

# arco® in the community 2007-2008



**WE ARE PROUD to welcome you to our third Arco in the Community report. This year has seen our various programmes move forward in leaps and bounds as we continue to increase our positive impact on society and the community.**

The way we do business is vitally important to us. We strive to achieve our business objectives at the same time as making a positive contribution to all the communities in which we serve. Our people and our customers are at the heart of these local communities and they expect us to be more than just passive stakeholders. We have a responsibility to deliver that expectation and more besides.

We were greatly saddened by the recent death of Jo Martin who was the energy and driving force behind our community programmes. Their success to date is a true testament to Jo's unceasing enthusiasm and commitment and we're determined to move things forward with the same passion and drive. This is not 'in memoriam' – it is absolutely the right thing to do.

The way in which Arco people live and reinforce our company's values gives us great pride – and we are constantly overwhelmed by their generosity, enthusiasm and support. This report is a celebration of everyone's efforts.

**Thomas Martin and Nick Hildyard**  
**Joint Managing Directors**

### **Objectives**

Our community objectives are:

- To make a positive contribution to the communities which we serve
- To support our people in the things that matter to them
- To uphold our core values – Respect for People, Excellence in Reputation and Hard Work and Enterprise

All our people know what they are, why they are important – and are committed to achieving them.

### **Our Communities**

Our commitment to the community recognises that our people, customers and suppliers are drawn from the length and breadth of the UK and increasingly beyond. They all expect us to lead the way in giving something back.

This year we welcomed five new branches to our UK network - plus we were proud to open our first international branch in Pune, India. Our approach and commitment to making a positive contribution extends to all these new communities.

**arco**  
**a celebration**  
**of achievement**





We understand the importance of supporting our local communities and appreciate the support they give us in return. We fully recognise our position of responsibility in the global community and seek to support that wherever and whenever we can.

# arco support<sup>®</sup> for our communities

## **The Arco Group Charity Committee**

**Set up by Jo Martin in 2003 this Committee was a turning point for Arco in the Community as it formalised our ever-increasing work supporting charitable and local projects.**

It currently includes Board Director and Committee Chairman Mike Goodare, Joint MD Thomas Martin and ten of our colleagues drawn from different departments and grades. A retired staff member is also a representative on the committee.

The committee is proud to continue supporting those Arco people who are involved with their local charities or community groups. We do this by matching individual funds raised to a maximum of £300, as well as responding to direct applications.

Our donations amount to 1 per cent of Arco's pre-tax annual profits.

## **Setting our Standard**

For the past three years we have achieved the Business in the Community (BitC) PerCent Standard. This recognises companies that give financial support to their communities totalling at least 1 per cent of their pre-tax profits. Although BitC no longer regulates this, Arco has still pledged to continue with this level of giving.

## **A Global Citizen**

In addition to Group Charity Committee donations we have also given significant sums of money via the Disasters Emergency Committee (DEC) to support victims of the world's natural disasters.

# 1%

is the amount of pre-tax profits donated to communities and charities in cash and through in-kind support

# 11

is the number of times our £1,000 donation to the Sanskarpratisthan School for the disabled in Pune, India, was matched by the Rotary International programme

### **Lifestyle Rock Challenge**

This annual Challenge contest encourages youngsters to take an active role in creating an adrenaline 'drug free' high through performing arts. It reinforces positive messages about drug misuse and crime prevention by promoting good health and offers an opportunity to perform in a professional venue.

Students of all ages create and perform an eight-minute dance or drama and are responsible for their own choreography, lighting, set design, costumes, hair and make-up.

Arco has been a stalwart supporter of the Humberside Police Lifestyle Rock Challenge, sponsoring the award for Best Set Design and Staging for the Northern heats.

### **Tracy Milnes, Lifestyle Rock Challenge**

#### **Coordinator said:**

"Arco is a valued and long term supporter. Their continued help allows many young people to compete in this hugely successful event. We hope to create well-rounded, hard-working citizens by giving them the right avenues for discovery. The Humberside Police Lifestyle Rock Challenge, with the generous support of companies like Arco, can help us to achieve this."

