

colart

**Sustainability Report  
2019-2020**

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Creating  
our future  
together

# Overview

# Sustainability Officer

Whilst good progress has been made with our sustainability agenda over the last few years, it is now time to take further steps.

Sustainability in order to be successful needs to be integrated as part of the business, through our new and existing product development, across our entire supply chain and all of Colart's sites. In doing so we ensure we are a socially and environmentally responsible company that does business in ways that are good for people and the planet

We kick off Sustainability 2.0 this year with a clear 5-year plan including KPI's and clear targets. These can be found in this report. Our sustainability ambassadors will continue to drive change across their sites.

2020 has brought unprecedented challenges for Colart due to the global spread of Covid 19. From the beginning the safety of our people has been our biggest priority. In China initially, then the EU, UK and US we were able to learn, adapt and act quickly to the situation by sharing ideas & best practice as well as equipment such as face masks and other protective equipment. We continue to evolve with the situation and as our sites restart after closures we will look at these learnings to see what sustainable benefits could come out of the crisis such as changing ways of working with new technology which could result in reduced travel and energy consumption and improve the health and wellbeing of our staff.

In my role as sustainability officer and in my role as a Group Leadership Team member I will ensure transparency and will follow through on ideas where feasible.

*Richard Llewellyn*  
Sustainability Officer



**5 year**  
Sustainability 2.0  
plan begins



**KPI's**  
and clear  
targets in place

# Words from the CEO

Inspiring  
every artist  
in the world

**Our purpose-driven vision of ‘Inspiring every artist in the world’ has a truly deep meaning for society and everything we do at Colart lives up to that aspiration. Our catalogue of over 17,000 products are being sold in more than 120 countries, enabling millions of creatives to express themselves in colourful and meaningful ways.**

When it comes to sustainability, we don’t treat this topic as a simple fad that will go away one day. We don’t do greenwashing pretending to be on the good side of the debate. We take sustainability very seriously as our mission ‘To provide sustainable creative tools and services’ clearly states.

For us, reducing our environmental impact and increasing our social responsibility while making a profit is more than a moral commitment. We are convinced that it adds long-term value to our company. Whilst there is still a lot to do, we have taken steps such as reducing plastic in our packaging, introducing Cadmium free paints, increasing the hours of community work and returning to profit are clear examples that we ‘are walking the sustainability talk’ for real.

Now in 2020, after three years of structural transformation, we have entered a phase of stability which gives Colart the confidence to be more committed than ever to our sustainability agenda. Ambitious targets are set up to 2025, as mentioned in this report and with a ‘can do’ mindset fuelled by our true beliefs, we know we will make sustainable improvements in the years to come.

*Dennis van Schie*  
Colart CEO



# KPI's



## ENERGY

Our objective is to continuously reduce our energy consumption and use renewables where feasible.

**£13.52**

per kWh used  
**+2.9%** since 2018

**+11.2%**  
**energy increase**  
since 2018

As part of our targets that have been set, we hope to achieve our objectives.



**4% increase**

in share of renewable energy

In 2020, we will look at **strategising our energy buying** in order to **change to renewable energy**.



## INCLUSIVENESS & DIVERSITY

We currently measure gender according to our new management levels 3-5



Male **75%**



Female **25%**



Target **50%**



# KPI's



## SOCIAL IMPACT

**3886 hours**

hours spent in the community

**3342 PPM**

vs target of 5000 ppm  
(parts per million)

**29%**

of all suppliers evaluated against  
our supplier code of conduct

**67%**

of all new suppliers  
evaluated against our  
supplier code of conduct



## WASTE

**-35.3%**

YoY Total Waste

**-15.5%**

YoY of Hazardous Waste

**31%**

of all waste recycled  
(Target of 50%)



## SICKNESS

Our objective is to monitor  
sickness levels and have  
awareness of any issues  
that may occur.



**2%**

sickness level



Against a target  
of less than

**3%**



## ACCIDENTS

Colart's target is to have  
**zero industrial  
accidents**

**17**

industrial accidents in 2019

**5132.5 hours**

of lost time in 2019



## SVHCs UPDATE

Substances of Very High  
Concern (SVHCs) are  
chemicals that will eventually  
be banned due to their  
environmental and  
health impacts.

Figures based on 2015 data vs  
reformulations implemented  
in manufacture to date.

**67% reduction**

in the number of raw materials  
which contain SVHCs.

**83% reduction**

in the number of  
pastes with SVHCs.

**57% reduction**

in the number of products  
that contain SVHCs.

# Strategy Recap



Goals  
shared worldwide



# Strategy Recap

## PEOPLE

We will drive cultural change throughout all levels and aspects of the business through relentless communication of information and learning. We will drive the sharing of ideas internally and externally with colleagues, suppliers, customers and consumers.



### Health Safety & wellbeing:

We want to provide a safe, sustainable working environment for our global community. By driving a positive safety culture we can reduce the number of accidents and in doing so protect our most important asset, our people. Our commitment to wellbeing is at the heart of everything we do.

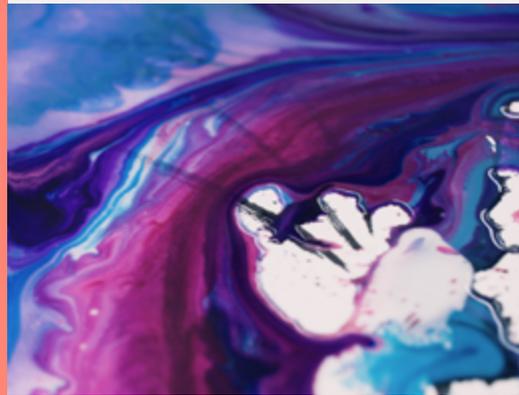


### Social Impact:

We continue to engage with local communities, promoting and providing employees with volunteer opportunities will help to attract top talent, engage develop and retain employees.



**Wellbeing**  
is at the heart of  
everything we do



## UN SUSTAINABLE DEVELOPMENT GOALS (SDG'S)

Colart adapted a new way of understanding SDG'S and what they mean to the individual by sending out an SDG a week on a global comms. This will enable us to further embed the goals and report against them in the future.

## RESPONSIBLE SOURCING

We are committed to sourcing products materials and services to the highest standards whilst driving through continuous improvements in quality and cost. We will establish a transparent and ethical supply chain with high environmental legal compliance and human rights measured via internal and external audit programs. Reducing our environmental impact is going to be a key focus for our 2025 strategy. This will include a packaging strategy to help us identify the most sustainable materials for our products, reducing our GHG emissions, which will in turn reduce our energy and waste consumption.

## PRODUCTS



### Product development:

We will ensure sustainability is at the core of our innovation and design process when developing new and existing products in our portfolios.



### Packaging:

We will ensure we never use more packaging than is needed and what we do use is from sustainable sources and goes on to be reused or recycled.

## ENVIRONMENT



### Waste:

We will measure and set targets to remove, reduce, reuse and recycle throughout our production and supply chains. We will track our progress and recalibrate targets as part of our continuous improvement.



Working towards  
**2025**  
strategy

# Sustainability Trend

Sustainability continues to be a global concern, it is the job of businesses to play their part.



## CLIMATE MITIGATION

Is more important than ever. We have only 10 years to halve global greenhouse gases (GHG) emissions and keep global warming to 1.5 degrees.



## CIRCULAR SOLUTIONS

From food and fashion to electronics and the built environment, circular thinking (keeping resources in use for as long as possible to extract the maximum value) will continue to gain momentum in 2020, driving innovation and disrupting linear business models.



## PLASTICS

The concern over plastics has been growing over recent years, not only with the end consumer, but in industry and also in governments with legislation dictating the way businesses are going to have to comply in future.



## SUSTAINABLE CONSUMPTION

With the global population expected to rise to 8.5 billion by 2030 and an ever-growing middle class increasing by 3 billion people over the next 20 years, ensuring that global consumption remains in line with planetary boundaries will be critical.



## SUPPLY CHAIN

We have identified materiality for our business by listening to our stakeholders, and identifying key trends that are relevant to Colart in order to set targets for our business through to 2025.



