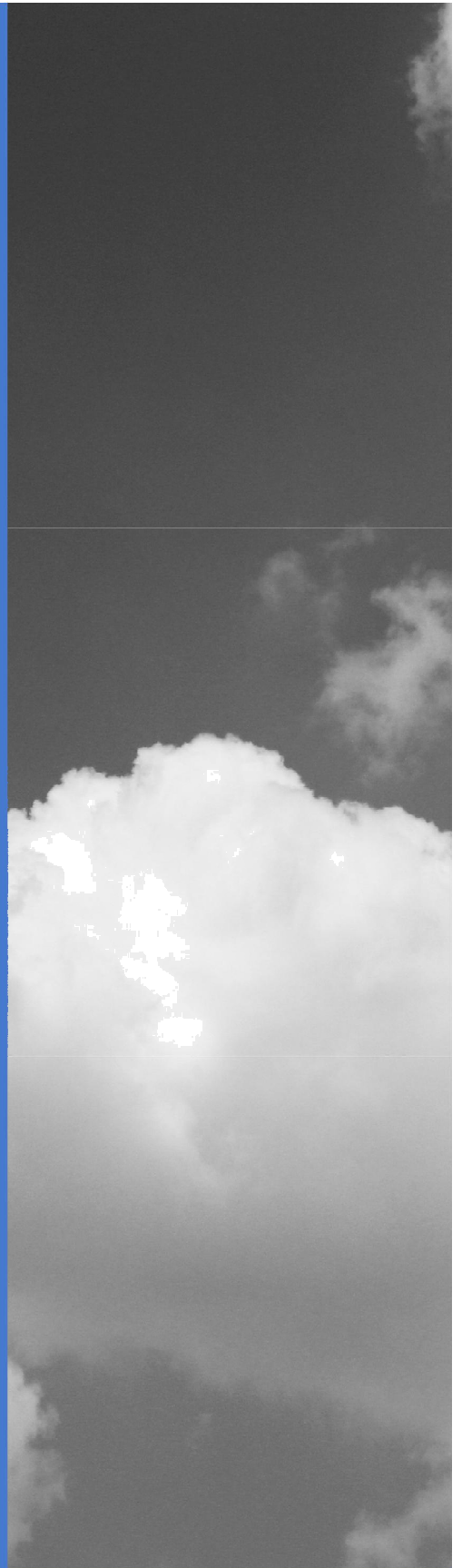


Sustainability Report

2017

Tico Mail Works



# Corporate Social Responsibility

Corporate Social Responsibility (CSR) is defined by the European Commission as *“the responsibility of enterprises for their impacts on society”*. To fully meet this responsibility, the Commission states that, in addition to respect for applicable legislation and collective agreements between social partners, enterprises

*“should have in place a process to integrate social, environmental, ethical, human rights and consumer concerns into their business operations and core strategy in close collaboration with their stakeholders, with the aim of maximising the creation of shared value for their owners/shareholders, other stakeholders and society at large, and identifying, preventing and mitigating their possible adverse impacts.”*

This document demonstrates our efforts here in Tico Mail Works to do just that!

## A Note on Sustainability Reporting from Business in the Community Ireland

This Sustainability Report was completed with the help of Business in the Community Ireland. We want to encourage SMEs to capture and celebrate their responsible and sustainable achievements to support competitive advantage, attract employees, engage their employees and enhance relationships with key stakeholders. 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. What is in your Sustainability Report will be personal to you, and will depend on your size, operations, and location.

