal to you, and will depend on your size, operations, and location.

Communicating Sustainability in SMEs

Many SMEs are reluctant to communicate their socially responsible activities because they think this is just what large companies do, they are too modest to do so, or they simply have not considered it. You may not realise it, but many customers and your community ARE interested in what you are doing to be socially responsible. The exercise of communicating your socially responsible practices can make you and your employees feel proud about what you are doing, and can be good for company morale. In fact, it is argued that, when smaller companies communicate their good practices, it results in a bigger impact than when larger companies do the same thing. The reason for this is that smaller companies are usually closer to the community than larger ones.

An SME is not expected to be doing everything

As an SME, you are not expected to be involved in all areas of social responsibility and sustainability. Moreover, you are not expected to do all the things that larger companies are doing. Most SMEs are already involved in social responsibility and sustainability to some extent. A sustainability report from an SME will never be the same as one from a large company, or even other small companies. Do not focus on what other people are doing. Instead, reflect on what you are doing and what you plan to do in the future.

If you want further information on support to create a sustainability report, contact

Business in the Community
info@bitc.ie

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