10 years to  
reduce GHG by  
**50%**

# Lindéngruppen

## OUR OWNER'S PURPOSE

Lindéngruppen's purpose is to own and develop successful businesses to lead the transition towards a sustainable world. Their aim is to create shared and sustained societal value through their owned companies. This involves creating meaningfulness for their people and value for their businesses, customers, suppliers, children, local communities and society at large.

They work actively to support their companies to minimise negative impacts and optimise benefits in terms of environmental and societal impact.

Lindéngruppen lead by example and provide a business model that is geared to generate long-term value.

They also provide clear purpose, values, a Code of Conduct, guidelines and priorities that all of their companies follow. They also expect all their companies to report according to their Sustainability Framework. This includes identifying material issues, setting clear strategic targets and continuously tracking progress.



**Shared**  
and sustained  
values



**Clear**  
purpose and  
Code of Conduct





Inspiring  
artists everywhere

Business

# Brand Updates

## LEFRANC BOURGEOIS PARIS

Lefranc Bourgeois relaunched their Artists Oil range in 2017, and were the first to introduce Cadmium Free oil colours. We are now preparing to launch 5 more cadmium free colours for the relaunch of Linel Artists Gouache range in 2020.

- Ongoing new branded sets are in FSC cardboard and new plastic vacforms come from recycled plastic.
- Lefranc Bourgeois Enfants colour ranges have been all adapted to new biocides regulation. The brand is also able now to propose its offer with compliant finger paints, baby crayons, ultra washable paint colours for younger children from 18 months old
- The repackaging of the brushes offer will be labelled FSC
- Over 150,000 sets for LB enfants were relaunched using cardboard packaging replacing plastic.

## snazaroo™

For Snazaroo, we are taking sustainability and embedding it into our core values. Here are some of the projects illustrating this:

- We are currently working on removing all black plastic from our packaging and are including sustainability in our product roadmap
- All our cardboard packaging is currently recyclable and we are looking at expend the use of FSC/PEFC/Recycled paper and cardboard for our whole range of products
- The plastic we use for our primary packaging is recycled PET

### SNAZAROO AND NYC GRACE MANSION HALLOWEEN EVENT

In collaboration with Blick and the New York City Mayor's office, Snazaroo donated over 3600 assorted Mini Kits to support the annual Halloween event. Gracie Mansion, The NYC Mayor's residence and the grounds were opened to the public to host a Halloween celebration to benefits thousands of NYC homeless shelter and foster care children.

The event was also open to the public and Snazaroo had a face painting booth that was one of the most popular at the venue. The space was transformed into a haunted Halloween themed event featuring face painting, arts & crafts, music, food and spooky activities. It was fulfilling to share in the fun first hand. Snazaroo was among many formidable sponsors including LEGO, Scholastic Education and Whole Foods Market.

Repurposing good quality overstocked inventory from the warehouse served as a philanthropic, sustainable and good will gesture. The product was marked out of stock and qualified as a tax deduction since it was a non-profit event. Snazaroo made a positive impression on thousands of children. This event created an outlet to manage overstock product, extending the product life cycle and reducing expenses from close out offerings and maintaining excessive warehouse stock. This event introduced a channel to serve the community while managing the brands many assets to foster engagement and brand awareness.



Removing all  
**black  
plastic**  
from our packaging

snazaroo™



Launching 5 new  
**cadmium  
free colours**

LEFRANC  
BOURGEOIS  
PARIS



# Brand Updates

**Liquitex**

## ART FOR ALL

Supporting the arts has always been at the heart of the Liquitex philosophy. Founder Henry Levison understood that the role of a good tool-maker was to support the tool users - the artists - and their communities. Liquitex continues to follow suit by supporting art events, charities, and community building initiatives around the globe.

In 2019, Liquitex launched a global partnership with Sing for Hope, a non-profit arts organisation whose mission is to transform lives by using the power of the arts to create a better world. As the official paint sponsor, Liquitex supported the Sing for Hope NYC piano program, where 50 artist-designed pianos appeared over the summer in parks and community spaces throughout the five boroughs, each created using Liquitex acrylics. With themes of joy, hope, inspiration

and togetherness, the varied designs were painted in a huge communal studio stocked with a full range of Liquitex paints, tools and mediums. The Liquitex team ran technical workshop to equip the piano artists with the skills to achieve their designs

Liquitex was put to the test on the unconventional 3D canvases, and the artists used them for sketch portraits applied with direct transfer mediums, layering, experimental graphic effects and varnishing for the great outdoors. After a few weeks in the open air, each piano found a permanent home in a school, hospital, veteran centre or community hub, to be enjoyed for years to come.

In November 2019, Liquitex launched the London edition of its partnership at Elephant West, Elephant Magazine's new art and community space. The

Sing for Hope London piano, titled 'Express Yourself', was designed and painted by renowned artist Stuart Semple, who generously donated his time and talent for this project. The piano remained at Elephant West for people to play and enjoy, before being donated to Hospital Rooms to be permanently placed in an adolescent mental health NHS ward, where it will be used as part of their music therapy programme.

In celebration of this partnership, the Liquitex team invited Colart colleagues around the world to contribute to an internal art installation 'Painted Keys,' encompassing hand-painted piano keys, which now lives in the North America office.

## LIQUITEX ACRYLIC MEDIUMS PACKAGING: LABEL UPDATES

In 2019, we initiated a new print production process for Liquitex Acrylic Mediums labels to an 'on the manufacturing line' method. This enabled us to reduce the number of label components from 116 to 24 master formats. Previously, the Liquitex Acrylic Mediums packaging labels were printed individually for each specific product.

This has led to increased management efficiencies, a 75% reduction in storage space, a reduction of potential waste and financial write-offs, and improved agility to address any required label changes, all while still reflecting the quality of the brand.

**75% reduction**  
in storage space

**Reduction**  
in potential waste

**Improved agility**  
to address changes



# Brand Updates



## INTRODUCING NEW OIL COLOURS AND EXTENDING THE RANGE

Winsor & Newton has continued to develop more sustainable alternatives without compromising on performance. Following the launch of eight cadmium-free watercolours in 2019, nine cadmium-free Artists' Oil Colours will be launched in 2020. These paints have the same performance as genuine cadmium colours, such as colour strength, vibrancy, and opacity, without containing cadmium. The cadmium-free paints have been granted Approved Product seals, which means they've been certified as not being toxic or injurious to humans.

Winsor & Newton are also launching eight new Winton Oil Colours in 2020 that have also been granted Approved Product seals. To support the launch of these Winton and cadmium-free colours, samples are being offered to consumers in tubes so they can be used over a longer period of time, rather than packaged in a single use, disposal format.

In addition, Artists' Oil Colours are adding 15 of its most popular 37mL colours to the 200mL range. This allows artists to buy larger tubes of these paints and use less packaging by avoiding buying more, smaller tubes.

## W&N GRAPHIC ART

In 2019, we relaunched our chunky, plastic-heavy clamshell box to sleek, slim boxes that are more space efficient and save 60% plastic mass.

They can fit into a space in store that's 40% smaller, making space for our NPD launches.

In 2020 we're extending our promarker range, and introducing six new sets, including Manga and Tattoo.

In addition, Promarker minimum order quantity increased to three, resulting in fewer plastic bags needed for loose pens packaging.

We're exploring replacing the plastic backing on our Fineliners to a cardboard backing.

## W&N PAPER RELAUNCH

Consumer research has shown that sustainability is rarely questioned by our consumers. They assume paper is 'always' environmentally friendly.

Retailers are growing increasingly concerned about sustainability, especially in regard to shrink-wrapping.

We've decided that:

- All products in the relaunch will be sourced in Europe, from sustainable sources (FSC / PEFC certifications) and with full transparency throughout our supply process.
- All products will be shrink-wrapped at MOQ, and Le Mans is working to find an alternative to recyclable plastic.
- If consumers feel they can't feel the paper when shrink-wrapped, retailers will be given the option to open and sacrifice one pad/block to accommodate this.
- W&N has improved the way of communicating about FSC and Hydro Power giving a better explanation on the paper package

## WATERCOLOUR SETS

From 2020, we're removing the single-use plastic wrapping on Winsor & Newton's Cotman Watercolour brush pen set

We're also investigating the possibility of removing plastic packaging on the brand's watercolour half pans.

