



**ESG Impact Report**  
**2023/24**

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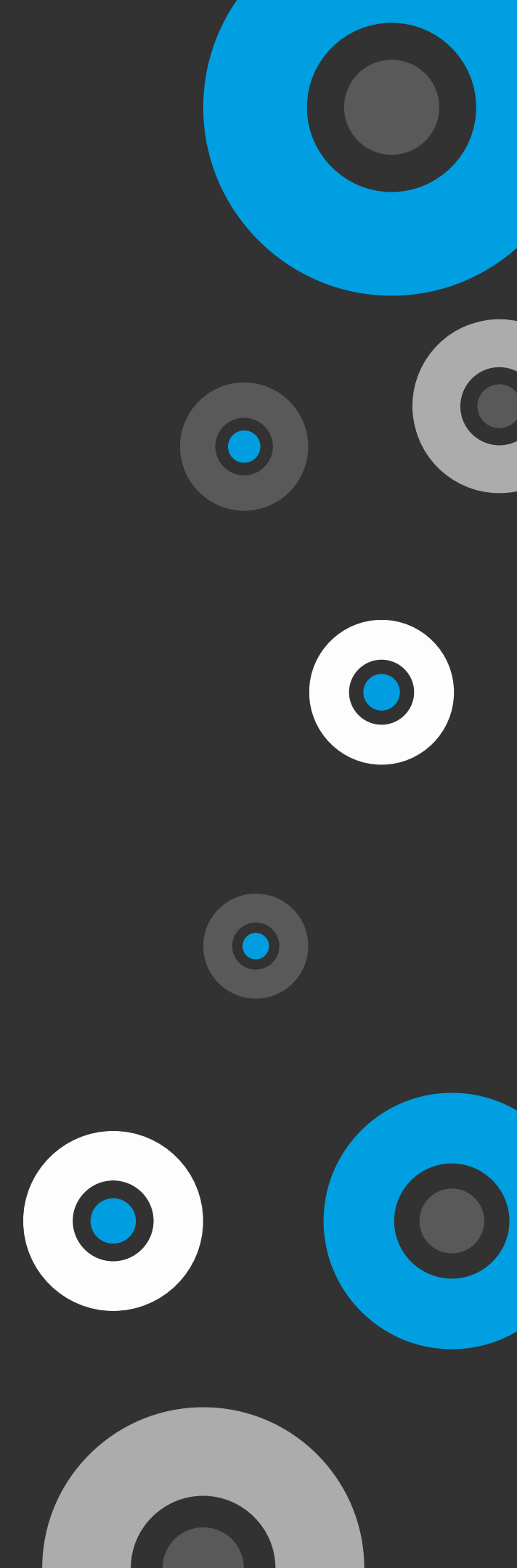
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# Welcome

Welcome to our ongoing ESG Impact Report.  
We hope you find this an interesting read.

We also hope it inspires you with initiatives to  
implement yourself.



It has been an inspiring year and we have been impressed by the innovation we are seeing all around us from our trade partners and beyond.

With our range of sustainable physical products there has been continued development around materials. Whether that's recycling materials, using recycled materials, tracking those materials with consumer facing information, or producing them in more sustainable ways. Alongside reduction of carbon and water usage where possible.