## 207

charities were supported by Arco in the 12 months to June 2008

## £4,000

was raised by our staff during our Christmas appeal and donated to Age Concern

### **The Bryan Gunn Cancer Appeal**

Staff at our Bury St Edmunds branch organised an auction and other money-making events within the shop and raised £1,500 for the Bryan Gunn Cancer Appeal. Our Group Charity Committee then made an additional contribution of £300 as part of the matching funds guidelines.

### **Charlton Farm Children's Hospice**

Arco branches are proud to be charity-minded and love the challenge of doing their bit to make a difference.

Our Avonmouth branch is determined to raise £40,000 over the next year for Charlton Farm Children's Hospice and kicked off in the summer with a go-karting event raising more than £12,000.

"Enthusiasm and imagination can go a long way and it's great to raise cash for our local causes," says Avonmouth Trade Counter Manager Rob Bennett.

**arco**  
**support**  
**for our communities**





# arco<sup>®</sup> involving our people

Supporting our people in the things that matter to them is one of our objectives. Encouraging them to volunteer in their communities during company time, therefore, makes real sense. The work they do helps develop valuable all-round skills making it a win-win situation for both colleague and company.

## **The Risk Factory**

The Risk Factory is Scotland's first purpose-built interactive, experiential safety centre. Built inside an Edinburgh warehouse it does a valuable job raising community awareness of key safety issues. Much of its work is with primary school children from Edinburgh, Mid, East and West Lothian.

Many of our Linlithgow branch staff regularly volunteer to lead groups of children around The Risk Factory. The branch has also donated polo shirts displaying The Risk Factory logo, which are worn by staff and volunteers.

## **Ann Thomson, Manager, The Risk Factory said:**

"The Risk Factory shows children how to keep themselves and others safe. The commitment of our volunteers and companies such as Arco is what makes these trips possible."

## **Ossett High School**

Four members of our Leeds and Ossett branch management team support their local high school by taking part on interview panels. These 'mock' interviews enable students to practise the important skills and techniques required when attending interviews, preparing them for further education opportunities and the world of work.

# 7,000+

the number of schoolchildren who attend safety training at the Risk Factory each year

# 2

the number of days paid leave per annum given to every member of staff for volunteering with charity or community projects of their choice

**It is particularly pleasing to see the increasing numbers of staff who are utilising the two days paid leave to volunteer with a community project or charity of their choice. This is available to all staff and we look forward to the numbers increasing each year.**

### **Newland School for Girls**

Supporting education and raising schoolchildren's aspirations has always been important to us. With this in mind our Marketing department worked with Newland School for Girls in Hull to develop a programme to support their business studies curriculum.

Eleven pupils spent a day at Head Office where they listened to presentations by staff from across the business, enjoyed a business lunch and toured the Hull Trade Counter and National Distribution Centre (NDC).

*"They found the size of the NDC mesmerising, were thrilled with the hi-vis vests we gave them and learned a few things about our business along the way."*

**Caroline Wilson, Marketing Communications Manager**

**arco**  
involving  
**our people**

**>£11,000**

was raised for Macmillan by Arco people, Arco suppliers and the Arco Charity Committee

### **'Welly Walk' for Alzheimers**

Staff from our Coventry Branch took part in the sponsored Welly Walk to support their local Alzheimer's Society branch. Team members donned decorated wellies to take part in a guided trail around Brandon Wood Nature Reserve helping raise over £4,000 for the cause.

### **Give As You Earn**

Many of our people personally support the charity of their choice each month through the pre-tax Give As You Earn scheme. As a business we regularly publicise the benefits, encourage more people to get involved, continue to pay the administration charges and help make these valuable donations go even further.







# arco responsible business practice

We remain committed to embedding responsible business practice in all that we do. This will make sure that our impact on society is as positive as it can be.

## Members of the Ethical Trade Initiative

Working with our supply chain to promote ethical and positive conditions has always been important to us. To underline this we became the first and only safety business to become members of the Ethical Trade Initiative (ETI). The ETI is an alliance of companies, trade unions and non-profit organisations, that aims to promote respect for the rights of workers worldwide, including their right to safe and healthy working environments.



## Ethical Trading Initiative

An increasing number of Arco products are sourced in China and India and our goal is to ensure that the working conditions of suppliers producing these goods meet or exceed international labour standards.