## COMMUNICATION CAMPAIGN 'EXPERT COLOUR. ENDLESS POSSIBILITIES'

We are expanding our 'Expert Colour. Endless Possibilities' campaign, from watercolour in 2019 to oil in 2020/2021.

Aside from focusing on our innovative offering of cadmium-free oils, we'll be including our existing, Artisan range, featuring water-soluble oils that are more sustainable.

We'll also be including our medium 'Sansodor,' which is better from a health and safety perspective, and is recommended by selected art schools banning turpentine and white spirits from their class and recommending low-odour thinners.

# Shopper Marketing & Insights

## CONSUMER INSIGHTS AT THE HEART OF OUR DECISION MAKING

2019 marked a step change in our approach to using consumer insights to drive our initiatives and strategy – from redesigning our best selling W&N Cotman Watercolour sets to increase the brand's quality perception and purchase intent, or speaking to over 4500 artists among 3 of our largest markets North America, UK and France to better understand what drives brand preference for our various consumer segments, to testing our brand content and its engagement among our consumer base, to name a few.

Listening to our consumers sustainability requirements also helped us create some unique products to celebrate our oldest brand Lefranc Bourgeois' 300th anniversary, launching a reusable and collectable tin, as well as a unique and replenishable colour range, along with a better understanding of what innovation means to them in the context of our products, to form the basis of our innovation strategy.

These initiatives (among several others) - gave us valuable insights to make brand and commercial decisions with a high degree of confidence, whilst also bringing us closer to our consumers.

## CREATING NEW CONSUMER TOUCHPOINTS

We launched our very first branded pop up store in our home market (UK), in the heart of the city's thriving creative hub (Coal Drop's Yard – Kings Cross, London), which saw us open our doors to our consumers - allowing them to visit our physical store installed for 4 days over Dec 2019. We were able to introduce some of our latest products to them - from our newly launched reduced packaging Marker Sets, to our new Watercolour Jewel colours for W&N. The event was a runaway success, attracting over 2000 consumers through the doors, helping bring W&N face to face with its consumers.

## TAKING OUR CONSUMER COMMUNICATION EXPERTISE TO OUR RETAIL PARTNERS (AEC)

A bespoke AEC (Attract, Engage, Convert) training workshop was designed and delivered to commercial teams so that everyone is approached the Shopper Experience in the same way to drive Attraction to the category, Engagement with our products and ultimately Conversion in store as continue to evolve the Red Hot Stores programme.

This approach has cemented our relationship with our largest customer of Michaels and is starting conversations in key customers across multiple geographies.



# Shopper Marketing & Insights

## HARNESSING THE POWER OF DATA TO CREATE A ROUNDED 'STATE OF THE NATION' OVERVIEW FOR OUR TEAMS

Colart identified as the key partner to work with on developing the widely recognised industry 'State of Art Materials' report by EuACA.

Utilising multiple data sources including Industry reports from NAMTA and EuACA, Sell Out data, and the research projects run over the year – we were able to deliver detailed insights into our industry for our brand, commercial and digital teams, influencing their strategies to better address our consumers needs for our products.

This also formed the basis of a much more in-depth analysis of our industry presented to the Board, which will form part of the long range plan aimed at delivering growth to our owners' expectations.

EuACA - European Artists Colours Association  
NAMTA - The International Art Materials Association

## WHAT'S COMING FOR 2020?

There are plans to scale our initiatives further in 2020, building on the foundations of the successes from 2019, while also introducing new capabilities in the team to help us work even more closely and collaboratively with our largest retail partners, through a dedicated Category management partner.

There are more research initiatives planned in line with the Brand and Commercial strategy to maintain consumer insights as the epicentre of our decisions, while extending our consumer touchpoints through events such as the Chelsea Flower Show in the summer of 2020 as we aim to deepen our understanding and offering in shopper experience to keep us ahead of our competition.

The AEC programme will be expanded to include Digital and provide 360 comms guidance as we look to integrate our on and off line experience more.

The key outcome from all of this will be to bring us closer to our consumers and customers alike, and help extend our lead as industry champions even further than before.



# Governance

2019 saw the strengthening of Colart's commitment to governance through the update of our Code of Conduct together with the introduction of both a whistle-blowing policy and a register of gifts, hospitality and facilitation payments – with the latter to supplement the prohibition on bribery, or acceptance by staff of gifts that are beyond general commercial practice or common courtesy under the Code of Conduct.

To ensure commitment to the updated expectations for ethical and responsible behaviours, each employee was asked to confirm their formal acceptance of the updated code and related policies.

Underpinning this acceptance and to promote understanding of our compliance structure, Colart continued to develop the learning agenda by rolling out an online programme for whistle-blowing and anti-bribery. This training fosters complete awareness of how to report any concerns regarding serious misbehaviour including theft, fraud, bribery, breach of policies, dishonesty, harassment, bullying, unlawful discrimination, unethical or negligent behaviour and workplace safety hazards through EthicsPoint, our independent, online reporting portal.

Refresher training was also delivered to Colart's Group Leadership Team (GLT) on their director duties under the UK Companies Act 2006. A register to capture any interactions of the GLT with competitors has also been created.

Global litigation and legal entity governance is now tracked centrally through respective portals / register to ensure legal and compliance risk is effectively managed.



# Supply Chain

Colart continues to improve transparency within its supply chain

## INCREASED FOCUS ON SEDEX

Sedex is a social and ethical supply chain tool, which enables us to be transparent with our customers and in turn help us with transparency with our suppliers. Our own operations are audited once a year this gives transparency to our wider supply chain

## INITIATE SUPPLIER AUDITS

A key part of our supply chain is to increase supplier audits, A supplier audit is an effective way to examine the quality of a particular supplier and the risk it presents to the organisation before it becomes a problem. With an effective supplier quality management solution, a supplier audit can be painless and can identify serious problems early in the production cycle.

## SUPPLIER COC TO ALL KEY SUPPLIERS

All new suppliers to Colart have signed our own code of conduct, this will continue with all new suppliers and we will initiate the same for our current suppliers. We can use this exercise to understand our suppliers better and support where necessary.

The company worked to reduce its portfolio over 2018 in order to capitalise with suppliers. At the same time, part of our supply chain strategy is to have alternative suppliers for critical components and raw materials to ensure supply. This year we will strategise our raw materials because regulatory and resource-scarcity will impact us in the near future.

Colart continues working with Sedex and alternative supply chain tools such as BSCI or Ecovadis, to ensure that the company continues to drive transparency in our supply chains. Our internal RFI also provides a tool to assess our suppliers.

## FINISHED GOODS

We are also reviewing our trading activity & localising the sourcing closer to the point of consumption. This will help reduce lead times, while reducing our carbon impact. This will bring us closer to a sustainable end to end supply chain on this category of products.



**End to end**  
sustainable supply  
chain on products



# Digital

Colart continues its digital transformation journey, building up in house capabilities, reducing dependency on expensive external parties – and driving efficiency and simplicity in how we work.

Last year we focussed on relaunching the Liquitex and Snazaroo websites onto our internal platform using Wordpress and we have seen improved results across the board in terms of visits as well as sales. We also migrated the Intranet to Wordpress which has made the Intranet much easier to engage with for our employees. Since the launch at the end of May 2019 – end Feb 2020 we have had almost 6000 views of the news articles and more than 464 comments on our wall.

## DIGITAL TRANSFORMATION

In January 2020 we launched the Lefranc Bourgeois website in English – now artists around the world can experience this wonderful brand and it's rich 300 years history. With digital communications available in English we make Lefranc Bourgeois more accessible globally.

During second half of 2020 we will relaunch our Winsor & Newton website for UK, US and ROW. This is a big, complex project and will save a substantial amount of money for us moving away from the old platform used today. The website will be easier to use and navigate, providing rich content on our products and services enabling artists easy access to information that can help enhance their practise.

## DIGITAL COMMUNICATIONS

Digital activations with the consumer at the heart delivering added-value content and services to our consumers globally is a key focus for us. Through the activation of marketing automations both on our Liquitex website through personalisation and through eCRM (electronic consumer relationship management) programs running on email, we are reducing wastage and being able to serve relevant content to different audiences driving more meaningful brand experiences and building long-lasting consumer relationships.

