



Quality, Environmental and Health & Safety Policy

office2office plc (o2o) operates in the UK and Ireland and is a leading managed services business, delivering managed procurement of office and business products and business critical services such as innovative business communication and print management solutions.

Delivering customer value and a first rate service to customers in the public and private sector are two of o2o's core aims and it reflects our business purpose and philosophy. It underpins our objective to be recognised as the leader in our markets by value creation in excess of that of our competitors. Delivering value also underscores our commitment to employees, suppliers and investors. It is the common target that shapes our behaviour and is the basis of our business culture.

The office2office Group is committed to:

- empowering our employees by recognising that every employee can contribute to improving our business performance
- developing partnerships with responsible suppliers to ethically and sustainably procure products and services with the minimum adverse environmental impact, supported by our commitment to the environmentally preferred product range, Globe & Tick™
- continuous improvement in environmental, and occupational health and safety management and performance including the prevention of pollution
- building shareholder value through innovative business expansion
- socially and environmentally responsible business practices through a focus on Corporate Social Responsibility
- expanding our customer base, broadening our range of products and services and by driving increased productivity and efficiency in our operations

- providing sustainable cost savings to customers seeking to reduce costs and streamline business process outsourcing right through the printed document and marketing communications supply chain
- complying with statutory and regulatory requirements relating to the identified occupational health and safety hazards and environmental aspects
- the health, safety and welfare of all our employees by providing the resources necessary to safeguard the working environment to prevent injury and ill health
- using natural resources and energy efficiently to minimise waste and manage our carbon footprint
- promoting reuse, recovery and recycling of waste together with the use of products containing recycled materials

A Management Review process provides a framework for setting and reviewing quality, environmental and health and safety objectives. In order to achieve these business objectives, it is the policy of the group to implement, establish and maintain effective documented management systems to the requirements of BS EN ISO 9001:2008, BS EN ISO 14001:2004 and BS OHSAS 18001:2007.

This policy will be communicated to all employees and those working on behalf of the business. It will be made publicly available to stakeholders and subject to regular review to ensure that it continues to meet the needs of our business, our customers and our wider social responsibilities.

Simon Moate
Chief Executive
May 2010

“Good for you. Good for us. Good for everyone.”