

ESG at Vision

Our commitment to
shaping a brighter future...

October 2024



VISION

visionplc.co.uk

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Executive Summary

Sustainability is, and continues to be, a long-term commitment for Vision.

Our conscientious approach spans our national operations, encompassing environmental stewardship as well as fostering positive social change within our communities. These principles stand as the bedrock of our company's foundation and guide our growth trajectory as we move forward.

We have developed a Sustainability Strategy which integrates principles of sound governance, risk management, and external benchmarking. We have earmarked milestones which will help us to achieve Net Zero carbon emissions by 2040. We are confident that through the robust and established relationships we have forged with our customers and partners alike, we will contribute significantly to a collective effort.

With a versatile portfolio of customers established in the corporate, commercial and public sector, we understand the importance of aligning ourselves with a global environmental strategy. We are taking swift action to realise our commitment to promoting sustainability practices across our entire supply chain and providing innovative products and services from our partners all of whom foster a circular economy.

By doing this, our mission transcends our own obligations under Scopes 1 and 2 of the Green House Gas (GHG) protocols and extends to significantly reducing our Scope 3 emissions. As we embark on this journey to safeguard our planet, we are also dedicated to empowering people, through both our staff and within our local communities. We are proud to boast of a workforce that is representative of the diverse world we live in and as an organisation, we firmly believe that companies thrive when they embrace diversity from all corners of society. By enabling individuals to reach their full potential and ensuring the protection of human rights throughout our supply chain, we actively contribute to the development of sustainable communities, societies, and economies.

This report will delve deeper into the initiatives we have set out, highlighting our successes and acknowledging areas where improvement is still needed. We want to promote full transparency in outlining the measures we are taking to continue our efforts towards a more sustainable and equitable future.

A landscape photograph showing several wind turbines on a grassy hillside under a clear blue sky. The foreground is filled with low-lying vegetation.

Introduction

- > **Company Overview**
- > **Purpose of the Report**
- > **Sustainability Roadmap**
- > **Sustainability Strategy**

Company Overview

Established in 1985, Vision is an independent specialist provider of award-winning Managed Print, Business Process Automation and Unified Communications.

A photograph of a dense forest with tall, thin trees and sunlight filtering through the canopy.

As accredited partners of world-leading manufacturers such as; HP, Ricoh and Canon and Print Software vendors such as PaperCut, Tungsten (formerly Kofax) and more, our long-standing relationships provides us access to their latest technologies and ultimately ensures we can customise a solution that meets your sustainable infrastructure needs.

We have implemented nationwide managed print solutions into large corporations and SMEs across both the Private and Public sectors. By utilising a range of market-leading multifunctional devices and desktop printers, print and document management software, we have assisted our clients in reducing costs, increasing productivity, and enhancing their eco-credentials.

With Vision, your print and workspace environment will benefit from a one-stop shop for your sustainability needs. Our bespoke offering includes free recycling programs and an opportunity to offset the impact of your paper usage through PrintReleaf's certified reforestation projects.

Our UK head office and logistics centres are based in Hertfordshire, with offices in London, Birmingham, Cheltenham, Corby, Newport and Rotherham. We also have distribution centres nationwide and with over 120 staff nationally, we are committed to providing outstanding service across the UK, Europe and the globe.

“ We aim to have a reduced environmental impact with more efficient and sustainable printing solutions. ”



Purpose of Report

This report is a dedicated effort to provide a clear and open channel of communication regarding our sustainability endeavours.

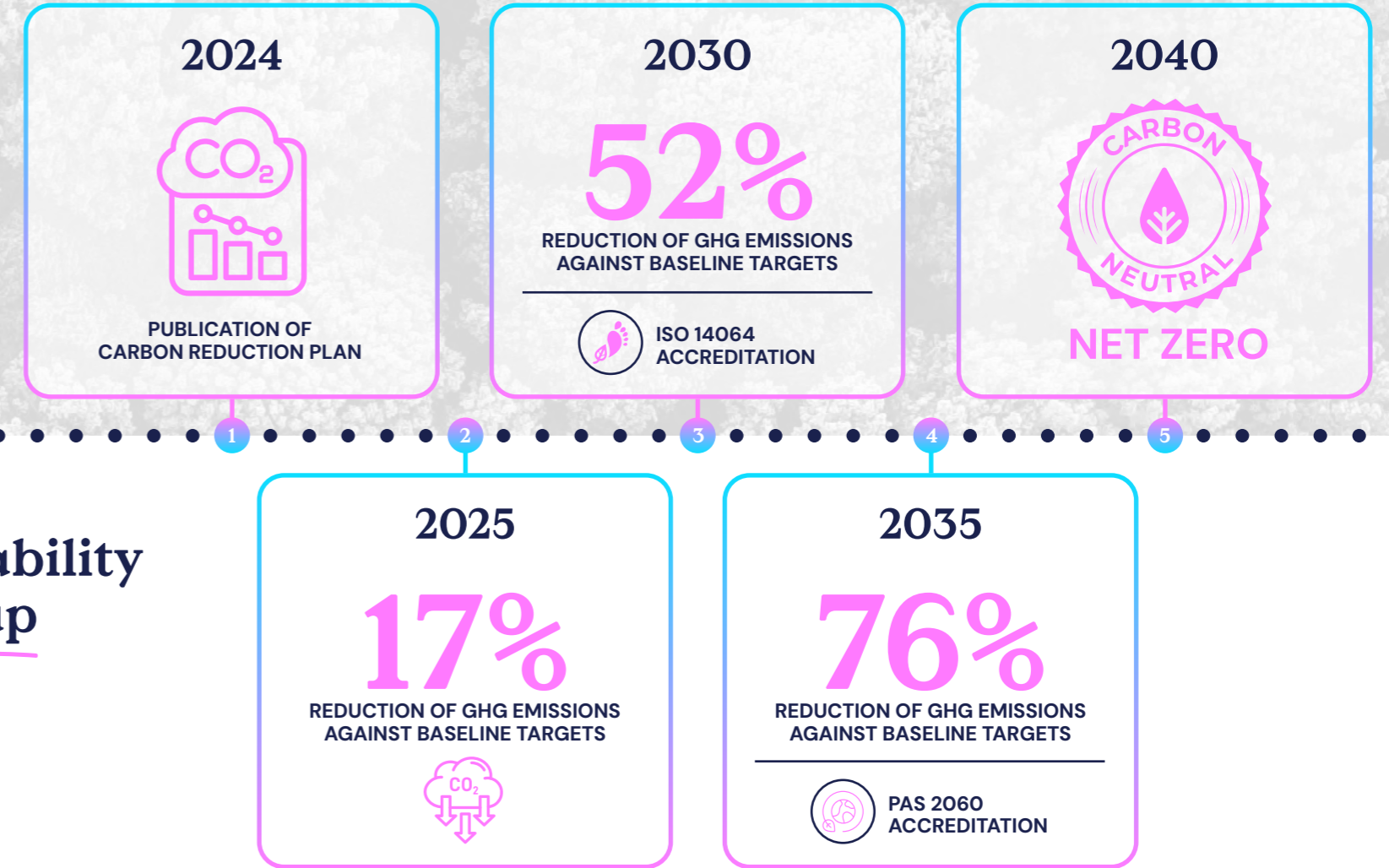
This report details both our achievements and the measures we're taking towards continuing improvement. Its purpose is to offer a thorough and inclusive overview of our unwavering dedication to forging a brighter tomorrow through conscientious and ethical business operations.