## PIM AND B2B PORTAL

Having one source of truth for all our product data, including product descriptions, colours, sizes, prices, regulatory data etc. This is the ambition of the PIM (Product Information Management) Project. With over 246k data points already in the PIM, we are accelerating this project this year as the PIM will improve efficiency across many departments and teams. PIM is also closely connected with the build of the B2B Portal – a functional ecommerce website – dedicated to small customers and retailers removing manual, paper-based orders which we will release during the second half of 2020.



Intranet made it  
**easier to  
engage**  
with people



**12,000+**  
consumer  
questions  
every year



**1.3%**  
of questions are  
sustainability  
related

# Digital

## CONSUMER CARE

We are proud of our consumer care operations, where we respond to over 12,000 consumer questions every year. 1,3% of these questions are around Sustainability or Social responsibility. UK consumers seem most interested in these topics and in terms of brand, Snazaroo consumers are the ones who engage with us most.

In terms of Ethical and Sustainability matters:

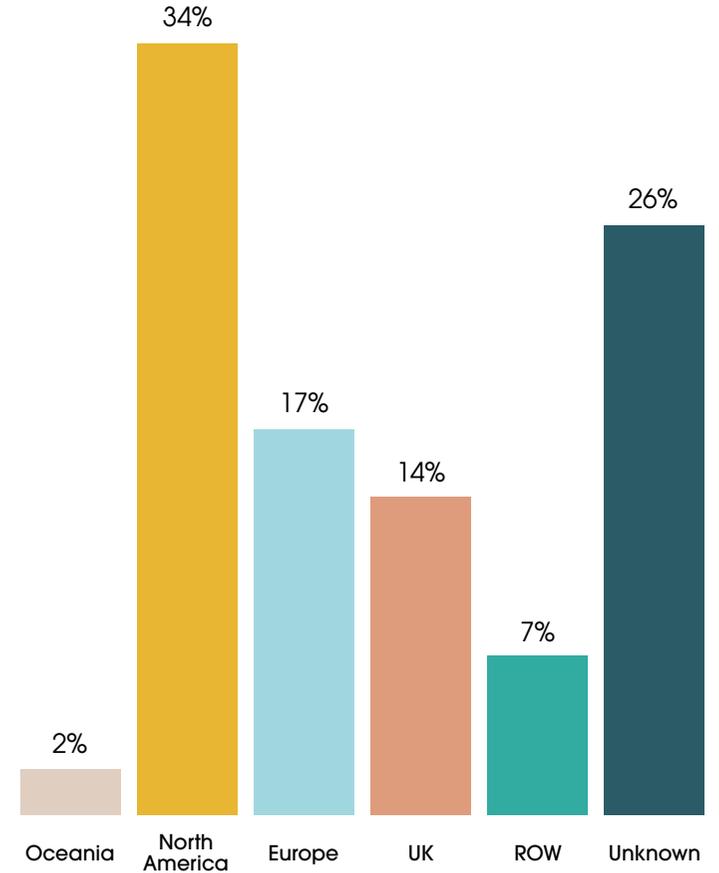
- LB consumers are more concerned about product safety in terms of composition and ingredients
- Liquitex and Reeves consumers are the ones more concerned about using vegan products
- Winsor and Newton consumers ask the most questions about the environment
- Snazaroo consumers are equally concerned about environment and respect for animals

Brand	# Sustainability Queries	% Sustainability Queries per Brand
Lefranc Bourgeois	9	0.9%
Liquitex	55	1.2%
Reeves	11	<b>1.5%</b>
Snazaroo	14	<b>1.6%</b>
W&N	118	<b>1.4%</b>

Geographical Area	Total Queries by area	Sustainability queries by area
Oceania	2%	<b>8%</b>
North America	34%	<b>18%</b>
Europe	17%	13%
UK	14%	<b>26%</b>
ROW	7%	5%
Unknown	26%	30%

Data from 2019

## Geographical Split



**UK**  
has the most sustainability enquiries



**Snazaroo**  
consumers are the most concerned about animal welfare



# NPD

We continue to further embed Sustainability within the NPD process as we drive cultural change through the business. We are ensuring that each project team challenges waste and non-recyclability, as well as questioning and seeking more environmentally friendly alternatives at each stage of the NPD process.

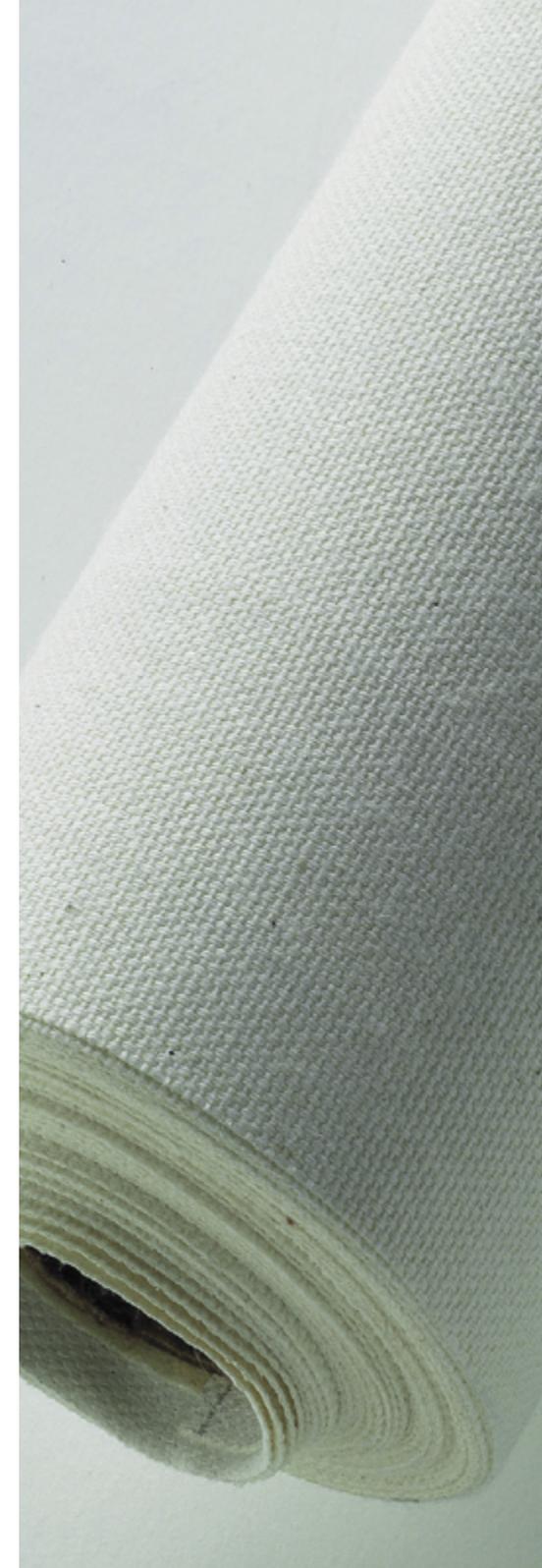
- Cadmium free paint – we have extended our Cadmium free paints across all our Fine Art Brand ranges so that we now offer cadmium free alternatives within Liquitex, Winsor & Newton & LB paint ranges.
- In line printing of labels – we are developing this capability which will reduce waste and disposal as designs change.

## W&N

- Paper – as we develop our range we will source the bulk of the range from European suppliers with all products using FSC/PEFC certified paper.
- Canvas – as part of range redevelopment we will ensure we use FSC timber on all the frames and revert to wooden not plastic stretching wedges.
- ProMarker sets – in 2018 we made large reductions in the amount of plastic used on our 6 & 12 piece sets. Going forward we will phase out completely all the plastic packaging in our 6 and 12 piece sets and will investigate using recycled plastic in our moulded pen bodies.
- Professional Synthetic brushes - we are developing alternatives to our natural hair & bristle brush ranges.