**8** employees will be visiting China after winning our 'Trip of a Lifetime' competition, part of our Core Purpose & Values launch

## Our Core Purpose & Values

Our people are vital to the strength and growth of our business. This is why we involved them in the recent re-design and re-launch of the company's Core Purpose & Values.

A cross-business working party was set up to define our Core Purpose & Values extracting views and ideas from the 'DNA' of the business. It included over 100 staff, canvassing their opinions and thoughts before presenting the best examples to the Arco Board.

Our Core Purpose & Values were personally presented by the joint managing directors to colleagues across all sites, underlining their importance for the future. To help our people further understand how our strategy impacts on our wider organisation, they were invited to enter a Trip of a Lifetime prize draw. The eight lucky winners then visited our operations in China to witness that strategy in action.

**72%** of employees say they understand and support all elements of our core purpose

### **Contribution to the Community Awards**

Our community work resulted in two industry accolades this year. November 2007 saw us win Contribution to the Community in the Mail Publications Business Awards. This was followed by the Corporate Responsibility category in a regional heat of the National Business Awards. We are now awaiting the national finals at the end of 2008.

### **Staying safe at work**

As soon as they join us we make it a priority that employees go through comprehensive Health & Safety induction training. Further specific training needs highlighted during that induction session are then planned in. All managers who are responsible for teams take part in additional training specially tailored to their job requirements.

**>99%**

of packaging waste at the National Distribution Centre is sent for recycling

**408**

hours of English Language training provided for those who do not speak it as a first language, at our National Distribution Centre (NDC)

### **The Environmental Committee**

Our Health, Safety & Environmental Committee, chaired by HR Director Sandra Bateson includes 13 staff drawn from different parts of the business. This Committee agrees a plan of key objectives for the year ahead, ensuring that the business continues to keep its employees safe and healthy – as well as improving its environmental impact on society.

Environmental sustainability is really important to us and we have a number of ongoing projects to help us achieve our goals. These include initiatives to make product packaging improvements as well as waste and energy management schemes.

### **Green Gym**

Our Green Gym programme takes place on an area of conservation land adjacent to our National Distribution Centre (NDC). It enables our people to take part in activities aimed at keeping them fit and active whilst carrying out conservation tasks.

**arco**  
**responsible**  
**business practice**



## Charities supported by Arco in 2007/2008

12th Wakefield Scout Group  
3H Fund  
Age Concern  
Air Ambulance Appeal  
Ald Life  
Alder Hey Children's Hospital  
Alzheimers Society  
Association of Wheelchair Children  
Ataxia UK  
Autistic Children & Families  
Barnados  
BK Bluebird  
Blaydon U10s Football Club  
Blyth Valley Disabled Forum  
Bobby Moore Fund  
Booth Welsh  
Brainwave  
Breast Cancer Research  
Bristol Zoo  
British Red Cross  
Bromley Hospitals NHS Trust  
Brookhurst Primary School  
Bryan Gunn Cancer Appeal  
BSES Svalbard Expedition  
Business in the Community  
Butterwick Hospice Care  
Cadley FC  
(local children's football team)  
Calvert Trust  
Cancer Research UK  
Candlelighters  
Carlisle Ladies Circle  
Cash for Kids  
Charity Fun Day  
CHAS (Children's Hospice)  
Childline Scotland  
Children in Need  
Children's Cancer Ward at RVI  
Children's Hospice, Hartlepool  
Claire House Hospice  
Clayton House  
Clic Sargent  
Clover House Therapy  
Coinbrook Scout Group  
Cystic Fibrosis Society  
Daisy Appeal  
Daisy Chain, Norton  
Dartmoor Jailbreak  
Darwen Schools Anti-Bullying  
Awareness  
DBS Malawi Appeal  
DeBRA  
Demelza Children's Hospice

