

RESTORE

RESTORE RECORDS MANAGEMENT – OUR CORPORATE RESPONSIBILITY STORY

THE butterfly EFFECT

**THE BUTTERFLY
EFFECT IS A
CONCEPT THAT
SMALL CAUSES
MAY HAVE
LARGE EFFECTS.**

Initially used with weather prediction, the term became a metaphor used in and out of science and we think it's highly applicable to the changes we can make through taking our environmental responsibilities seriously.

Restore
Records Management

WHAT'S INSIDE

Find out how our facility in Suffolk fuels itself

7 RUNNING ON HOT AIR



3 SHORT STORIES

The small, everyday changes we're working on that will make a difference

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LIFE IS BETTER WITH TREES



Who can deny the beautiful simplicity of a paper recycling company working with the Woodland Trust to plant more trees?

GREENER TRANSPORT

Fleet maintenance, route management and sheer common sense help reduce emissions



6

8 LOVE A DUCK

Restore goes racing, for charity



A lighter

As a provider of full lifecycle document and digital information management, a key element of Restore's business is recycling.

Post-retention date paper assets from the millions of archive boxes we hold in store are despatched to and by Restore Shred – with a 100% recycle rate. Another part of the group, IT Efficient, data cleanses obsolete desk and laptop PCs and mobile phones either for re-sale, re-use or recycling, with the aim of sending 0% to landfill. So, as a company we are conscious of the impact we have on the environment and make it our business to help customers reduce theirs.

Meanwhile, across the company, we take day-to-day steps to minimise our use of natural resources.

• **Archive boxes** – we use millions of easily assembled, double-walled construction boxes that are strong and

use material that's 70% recycled (the maximum amount usable to maintain that strength), along with FSC-certified responsibly sourced raw material. When each box has reached the end of its shelf life, literally, we send them off to be turned into toilet, paper, carpet and cling film rolls.

• **Fuel** – turn to page 6 to find out what we do to manage fuel and emissions.

• **Energy management and recycling** – we worked with the Carbon Trust to look at ways of reducing our environmental impact, such as through recycling and reducing energy consumption, the latter also helping us combat rising energy prices. ■

➤ **See page 3 for more details on these stories.**

In this booklet you'll find that we've gathered together some stories from around Restore that demonstrate our heartfelt responsibility and commitment to walking with a lighter tread in the world around us. Enjoy the read!

At Restore we aim to carry out our company's activities in an environmentally aware way. We have an Environmental Policy and work hard to make sure we:

- Address the issues of energy conservation, waste management and the prevention of pollution as key considerations in all our operations.
- Seek to reduce consumption of materials in our operations and promote re-use and recycling wherever possible.
- Achieve continual improvement in environmental performance while giving proper consideration to cost and service.
- Comply at all times with relevant environmental legislation and other requirements to which we subscribe.
- Work with our suppliers to help minimise the impact of their operations on the environment.
- Minimise the impact of our buildings, structures and operational plants on the local environment by reducing our visibility and noise levels.



SHORT

The butterfly effect starts

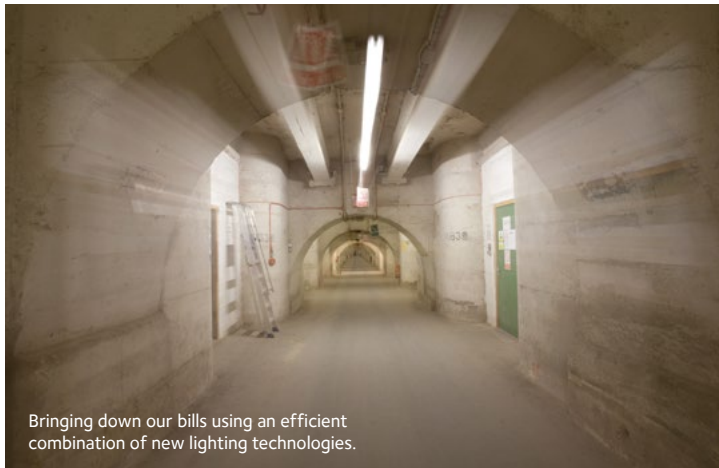


PHOTO: RESTORE

Bringing down our bills using an efficient combination of new lighting technologies.

Sensitive to light

With around 100 sites in our core business, any way of reducing energy consumption when lighting vast warehouses or underground bunkers and tunnels is given serious consideration.