## SNAZAROO

- We are phasing out using black plastic vac forms which are difficult to recycle as they cannot be detected in many waste sorting systems replacing them with grey Recycled PET plastic that can be further reprocessed.
- New set designs - cartons will be single material card FSC fully recyclable.
- Bio Glitters - new range of fully biodegradable glitters made from ethically and sustainably sourced raw materials. The range will include chunky and fine glitters. Both glitter sizes will be available in 10 vibrant colours.



# Elephant West

Our energy provider uses 100% renewable, clean electricity, generated by wind and hydro assets. It's certified by Renewable Energy Guarantees of Origin (REGOs) and independently verified by EcoAct, a Carbon Disclosure Project (CDP) accredited provider.

The bar and kitchen use:

- Biodegradable straws
- Biodegradable coffee cups
- Biodegradable food bowls (cardboard and bamboo)
- Wooden cutlery
- Biodegradable napkins

All waste is sorted using recycling bins and there is a newly appointed onsite sustainability ambassador.

The local community is supported through the development of an onsite community garden in collaboration with a local environmental charity.



**Community**  
supported through  
development of  
community garden



**100%**  
renewable,  
clean electricity





It's the  
**Colart  
Way**

**People**



# Our people

We know Colart's people make the difference, and we value everyone's input whether as a leader, part of a team or an individual contributor. With this knowledge, Colart continues its commitment to developing our people as well as building their understanding of and engagement in sustainability, both inside and outside of Colart.

## LEADERSHIP

We believe that sustainable business performance starts with effective leadership. We see the starting point as knowledge of what good leadership looks like (as described in the Colart Way) and clarity over who has leadership responsibility (as redefined in the new leadership levels structure). Of course, we recognise the changing landscape in which our leaders need to operate whether with respect to our people, the business as a whole or the wider environment in which we operate. In effect, trying to make a difference as an individual leader can only go so far.

For this reason, we believe the only way is for our leadership team to act as a high performing team – in other words as one team so we succeed together. Our leadership development programme during 2019 therefore put collaboration as the focus core. Underpinning this programme was self-awareness and reflection to enable our leaders to become mindful of self, team and the collective.

## LEADERS PLUS

In 2019, Colart continued its membership and support of Leaders Plus, a social enterprise enabling talented people in the UK with young children to develop their leadership careers. Through this enterprise we were able to offer experienced high-quality training, mentoring, peer support and access to role models so that we could reinforce our commitment to building a positive environment for new parents in leadership roles.

We will continue to support Leaders Plus during 2020.

*“Leaders Plus left me motivated and inspired to make the most of both my children and career and the fact that I could do both”*

### **Bhavna Savani**

Corporate Finance Manager  
(London)

## MENTORING

Colart continues to actively drive mentoring across the group. We believe mentoring accelerates and enriches both business development and individual learning for both the Mentor and Mentee. But, above all it builds effective internal networks as well as developing collaborative relationships – something core to the way Colart wants to work.

During 2019 we actively replenished our pool of mentors with training provided new and existing mentors and we upgraded our mentoring portal making application easier for new mentees.



Our people  
**make the  
difference**



We value  
**everyone's  
input**

# Our people

## DAY IN THE LIFE OF

2019 saw the launch of our day in the life programme. This program was launched in France during 2018 and this year we saw more than 50 people register in France for the programme. We are confident that this great success will be seen elsewhere in the Group due to the opportunities offered:

- Ability to discover a new job
- Understand the challenges and needs of colleagues
- Share information and learn from others
- Create social and professional bonds
- Improve internal communication
- Get a better vision of the organisation
- Create collaboration and break silos

## SPLASH

Following the successful launch and roll out of Splash (our global People System) in 2018, we successfully added to the functionality of the system by incorporating an automated recruitment platform – Splash Recruit.

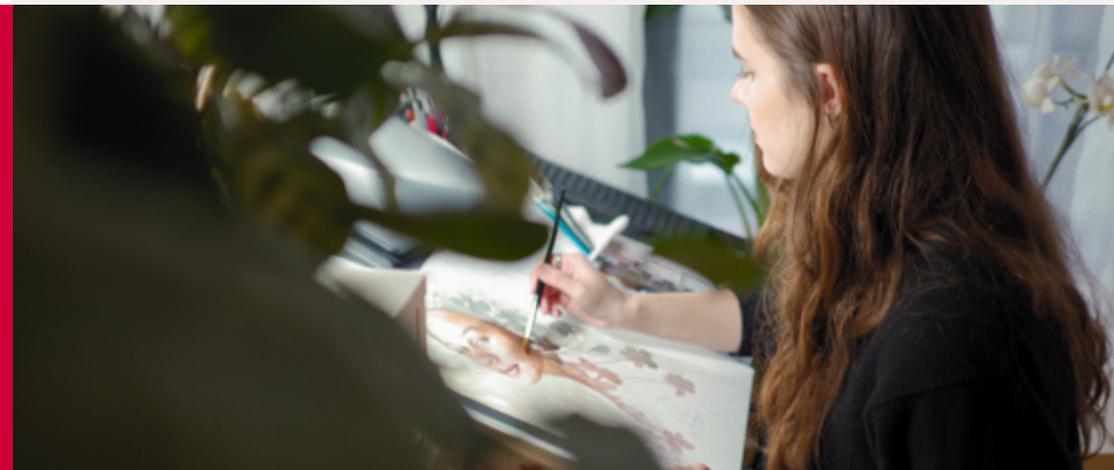
With this enhancement we have made direct recruitment more efficient by creating a multi-channel candidate journey putting candidates at the heart and we have removed the majority of the manual processes. Furthermore, we now have full transparency to activate and monitor all recruitment activity across the Group.

During 2020, we will continue our plan to extend the functionality of Splash as we look to incorporate an automated performance review process removing the need for our existing stand-alone system. Whilst we are very proud of our commitment to the review process, having the process on Splash will enable better analytics and follow through.

Splash has also been used as a tool to gain from our people confirmed understanding of and commitment to our regulations. During 2019, alignment to the revised Code of Conduct, presented in all languages, was completed in this way.



Our direct sourcing of new recruits has increased **from 70%** in 2018 **to 79%** in 2019



# Our people

## DIVERSITY AND INCLUSION

During 2019, Colart conducted its first global gender pay analysis. The results showed that whilst our mean pay (average) was aligned to most companies, our median pay (mid-point) was better than the norm. With these results, we recognise that we need to do more to encourage women into leadership positions.

We will continue to continue to encourage and support, flexible working and skill development to promote diversity and inclusion at Colart.



Women make up nearly  
**40% of our  
leadership**



International face with  
**40% more  
nationalities**



# Our people

## WELLBEING

Our commitment to the wellbeing of our people is at the heart of everything that we do. We recognise the need to adopt a holistic approach and to show we think about the wellbeing of the whole person. We believe this is the best way to foster the family feel that we strive for at Colart so preparing our people to withstand any challenge that could impact our ability to deliver on our strategic goals.



**Inspiration**



**Passion**



**Planet**



**Excellence**

2019 was another great year for grassroots wellbeing initiatives at Colart. Our global network of over 20 ambassadors organised impactful activities at local level and communicated globally to inform the rest of the company. For example, in France alone over 500 people participated in Wellbeing activities, whether social, physical or mental.

Colart not only looks inside but also believes that connecting to our own community is core to the wellbeing of people. During 2019 we therefore continued to support everyone spending at least one day with a charitable cause of their choice.

At the end of the year, we asked all of our people to complete our Wellbeing Survey in order to understand what was valued about the current calendar. With this insight we can build an even better programme to support our strategy for 2020



Our Wellbeing Coordinator, Carole Briquet, spent 2 weeks in Madagascar for a 'solidarity leave', helping the local population to organise their library and bring it to life. This is following a previous solidarity leave from another employee in Peru. More such trips are planned for 2020.



