



Corporate Social Responsibility Statement

The Directors of European Office Products attach considerable importance to the Company's place in society. In the development of the business and its relationship with stakeholders there is a clear synergy between the Company's business objectives and its being very socially aware of the advantages to be gained in acting responsibly.

The Company's business objectives focused securely around providing customers with a service and ranges of products that precisely meet their needs. These needs include providing what they need to carry out their day to day work and the information they need to meet their own corporate social responsibility objectives.

Meeting the needs and developing our business with our customers is the cornerstone of our business. The keys to this are the development of a clear understanding of customers' businesses and precisely how we can help them and building relationships at all levels. If we can help our customers do more business then we can do more business and if we serve them better we can grow our businesses together. Our accreditation to the ISO 9001 Quality Management Standard plays an important part in ensuring the highest level and consistency of service.

Our people are the key to delivering what our customers need. From the Managing Director to the Warehouse staff we all know our roles and how to carry them out. At the heart of this is the policy of employing well rounded individuals who can work together as part of the European Office Products team. Considerable importance is attached to developing staff, both through training and providing opportunities to broaden experience. As part of this we encourage our staff to be active in society through voluntary work: for example as school governors, youth offender panel members and leaders of guiding groups.

We select and work closely with our suppliers so that they understand what we are trying to achieve. We also encourage our supplies to work directly with our customers so that there is absolute clarity of purpose. We expect our suppliers to comply with ISO 9001 and ISO 14001 and to embrace our strategic vision.

As with all businesses, ours has an impact on the environment in which we all live. To reduce the impact of our business on the environment we recently achieved accreditation to ISO 14001: Environmental Management Standard. As part of this we have indentified our environmental impacts and set ourselves tough objectives to reduce our use of electricity, cut down on the packaging we add to orders and reduce the amount of waste we generate. In addition we work with our suppliers and customers to help us all reduce our environmental impacts.