We are currently migrating all our storage facilities to, or considering retrofitting, a mix of ultra-low wattage LED lighting, very slim T5 fluorescent tubes and PIR sensors – all of which are broadly

effective at bringing down our bills. PIR sensors, in particular, are useful in large footprint buildings where you may only need one aisle to be illuminated – movement in front of the sensor triggers the on/off switch and keeps

How to cut your electricity bill: modernise!

One of our more unusual storage facilities is the mine and tunnel system carved out of a hillside underneath the village of Monkton Farleigh in Wiltshire. Much of the stone from the mine was used in nearby Bath and the storage tunnels were a munitions depot during the Second World War.

When we took the facility over a number of years ago we inherited some pretty old dehumidifiers and inefficient ways of running them. Inefficient to the tune of nearly £500,000 a year in electricity, that is. Getting power across a mile-long underground tunnel is an issue and there are three substations that serve Monkton Farleigh but we wanted to reduce costs, reduce our footprint and bring our equipment into the 21st century.

So we modernised. In District 12, for instance, there were 110 1-2KW dehumidifiers. We replaced them with just four state-of-the-art 30MW machines whose hydrostats shut off power once the correct environment has been reached throughout the district – far more efficient and around half as costly. Now our aim is to increase the storage capacity up to 2 million boxes, all while maintaining the same level of electricity usage. ■

➤ One of the four efficient, state-of-the-art 30MW machines whose hydrostats shut off power once the correct environment has been reached throughout the district.



PHOTO: ANDY WESTON

Taking our responsibilities seriously

We're pleased to say that we recently completed the first Government-led Energy Saving Opportunity Scheme (ESOS) audit, a UK interpretation of ways to encourage businesses of 250 employees or more to start complying with Article 5 of the EU's Energy Efficiency Directive.

The ESOS audit, which is mandatory every four years, basically looks at how companies manage their buildings and spaces in terms of their carbon output. For example, when auditors look at older buildings they will examine the fabric of the building, glazing,



Restore recently completed the first Government-led ESOS audit

roofing. They may look at the company culture to see whether there are Energy Champions within the structure whose role is to help educate staff about energy consumption.

Since ESOS audit results are recommendations only, you might ask what the point of it all is. However, by making the process mandatory, it does at least raise the profile of carbon output at board level. And, it's rumoured that there may be government incentives for those businesses who voluntarily choose to audit every year... ■

Life's better with trees

Did you know that 100 ancient woods have been lost to development and diseases such as Ash Dieback in the last ten years? Restore Shred's support of the Woodland Trust aims to help halt this erosion and create a positive future for trees in the UK.

Trees play a vivid role in our national history and imagination. Where would Robin Hood have hidden out if not in Sherwood Forest? And how would Isaac Newton have discovered the law of gravity if he hadn't been sitting under his apple tree in Lincolnshire?

It's hard to imagine a landscape without trees but only 13% of England,

Northern Ireland and Wales has coverage and, although this figure is improving, it's a long way off the 37% average found across Europe. This improvement is, in no small part, thanks to organisations such as the Woodland Trust. The trust cares for existing woodlands, plants new trees and woods, and generally raises the profile of this essential part of our ecosystem, especially at government

and community levels. They aim to get a broad swathe of people, including the next generation, involved in the outdoors and trees.

The trust's income and support comes from private donors, legacies, memberships and collaborations with other organisations, such as the National Trust at Fingle Woods in Dartmoor. ►



The Woodland Trust runs plenty of outdoors days for the next generation of tree lovers and, right, Mark Bradley gets



PHOTOS (L-R): WTPL/JUDITH PARRY, WTPL/DEBORAH MORRIS, DAVID

SEEING THE WOOD FOR THE TREES

2.84m

Number of hectares of woodland in the UK, which, in England and Wales, is only **13%** coverage of the land area. In Scotland it's **16%** – both a long way off the **37%** coverage across Europe

16%

13%

37%

31

million

Number of trees planted since the Woodland Trust was founded in 1972, at a rate of around 250,000 a year

2,000

Age of the Ankerwycke yew at Runnymede, the tree that 'witnessed' the signing of Magna Carta

Number, in millions, of trees the government promised to plant between 2010 and 2020

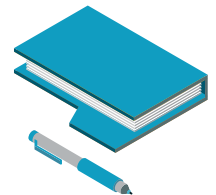
22

22,500

Area, in hectares, owned and cared for by the Woodland Trust

4

Number of new woods being created, one in each country of Great Britain, as part of the Centenary Woods project



8,148

Number of free packs the Woodland Trust has given to schools and community groups over the past year, including some 800,000 trees

1,200

Number of woods that are free to access, though not all are accessible!