In the following pages, we will provide an overview of the various facets of our sustainability initiatives, shedding light on the profound impact they have had on our organisation and the wider world. Our primary objective is to foster an atmosphere of transparency, enabling stakeholders, partners and customers to gain insight into our Net Zero journey.

Within the pages of this report, you will find a comprehensive account of the strategies, projects, and programs we have implemented to minimise our environmental footprint, promote social responsibility, and uphold ethical standards. We will discuss our progress towards reducing carbon emissions, conserving natural resources, and supporting the communities in which we operate.

We acknowledge that the path to sustainability is not without its challenges. By acknowledging these challenges, we aim to demonstrate our resolve to overcome them and continuously improve our sustainability efforts.

Sustainability Roadmap





“ Vision is dedicated to advancing sustainability across our business operations and organisational management. We actively champion sustainable practices to mitigate the environmental impact of our activities while also assisting our clients and partners in doing the same. ”

Sustainability Strategy

In an age of digital transformation and increasing awareness of environmental issues, we are already taking proactive measures to reduce our ecological footprint.



Environmental Sustainability

- > We have reduced our energy consumption by switching to energy-efficient appliances and lighting. Our IT equipment, including our printers, automatically go into 'low power mode' when not in use after a programmed time.
- > Our offices are regularly maintained to ensure leaky faucets and toilets are fixed in the quickest time possible. In addition, by installing water efficient appliances and fixtures, we aim to reduce our water consumption by 10%.
- > We have reduced our waste production by recycling and composting, and by sourcing sustainable materials.



Social Sustainability

- > We take great lengths to create a positive work environment by providing our employees with fair wages and benefits, and by offering opportunities for professional development.
- > We have initiatives in place to support our local community. The majority of our staff are hired locally and in addition, we have donated office furniture to neighbouring companies and organisations. We are regularly engaged with non-profit organisations and support a number of charities such as Teens Unite.
- > Ethical business practices are very important to us. We source our products from sustainable business suppliers who also comply with anti-child labour and modern slavery protocols.



Economic Sustainability

- > We have reduced costs by implementing energy-efficient measures and by reducing waste.
- > Our 'road map' is focused on increasing revenue by offering new products and services with the environment in mind.
- > We continue to attract and retain customers by demonstrating our commitment to sustainability and eco-friendly solutions.





Sustainability Strategy

Vision is committed to achieving Net Zero emissions within Scopes 1-3 of our Carbon Reduction Plan

Through comprehensive benchmarking and a year of data collection, we have crafted a data-driven Carbon Reduction Plan which signifies our **solid commitment** to reducing our emissions and creating a more sustainable future.

Our dedicated effort has allowed us to identify key areas where we can significantly improve our environmental impact. By analysing this data, we've established **clear and achievable milestones** to track our progress towards these reductions.

Scope 1

> Company Vehicles

Scope 2

> Purchased Energy

Scope 3

- > Waste Generated in Operations
- > Business Travel
- > Employee Commuting
- > Downstream & Upstream Transportation and Distribution