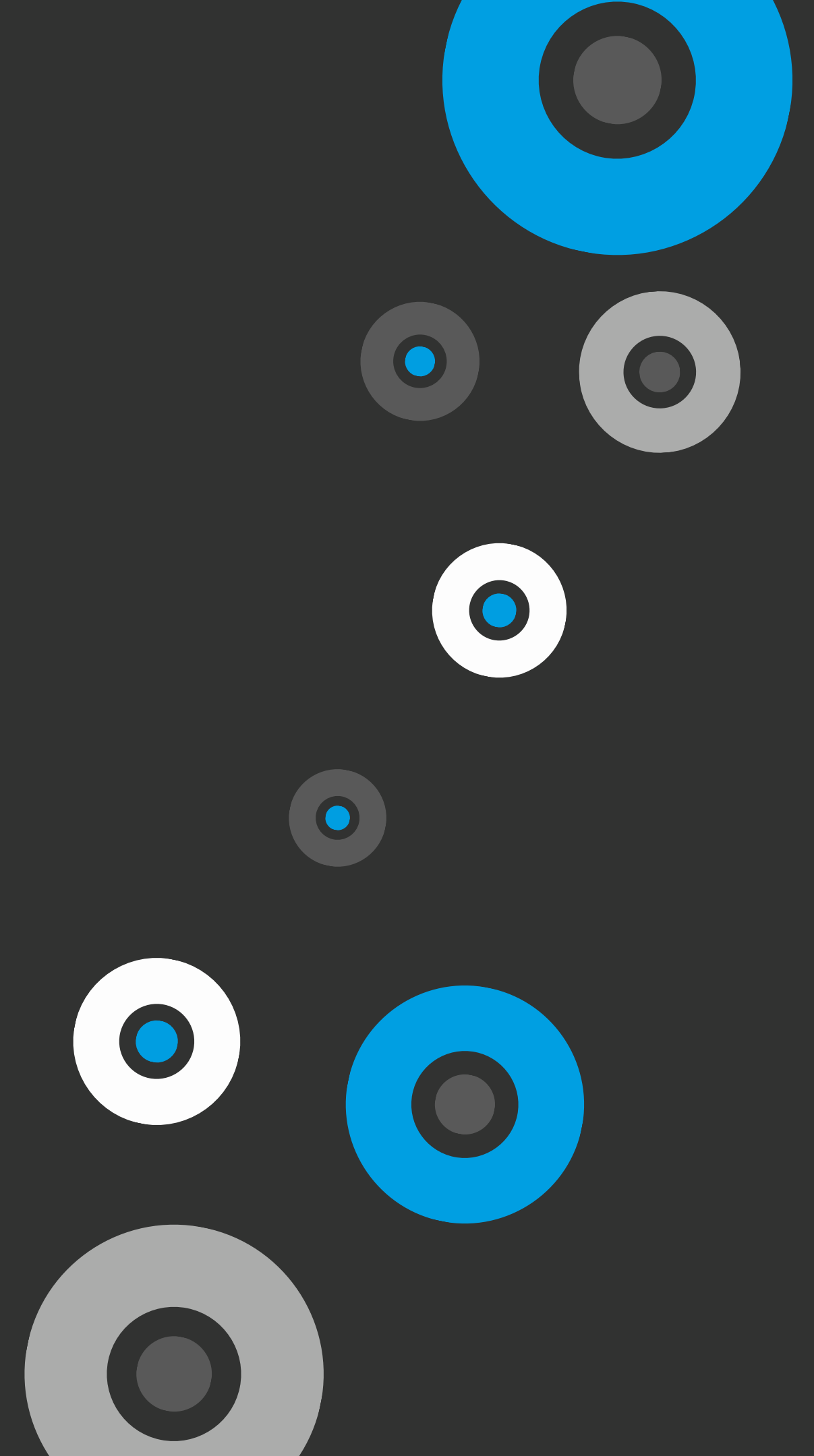
Measuring the life cycle of products is also a large step towards a measurable industry and we are launching our measurement website soon that will allow our customers to go above and beyond with the merchandise they are purchasing.

Artificial Intelligence is also becoming a growing force with some interesting innovations around how the sales process works. We expect to see a lot more development in the coming years.