Their third largest income stream comes from a combination of landfill tax, trusts and companies. So, what's the attraction for companies?

There can't be many businesses that don't use a tree-based product somewhere down the line and there can't be that many people who don't see the value of planting more trees and contributing to their wellbeing. Businesses benefit by being seen to be concerned about their impact on the environment and, for many, there's the obvious link between trees, paper, recycling and carbon mitigation to demonstrate to staff and customers. But tree planting is also productive, creates beauty and is fun, as Restore Shred's Managing Director, Mark Bradley,



"Our document shredding business processes around 25,000 tonnes of paper each year, recycling it back into tissue products that, in turn, save over 400,000 trees. Restore Shred endorses tree-planting projects and the protection of endangered trees from disease. For us, planting trees closes the environmental loop and demonstrates a business that wants to give back, not just consume valuable resources."

Mark Bradley, Managing Director, Restore Shred

recently discovered (see above).

After a hard morning's labour digging holes and teasing out tender sapling roots at Heartwood in Hertfordshire, Mark could see how tree planting is a great way of encouraging team building, of volunteering, of engaging with

customers and of feeling involved with something that gives back to the world around us. Just don't be surprised if Mark hands you a spade next time he meets up with you! ■

With thanks to Katherine Jaiteh at the Woodland Trust for all her help www.woodlandtrust.org.uk

Greener transport

Here's what we do as a matter of course to keep our emissions down...



PHOTO: RESTORE

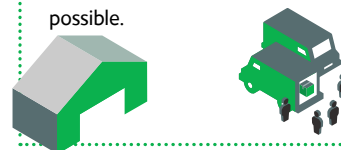
We run a fleet of vehicles fitted with current technologies and regularly monitor their performance against carbon footprint and running cost parameters.



We use the latest generation telematics systems that give our team full visibility of journey times and routes. This ensures that drivers choose the quickest, most economical ways of reaching their destination and helps reduce emissions and fuel consumption.



We keep our drivers up-to-date with driving best practice so that they use vehicles in the most fuel efficient way possible.



CASE STUDY

...and this is taking it several steps further, for a customer >

THE CUSTOMER... THE FRANCIS CRICK INSTITUTE

The institute is a consortium of six of the UK's most successful scientific and academic organisations – the Medical Research Council, Cancer Research UK, the Wellcome Trust, University College London, Imperial College London and King's College London. The institute employs 1,500 staff, including 1,250 scientists, and has an operating budget of over £100m a year.

THE CHALLENGE

A brand new, state-of-the-art central London facility needs a brand new, innovative supply chain. One that delivers substantial cost savings and operational efficiencies, in terms of both time and environmental cost savings.

THE SOLUTION

Restore won a three-year contract with their solution to manage all of the institute's physical deliveries on site at Rainham in Essex. This streamlines the number of daily vehicles into its central London building thus reducing carbon