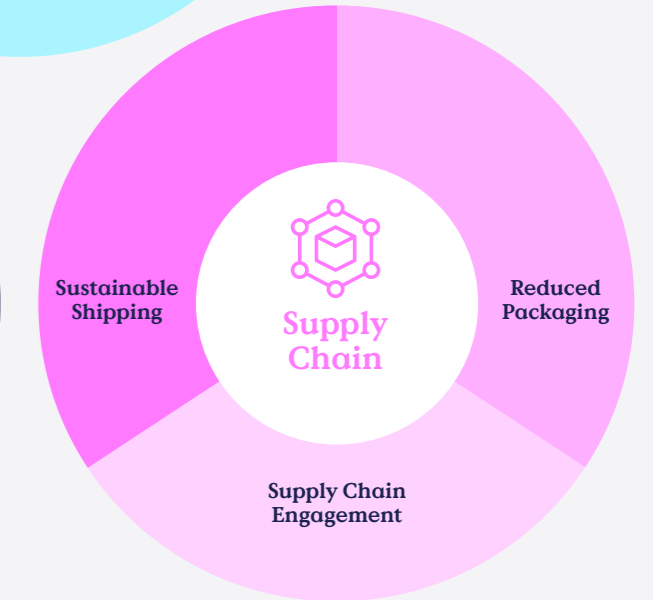
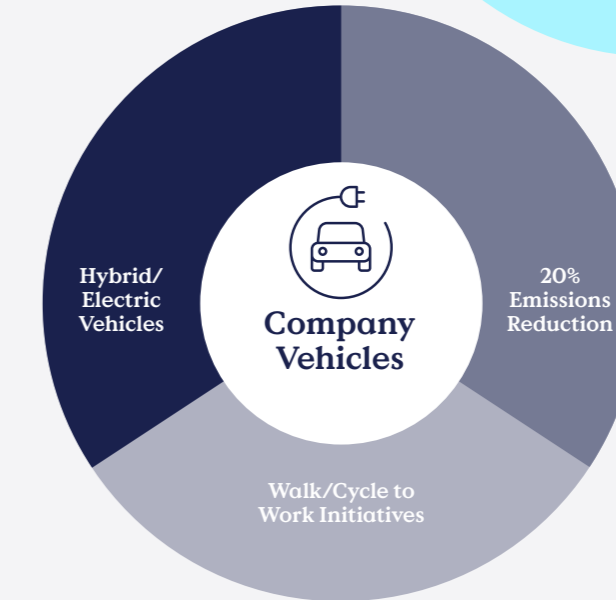
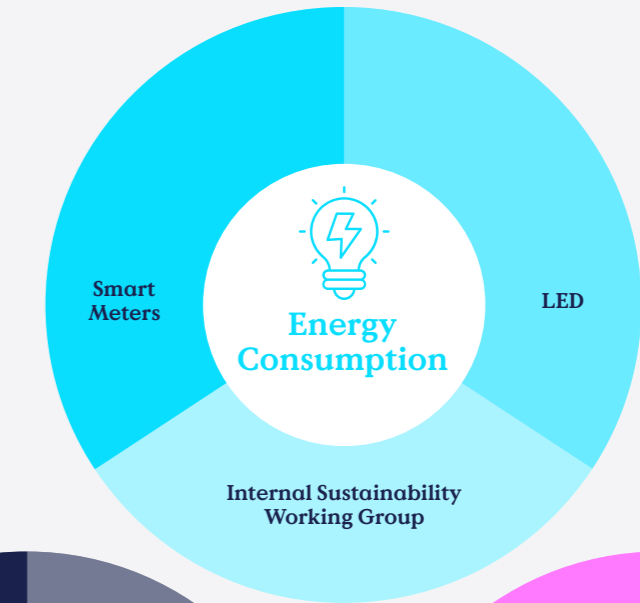
0% Net Zero emissions across all 3 Scopes by 2040



Ongoing Efforts

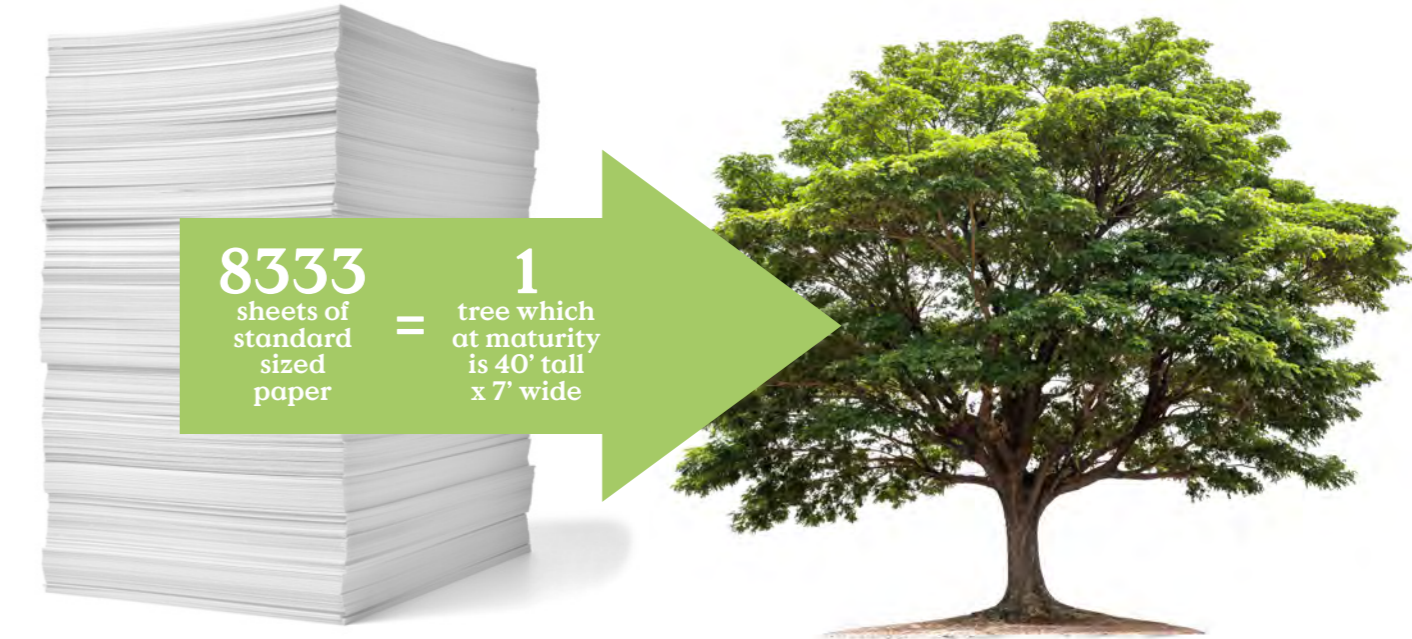
As part of our continuing commitment in the future, we hope to implement further measures such as:

- > LED lighting throughout all of our offices
- > Continue the migration of all company vehicles to hybrid or electric
- > Prioritise the use of Sustainable Shipping/Delivery solutions
- > Reduction of waste and packaging from our upstream supply chain



Environmental Stewardship

- > PrintReleaf
- > Waste Management



PrintReleaf Reforestation Programme

PrintReleaf is a company that provides a unique and innovative sustainability service for businesses that aim to mitigate their environmental impact related to paper consumption and deforestation. This approach involves reforestation efforts to offset the paper used by our customers and restore and sustain forests around the world.

As a partner of PrintReleaf, we are able to offer this distinctive system to all our customers which allows them to choose a specific worldwide area for the planting of new trees. This planting initiative has the potential to bring about a neutral or even positive impact on the chosen region.

By calculating our customers paper usage, we can determine their forest consumption footprint in terms of the number of trees, and this exact number of trees is then replanted each month to offset the environmental impact.

The industry formula used for equating paper volume to number of trees is: 8,333 sheets of standard letter size paper equals 1 standard tree. At maturity this is a tree which stands at 40' tall x 7" wide.

Our customers can track their reforestation progress and receive regular reports on the number of trees planted as a result of their paper consumption offset.

In addition, by neutralising the environmental impact of paper usage, PrintReleaf can help to mitigate the environmental effects associated with Scope 3 of the GHG emissions under the "Use of Sold Products" subcategory.



Waste Management

Reducing waste, single-use plastics and consumption

In order to adhere to and continually improve our environmental awareness, Vision ensures that a minimal amount of waste is sent to landfill and that goods are recycled where possible. This is achieved in the following ways:

- > Vision equipment is delivered to the client pre-configured, setup and ready for use. Packaging is removed at our logistics facility where cardboard is condensed and collected by a third party that recycles 100% of the cardboard they acquire.
- > Any additional packaging, including day to day waste from our customer's business, is disposed of, on our behalf, by Cawley's an award-winning Recycling and Waste Management company who capture as much of the recyclable material as possible from the general waste stream. This will help us to achieve "zero to landfill" in line with sustainability strategy.

- > All electrical goods including redundant spare parts are disposed of by our partners in line with the Waste Electrical and Electronic Equipment Directive (WEEE).
- > Our toners are collected and recycled to be reused to manufacture a range of different products. This service is offered to all of our clients.