Diabetes UK  
Douglas Macmillan Hospice  
Dove House Hospice  
Dr Chaturverdi's Trust  
East Hull Community Transport  
Eastfield Community PreSchool  
Eastleigh Special Needs School  
Eden Valley Hospice  
Everyman  
Fire Services National Benevolent Fund  
Forth Valley College Students Union  
Francis House Children's Hospital  
Friends of Moss Park Infant School  
Gateshead Youth Council  
Girl Guiding UK Blaydon Division  
Godfrey Robinson Home  
Guide Dogs for the Disabled  
Gurkha Welfare Trust  
Haltenprince Crime Prevention  
Harraby Catholic Club  
Harris Hospis Care  
Hartlepool Alzheimers Society  
Hartlepool Children's Hospice  
Hartlepool Hospice  
Haydn Weymes Trust  
Heart Research UK  
Helping Hands  
The High Sheriffs' & Humberside Police  
Tribune Trust  
Hollybank Trust  
Hope Pastures Horse Sanctuary  
Hull & East Yorks NHS Charitable Trust  
Hull Children's University  
Hull Kid Alert  
Hull Rape Crisis Service  
Hull Women's and Children's Hospital  
Irvine Children's Home  
James Cook Hospital Neo-natal Unit  
Jeans for Genes  
Jo Morley Murder Fund  
Kenfig Nature Reserve  
Kilnwick Village Hall  
Kilroot Playgroup  
Leicester Cobras Wheelchair  
basketball team  
Leukaemia trust  
Lifestyle Project  
Live Music Now!  
Lynns Bowel Cancer Campaign.  
Macmillan Cancer Trust  
Macmillan Nurses  
Maggies Centre  
Mallusk Community Playgroup

Manchester Cares  
Manx Cancer Help  
Marie Curie Cancer Care  
Market Weighton Scout Group  
Martin House Children's Hospice  
Maryport & District Sea Anglers Club  
MedEquip4kids  
Mencap  
Michael Hanlon Testimonial Fund  
MIND  
Mires Beck Nursery  
Multiple Sclerosis Society  
National Blind Children's Society  
National Childbirth Trust  
NHS Scotland Charity Appeal  
Niomi House  
North Ferriby Riding for the Disabled  
NSPCC  
NSPCC Sarah's Appeal  
One Million Green Fingers  
Ossett Albion Football Club  
Ossett High School  
Ovington Social Club  
Parkinsons Disease Society  
Phabkids  
PJ Cockburn Appeal  
Play Alloa  
Playing for Success  
Precision Disc Castings  
Project Hope  
Queensbury Cricket Club Junior Team  
R.E.A.C.H.  
Riverside Primary School  
RNLI  
Rock Challenge  
Rotary Club of Irvine  
Rothwell Juniors Football Club  
Royal British Legion  
RSPCA  
Ryton Cricket Club  
Sailor's Families Society  
Samantha Dickinson Brain Tumour Trust  
Sandal Athletic Football Club  
Sandville Self Help Group  
Scoliosis Association  
Scottish Association for Neonatal Death  
Syndrome  
Scottish Motor Neurone Disease Assn  
Seaham Civic Ball Charity Appeal  
Sematek  
Shakerstone Festival  
Shasun  
Sheffield Hospitals Charitable Trust  
Sheffield Wildlife Trust

Sole  
South West Children's Hospice  
Sport Relief  
St Albans Community Centre  
St Andrews Children's Hospice  
St Andrews Church  
St Ann's Hospice  
St Benedict's Hospice  
St Francis Xaviour's Primary School  
St Luke's Hospice  
St Oswald's Hospice  
St Rocco's Hospice  
St Thomas Handicapped  
Children's Club  
St Thomas Moore School  
St. Johns Ambulance  
St. Marys Hospice  
Steve Prescott Foundation  
Stockton Day Care Centre  
Strathcarron Hospice  
Support for Learning Disabled Adults  
Sweet Aid  
SWWAN Project  
The Acorn Committee  
The Aviary Children's Centre  
The Childrens Adventure Farm Trust  
The Daisy Appeal  
The Katharine House Hospice  
The Lois Huntingdon Trust  
The National Trust  
The Risk Factory  
The Warren  
Toynbee School  
Ty Hafen Children's Hospice  
Victim Support  
Vranch House, Exeter  
Warehouse Preservation Trust  
Warwick Bridge School  
Water Aid  
Westminster School  
Weston Park Hospital Cancer Appeal  
Wetherby High School Building  
Academy

When You Wish Upon a Star  
Willaston School  
Wirral Autistic Society  
Wishes for Kids  
Yorkhill Children's Foundation  
Yorkhill Paediatric Intensive Care  
Yorkshire Air Ambulance  
Yorkshire Cancer Research  
Yorkshire Wildlife Trust  
Young Enterprise

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Ethical Trading Initiative

Business

Community