THE FRANCIS CRICK INSTITUTE

VIEW ACROSS THE BRILL PLACE-MIDLAND ROAD JUNCTION. © JUSTIN PIPERGER PHOTOGRAPHY/WADSWORTH3D

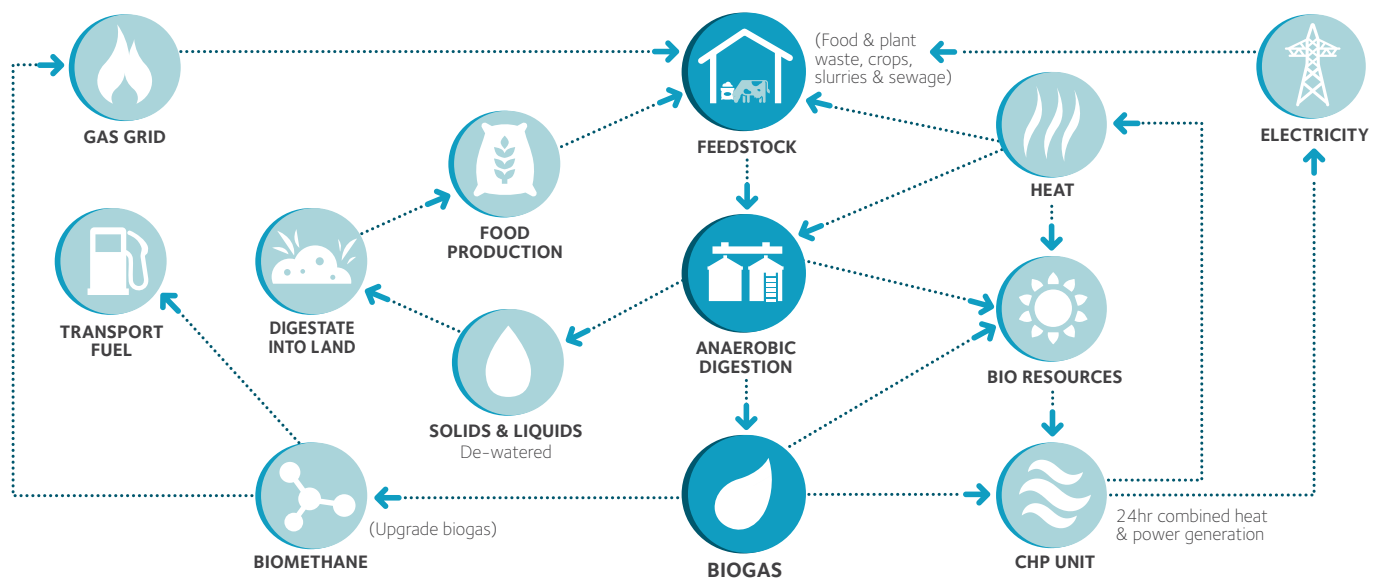
output, costs and congestion while maintaining excellent service.

THE EXPERIENCE

As part of the agreement and to ensure as smooth a transition as possible, we provided a bespoke, dedicated support team and IT system to monitor and manage internal workflow and track deliveries. A member of the senior management team at the Francis Crick Institute commented: "Restore did an excellent job in developing an extremely comprehensive specification against our tender. Having a reliable and fast-acting supply chain manager is crucial to supporting a collaborative and open culture that builds links between the institute, the wider scientific community, and the general public." ■

Running on hot

Here's a great bio-energy scheme that provides local power for local people, including Restore. We have two of our high-security storage facilities at Bentwaters Park near Ipswich hooked up to it. John Kemball, Bentwaters' Site Manager, explains the set-up.



“It all started with a local farming group called The Three Musketeers (3M) thinking outside the box,” says John. “They were looking for alternative crops to produce on this region’s sandy soil that is low in organic matter and fertility and is prone to erosion. In their view, removing the need to grow a green ‘break crop’ in order to plough back in to supply that much-needed organic material was also key. Careful consultation and investigation led to us – Bentwaters Park is a shareholder in the scheme – gaining planning permission and the large-scale facility was built.

“If you think of a cow’s digestive system you’ve pretty much got how this bio-energy power plant works (see diagram). The anaerobic digesters run on a mix of vegetable and maize silage and apple pressings, consuming 70,000 tonnes a year with 60,000 tonnes sourced from within a five to ten-mile radius – so a really local enterprise.

“The digesters produce three sources of energy:

- Methane-rich biogas that is burnt to create renewable electricity for the

National Grid and for the private network already installed at Bentwaters Park, a former RAF base

- Localised heat produced by the electricity generation process that is then used to cool adjacent vegetable storage buildings
- Nutrient-rich, high quality ‘digestate’ is the end product, both solid and liquid, and is used as a fertiliser – significantly reducing the need for petro-chemical fertilisers – and as a means of adding much-needed organic matter back into the soil.