### Sustainability & Corporate Social Responsibility in SMEs

Corporate Social Responsibility (CSR) is not a new concept in European SMEs however it goes by many different guises – Corporate Responsibility, Citizenship, Sustainability, etc. Don’t let the name fool you: sustainable, responsible enterprise isn’t just for corporates, and it isn’t just about social outputs either. The business case for CSR is applicable at all scales, and its impacts can be seen in the environment, workplace and marketplace arenas, as well as social. The ideas are evolving faster than the terminology can keep up with, but when the potential benefits of engaging with them are so substantial, we mustn’t let ourselves be held back by an acronym. Ultimately CSR is about being a responsible business. Many SMEs are engaged in responsible and sustainable business practices - responsible businesses support and inspire their employees, connect with their communities, enhance their environment, are accountable in the marketplace and seek positive social and environmental outcomes, as well as financial.

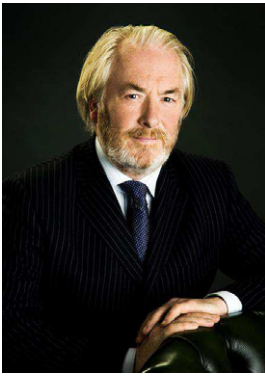
### Communicating Sustainability in SMEs

Many SMEs are reluctant to communicate their socially and environmentally 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 and environmentally responsible. The exercise of communicating your 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 their 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 and environmental 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. Don’t 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 how to enhance your responsible business practices, contact Business in the Community at [info@bitc.ie](mailto:info@bitc.ie).***



# Welcome address from the Managing Director, Alex Pigot

Tico Mail Works has been in the bulk mail production business since 1985, and in that time we have gained an excellent reputation for quality, security and professionalism.

Our company strives to act in a socially and environmentally responsible manner at all times by following our principles, which, since September 2015, are the United Nations' 17 Sustainable Development Goals (SDGs). These Goals include two on which we place specific emphasis:

- SDG 5 – gender equality
- SDG 10 – equality for all

Our company strives to reach the highest standards and be a world leader in our industry. To that end we have been certified for:

- ISO 9001 – Quality Management
- ISO 27001 – Information Security

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

- We deal with our customers and suppliers with fairness and honesty and expect both to be reciprocated.
- We ensure that our work practices (e.g. our buddy system) enable employees to prioritise their families and home-life over work-life.
- We have a profit sharing initiative with all our employees - that means when the company does well, all employees benefit.
- We encourage connections between the employees and our local community - for example we run our own fundraising events (breakfast, sponsored events, whip rounds, 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 employee 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.