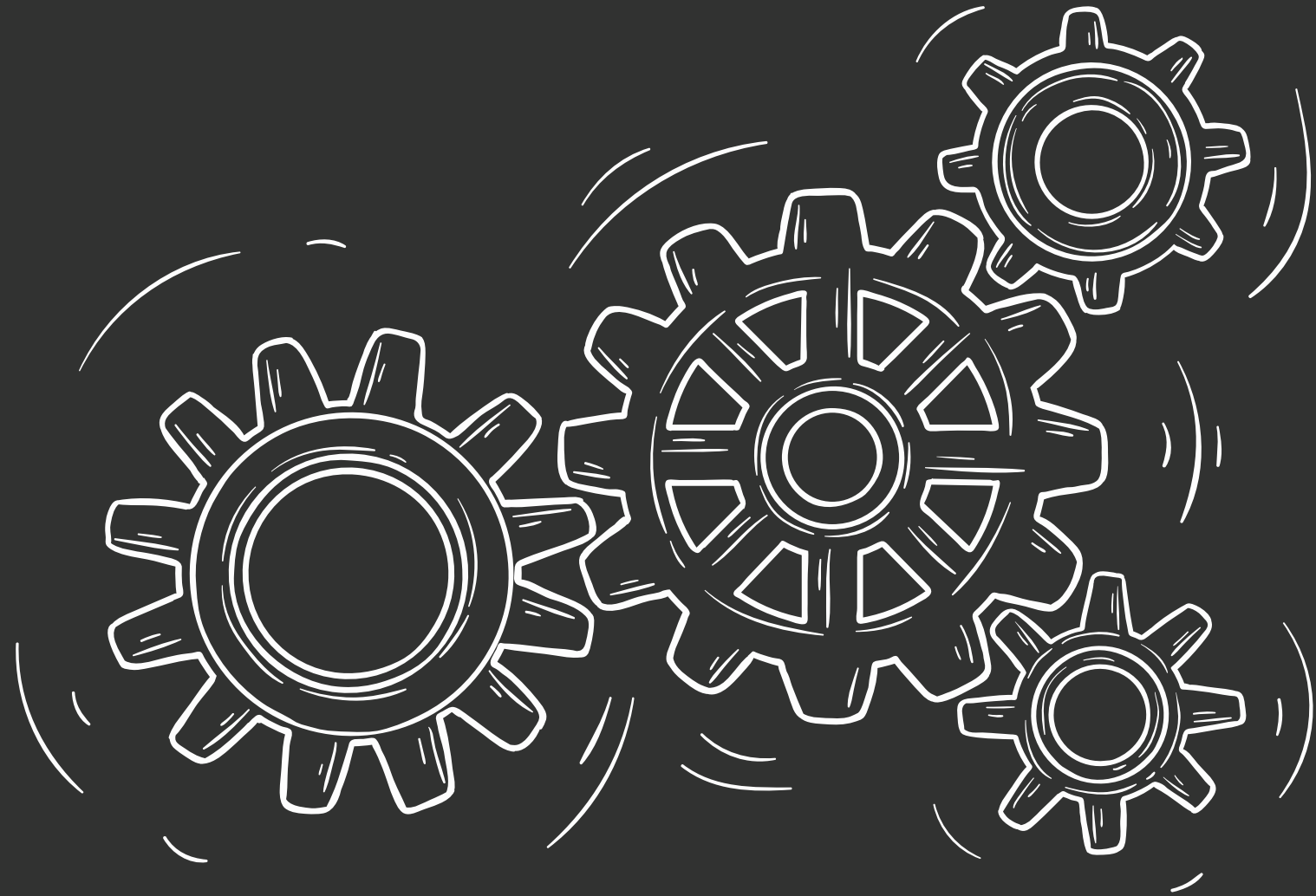
We are working on exciting innovations this year and look forward to reporting on this in 2025. Welcome your direct feedback as ever.

**Best of luck for 2024**

Paul & the team at Thesourcer



# What have we been up to?



## A busy year ...

- Welcoming fantastic new customers aboard
- Innovating sustainable solutions and developing new offerings to help our customers measure and reduce their impact
- Developing policies to formalise support and improve staff conditions
- Pushing our suppliers to meet demands

# Our Birthday!

In August 2023 we celebrated our 23rd year in business.

Something we are very proud of and will look forward to planning a big celebration for 25 years in 2025!