Wellness is a  
**top priority**

# Our people

## HEALTH AND SAFETY

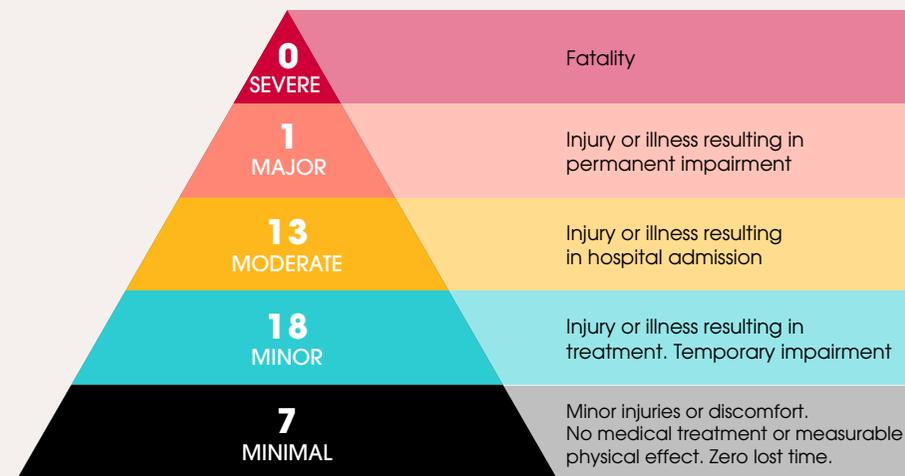
Health and Safety is of vital importance to the physical wellbeing of people in Colart. The health and safety committee meets virtually, quarterly and when serious incidents take place, so we can investigate and use others knowledge to best understand how we can make Colart a safe place to work.

We completed a zoning exercise to improve safety across our manufacturing and distribution sites to segregate them depending on their risks. Staff are trained accordingly and issued a permit to work in these areas.

We aim to provide training on the risks associated with the whole area in which they work, not just limited to their daily tasks.

- H&S has been decentralised to the sites, keeping structure and key initiatives implemented via the H&S Committee.
- Key focus for 2020 is to drive near miss reporting for trend analysis. Aiming to capture key issues and areas of focus for each site.
- Le Mans improving fire extinguisher visibility.
- Le Mans operators began to use new manual handling equipment for drums, purchased at the end of 2019.
- We continue to drive a health and safety culture through our sites, we have a target of zero accidents on our sites.
- Our accidents have increased this year as expected due to more vigorous reporting. We encourage all incident reporting however minor.

## INCIDENT REPORT 2018-2019



  
**zero**  
**incidents**  
 targeted for our sites

# Our people

## HEALTH AND SAFETY

E-learning is implemented as part of every employee's induction, which includes Health and Safety training. Our sites follow up any incidents with 'toolbox' talks to ensure all employees have awareness.

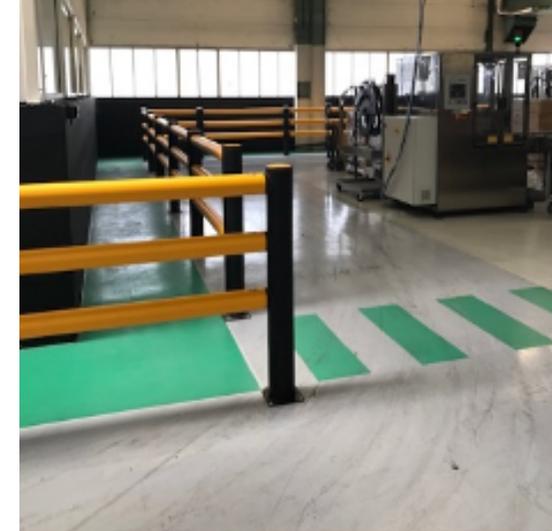
- Committee meetings continuing to facilitate information sharing and drive H&S culture and accountability.
- Budget has been allocated inline with site plans to improve H&S.
- Risk assessments and PPE are being reviewed across all sites to ensure risk assessments are of a high standard and PPE is appropriate to the risk.

Following the zoning exercise, the H&S team at Le Mans have made improvements to walk ways. Improvements in the segregation of pedestrians a vehicles have been achieved with the following:

- Pedestrian fencing
- Gates
- Safety instructions
- Safety mirrors
- Walk ways are clearly defined with substantial barriers in place to prevent contact with moving vehicles.
- New guarding has been installed on low volume mixers.
- Safety instructions, cultural training, best practice document for all fork lift drivers
- Mirrors and collision sensors.
- External rack inspection
- Risk assessment on all processes and machinery on site, manufacturing, laboratory, DC.

## LE MANS APPROVED IMPROVEMENTS FOR 2020

- 1 Effluent Treatment update.
- 2 New safety racks in logistics area.
- 3 Finalisation of fire water bunding.
- 4 New cap feeder for ink line.
- 5 Replacement shrink wrapper due to fire risk.
- 6 New system of powder transport on mixing area.
- 7 Support to improve risk assessment and continuous improvement of the accident prevention plan.
- 8 Replace the stackers by alternative machinery to reduce risk of manual handling injury.
- 9 Improvement of ventilation in laboratory to meet safety standards.



Health & Safety  
part of everyone's  
**induction**



# Partnership and Charity

We continue to donate our discontinued products to various schools and charities, we have an ongoing relationship with MIND – a mental health charity. They use our materials for art workshops to help people with mental health.

The arts valuable role in mental health is being recognised

It can help to boost confidence and make us feel more engaged and resilient. Besides these benefits, art engagement also alleviates anxiety, depression and stress.

Since 2018 we have donated to over 300 different charities and schools.

One of the projects we have supported, included a collaboration with artist Lisa Milroy, who worked with Vodafone Foundation and UNHCR to create the Instant Network Schools 'Hands On' art workshop programme.

## LISA MILROY'S INSTANT NETWORK SCHOOLS 'HANDS ON' ART WORKSHOP PROGRAMME

In 2015 Lisa initiated 'Hands On' with the support of the Vodafone Foundation, Vodafone's charitable arm. 'Hands On' is part of the UNHCR and Vodafone Foundation's Instant Network Schools programme, providing quality digital learning. 'Hands On' engages students in Kakuma Refugee Camp, Kenya in practical art workshops delivered by Lisa in London through interactive video conferencing sessions facilitated by the Vodafone Foundation.

Lisa travels annually to Kakuma Refugee Camp to conduct 'Hands On' workshops on the ground, working with UNHCR Education. This year, Lisa led a three-day workshop event for 35 students from Angelina Jolie Primary School, Morneau Shepell Girls High School and Our Lady's Girls Secondary School. Lisa used Colart products to support the 'Hands On' workshops. The fabulous range of art materials allowed the students to create a

marvellous collaborative painting, 'Group Portrait'; and in another workshop, a wonderful set of hand-painted rings. The workshops provided an opportunity for many of the students to engage with painting for the first time, offering an opportunity to gain confidence and some curiosity.

## HANDS ON AT ELEPHANT WEST

At the beginning of February the Hands On Art Workshops came to life in London through an exhibition held at Elephant West. Its primary purpose was to draw the attention of a wider public and salute all partners of the Hands On art workshops.

This exhibition provided a visual timeline of the Hands On Art Workshop from inception through to the present day and beyond as well as a beautiful display of original paintings and drawings made by the school students in the Kakuma Refugee Camp in Kenya, using materials donated by Colart.





**Serious**  
commitment

**Planet**

# Footprint



We are continually working towards reducing our CO<sub>2</sub> impact.

## 2018

Scope 1&2: 4085 tCO<sub>2</sub>e

## 2019

Scope 1&2: 4081 tCO<sub>2</sub>e



## Reduction of 1.4%

year on year

Overall reduction

## -21.3%

Including Scope 3

We measure scope 3, however we have to be reliant on third party data which we hope to improve year on year.



Tianjin  
reduced by  
**26.8%**



Le Mans  
reduced by  
**18.9%**

We continue to get better quality data which improves our reporting accuracy. We expected an improvement in Tianjin as production has moved to Le Mans.

Reduction in Le Mans is significant as although increased production they have been able to ensure that their CO<sub>2</sub> emissions have decreased due to better operating efficiency.



# SVHC

## UPDATE ON SVHC

Since tracking began in 2015 we have significantly reduced the number of SVHCs in Colart's manufactured products.

Figures based on 2015 data vs reformulations implemented in manufacture to date.

- 67% reduction in the number of RM which contain SVHCs.
- 83% reduction in the number of pastes with SVHCs.
- 57% reduction in the number of products that contain SVHCs.