Our Partners

- > **Print Manufacturers**
- > **Managed Print Software**
- > **VRFM**



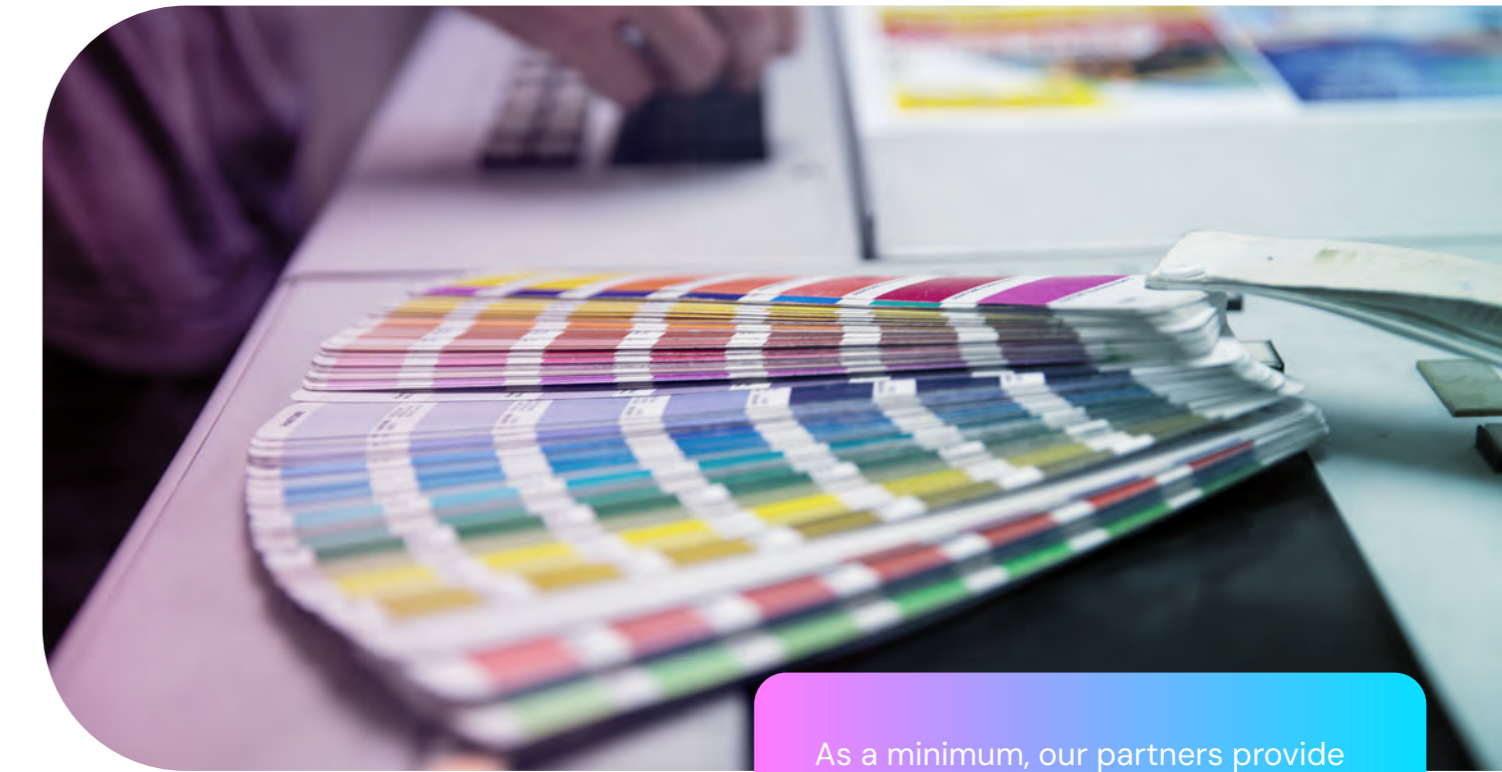
Print Manufacturers

Vision is committed to providing Managed Print Solutions as part of a sustainable future.

We continuously strive to provide products and services that reduce environmental impact for both our own business and our clients whilst increasing savings and efficiency.

Our partnerships with industry giants such as **HP, Canon and Ricoh**, signifies not only a strong endorsement of our capabilities and commitment to delivering top-tier solutions, but our real concern for the environment and promotion of broader sustainability goals.

All the devices we acquire from our partners demonstrate market leading energy efficiencies and can boast of having Energy Star, Blue Angel and EPEAT environmental ratings.



As a minimum, our partners provide us with machines that have the following eco specifications:

- > **Auto-On/Auto-Off technology to conserve energy**
- > **Innovative, quick-heating fuser system that warms rapidly and cools quickly**
- > **Toner saving mode**
- > **Low-Melting Point, CO2 Toner**

Our Partners



AMPLIFY IMPACT 4* PARTNER

- > Circular Economy Programs
- > Product Recycling and Reuse
- > Closed-Loop Recycling
- > Energy Efficiency and Carbon Neutrality
- > Renewable Energy
- > Water Conservation Programs
- > Sustainable Packaging
- > Supplier Sustainability Program
- > Sustainable Printing
- > Climate Action and Advocacy



PLATINUM PARTNER

- > Carbon Neutrality
- > Eco – Friendly Products and Technologies
- > Resource Efficiency and Circular Economy
- > Green Procurement Policy
- > Water and Energy Conservation
- > Sustainable Paper Sourcing
- > Waste Reduction and Recycling
- > Biodiversity Conservation
- > Community Engagement and CSR
- > Green Technology and Innovation



PRESTIGE PARTNER

- > Community Engagement and Philanthropy
- > Circular Economy and Recycling
- > Eco- Friendly Products and Services
- > Sustainable Supply Chain Management
- > Biodiversity and Conservation
- > Water and Waste Management
- > Sustainable Printing Solutions
- > Environmental Management Policy
- > Energy Efficiency and Renewable Energy



Managed Print Software

At Vision, we understand the significant environmental advantages that organisations can achieve by implementing Managed Print Software (MPS).

We've seen firsthand how MPS reduces waste, optimises resource usage, and promotes sustainable practices, ultimately contributing to a greener future. That's why we've partnered with industry leaders such as PaperCut, Tungsten (formerly Kofax), and Uniflow to bring our clients the most effective and innovative MPS solutions.

One primary way we have seen MPS solutions reduce waste is by helping our clients to **implement print reduction strategies**. This is accomplished through setting policies that encourage duplex printing, grayscale defaults, and limiting color printing, which significantly decreases paper and toner usage. Additionally, features like secure print release and pull printing eliminate unclaimed prints and unnecessary printing, further minimising waste.

Resource optimisation is another key benefit of MPS solutions. They identify underused devices, facilitating consolidation or replacement with more efficient models, thereby reducing energy consumption and waste. Experience has also shown us that print tracking and reporting features enable organisations to pinpoint inefficiencies, optimise device usage, and reduce waste. Automated supplies ordering ensures optimal inventory levels, eliminating waste from expired or unused supplies.

Our suite of MPS solutions include features such as mobile printing, which reduces the need for printed copies by encouraging digital workflows. Cloud integration allows users to save documents digitally, decreasing paper usage. Lastly, scan-to-email/workflow options streamline document processes, minimising the need for physical printing and promoting digital workflows.



Managed Print Software

Visions Remote Fleet Management tool is a unique platform that forms part of our customer focused solution. It has been designed to remotely manage printer fleets but more importantly, this software has assisted our clients in meeting their own sustainability initiatives.

Print Tracking and Analysis:

By monitoring print volumes and patterns, we assist our customers in optimising their printing practices and achieve significant sustainability benefits. Identifying and eliminating unnecessary or duplicate printing, significantly reduces paper waste, conserving trees, water, and energy used in paper production. Additionally, optimising device utilisation lowers energy consumption by ensuring printers are not running idle or are being overused.

Efficient Toner/Ink Management:

VRFM tracks toner and ink levels remotely. This allows for timely replacement and prevents unexpected printer downtime due to empty cartridges. Vision's consolidated ordering system ensures our customers receive supplies in bulk and based on actual usage data, which reduces transportation emissions from frequent deliveries.

Optimised Device Usage:

VRFM proactively monitors each device in your printer fleet, conducting remote diagnostics to identify and diagnose potential issues before they escalate into major problems. When an issue is detected, VRFM immediately sends an alert to our Managed Service Excellence Centre, where our skilled technicians can remotely troubleshoot and resolve the problem in many cases. This proactive approach reduces the need for on-site technician visits, minimising travel time, fuel consumption, and associated carbon emissions. By prioritising remote resolution, VRFM not only ensures faster response times and less printer downtime but also contributes to a more sustainable approach to printer maintenance.