# Our Policies – Promoting Transparency

## Our CSR Policy

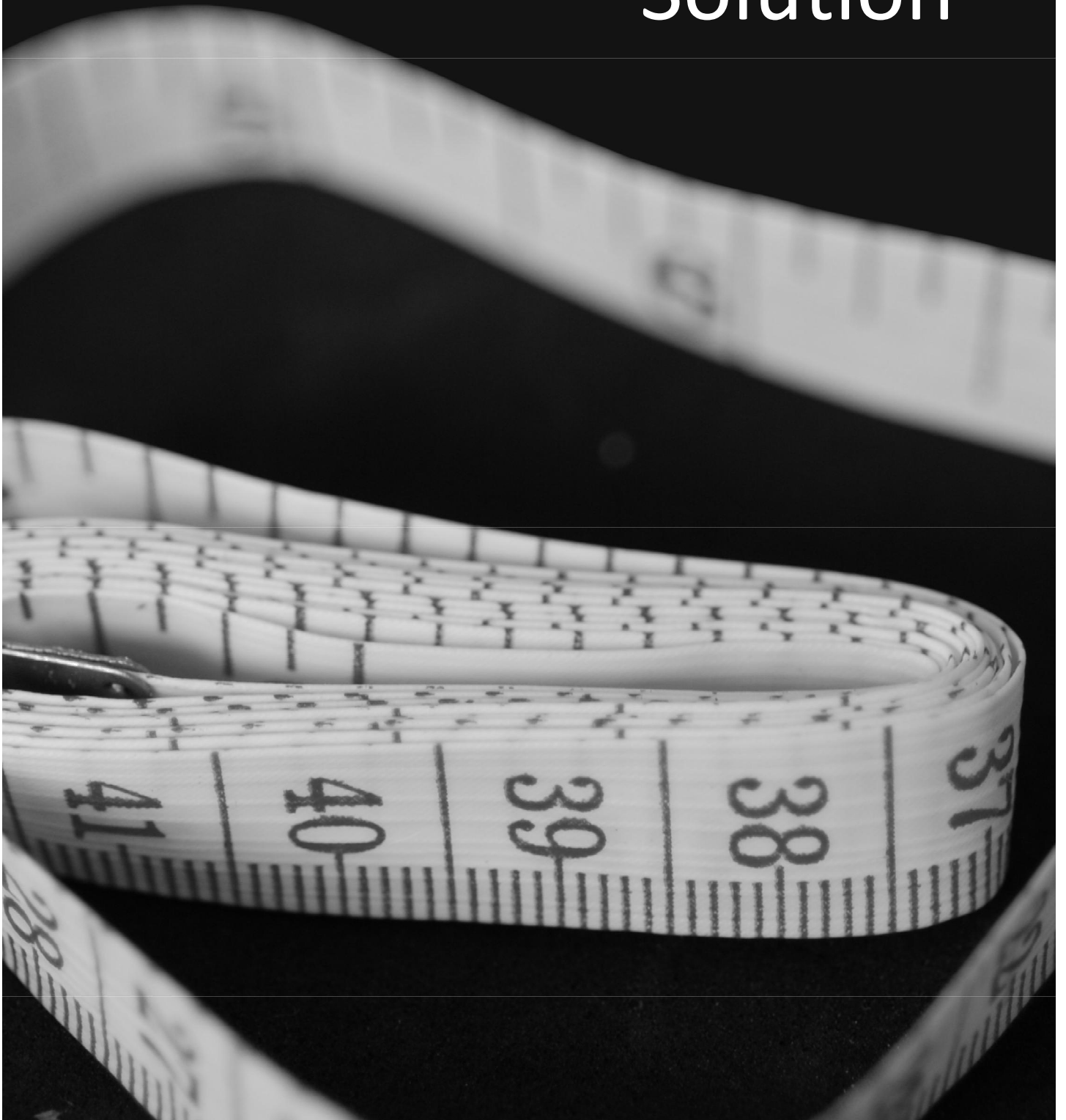
We strive to provide an inclusive, warm and welcoming work environment where stress levels are managed and we do this by our commitment to respect the economic, social, cultural, political and civil rights of everyone involved in our operations as follows:

- To always comply with human rights legislation.
- 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 always continue to treat our customers and suppliers in a fair, just and ethical manner.
- To never discriminate.
- To always ensure that Tico Mail Works working hours and remuneration are fair and comparable to those offered by similar companies.
- To 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.

“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”



# Customised Mailing Solution



# Tico Mail Works

## What we do

- Mail Pack Assembly (Machine & Manual)
- Personalisation (Digital and Inkjet, Colour & Mono)
- Data Processing & Management
- Invoice & Statement Printing
- Pick & Pack
- Undeliverable Mail Handling
- Digital Colour Printing (and Print Management)
- Plastic Card Printing
- Website Design & Creation
- Kitting and Logistics
- Brochure and leaflet design
- Document Scanning Service
- Postcoding/Eircoding Address Data
- Permission E-Mail Campaigns
- Electronic Billing

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 – we are ISO 9001 and ISO 27001 certified
- Technological Expertise – our operators maintain our machines and our IT department writes our own software
- Tico Mail Works Operating Procedures – our procedures ensure an error free environment
- Our Clients - are blue chip – government, banks, national utilities and retailers, multi-nationals
- Approval to Offer Postal Discounts – we are a ComReg approved postal service provider
- Trusted by Major Companies such as RBS, Hewlett Packard, Super Valu

# 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, Diageo and Super Valu.



## Our Location:

Unit T8 Maple Avenue, Stillorgan/Sandyford Industrial Park, Co. Dublin A94 RT20, Ireland