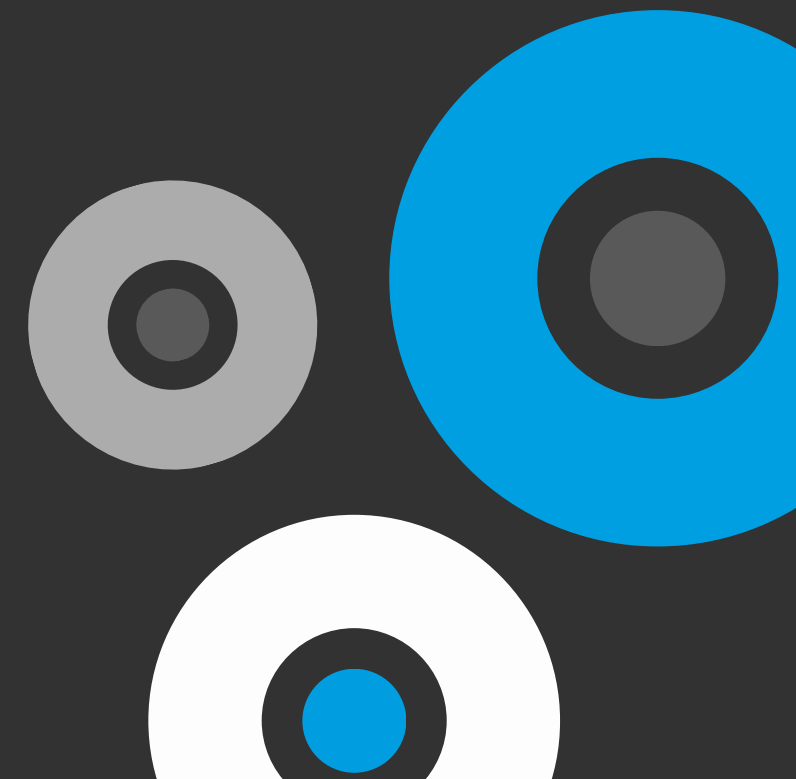
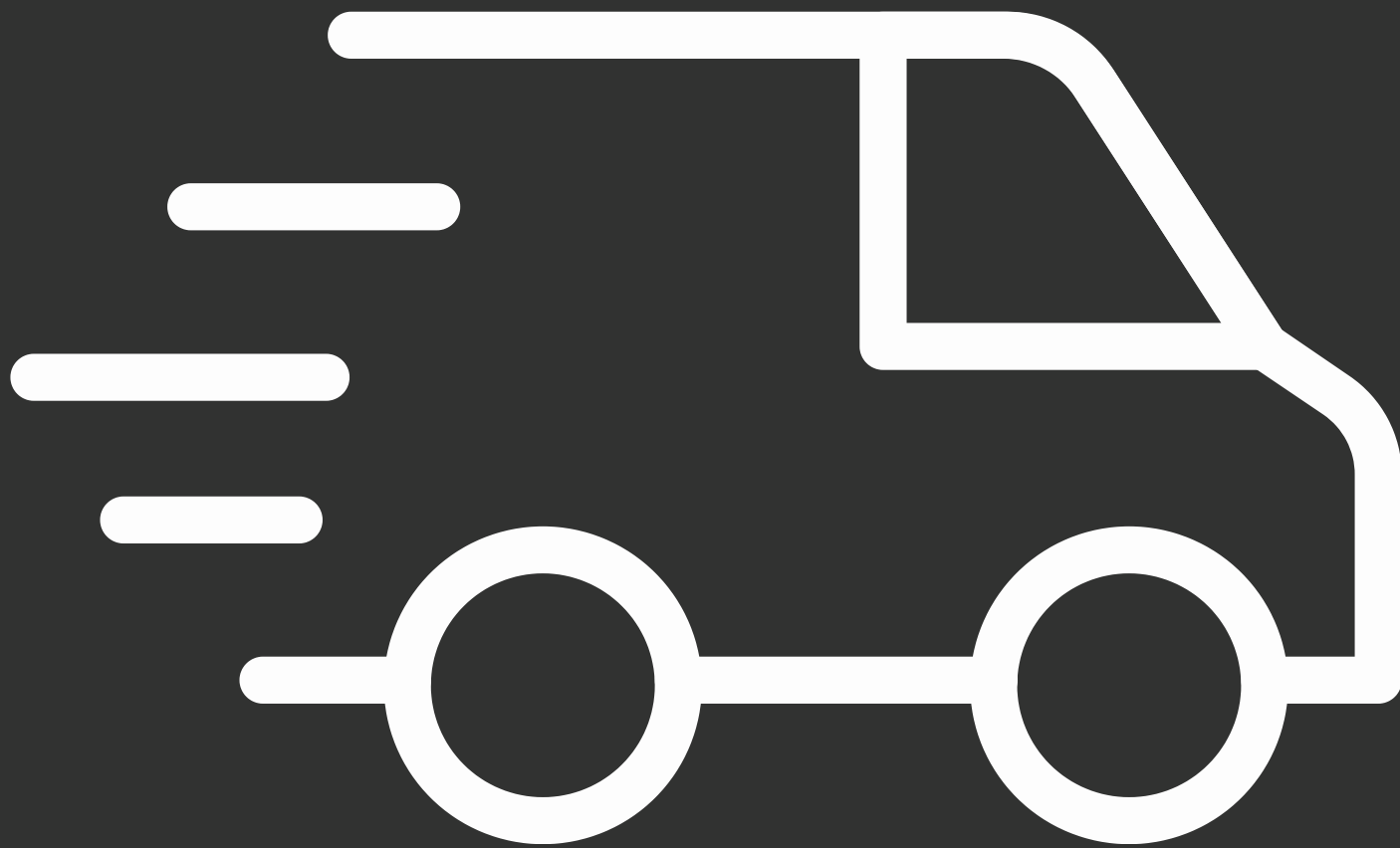
Happy  
Birthday