Data-Driven Decision Making:

VRFM provides comprehensive reports on print usage, device performance, and environmental impact, allowing you to identify areas for further improvement and track progress towards your sustainability goals.

Social Responsibility

- > **Community Engagement**
- > **Supply Chain Ethics**

Community Engagement

Vision sees Corporate Social Responsibility (CSR) as a way for us to give back to our community and show our appreciation for the support we have received.

We are proud of our successes and believe that we have a responsibility to use our success to help others. Our CSR initiatives have proven to be a good way to attract and retain top talent. Our annual MacMillan Coffee morning, held at our HQ in Hertford, has become a way for us to raise money and create awareness of a very important cause, whilst connecting our employees over a hot beverage and sweet treat!

Engagement with our local community is another way we stand out from the crowd. We utilise local suppliers and services providers wherever possible with an initial assessment of supply chain. This helps us to reduce our carbon footprint, by reducing the travel needed for our supplies to reach us.

Charity

- > 'Teens Unite' – Cancer Awareness in Teenagers
- > 'Wear it Green Day' – Mental Health Awareness
- > 'Palace to Palace' – Prince's Trust
- > 'Relay Riders' – DocBike Charity
- > 'MacMillan Monthly Coffee Morning'
- > 'Challenge 44' – Prince's Trust



Support local businesses

We take every opportunity to source our goods and services from local businesses. This includes everything from our office supplies to catering to marketing services. By supporting local businesses, we know we are helping to keep money in our community and help create more jobs.



Corporate volunteering days

- > Staff members volunteered to deliver and install donated office furniture to a local business.
- > Refuse collection around Foxholes 'green pathways'.
- > Volunteering at local food banks



Supply Chain Ethics

At Vision we ensure that our products and services are produced and delivered in a way that is socially and environmentally responsible. This includes ensuring that workers are treated fairly, that the environment is protected, and that human rights are respected.

As part of our ISO9001 quality management programme and ISO14001 Environmental Management System, Vision manage an approved supplier list (ASL).

Our supply chain is audited and monitored to ensure minimum standards, policies, procedures and key environmental and ethical objectives are followed and met. Supply chain surveys and performance reviews are conducted, minimum once annually, 6 monthly and quarterly, measuring performance against key metrics. Suppliers not meeting our required standards are requested to provide a performance improvement plan (PIP) and are revaluated within 3 months. Suppliers not meeting the required standards after completion of a performance improvement plan are removed from the approved supplier list (ASL) and purchase system with the proactive appointment of a new supplier.

Any subcontractors we use are required to complete an approved contractor questionnaire on an annual basis to ensure they remain compliant with our contractor minimum terms.

We take our Corporate Social Responsibilities very seriously and conducts our business in accordance with our core values of **trust, integrity and respect**.



As part of our initiative to identify and mitigate risk we have undertaken the following actions:

- ▶ Introducing contractual obligations that reflect modern slavery legislation across our suite of standard terms and bespoke contractual arrangements
- ▶ Building the assessment of slavery and trafficking risk into our supplier sourcing, due diligence and on-boarding programmes
- ▶ Reviewing and assessing existing suppliers, and in particular their sourcing policies in key risk areas;
- ▶ Assessing whether a formal Supplier Code of Conduct would be an effective tool in areas of the business where a modern slavery risk is identified.

We have historically favoured suppliers that operate under recognised ethical codes of conduct that include regular compliance audits and we only work with companies that contractually commit to complying with applicable laws and regulations.

Vision Group Policy on Slavery and Human Trafficking

We are committed to ensuring there is no modern slavery or human trafficking in our supply chains or in any part of our business.

In addition to reviewing and continually updating all policies that are linked to possible areas of risk, we have put in place an anti-slavery policy that reflects our commitment to acting ethically and with integrity in all our business relationships and implementing and enforcing effective systems and controls to ensure slavery and human trafficking is not present in our supply chains.

Primary responsibility for identifying risks and implementing process for prevention of modern slavery in our supply chain will be with our purchasing and procurement team.

A group of business professionals in a meeting, looking at various charts and documents on a table. One person is pointing at a bar chart, another is using a calculator, and others are looking at a laptop and a tablet. The scene is brightly lit with a blue and purple color overlay.

Performance Highlights

- > Workplace Accident Reporting

- > Key Achievements

Workplace Accidents

A Culture of Safety

At Vision, promoting a safety of culture is built into our Code of Conduct. Our staff are our most valuable assets, and ensuring their day to daysafety, whether in the office, or operating out in the field, is our top priority.

Since 2022 we have achieved a **0% workplace accident rate**, a significant and admirable goal as part of our sustainability initiative. While it may be challenging for an organisation to eliminate all workplace accidents entirely, we have been able to work toward this goal to create a safer and more sustainable work environment across our site offices, our Hoddesdon based depot and for our Field Engineers.

At Vision, promoting a safety of culture is built into our Code of Conduct. Our staff are our most valuable assets, and ensuring their day to daysafety, whether in the office, or operating out in the field, is our top priority.