# Our Vision and Values Statement



# Our vision and values statement

## Our guiding vision

To be world class and be the best and most dependable 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 do
- Efficiency to offer the fairest, competitive rates in the business
- Excellence in service and quality
- Innovating to adapt to future needs

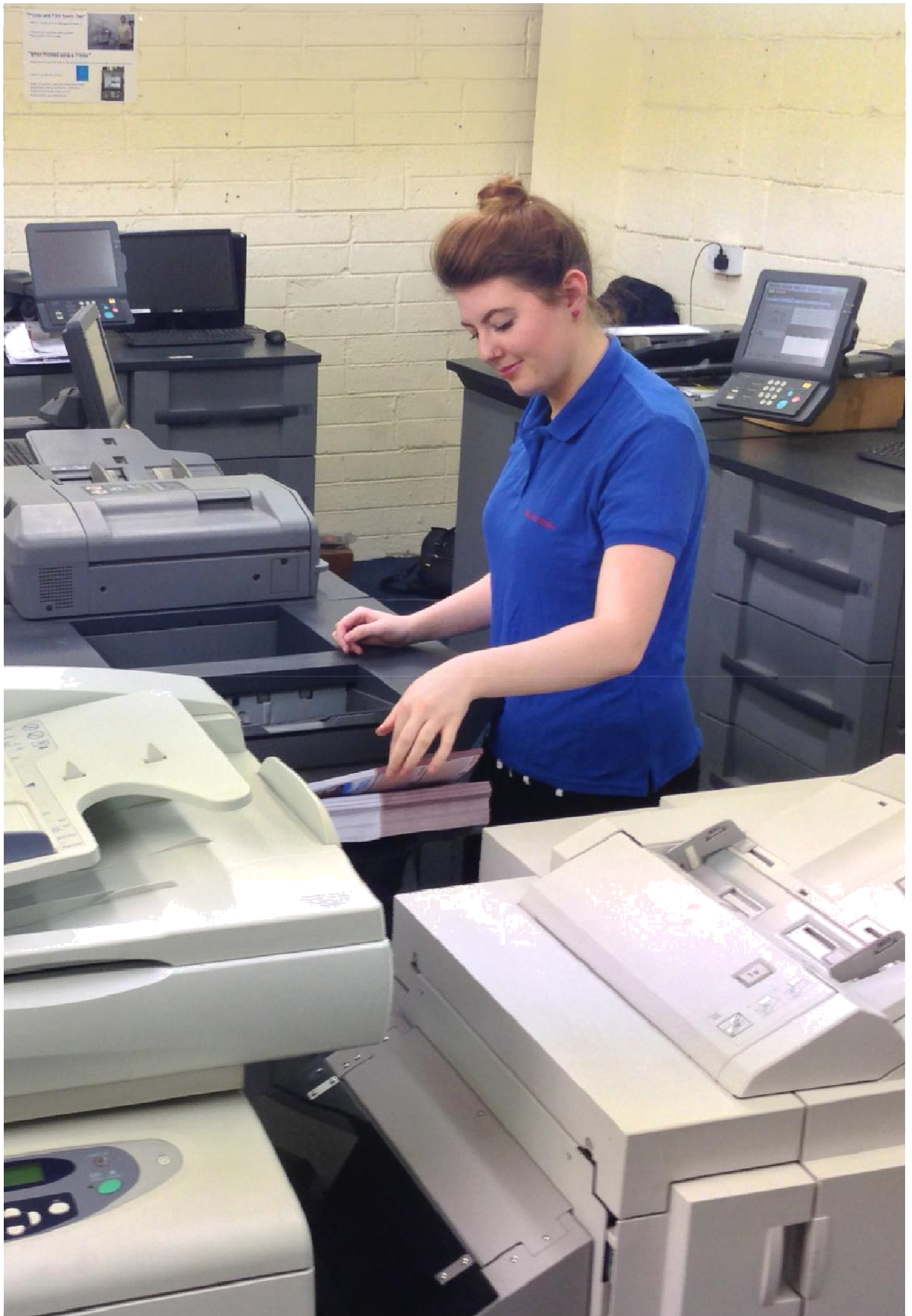
## Tico Mail Works is built of our four pillars