# How we work

## Logistics

- Providing sustainable packaging materials
- Choosing low carbon transport where possible





# How we work

## Marketing

- Providing digital, design and management solutions for Loyalty Schemes
- Plus design and management for ad hock customers



# Our values

## 1. Hardworking & Dedicated.

Just like our clients, delivering to maximum standards.

## 2. Trusted & Long Standing.

20+ years in business, still working with customers we made over 20 years ago.

## 3. Agile & Flexible.

Moving with the times and adapting to meet the demands of our customers.

## 4. Modern & Evolving.

Offering the latest solutions to today's problems.



# Our values



## 5. Personalised & Turnkey Service.

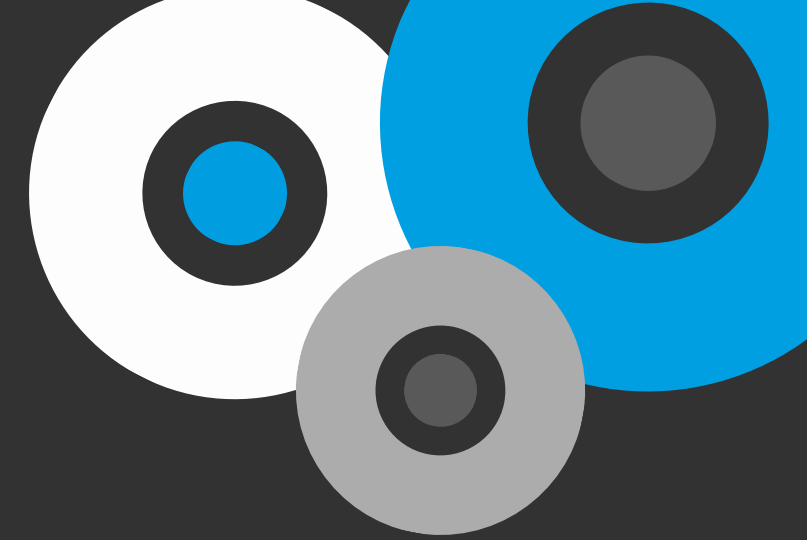
Tailored service for our customers, the answer is yes, what's the question?

## 6. Mapping & Delivering Solutions.

Robust network of trusted vetted partners, delivering a full service.

## 7. Environmentally Conscious.

Continually looking at ways to improve and evolve our offering and impact.