During 2019 our R&D chemists achieved a significant mile stone in this project; formulating away from our most significant raw material which was present in around 100 formulations. These new formulations are being implemented on a rolling basis through the end of 2019 and into 2020. Laboratory work continues to reformulate the remaining 2% of formulations (based on 2015 figures).



**67%**  
**reduction**

in the number of **raw materials**  
containing SVHCs



**83%**  
**reduction**

in the number of **pastes**  
containing SVHCs



**57%**  
**reduction**

in the number of **products**  
containing SVHCs



# Social Impact



Our target is  
**5000 ppm**



In 2019 the overall was  
**3342 ppm**



**China**  
5014 PPM



**CTAM**  
3229 PPM



**Italy**  
7024 PPM



**Le Mans**  
5050 PPM



**Lowestoft**  
2594 PPM



**Spain**  
5214 PPM



**Minehead**  
11350 PPM



**France**  
3000 PPM



# Site Stories

## LONDON

### WELLBEING 2019 ACTIVATION

At Head office, having the Wellbeing 2019 activation at heart we ensure to organise activities that promote healthy lives and wellbeing to all employees. We raised awareness on important topics to care for our people such as mental wellbeing, stress management and healthy eating habits

We've organised:

- Wellness week (smoothie bike)
- Yoga sessions
- Walk to work day
- Cycle to work scheme

We held numerous social and community events to recognise and celebrate successes, such as a cake and staff sale to raise money for charities, an Easter egg hunt, Halloween Snazaroo Party, International Culture day, and summer and Christmas parties at Elephant West.

## KIDDERMINSTER

### OVERHAUL OF THE RANGE PICKING/ PACKING PROCESS

We've overhauled how we pick and pack the hundreds of orders leaving our site every week for the UK's biggest customer, The Range. By consolidating the lines taken by The Range into three adjacent aisles and packing orders to oversized, palletised cardboard cartons rather than several smaller cartons, we've simplified the process, and reduced the amount of cardboard, time and energy used to pick each order. The new layout is ergonomically designed, ensuring the most efficient picking profile, and is being assessed with a view to rolling out and streamlining the next 80 most picked lines in DC7.

### KIDDERMINSTER ANNOUNCES SWITCH TO 100% RENEWABLE ENERGY

From February 2020, 100% of the electricity used on the Kidderminster site will be renewable. The positive benefits of switching to renewable energy over harmful fossil fuels outweighs the very small premium incurred to switch and fractional increase in our annual bill.

### PACKAGING INITIATIVES

We are continually looking at the way our products are shipped out of the warehouse, and are assessing the introduction of handheld banding to replace the use of pallet shrinkwrap. This would involve using waste cardboard to produce concertina packaging to replace bought-in plastic alternatives. Our airbags are now made from an eco-friendlier plastic, and the boxes and pallet boxes we buy in are made from approximately 70% recycled product, with recycled inners and fluting. This is something we actively seek from our suppliers.

In November 2019 we opted into paperless payslips, and our new time and attendance system has reduced the need for the old card clocking-in system, making us as paperless as possible. Furthermore, staff sliced over five percent off the total miles they travelled to work by car, by finding sustainable alternatives through car share, walking and cycling, and this year we're continuing to promote and raise awareness within the site, so staff choose not to use their cars with a view to a further reduction.



# 125kg

of food in the  
annual foodbank  
collection

### CHARITABLE KIDDERMINSTER

Kidderminster is passionate about supporting local charities and inspiring every artist with product donations. In 2019, we donated just under £300 (raised through staff sales of old or damaged goods) to a local homeless charity, MAGGS, who used the donation to pay for hot breakfasts throughout the entire month of December for people experiencing homelessness in the city of Worcester. Staff also donated dog food for Street Paws.

In 2019 we smashed the 2018 annual foodbank collection by 10%, donating a massive 125kgs of food by the staff in Colart's Kidderminster site to a local foodbank to help families.

# Site Stories

## LE MANS

### CONTINUOUS IMPROVEMENT

In the Le Mans plant, 2019 was a year of consolidation for our new production layout, which allows us to better understand the situation in real time, via software tool STAM. We've become better at using this to improve all parameters and keep control of our processes that can impact sustainability.

We've been continuing to invest in new tools to improve ergonomics for and lay the foundation of further improvements in energy management, including real time power measurement and green electricity, as well as using less plastic. We've also committed to achieving our target for community hours, and have organised an arts workshop at Le Mans Hospital, blood donations, and offered support to unemployed people.

- Le Mans site has continued its long-term partnership with 'Le Mans Hospital' and 'La Ligue Contre le Cancer' creating monthly Fine Art workshops for people with cancer.
- In 2019 and 2020 Colart has been involved in several local initiatives like, 'Plein Champ', 'Plumes et Pinceaux', 'Puls' Art' or 'Journée Mans' Art' in partnership with Le Mans City Town Hall. As well, Colart will be partnering with the new Contemporary Art Center (FIAA), which will be opening in 2020 in Le Mans.

## MAINTAL

### OFFICE GERMANY 2020

From 1st January 2020, we have swapped our electricity supply from mixed sources to 100% hydro power. This will reduce our CO<sub>2</sub> footprint by more than 72 kg, and our nuclear waste by 1,55 gr. every year.

By reducing corporate cars by 12%, mileage will decline by 48,000 km, counting for a CO<sub>2</sub> reduction of 8.800 kg every year.

Remaining corporate cars will be replaced by Ad-Blue diesel this year, reducing 85% of the NOx emission.

## NORTH AMERICA

North America has reduced their air travel by 23% in 2019. There has been an increased use of video and phone conferencing, as well as having more meetings at the site to reduce overall travel.

The new distribution centre and offices are much more efficient than the old site from a utilities point of view. There were some dual running costs across both sites, as one closed and the other opened, the utility bills for the new site were 25% lower than the old site. This has been achieved through many ways including high efficiency LED lighting with motion sensors, more natural lighting, high efficiency heating ventilation and air conditioning systems, with sensors and low flow water saving plumbing.



**100%**  
hydro powered  
electric from 2020



**12%**  
reduction in  
corporate cars



Mileage reduced by  
**48,000km**



# Site Stories

## TIANJIN PLANT AND SHANGHAI COMMERCIAL CENTRE

Tianjin made numerous internal improvements throughout 2019.

We lowered our occupational hygiene/working environment risk classification from high to mid level, and reduced our office stationery cost by three percent.

We organised wellbeing events for all employees, including traditional Chinese festival celebrations in the canteen, physical and mental health workshops and safety training month etc.

## CONTRIBUTING TO THE EDUCATION OF RURAL CHILDREN

We organised a charity education programme for children of rural migrant workers in a neighbouring district. The volunteers, all 13 Tianjin employees, ran courses on Art, English, History and mental wellbeing.

## WORKING WITH THE MOWO CHARITY CENTRE

Employees donated over 200 books and 50 Markerpen set art products to primary schools in the Langya mountain rural area. The pupils used our products to create cards for their mothers for Mother's day.

## SUPPORTING THE ART COMMUNITY

We worked with various art centres to help encourage creativity among children and adults

January: LingChen Art – An art teacher plant tour to educate them on the manufacturing process and trial a new W&N product

March: Cooperating with Xi Xiang Art Studio in Tianjin Joy City to inspire amateur art through an oil painting show

April: Artist network at Wisdom Hill Art Community - with young artists TUTU Yang and Li Zhou

June: Children used acrylic creative workshop colours at the Like Art Centre; Ningbo National Customers Conference

September: An on-site watercolour painting creation with Tianjin Watercolour associates at Tianjin City

October: Beijing International Design Week - Baita Temple Regeneration Programme by W&N and Hutong Art Museum

November: Creating visual value at VTC community's annual gala

December: Association - Henan Watercolour Society - the 6th Luoyang Watercolor Exhibition



**200+**  
art supplies  
provided to schools



# Site Stories

## CHINA COMMERCIAL TEAM

### CUSTOMERS: NINGBO NATIONAL CUSTOMERS CONFERENCE

In order to enhance customers' confidence in Colart's sustainability in China, we held the National Customers' Conference in Ningbo in June. During the conference we introduced Colart's business strategy for sustainable development in the China market, communicated the feedback of the customer survey with customers, and also introduced upcoming new products in 2019. During the meeting we invited customers to experience floriculture and tea art in nature together.