The steps we have put in place to ensure we continue to maintain a 0% workplace accident rate includes:

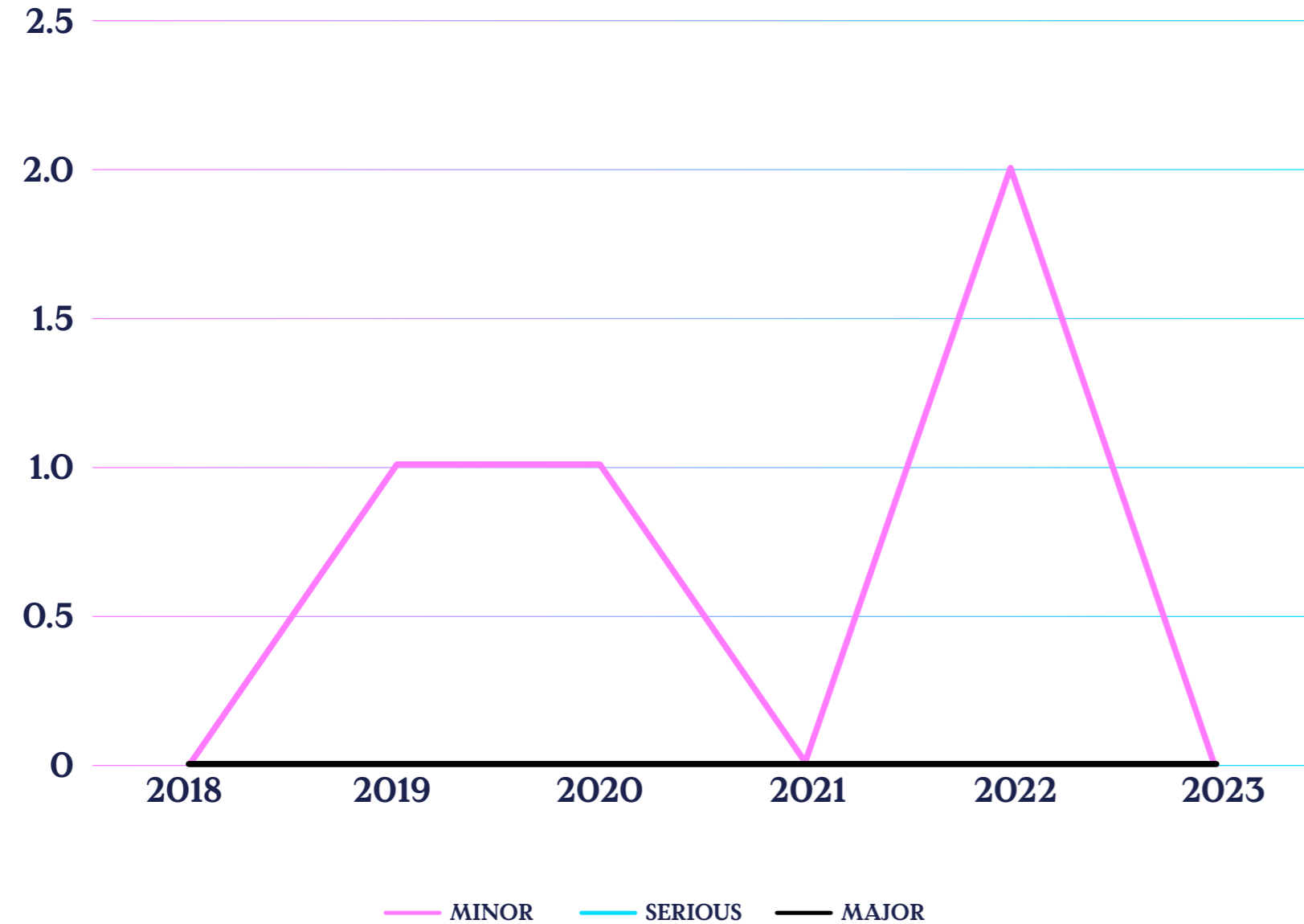
- > Implementing and enforcing comprehensive safety programs.
- > Providing training and education to employees on safety procedures
- > Conducting regular safety inspections and risk assessments to identify any potential hazards
- > Creating a culture where our staff feel comfortable reporting hazards and near miss.



In addition to the environmental and social benefits, we have seen a number of other benefits associated with achieving a 0% workplace accident including:

- > Reduced insurance costs
- > Increased productivity
- > Improved morale and employee engagement
- > An enhanced reputation with our customers and partners

Workplace Accident Reporting



Risk Evaluation and Methodology

▼ Table 1: Risk Evaluation Template

Risk Rating – Likelihood of causing harm x consequences (severity of outcome)					
Consequences (how bad?)	Likelihood (how often?)				
	1 Highly Unlikely	2 Reasonably Likely	3 Even Chance	4 Highly Likely	5 Almost Certainly
Minor injury. Cuts, abrasions, minor skin or eye irritation etc. No sick leave required.	1	2	3	4	5
Injury requiring first aid. 1-3 days' sick leave.	2	4	6	8	10
Injury or industrial disease requiring medical treatment. Deep wounds, fractures, burns, scalds, eye injuries, hearing loss, temporary blindness. More than 3 days' sick leave.	3	6	9	12	15
Serious injury or long term medical effects. Loss of fingers, toes, eye damage, serious medical effects. Weeks or months of sick leave, hospitalisation	4	8	12	16	20
Major injury or fatality. Loss of limbs, sight, long term illness, death. Permanent disablement, long term sick leave	5	10	15	20	25



▼ Table 2: Risk Mitigation

Score	Priority	Action
1-4	Low	ACCEPTABLE Action may be required to reduce the risk, although if within this range the time and effort required to reduce further will need to be considered so as not to be disproportional to the risk.
5-12	Medium	TOLERABLE Action may well be required soon. Interim measures may be necessary in the short term.
15-25	High	NOT ACCEPTABLE Action required urgently to control risks. Work should not be carried out until the risk has been reduced.