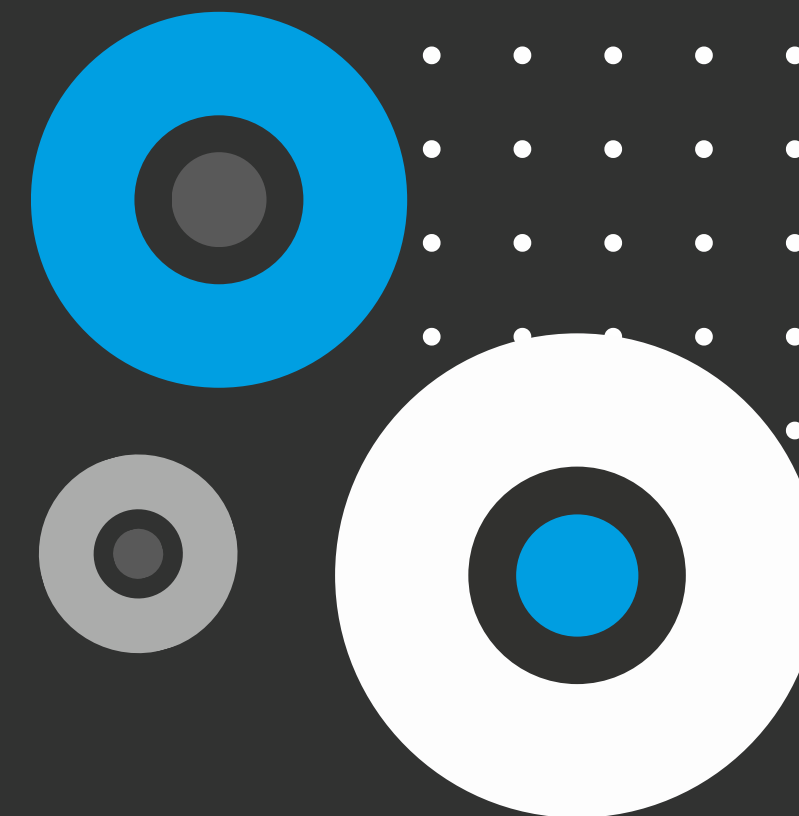


# Promotional Products

The evolution of the Promotional Merchandise industry has been easy to see in the last 10 years. As an industry, we deliver what the end users want to see and do our best to **reduce environmental impact**.

Single use plastics used to be a negative area in our industry, but there are new and innovative ways to protect products in delivery and avoid wastage. Plus, lots of great new recycled and recyclable materials available to help meet demands.

We feel we take our customers on this journey, working with the most innovative manufacturers to provide the options to make better choices for their activities.



# Product icons



**UK Made**

Product is manufactured from raw materials in the UK



**Recycled Materials**

Product is produced using premanufactured materials



**Water Saving**

Product saves water in production vs similar products



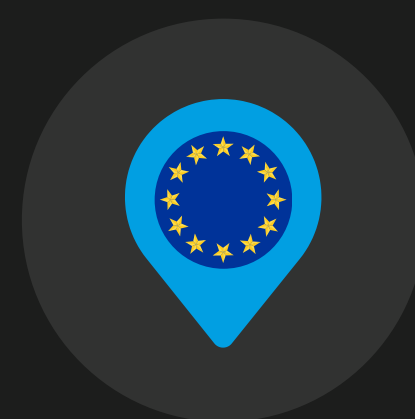
**Sustainable Materials**

Product is manufactured from natural materials



**Recyclable**

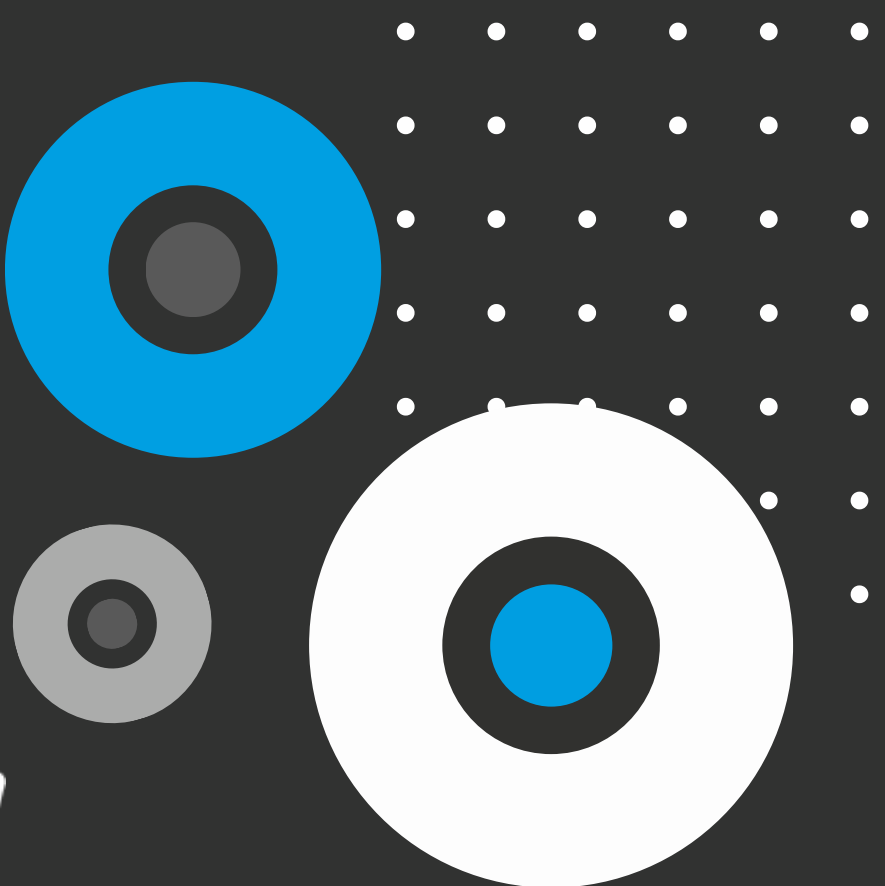
Product can be recycled once used by the recipient