### CONSUMERS: BEIJING INTERNATIONAL DESIGN WEEK

As part of Beijing International Design Week, there was an activity highly recognised by Beijing TV, named 'BaiTa Temple Regeneration Programme'. The activity was cooperated by W&N and Hutong Art Museum, focusing on children's artistic expression, with W&N Galeria Acrylic and Promarker. Many artists in Beijing were also involved in the programme.

### ASSOCIATION: HENAN WATERCOLOUR SOCIETY

The 6th Luoyang Watercolor Exhibition was held in December, with hundreds of participants.

We demonstrated watercolour paint and paper in the exhibition, and also presented Cadmium-free concept onsite. The demonstration and presentation were highly appreciated by the participants.



# Site Stories

## MINEHEAD

### MINEHEAD ACHIEVES THE ISO 22716 ACCREDITATION

In November 2019 Snazaroo achieved ISO 22716, the standard for Good Manufacturing Practices – Cosmetics.

The accreditation focuses on the quality aspect of the manufacture, control, storage and shipment of cosmetic products.

This entailed a rigorous 3-day audit. Snazaroo had to provide evidence that they meet all the criteria to an incredibly high standard.

Categories included:

- Personnel
- Premises
- Equipment
- Quality/Inspection
- Testing
- Complaints
- Documents/Logs
- Health & Hygiene
- Cleaning & Sanitisation
- Recall procedure
- Procedures (SOPs)
- Maintenance
- Training
- Stock control

The accreditation was passed first time with no major non-conformances which is a huge achievement for any company and shows the high standards Minehead is achieving.



## WELLBEING

With Colart's Wellbeing and Culture Collective programme, the team is encouraged to take part in activities which are centred around physical, mental and social themes.

This year Minehead organised a few events for the team to attend, such as a quiz night, bingo, fruit week and our very popular sausage sizzle. These events allow colleagues to bond and build on their professional relationships.

## SUPPORTING OUR COMMUNITY

As a team, Snazaroo have supported and raised money for various good causes throughout 2019 including:

- Race for Life, Cancer Research UK
- Christmas Jumper Day, Save the Children
- Hosted a Coffee Morning for Macmillan Cancer Support
- Held a raffle in aid of the Bobby Moore fund, awareness of bowel cancer
- Supported the Marie Curie charity
- Hosted an International Men's Day for the Movember Foundation for awareness of prostate cancer, testicular cancer, suicide prevention and mental health.

## HOURS SPENT IN THE COMMUNITY

The Minehead team spend many hours out in the community supporting all kinds of activities, events and people.

Examples include:

- Shopping for elderly neighbours
- Volunteering for Rainbows
- Helping at village open garden
- Participating in local school PTFSAs
- Helping at Allerford big breakfast
- Providing dog agility training
- Helping a youth football team
- Giving blood
- Helping at Allerford football festival
- Litter-picking at the local beaches
- Chaperoning for the local schools
- Helping with children's sports
- Face painting at a local school
- Volunteering for LOF (League of Friends).

# Site Stories

## COLART ACADEMY UPDATE

Following the launch of the Colart Academy in 2018, Snazaroo set out to offer their leaders some formal training to assist them in their role.

Snazaroo are renowned for promoting within and therefore many of their team leaders and supervisors have no formal qualification for their role. They worked together with a local training company to offer their team leaders and supervisors the opportunity to achieve a level 2 Diploma in Team Leading.

The training was conducted on site and lasted just over a year. The team was dedicated and worked very hard both inside and outside of work to complete and successfully pass their courses and were presented with their certificates early this year.

## TEAM BUILDING

Snazaroo held a series of team building exercises. The teams were randomly selected to incorporate a mix of everyone from all departments to complete a number of tasks and challenges. The individual games involved a mix of word association, alternative communication, memory, construction and other 'outside the box' thinking tasks all of which required a degree of lateral thinking. Everyone participated, and the challenges went down a storm with the whole team.

"I really enjoyed the variety of tasks set in the challenges. It was great to join up with colleagues from around the different areas of Snazaroo that I do not get to interact with very often. The tasks were extremely well thought out and brought out the best in all the members of our team. They enabled us to work together as a team, drawing on the strengths and knowledge of each individual within the group."

*Jeanette Bullock*

"Fun at Month End! Last week at Snazaroo I had the most fun that I have had at month end in quite a while! A great way to meet and engage with other members of the company and also to learn a bit about yourself. I think for me the moral of this story was never ask an accountant or an engineer to build you a house. Great fun and everyone thoroughly enjoyed it. Thanks very much."

*Gaynor Smith*



Brought out the  
**best**  
in all our team  
members



# Site Stories

## EMPLOYEE NEWSLETTER

The Snazaroo team create their own quarterly newsletter which provides updates in a simple and fun format for all. Anyone can submit articles to the newsletter, it is a great way to get to know their colleagues and their interests.

## VISITOR / CONTRACTOR WELCOME LEAFLET

Snazaroo released a new visitor leaflet this year with current health and safety information including:

- New health & safety site rules
- Updated maps
- Updated policies
- Updated to the new format
- Combined confidentiality agreement



## CORE PRODUCT REVISED

One of Snazaroo's core products is their 18ml pots. This product used to consist of a plastic godel which was glued into another plastic pot.

This process has been improved over the last year and we are now pleased to announce the plastic has been reduced. The paint is now filled directly into the plastic pot so there is no need for the extra plastic godel or the need for any glue.

## CRITICAL SPARES

With the rapid introduction of automated equipment at Snazaroo, their reliance on these technologies is paramount to their output.

To facilitate the up time of our machinery the team, using manufacturers guidelines and experience, have identified critical spares lists for each of our key machines.

We have worked with specific suppliers who hold stock, available within 24 hours, of high value items. An on site critical spares cupboard has been filled with low value parts.

## MACHINE TRAINING

Snazaroo are constantly working towards employee polyvalence across their sites. They actively encourage everyone to try new tasks and provide the support to make sure they are confident and capable. Their training programs ensure that machine operators not only fill the machine with paint and press a button, but the operators are also shown how to solve problems by altering process parameters within strict windows. They are also trained and closely supervised in the routine maintenance of their machines. This empowerment of our team helps us to maintain efficiencies and the high quality of our products.



Reducing  
plastic and glue in  
our core products



# Sustainability 2.0



# Sustainability 2.0

This is what we're working on and why.

A key part of Colart's sustainability strategy is to reduce environmental impact. Our 3 areas of focus is going to be waste, energy and plastic.

## PLASTIC

Plastics make up a key material in our packaging, we will initially analyse our current packaging and identify where more sustainable packaging can be used, our products travel across the world and need to reach the end consumer in perfect condition, with this in mind we will continue to look at alternatives that deliver our products while reducing our environmental impact.

Below are the stages we will initiate to reduce our packaging:

- Technical audit of all packaging
- Target setting re single use plastic
- Feasibility of alternatives to 'virgin' plastic
- Building guidelines for NPD re packaging / FSC etc
- Analysis of packaging transport
- Continue building animal derivative database
- Working with our retailers to align on targets
- Continuous reduction in single use plastic
- Changes to secondary packaging.



Reduce single use plastic packaging by **50%**

## WASTE

Due to our manufacturing processes, waste is produced, our focus will be to reduce our hazardous waste. Hazardous waste is produced through many processes across the business, our focus will be to identify the main root causes and eliminate hazardous waste where possible. This will be part of our continuous improvement processes, across the business



Reduce hazardous waste by **50%**

## RENEWABLE ENERGY

Renewable energy plays an important role in reducing greenhouse gas emissions. Using renewable energy can reduce the use of fossil fuels, which are major sources of carbon dioxide emissions.

Some of our sites already have fully renewable Energy and other with a small percentage, Colart will be working towards all of our sites to have renewable energy.

As part of our wider environmental plan we will also continue to improve our energy efficiency across all sites which in turn will help to reduce our Carbon emissions.



Reduce energy consumption by **5% YoY**

**100%** renewable energy

Reduce **CO<sub>2</sub> emissions YoY**





# colart

## **Sustainability Report 2019-2020**

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