“This really is ‘dark green’ energy. It’s a sustainable source that helps create long-term balance for the local farming community and land, and provides renewable energy for local businesses and beyond. Restore has two data storage facilities connected to this renewable energy supply which means it has lower electricity bills and is running 24/7 on true green energy – produced in generators right next door, in fact.” ■

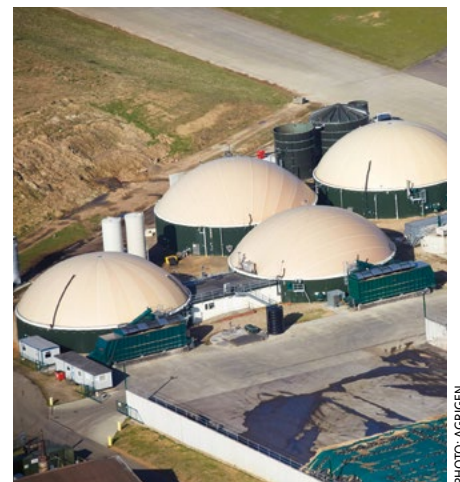


PHOTO: AGRIGEN

The power to deliver

The plant has a 3.8MW rating, which refers to the amount of electricity it produces every hour. This is enough power to fuel over 2,000 households for a year.



Going for gold

How Energy Champions educated their colleagues to just 'switch off' and reaped reductions and

One of the Restore divisions – formerly Wincanton Records Management (WRM) – won a top industry award in 2015 for having successfully reduced their carbon footprint over the previous five years. The Mayor of London's Business Energy Challenge (BEC) presents awards recognising businesses that drive sustainability through energy efficiency and cuts to carbon emissions. The company won Gold for bringing down their carbon emissions by 31.42%.

How did they do it?

Restore – formerly WRM – introduced initiatives to help reduce energy consumption, including a 'Switch Off' campaign where they encouraged employees to save energy by remembering the small things that add up to make a big difference across a business, as well as Energy Champions who helped keep everyone on track. One of those champions, Alan Baglee, National Facilities and H&S Manager, said: "For us, achieving a change in our company culture has been the biggest factor in achieving our great results. Without engaging our staff and getting them on board with our ideas for saving energy, we wouldn't have been able to make the significant changes that we have. We're building on this culture change to improve our energy reduction and sustainability right across the business." ■

Love a duck

Great fun was had by a group of Restore staff at Surrey Care Trust's annual Big Yellow Duck Race in July 2015.

Supporting its very own Restore outfit, our dapper duck set sail downriver. Competition on dry land was fierce with bets and bribes coming in thick and fast, in total contrast to the ducks themselves, who calmly meandered their way under trees, into the reeds at the water's edge (bribing folks to free them up was key at this stage) and finally bobbing their beaks over the finish line. Sadly, we didn't have a winner – but there's always another year!

We're proud to be a corporate sponsor of the Surrey Care Trust and that our duck fundraising efforts went directly towards funding the Trust's work. Surrey Care Trust provides learning, training, volunteering opportunities and support, including mentoring, for people who have been held back through disadvantage and hardship from an early age or setbacks later on in life. Nurturing skills for life, work and learning

builds confidence and creates brighter futures.

David English, Restore's Commercial Director, says one of the reasons for choosing to support the charity was that both the Trust and Restore are rooted in Surrey. "Surrey is perceived as a wealthy stockbroker belt county so it's always a jolt to remember how much deprivation there is in the towns near Restore's headquarters. We're genuinely impressed by what the Trust achieves for our local communities through their kind, down to earth approach and we are delighted to be involved in fundraising events for them." ■

www.surreycaretrust.co.uk

STOP PRESS!

Restore signs up to work with the Willow

Every year an estimated 14,000 people aged 16 to 40 are diagnosed with a life threatening illness in the UK. At a time when you should be at your most vibrant – going to university, building a career, raising a family, buying your first home – you find yourself focusing on treatment plans and hospital appointments or learning to accept a significantly shortened life expectancy. The Willow Foundation is the

only national charity working with seriously ill 16 to 40 year olds to fulfill uplifting and unforgettable special days. Each day is a life-affirming experience that can lift spirits, reunify families and be a source of strength when it's needed most. A truly worthwhile and life-affirming cause, we think you'll agree.

www.willowfoundation.org.uk

RESTORE:
Our corporate responsibility story



Aiming for high standards in everything we do

Restore and its employees seek to be good citizens and our customers expect nothing less, so it's good to know that our business activities play a useful role in society.

- The growth of our business creates new jobs.
- Restore Document Management stores documents in remote premises to help our customers make more

efficient use of office space or public service facilities.

- Restore Shred helps our customers reduce their carbon footprint.
- IT Efficient securely recycles IT equipment and office furniture or offers it for charitable re-use or re-sale.
- Restore Scan improves access to important documents, creates efficient processes for public services and enables improved use of office space.



Records



Digital



Datahub



Relocation



Technology

www.restore.co.uk

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