**EU Made**

Product is manufactured in the EU from raw materials

# Accreditation & Targets



We hold **ISO9001 accreditation** for our quality control and business management systems.



We joined our industry body the BPMA with their **Step Forward Pledge** to commit to improving ESG Impact across the business.

For 2024 we are also measuring and reviewing accreditations we can achieve. Expect to have more to say here in 2025.

# Business Impact

For 2024 we have introduced new policies for our internal team including ...

- Reducing waste to landfill.
- Single use drinkware and food packaging ban.
- Formal support framework for our charity partners including time for staff to volunteer
- Commitment to reducing energy usage.
- Commitment to reducing water usage.
- Plus more.





# Team Culture

We are proud to be supporters of the **Good Employment Charter**, working hard to improve the working conditions of our staff and our business processes.  
*Look out for our blog for more information.*



**75%** of organisations who report above-average productivity have **developed talent internally through progression.\***

\*CIPD/Accenture research

WEST OF ENGLAND Combined Authority

Good Employment Charter West of England

**Health & Wellness\*** programs can reduce sickness absence by **82%.** \*ERS Report

WEST OF ENGLAND Combined Authority

Good Employment Charter West of England

### Staff benefits:

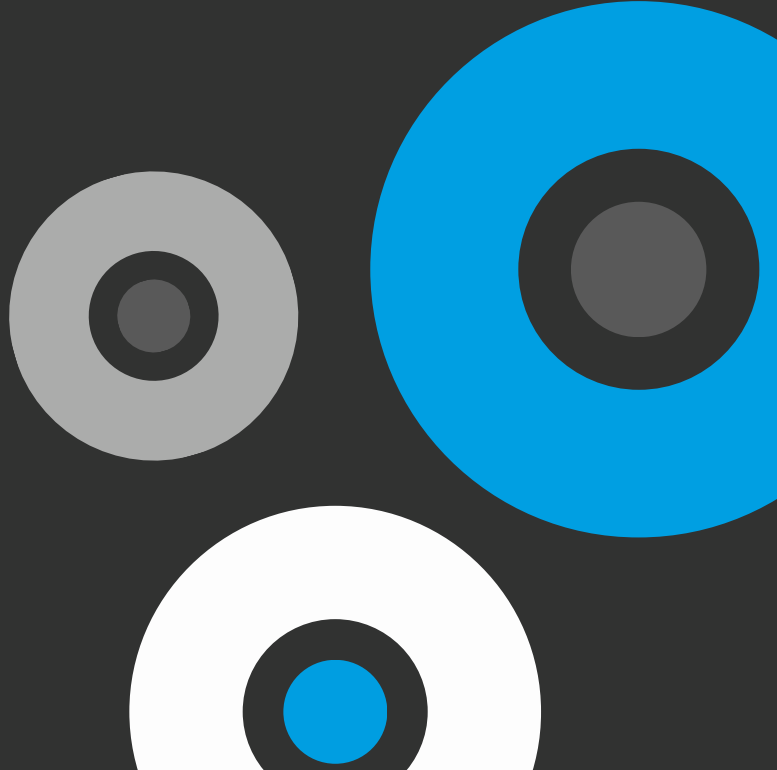
- Private Health insurance & helpline
- Snacks and fresh water on site
- Personal development plans for team
- Birthday holiday day
- Volunteering days
- And more

**9 in 10** employees consider flexible working to be a **key motivator to their productivity** at work.\*

\*HSBC Research

WEST OF ENGLAND Combined Authority

Good Employment Charter West of England





# Charity and Volunteering



In 2023 we were proud to support our local Food Bank charity a national Mental Health charity and Industry Specific Family Support Charity. Providing them for free of charge marketing materials to help them deliver their fundraising and charity activities.