Our Four Pillars – what lifts us up and makes us who we are:

- Our employees
- Our marketplace (suppliers and customers)
- Our environment
- Our community

# Our Employees and Workplace Policies



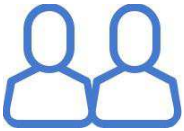




# Our Employees and Workplace Policies

## 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 two people are trained in every area to cover each other 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.



### Employee Retention

We have good levels of employee retention. Our employees 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 to November and January to 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 providing time off for personal reasons at short notice is an essential for a good work-life balance. Our buddy system (see above) enables us to do this effectively. In addition, the seasonality of our workloads allows those with family or other commitments to work less hours in holiday periods. Furthermore, we have a 6-month leave of absence program 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 companywide employee meeting about the forthcoming workload every two 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



## Dressed for Work

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



## Workplace Discrimination<sup>1</sup>

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 policies 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

<sup>1</sup> \*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 New  
Environmentally  
Responsible Service

# 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).



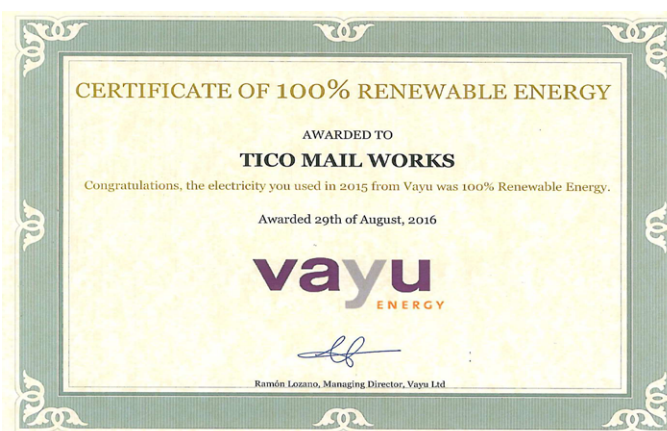
### The Paper We Source

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; and (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 Consumption

Since 1<sup>st</sup> January 2015 - all our energy now comes from renewable resources:





## Waste Minimisation Practices

We are continuously improving our waste practices through waste minimisation strategies. All pallets are returned to the supplier or collected 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 re-cycling to produce re-cycled paper. All our cardboard is baled and also sent for re-cycling. All our toner cartridges and batteries are recycled and we are currently looking at new opportunities to treat our waste streams as a resource, through the 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 Environmentally Responsible Services