Key Achievements

Scope 1 of GHG: Direct emissions of greenhouse gases from sources that are owned or controlled by Vision

ACTIVITY/PROJECT	KPI	OUTCOME
Refrigeration and Air Conditioning	<ul style="list-style-type: none"> Leaks of refrigerants, such as hydrofluorocarbons (HFCs), from refrigeration and air conditioning equipment 	<ul style="list-style-type: none"> We regularly monitor refrigerant levels in refrigeration and air conditioning equipment to identify potential leaks early on and prevent significant refrigerant loss. We promote awareness among our employees and encourage the reporting of any suspected leaks.
Fleet Management	<ul style="list-style-type: none"> Optimise transportation routes to reduce fuel consumption and emissions from the company's vehicles. Consider transitioning to electric or hybrid vehicles to reduce carbon emissions from the company's transportation fleet. 	<ul style="list-style-type: none"> We deploy walking engineers to cover congested urban areas. We are in the process of deploying hybrid vehicles to all of our field engineers.
Certificates and Standards	<ul style="list-style-type: none"> Obtain certifications like ISO 14001 (Environmental Management Systems) to ensure a structured approach to managing and reducing GHG emissions. 	<ul style="list-style-type: none"> We operate an Environmental Management System which is 14001 accredited.

Key Achievements

Scope 2 of GHG: Indirect emissions associated with the generation of purchased or acquired electricity, steam, heating or cooling consumed by Vision

ACTIVITY/PROJECT	KPI	OUTCOME
Virtual Meetings and Remote Work	<ul style="list-style-type: none"> Encourage remote work and virtual meetings to minimise the need for office space and associated energy consumption, including electricity us 	<ul style="list-style-type: none"> All of our staff encourage the use of Teams for client meetings. We have a mix of remote workers and staff who work from home 2 -3 days a week to reduce commuting.
Energy Efficiency and Conservation	<ul style="list-style-type: none"> Implement energy-saving measures such as LED lighting, energy-efficient appliances, and HVAC system upgrades. Optimise equipment and machinery to reduce energy consumption and related emissions. 	<ul style="list-style-type: none"> We have installed energy efficient LED light throughout our site offices. We promote awareness amongst our staff with posters such as 'Think Before You Print' to reduce paper waste.
Energy Monitoring and Benchmarking	<ul style="list-style-type: none"> Implement energy monitoring systems to track energy use and identify areas for improvement. Benchmarking against industry standards can help set realistic reduction targets. 	<ul style="list-style-type: none"> Our print devices are installed with industry leading software which monitors and tracks energy usage and reports on areas for improvement.

Key Achievements

Scope 3 of GHG:
Direct emissions of greenhouse gases from Vision's Upstream and Downstream activities.

ACTIVITY/PROJECT	KPI	OUTCOME
Waste Reduction and Recycling	<ul style="list-style-type: none"> › Implement waste reduction programs, encourage recycling, and optimise waste management practices to reduce emissions from waste disposal. 	<ul style="list-style-type: none"> › We only source and provide our clients with ecofriendly devices which demonstrate market leading energy efficiencies. › We help our customers to monitor their toner levels to reduce unnecessary waste. › Disposal of redundant devices in line with the WEEE (Waste Electrical and Electronic Equipment) directive
Product Packaging and Design	<ul style="list-style-type: none"> › Optimise product packaging to reduce material usage and emissions associated with production, transportation, and disposal. 	<ul style="list-style-type: none"> › Our partners used recycled material for packaging and efficient designs with lightweight materials which reduces the transportation weight and emissions.
Circular Economy Practices	<ul style="list-style-type: none"> › Implement circular economy practices, such as refurbishing and repurposing products, to extend their life and reduce the need for new production. 	<ul style="list-style-type: none"> › Our Print Partners run 'closed loop' toner recycling programs which is passed onto our customers.
Encouraging sustainability practices amongst customers, supply chain and partners	<ul style="list-style-type: none"> › Collaborate with customers, suppliers, and other partners in the value chain to jointly identify and implement emission reduction strategies. 	<ul style="list-style-type: none"> › We encourage our customers to participate in the PrintReleaf service which is specifically designed to monitor paper consumption and its forestation impact.



Governance and Accountability



Governance and Accountability

Vision's approach to governance, ethics, and compliance is designed to uphold a culture of exemplary behaviour, aligning with high standards and enabling the achievement of our long-term objectives in a sustainable, lawful, and ethical manner. This approach is essential for maintaining the trust of both our customers and employees.

Our commitment to these principles embodies our core values of collaboration and mutual success, with a strong focus on delivering and safeguarding value for our stakeholders over the long haul.

As a dynamic and adaptable organisation, dedicated to meeting our customers' needs and facilitating positive change, we emphasise flexibility and prompt response in engaging with stakeholders, recognising it as a key aspect for gaining a competitive edge. Ensuring our people have a clear understanding of how to make decisions and factors to consider is crucial.

Equally important is aligning their behaviour with our organisational culture and risk tolerance, as set by the Board. Our people are pivotal to our growth and progress, and we prioritise educating and informing them through policies, guidance, training, and effective communications, enabling them to carry out their responsibilities in an ethical, lawful, and sustainable manner.

Given our position as a managed print provider, it is imperative that we maintain the trust of our customers by operating lawfully and with integrity. Our conduct not only reflects on Vision but also on our customers, with whom we often make compliance and ethics related commitments. Upholding these promises is fundamental to our values.

Our commitment to doing what is right extends beyond our organisation to those within our supply chain and third parties associated with our operations. We ensure the integrity of our supply chain by maintaining a comprehensive Approved Supplier List and Sustainable Procurement Policy, regularly reviewed and approved by the Board.





VISION

Vision Group Sustainability Report
Version: 1.0
Document correct as of: 31/08/2024