We continued to use our wholesale supply chain and expertise to support these charities, providing them real value for our support.

**We plan to continue to support these charities in 2024.**

# Charitable Giving & Team



We have also introduced a new Charitable giving policy which allows our team to take time out of work to be involved with charities that mean something to them.

Alongside that we have formalised our support ...

## Charitable Giving Commitment

As a business we feel strongly that we should be proactive in supporting local charities in ways which we can afford financially and with our time.

Below sets out our commitments to this for each financial year starting from August 2023.

- We commit to supporting local charities
- Total value of support each year to vary dependant on needs and profitability
- We are committed to giving at least £1,000 physical support a year
- We are committed to spending at least 4 hours of time per member of staff to organise activity.

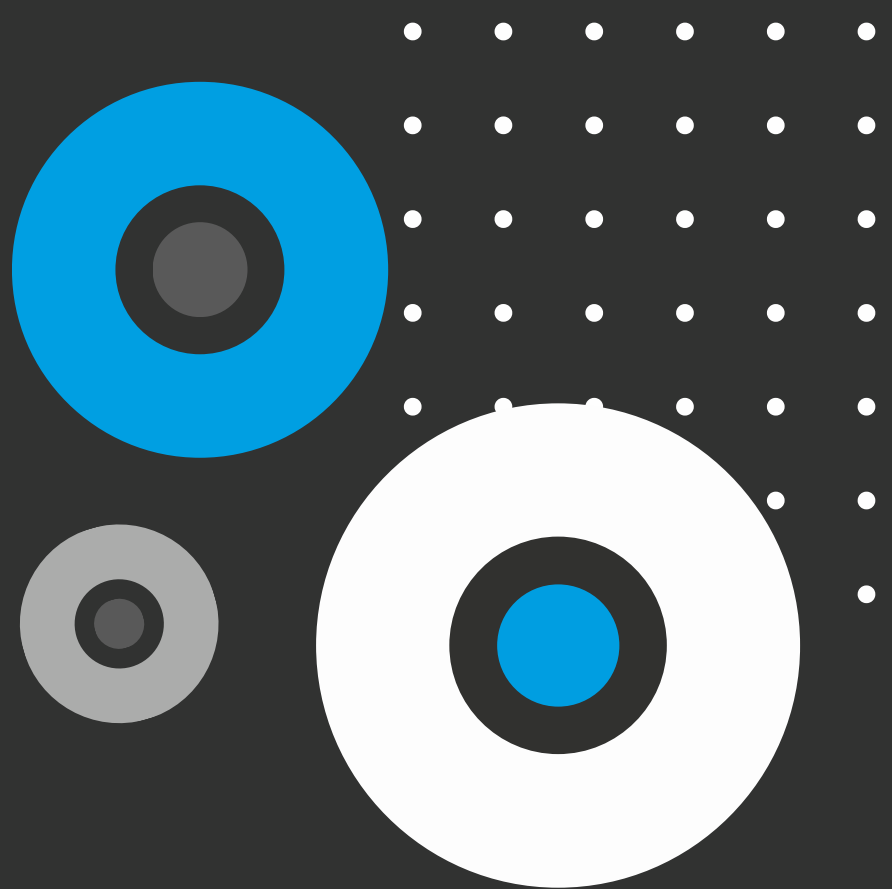
*This is our base commitment and we always hope to do more as we can afford it.*

# 2024 and Beyond

Our mission for this next year is to ensure we are doing all we can to reduce our impact and educate customers.

We are continuing to measure our impact and intend to update figures and improvements next year.

We look forward to updating you on our progress.



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