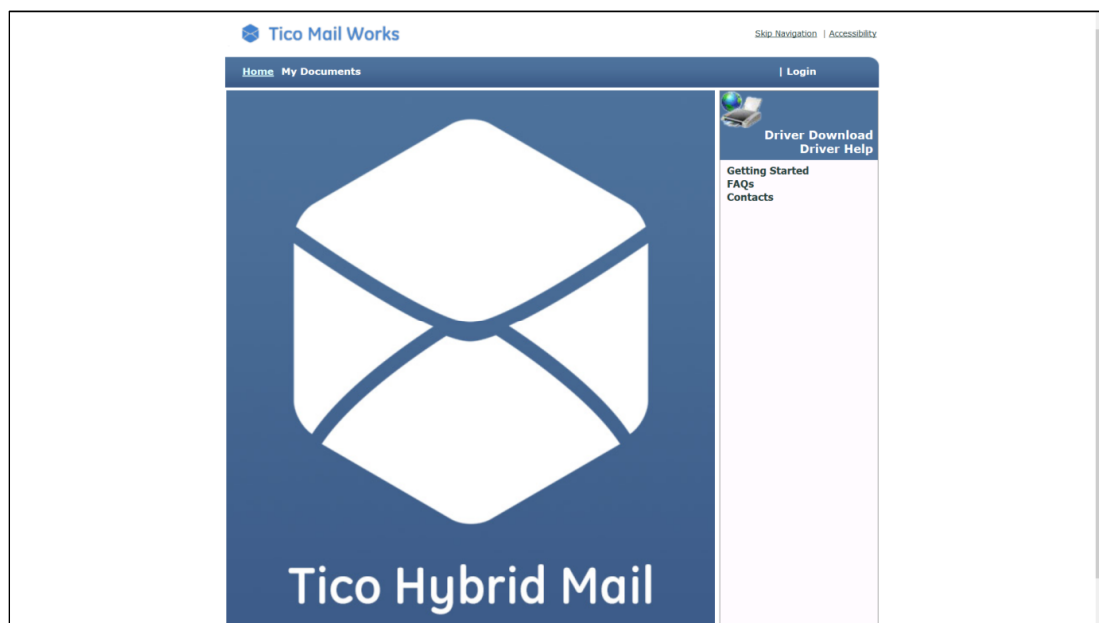
## Tico Mail Works - Hybrid Mail Solution

Our newest service [www.ticohybridmail.com](http://www.ticohybridmail.com) offers an “in-house from own desk” mailing service for our customers.

Our Tico Hybrid Mail services enable customers to send their mail directly to us from their PCs for us to print in Tico, rather than the customer printing these letters (and inserts) at their own printer. We print the letters here in Tico, along with any inserts required, we then envelope and post them. And we do this all for less than the price of the postage stamp.

This 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
- Save costs – we print the letter, supply the paper and envelope and pay for the postage all for less than the price of the stamp if bought in a post office.





# 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



### Customer Feedback and Communication

- We have an on-going feedback process for our customers which includes a regular 6 month email survey
- We ensure every customer receives an annual (face to face) review meeting with some customers receiving quarterly review meetings



### 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 suppliers
- 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



