

## Arden Direct Marketing Ltd

### Environmental Management Policy

Arden Direct Marketing Limited provide mailing and response management services, including: high speed laser printing, mechanical/manual polythene and paper enclosing, inbound/outbound contact centre and fulfilment & response services. We realise the importance of contributing positively to local, national and international environmental wellbeing and conserving resources. The management team provide leadership to create and maintain an environment to enable the achievement of objectives. Management have responsibility for ensuring that the environmental policy is understood, implemented and complied with, and objectives and targets are set, monitored and reviewed.

We recognise that our day to day activities will inevitably impact upon the environment, but we must ensure that we prevent pollution from our processes. As an organisation, we must comply with all relevant environmental legislation and other requirements. We maintain a legislative register.

**We are delighted to have achieved the ISO 14001 accreditation, will be actively supporting the new PAS 20-20 accreditation which will make further tougher demands upon our processing, and fully support Royal Mail and other carriers to promote the use of sustainable materials and encourage recycling. All of our clients understand the need for clean accurate data, carefully targeted towards their prospects and clients. No mail is sensible, nor a good return on investment, if it is received by the wrong audience. Our account managers are trained to discuss with you how to make your mailings more successful and less wasteful.**

We are committed to continual improvement to minimise the impact of our activities upon the environment, and facilitate this via maintaining an environmental management system, setting and monitoring objectives, process, waste and system auditing, and management review of environmental management system performance. The Environmental Manual defines how the requirements of ISO 14001 have been addressed.

Employee involvement in all environmental matters is encouraged at all levels, and is promoted through training and communications. This policy is communicated to all persons working for or on behalf of our organisation. All employees are required to comply with policy and procedure.

We have recognised the following specific environmental issues:-

- Working with customers and suppliers to reduce environmental impact and waste, and to propose neutralising of carbon impact on campaigns
- Reducing consumption of materials and energy whenever practical
- Promoting recycling and use of recycled materials with clients and our stock and materials, resulting in minimisation of waste sent to landfill

A handwritten signature in black ink, appearing to read 'JAMM'.

Managing Director