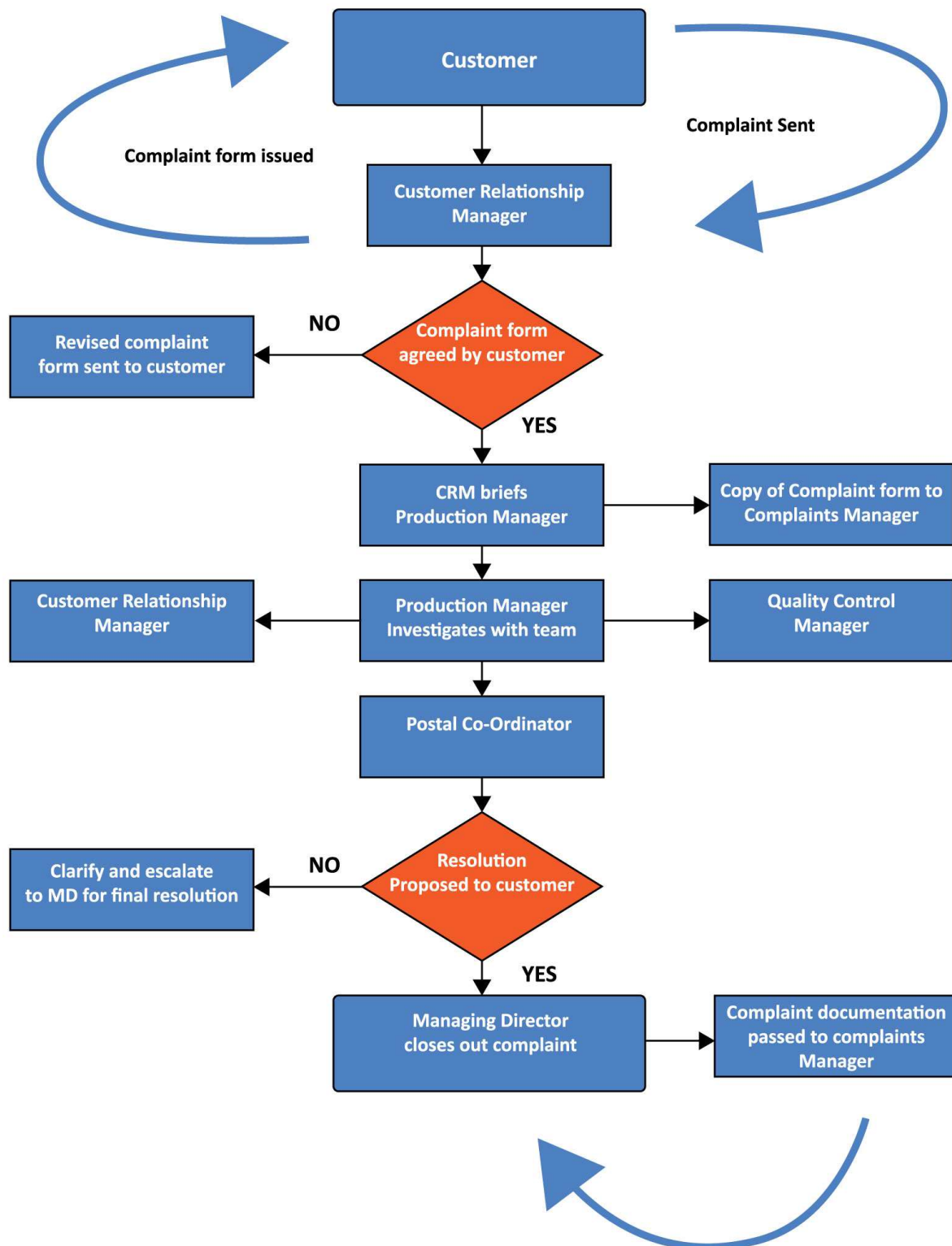
### Supply Chain

- 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)



# Our Code of Practice for Complaints

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



# Our Networks & Business Organisations



## Global Address Data Association

Whose mission is to promote higher business standards and better business methods across the entire international data collection and processing industry with special reference to data relating to address data in any form, whether postal, geophysical, digital, or other form.



## 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 are 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.

BITCI'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 produced with their help.



## Irish Government Postcode Project Board

Our MD, Alex Pigot was a member of the Irish Government's Postcode Project Board and, working for our sister company, GO Code Ltd, put together and chaired the consortium, which won (in October 2013) the tender for the design, introduction, dissemination and maintenance for 10 years of the Irish postcode system called Eircode.



## Universal Postal Union

Alex Pigot is also a founding member of the consultative committee of the UPU and is also a member of their addressing group.

# 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 employees
- We currently provide 38 full-time positions



## Community Engagement

We are involved in both ad-hoc and 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 mornings 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.





# Community Involvement

## International Project - Addressing the Unaddressed (ATU)

### How ATU operates

Due to our CEO's background in the worldwide post code and addressing industry and as a member of the United Nations affiliated Universal Postal Union (UPU) 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 to the UPU initiative, 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 – particularly in urban slums.

### Why is this work important?

This will enable 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 employees come from within the community and works closely with the NGOs already working in the community. ATU works with central government, the local authorities, the utilities and the banks to improve the identity of the dwellers.

### Tico Mail Works and ATU

All staff in Tico Mail Works are committed to the success of ATU.





Employees

Environment

Marketplace

Community

### For More Information

Contact Alex Pigot Tel: + 353 (0)1 295 9077 Fax: +353 (0) 1 2959079 Mobile: + 353 (0)87 248 6665

Email: [alex.pigot@ticomailworks.ie](mailto:alex.pigot@ticomailworks.ie) Web: [www.ticomailworks.ie](http://www.ticomailworks.ie)